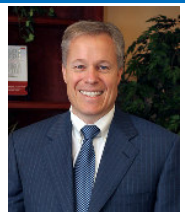


## Build Your Way Back to the Future

12th February 2010  
Wokefield Park, Reading

# Conference Programme

0900 – 0930	Arrival and Coffee (in the DeVere Venues Executive Centre, Wokefield Park)
0930 – 1100	Joseph Grenny will introduce the conference, and help delegates explore and identify the real issues currently facing you. He will encourage individuals to look at the current situation as an opportunity, and not a barrier, for change. Joseph will share some lessons from his company, VitalSmarts L.C., and from other global companies, who have worked to 'deserve success'. He will introduce you to some powerful techniques and approaches that will enable people and organisations to build their way back to the future.
1100 – 1130	Coffee and Networking
1130 – 1215	Breakout Workshops ( <i>see over for details – each delegate selects one from each group</i> ) <ol style="list-style-type: none"> <li>1. Creating a culture of safety through Influencer</li> <li>2. Delivering and embedding sustainable training and skills in Crucial Conversations</li> <li>3. Crucial Conversations and the impact of 'stories' in a multi-cultural organisation</li> </ol>
1215 – 1300	Breakout Workshops ( <i>see over for details – each delegate selects one from each group</i> ) <ol style="list-style-type: none"> <li>1. Influencing great Customer Service in Financial Services</li> <li>2. Influencing transformational change in Local Government</li> </ol>
1300 – 1400	Lunch and Networking ( <i>with an opportunity to purchase signed books</i> )
1400 – 1600	Q&A session followed by final session with Joseph Grenny. Joseph will introduce further techniques that have helped some of the most successful companies succeed, including tools to hold difficult conversations, hold people to account and bring about sustainable change. He will share how these skills have impacted people at a personal, individual, team and organisational level and will inspire you to gather commitment, change attitudes and deliver great results.
1600	Conference Close



## Build Your Way Back to the Future

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# Workshop Details



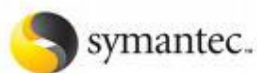
### Creating a culture of safety through Influencer

This workshop will highlight how **Influencer** was used to address safety issues on the Rail Network within Corus Strip Products at Port Talbot. Martin Rees, Manager Internal Logistics, will share how the Influencer approach helped to substantially reduce major incidents, increase safety awareness and begin changing the culture.



### Delivering and embedding sustainable training and skills in Crucial Conversations

Lisa Stiver, currently Learning Manager at Barclaycard, and an experienced Client Certified Trainer in **Crucial Conversations**, will outline how she planned and rapidly implemented **Crucial Conversations** across a wide and diverse audience, and the benefits this had. She will also discuss and share best practices around embedding skills and turning 'knowledge into action', encouraging the application of the training back in the workplace.



### Crucial Conversations and the impact of 'stories' in a multi-cultural organisation

This interactive workshop will be led by Clare Gardner, Principal Training & Development Specialist at Symantec, an experienced Client Certified Trainer in **Crucial Conversations**. She will share her experiences and lessons learnt in delivering **Crucial Conversations** within an IT based organisation, and focus on those negative judgements or conclusions that we often draw about other people - and the consequences of those unhelpful 'stories' at an individual, team and organisation level.



### Influencing great customer service in financial services

Paul Dyer, Head of International customer services, will highlight the benefits of embedding **Influencer** and **Crucial Conversations** into personal and corporate development and will show how this has been translated into applied learning benefits for Skandia within Customer Services.



### Influencing transformational change in Local Government

Richard Ellis Transformation Director at the New Central Bedfordshire Unitary Council will explain how Central Bedfordshire has used **Influencer** to address significant local authority Challenges at a time when the authority was going through a major transformation.