

# 2nd Women in Operations Leadership Summit



Conquer obstacles to accelerate progression in operations roles

Be a confident influencer

Build resilience to withstand tough environments

Pave your leadership path

Create a rich support network

30 April - 3 May 2019 Stamford Auckland

## FEATURED SPEAKERS



**Michelle Henderson**  
Chief Operating Officer  
PowerNet



**Kerry Conway**  
Deputy Chief Financial Officer  
Westpac



**Tracy Talbot**  
Director of Operations NZ  
Jacobs



**Mark Stewart**  
Chief Operating Officer  
New Zealand Post



**Andrea Dickens**  
Chief Operating Officer  
AJ Park NZ



**Penelope Rae**  
Head of Delivery  
KiwiRail



**Karen Walfisch**  
Director Operations Strategy and Design  
Ministry of Business, Innovation and Employment



**Rebecca Larking**  
General Manger, Operations Trading and Environment  
Genesis Energy



**Amanda Davies**  
National Operations Manager  
Downer New Zealand Limited



**Rod De Spong**  
Chief Operating Officer  
Douglas Pharmaceuticals



**Michelle Maxwell**  
Head of Digital Performance  
Bank of New Zealand



**Bridgit Elder**  
Digital Performance Manager  
Bank of New Zealand



**Frances Bengé**  
Chief Executive Officer  
Cure Kids



**Amy Cavanaugh**  
General Manager, Operations  
Pinnacle Life NZ



**Paula O'Flynn**  
Regional Operations Manager  
Ministry of Justice



**Eva Smail**  
Continuous Improvement Specialist  
Auckland Council



**Elise Adams**  
Head of Business and Support Services  
New Zealand Veterinary Association



**Carly Graham**  
Head of Enterprise Solutions and Service Design  
Vodafone New Zealand



**Annette Rangi**  
General Manager Operations/Sales  
New Era Technology



**Jane Fitzgerald**  
Director  
Deloitte New Zealand

## MEDIA PARTNERS



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**Women in Leadership & Management Australasia**

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# 2019 Theme: 'Breaking Barriers'

Every leader accomplishes greatness by breaking barriers.

To accelerate in your career it is essential to overcome these challenges to achieve both personal and professional growth.

Our inspirational speakers will share their journeys to leadership. They will provide the knowledge and strategies required to break all barriers standing in the way of a successful career.

## Pre-Summit Workshop

30 April 2019

### Pathway to leadership

9.00 - 4.30

#### Leadership strategies for success

- Create conditions for team success
- Engage and inspire to motivate your team
- Why relationship trumps competence

#### Show your team decisiveness

- The importance of decisiveness
- Tap into your ability to be decisive
- Four decisive leadership styles

**Expert Facilitator: Julie Sim** Strengths Based Development Coach

#### Create a diverse environment

- Cultivate an inclusive and supportive work environment
- Actively seek new perspectives and ideas
- The platinum rule

#### Manage different personalities

- Focus where it counts
- Set boundaries and manage effectively
- The platinum rule

## Summit Day One

1 May 2019

### OPENING KEYNOTE CASE STUDY 9.00 - 9.50

#### Stepping up with confidence

- Erase self-doubt
- Make your goals a reality
- Embrace the unknown

**Frances Bengé**  
Chief Executive Officer  
Cure Kids



### CASE STUDY 9.50 - 10.40

#### Leading for success in operations

- Develop and source new skills
- Establish an effective operations process
- Set realistic expectations of your team

**Rod De Spong**  
Chief Operating Officer  
Douglas Pharmaceuticals



### CASE STUDY 10.55 - 11.45

#### Building resilience

- Develop problem-solving skills
- Build a positive mindset
- Take control of challenging situations

**Penelope Rae**  
Head of Delivery  
KiwiRail



### EXPERT COMMENTARY 11.45 - 12.35

#### Networking for self-promotion

- Make a lasting impression
- Online/offline networking
- Build strong social connections

**Anne-Marie Coury**  
Program Development Professional

### INTERACTIVE PANEL DISCUSSION 1.35 - 2.25

#### Empowering yourself to take a leap of faith

- Create your own career vision
- Ascend beyond expectations
- Discover how to rise into senior leadership roles

**Michelle Henderson**  
PowerNet  
**Tracy Talbot**  
Jacobs

**Paula O'Flynn**  
Ministry of Justice  
**Carly Graham**  
Vodafone New Zealand



### CASE STUDY 2.25 - 3.15

#### Balancing compassion and assertiveness

- The importance of having dual skills
- Clearly communicate your message
- Strategies for win-win negotiations

**Mark Stewart**  
Chief Operating Officer  
New Zealand Post



### CASE STUDY 3.30 - 4.20

#### Thriving as an Agile Leader

- Adapt leadership styles around the latest technology
- Innovate to address challenges with solutions
- Expand capacity and extend capabilities to be more Agile

**Annette Rangi**  
General Manager Operations/Sales  
New Era Technology



### NETWORKING RECEPTION 4.30 - 5.30

## More people? More savings!

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## Summit Day Two

2 May 2019

### OPENING CASE STUDY

9.00 - 10.00

#### Speaking up & being heard

- Gain mannerisms of a power player
- Establish negotiation skills
- Inspire those around you

**Andrea Dickens**

Chief Operating Officer  
AJ Park NZ



### CASE STUDY

10.00 - 11.00

#### Leveraging effective relationships

- Embrace challenges
- Set and achieve goals
- Tell your story

**Michelle Maxwell**

Head of Digital Performance

**Bridgit Elder**

Digital Performance Manager

Bank of New Zealand



### INTERACTIVE PANEL DISCUSSION

11.15 - 12.15

#### Finding your why

- Motivation strategies
- Balance work and home life
- Discover your purpose

**Amanda Davies**

Downer New Zealand Limited

**Elise Adams**

New Zealand Veterinary Association

**Jane Fitzgerald**

Deloitte New Zealand

**Rebecca Larking**

Genesis Energy

**Kerry Conway**

Westpac

**Rita Csako**

SHM Therapy

**Karen Walfisch**

Ministry of Business, Innovation and Employment



### EXPERT COMMENTARY

1.15 - 2.15

#### Becoming a risk taker

- Fears and the role of vulnerability
- Take intelligent risks instead of gambling
- Manage the downside of risks

**Shelley Cox**

Director

Kora Consulting

### CASE STUDY

2.15 - 3.15

#### Transforming workforce culture

- Be a supportive leader
- Focus on customers and results
- Solve problems effectively

**Eva Smail**

Continuous Improvement Specialist  
Auckland Council



### INTERACTIVE CLOSING ROUNDTABLE

3.30 - 4.20

#### Taking the next steps

- Key learnings from the conference
- Bring out your confident, authentic self
- Prepare for the challenges ahead

**Julie Sim**

Strengths Based Development Coach



## Post-Summit Workshop

3 May 2019

### Creating your operations team culture 9.00 - 4.30

#### Understand how culture affects your business

- Why are some teams are more effective than others?
- 3 key organisational systems
- Origins of business culture

#### Boost productivity with your team

- 6 Common components of great culture
- How to make these components a norm in your team
- GROW model and action planning for team success

#### Use your skills to optimise leadership potential

- Emotional intelligence and thinking cycles
- What makes a good leader?
- How to lead a team

#### Find ways to motivate your team

- Coaching techniques all team leaders should learn
- 5 keys to successful communication
- How to build trust in your team

#### Expert Facilitator:

**Nicole Coyne** Business Coach **Tikumu Consulting Limited**

## Who will attend?

- COO's
- Directors
- VP Operations
- Managers
- Superintendent Operations

Advocates of change and managers responsible for:

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

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