

Are You Ready for Change? The 'Make or Break' Role of your Organisational Culture

9.00am – 3.30pm, Thursday 28th February 2008
Hilton Hotel NewcastleGateshead

Why this conference?

Public service leaders are under increasing pressure to provide better services, more efficiently and with fewer resources. Getting the most out of our people has never been so important. What part does the culture of our organisations play in achieving these ends?

Does your organisational culture help or hinder as you implement large scale change?

This conference will introduce North East public service leaders to experts in the field of organisational culture, change management and sustaining productive, healthy workplaces.

We are delighted that **Rene Carayol will give the keynote speech, and that we'll have** first class contributions from speakers **Phil Clothier, Carole Spiers and Professor Ivan Robertson.**

Who should attend?

Elected Members, Chief Executives, Directors, Senior Managers, Organisational Development Professionals, Senior Personnel Officers and Change Agents.

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Programme (subject to minor amendments)

8.30 Registration

9.00 **Claire Maxwell:** Welcome and Introduction

9.15 **Phil Clothier: Values at the Heart of Organisational Culture**

Cultural Transformation Tools - Values Assessment*

Why is culture important? What do we know about our organisational culture and how might we audit it? What part do values play in our organisational culture and what do leaders do to promote them?

10.20 **Carole Spiers: Change is Inevitable - Growth is Your Challenge!**

Management's responsibilities and leadership role during periods of change; the human side of organisational change; building team resilience for outstanding performance; positive attitudes, motivation and communication.

11.25 Coffee

11.45 **Professor Ivan Robertson - Healthy and Unhealthy Work Place Cultures**

How to recognise them and what are the key drivers? The impact of leadership, boards and top teams.

12.50 Lunch

13.45 **Claire Maxwell** - What have we learned so far?

14.00 **Rene Carayol - Culture is More Powerful than Strategy**

An inspirational look at the significance and influence of organisational cultures.

15.05 Wrap up session

15.30 Close

***Free, exclusive access to the online Values Assessment tool**

Prior to the event, delegates booked to attend will be invited to complete a short online Cultural Values Assessment provided by the Values Centre. The survey will capture the delegates' personal values, and the current and desired values of the organisation or authority they work for.

The results will then be used during Phil Clothier's session to provide live data on the collective values of the audience and the organisations they represent.

The Speakers

Rene Carayol is a leading UK business guru and media personality. He has presented BBC's 'Pay off your Mortgage in 2 Years', 'The Money Programme' and 'Mind of A Millionaire'. His focus is on leadership, business transformation and talent. He has provided leadership support to the Cabinet's Strategy Unit and to the Home Office. Rene's messages are practical and he inspires the audience, showing them what lies within their grasp.

www.carayol.com

Carole Spiers is a broadcaster, author, coach and international leading authority on work place stress management and people development. Carole brings expert knowledge and highly successful motivational techniques to the stage.

www.carolespiers.co.uk

Professor Ivan Robertson is Managing Director of Robertson Cooper, a leading Business Psychology Company. Ivan's experience covers over 30 years working at senior levels with industry and central government, education and business. He has advised organisations worldwide on a range of issues including well-being management, work-life balance, leadership development and training, the psychological assessment of employees, and the selection and

development of top teams. Ivan retains an academic post as Emeritus Professor of Work and Organisational Psychology at the University of Manchester.

www.robertsoncooper.com

Phil Clothier is the Global Training Director of The Cultural Transformation Tools. His passion and experience is in developing profitable, compassionate and sustainable businesses, supporting both corporate and government management boards worldwide. He combines his transformational consulting and coaching skills with a practical knowledge of high performing teams and the internal and external collaboration required to make that level of performance possible.

www.valuescentre.com

Chaired by **Claire Maxwell**. North East based Claire has a wealth of experience from working in Public Relations in the film industry, working for a small, passion driven, privately owned company to over twenty years in a variety of key roles in large, public sector organisations. Since 1999, Claire has worked nationally and internationally as an independent consultant, specialising in developing collaborative approaches to whole organisational development, predominantly within the not for profit sector.

About the Conference organisers:

The **Improvement Partnership for North East Local Government** brings together the region's 25 councils and 4 fire and rescue services around their shared goal of continuous improvement in local government. Since 2005 it has delivered a range of capacity building activities aimed to support authorities as they aim to improve performance and service delivery.

Gateshead Public Service Academy, established in 2003, is a unique partnership comprising Gateshead Council, NHS Foundation Trust, South of Tyne and Wear Primary Care Trust, Gateshead College and Northumbria University. Currently supported with funds from the North East Centre of Excellence and partner contributions, it aims to share learning and develop joint approaches to recruitment and procurement across the public sector.

BOOKING FORM

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To reserve a place at the conference you must complete the booking form below:

Name:

Position:

Authority:

Address:

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Telephone:Email:

Dietary requirements:

Joining instructions will be emailed to you in February 2008.

If you would prefer to receive them by letter, please tick this box.

Access requirements (tick as appropriate):

Disabled Parking Assistant Attending Sign Language Interpreter

Induction Loop Wheelchair Access Large Print

Braille Notes

Some attendees will be asked to take part in the evaluation of the Partnership programme. Agreement to participate, if asked to do so, is a condition of your free place at the event.

Limited number of places available - book early to avoid disappointment.

Return booking forms by fax or post to:

Jackie Salmon

Improvement Partnership, c/o ANEC, The Guildhall, Quayside, NEWCASTLE-UPON-TYNE NE1 3AF

Tel: 0191 261 3945 Fax: 0191 232 4558

Email: jackie.salmon@northeastcouncils.gov.uk

Forms must reach Jackie by Friday 15th February 2008

Please note, non-attendance on the day (without advance notification or sending a replacement) will result in a £50 charge to your authority. If this booking is being made on behalf of a colleague please ensure that they are aware of this.