



Virtual Conference | 24 November 2022

ENGAGEMENT REIMAGINED

RELATIONSHIPS, RETENTION AND PERFORMANCE

Speakers



**Personal
Development Area**



**Workshop
Sessions**



**Keynote
Sessions**



Programme



**Welcome to the
Conference**



Welcome to the Conference

Following the success of our previous two virtual Conferences in 2020 and 2021, we are very excited to welcome you to our third online Conference, which we hope will surpass the high standard we have set over the last two years. We have some truly fantastic sessions lined up for you, and we think it is going to be a great day.

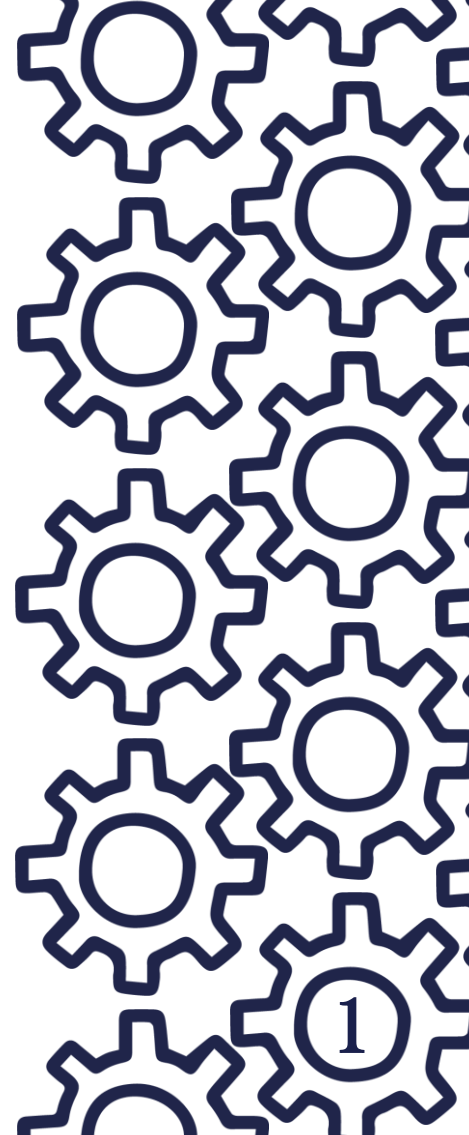
This year we have a Personal Development Area on the platform including carefully selected companies offering information and advice on some very important topics.

We will also be running a few competitions again this year. Once again, back by popular demand we will have the Best Tweet of the Day competition, with a luxury hamper up for grabs, so be sure to use the hashtag #ECCNOV22 and get tweeting! We will also have a luxury hamper prize for our “Most Engaged User”. To be in with a chance of winning this prize, all you need to do is keep your eyes peeled for our animal themed icons, as a different icon will appear in each session. You will then need to answer the poll in the lobby area to say which icons appeared in which session – we’ll pick one of the people that answer them all correctly at random as our winner – so make sure to pay attention!

The AGM is scheduled to take place between 13:20 – 13:30, please try and plan time in your day to attend this – it’s your AGM and we do hope to see you there.

We look forward to seeing you on the platform!

Nicholas Johnston
Chief Executive, ECC



Programme

09:30 - 10:00 Registration and Networking Carousel

10:00 - 10:05 **Welcome to the Conference**
Nicholas Johnston, Chief Executive, ECC

10:05 - 10:45 **Keynote Session 1 - BE THE MILK**
Gavin Oattes, Managing Director – Inspirational Speaker, Tree of Knowledge

10:45 - 11:00 Break and Networking Carousel

11:00 - 11:40 **Keynote Session 2 - Growing and Supporting Talent and Emergent Leaders in HE at a Time of Challenge**
Professor Mary Stuart, Emeritus Vice Chancellor, University of Lincoln

11:40 - 12:00 Break and Networking Carousel

Workshop 1 - How will you and your institution support a seismic shift in the World of Work in HE?
Nick Gibson, Head of Education and Research at NTT DATA Business Solutions UK&I

Workshop 2 - Doing Wellbeing Well
Emma Ogden, Consultant, SUMS Consulting

12:00 - 12:40 **Workshop 3 - Reward in a cost of living crisis (and a seller's market for labour)**
Ken Mulkearn, Director of Research, IDR

Workshop 4 - Working relationships: the key to (dis)engagement
Dan McClelland, Artistic Director, Enact Solutions

Programme

12:40 - 13:20 Lunch and Networking Carousel

ECC AGM

13:20 - 13:30 AGM led by **Graham Curling**, ECC Chair and Head of HR, Leeds Arts University and **Jennifer Davies**, FCA, Director of Revell Ward Ltd

Panel discussion - Engaging your people through times of change

Hosted by **Ian Hodson MSc ChFCIPPdip**, Head of Reward / Deputy Director of Human Resources, University of Lincoln

13:30 - 14:10

Anne-Marie Lister, Chief People Officer, Atom Bank

Carol Shanahan OBE, Chair and Co-owner, Port Vale FC & Synectics Solutions

Emma Brookes, Strategic Projects and Research Manager, UHR

14:10 - 14:30 Break and Networking Carousel

Keynote Session 3 - Stepping boldly together into the future - Exploring the bundle of skills &

14:30 - 15:30 **change we need to succeed**

Professor Eddie Obeng, Director of Learning, Pentacle The Virtual Business School

Conference Close

15:30 - 15:40 **Nicholas Johnston**, Chief Executive, ECC and **Graham Curling**, ECC Chair and Head of HR, Leeds Arts University

15:40 - 16:00 Networking Carousel

Keynote Sessions

Keynote Session 1 - BE THE MILK

Gavin Oattes, *Managing Director – Inspirational Speaker, Tree of Knowledge*

Thursday 24th October, 10:05-10:45

Mental health and wellbeing now sit at the top of everyone's to-do list, but you are not a 'to-do' waiting to be ticked off, you are a serious project that requires time, energy and effort.

Nobody ever tells you that your brain is a lying wee so and so, full of half-truths, best guesses and blatant fabrication! For this very reason it gets in the way, makes stuff up and causes nothing but incredibly frustrating and stressful moments for us all to enjoy!

Join Gavin, international keynote speaker, award winning entrepreneur and bestselling author, he will transport you back to being just 5 years of age, a time when we feared nothing and embraced everything.

After two of the strangest, and most exhausting years we've ever had, Gavin will deliver a wake-up call for you to search your soul, to shake things up and embrace "your wee piece of magic"!

Keynote Sessions

Keynote Session 2 - Growing and Supporting Talent and Emergent Leaders in HE at a Time of Challenge

Professor Mary Stuart, *Emeritus Vice Chancellor, University of Lincoln*

Thursday 24th October, 11:00-11:40

This session will take a broad view of the next few years in higher education. It will explore the challenges facing the HE sector's staffing needs as the financial and social environment grows more difficult with a cost of living crisis, inflation eating into university budgets and people re-evaluating their needs post covid. Mary Stuart will advocate for an inclusive learning model to identify and nurture talented colleagues to ensure universities can still thrive in challenging times.

Keynote Session 3 - Stepping boldly together into the future - Exploring the bundle of skills & change we need to succeed

Professor Eddie Obeng, *Director of Learning, Pentacle The Virtual Business School*

Thursday 24th October, 14:30-15:30

In his closing Keynote session Eddie Obeng will explore and highlight the new challenges and opportunities that have arisen from changing student needs, managerial skills for location-independent work and the individual's development requirements. Eddie will then unpack the bundle of new ideas, and capabilities you will need, using amusing stories and examples. During this interactive and engaging session you will be able to connect the highlights of the earlier parts of the conference with your own personal growth needs.

Workshop Sessions

Thursday 24th October, 12:00-12:40

Workshop 1 - How will you and your institution support a seismic shift in the World of Work in HE?

Nick Gibson, *Head of Education and Research, NTT DATA Business Solutions UK&I*

In this session we examine the seismic change that has taken place within the world of Human Capital Management in HE and how institutions can support this change. We will be looking at 'The Great Resignation' 'The Great Retirement' 'Work where it Works' 'Employee defined Working' 'Automation' 'Digital Humans' and much more as we look at possible solutions to deliver more with less in very different times.

Workshop 2 - Doing Wellbeing Well

Emma Ogden, *Consultant, SUMS Consulting*

Universities' greatest assets are their staff. We may be the driving force of the 'knowledge economy' but we are people businesses first and foremost. Looking after these people – making sure they are able to deliver to the best of their talents – goes beyond a duty of care. Without doubt the pandemic has exacerbated mental health challenges. And while student mental health has been cast into the spotlight since the publication of the Stepchange: mentally healthier universities framework – and rightly received attention and investment – supporting our workforces in a 'whole university' approach is equally important. This session explores the ways in which universities can put the right support in place, built on effective processes and systems, to meet the needs of higher education employees and their managers. It will tackle the complexities of difference, including neurodiversity, and provide practical solutions, from proven case studies, for participants to implement.

Workshop Sessions

Thursday 24th October, 12:00-12:40

Workshop 3 - Reward in a cost of living crisis (and a seller's market for labour)

Ken Mulkearn, *Director of Research, IDR*

Ken will explore what the cost-of-living crisis consists of - inflation and the impact of pay. As well as an overview of the state of the labour market he will outline some detail on specific roles/labour markets and related issues, and consider what employers have been doing to help employees in terms of pay, benefits and wider conditions. Some of these moves bring benefits for employers as well as employees, and Ken will do his best to provide an outlook for the economy, inflation and labour market in 2023. This will touch on official measures of low pay (VLW, NLW) and where they're headed, and some key issues for HR/pay decision-makers for the year ahead.

Workshop 4 - Working relationships: the key to (dis)engagement

Dan McClelland, *Artistic Director, Enact Solutions*

Enact's interactive, drama-based training programme is designed to support leaders in building strong relationships with new starters, ensuring lasting job satisfaction and retention. Professional actors bring to life a fictional scenario which delegates must workshop and problem solve, providing vital skills practice in areas such as building trust, empathy, inclusive leadership and relationship dynamics (Don't worry though, you won't have to do any acting!). Skills practice will be supported by up-to-date research, hints and tips and tangible theories that delegates can take away and implement in their own working environments.

Personal Development Area



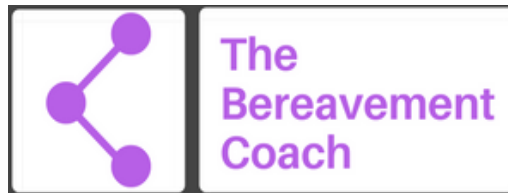
Age Scotland

Age Scotland provide a wide range of services to support age-inclusion in the workplace. We run a comprehensive range of interactive workshops to help organisations support older workers specifically as well as raising the profile of age-inclusion to general staff. These include retirement planning, unconscious bias, age inclusion for line managers and dementia awareness.

We also provide a Virtual Reality Dementia experience for use with care-based university students.

W: <https://www.ageuk.org.uk/scotland/services/age-inclusive-workplace/workshops/>

E: Jonathan.park@agescotland.org.uk



The Bereavement Coach

Working when bereaved is hard. At The Bereavement Coach we provide grief awareness sessions and management coaching for line managers managing those who are bereaved. We also support individuals who are struggling in the workplace, helping them to manage their grief and maintain performance.

W: www.thebereavementcoach.co.uk

E: info@thebereavementcoach.co.uk



ECC

ECC is the leading job evaluation and specialist reward provider for organisations in the education and related sectors. With more than 130 university and college members, ECC's job evaluation products have analysed more than 150,000 roles representing at least 500,000 staff over the last 25 years.

W: www.ecc.ac.uk

E: contactus@ecc.ac.uk



Personal Development Area



Lets Get Digital

We help event organisers to exceed their event goals and to become leading events in their area.

We want to facilitate the most impactful events of each market by creating exceptional and unconventional event experiences which helps the event to grow.

In 2027 Let's Get Digital positively improves the event impact for one visitor every second of which at least 80% becomes an event promoter.

W: <https://letsgetdigital.com/>
E: support@letsgetdigital.com



Mental Health First Aid Training

Red Owl HR and Mental Health First Aid Training

Experienced [Mental Health First Aid](#) (England) instructors with sector knowledge in Higher Education and a background in supporting wellbeing in the workplace which spans over 20 years.

W: www.redowlhr.com
E: Jo.roy@redowlhr.com

WEALTH at work

KNOWLEDGE | EXPERIENCE | OPPORTUNITY

WEALTH at Work

WEALTH at [work](#) is a leading [financial wellbeing](#) and [retirement](#) specialist – helping those in the workplace to improve their financial future. Established in 2005, we work with hundreds of organisations across both the private and public sector by offering [financial education](#), [guidance](#) and [regulated financial advice](#).

W: www.wealthatwork.co.uk
E: victoria.east@wealthatwork.co.uk



Speakers



Emma Brookes, *Strategic Projects and Research Manager, UHR*

Panel discussion - Engaging your people through times of change

Emma has worked in HR roles at Further and Higher Education Institutions for 17 years; most recently at the University of Salford where she spent the last four years as a Reward Specialist responsible for the development and delivery of the University's strategic direction for pay, reward and benefits. At UHR, Emma works on a range of projects to benefit members with a focus on reward, engagement, hybrid working and wellbeing. Emma is also active in the CIPD and is currently Policy Lead and Vice-Chair of the Manchester branch.



Graham Curling, *ECC Chair and Head of HR, Leeds Arts University*

ECC AGM and Conference Close

Graham is the Head of Human Resources at Leeds Arts University. Graham joined the University in March 2010 and has worked in HR for 27 years and prior to this worked in retail. Born in Kent he has lived in Leeds since 1992. Graham joined the ECC Board in August 2013 and has been Chair since August 2019.



Nick Gibson, *Head of Education and Research, NTT DATA Business Solutions UK&I*

Workshop 1: How will you and your institution support a seismic shift in the World of Work in HE?

Nick has spent 25 years working in the Higher Education sector as a trusted partner with institutions, funding bodies and suppliers in the UK and overseas. He joined NTT DATA Business Solutions to lead and develop the Education and Research business onwards through the next phase of growth, building upon the great successes of the past few years.

Speakers



***Jennifer Davies, FCA, Director of Revell Ward Ltd
ECC AGM***

Jennifer Davies started at Revell Ward as a graduate trainee, having impressed the partners during her summer work experience before her final year at university, and has been there ever since.

Jennifer looks after a mixed portfolio covering accounts support for small to medium-sized businesses, including year-end work as well as financial administrative support throughout the year. She is 'hands-on' for the best results, and also oversees the payroll bureau which is much more exciting than it sounds.



***Ian Hodson MSc ChFCIPPdip, Head of Reward / Deputy Director of Human Resources,
University of Lincoln***

Host of Panel discussion - Engaging your people through times of change

Raj Jethwa was appointed Chief Executive of UCEA (the Universities and Colleges Employers Association) in February 2020, where he leads the association's work representing the UK higher education sector in all employment matters and in the collective negotiations on pay and related issues. Raj was previously the Director of Policy at the BMA (British Medical Association) where he led its professional activities, policy development and collective bargaining functions. Raj has also worked as Head of Research for the Police Federation of England and Wales and as a policy advisor at the TUC (Trades Union Congress). He is a graduate of the London School of Economics, where he was a member of the Court of Governors. Raj is a Fellow of the Royal Society of the Arts and a Visiting Fellow at Kingston University. In June 2022 Raj was appointed to serve on the Prison Service Pay Review Body.

Speakers

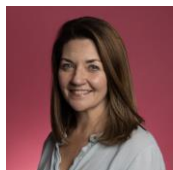


Nicholas Johnston, Chief Executive, ECC

Welcome to the Conference and Conference Close

Nicholas is experienced in developing and delivering practical and successful strategies and business plans in the public, private and voluntary sectors. In his ten years as ECC's Chief Executive he has focused on growing membership, consultancy and training, and adding value for members across HE and FE.

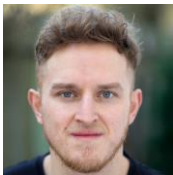
Before joining ECC he spent a number of years as Head of Strategy and Performance at a large disability charity and has also worked in economic development and marketing.



Anne-Marie Lister, Chief People Officer, Atom Bank

Panel discussion - Engaging your people through times of change

Anne-Marie Lister is the Chief People Officer at Atom bank. As one of the first few to the Atom team for the last 8 years she has been responsible for building and scaling people systems, processes, the working environment, and culture of the award-winning team that launched the UK's first app only bank. Atom is a progressive employer, challenging over a hundred years of banking and working practice, as the largest UK company and the first regulated bank to introduce a 4 day working week to the benefit of their employees, customers and investors.



Dan McClelland, Artistic Director, Enact Solutions

Workshop 4: Working relationships: the key to (dis)engagement

Dan has been Artistic Director at Enact Solutions for four years, working towards Enact's ethos of creating learning moments that really listen, that actively engage, and are open to new ideas and possibilities. Utilising their drama for training approach, Enact deliver training that is authentic, thought provoking and highly enjoyable. (Don't worry though, we won't be asking you to do any acting!).

Speakers



Ken Mulkearn, Director of Research, IDR

Workshop 3: Reward in a cost of living crisis (and a seller's market for labour)

Ken is one of the founders of Incomes Data Research (IDR). He jointly leads a team of researchers that monitor and report on pay developments and trends across the whole economy. He has headed up a range of research projects for clients such as the Low Pay Commission, the Office for Manpower Economics and employers in the private and public services. His specialisms include employment relations, equal pay, job evaluation, the labour market, low pay and pay progression. He is a member of the Advisory Board of the Centre for Research in Employment and Work (CREW) Unit at the University of Greenwich. He holds degrees from Trinity College, Dublin and the London School of Economics.



Gavin Oattes, Managing Director – Inspirational Speaker, Tree of Knowledge

Keynote 1: BE THE MILK

“Inspirational”, “Mind-Blowing”, “Hilarious” and “Barn-Storming” are just a few of the words used by clients to describe Gavin Oattes and his unique ability to entertain, enlighten and educate an audience.

Gavin is an international keynote speaker, award winning comedian, best-selling author of SHINE, LIFE WILL SEE YOU NOW and DIARY OF A BRILLIANT KID. Although he spends much of his time speaking to business leaders and directors of some of the world's leading organisations Gavin's true inspiration for what he does comes from where he started out his career...primary school teaching.

He's a firm believer that we as adults can be every bit as inspired by young children as they can by us grown-ups. Gavin transports his audience back to when they were just 5 years of age, a time when we feared nothing and embraced everything.

Over the past decade, Gavin has worked with literally hundreds of thousands of people and is now regarded as one the most talented and sought after speakers in the UK.

Speakers



Professor Eddie Obeng, Director of Learning, Pentacle The Virtual Business School

Keynote 3: Stepping boldly together into the future - Exploring the bundle of skills & change we need to succeed

Described by the Financial Times as a 'leading revolutionary' and 'agent provocateur', Eddie is a professor at the School of Entrepreneurship and Innovation at the Henley Business School, founder and Learning Director of Pentacle The Virtual Business School, and a leading business theorist, innovator and educator.

He is the author of ten books including two Financial Times bestsellers and the ever popular All Change! Eddie writes on a wide range of subjects connected by the themes of adapting for change, leadership, innovation and organisation. His books offer insights into the most effective ways to address the rapidly-changing, disruptive environments in business, society and culture today. His writing and teaching and concepts have been incorporated in 40% of the FT100.

Known as a pioneer in digital transformation, design thinking and organisational agility, he provides a no-nonsense overview about how traditional rules of doing business no longer apply while offering extensive guidance to reach new heights in fast-changing business environments. He is a regular speaker at TED, Thinking Digital, Poptech, Google Zeitgeist, USI, Communitex and Gartner Conferences.



Emma Ogden, Consultant, SUMS Consulting

Workshop 2: Doing Wellbeing Well

Emma Ogden is a specialist in workforce development, talent management, change management, succession planning, organisation design and development. She brings expertise in Human Resource management and Target Operating Model design, to her role at SUMS. Emma is a passionate people practitioner and specialises in workforce development, talent management and succession planning which considers all aspects of equality, diversity, and inclusivity. She has worked in senior HR positions at several UK universities and has delivered a complex change project at the British Red Cross. She also led a roundtable discussion with Senior Executives and Vice Chancellors in celebration of International Women's Day 2022. An alumna of the University of Birmingham and Coventry University, Emma holds a Master's degree in Human Resource Management, holds chartered membership of the Chartered Institute of Personnel and Development (CIPD), is a panellist for the Race Equality Charter and serves as a Trustee for a Multi Academy Trust in Nottingham.

Speakers



Carol Shanahan OBE, Chair and Co-owner, Port Vale FC & Synectics Solutions

Panel discussion - Engaging your people through times of change

Starting her working life as a main-frame computer operator for Hoskyns Systems, Carol moved on to CMC, installing and supporting data prep and distributed data processing systems.

Carol's firmly-held belief that companies must give equal importance to nurturing their relationships with customers and staff, as to generating profit, has been at the heart of Synectics Solutions' ethos since its inception.

In 2015, Carol was appointed Managing Director of Synectics where she acted as the fulcrum from which the entire business changed, adapted, innovated, and delivered organisational growth.

In 2018, building on her work to tackle food poverty among school children in Stoke-on-Trent, Carol launched the Hubb Foundation, providing fun and engaging activities for youngsters, plus nutritious meals, in a safe environment during school holidays. The Hubb Foundation is now a registered charity working with a network of 43 schools across the Potteries.

Carol took the reins as Chair of Port Vale FC in 2019. Carol has been the driving force behind the Vale's resurgence on and off the field and helped to build the club's reputation with its supporters and nationally within the industry.

In 2020 Carol was promoted to Chair of Synectics Solutions. This enabled Carol to continue in her role as the company's leading representative, provide leadership to the board and take responsibility its composition and development.

Football was suspended during the first Covid-19 lockdown in 2020, and Port Vale was no longer able to offer events or hospitality. At this point Carol oversaw the creation of the Port Vale Community Hub bringing together club staff, the Hubb Foundation, Synectics Solutions, Summit Hospitality, the Port Vale Foundation, volunteers and local businesses. To date it has delivered more than 170,000 meals to families in need across Stoke-on-Trent.

Carol co-Chairs the Stoke-on-Trent Opportunity Area Board, drawing upon senior leaders from schools, communities, business, and central and local government. They bring experience, insight and ambition to Stoke-on-Trent and its young people.

Speakers




Professor Mary Stuart, Emeritus Vice Chancellor, University of Lincoln

Keynote 2: Growing and Supporting Talent and Emergent Leaders in HE at a Time of Challenge

Mary Stuart has had a long career in Higher Education covering most academic roles. She spent 15 years at the University of Sussex moving from a lecturing role to becoming Pro Vice Chancellor for Students and Professor of Continuing Education. In 2005, she moved to Kingston University as Deputy Vice Chancellor and in 2009 was appointed the Vice Chancellor at the University of Lincoln, UK. At Lincoln she led the transformation of the institution from 2009 to 2021. Alongside her leadership experience Mary has a long track record of researching and writing about Higher Education. Mary also contributed to and supported the UCL/Institute of Education's Higher Education MBA from 2014-2018. She is now Director of Leadership Development at Minerva, UK. She is also a Vice Chancellor's Fellow at La Trobe University, in Australia, Visiting Professor at the University of Sussex, a member of the Advisory Board of the Higher Education Policy Institute and is a Director of the UPP Foundation and of the National Centre for Entrepreneurial Education.

For more information:

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