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











Kerry Conway Deputy Chief Financial Officer Westpac





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**





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



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



National Operations Manager Limited



Amanda Davies Downer New Zealand



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 Benge Chief Executive Officer **Cure Kids**



Amy Cavanaugh General Manager, Operations Pinnacle Life NZ





Paula O'Flynn Regional Operations Manager Ministry of Justice





Eva Smaill 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 Deloitte New Zealand

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BOOK NOW

Phone: +64 9 927 1500 Priority Code: I

Email: registration@liquidlearning.co.nz





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

1.35 - 2.25

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

• Set boundaries and manage effectively

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

INTERACTIVE PANEL DISCUSSION

Empowering yourself to take a leap of faith

• Discover how to rise into senior leadership roles

JACOBS

• Create vour own career vision

• Ascend beyond expectations

Michelle Henderson

PowerNet

Jacobs

Tracy Talbot

PowerNet

• The platinum rule

Summit Day One

1 May 2019

Paula O'Flynn

Carly Graham

Ministry of Justice

Vodafone New Zealand

JUSTICE

Stepping up with confidence

OPENING KEYNOTE CASE STUDY

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

Frances Benge

Chief Executive Officer

Cure Kids



9.00 - 9.50

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



11.45 - 12.35

EXPERT COMMENTARY

Networking for self-promotion • Make a lasting impression

- Online/offline networking
- Build strong social connections

Anne-Marie Courv

Program Development Professional

CASE STUDY

• The importance of having dual skills

Balancing compassion and assertiveness

- Clearly communicate your message
- Strategies for win-win negotiations

Mark Stewart

Chief Operating Officer

New Zealand Post



3.30 - 4.20

2.25 - 3.15

CASE STUDY

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

New Era Technology

General Manager Operations/Sales



NETWORKING RECEPTION

4.30 - 5.30

More people? More savings!

Receive a 30% discount when booking a team of 15 to attend, please call: +61 2 8239 9711 or email: registration@liquidlearning.co.nz

UP TO 30% OFF

Summit Day Two

2 May 2019

9.00 - 10.00

OPENING CASE STUDY

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 vour storv

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 Smaill

Continuous Improvement Specialist

Auckland Council



3.30 - 4.20

INTERACTIVE CLOSING ROUNDTABLE

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 kev 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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FARLY BIRD DISCOUNT

Receive up to \$150 off registration if you register and pay by 29 March 2019

SUPER SAVER DISCOUNT

Receive up to \$300 off registration if you register and pay by 8 February 2019

VALUE PLUS DISCOUNT

Receive up to \$400 off registration if you register and pay by 21 December 2018

2nd Women in Operations Leadership Summit30 April - 3 May 2019

Stamford Auckland 22-26 Albert St, Auckland, 1010, New Zealand Ph: +64 9 309 8888

Booking Form

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