



# HR in Challenging Times

Friday 23 October 2009 | 09.30 – 16.30  
Business Centre, University of Glamorgan, Treforest

As the recession continues, more pressure is put on organisations to maximise their potential. What should HR's involvement in this be?

## What the conference offers:-

- Keynote speaker Dr Terry Stuart will guide you through managing your own stress and that of those around you
- Choice of four workshops dealing with key themes for 2009
- The latest in employment law from experts in their field
- Choice of four interactive employment workshops
- Share experiences and learn from your peers
- Exhibition and refreshments throughout
- 5 CPD hours

## How to book

To book a place at this event please complete and return the enclosed booking form by 14 October 2009.

### Cost:

<b>CIPD members :</b>	<b>£50 + VAT</b>
<b>Non members :</b>	<b>£75 + VAT</b>
<b>Students / unwaged:</b>	<b>£10 + VAT</b>

Event Sponsors:



University of Glamorgan



# PROGRAMME

- 09:00 Registration, refreshments, exhibition viewing
- 10:00 Conference Chair's opening remarks
- 10.15 Keynote address – Click your Thinking
- 11.15 Refreshments
- 11.30 Workshop
- 13.00 Lunch, networking, exhibition viewing
- 13.45 Employment law update
- 15.00 Employment law workshops
- 15.45 Panel Q&A
- 16.15 Closing remarks
- 16.30 Close of conference

# DIRECTIONS

## HOW TO GET TO: THE UNIVERSITY OF GLAMORGAN

### BY ROAD

From the M4, exit at junction 32 and join the A470 north towards Merthyr Tydfil and Pontypridd.

After 6.5 miles follow the signs for the A473 (Llantrisant) and the University of Glamorgan.

Take the first exit off the roundabout (over the bridge). Keep left and follow the University signs up the hill to the campus.

The postcode of the Treforest Campus is CF37 1DL if you want to use a sat nav device to find us.

A limited amount of **parking spaces** will be available on campus outside the Business Centre. There is also plenty of parking in the visitors car park at a cost of £1 for the day. (Paid for at the car park). This is located opposite the main campus. If you are approaching the University from the A470 turn left at the mini roundabout at the main campus. If you require an accessible parking space and or assistance on arrival please let us know when you book.

### BY TRAIN

Trains to Treforest run regularly from Cardiff Central and Queen Street stations, with typical journey times of 20 minutes.

For further directions see <http://profile.glam.ac.uk/findus>

# KEY NOTE SPEAKER

## DR. TERRY STUART MB BCH DRCOG MRCP

Dr.Terry Stuart has been a GP in Cowbridge in the Vale of Glamorgan for 25 years. His role as a family doctor, husband, and father to three boys and Welsh rugby supporter has taught him a great deal about the need for careful management of life's stresses! In the 1980's he developed an interest in hypnosis and has used this in his practice. He also encouraged his practice nurse to learn to teach relaxation techniques, which has been of great benefit to the patients.

Terry has designed, organised and run educational meetings for fellow GP's. and has chaired numerous meetings, facilitated practice away days, delivered presentations all over the country and has been a presenter on TV and Radio. He is also a long serving member of the Bro Taf LMC (Local Medical Committee), one of his roles involves visiting and assisting 'poorly performing doctors' who are often under a great deal of stress.

Terry's interest in stress management and relaxation techniques combined with his enthusiasm for presenting led to the creation of the 'RELAX' workshops. He founded TMPS in early 2000 and due to the demand enlisted the help of two experienced GP colleagues to deliver the sessions. The workshops have been very well received by a wide variety of businesses, organisations and professions over the past 8 years. The response has been extremely positive and this has encouraged Terry to devote more time to this aspect of his professional life.

Terry has written many articles for local and national magazines and due to demand he has also written a short booklet on stress and recorded a CD of relaxation techniques.

Terry strongly believes that learning to recognise and deal with the stresses in our lives is essential and really can make a difference to those who choose to take the opportunity to make changes.

# WORKSHOPS

DELEGATES WILL HAVE THE OPPORTUNITY TO ATTEND ONE OF THE FOLLOWING WORKSHOPS



## THE ONLY CONSTANT IS CHANGE

Speaker: Simon Goldsworthy, Midas People Management

Simon will be presenting his personal experience of managing change and in particular will focus on how he helped transform Thomson Broadband UK Ltd but then closed it. He will be joined by Executive Coach guru Tony Charles who Simon utilised at Thomson. The presentation will focus on significant culture change, warts and all, including business closure, redundancy, motivation, leadership, communication and innovation. Simon will give a real insight into a dramatic 2 year period, when he closed a factory, with 500 redundancies, then relocated the remaining business with 200 employees, and led a complete revitalisation, changing the whole organisation. Simon will share this emotional roller coaster journey and focus on how even at times of adversity there is room for positivity, motivation, inspiration and forward thinking.



## ENGAGEMENT

Speaker: John Purcell, Strategic Academic Advisor – Employee Relations, ACAS

Employee engagement is a workplace approach designed to ensure that employees are committed to their organisation's goals and values, motivated to contribute to organisational success, and are able at the same time to enhance their own sense of wellbeing. Often a key factor contributing to more productive workplaces, engagement in recession is a key enabler of business survival.



## INNOVATION: A 'NEW' WAY TO DEAL WITH STRESS.....RELAX!

Speaker: Dr Terry Stuart, TMPS

Following on from the keynote 'Click Your Thinking' this workshop will look at practical ways to change the way we manage stress so that we can do so more effectively in all areas of our lives.

We will look together at the things that cause us stress, how we react to stress and how we deal with stress. We will therefore be able to improve our recognition of stress in ourselves and others. This will allow us to alter our perspective and focus on better ways of dealing with and reducing the effects of stress.

If that isn't enough I will also teach you a simple but effective relaxation technique.

The good news is that we will have some fun doing all this...

So if you would like to leave the conference with at least one thing that will change your whole life for the better.... then come along!



## STRATEGY: CONFUSION OR CLARITY!

Speaker: Stephanie Chard, Change Perspective Consultancy

What is the real or perceived effect of your organisational strategy on your employees? How clear is the message and are your management team able to communicate it successfully?

It can be said that SME culture is too focused on the business planning of Sales and Marketing strategies, leaving their poor relation, HR Strategy to amble along, only calling it to attention when problems arise. HR Strategy can be perceived as the gatekeeper of employment issues, not as a positive tool for creating wealth within an organisation.

What is the reality of how employers look at employing staff; an evil necessity ring fenced with legislation to protect the employee or as an elaborate and systematic plan of action for creating long term wealth in an organisation? This workshop will look at placing HR strategy higher on the priority list as a means of creating a successful and wealthy organisation.

# EMPLOYMENT LAW UPDATE

In these difficult times, many of us are faced with managing cost cutting measures, including redundancies, reorganisations, TUPE and outsourcing, as well as trying to engage, motivate and prepare for better times. This session will adopt a different approach by sharing experience from both a legal and practitioner perspective; following the format of an interactive panel session. Chaired by Helen Iles (Associate / Training Manager) you

will hear Alison Love (Partner and Head of Employment & HR Services) deliver a key note address on the issues her team are currently advising on, in this unstable climate.

A panel discussion and exchange with the audience will then take place to debate current hot topics, providing you with the opportunity to share your views and benefit from the panel's experience which crosses a range of industry sectors.

## WORKSHOPS

Despite the tricky challenges of the current climate, workplace issues such as absence, conduct, harassment and poor performance continue to rumble on with little thought for your increased workload. As such it is essential that now, perhaps more than ever, HR practitioners and line managers keep their employees engaged and deal with any concerns before they escalate into situations which create potential liability. No organisation can afford to let such issues go unresolved and distract them and their employees from working to their full potential.

To ensure your organisation effectively manages its workforce during these difficult times and also in future, attend the interactive workshop most relevant to you and your business; as well as providing, legal, case law and best practice guidance, each session will also give you an opportunity to view Hugh James' Employment & HR Services Team as you have never seen them before...



### BULLYING AND HARASSMENT

This interactive DVD workshop, conducted by Helen Iles

- Chronicles the full impact of the worst cases of bullying and harassment by tackling the uncomfortable issues head-on
- Details how mis-managing incidents of bullying and harassment can create impossible working environments, cause resentment, and generate a whole host of potential Tribunal claims
- Raises awareness in the workplace of personal responsibilities
- Recognises the early informal strategies that should be implemented to spot, and stop, inappropriate behaviour
- Identifies the principles of the formal procedures that should be implemented to support the most serious complaints



### SICKNESS AND ABSENCE

This interactive DVD workshop, conducted by Alison Love, Partner, and Lousha Bryl, Solicitor

- Details short term, less-than-genuine absence, examining return to work interviews and the importance of up-to-date medical evidence.
- Examines intermittent absence – a matter of conduct or capability?
- Discusses long term sickness absence
- Considers contractual obligations during sickness absence
- Assesses communication requirements during the absence period – appropriate levels / harassment issues
- Discusses disability discrimination and reasonable adjustments



### DISCIPLINARY AND GRIEVANCE

This interactive DVD workshop, conducted by Louise Price, Senior Associate

- Chronicles the various stages of the disciplinary process
- Follows the investigatory process, including interviewing witnesses
- Examines the requirements of the formal disciplinary procedure
- Details the 'dos and don't's' of the appeal process



### PERFORMANCE MANAGEMENT

This interactive DVD workshop, conducted by Emma Poole, Solicitor

- Details the procedure for adopting a performance management strategy
- Examines the do's and don'ts of objective setting (including SMART criterion), and reviewing
- Identifies appropriate methods of providing feedback and criticism
- Discusses how both parties effectively prepare for the appraisal review
- Considers how best to identify and bridge the gap between current performance and expected performance