

10th Women in Banking, Insurance and Financial Services Leadership Summit



15 - 18 AUGUST 2022
ONLINE DELIVERY

LEARN FROM



Miranda Ratajski
Chief Information Officer, Group Business Units



Julie Hunter
Managing Director Banks, Government and Education



Janelle Mason
Executive Director, Corporate



Hilary Bates
Chief Operating Officer



Sarah Samson
Director and Head of Securitisation Organisation



Elizabeth Bradford
Head of Strategy and Chief to Staff, Commercial Banking Asia Pacific



Lee Hatton
Executive Vice President



Angela MacMillan
Group Customer Advocate



Chesne Stafford
Chief Growth Officer



Emma Cromie
Head of Corporate and Specialist Banking



Kirsty Dullahide
General Manager, Strategy & Commercial, Wealth & Capital Markets



Rachel Pollak
Group People Director



Alison McLeod
Head of Legal ANZ



Alice Crawley
Customer Service Hub, Senior Change Lead



Christina Iordanidis
Account Manager



INVEST IN YOUR FUTURE AND LOVE THE JOURNEY!

The Banking, Insurance and Financial Services industries account for some of the most heavily scrutinised workforces with Australia, and the world. With continued advancements in technology and ongoing innovation, industry leaders are having to adapt their approaches to training, development and empowering their people. For this reason the search and creation for strong, resilient, impassioned leaders is paramount.

Join us in learning the secrets to a long and successful career! As a leader it is important to care not only for your own career progression, but for your team and all of those around you. Leading a team can be demanding, and with an additional layer of intensity for our leaders in the banking, insurance, and financial services sector, it is vital to have a distinct passion for what you are doing.

Liquid Learning invites you to join amazing industry speakers and hear as they share their career journey stories. Be inspired and emboldened by their experiences, and walk away with tips on what to do (and not to do) to help your career and leadership journey, and to ensure you are on the right path to a future you will love!

- ▶ **Insights** and inspiration from senior industry leaders
- ▶ **Key** communication skills to influence with impact
- ▶ **Driving** team performance through industry changes
- ▶ **Leading** with passion and authenticity

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WHAT OUR DELEGATES ARE SAYING



“ Well run, managed, great guest speakers with great insights, experience and amazing stories. Loved it all!!! ”



“ Best conference I've ever attended!

In my career I have been fortunate enough to have the opportunity to be part of the audience of many panels and this was an absolute stand out. Each and every panel member was honest, engaged, raw and real. So refreshing and engaging. ”



“ The content and topics discussed were exceptional and has provided me with great motivation to really look at my “why” and take the next step in my career. ”



“ Everything was extremely prepared and organised. Usually i have the mantra if I leave a workshop/ summit similar to this learning at least one thing it was useful - I have four pages of notes from this Liquid Learning session which is a testament to how great it was! ”



EVENT KICK-OFF AND NETWORKING ICEBREAKER 9:00 - 9:40

Join Liquid Learning for this kick-off session as we prepare for two days of incredible speakers, senior leaders, expert deep-dives and unmissable panel discussions!

After opening remarks the whole room breaks up into INTERACTIVE GROUPS for you to meet one another, network, and outline your desired learning outcomes as we start unpacking the key themes of the conference!

LOVE WHAT YOU DO AND YOU WON'T WORK A DAY IN YOUR LIFE! KEYNOTE 9:45 - 10:30

What is the secret to a successful career and continuous growth? Passion and love for what you do, and who you're working with. Hilary Bates has led her team through multiple challenges and changes, and over the past two years through the difficulties of the pandemic. In this session Hillary will explore how to find your true passion, and the importance of setting goals to get to where you want to be.

Hilary Bates
Chief Operating Officer
Australia and New Zealand Zurich



FINDING THE HEALTHY BALANCE CASE STUDY 10:30 - 11:15

Striking a healthy balance between your everyday life and work is essential, whether it be leading a team, managing your daily tasks or projects, getting your kids to school on time, or being present and connected with your loved ones - your own mental health and well-being needs to be your priority. One of the biggest challenges that women often face as result of these competing pressures is the guilt of not being able to dedicate enough time to each of them - let alone themselves. Hear from Angela MacMillan about how she juggles caring for three kids, two dogs and one husband, with the responsibility of preventing poor outcomes for 16m+ customers and being a senior leader within a large organisation - all while taking the time she needs to stay match fit.

Angela MacMillan
Group Customer Advocate
Commonwealth Bank of Australia



MORNING BREAK 11:15 - 11:30

TACKLING CRITICAL CONVERSATIONS CASE STUDY 11:30 - 12:15

Research shows that organisations save one work day and \$1,500 for every crucial conversation they have rather than avoid. And yet, we shy away from them. Why? Because usually they are needed when the stakes are high, emotions run strong and the impact could have a devastating effect on your career or life. How do you then create a culture where colleagues can speak openly with each other, change direction more quickly and get better results? By making sure they have the skills to do so...safely.

Arabella Macpherson
Founder & Communications Coach
Resonate Communications

THE PURSUIT OF HAPPINESS - SECRETS TO WORKPLACE SATISFACTION CASE STUDY 12:15 - 1:00

In our rapidly changing world, it is vital to search for more than a work-life balance, and to find the true purpose and meaning behind what you're doing and 'why' you're doing it. The ultimate satisfaction in your career will come from your ability to work with true passion. As a leader it is important to have a desire to continuously learn, and prosper in your field, and

relay to your team the joyousness your career adds to your life. Although it is inevitable that you will encounter obstacles and challenges, the route to success is paved by your happiness.

Renata Sguario
CEO and Founder
MaxMe



LUNCH BREAK 1:00 - 2:00

THE ROAD TO 2030 - THE FUTURE OF LEADERSHIP IN THE FINANCIAL SERVICE SECTOR PANEL 2:00 - 2:50

The banking and financial services industries are under constant scrutiny and pressure to adapt to changes. With immense advancements in technology over the past decade, leaders in the industry have had to adapt their focus and direction, and undergo ongoing training and development. Amidst these current looming changes and challenges, we welcome some of banking's most influential leaders to speak about what they see in the future of industry, and how equipped they are to work with and conquer these changes.

Julie Hunter
Managing Director Banks,
Government and Education
Commonwealth Bank of Australia



Emma Cromie
Head of Corporate and Specialist Banking
Bendigo and Adelaide Bank



Elizabeth Bradford
Head of Strategy and Chief to Staff,
Commercial Banking Asia Pacific
HSBC



Alison McLeod
Head of Legal ANZ
Swiss Re



RISE TO THE RISK, AND INVEST IN YOUR OWN SUCCESS CASE STUDY 2:50 - 3:40

To rise to the top in a competitive sector you need to invest in yourself, and also be willing to take risks when it comes to your career. Embracing the possibility of failure is sometimes the very thing that can unlock the greatest rewards. In this session, Sarah Samson will share insights from her journey up the leadership ladder and how every step along the way, the good days and the bad, enabled her to become the resilient, optimistic and proactive leader she is today.

Sarah Samson
Director and Head of Securitisation Organisation
National Australia Bank



AFTERNOON BREAK 3:40 - 3:55

CHANGING BEHAVIOURAL PATTERNS - THE BENEFITS FOR YOU AND YOUR TEAM CASE STUDY 3:55 - 4:40

Behavioural traits and attitudes are two key factors that can affect your ability to manage others and effectively lead a team. As a leader you need to recognise and understand your own behavioural patterns, acknowledge your weaknesses and lean into your strength. By understanding yourself, you are able to better appreciate your team and help enable a high performance culture. Annabelle Lewis will unpack the power of self-reflection, and how creating an environment of health and well-being for your team starts with you.

Annabelle Lewis
Director
ALtruism Consulting

ACTION PLANNING FOR DAY TWO 9:00 - 9:10

Welcome back for day two - there's a lot to digest from our amazing speakers and action modules so far!

Recap the key learnings and takeaways from day one, and prep an action plan to maximise your event experience over our jam-packed second day!

BRANCHING OUT - SURVIVING AND THRIVING THE CHANGES IN BANKING KEYNOTE 9:10 - 10:00

Change is inevitable, especially when it comes to business and operations. The banking, insurance and financial services industries are constantly under the pressure of significant shifts in regulation, technology, and customer demands. With advancements in technology, the structure of the industry and the roles teams and leaders play are altered, and employees are left to adapt to these rotations. Janelle Mason from the ANZ will be talking you through how to juggle and perform at the best of your ability through imminent changes.

Janelle Mason
Executive Director, Corporate
ANZ Bank



ACCOUNTABILITY AND THE HEART OF AUTHENTIC LEADERSHIP CASE STUDY 10:00 - 10:50

As a leader you are responsible for more than just yourself. Your team relies on you to set the tone and cultivate a supportive and enabling culture. This calls for more than simply performing your duties as a manager, but demonstrating a genuine care and concern for the needs and well-being of your people. This session will explore the power of authentic leadership, and mindsets and strategies you can implement to uplift yourself and your team.

Chesne Stafford
Chief Growth Officer
HUB24



MORNING BREAK 10:50 - 11:00

GIVE YOURSELF THE CREDIT YOU DESERVE - SHORTCUTS AND SIDESTEPS ON YOUR LEADERSHIP JOURNEY EXPERT COMMENTARY 11:00 - 12:00

Everyone's leadership journey is shaped with its own unique obstacles and experiences. Some paths may be easier than others, and some may take unexpected detours along the way, but no matter how long or short the expedition may be, each leader is worthy of the position they are in. Rachel Pollack reflects on her leadership journey, the challenges she has faced, and how she learned to be kind and care for herself in the face of self-doubt.

Rachel Pollack
Group People Director
QBE Insurance



CONNECTION AND COURAGE - OWN THE FUTURE YOU CASE STUDY 12:00 - 12:50

As a woman leader it is important to look forward, and not only focus on the now, but have a clear direction of where you see the future you. Drawing on her own experience, Kellie Tomney unpacks the tools and techniques that create greater connection, courage, and confidence to counter the anxieties and addictions of the 21st century. Be prepared to strive for success in your career with your future goals clear and consistent.

Kellie Tomney
Founder, Career & Leadership Mentor
Kellie Tomney

LUNCH BREAK 12:50 - 1:50

SEEKING YOUR SISTERHOOD - WORK TOGETHER, RISE TOGETHER! PANEL 1:50 - 2:40

One of the most fundamental factors for growth is finding like minded people to connect with, to soundboard ideas, and provide support, both in your personal and professional domains. For women working in the financial services industry, a supportive sisterhood can be a vital asset, and create an environment for continuous peer learning and development. We've invited this panel of senior industry leaders to explore the power of the sisterhood, discuss how you can find the right people to connect with, and even how you can find your mentor through networking! Join forces and connect, because with the help of your support system, you can achieve anything!

Christina Iordanidis
Account Manager
Bellrock Broking



Kirsty Dullahide
General Manager, Strategy & Commercial, Wealth & Capital Markets
Australian Unity



Alice Crawley
Customer Service Hub, Senior Change Lead
Westpac



FROM 1 TO 100 - HOW TO BE AN EMPOWERED LEADER! CASE STUDY 2:50 - 3:40

With more than ten years leadership experience in the financial services sector, Miranda's career has seen an industry in transformation and learned to adapt to meet the change and challenges head-on. But one of the most valuable lessons she has learned along the way is to be empowered as a leader - to empower herself, her team and her industry. In this session Miranda shares her insights into going from 1-100 and become an empowered, inspirational and inspired leader.

Miranda Ratajski
Chief Information Officer, Group Business Units
Westpac



AFTERNOON BREAK 3:40 - 4:00

CLOSING ROUNDTABLE 4:00 - 4:30

We wrap up our two days of insight and inspiration with this interactive roundtable session. This is your chance to table any topic or trend for a final group discussion. Network with your peers, reflect on your journey so far and create an action plan to carry you forward!

Kelly Saunders (Barker)
Founding Director, Leadership Consultant, Program Creator and Facilitator
Aamori Group



10th Women in Banking, Insurance and Financial Services Leadership Summit

15 - 18 August 2022

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Booking Form

Event Reference: WIB0822A - O
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