

# Programme

## The leadership conference: The future world of work 14 April 2021

Essential for everyone with an interest in culture, people, learning and the work environment, including HR and LAOD specialists, executive teams, operational managers and those involved in planning and strategy.

Covid-19 has brought about so many changes for the way people work – great challenges as well as great opportunities. Whilst it could be several years before the long-term impact of the pandemic becomes clear, housing, like other sectors, needs to embrace the changes and consider what this all means for its organisations, culture and people strategy.

HQN's LAOD conference is the place to go for ideas and inspiration about what the future world of work could look like, and to hear how organisations are responding to the rate and pace of change and what they're doing a year into the pandemic.

**09:20 Registration and HQN Welcome**

**09:30** Welcome from Chair  
**Jane Atherton, Organisational Development Specialist and HQN Lead for Leadership and Organisational Development**

**09:35** Keeping the focus on customers in the new world of work  
**Jo Causon, Chief Executive, The Institute of Customer Service**

**10:15** Managing remote teams Part 1  
**Heather Moore, Vale of Aylesbury Housing Trust**

**10:45 Break**

**11:00** Managing remote teams Part 1  
**Perry Timms, Radical thinker, renowned blogger and global speaker**

**11:45** The housing association that is waving goodbye to the office  
**Yvonne Castle, Chief Executive, Johnnie Johnson Housing Trust**

**12:15 Panel Q&A**

**12:25 Chair's closing remarks**