



Wednesday 14 November 2007

09:30 – 10:00 Delegate Registration

10:00 – 10:05 Chair's Opening of Conference, Gordon Burns, *television presenter and newsreader*

OPENING ADDRESS

10:05 – 10:45 **Investing in skills – improving business productivity through training**

- The changing face of UK business – how does training need to adapt?
- What is the employer's role in driving UK skills?
- What are the costs and financial incentives for employers?
- How does mobile and remote working affect skills levels?
- Adopting more flexible working and learning opportunities to stimulate retention and learning

- What can be done to open up learning opportunities to remote workers?
- What impact are government initiatives going to have on organisations in the short term and long term?
- How can Sector Skills Councils really help employers?

Hilary Chadwick, *Director, National Employer Service, Learning & Skills Council*

MORNING SEMINARS – Choose between M1 or M2

M1 10:50 – 11:50

Train less, learn more – the realities of informal learning

- Informal learning – friend or foe?
- How involved should L&D get in informal learning?
- Defining what you mean by informal learning
- Making learning available where and when people want it
- Tools to facilitate and encourage community and knowledge sharing
- How comfortable are people with utilising Web 2.0, blogs, wikis, podcasting, and virtual worlds for learning?
- How can you encourage informal learning without enforcing training?
- How do you integrate it with existing forms of formal learning?
- Can learning and skills improvements be monitored and tracked without making it formal?

Nick Shackleton-Jones, *Manager, Online & Informal Learning, BBC*

Margaret Simmonds, *Director, The MRS Consultancy*

11:50 – 12:15 **Break & opportunity to visit exhibition**

12:15 – 13:45 **Lunch & opportunity to visit exhibition**

10:45 – 11:15 **Break & opportunity to visit exhibition**

M2 11:15 – 12:15

Practical evaluation of learning

- The importance of objective setting at the outset in evaluating learning effectiveness
- Designing evaluation methodology around the reasons for measuring
- Who are you measuring for and what do they want and need to know?
- The role of ROI – when and where should it be used?
- What are the alternative methods to show the impact of training and learning?
- Developing meaningful assessments – do they measure the ability to do the job?
- Relating evaluation to real business objectives
- Proving where the training has made a clear, real difference

Nigel Crainey, *Organisational Development Director, Dorchester County Hospital NHS Foundation Trust*

Neville Pritchard, *Managing Director, INL Consultancy*

LUNCHTIME SEMINAR

13:45 – 14:15 **L&D's role in CSR and carbon footprint reduction**

- How 'green' is your training?
- Practical steps to reducing the environmental impact of training
- The role of technology and e-learning in reducing your carbon footprint
- Utilising resources carefully to make a positive difference

- Creating an environmentally-conscious workforce through learning and development
- Communicating CSR policies via learning and development
- Offsetting the carbon impact – what are the options?

Cathy Ham, *General Manager, BT Conferencing*

AFTERNOON SEMINARS – Choose between A1 or A2

A1 14:15 – 15:25

Using gaming technology to produce real world learning

- Offering engaging learning through games
- What learning is effective through gaming technology?
- What is the management-level perception of using games to learn?
- What are the tangible benefits of using gaming technology?
- How sophisticated does the technology have to be?
- Developing virtual environments in which to learn
- Is context king?
- What are the cost implications?

John Newton, *Learning Director, NCR Corporation*

David Wortley, *Director, Serious Games Institute*

15:25 – 16:00 **Break & opportunity to visit exhibition**

14:15 – 14:55 **Break & opportunity to visit exhibition**

A2 14:55 – 15:55

Learning on the move

- What are the benefits of offering mobile learning?
- Making the most of instant communication media – reaching the mobile workforce through hand-held devices
- What level of learning is really possible through mobile technology?
- Using web-based collaboration tools to add value to learning on the move
- How can mobile devices offer support to learning?

Sarah Lindsell, *Global Head of Learning Technology,*

PricewaterhouseCoopers

Ron Edwards, *Director, Ambient Performance*

WORKSHOPS – Choose between W1, W2 or W3

16:00–16:45

These interactive workshops are designed to enhance the delegate experience by practicing and equipping you with the skills to enable you to be more influential within your organisation. Lead by expert trainers in their field, learn hands-on how to become a better leader, or improve your influencing or motivational skills.

W1

Leading a learning and development function

- What can be done to bring more creativity and a fresh approach to L&D?
- What core skills and critical success factors are required of an L&D leader?
- What can be done to encourage and maintain continuous improvement?
- How do you manage the expectations of team members and business stakeholders?

Chris Sutton, *Development Director, The Training Foundation*

W2

Creating a balance between influence and power

- How influence has a lasting effect in learning and development
- What you could achieve by increasing your capacity to influence
- Negotiating with and understanding senior management

Helen Leng & Nik Burrows, *Master Jedis, Corporate Jedi*

W3

Encouraging staff to undertake learning and development

- How do you stimulate enthusiasm for learning in your organisation?
- Communicating the benefits and relevance of learning
- What can be done to incentivise staff to both learn and support learning?

Margaret Simmonds, *Director, The MRS Consultancy*

Places are limited – book today +44 (0)20 8394 5171

Thursday 15 November 2007

09:30 – 10:00 Delegate Registration

INTERNATIONAL EXPERT PANEL

10:00 – 11:00 **Future of Learning Forum – Innovation in learning**

- The changing face of learning and development
- Adapting to new ways of training and learning – do you know what's required of you?
- Establishing a more flexible approach to delivering learning to staff
- Utilising new technologies to adapt learning to flexible working practices
- How do you excite decision-makers about technological innovations to support learning?
- How can you encourage your organisation to innovate?

Dr Claudio Dondi, *President*, **SCIENTER**
Stephen Mapp, *Senior Manager – Learning Quality*,
University for Lloyds TSB
Gary Gilligan, *EMEA Leadership, Management Employee Development*,
Microsoft
Gordon Bull, *Consultant*, **Learning Forte**
Kirstie Donnelly, *Director of Product Development*,
learnirect business

MORNING SEMINARS – Choose between M3 or M4

M3 11:05 – 12:05

M3 Encouraging self-directed learning in the workplace

- Reigniting your employees' thirst for learning – stimulating enthusiasm for learning within your organisation
- Encouraging individuals to take increased responsibility for their own development
- How far can learners assess their own development needs and what actions are required to address those needs?
- How do you ensure individual development objectives are in line with organisational objectives?
- Balancing and aligning what employees want to learn with what they need to learn
- Developing a framework to enable, facilitate and support self-directed learning
- Building a culture and environment that encourages and facilitated self-directed learning

Charles Jennings, *Global Head of Learning*, **Reuters**

Mark Parrish, *Managing Director*, **Cortexa**

12:05 – 12:30 **Break & opportunity to visit exhibition**

11:00 – 11:30 **Break & opportunity to visit exhibition**

M4 11:30 – 12:30

M4 Developing senior staff

- What is the perception of learning at a senior level?
- The importance of developing your middle and senior managers
- Is their own learning a priority for senior staff?
- How do you encourage the ongoing personal development of senior staff?
- What different approaches are needed for the time-poor, knowledge-rich?
- Building learning into workflows
- Stimulating collaboration and support networks between management
- Harnessing the value of instant mobile communication means in delivering learning

Susan Coulson, *Head of Learning*, **Barclaycard**

Sara Devitt, *Senior Implementation Services Manager, Corporate Learning*, **Harvard Business School Publishing**

12:30 – 13:45 **Lunch & opportunity to visit exhibition**

AFTERNOON SEMINARS – Choose between A3 or A4

A3 13:45 – 14:35

A3 Working with managers to develop skills across the organisation

- The critical role of line managers in conveying the training message
- How do you engage managers in the learning and development agenda?
- Building a realistic time balance for learning within daily roles
- Harnessing the support of managers to achieve cultural change in learning
- Providing a framework for managers to guide staff in directing their own careers
- Developing the coaching and mentoring skills of managers
- Leading by example – how do you encourage managers to practice the values they promote?

Sue Cohen, *Senior Training Manager*, **Grant Thornton UK**

Robin Hoyle, *Senior Partner*, **LearnWorks**

14:35 – 15:10 **Break and opportunity to visit exhibition**

13:45 – 14:10 **Break & opportunity to visit exhibition**

A4 14:10 – 15:00

A4 Responding rapidly to learning needs and business requirements

- Quicker design, quicker development, quicker production – how can L&D keep up?
- Keeping your finger on the pulse – ensuring you are in tune with business issues
- How can you respond swiftly to training needs and developments in your organisation?
- Mobilising your resources to achieve quick turnaround of learning material
- Working with your subject matter experts for faster delivery of training
- How can new technologies assist and what are the pitfalls?
- Assessing the right tool for enabling rapid e-learning
- What skills are needed at all levels to utilise these tools?

Cindy Clarke, *Global Trainer*, **STA Travel**

Andy Wiles, *Projects Director*, **Walkgrove**

CONFERENCE CLOSING ADDRESS

15:10 – 15:45 **The business of learning is business**

- Leading through learning and development
- Inspiring high performance in others
- Leading cultural change

- Working together with management to achieve change
- How do you influence upwards to the board?

Donald Clark, *Consultant*

15:45 – 15:55 **CHAIR'S CLOSE & SUMMATION OF CONFERENCE**