

# HR MASTERCLASS SERIES

# TALENT MANAGEMENT 2011

Cutting-edge strategies for  
keeping your best people

## PROGRAM HIGHLIGHTS

- Understand why the best employees leave and how to make them stay
- Create an effective retention strategy
- Identify and nurture top talent: How to build a pipeline of future leaders
- Learn best-practice reward and recognition strategies
- Enhance employee engagement through effective onboarding
- Create and manage flexible workplaces
- Work with employees to build a career path
- Overcome barriers to developing talent and leadership

## EVENT DETAILS

**Brisbane** 10 May 2011 - Novotel Brisbane,  
200 Creek St

**Sydney** 26 May 2011 - The Menzies Hotel,  
14 Carrington St

## YOUR BRISBANE SPEAKERS



Dr. Mike Allan  
associate director  
Livingstones Australia



Karen Borgelt  
principal  
AllsortsCT



Kerry Fallon Horgan  
managing director  
FLEXIBILITY AT WORK



Sandra Francis  
human resources executive  
IBM Northern Region and  
global Business Services  
Australia/New Zealand



Lisa Halloran  
CEO  
Retention Partners



Kylie Hammond  
principal, talent agent,  
executive coach  
Kylie Hammond Executive  
Search & Coaching Group



Ian Hutchinson  
chief engagement officer  
LifebyDesign



Dulise Maxwell  
executive director, people &  
culture strategic services  
Queensland Health



Belinda Parish  
human resources manager  
Carter Newell

## How to register

**Visit:** <http://toptalent.hcamag.com>

**Phone:** (02) 8437 4727

**E-mail:** [eventqueries@keymedia.com.au](mailto:eventqueries@keymedia.com.au)

official publication



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## BRISBANE | 10 MAY 2011 TALENT MANAGEMENT MASTERCLASS

**What keeps CEOs and HR Directors up at night?** Attracting and retaining the best people to compete in today's market rated as the biggest concern. This one-day event provides examples of successful strategies and case study examples for HR managers on how to retain their best people.

Employees will decide to stay or leave an organisation for a number of reasons. Many seek new opportunities outside their current organisations in order to find increased pay, more responsibility, a more agreeable commute, more challenging work or a friendlier work environment. Others may leave because they are relocating to a new city, and still others might be leaving the workforce altogether for any number of reasons. An organisation cannot reasonably be expected to be all things to all employees; therefore, a certain amount of turnover is to be expected.

However, there is much that an organisation can control; organisations with healthy retention rates typically make a concerted effort to be an "employer of choice" within their industry, offering all employees competitive pay, opportunities for advancement, challenging work, and a diverse and inclusive work environment.

This event provides cutting-edge strategies to attract and hold on to your best people.

**Prior to the event, delegates should consider the following questions. Remember to bring your responses with you!**

- How do we manage our top people?
- What incentives do we offer to engage employees?
- What is our organisation's current turnover rate?
- How does this number compare with those of our chief competitors?
- How much does it cost our organisation to replace a single employee?
- Who typically leaves our organisation? Any trends?
- What are our retention frameworks?
- Whose job is it to ensure top talent remains at the company?
- How can we improve upon our retention strategy?

8:30am **Registration opens**

9:00am **Welcome & opening remarks from the Chairperson**

A recent HR study shows that 24% of employees are actively seeking other jobs. An additional 32% are passively looking, reviewing job boards and searching career websites. As if those numbers aren't bad enough, 47% of these percentages are high performers. Every organisation wants to attract and retain its best employees.

Regardless of financial times, the best talent have a choice to work where they want. You need them to work for you and not your competitors. This opening discussion asks delegates to examine their internal attraction and retention frameworks and bridge the gap between retention strategy and application.

**Kylie Hammond, principal, talent agent, executive coach,  
Kylie Hammond Executive Search & Coaching Group**

9:30am **Giving employees more reasons to stay BEFORE they give notice**

Most organisations conduct exit interviews to find out why employees resign. Why do employees REALLY resign? This session explores the two main reasons why employees leave and what you can do right now to give your high-value employees more reasons to stay.

- Doing the sums: The true costs of loss and how to count it
- '3S' turnover: Scale, skill, stage and the one you should REALLY worry about
- Profiling your organisation's flight risk: Who's going to quit and when
- Giving your high-risk/high-value employees more reasons to stay
- Bring the exit interview forward – BEFORE they quit
- The only 3 retention metrics to worry about: Push/Pull, Retention Index and NPS

**Lisa Halloran, CEO, Retention Partners**

10:15am **Creating a retention strategy that works**

A comprehensive people strategy is not comprehensive if it doesn't include a proven retention strategy for holding on to the employees you've worked hard to recruit into your company. Hear from leading law firm Carter Newell on how to create a flexible work environment and retain their best people.

**Belinda Parish, human resources manager, Carter Newell**

11:00am **Refreshments & networking break**

11:30am **Attracting and nurturing top talent: How successful companies build a leadership pipeline**

**CASE STUDY**

- Best practices in identifying star performers and growing talent
- Leadership development programs and leadership development interventions across business units
- How leadership development programs have a positive impact on an organisation's culture and help individuals develop their leadership skills
- Utilising mentorship programs to nurture talent
- Developing core capabilities and transferable skills
- Strategies to identify leaders that can potentially transform your organisation and lead your business going forward

**Sandra Francis, human resources executive, IBM Northern Region and global Business Services Australia/New Zealand**

# Team offer: Register 4 for the price of 3 and save over \$1000!

## 12:15pm **Prize or praise, what matters more? Best practices in reward and recognition**

In today's high-pressure working environments, it's often too easy to let feedback fall under the radar. This is a major cause of employee disengagement and organisations need to act now to address this issue in order to ensure employees remain engaged with the business through the economic recovery. Learn skills and strategies to make your people feel valued and ensure great performance. Explore:

- What type of feedback are you providing in the workplace?
- Setting clear standards and expectations of employee performance
- Implementing formal and informal reward and recognition strategies – The benefits of a holistic approach
- Linking reward and recognition with employee engagement – Achieving measurable outcomes
- Creating an environment that drives the right behaviours
- Understanding the key issues impacting staff retention

**Ian Hutchinson, chief engagement officer, LifebyDesign**

## 1:00pm **Networking lunch for all attendees**

## 2:00pm **Onboarding best practices: Enhancing engagement with the employee on Day One**

### CASE STUDY

Making a new employee to an organisation or location feel welcome and comfortable has proven to be a great retention tool. In this session, learn top tips for onboarding new hires to ensure their assimilation into the new company and their overall success within their role.

- Ensure a company ambassador greet the new hire and can articulate the organisation's mission, vision, values
- Assign a buddy or mentor within the company
- Create a robust schedule for each employee's first day on the job
- Schedule meetings with key team members and managers
- Host a celebratory lunch with the new team
- Spread knowledge about special interest groups or activities for participation
- Conduct end of week assessments
- Make sure open and frequent communication happens regularly

**Dulise Maxwell, executive director, people & culture strategic services, Queensland Health**

## 2:30pm **Creating organisational cultures that enable workplace flexibility**

Workplace flexibility is no longer an optional extra that employers may offer, but a "must have" that many job seekers and current employees require to remain engaged. Employees should not have to decide between work and family commitments, and companies need to implement best practices into their employment framework. Despite the many bottom-line benefits of implementing flexible workplace programs, there are challenges to making these practices work well. Every workplace culture is unique, has different barriers and needs different solutions to the challenges that present. New and innovative approaches are required to facilitate the organisational culture change needed to enable a high performing, sustainable flexible workplace.

In this interactive presentation, attendees will apply a unique 3D simulation tool which:

- Provides insights into the behaviours and processes that enhance and inhibit workplace flexibility
- Turns complex issues and ideas into simple visual and tactile representations
- Shows another way to communicate in times of anxiety, fear or distress
- Looks at steps to take to create successful workplace culture change

**Kerry Fallon Horgan, managing director, FLEXIBILITY AT WORK**

## 3:15pm **Refreshments & networking break**

## 3:30pm **Clearing career pathways and employee engagement**

Does your company offer growth options for employees? Helping employees create a career path requires an understanding of an individual's goals and aspirations. A savvy employer must collaborate with employees to determine the career direction that will fulfil them and help increase overall revenue and productivity for the company.

- Learn how to foster and support growth
- Understand employees' future career aspirations
- Energise the job: Strategies to add new aspects to roles
- Access to continuing education and training programs
- Mentorships that are mutually beneficial
- Shifting people to different platforms
- Determine the level of satisfaction in compensation, workload and title
- Mining for opportunities: Are they inside or outside your organisation?

**Dr. Mike Allan, associate director, Livingstones Australia**

## 4:00pm **Becoming a Great Place to Work: Practical tips for creating an engaged workforce**

### CASE STUDY

This recently listed civil engineering firm is hiring more full-time workers to build an enduring workforce. Family friendly initiatives, acknowledging the milestones and achievements of employees and providing career development paths ensure high retention rates.

**Todd Stubbings, human resources manager, Seymour Whyte Constructions**

## 4:30pm **The role of HR in managing talent & leadership potential**

### WORKSHOP

Organisations are focusing on growth and renewal and HR strategies play a key role in making this happen by managing talent effectively. Having the right people working for common organisational goals is crucial for success in this environment. This dynamic workshop will focus on practical strategies and draw on real-life examples to provide you with insight into how you can implement more effective talent management strategies in your organisation.

- Organisational evolution - What talent development means at each level
- The 10 major barriers to developing talent and leadership and what to do about them
- Identifying effective talent management strategies for your organisation

**Karen Borgelt, principal, AllsortsCT**

## 5:00pm **Networking drinks for all attendees**

## Learning outcomes

- **SET** and meet benchmarks to attract and retain staff
- **BUILD** your talent pipeline
- **TACKLE** your skills shortage
- **DELIVER** the best career track
- **BUILD** a high-performance organisation
- **CREATE** an authentic employer brand



# REGISTRATION FORM

## 3 EASY WAYS TO REGISTER

- 1 **ONLINE:** <http://toptalent.hcamag.com>
- 2 **PHONE:** (02) 8437 4727
- 3 **E-MAIL:** [eventqueries@keymedia.com.au](mailto:eventqueries@keymedia.com.au)

This form is a tax invoice when completed ABN: 74 096 504 308

### PAYMENT DETAILS

Please reserve me \_\_\_\_\_ place(s)

### TALENT MANAGEMENT MASTERCLASS 2011

All sessions run 8:30am-5:00pm

**Brisbane** 10 May 2011 - Novotel Brisbane, 200 Creek St

**Sydney** 26 May 2011 - The Menzies Hotel, 14 Carrington St

### REGISTER & PAY AFTER FRIDAY 25 FEBRUARY 2011

Standard individual pass \$1094.50 inc gst

Standard team pass \$3283.50 inc gst  
 (4 delegates from the same organisation)

TOTAL PAYMENT \$

#### DEBIT MY CREDIT CARD

Please supply your credit card details below

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 BSB: 032 297  
 Account No: 156415  
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A LIST OF SEMINAR PARTICIPANTS MAY BE PROVIDED TO OUR PRESENTERS.  
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### DELEGATE 4

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### CANCELLATION, TRANSFER AND PRIVACY

If you are unable to attend, a substitute delegate is welcome at no extra charge. Cancellations received in writing 14 or more days in advance will receive a full refund minus a \$200 administrative fee or a credit note will be issued for use towards another Key Media event within 12 months. The company regrets no refunds will be made less than 14 days prior to the event. Should we cancel or postpone a conference, delegates will receive a full refund. Key Media is not responsible for any loss, damage or additional costs incurred as a result of an alteration, cancellation or postponement of an event. Full terms and conditions including our privacy policy are available on our website <http://toptalent.hcamag.com>.

YOU WILL RECEIVE A CONFIRMATION OF YOUR REGISTRATION VIA EMAIL. IF YOU DO NOT RECEIVE THIS CONFIRMATION **WITHIN 48 HOURS**, PLEASE CONTACT ACCOUNTS ON +612 8437 4700.

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