

EMPLOYEE EXPERIENCE SUMMIT



Crown Conference Centre, Melbourne, Australia
October 27, 2020

Co-located with CX Summit!



MARI RUIZ
Executive
People Experience
MELBOURNE AIRPORT



HELEN LEA
Chief Employee Experience
Officer
MYOB



MARY LEMONIS
Chief People Officer
REA Group



MIRANDA KOVACIC
Domain Lead - Employee
Experience
ANZ BANK

ALSO HEAR FROM:



WHO WILL BE ATTENDING:

- Chief People Officers
- Heads of People & Culture
- Heads of Employee Experience
- Heads of Human Resources
- Heads of Diversity & Inclusion

KEY TOPICS:

- Build a business case for EX
- How to measure ROI on projects?
- Integrate technology to enhance employee engagement
- How behavioural science can improve EX?
- Enhancing EX to deliver the CX

Tuesday 27th October, 2020

8:00 Registration, coffee & Networking

9:00 Welcome remarks from the Chair



DELEGATE SPOTLIGHT 9:10

What are the core challenges and opportunities associated with employee experience?

INTERACTIVE PANEL

9:30 Engaging the business for improved EX delivery

- How to secure executive buy in?
- Engaging the business and securing executive buy-in
- How to measure ROI on projects?
- **Mari Ruiz, Executive People Experience, Melbourne Airport**
- **Miranda Kovacic, Domain Lead - Employee Experience, ANZ Bank**
- **Mary Lemonis, Chief People Officer, REA Group**
- **Moderator: Culture Amp**

10:10 What does a compelling employee experience look like?

- Implementing the right business conditions for success
- Assessing effective measurement strategies
- Where to next?
- **Rachel Pollack, General Manager - Employee Experience & Wellbeing, QBE Insurance & Enboarder**

10:40 Morning tea & Networking

11:10 KEYNOTE: Reimagining the Employee Experience

- Implementing the right business conditions for success
- Assessing effective measurement strategies
- Where to next?
- **Helen Lea, Chief Employee Experience Officer, MYOB**

11:40 Presentation by Kincentric

INTERACTIVE PANEL

12:10 The Future of Work

- Assessing the evolution of experience
- Design thinking to boost workplace productivity
- How is technology influencing engagement?
- **Joel Oldridge, Head of Workplace Experience, Xero**
- **Lisa Fisher, Head of HR, Retail Zoo**
- **Graeme Poules, People Director - Employee Experience, Bupa**
- **Moderator: Glint**

12:40 Lunch & Networking



INTERACTIVE WORKSHOPS 1:20

The room will be split up into four intimate groups, each tackling one of the core challenges of EX

- People Analytics
- The future of work
- Measurement strategies
- Engagement tools

2:00 Presentation by Human Synergistics

2:30 How behavioural science can improve employee experience?

- Understanding the complexity of human behaviour when engaging with employees
- Supporting creativity & innovation

Angela Bliss, Head of Experience Design - Employee, NAB

3:00 Afternoon tea & Networking

- Following the break, EX delegates will be joined by CX delegates for shared sessions

INTERACTIVE PANEL

3:20 Enhancing EX to deliver the CX

- How great EX can drive great CX?
- What works and what doesn't?

4:00 Closing remarks from the Chair & networking drinks