

# The 3rd Annual Women in Leadership Queensland Summit 2016

Practical Strategies and Essential Tips for Enhancing  
Leadership Excellence and Career Advancement in a  
Changing Environment

## FEATURED SPEAKERS



**Katarina Carroll** Commissioner  
Queensland Fire and Emergency Services



**Elizabeth Goli** Commissioner of State Revenue  
Queensland Treasury



**Jon Sutton** Managing Director and Chief Executive Officer  
Bank of Queensland



**Commodore Stephanie Moles** Director General, Maritime  
Support  
Royal Australian Navy



**Robyn Saranah** State General Manager Business Banking  
Commonwealth Bank



**Suzanne Wauchope** Deputy Director-General, Training and  
Skills  
Department of Education and Training QLD



**Professor Suzi Vaughan** Deputy Vice-Chancellor (Learning  
and Teaching)  
Queensland University of Technology



**Michelle Bagnall** Executive General Manager Customer  
Development  
Suncorp



**Dr Christine Williams** Assistant Director-General, Science  
Division  
Department of Science, Information Technology and  
Innovation QLD



**Elizabeth Hardcastle** Assistant Commissioner, Public  
Groups and International  
Australian Taxation Office



**Louise Collins** Vice President, Freight Transformation  
Aurizon



**Christine Castley** Senior Executive Director, Social Policy  
Department of the Premier and Cabinet QLD



**Krissie Jones** General Manager, Retail Branch Network  
ANZ Bank



**Kerry Petersen** Executive Director, Major Projects Office  
Department of State Development QLD



**Anne Moffat** Director Economic Development and Executive  
Services  
Moreton Bay Regional Council



**Nikki Poteri-Collie** General Manager Strategy, People and  
Safety  
Seqwater



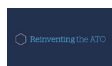
**Stephanie Pearce** General Manager Business Improvement  
and Technology  
Pacific Aluminium



**Stephanie McMahon** General Manager Stakeholder  
Engagement  
Stanwell



**Trista Brohier** Head of Alliance Planning and Asset  
Management  
BHP Mitsubishi Alliance



## Defining Moments

### Pre-Summit Workshop

8 March 2016

### Summit

9 & 10 March 2016

### Post-Summit Workshop

11 March 2016

Brisbane Convention and  
Exhibition Centre

## EXPLORE

- Inspirational stories of achievement and success from accomplished female leaders
- Harnessing essential leadership competencies to accelerate career advancement
- Developing resilience and leadership agility in a changing business environment
- Key strategies to lead and manage high-performing teams for improved outcomes

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# Pre-Summit Workshop 8 March 2016

9.00 - 4.30

## Next Generation Leadership Excellence - Advancing Capabilities and Key Skills for Leadership Success

Female leaders must sharpen and expand their capabilities and skills in order to deal with the various challenges and demands of senior management and leadership. It is imperative for women seeking to break through to the next level in their careers to rapidly refine their leadership and people management styles in order to succeed.

This workshop aims to fast-track the advancement of essential skills for next generation female leaders achieve leadership and career excellence. Delegates will gain practical insights for overcoming common challenges and obstacles, as well as consider effective strategies for communication, stress management, influence and managing team performance.

Delegates will have the opportunity to network with other female leaders and take away the tools required to enhance effectiveness and impact as a key decision maker. This workshop is ideal for any female leader aspiring to lead teams and departments.

### Discovering and recognising your strengths as a female leader and self leadership

- Identifying your strengths and weaknesses
- How you can hone your strengths and work on your weaknesses to become your strengths
- Developing stress management skills and designing a work / life balance that brings out your leadership best

### Powerful communication strategies to increase your leadership influence

- Getting good at listening is key for communication success
- Powerful communication encourages others and creates positive impacts
- Practical communication tools to enhance your effectiveness as a female leader
- Leading with authenticity

### Enhancing emotional agility and resilience for leadership excellence

- Developing self-awareness and mindfulness – understanding your own emotions and how that impacts others
- Applying emotional intelligence in your daily interactions with your team and colleagues
- Using emotional intelligence to reduce workplace conflict

### Engaging and empowering others to lead

- How to empower your team to become more proactive and efficient and developing new leaders
- Motivating your team to drive performance
- Implementing your learnings back into your workplace



**Expert Facilitator: Sarah Young** Leadership, Executive and Business Coach, Trainer and Founder  
Vision Insight Pty Ltd

Sarah is a leading expert in Leadership development, and personally delivers coaching and training to both leaders and aspiring leaders across Australia and Asia Pacific.

She has personally negotiated over \$700 billion in sales and trades, was the youngest female leader on the currency trading floors in London at the age of 21, (managing teams that closed deals in excess of \$1 billion per week), She has held a global, premium client list that has included chief dealers and senior management at: Lloyds Bank London, Australia and New Zealand Banking Group Limited, Standard Chartered PLC, JPMorgan Chase Bank, Deutsche Bank AG Frankfurt and Singapore, BNP Parisbas SA Paris and Credit Suisse AG Zurich.

Currently leadership coaching up to C-Suite level within listed companies; she is creating a new standard for leadership development.

## WORKSHOP SCHEDULE

- |                 |                     |                 |                      |               |                          |
|-----------------|---------------------|-----------------|----------------------|---------------|--------------------------|
| • 8.30 - 9.00   | <b>Registration</b> | • 11.00 - 12.30 | <b>Session Two</b>   | • 3.00 - 3.20 | <b>Afternoon Tea</b>     |
| • 9.00 - 10.40  | <b>Session One</b>  | • 12.30 - 1.30  | <b>Lunch</b>         | • 3.20 - 4.30 | <b>Session Four</b>      |
| • 10.40 - 11.00 | <b>Morning Tea</b>  | • 1.30 - 3.00   | <b>Session Three</b> | • 4.30        | <b>Close of Workshop</b> |



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## Day One 9 March 2016

### 2016 Theme: 'Defining Moments'

Throughout a career there are defining moments, ignition points that spark innovation and inspiration and propel us on the path towards leadership. But how do you recognise them? How can you create them? And how do you prepare to take the next steps forward? We have invited these inspirational senior executive women to share their own leadership journeys, and reflect on those sometimes tiny, sometimes unexpected turning points that can become out career, and life, defining moments.

**8.30 - 8.55 Registration and Morning Coffee**

**8.55 - 9.00 Official Welcome and Opening Remarks from the Chair**

**9.00 - 9.30 OPENING KEYNOTE CASE STUDY**

#### *Harnessing strategic communication and networking skills for leadership success*

Having extensive experience in leading large teams and building people capabilities to deliver results across both operational and strategic business functions, Michelle knows how crucial it is to leverage networks and apply acute stakeholder communication for leadership success. She believes in empowering others to achieve high performance and will share practical insights in this session around:

- How women can enhance and harness effective communication tools to maximise leadership impact
- Developing strengths and networks to build positive culture and engagement
- Strategies to empower teams and manage people performance

**Michelle Bagnall** Executive General Manager Customer Development  
**Suncorp**

**9.30 - 9.45 Questions and Discussion**

**9.45 - 10.25 CASE STUDY**

#### *Creating your own career journey – Moments of courage*

Very often, the greatest impediment preventing leaders from reaching their potential is fear. Having the boldness and perseverance to keep going and break through challenges is crucial in order to realise your potential and achieve your career goals. In this session, Stephanie will share how she has conquered various challenges along the journey of creating her own leadership path. Discuss:

- Having the courage to say 'yes' as well as 'no'
- Finding your motivating factor and how to keep fuelling it
- Pressing on and pushing through – don't stop moving forward

**Commodore Stephanie Moles** Director General, Maritime Support  
**Royal Australian Navy**

**10.25 - 10.35 Questions and Discussion**

**10.35 - 10.50 Morning Tea**

**10.50 - 11.25 CASE STUDY**

#### *Fostering strong, authentic relationships for leadership success*

Commissioner Carroll won the Queensland Government and Academia Award at the 2015 Telstra Business Women's Awards. As a frontline, operationally-driven senior female leader, she believes it is crucial to cultivate authentic relationships and work together for success as a team. In this session,

she will share the defining moments and relationships that have contributed to her leadership achievements. Discuss:

- How communication is key in working relationships – be open and transparent
- Authentic leadership and relationships - what this looks like?
- Building strong team work and fostering collaboration

**Katarina Carroll** Commissioner  
**Queensland Fire and Emergency Services**

**11.25 - 11.35 Questions and Discussion**

**11.35 - 12.05 INTERACTIVE INTERVIEW**

#### *Breaking through the barriers to promote women's leadership*

As a Male Champion of Change, Jon Sutton has many valuable learnings from his journey and effort of advocating for the advancement of women as leaders in organisations. One of the most common questions that Jon receives is "how are you bringing change to promote women's leadership?" In this interactive interview session, Jon will share his views and discuss how organisations can support women, shedding light and key factors for women to consider in their quest to advance into senior management. Explore:

- Make no barriers for yourself – don't discount yourself from promotion
- Recognising your strengths and giving yourself due credit
- Gaining career development support from mentors and sponsors

**Jon Sutton** Managing Director and Chief Executive Officer  
**Bank of Queensland**

**12.05 - 12.20 Questions and Discussion**

**12.20 - 1.20 Networking Lunch**

**1.20 - 2.20 INTERACTIVE PANEL DISCUSSION**

#### *Creating a positive and thriving workplace culture*

While businesses are actively advocating for women's leadership development, many organisations are still grappling with issues such as gender pay gap and unconscious bias. In order to increase the number of women in senior executive roles, organisations need to cultivate a positive and diverse business environment where everyone can thrive. In this interactive session, the panellists will share practical ways and strategies to achieve this. Discuss:

- Eliminating myths and changing the perceptions towards women in leadership
- Providing a supportive and value-based workplace culture
- Practical solutions to build the next generation female leaders

**Kerry Petersen** Executive Director, Major Projects Office  
**Department of State Development QLD**

**Anne Moffat** Director Economic Development and Executive Services

**Moreton Bay Regional Council**

**Nikki Poteri-Collie** General Manager Strategy, People and Safety  
**Seqwater**

**Trista Brohier** Head of Alliance Planning and Asset Management

**BHP Mitsubishi Alliance**

**2.20 - 3.00 CASE STUDY**

#### *Tips for transitioning across functional and discipline areas to support career progression*

Career success is often achieved by successfully transitioning to bigger and broader roles within a chosen field or function. For Louise, her career and leadership success is characterised by moving across a number of organisational functions and different

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disciplines. This path has presented a string of challenging decisions, rapid learning, and sometimes re-learning, however Louise has thoroughly enjoyed the journey to date. In this session, she will share strategic tips gained from her unique career. Discuss:

- Taking risks and stepping out into uncharted territory
- Managing change and the transition across diverse professional disciplines
- Learning quickly, innovating and being confident enough to navigate new frontiers

**Louise Collins** Vice President, Freight Transformation Aurizon

3.00 - 3.10 **Questions and Discussion**

3.10 - 3.25 **Afternoon Tea**

3.25 - 4.05 **CASE STUDY**

*Building confidence and taking responsibility for your career development*

When it comes to putting your hand up for an opportunity, it is commonly observed that females would disqualify themselves even though they match 8 out of 10 requirements, whereas their male counterparts would apply for the position despite meeting just 4 out of the same 10 criteria. While there are various reasons to this phenomenon, lack of confidence is one of the main factors. In this session, Suzanne will share about her own leadership journey, discussing:

- Strategies to gaining and becoming more confident
- Know your values and how to promote them
- Taking charge of your own career and leadership development

**Suzanne Wauchope** Deputy Director-General, Training and Skills

**Department of Education and Training QLD**

4.05 - 4.15 **Questions and Discussion**

4.15 - 4.45 **EXPERT COMMENTARY**

*Fostering strategic networks for leadership and career success*

While women leaders are often seen as good communicators and having a strong trait in building good working relationships, it is a challenge for many to maintain strategic networks that will enable them to enlarge their sphere of influence. This practical session will impart strategies for navigating challenges in fostering strategic networks, including tips on how to build rapport as well as support other in their career. Explore:

- Practical approaches to grow your network
- Enriching and enhancing your relationships and circle of influence
- Supporting other women in their leadership and career development

**Juli Robertson** Director  
**JTB Consulting**

4.45 - 5.00 **Questions and Discussion**

5.00 **Concluding Remarks from the Chair**

## NETWORKING RECEPTION

5.00 - 6.00

Make the most of your Liquid Learning experience, join us to network over complimentary canapés and drinks

# Day Two 10 March 2016

8.30 - 8.55 **Morning Coffee**

8.55 - 9.00 **Opening Remarks from the Chair**

9.00 - 9.35 **OPENING CASE STUDY**

*Practical transformational leadership – Lessons learnt for business and life*

The best leadership traits and qualities often surface during adversity and tough times. What makes a leader stand out is how they respond to adversity and demanding circumstances. Having witnessed and experienced transformational leadership in action, Robyn will impart the valuable lessons learnt and ignition points that sparked a determination for leadership excellence within her. She will share key points on:

- It's not about what's wrong, but what's missing
- Be resilient and never give up
- Empowering others to pursue their own leadership journey

**Robyn Saranah** State General Manager Business Banking

**Commonwealth Bank**

9.35 - 9.50 **Questions and Discussion**

9.50 - 10.25 **CASE STUDY**

*Building leadership on the foundations of resilience and emotional intelligence*

The careers of senior leaders are shaped by their setbacks as much as by their successes. The ability to remain resilient and having the emotional capacity to rise up from failures and remain focused on the positives is crucial for leadership. Drawing from her own defining moments as a senior female leader, Christine will share the importance of having emotional agility to keep you grounded. Discuss:

- The importance of emotional agility for cultivating a thriving workplace
- Understanding why you feel the way you feel, and how this impacts your responses
- Resilience in times of change and uncertainty

**Dr Christine Williams** Assistant Director-General, Science Division

**Department of Science, Information Technology and Innovation QLD**

10.25 - 10.40 **Questions and Discussion**

10.40 - 10.55 **Morning Tea**

10.55 - 11.55 **INTERACTIVE PANEL DISCUSSION**

*Becoming strong for yourself and others*

Receiving guidance from mentors as you progress into leadership roles can be an invaluable resource in preparing you for a variety of circumstances. However, every leader's journey is unique and one day you will find yourself in an unprecedented situation with little frame of reference and no means of soundboarding different courses of action. It is essential to have faith in your own experience and judgement, and stand by your values in every key decision. This panel features an array of outstanding leaders who have found strength in themselves as well as becoming the strong support that others need. They will discuss how to:

- Be your own leader and role model, then others will follow
- Women supporting other women – what does this look like and how to increase it
- Promoting collaboration and supporting both male and female leadership development



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## EARLY BIRD DISCOUNT

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# Developing Resilience and Enhancing your Executive Presence

**Stephanie Pearce** General Manager Business Improvement and Technology  
**Pacific Aluminium**

**Stephanie McMahon** General Manager Stakeholder Engagement  
**Stanwell**

**Elizabeth Hardcastle** Assistant Commissioner, Public Groups and International  
**Australian Taxation Office**

**Christine Castley** Senior Executive Director, Social Policy  
**Department of the Premier and Cabinet QLD**

11.55 - 12.30 **CASE STUDY**

## *Fashion your future - Thinking out of the box of leadership*

To lead effectively in times of constant, rapid and disruptive change, leaders need to develop new skills and approaches. Increasingly leaders are required to think creatively, be comfortable with ambiguity, tolerate failure in pursuit of innovation and remain optimistic in the face of an unknowable future. In short, they need to employ skill-sets more commonly associated with the creative industries. In this session, Suzi will share her passion, experience, and draw on innovative leadership thinking. Explore:

- Employing the ways of thinking like a fashion designer – developing innovative leadership
- You don't need to fit into a mould – finding and drawing on your strengths
- Changing the way you think to stay on top of business leadership

**Professor Suzi Vaughan** Deputy Vice-Chancellor (Learning and Teaching)  
**Queensland University of Technology**

12.30 - 12.45 **Questions and Discussion**

12.45 - 1.45 **Networking Lunch**

1.45 - 2.20 **CASE STUDY**

## *Building capability and credibility as an influential leader*

In order to become effective strategic leaders, it is pivotal to demonstrate an in-depth understanding of both the internal and external business landscape. Female leaders aspiring to step up into a senior management role must continuously keep up with current trends, acquire new skills, build technical competence and enhance business acumen. In this session, Krissie will share how sharpening key skill-sets has enabled her to become an influential female leader. She will discuss:

- Developing your leadership skills – Learning from both male and female leaders
- Building credibility with internal and external stakeholders
- Tips for accelerating your professional growth to become a successful leader

**Krissie Jones** General Manager, Retail Branch Network  
**ANZ Bank**

2.20 - 2.35 **Questions and Discussion**

2.35 - 3.10 **CASE STUDY**

## *Applying practical leadership skills – What to focus on and what to avoid?*

No single leadership pathway is the same. However, while everyone's journey may be different, drawing on key principles, practical advice and learning leadership skills from other female leaders will bring you many steps closer to leadership success. Reflecting on her own leadership experience, Elizabeth will provide insight on practical areas you can focus

on to equip yourself for the next level of leadership. Explore:

- Lessons learnt from stumbling blocks and launching pads
- Common leadership pitfalls to avoid
- How to improve strategic foresight to identify the next step in your career

**Elizabeth Goli** Commissioner of State Revenue  
**Queensland Treasury**

3.10 - 3.25 **Questions and Discussion**

3.25 - 3.40 **Afternoon Tea**

3.40 - 4.00 **INTERACTIVE CLOSING ROUNDTABLE**

## *Reflections and future directions for women's leadership excellence*

Across today's complex and rapidly evolving business environment, up-and-coming female leaders face exciting new opportunities. As the corporate landscape looks to embrace the critical value of leadership diversity, high-achieving women are set to create a new executive vision for business excellence. This closing session will explore the future of women's leadership and review key insights and advice shared by the speakers and attendees over the two days. Discuss:

- Key takeaways to be put into practice back in the office
- Making plans to progress and advance as a female leader
- Considering strategies for executive leadership transition
- Developing a personal leadership plan

**Jacqueline Nagle** Director  
**The Change Consultant**

4.00

**Concluding Remarks from the Chair and Summit Close**



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- Chief Executives
- Managing Directors
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- Group Managers
- Senior Managers
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# Post-Summit Workshop 11 March 2016

9.00 - 4.30

## Driving and Managing Change as a Transformational Female Leader

While it is common knowledge that change is an inevitable part of business and life, people are generally apprehensive about making change and facing the unknown. However, in today's fast paced and volatile business environment, leaders must harness the capabilities and skills to not only be agile and adaptive, but also be an advocate for change to steer robust business outcomes.

In this context, women leaders play an important role in leading transformation, facilitating transitions and driving higher performance. While change may be different from one scenario to another, possessing the key skill-sets as a change leader will enable female leaders to drive team performance in diverse situations and emerge as an influential leader.

This practical workshop will discuss strategic approaches to enhance your effectiveness as a change leader, as well as ways to motivate and increase performance within your team and organisation.

### Building capabilities and skills as a transformational leader

- Understanding your role as a change leader
- Taking gender out of the equation in a change setting – overcoming unconscious bias
- Building credibility and influence to be an effective change leader
- Enhancing leadership agility and adaptability

### Managing complex change and transitions in times of ambiguity

- Providing clear directions and transparency in times of change
- Strategies to engage with team members and encourage participation in decision making processes
- Practical approaches to communicating change
- Managing stakeholder expectations

### Transformational leadership strategies to accelerate team performance

- Leveraging team dynamics to enhance performance
- Effective strategies for motivating and driving team performance
- Overcoming resistance - dealing with and managing difficult conversations

### Dealing with resistance to change

- Understanding the reasons for resistance to change
- Addressing concerns and bringing clarity



**Expert Facilitator: Cassandra Russell** Executive Coach  
Cass Russell Consulting

Cass Russell is an experienced business consultant and executive coach specialising in goal achievement, performance enhancement and leadership development. She has successfully coached numerous senior leaders through change management and cultural change endeavours. Before establishing her own business, Cass had a highly successful career as a manager and change leader in higher education and IT sectors. She holds an undergrad in accounting and IT, an MBA and CPA and holds numerous coaching and change management certificates.

## ABOUT THE EVENT

Women's leadership isn't a diversity issue; it is a business issue. Both public and private sector leaders increasingly understand and recognise that a diverse workforce contributes to increased financial performance, enhanced public image, greater employee satisfaction and innovation. While many organisations have made headway in making changes to address challenges such as under-representation of women in senior leadership roles, gender-related barriers and pay gap issues, workplaces now need to accelerate these efforts to achieve sustainable outcomes.

Women aspiring to advance into senior leadership must be proactive and strategic. Leaders recognise that they need embrace the challenge and refine skills to succeed in making the transition. **The 3rd Annual Women in Leadership Queensland Summit 2016** brings together the foremost senior female leaders from across industries to share their unique insights and experience into leadership success, providing practical advice for the next generation of aspiring women leaders. Delegates will learn strategies to hone critical skill-sets, build key capabilities and enhance leadership effectiveness to achieve both professional and personal success. Reserve your seat today to be part of this compelling conversation!

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