

Two Separately Bookable One Day Conferences

Inaugural

HR Metrics Conference

Measuring HR's contributions and relating metrics back to organisational success

21st April 2010, Wellington Town Hall

Featuring keynote speaker:

Alan Davis, Assistant, Vice-Chancellor of Massey University and HRINZ, Overall HR Person of the Year 2009

With case studies from:

Metrowater | University of Auckland | Procure Health
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Learn about:

Aligning HR Metrics to Strategic Goals
Communicating Meaningful Metrics to Senior Executives
Measuring Workforce Productivity
Driving Process Improvement
Employee Engagement

13th Annual Strategic Remuneration Conference

Aligning your remuneration with the needs of your organisation and employees in the new economy

22nd April 2010, Wellington Town Hall

Topics Include:

Snapshot of the Current Labour Market
Choosing a Remuneration Model and Re-Aligning Your Remuneration Strategy
Rewarding Performance and Using Non-Financial Rewards to Retain Staff

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Inaugural HR Metrics Conference

Measuring HR's contributions
and relating metrics back to
organisational success

21st April 2010, Wellington Town Hall

8.30 Registration and Coffee

9.00 **Opening Remarks from the Chair**

Chris O'Brien, *Remuneration Manager*, CARTER HOLT HARVEY

Communicating HR Metrics to Senior Management and Measuring Productivity

9.05 **Case Study: Sharpening and Aligning the Focus of HR Metrics to Strategic Goals**

This case study examines the transformation of volumes of HR data into a one page scorecard format in a way that is aligned to the strategic goals of the organisation.

- Packaging data sets to align to organisational goals
- Incorporating strategic initiatives and projects into the scorecard
- Narrowing the focus through targeted commentary on critical issues
- Integrating into the wider organisational scorecard

Alan Davis, *Assistant Vice-Chancellor - People & Organisational Development*, MASSEY UNIVERSITY

9.55 **Case Study: Communicating Meaningful HR Metrics to the CEO and CFO**

CEOs, CFOs and Boards are driven by the bottom line and managing budget. Ultimately, relating HR spend and revealing dollar per value is the best way to ensure continued investment and support from executives.

- Key statistics that need to be communicated to senior management
- Speaking their language: Redeveloping our metrics to reflect requirements
- Quantitative vs Qualitative measurements
- What to bring to senior management meetings

Marc Fisk, *Head of Corporate Services*, METROWATER

10.40 Morning Break & Refreshments

11.00 **Measuring Workforce Productivity, Performance and Labour Cost**

- Understanding your goals and working backwards towards HR metrics such as employee developments, manager/employee headcount etc.
- Measuring the measure: Creating a feedback loop to ensure you are serving the organisation
- Benchmarking your metrics: Relating your numbers back to the wider industry

Veronica White, *Director-People and Change*, PRICEWATERHOUSECOOPERS

Developing and Using a HR Information System

11.50 **Case Study: Weighing Up the Cost and Benefits and Choosing the Right HRIS**

- Understanding the HR service delivery model and scoping out a HRIS
- Implementation challenges and costs of delivering the metrics
- ROI and justifying the investment to senior management

Greg Sargeant, *HR Systems Support Manager*, UNIVERSITY OF AUCKLAND

12.30 Lunch

Measuring and Meeting the Expectations of our Internal Clients in Recruitment, Talent Management and Training

1.20 **Talent Management and Succession Planning**

- Identifying talent: What qualities are you looking for in tomorrow's leaders?
- Developing talent: Ensuring you're training talent to fill key positions rather than just one position
- Succession planning and organisational strategy

Dave Stewart, *Director*, HUMAN VALUE

2.00 **Case Study: Quality and Efficiency in Recruitment and Using Metrics to Drive Process Improvement and Profitability**

- Designing and defining measurements and KPIs to match, e.g. staffing efficiency ratio
- Gathering qualitative and quantitative data and benchmarking
- Building a dashboard or scorecard and planning for the future

Crispin Garden-Webster, *Director*, GARDENWEBSTER LTD

2.50 **Case Study: Measuring the Effects of Training on Organisational Performance, Employee Engagement and Staff Retention**

- Training and education as a key to staff retention
- Leveraging training and education as a component of overall commitment to staff and measuring its value when you are working within a tight budget
- Getting real value for your organisation from your performance review process and disciplinary process by informing your training programme

Gloria Budgen, *General Manager*, CAUGHEY PRESTON TRUST

3.30 Afternoon Break & Refreshments

Measuring Culture and Employee Engagement on Organisational Performance

3.50 **Case Study: Measuring the Effects of Culture on Organisational Performance: Culture Eats Strategy for Breakfast**

- Measuring key areas of engagement focus and the link towards organisational success
- Developing an engagement strategy
- Measuring the results and tracking the underlying ROI
- Maintaining the culture gained

Geoff Smith, *Senior Manager People & Culture*, PROCARE HEALTH LTD

4.30 **Case Study: Measuring the Benefits of a Culture of Engagement**

Engaged employees are the sole means by which your organisation can shift from good to extraordinary.

- Engagement is a way of life not a HR or communications tool
- The importance of having a vision and purpose that staff understand
- Satisfying the bean counters – a few measurement metrics and measuring what matters

Susan O'Meagher, *Deputy Chief Executive*, WAITAKERE ENTERPRISE

5.15 Closing Remarks from Chair

5.20 **Networking Drinks**



13th Annual Strategic Remuneration Conference

Aligning your remuneration
with the needs of your
organisation and employees
in the new economy

22nd April 2010, Wellington Town Hall

8.30 Registration & Coffee

9.00 Opening Remarks from the Chair

Chris O'Brien, *Remuneration Manager*, CARTER HOLT HARVEY

Overview of the Labour Market

9.05 Snapshot of the Labour Market – Benchmarking your Remuneration Strategies with Current and Future Trends

The New Zealand economy has emerged from a recession. What are the changes in the labour market caused by this new found optimism in the economy?

- Effects of the economy on the labour market
- Trends in public and private sectors and labour mobility
- What are the consequences of recession-based remuneration practices
- International labour market trends with a focus on Australia

Geoff Summers, *Executive Director*, STRATEGIC PAY

Matching your Remuneration Strategy to Your Organisation's Goals and Values

9.50 Choosing and Matching the Right Model of Remuneration to your Organisation

Remuneration strategies can only succeed if they fit the organisation. This presentation covers the different models of remuneration considered by various types of organisations, the reasons often given, and the implications of implementing the system.

Chris O'Brien, *Remuneration Manager*, CARTER HOLT HARVEY

10.30 Morning Break & Refreshments

10.50 Case Study: Re-Aligning Your Remuneration Strategy with your Goals

- Thoughts and processes undertaken in reviewing a remuneration strategy to facilitate an alignment with organisational goals
- Clarifying philosophy, identifying requirements and re-crafting a total rewards strategy
- Making it happen

Andrew Williams, *Manager, Reward Strategy*, BNZ, *Former Remuneration, Performance & Global Mobility Consultant at AIR NZ*
Colin Usherwood, *Manager, Performance & Reward*, AIR NZ

11.35 Case Study: Remuneration, Rewarding Performance and Short Term Performance Based Incentives

- Reasons for changing the remuneration strategy and supporting a culture of performance
- Introducing broadbanding, short term incentives (STIs) etc.
- Driving individual development, performance and business success

Nikki Howell, *Human Resources Manager*, AA INSURANCE

12.20 Lunch Break

1.00 Legal Update: Avoiding the Remuneration and Contract Minefield

Part 1: Court Rulings surrounding wage freezes, pay cuts and removal of benefits. What are the important law changes that have taken place and what should you be paying attention to?

Part 2: Reviewing employment contracts. What can and can't you legally do? What should you be including in your employment contracts and how should you be structuring them? Questions are encouraged during this session

Michelle Banfield, *Senior Associate*, BELL GULLY

Innovative Non-financial Incentives

1.50 Case Study: Challenging the Remuneration Norm: Pro-active and Creative Strategies for Retaining Key Staff

- Identifying the long term needs of the business and the key roles that support these
- Supporting key staff and ensuring employee engagement – Team building exercises, recognition etc.
- What can we afford to pay to retain staff vs the cost of losing them

Debbie Glen, *General Manager Retail*, BARKERS MEN'S CLOTHING

2.30 Case Study: Developing a Total Rewards System to Retain and Grow Staff in a Competitive Market

In order to reduce staff attrition rates, the NZDF reviewed and subsequently implemented a new remuneration system in 2008.

- Understanding the reasons for attrition
- Tailoring strategies to match staff values
- Results of the strategy

Brigadier Mark Wheeler, *Assistant Chief, Personnel*, NEW ZEALAND DEFENCE FORCE

3.10 Afternoon Break & Refreshments

3.30 Case Study: Using Non-Financial Rewards to Improve Retention and Engagement

- What are the main forms of non-financial rewards and remuneration used and what are the benefits and drawbacks?
- How have we matched the right rewards to the right employees?
- How successful has our rewards and remuneration system been in improving retention and employee engagement?

Drew Comeskey, *Human Resource Manager*, TRANZQUAL ITO

4.10 Case Study: Using Training and Career Development as Non-Financial Incentives to Drive Performance

Downer implemented a literacy and qualifications programme where employees are rewarded with credits towards a national certificate in civil infrastructure which unlock further upskilling and leadership opportunities.

- Incorporating the long term view into non-financial remuneration such as training
- Maximising impact of non-financial rewards on performance
- Measuring the savings and benefits of upskilling your workforce in the business and the wider community

Chris Meade, *General Manager Human Resources*, DOWNER NZ

5.00 Closing Remarks from Chair

5.10 Networking Drinks




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WHEN & WHERE

HR Metrics: 21st April 2010
Strategic Remuneration: 22nd April 2010
Venue: Wellington Town Hall

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