

# The 6th Women in ICT Leadership Summit 2017

Strategies, Tools and Inspirational Advice to Champion Leadership Potential and Business Excellence in Evolving ICT Roles

## FEATURED SPEAKERS

-  **Lynwen Connick**  
Chief Information Security Officer  
ANZ
-  **Bob Hennessy**  
Group Chief Information Officer  
Lendlease
-  **Marianne Vosloo**  
Chief Information Officer  
Australian Federal Police
-  **Damon Rees** Chief Information and Digital Officer  
Department of Finance,  
Services and Innovation NSW
-  **Jennifer Bardsley**  
Chief Information Officer  
Australian Pesticides and Veterinary Medicines
-  **Sandra Ragg**  
Assistant Secretary Cyber Policy  
Department of the Prime Minister and Cabinet
-  **Alexis Rouch**  
Director IT  
AMP Services Limited
-  **Miranda Kovacic**  
Head of Technology, Data Delivery  
ANZ Bank
-  **Cate Hilliard**  
Manager, IT Capital Portfolio  
SA Power Networks
-  **Sami Yalavac**  
Chief Information Officer  
Bupa Australia and Zealandv
-  **Luis Uguina**  
Chief Digital Officer  
Macquarie Group
-  **Susan Gilbert-Koska** Manager, Governance,  
Assurance and Methods, Information Technology  
Toll Group
-  **Jacqui McAleer** Director Product Delivery and  
Integration JAPA, Technology  
American Express Australia
-  **Fiona Rankin** Director, Information Management and  
Technology Services  
University of Wollongong
-  **John McInerney**  
Chief Information Officer  
NBN Co Limited
-  **Chris Fechner**  
Chief Information Officer  
Department of Planning and Environment NSW
-  **Chris Eriksen**  
General Manager of IT  
CitiPower and Powercor
-  **Alisa Cooper**  
Head of Fuels and Infrastructure Technology  
Caltex Australia
-  **Alice Crawley** Group Tech, Workplace  
Transformation, Change Director  
Westpac Group
-  **Fiona Craig**  
Founder  
SmartWomen Connect
-  **Stephen Dunkerley**  
Founder and Director  
Matsue Pty. Ltd.



2017 Theme:  
**'Crafting a Powerful Purpose'**

**Pre-Summit Workshop**  
24 July 2017

**Summit**  
25 & 26 July 2017

**Post-Summit Workshop**  
27 & 28 July 2017

Primus Hotel Sydney

Create powerful visions of success

Practical strategies to overcome career challenges unique to women in ICT

Develop your authentic leadership style

Key strategies for thriving in an age of digital disruption and complexity

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9.00 - 4.30

## A Powerful Personal Brand

Understanding the influencing power of your personal brand is crucial for any professional and is a key ingredient for crafting and developing your identity as a leader. Learning to define your personal executive presence, master the language of leadership and effectively communicate your own unique brand story will unlock the secrets of highly effective, confident and authentic leaders.

This topical masterclass will equip you with the insights and tools required to make better choices and to grow your self-leadership and personal branding skills. This full-day workshop takes your leadership journey to the next level, delivering an intensive deep-dive into the tools and skills critical for success.

### Identify your personal leadership style

- Develop your brand and understand what sets you apart as a leader
- Understand how to build and continually reinforce strong communication and influential skills

### Turn your visions into reality

- Take control of your self-belief
- Develop and master a positive mindset
- Communicate goals effectively to get desired results

### How emotionally intelligent are you?

- Emotional intelligence and its direct link to effective leadership
- Effective communication tools for difficult and sensitive situations
- Demonstrate your authentic leadership style - become a role model

### Aligning your brand

- Deliver and maintain your brand
- Strike the balance between standing out and fitting in with your company's brand

### Expert Facilitator:

**Alice Crawley** Group Tech, Workplace Transformation, Change Director  
**Westpac Group**

Alice Crawley is a Cultural Transformation Consultant and Change Director with over 15 years' experience leading, coaching and training teams through major business and technical transformations in private and public sector across five continents.

She has engagement expertise to promote effective, high performing and resilient leaders and teams. Cultural transformation expertise in supporting leaders, teams and individuals in values alignment, mindset and behavioural changes to create diversity and support organisational change.

She is highly professional and experienced cross-cultural communicator with exceptional written and verbal skills that underpin diverse roles as a leader, facilitator, coach and creative problem solver. Dedicated to developing strong and sustainable relationships with a diverse group of stakeholders to support the achievement of diversity and cultural transformation.

Her extensive experience spans coaching, training, communication, project, change leadership and management on major transformation initiatives. Very strong people skills to interact effectively with groups and individuals at all levels; strong keynote presenter, coach and trainer.

Certified Master Coach, Trainer and Practitioner of Neuro-Linguistic Programming (NLP), highly expertised in frameworks such as ADKAR, PROSCI and John Kotter.

## WORKSHOP SCHEDULE

- |                 |                     |                 |                      |               |                          |
|-----------------|---------------------|-----------------|----------------------|---------------|--------------------------|
| • 8.30 - 9.00   | <b>Registration</b> | • 11.00 - 12.30 | <b>Session Two</b>   | • 3.00 - 3.20 | <b>Afternoon Tea</b>     |
| • 9.00 - 10.40  | <b>Session One</b>  | • 12.30 - 1.30  | <b>Lunch</b>         | • 3.20 - 4.30 | <b>Session Four</b>      |
| • 10.40 - 11.00 | <b>Morning Tea</b>  | • 1.30 - 3.00   | <b>Session Three</b> | • 4.30        | <b>Close of Workshop</b> |



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## Day One 25 July 2017

### 2017 Theme: Crafting a Powerful Purpose

Purpose drives all that you do. A strong sense of your own purpose can drive a shift in innovation, breaking of barriers and a willingness to lead from the front in pursuit of success. Finding this success isn't a short journey but once you've found it, you'll begin unleashing an even greater level of leadership. Inspiring speakers will share their leadership stories and highlight the strengths required to find purpose in all that you do.

#### 8.30 - 8.55 Registration and Morning Coffee

#### 8.55 - 9.00 Official Welcome and Opening Remarks from the Chair

#### 9.00 - 9.40 OPENING KEYNOTE CASE STUDY

##### What is a great leader? Am I one?

Leadership isn't for everyone. As a leader you'll be tested from the offset but knowing you have the tools in your armoury to lead will aid your journey. In this session, Bob will pose the question, are you ready for leadership? With over 35 years experience in leadership as a backdrop, he'll delve into the factors that make a great leader and help you judge your leadership credentials.

- What makes a great leader
- Stories from a leadership journey
- Women and leadership

**Bob Hennessy** Group Chief Information Officer  
Lendlease

#### 9.40 - 9.50 Questions and Discussion

#### 9.50 - 10.30 CASE STUDY

##### Career progression and leadership transitioning

To become the leader you want to be, requires dedication and commitment to your goal. Outlining and reviewing what you want to achieve is essential when building your next steps to help you realise your vision. Luis will share his leadership journey and reflect on his experience transitioning between roles, organisations and departments. He will share:

- Strategies and skills for career progression
- Learn from and use transitions to your advantage
- Maintain career momentum in an ever-changing role

**Luis Uguina** Chief Digital Officer  
Macquarie Group

#### 10.30 - 10.40 Questions and Discussion

#### 10.40 - 10.55 Morning Tea

#### 10.55 - 11.35 CASE STUDY

##### Why leadership?

The road to leadership can be turbulent and the role itself, challenging. Understanding your values and why you chose this path is vital to help you to remain focused, resilient and strong enough to lead and motivate others. Defining your 'why' can help you be the leader you strive to be.

- Understand your personality type and the attributes that make a great leader
- Determine why you want to be a leader
- Unpack your next steps to take the correct path

**Marianne Vosloo** Chief Information Officer  
Australian Federal Police

#### 11.35 - 11.45 Questions and Discussion

#### 11.45 - 12.25 EXPERT COMMENTARY

##### How and when to network

Female leaders are often seen as having the advantage when it comes to building good working relationships, the challenge for many is to foster strategic networks that will enable them to enlarge their sphere of influence. Fiona will impart practical strategies for you to navigate these challenges, including tips on how to build rapport as well as support others in their careers.

- Determining your desired outcomes
- Preparation and its part in networking
- The art of small talk
- Utilising new connections and maintaining them

**Fiona Craig** Founder  
SmartWomen Connect

#### 12.25 - 12.35 Questions and Discussion

#### 12.35 - 1.35 Networking Lunch

#### 1.35 - 2.35 INTERACTIVE PANEL DISCUSSION

##### Making a mentor

Having a mentor or being a mentor broadens your horizons, nurtures talent and expands your network. Our expert panelists will provide unique insights for women looking to seek or gain the most from a mentor relationship.

- Explore the value in having a mentor or being a mentor
- Understand the importance of this relationship and the impact it has for women
- How to find a mentor or mentee - don't rush it
- Approaching your mentor

**Chris Fehner** Chief Information Officer  
Department of Planning and Environment NSW  
**Alexis Rouch** Director IT  
AMP Services Limited

**Lynwen Connick** Chief Information Security Officer  
ANZ

**Jacqui McAleer** Director Product Delivery & Integration JAPA, Technology  
American Express Australia

**Fiona Rankin** Director, Information Management & Technology Services  
University of Wollongong

**John McInerney** Chief Information Officer  
NBN Co Limited

**Jennifer Bardsley** Chief Information Officer  
Australian Pesticides and Veterinary Medicines Authority

#### 2.35 - 3.15 CASE STUDY

##### Build your personal resilience

As a leader, you must be resilient to the pressures you face in the workplace. Working to build your resilience will help you avoid becoming overwhelmed and stressed. By achieving this balance, you can think and lead with a clear vision. Alisa will share the moments she has had to recover from challenges and share the approaches she took to strengthen her resilience.

- Understand the difference between pressure and stress
- Avoid turning pressure into stress
- Gain control

**Alisa Cooper** Head of Fuels and Infrastructure  
Technology  
Caltex Australia

#### 3.15 - 3.25 Questions and Discussion

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## VALUE PLUS DISCOUNT

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3.25 - 3.40 **Afternoon Tea**

3.40 - 4.20 **CASE STUDY**

**Diversity in leadership**

Being a diverse leader requires you to be inclusive of a range of concepts and perspectives that a team can contribute. As an aspiring, emerging or existing leader, you can maximise your effectiveness by embracing and encouraging agile and flexible working environments. Learn to:

- Benefit from different leadership styles
- Create a diverse work environment
- Understand diversity of thought
- Unlock the hidden benefits of collaboration

**Damon Rees** Chief Information and Digital Officer  
**Department of Finance, Services and Innovation NSW**

4.20 - 4.30 **Questions and Discussion**

4.30 **Concluding Remarks from the Chair**

8.30 - 8.55 **Morning Coffee**

8.55 - 9.00 **Opening Remarks from the Chair**

9.00 - 9.40 **OPENING CASE STUDY**

**Leaders shape company culture**

As a leader, you must take responsibility for helping mould your company's culture. Establishing what you want to achieve and how you are going to get there should be a priority. Developing a clear plan of action will help you realise goals and aid in achieving buy-in from your team.

- Recognise you have a part in shaping a positive workplace culture
- Take action - be the difference
- Understand you are partly responsible for others' job satisfaction

**Susan Gilbert-Koska** Manager, Governance, Assurance and Methods, Information Technology Toll Group

9.40 - 9.50 **Questions and Discussion**

9.50 - 10.30 **CASE STUDY**

**Learning from your knock-backs**

Reaching the pinnacle of your career is tough. In a constantly evolving role such as IT, challenges are ever-present for ambitious female leaders. Building resilience creates a strong resistance against knock-backs, but even the most confident leaders will have felt defeated at some point. Christine will share some of the challenges she has faced in her career and will provide useful strategies for overcoming obstacles and grasping opportunities.

- Bounce back from setbacks
- Know when to take risks - Be confident when you take the leap
- Formulate your plan of action to make your dreams a reality

**Chris Eriksen** General Manager of IT  
**CitiPower and Powercor**

10.30 - 10.40 **Questions and Discussion**

10.40 - 10.55 **Morning Tea**

10.55 - 11.35 **CASE STUDY**

**Leadership and the growth mindset**

How does your mindset impact your ability to succeed? Many successful leaders thrive on challenges and can work through failures because they understand obstacles are an opportunity for growth. As a senior leader who has a passion for developing a growth mindset, Miranda shares how this has propelled her towards leadership success and continues to help her to grow.

- Develop a mindset to face unfamiliar scenarios
- Building resilience to realise your potential
- Challenge yourself to go the next mile

**Miranda Kovacic** Head of Technology, Data Delivery  
**ANZ Bank**

11.35 - 11.45 **Questions and Discussion**

11.45 - 12.25 **CASE STUDY**

**Transforming IT to be more business and customer-centric**

Since taking over as Bupa Australia and NZ CIO 16 months ago, Sami Yalavac has transformed the Technology function into a more business and customer-

**NETWORKING RECEPTION**

**4:30 - 5:30PM**

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# Network for progression in a male-dominated space

centric organisation. He is changing the IT operating model to address colleague and customer pain points, embedding new ways of working, accelerating the shift to digital and driving a customer-obsessed culture. To successfully drive this kind of change requires:

- Building strong and trusting relationships with key stakeholders
- Building leadership skills within yourself and your leadership team
- Fostering a collaborative and innovative culture

**Sami Yalavac** Chief Information Officer  
**Bupa Australia and Zealand**

12.25 - 12.35 **Questions and Discussion**

12.35 - 1.35 **Networking Lunch**

1.35 - 2.25 **CASE STUDY**

## The value of negotiation - Understanding the gender pay gap

We can acknowledge the differences in pay between men and women, but without having the tools to overcoming the issue, the gap will not decrease. Negotiation skills are essential in any situation. In the workplace, negotiation skills are key in determining more effective ways to move forward. Cate will share her knowledge on developing negotiation skills to achieve gender parity in the workplace.

- Effective negotiation skills
- The value of mentors and sponsorship
- Creating strong support groups

**Cate Hilliard** Manager, IT Capital Portfolio  
**SA Power Networks**

2.25 - 2.35 **Questions and Discussion**

2.35 - 3.15 **CASE STUDY**

## Speak up, be heard

When advancing in your leadership journey, it sometimes can be difficult to have the confidence to speak out and communicate your vision and ideas. However, to be an effective and influential leader, you must clearly identify, develop and be prepared to speak up for your values.

- Self-assurance - if you don't have conviction in what you say, who will?
- Explore different ways to pitch your ideas effectively
- Strategies to achieve buy-in

**Sandra Ragg** Assistant Secretary Cyber Policy  
**Department of the Prime Minister and Cabinet**

3.15 - 3.25 **Questions and Discussion**

3.25 - 3.40 **Afternoon Tea**

3.40 - 4.30 **INTERACTIVE CLOSING ROUNDTABLE**

## Future opportunities and finding your purpose

As Alice brings the Summit to a close, she will summarise the key take-aways from the conference, reflecting on identifying your motivators for your career. You will be asked to brainstorm solutions to common challenges you face in your workplace and prioritise the factors that you believe will have the biggest impact on your personal performance as a leader. This discussion will explore:

- The most valuable lessons you learned from the Summit
- Further insight into the challenges women face in ICT
- What are your goals and how are you going to achieve them?

**Alice Crawley** Group Tech, Workplace Transformation, Change Director  
**Westpac Group**

4.30 **Concluding Remarks from the Chair and Summit Close**

## ABOUT THE EVENT

The ever growing prevalence of technology in business is redefining the roles of ICT professionals. For leaders within ICT, an immediate need to be both innovative and the driver of strategic direction within organisations has developed.

However, in the male-dominated ICT space, women often face an additional set of challenges in their leadership journey. With the appropriate tools, insights and plans these challenges can be transformed into platforms to drive success.

**The 6th Women in ICT Summit 2017** is the premier event for you to step up, refine and develop your authentic leadership attributes. The two day summit will provide a unique mix of technical insights and leadership stories to inspire, educate and guide your transition from technical specialist to strategic leader.



## FOLLOW THIS EVENT

Tweet about this event using the hashtag **#WilmaChat** and **@LiquidLearning** for daily industry updates!

## WHO WILL ATTEND

Aspiring, emerging and existing ICT professionals across industry, including:

- IT Strategy and Planning
- ICT Projects / Program Office
- Information Strategy and Technology Services
- Information Management / Strategy Division
- ICT / IM Consulting
- Knowledge / Records Management
- Chief Information Officers / ICT Leadership
- Chief Technology Officers
- Director / General Manager / Group Manager / Manager of IT
- Director / Manager of Technology Services
- Senior ICT / Software Vendor Executives
- Women's Leadership Programs Managers
- Business Analysis



## ICT Professionals Leadership Workshop

Information Technology is not only a vital underpinning for an organisation's success but with the convergence of business, consumer and communication technology, is now integral to core business operations. ICT staff must therefore be both technically proficient and business savvy, and be capable of solving complex business-systems and client facing problems quickly and efficiently. Even the most accomplished ICT professional will find that technology skills alone will not assure either effective leadership or strategic thinking. To be a leader and add strategic value to the organisation, ICT professionals need to complement their occupational expertise with breakthrough leadership and coherent strategic business planning skills.

Leading professional, high performance ICT teams to both maintain organisational functionality and to add strategic value to the company, requires an ability to engage with and easily convey complex information to non-ICT executive and leadership colleagues and clients. An ICT leader must also inculcate in their team an understanding of their contribution to business strategy, and develop a workplace culture conducive to innovation, and focused on results.

This two-day workshop will delve into strategies for driving performance, modifying your communication style, engaging staff and stakeholders and adding strategic value through enhanced ICT leadership. Delegates will address their own leadership styles, strengthen existing skills and develop new leadership techniques.

9.00 - 4.30

### Day 1

#### The foundations of breakthrough leadership

- Building a healthy and successful organisation
- The essential disciplines of a leader
- Emotional intelligence, understanding ourselves and others
- Understanding and adapting to different personality types, individual communication and working styles

#### Leading cohesive high performing teams

- Defining a leadership team. Which team is your team?
- The dysfunctions of a team
- Engineering the cohesive team:
  - Building trust
  - Mastering conflict
  - Achieving commitment
  - Peer accountability
  - Focus on results
- The myths of '360 degree' surveys – how to receive valuable feedback and improve your leadership skills

#### The power of positive plain language and the conversations leaders must have

- Change the future to deliver a result performance breakthrough: the power of positive future-based language
- Fierce conversations: interrogate reality, provoke learning, tackle tough challenges, and enrich work relationships
- What's your racket? Overcoming our obstacles to performance as a leader

### Expert Facilitator: Stephen Dunkerle Founder and Director Matsue Pty. Ltd.

An experienced and business savvy technology executive, Stephen has previously worked for the New South Wales State Government, Coffey International, and KBR, and is a widely recognised business systems thought leader, who has helped many organisations navigate the competing and often conflicting tensions with business systems (and performance) reform, technology convergence and leadership needs.

As a former CTO, CIO, Chief Operating Officer and Group Executive, Stephen has worked and consulted widely in Australia and internationally in both the public and private sectors. Stephen has led corporate operations and systems divisions, developed and implemented strategy, led business system project portfolios, led the forensic review and recovery of troubled projects, and designed and delivered several leadership and strategic planning courses and seminars.

Stephen works as an executive consultant, leadership mentor and coach, sharing insight garnered over several years with clients to improve strategy and business systems. Using his expertise in the business of recovering troubled projects as well as his acute understanding of business technology needs means he can drive performance through practical and appropriate means.

9.00 - 4.30

### Day 2

#### The business of leading organisational change and projects

- The governance and leadership of business systems change and projects
- Essential controls for successful projects
- Engaging stakeholders as your champions and partners
- Compelling communication: presentations, business cases, and reports
- The business recovery of troubled projects

#### Leading productive meetings to drive results

- The paradox of meetings
- Meetings need drama!
- Meetings and contextual structure
- A meetings model to get things done

#### Leading Strategic Change as an ICT Leader

- Bad strategy, good strategy - the myths of vision, mission, goals and objectives
- The kernel of good strategy: challenges diagnosis, guiding policy, coherent actions
- Thinking like a strategist – the science of strategy

#### Contemporary ICT leadership issues

- Strategic challenges and priorities for ICT leaders
- Navigating challenging business scenarios: conflict resolution and difficult decision making in a political environment
- Mentoring, coaching and professional development in the ICT world
- Open forum



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