



## Conference Schedule 2019

### Engage for Success: addressing the challenges of employee engagement and retention in hospitality & tourism

#### DAY ONE: Thursday 20th June 2019

- 09.30 - 10.00**      **Registration and Coffee**
- 10.00 - 10.15**      **Welcome to London/Challenges and opportunities in tourism & hospitality**  
Steve Ridgway CBE, Chairman of VisitBritain/VisitEngland
- 10.15 - 11.00**      ***Shades of Grey: understanding and improving employee engagement***  
Dr Amy Armstrong, Senior Faculty, Ashridge Executive Education at Hult International Business School
- 11.00 - 11.45**      ***Employee engagement and retention: lessons from the best places to work in hospitality***  
Jane Sunley, CEO, Purple Cubed
- 11.45 - 12.30**      ***Unlocking the power of culture to enhance engagement and performance***  
Kieron Faller, Founder & CEO, Workio
- 12.30 - 13.30**      **Lunch & Networking**
- 13.30 - 15.00**      ***Round table: designing and delivering a 'world class' work placement experience/programme***
- 15.00 - 15.45**      ***Engaging for Success: Loews Hotels USA***  
Shawn German, Regional Human Resources Director, Loews Hotels USA
- 15.45 - 16.15**      **Afternoon Tea & Networking**
- 16.15 - 17.15**      ***What's sport got to do with it?!: an alternative view of employee engagement and success***  
Kate Haywood OLY (Olympian), Consultant at EP Business in Hospitality
- 18.30**              **FLIGHT Hospitality Conference Dinner with our dinner speaker *Anton Mosimann OBE* (including a chance to try the ArcelorMittal Orbit – the UK's tallest sculpture and world's biggest tunnel slide!)**



## DAY TWO: Friday 21st June 2019

- 8.30 - 9.00**      *Registration for new delegates. Conference commences promptly at 9.00am with day two welcome.*
- 9.00 - 9.45**      *'Rise & Shine'*  
Edward Gallier - Head of Learning & Development at Jurys Inn & Leonardo Hotels UK & Ireland
- 9.45 - 10.30**      *Flex for success: embracing the full potential of flexible working for employee engagement*  
Joanna Aunon, Head of Talent Acquisition and Director of WiH2020
- 10.30 - 11.15**      *Empowering the Future Workforce*  
Franki Johnson, Director Embrace Change and Gen Z specialist & speaker
- 11.15 - 11.45**      Morning coffee & cakes
- 11.45 - 13.00**      *Designing and delivering a world-class work placement experience/programme: presentations to the judging panel and winner selection*
- 13.00 - 14.30**      Networking lunch and announcement of winners of the *Designing and delivering a world-class work placement experience/programme* (co-hosted by the Institute of Hospitality)
- 14.30**              *Conference close and depart*