

IMPROVING PERFORMANCE through

DIVERSITY

Thursday 30 September 2010 The King's Fund, London



Topics include:

- The Diversity dilemma – is doing the right thing enough?
- Delivering the NHS we all deserve
- The West Midlands approach – a case study
- A personal voyage into Diversity
- The organisation of the future
- Putting Diversity at the heart of your corporate strategy
- Diversity and decision-making
- The Coventry story– towards an inclusive health economy
- Diversity and governance: what boards need to do next

PLUS:

- A panel discussion with questions and answers

Keynote speakers include:

Andrew Corbett-Nolan

*Director Good Governance Institute
and Fellow Open University Business School*

Ranjit Sondhi

Chair Heart of Birmingham TPCT

Michael Parker

Chair King's College Hospital NHS Foundation

Tiane Mitchell Gordon

*Chief Diversity Officer and
Senior Vice President AOL Inc*

Sharon Kyle

*Head of Employee Engagement and Diversity
Sodexo*

IMPROVING PERFORMANCE THROUGH

DIVERSITY

The King's Fund, London Thursday 30 September 2010

"Diversity is not just about doing the right thing, it's about doing the right thing for your business!" TIANE MITCHELL GORDON, CHIEF DIVERSITY OFFICER, AOL

The NHS is seen as a fairly diverse organisation – but is it diverse where it really counts? And does the UK healthcare sector really know how to put Diversity to work?

"Despite the huge successes of recent years, we in the NHS still face major challenges in reducing inequality in outcomes for our service users."

PREM SINGH, INCLUSION LEAD, NHS NATIONAL LEADERSHIP COUNCIL

Senior leaders in industry around the world are increasingly determined to promote diversity and inclusion at every level – not just because it's the right thing to do, but because they understand the organisational benefits that greater Diversity brings, right down to the bottom line.

"If you want to be innovative and creative in how you run your business, bring people together who see things differently, who have different life experiences – because that's when you'll get the best range of options, the best analysis of those options, and the best solutions."

TIANE MITCHELL GORDON, CHIEF DIVERSITY OFFICER, AOL

This conference will show how you can capitalise and improve on your organisation's Diversity to:

- Deliver a better outcome for patients
- Improve staff wellbeing and productivity
- Engage staff more effectively in leadership decisions and organisational change
- Improve decision-making at the most senior levels of the organisation
- Enhance the rigor of your corporate governance.

With speakers from the most senior levels of the NHS, as well as international corporate experts who will explain how they have benefitted from embracing a new culture of inclusion, this conference will set out the compelling business case for making the most of the talent you have, and how to find the talent you still need.

"Service users need to see themselves being reflected both in the design of that service and in the people delivering it, and I would say that's particularly true in healthcare, because you're talking about issues that are very personal to the user."

SHARON KYLE, HEAD OF EMPLOYEE ENGAGEMENT AND DIVERSITY, SODEXO

Delegates will be able to assess the effectiveness of their own Diversity policies, plan some next steps, and will take away a range of training tools to support their organisations, including:

- A DVD of a documentary film that uncovers the business case for Diversity within the NHS through interviews with senior NHS figures, leaders in the US healthcare market, and international diversity experts.
- A maturity matrix prepared by the Good Governance Institute that will enable organisations to map how well they capitalise on Diversity now, and how they can improve in the future.



10.00 **Chairman's Introduction**

10.15 **The Diversity dilemma – is doing the right thing enough?**

Ranjit Sondhi

Chair

Heart of Birmingham TPCT

- the role of diversity in civic society
- diversity and health
- how Diversity can create a better NHS

10.45 **Delivering the NHS we all deserve**

Prem Singh

Lead on Diversity NHS Leadership Council
and *CEO* Derby PCT

- the challenge to the NHS
- National Leadership Programme – progress report
- complex issues: thoughtful solutions

11.15 Questions and answers, followed by coffee and exhibition at 11.25

DIVERSITY IN PRACTICE – LEADING FROM THE FRONT

11.50 **Case study: the West Midlands approach**

Caroline Wigley

Leadership Director
NHS West Midlands

- the West Midlands – diverse population, homogeneous leadership?
- a changing population, and other drivers for strategic planning
- exporting diversity beyond the cities

12.20 **A personal voyage into Diversity**

Angus Malcolm

Film-maker

Progressive Films

- layman's understanding of diversity
- the business case for Diversity
- what will diversity mean tomorrow?

12.50 Questions and answers, followed by lunch and exhibition at 13.00

BEST PRACTICE – CASE STUDIES AND A WAY FORWARD

Afternoon Chairman: **Michael Parker** *Chair* King's College Hospital NHS Foundation

14.00 **The organisation of the future**

Tiane Mitchell Gordon

Chief Diversity Officer and Senior Vice President
AOL Inc

- world class challenges – what makes global corporations tick
- why diversity is everybody's business
- lessons for the NHS

14.30 **Putting Diversity at the heart of your corporate strategy**

Sharon Kyle

Head of Employee Engagement and Diversity
Sodexo

- corporate assets: putting the emphasis back on people
- how Sodexo made diversity a brand strength
- how the NHS can capitalise on the opportunities of diversity

15.00 **Diversity and decision-making**

Michael Parker

Chair

King's College Hospital NHS Foundation

- the case for Diversity on boards
- the dangers of 'group think'
- the NHS Board of the future

15.30 Questions and answers, followed by tea and exhibition at 15.40

16.00 **Panel discussion with questions and answers**

Panel members include:

Ranjit Sondhi *Chair* Heart of Birmingham TPCT

Sharon Kyle *Head of Employee Engagement and Diversity*
Sodexo

Tiane Mitchell Gordon *Chief Diversity Officer and*
Senior Vice President AOL Inc

Michael Parker *Chair* King's College Hospital NHS Foundation

- the US experience – is it transferable?
- impact of global HR movements for the NHS
- 'global' solutions

16.30 **The Coventry story – towards an inclusive health economy**

Stephen Jones

Chief Executive Officer
Coventry PCT

- embracing diversity across an entire health economy
- outcomes sought, and lessons learned
- the future for Coventry

17.00 **Diversity and governance: what boards need to do next**

Andrew Corbett-Nolan

Director Good Governance Institute and
Fellow Open University Business School

- why Diversity is core to good governance
- a Maturity Matrix for Diversity and inclusion
- ten things every NHS board can and should do

17.15 Questions and answers, followed by close

► **How to book**

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Conference documentation

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Venue

The King's Fund, 11-13 Cavendish Square, London, W1G 0AN. A map of the venue will be sent with confirmation of your booking.

Date

Thursday 30 September 2010.

Conference fee

- £365 + VAT (£428.88) for NHS, social care, private healthcare organisations and universities.
- £300 + VAT (£352.50) for voluntary sector/charities.
- £495 + VAT (£581.63) for commercial organisations.
- £300 + VAT (£352.50) for IHM members.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 17.5%.

Group rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms and conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this time cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

Confirmation of booking

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Accommodation

On confirmation of your booking you will receive details of accommodation.

Exhibition

If you are interested in exhibiting at this event, please contact Nikki Finley on 020 8541 1399 or email nicolaf@healthcare-events.co.uk

Credits

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