

# 6th Women in Operations Leadership Summit

Develop essential leadership skills to supercharge your career



## FEATURED SPEAKERS



**Heather Di Marco**  
General Manager, BCO Enablement and Transformation  
**NAB**



**Alexandra Coates**  
Chief Operating Officer  
**Datacom**



**Rod Heale**  
Chief Operating Officer  
**John Holland Group**



**Kari Banick**  
General Manager  
**Linfox**



**Michelle Armstrong**  
Chief Operations Officer,  
Monash Sustainable Development Institute  
**Monash University**



**Marija Maher**  
Chief Operating Officer  
**Victorian Ombudsman**



**Karen Sercombe**  
Chief Operating Officer  
**MST Financial**



**Nicholas Hoare**  
General Manager Operations  
**Telstra**



**Superintendent Suzanne Duffy**  
Border Force Officer Capability  
**Australian Border Force**



**Livia Bonazzi**  
General Manager of Strategy  
**Western Water**



**Magda Edmonds**  
Head of Metro  
**Metro Trains Melbourne**



**Scott Power**  
Group Executive Director, Operations  
**BMD**



**Andrew Murray**  
Major Projects Manager  
**Glencore Technology**



**Theme: 'Reach Your Potential'**

**Pre-Summit Workshop**

2 April 2019

**Summit**

3 & 4 April 2019

**Post-Summit Workshop**

5 April 2019

**Pullman on the Park, Melbourne**

Refine your leadership toolkit

Navigate a disruptive workforce

Communicate as a confident leader

Build a resilient and adaptable team



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# 2019 Theme: 'Reach Your Potential'

In the fast-paced world of operations, the stakes are high and the path forward isn't always clear. To triumph over the chaos, you must adopt a non-linear approach to progress where you continuously reevaluate your goals and capabilities.

## Pre-Summit Workshop

2 April 2019

### Supercharge your personal leadership brand

9.00 - 4.30

#### Identify your leadership values

- Consciously identify what is important to you
- Communicate your personal and professional values
- Shape how you are perceived by others

#### Develop your personal leadership brand

- Craft a leadership style that plays to your strengths
- Create a positive influence within your organisation and leave a lasting leadership legacy
- Develop a standout personal brand

**Expert Facilitator: Jo Wise** Director and Founder

#### Lead with authenticity

- Develop an emotionally intelligent workplace culture
- Overcome imposter syndrome and develop your authentic identity
- Earn trust and respect through being authentic

#### Lead with confidence

- Understand the effect of emotions on behaviour
- Promote yourself positively and influence others
- Enhance your communication effectiveness

## Summit Day One

3 April 2019

### OPENING KEYNOTE CASE STUDY 9.00 - 9.50

#### Unleash your potential

- Identify your strengths
- Leverage your value
- Position yourself for success

**Michelle Armstrong** Chief Operations Officer  
Monash Sustainable Development Institute  
Monash University



### CASE STUDY 9.50 - 10.40

#### Create a culture of growth

- Create a culture that reflects your leadership values
- Establish and communicate your vision with your team
- Lead by example

**Nicholas Hoare**  
General Manager Operations  
Telstra



### CASE STUDY 10.55 - 11.45

#### Make effective decisions

- Maintain a balanced perspective
- Develop essential decision-making skills
- Stay calm in a fast-paced environment

**Scott Power**  
Group Executive Director, Operations  
BMD



### EXPERT COMMENTARY 11.45 - 12.35

#### Establish your personal brand

- Develop your brand
- Communicate your values
- Play to your strengths

**Jo Wise**  
Director and Founder  
Jo Wise Leadership



### INTERACTIVE PANEL DISCUSSION 1.35 - 2.25

#### Develop an effective work-life harmony

- Maintain ambition without compromising on wellbeing
- Manage expectations
- Communicate your priorities

**Magda Edmonds**  
Metro Trains Melbourne

**Superintendent Suzanne Duffy**  
Australian Border Force

**Scott Power**  
BMD

**Andrew Murray**  
Glencore Technology



GLENCORE TECHNOLOGY

### CASE STUDY 2.25 - 3.15

#### Achieve success through mentorship

- The impact of mentors and sponsors
- How to find a successful long-term partnership
- Strengthen your support system

**Kari Banick**  
General Manager  
Linfox



### EXPERT COMMENTARY 3.15 - 4.20

#### Seven vital steps to network like a pro

- Tips and tricks for successful networking
- Strategic connections
- Form lasting relationships

**Amanda Blessing**  
Mentor, Trainer, Speaker and Thinker  
The Ambition Revolution

### NETWORKING RECEPTION 4.30 - 5.30

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# Summit Day Two

4 April 2019

## OPENING CASE STUDY

9.00 - 9.50

### Build an adaptable & resilient team

- Build mutual trust
- Increase resilience to change
- Develop a reliable team synergy

**Marija Maher**

Chief Operating Officer  
Victorian Ombudsman



## CASE STUDY

9.50 - 10.40

### Maintain internal & external stakeholder relationships

- Explore effective stakeholder management strategies
- Communicate with confidence
- Understand your stakeholders

**Livia Bonazzi**

General Manager of Strategy  
Western Water



## INTERACTIVE PANEL DISCUSSION

10.55 - 11.45

### Take a C-Seat - The road to the top

- Explore personal career journeys
- Embrace challenges as opportunities
- Advice to emerging leaders

**Alexandra Coates**

Chief Operating Officer  
Datacom

**Karen Sercombe**

Chief Operating Officer  
MST Financial

**Marija Maher**

Chief Operating Officer  
Victorian Ombudsman

**Rod Heale**

Chief Operating Officer  
John Holland Group



## CASE STUDY

11.45 - 12.35

### Pave a pathway for future success

- Practical examples from the field
- Prepare for the unexpected
- Lead through the challenges of change management

TBA

## CASE STUDY

2.25 - 3.15

### Navigate a changing workforce

- Understand and adopt a variety of communication styles
- Bridge the generation gap
- Build synergy between old & young

TBA

## EXPERT COMMENTARY

2.25 - 3.15

### Make your value visible

- Explore language patterns that undermine credibility and confidence
- Discover the non-verbal signals that enhance your professional presence when communicating
- Learn how others see you and what that means for your career potential

**Anneli Blundell**

Professional People Whisperer



## INTERACTIVE CLOSING ROUNDTABLE

3.30 - 4.20

### Realise your full potential as an operations leader

- Review key themes over the last two days
- Make your action plan
- Share knowledge from the conference back at work

**Jo Wise**

Director and Founder

Jo Wise Leadership



# Post-Summit Workshop

5 April 2019

## The 3 Cs to improving your professional visibility - Confidence, communication and clout

9.00 - 4.30

### Prepare for an executive career

- Understand the 'invisible rules' of competitive leadership
- Women infiltrating the boys' club
- Navigate your vision of success

### Develop a new professional confidence

- Assess common reasons you may experience low confidence in the workplace
- Harness the upside to low confidence
- Unlock your personal confidence code

Expert Facilitator: **Anneli Blundell** Professional People Whisperer

### Communicate with poise

- Strategies to make your voice heard
- Overcome the double-bind of simply speaking up
- Recognise the problem with just speaking up

### Clarify your influence and clout

- Manage relationships with big egos and power players
- Develop empowerment beyond capability
- Highlight your confidence affectively

# Who will attend?

Current, aspiring and future operations leaders

- COOs, Directors/VP Operations, Manager/Superintendent Operations

Includes advocates of change and managers responsible for:

- Diversity / Human Resources / Leadership Development
- Women in Leadership Program Managers / Committee Members
- Champions of Change / Male Leaders

