

# Virtual Improving Employee Experience

Processes and strategies to create a more engaging and inspiring workplace experience

Online | Wednesday, 23 September 2020



## AGENDA OVERVIEW

Our work environments are becoming more physically disconnected than ever before.

The significance of making connections and maintaining strong human relationships has never been more important and the HR function is in the strategic position to ensure a positive workplace culture is sustained and strengthened.

As organisations grapple with the transformation of the physical workspace, workforces will continue to evolve to be more blended and diverse. Understanding the needs and expectations of employees is paramount to creating a positive work culture and a compelling experience. One where everyone feels valued, and a culture that is capable of building and retaining a workforce that can tackle the tough, interconnected challenges of the current climate.

These changing and sometimes challenging circumstances constantly require organisations to re-evaluate and benchmark the way that they look at and manage employee experience.

Public Sector Network's virtual **Improving Employee Experience** summit is a strategic event that will explore progressive case studies on how organisations have implemented their EX strategies and dominated disruptive markets. It will bring together a cross-section of employees sharing their workplace experiences, celebrating what's great, as well as ideas for making the public sector an even better place to work.

## REASONS TO ATTEND

- Hear ways to build a positive and engaging workforce culture
- Learn about how technology can help design, measure and evaluate EX
- Hear from others as they share their journey to having a data driven mindset in HR
- Learn about how technology can enhance employee engagement
- Identify the links between outstanding EX and great CX
- Discover top tips on retaining and engaging the best talent

## WHO SHOULD ATTEND

Directors, General Managers, Heads of Department, Senior Managers, Managers, Advisors and other professionals responsible for:

- HR**
- Employee Experience**
- People & Culture**
- Learning & Development**
- Talent Management**
- Diversity & Inclusion**
- Recruitment**
- Workplace Analytics**

## SPEAKERS



**SUE SAMPSON**  
Chief Human Resource Officer  
Queensland Treasury



**BELINDA CASSON**  
Assistant Commissioner,  
People  
ATO



**KAREN NOTARO**  
Head of Engagement  
Champions Network  
Ministry of Justice (UK)



**JOSHUA BANKS**  
Director, Human Resources  
Australian Building and  
Construction Commission



**PIP LYONS**  
Senior People Scientist  
Culture Amp



**NICOLE GRICE**  
Director - Strategic Workforce  
Effectiveness, People,  
Performance and Culture  
NSW Department of Planning,  
Industry and Environment



**KRISTY ZWICKERT**  
Director, People &  
Change  
KPMG



**SALLY CALDER**  
Partner, People &  
Change  
KPMG



**ANDY HARDY**  
Director, Employee  
Engagement  
Genesys

## PARTNERS



## AGENDA

9.00am	Welcome from PSN
9.10am	<b>Chair Opening: Building the business case for employee experience</b> Sally Calder, Partner, People & Change, KPMG
9.20am	<b>International Case Study: Building and embedding engagement at the Ministry of Justice</b> <ul style="list-style-type: none"> <li>Use your culture to build an employee experience strategy</li> <li>Feedback: foundation of your employee experience strategy</li> </ul> <b>Karen Notaro</b> , Head of Engagement Champions Network, <b>Ministry of Justice (UK)</b>
9.35am	<b>Understanding the employee experience</b> Pip Lyons, Senior People Scientist, <b>Culture Amp</b>
9.50am	<b>Government Keynote: Connecting with employees – lessons learnt (and retained) from the remote work experience</b> <ul style="list-style-type: none"> <li>Navigating the new norm of a diverse/blended workforce (Flexible work, gig workers, machine/human relationship)</li> <li>Importance of communication and supporting staff learning and development</li> </ul> <b>Sue Sampson</b> , Chief Human Resource Officer, <b>Queensland Treasury</b>
10.05am	<b>Employee Engagement in the 'New Normal' world</b> <ul style="list-style-type: none"> <li>Do organisations really understand what the workforce will look like moving forward?</li> <li>Impacts on agent productivity &amp; wellbeing</li> <li>The collective responsibility of ALL business areas to drive employee success</li> </ul> <b>Andy Hardy</b> , Director, Employee Engagement, <b>Genesys</b>
10.20am	<b>Government Case Study: Purpose: What it is and Why it's important</b> <ul style="list-style-type: none"> <li>Elevating employee experience through motivating and engaging teams around purpose</li> <li>How purpose and values create a connected and aligned workforce</li> </ul> <b>Nicole Grice</b> , Director HR, <b>NSW Department of Planning, Industry and Environment</b>
10.35am	Break
10.40am	<b>Panel Discussion: Co-creating a culture of empowerment, action, and innovation</b> <ul style="list-style-type: none"> <li>Bringing life to the organisation's mission and values</li> <li>Building a change-ready workforce</li> <li>Closing the gap between workforce and technological disruption</li> <li>Challenges we might face and how these can be overcome</li> </ul> <b>Panel Facilitator: Kristy Zwickert</b> , Director, People & Change, <b>KPMG</b> <b>Belinda Casson</b> , Assistant Commissioner, People, <b>ATO</b> <b>Joshua Banks</b> , Director HR, <b>Australian Building and Construction Commission</b>
11.00am	End of session

Sponsorship packages range from \$5,000-\$10,000 +GST.  
Contact [ross@publicsectornetwork.co](mailto:ross@publicsectornetwork.co) for more info.

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