

WESTERN SYDNEY  
UNIVERSITY



# LEAD ENGAGE ASPIRE DEVELOP

LEAD Conference Program 2018



# THE LEAD CONFERENCE 2018 BECOME A GAME CHANGER

If you could change the world would you? When we look at **transformative leadership** we look at a leadership approach that causes valuable, positive change in individuals and social systems. In its essence it is the power of individuals to 'change the game' by creatively shifting the way we think about the world, our organisational impact, the industry we work in, our communities or ourselves.

Change permeates today's business environment and society. We see emerging and aspiring leaders who want to transform the lives of others, and to lead with confidence in an increasingly complex world. Often change can have a demoralising effect on organisational culture and an individual's emotional mindset – leaving them lost and without real direction. In times of crisis leaders are looked to as change agents, asked to provide clarity, direction and bring peers and team members on the journey with them.

Transformative leaders show specific traits focusing on collaboration, open communication and power-sharing which helps them to enforce positive change.

This conference is about preparing yourself in today's volatile world using the principles of transformative leadership to affect real change in your life, the way you think, your university, communities and beyond. Pick up some ideas and insights on the concept of 'buy-in', collaborative decision making, leading through change, adapting to new situations, influencing others and having an open mindset – then take these skills and apply them to situations or problems that need a game changer.

Explore how YOU can become a transformative leader and how you can create other leaders in your wake!

## PROGRAM Friday 4 May 2018

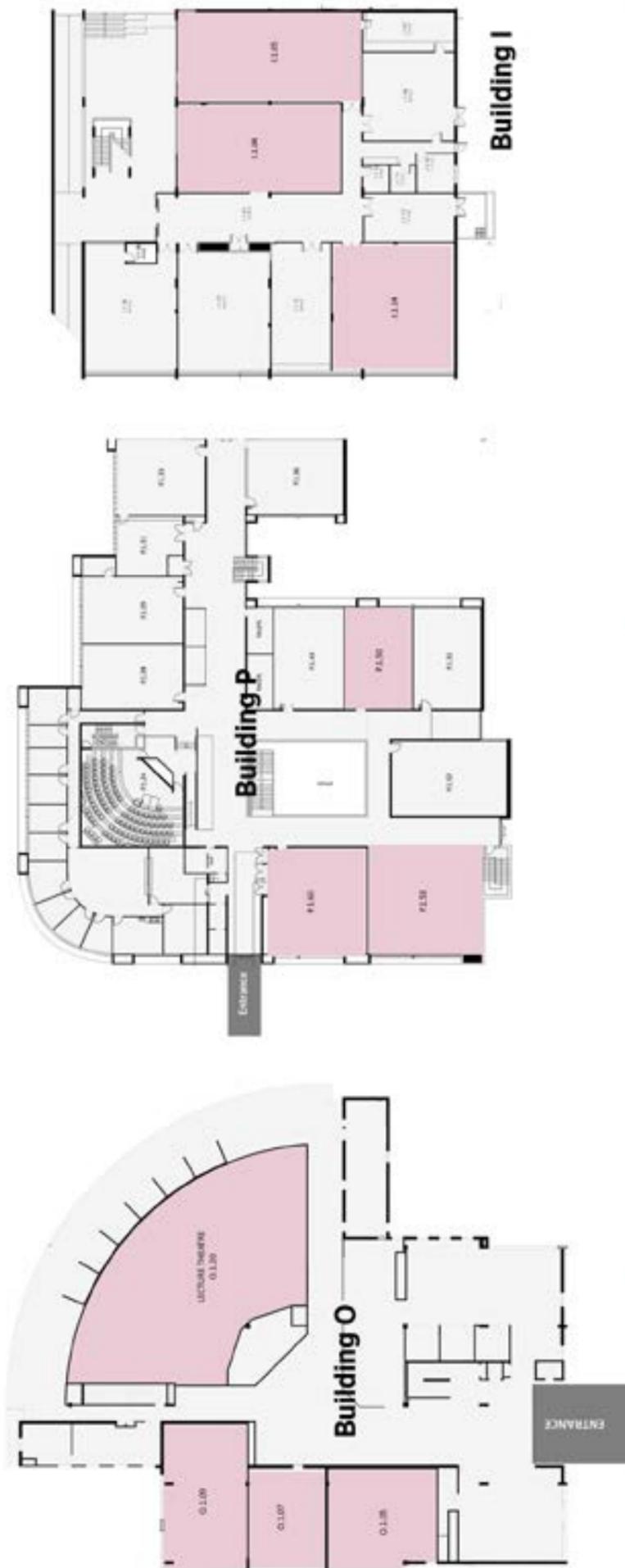
TIME	SESSION	PRESENTER	LOCATION
8:00am – 8:30am	<b>Registration</b> Pick up your conference pack and book your timeslot for a free professional profile photograph. Arrive early as photographer timeslots are limited!		Building O 1.20
8:35am – 9:00am	<b>Introduction</b> Chair of Conference	Nicole Brackenreg	Building O 1.20
	<b>Welcome to Country</b>	Uncle Greg Sims Community Elder and Gadigal Elder	Building O 1.20
	<b>Official Opening</b> Chief Student Experience Officer, Student Experience Office	Michael Burgess	Building O 1.20
9:05am – 11:00am	<b>KEYNOTE ADDRESS</b> <b>Facing a changing world</b> As leaders, our challenge is our people. It's about how we engage and influence others that ultimately determines our effectiveness and our ability to leverage significant outcomes. The fastest path to shaping team and organisation culture is to first address mindset. Mark will visualize why your mindset matters and share real life examples that illustrate the impact of mindset on conflict, collaboration, agility, innovation, execution and self-accountability. His session will also include two simple but powerful toolsets that seek to achieve positive influence and break-through results.	Mark Digby Executive Consultant and Facilitator The Arbinger Institute	Building O 1.20
11:00am – 11:30am	<b>MORNING TEA</b>		FOYER
11:35am – 12:55pm	<b>SESSION 1</b> <b>Choose one of these six sessions to attend:</b>		
	<b>Link In with LinkedIn</b> With self-promotion replacing selfies LinkedIn is the leading professional and personal branding network. Get to grips with LinkedIn's lesser known features and learn how to transform your career prospects by networking with the right businesses and people. Cory will provide you with the tips you need to ensure person-organisation fit as you step into the workforce. Take charge of your own professional development with Lynda.com.	Cory Welsh LinkedIn	Building P 1.50
	<b>A LEADER's guide to Negotiation</b> Many people fail to recognise opportunities to negotiate – about their roles, the support they need to be successful and the resources required to get buy-in from those they lead. Edith will provide you with the tools you need to successfully negotiate including recognising opportunities for negotiation, managing expectations and emotions and reaching collaborative decisions.	Edith Taylor Complaints Resolution Unit Western Sydney University	Building P 1.60
	<b>From Good to Great: Leading through Change</b> In modern workplaces, change is constant with day to day operations expected to continue without being impacted. In times of crisis leaders are looked to as change agents, asked to provide direction and bring peers and team members on the journey. But business challenges and the needs of the team can sometimes be at odds with the successful management of change. Steve will address the reality of leading through change and explore some best practice tactics to deal with change leaving you prepared with tools to get ahead of the game.	Steve Milnes Associate Director Change Management Optus	Building O 1.05

# PROGRAM

## Friday 4 May 2018

TIME	SESSION	PRESENTER	LOCATION
11:35am – 12:55pm	<p><b>Diversity and Inclusion Drive Success</b> Leadership, Diversity, Inclusion. Each of these is a common word in today's business world but the meaning behind the terms has evolved. With a changing global landscape leaders must increasingly be aware of how to harness diversity and inclusion. This workshop will consider how to reach robust decisions by gaining diverse insights, exploring the implication of this and the next steps in cultivating strong leaders.</p>	Michelle Falconer Senior Coordinator Equity and Diversity Western Sydney University	Building O 1.07
	<p><b>The Talent Code: Unlocking Mentoring Potential</b> Mentoring is both a key leadership and life skill. Whether you are looking for a mentor for yourself, or if you are looking to give back and be a mentor to someone else; there are strategies and techniques you need to develop to bring the best out of your mentoring relationships. These skills include communication, listening, empathy and goal-setting skills; all of which we cover in this practical and interactive MentorMate session.</p>	Melissa Abu-Gazaleh The FRANK team	Building P 1.58
	<p><b>Transform your Thinking: Teaching Creativity to LEADers</b> Creative thinking is integral to the success of any leader, be it the creative solution to a problem or the ability to create something novel in a new enterprise. This workshop, presented by Laugh Masters Academy, will explore the 'ensemble philosophy' which states that every performer on stage has one job: to make everyone else look like a genius. This will be translated into a leadership and team-building context. Infusing your team with a creative spirit and environment will empower you to transform yourself, your team and your community.</p>	Carolyn Mullen Josh Magee Laugh Masters Academy	Building I 1.04 & 1.05
12:55pm – 1:55pm	<b>LUNCH</b>		FOYER
2:00pm – 3:00pm	<p><b>MAIN SESSION</b> <b>Influencing Others: Make Yourself Heard</b> Would you like to have greater influence with the people you work and study with? Being able to positively influence others is a fantastic trait any leader should have. But it is not as easy as waving a magic wand to make it happen. Influence comes from trust and the authentic connections you create with people. In her session Angela will share from her wealth of experience the key steps you need to follow on your journey to increase your influence on others. She will focus on 3 main areas and analyse with you why it goes wrong when it goes wrong. But most importantly Angela will show you how to get it right.</p>	Angela Lovegrove GM Sales and Marketing Business nbn	Building O 1.20
3:10pm – 4:30pm	<p><b>SESSION 2</b> <b>Choose one of these six sessions to attend:</b></p>		
	<p><b>Link In with LinkedIn</b> With self-promotion replacing selfies LinkedIn is the leading professional and personal branding network. Get to grips with LinkedIn's lesser known features and learn how to transform your career prospects by networking with the right businesses and people. Cory will provide you with the tips you need to ensure person-organisation fit as you step into the workforce. Take charge of your own professional development with Lynda.com.</p>	Cory Welsh LinkedIn	Building P 1.50
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4:35pm – 5:30pm	<b>Future Focus</b>		Building O 1.20
5:30pm – 5:40pm	<b>Closing Remarks</b>		Building O 1.20
5:40pm – 6:45pm	<b>NETWORKING EVENT</b>		
6:45pm	<b>FINISH</b>		



ROOM	Break-out Room 1	Break-out Room 2	Break-out Room 3	Break-out Room 4	Break-out Room 5	Break-out Room 6
	O.1.05	O.1.07	P.1.50	P.1.58	P.1.60	I.1.04 & I.1.05
Session 1 11:35 AM - 12:55 PM	From Good to Great: Leading through Change	Diversity and Inclusion drive Success for Today's Leaders	Link in with LinkedIn	The Talent Code: Unlocking mentoring Potential	A LEADers Guide to Negotiation	Transform the way you think
Session 2 3:10PM - 4:30PM	From Good to Great: Leading through Change	Diversity and Inclusion drive Success for Today's Leaders	Link in with LinkedIn	The Talent Code: Unlocking mentoring Potential	A LEADers Guide to Negotiation	Transform the way you think

## Keynote Speaker



### MARK DIGBY

Executive Consultant and Facilitator  
The Arbinger Institute

**“Everyone thinks of changing the world, but no one thinks of changing himself” - Leo Tolstoy**

Mark Digby is a consultant and certified facilitator with Arbinger. He brings more than 30 years experience in strategic sales and business development roles spanning both corporate and small/medium sized businesses across several industries. Notable is his fifteen years at Australia Post where he directed major business development and partnering initiatives.

Mark's greatest strengths are his strategic focus, collaborative leadership style and emphasis on impact and results. Critical to the success of his larger projects was the building of partnerships across previously dysfunctional business units and external stakeholders. These partnerships generated more than \$100 million new revenue for Australia Post.

Mark has a passion for establishing the right environment for people to engage, grow and deliver. He proactively supported career and leadership development programs for women within Australia Post and has mentored groups of women over several years.

Mark has two adult daughters and lives in Sydney, Australia with his wife, Lesley. In his free time, Mark is an active adventurer, planning and completing two and four men self-guided rafting/trekking expeditions through the Arctic Wilderness and remote areas in Cape York, Northern Territory and New Zealand.

**The Arbinger Institute** has more than thirty-five years' experience helping individuals, teams and organisations build competitive advantage through enhancing levels of engagement, agility, innovation, execution and self accountability. The Arbinger team has produced internationally acclaimed publications "LEADERSHIP AND SELF DECEPTION" and "THE OUTWARD MINDSET".

Visit [www.arbinger.com](http://www.arbinger.com) to see why Arbinger is different and review customer testimonials /case studies demonstrating how Arbinger helps achieve breakthrough results.

## Main Session



### ANGELA LOVEGROVE

GM Sales and Marketing Business  
nbn

Angela has a strong background in enterprise computing, with a track record of more than twenty-five years of experience in the IT industry helping multinational companies in the deployment of Enterprise Requirements Planning, Customer Relationship Management and Sales Force Automation software solutions.

She has led the:

- Setting up of technology start-ups - Quofore Europe, Asia Pacific, Masterpack Europe, Tenuteq Europe
- High growth leadership Quofore Asia, Salesforce.com ANZ
- Transformation leadership Telstra Australia
- High growth Leadership nbn Business

Angela is a member of the Australian Institute of Company Directors and holds a BSC in Business and Computing. She is also on the advisory board for Propellher.

Angela has now been with nbn Business as General Manager since August 2017.

# Facilitators

## EDITH TAYLOR

Senior Complaints Case Manager  
Complaints Resolution Unit

Edith Taylor came to Western (UWS) as a mature age student in 1992. She completed an honours degree in science and became involved in student issues as a post-graduate.

In 1997 she was appointed National Womens' Officer for the Council of Australian Postgraduate Associations (CAPA). Following this appointment, Edith worked at both the Hawkesbury and Blacktown Campuses of Western as a Welfare Officer, and later as a Social Justice Officer within the Social Justice/ Equity and Diversity Units.

Edith has been with the Complaints Resolution Unit for the last twelve years, and is currently a Senior Case Manager. She has completed mediation training with LEADR and is currently studying a Graduate Diploma in Psychology, with a view to undertaking a Psychology Masters in the future.

## STEVE MILNES

Associate Director Change Management  
Optus

A business leader with over 25 years' experience in the Financial Services industry, Steve has been building and running the Change Management Centre of Excellence at Optus for the last 3 years. His career has encompassed many varied roles from front line sales roles, process improvement, product design, management and delivery to change manager. Steve has gained his skills and experience on projects like designing and delivering the Westpac Change Methodology, building a team of 35 Change Managers at BT Financial Group, and design and delivery of the Commonwealth Bank knowledge management solution for 13'500 staff. He has managed product design funds of over \$27.1bn and as a regional manager for the Sydney CBD has led a sales team of 200 staff.

Steve has lead teams in learning and development, leadership development, and capability framework development. The one constant in all his roles however has been people. Steve is an authentic people leader focussed on development and growth of his team and the teams he has contact with. As a Senior Leader he has used his influence to drive consistent leadership to ensure a great outcome for the individual and ultimately the customer.

## CORY WELSH

Senior Customer Success Manager  
LinkedIn

As a Senior Customer Success Manager, Cory's role is to help and inspire professionals to connect talent with tools and skills. She empowers customers across enterprise, academic and government organizations to maximize their LinkedIn enterprise tools by sharing best practices, recommended workflows, learning content and data insights.

Cory's background comes from working in Marketing and Events and facilitating new-hire on-boarding for the latest talent at LinkedIn. She has collaborated with global teams to develop scalable learning content, map the customer journey at LinkedIn and refine a process for measuring customer satisfaction. As a "Culture Champion" across both LinkedIn's HQ and now APAC region, she has hosted enriching employee experiences that benefit their development, their company and the world through #InDay and Women@LinkedIn.

Working with customers on the "front lines" of two of the most innovative technology companies in Silicon Valley, Cory has come to love empowering others to do more with their technology. After stints in LA, Hong Kong and SF, she is now based in Sydney exploring LinkedIn's APAC market and member base.

## LAUGH MASTERS ACADEMY

Improv and Sketch Comedy

Laugh-Masters Academy (LMA) is Australia's first and only "Chicago Style" Long Form Improv & Sketch Comedy School to offer Classes and Corporate Training Programs in Sydney and Melbourne. They improve creative thinking, problem solving, idea generation, teamwork, communication skills and self-confidence all within the realm of having fun.

LMA Instructors have the highest pedigree and come with experience from training centres in Hollywood - and Chicago, the official birthplace of Improv and Sketch comedy. They bring wide ranging philosophies from schools such as The Second City, Groundlings, Upright Citizens Brigade, i.O. (Improv Olympic), The Annoyance, and WestSide Comedy Theater.

The LMA process leverages the power of procedural learning and contextualises exercises to ensure takeaways are retained and taken up for future applications. In short, LMA's fun, full and half-day workshops teach serious skills using proven exercises and techniques to give participants the tools they need to get things done better, faster and happier.

## MICHELLE FALCONER

Senior Coordinator, Equity and Diversity  
Western Sydney University

Michelle is the Senior Coordinator at the Office of Equity and Diversity. In this role she acts as senior advisor on issues of diversity and inclusion strategy and policy within the University, and has the role of Convenor of the University's Ally Network.

Recently, Michelle authored the University's Accessibility Action Plan 2018-2020, and the Western Sydney University Sexuality and Gender Diversity Strategy 2017-2020. She was very proud to be leader of the team awarded the 2017 Vice Chancellor's Excellence Award in Engagement.

Michelle has a degree in Education and is currently completing an executive leadership program via Women and Leadership Australia.

## MELISSA ABU-GAZALEH

The FRANK team  
Training for Young Professionals

The FRANK Team is a training and education organisation whose mission is to empower and educate the next generation of leaders and professionals - in a way that is engaging, fun and informative.

Melissa Abu Gazaleh is 2017 EY Social Entrepreneur of the Year and the 2016 NSW Young Australian of the Year, and a presenter for The FRANK Team – a training organisation empowering and educating young professionals. At the age of 19 years, she realised there was something drastically wrong with how Australian young men were not engaged in the community, and founded the Top Blokes Foundation - a youth-led organisation that empowers young men to positively contribute to their local community through volunteering and education programs.

In 2015, she was a finalist for The Women's Weekly, Women of the Future Award – a competition which was judged by Julie Bishop and Leigh Sales amongst many others. Melissa is an executive director of the NSW Men's Health Forum, a chairperson for the Port Kembla Youth Project and has been selected as one of Australia's Young and Extraordinary and one of Australia's 100 Brightest Young Minds.



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