

32nd ideasuk

INNOVATION IN THE WORKPLACE

INTERNATIONAL CONFERENCE

THE POWER OF IDEAS



DATE:

7TH-8TH NOVEMBER
2018

MAIN SPONSORS:



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2018 ideasUK Conference

The Powers of Ideas



Andy Beddows

Welcome to my home town,

Although I have spent the last fifty years a long way away from here, I was born and raised less than four miles away. Remembering this got me thinking about the area. Often portrayed as a dark and dirty industrial landscape, my memories are of leafy suburbs and lush countryside only a stone's throw away. Even the centres of Manchester and the adjacent city of Salford, particularly today, are vibrant cosmopolitan areas.

With a rich history of innovation, Manchester has always been a meeting place for scientists, engineers and entrepreneurs. Together, their ideas and inventions have transformed the way we live and work. 'What Manchester does today, the rest of the world does tomorrow', an embodiment of the true 'Power of Ideas'.



Zena Cox

The Model T Ford one of the first mass produced cars in the UK was manufactured less than two miles away from here. Railway engines from Manchester steamed the rail lines of Africa and Asia and the city has seen inventions as diverse as the submarine and the contraceptive pill, to the start of the vegetarian movement in 1809.

Alongside the hotel is the River Irwell (the border between two cities) part of the Irwell-Mersey Navigation, a string of rivers and canals used to carry goods from the coast (Liverpool) to the cities. The route was superseded by the Manchester Ship Canal which brought ocean going vessels into Manchester, helping the North West to become an industrial powerhouse.

The hotel venue we are using was constructed in 1844, the original warehouse being built to accommodate goods that were being carried along the Irwell. Its conversion and renovation in 2005 retained much of the old architectural detail which I am sure you will find fascinating. In such an environment we look forward to bringing together like-minded innovation specialists from around the world as speakers and delegates for two days of creative interaction, hoping you leave the conference feeling refreshed and reinvigorated to maximise the innovation capability within your organisations.

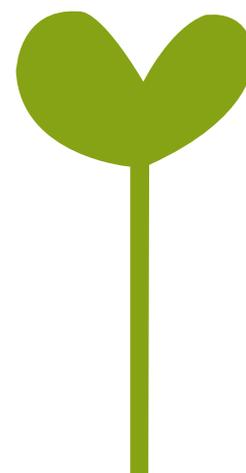
Embrace the innovative atmosphere of Manchester and the thirty plus years of first class support from ideasUK and enjoy our 2018 Conference – 'The Power of Ideas'.

Zena and I look forward to welcoming you at this event.

Andy Beddows
Chairman ideasUK

Zena Cox
Operations Director, ideasUK

(Front Cover: The Salford Quays Lift Bridge, also known as the Salford Quays Millennium Footbridge or the Lowry Bridge)



Idea of the Year Competition

Undoubtedly, the highlight of the competition is the Idea of the Year Awards Dinner and Ceremony which will be taking place on Thursday 8th November. Once again, we worked with Wazoku to provide an interactive platform with all the information needed about the competition, including more details on each category, plus some useful hints and tips on entering the competition. We invited organisations to upload their ideas onto our specially created competition site: <https://ideasuk.wazoku.com>

Whilst entry shortlisting is now an on-line process, the confirmed finalists are still judged face to face over the course of the two-day Conference by our independent panel of Judges. The individual winners will go on to be announced at the Awards Dinner, as listed below.

IDEA OF THE YEAR AWARD TROPHY CATEGORIES:

- 1. Sustainability Award:** In recognition of the idea that demonstrated the greatest contribution to the conservation of natural resources, protecting the natural environment or sustainable project.
- 2. Health and Safety Award:** In recognition of the idea that demonstrated the greatest contribution to the improvement in employees' health, improvement of working conditions and supporting health and safety at work.
- 3. Customer Focus Award:** In recognition of the idea that demonstrated the greatest positive impact to the customer or an idea which has been developed that puts the customer first.
- 4. Continuous Improvement Award:** In recognition of the idea which raised the awareness and importance of continuous improvement to products, services or processes within the organisation.
- 5. Value for Money Award:** In recognition of the idea that provided the optimal use of resources to achieve the intended outcomes.
- 6. Digital & Technology Award:** (New Combined Category) In recognition of ideas that make an improvement by using a novel manufacturing, engineering, construction or technical solution, including the use of digital technology and media.
- 7. Innovation Award:** To the idea that demonstrates the best in original thinking.
- 8. Corporate Social Responsibility Award:** In recognition of the best idea that benefits the wider society, outside of the business.
- 9. People & Organisation Award:** (New Category) In recognition of ideas that focus on achieving cultural goals, aligning the workforce with the vision and strategy of an organisation and encouraging the use of a common language and shared behaviours.
- 10. Judges Special Achievement Award:** A special award from the Judges in recognition of an outstanding idea, delivered with passion and individual commitment.
- 11. Idea of the Year Winner:** Will be chosen from the winners of each category and represents the idea that is the outstanding entry of the 2018 competition.

Day 1 Agenda:

Wednesday 7th November 2018

Our programme is designed for both idea management specialists and our finalists of the Idea of the Year Competition, with a series of lectures and interactive sessions on the theme of the 'Power of Ideas'.

This year we have brought together the expertise from both within and outside the organisational innovation sector to stimulate your thinking and encourage you to leave with fresh insights and ideas.

Dress Code for the daytime sessions is business / smart casual.

TIME:	TITLE:	PRESENTER:
10:00	Welcome	Andy Beddows, Chairman ideasUK
10:05	Introduction	Tammy Holmes, Conference Host
10:45	Making Ideas Matter	Dr Ayesha Al Mutawa, MOAHP
11:15	Coffee	
11:45	The Power of Storytelling	Stuart Laws, MOD
12:20	Creative Thinking	Jorn Lovstrom
13:00	Lunch	
14:00	EQ-Innovate	Annie Dingley, Dingley Development
15:30	Coffee	
16:00	Knowledge Share	All
17:00	Close	
19:00	Accreditation Presentation: A Celebration of Excellence in Ideas Management	
19:30	Dinner (Dress code – Smart Casual)	

Day 2 Agenda:

Thursday 8th November 2018

TIME:	TITLE:	OVERVIEW:
08:30	The Power of Creativity	Emma Cowan, BT
09:30	The Power of Promotion	Chantal Cooke, Panpathic Communications
10:15	Coffee	
10:45	It Doesn't Happen by Magic	Nicola Millard, BT Futurologist
11:30	The Cocofina Journey: The Man from Kerala says 'YES!'	Jacob Thundil, Chief Nut, Cocofina
12:15	Lunch	
13:15	Organisational Culture	Helen Smith, HSBC
14:00	HSBC Ideas Programme in the UK & Beyond	Samuel Macmillan, HSBC
14:30	Coffee	
15:00	A Swan Song	Tom Dupre
16:00	Close	
Our final evening celebrates the true 'Power of Ideas', with a combined dinner and awards ceremony. With only a small percentage of entrants to the Idea of the Year competition becoming finalists, this year we will celebrate both the Runners-Up and Winners in each category.		
18:30	Reception	
19:00	Dinner & Awards	
22:30	Close Dress Code: Black Tie (Dinner Jacket)/Smart Business	

Charity Raffle

EAST KENT MENCAP REPORT ON LAST YEARS RAFFLE

Each year at conference we hold a charity raffle during our awards dinner; which thanks to your generosity in 2017, raised £700.00 for East Kent Mencap, the highest amount raised for a number of years. Our ideas UK Finance Director, Alan Firmin, had the pleasure of attending the East Kent Mencap Centre to present the cheque from ideasUK.

An East Kent Mencap Spokesperson said, "We are so grateful to ideasUK for thinking of us and supporting us so generously. This money will help us to continue the great work of the centre and ensure that those who come to us for help and support can rest assured we will be there for them."

The picture shows how the centre clients were delighted to receive the cheque which happened to coincide with preparations for their Christmas Party.



MACMILLAN CANCER SUPPORT 2018 RECIPIENTS

As you can see, your donations really make a difference and this year, once again, we have chosen a charity that one of our ideasUK Board Members has personal involvement with and that provides critical support to so many individuals.

By 2020 almost one in two of us will get cancer in our lifetimes. At Macmillan, they know cancer can affect everything. Your body, your relationships, your money, literally everything, but Macmillan is there to help people live life, no matter what.

Life with cancer is still life. Right from the moment you are diagnosed, through your treatment and beyond, Macmillan are a constant source of support, giving you the energy and inspiration to help you take back control of your life and feel more like yourself again. From help with money worries and advice about work, to someone who will listen if you just want to talk.

Macmillan works with individuals and their families to offer day to day support plus, at a higher level, helps shape research and policy around cancer treatment and services, all paid for through generous donations. Thanks to your support at our charity raffle, they will be able to do even more.

**WE ARE
MACMILLAN.
CANCER SUPPORT**



Conference Host:

Tammy Holmes, West Midlands AHSN



Tammy Holmes

Tammy works as the Innovation and Adoption Programme Manager of the West Midlands Academic Health Science Network (WMAHSN) with the aim of developing and managing an innovation and adoption service and network across the West Midlands.

Prior to the WMAHSN, she has worked in the National Health Service (NHS) for approximately 18 years within a range of NHS roles and organisations. She has an undergraduate degree in psychology and Masters in Applied Health Research, both of which had a heavy focus on change and adoption in the NHS.

Her roles with the Lincolnshire, Northamptonshire and Rutland Collaboration for Leadership in Applied Health Research and Care (CLAHRC) and NHS have enabled her to gain experience in the development of local innovation services. She has always had a keen interest in capacity and capability development. Tammy has developed key skills for working across the NHS, academia and the commercial sector to broker relationships and develop collaborative projects and is always keen to develop her skills and share her passion with others.



Idea of the Year Judges

This year we welcome our four independent experts to take on the task of judging the Idea of the Year Competition, with Major Trevor Bowman taking the role as Chairman of the Judging Panel.



Major Trevor
Bowman

Major Trevor Bowman: "I joined the Army as a Junior Soldier and have been promoted over time to the rank of Major in the Royal Electrical and Mechanical Engineers (REME). I am currently the Army Operations Manager for our engineering and maintenance contracts with commercial companies. In previous posts I have been responsible for the Apprenticeship Contract for the REME (about 2000 learners on programme at any one time) and operational delivery of engineering and maintenance support to the British Army's only Port and Maritime unit both in the UK and on operations abroad. I have an MSc in Human Resource Management, a Diploma in Management and I am an ISO 9001:2015 Lead Auditor."



Susan Straker

Susan Straker: "I live and was educated in North Yorkshire. Following my marriage I joined the family Plumbing and Building business. Here I gained many years of experience in customer relations and staff training programmes, retiring from the post as Company Secretary after 30 years. At the same time I ran (and still run) my own rental properties which led to a long involvement with the York Residential Landlords Association, recently retiring as Membership Secretary. I am enjoying my role of Judge for ideasUK which allows my experiences to continue to be used, keeping abreast of new and innovative ideas."





Simon Hill

Simon Hill – CEO and Co-founder, Wazoku: Simon is an innovation leader and expert; he is a co-founder of employee innovation Software Company, Wazoku, and 'tech evangelist'.

He is an active author, blogger and speaker on topics relating to collaborative innovation, crowdsourcing, co-creation, intrapreneurship and more. His expertise has been recognised extensively, being awarded the prestigious title of Guardian SME Leader of the Year 2014 and noted as a Top 15 influencer in crowdsourcing both in 2013 and 2014. Simon is also an Angel Investor and advisor to several B2B and B2C early stage tech businesses.



Michael Davies

Michael Davies: Is the Global Head of Idea Management within HSBC Bank and has been a member of the ideasUK Executive Committee for the last 13 years. Mike started his working life as a chef and spent several years travelling the world working on the Queen Elizabeth II cruise liner.

Following an unusual but interesting 12 months working for the Royal Family at Buckingham Palace, he returned to education and re-trained in business and computer programming gaining a first status in his degree. This led him to HSBC where he has been for the last 18 years working his way from the call centre to the Chief Executive's Office.



Expert Speakers:



Dr Ayesha Al Mutawa

Dr Ayesha Al Mutawa – Chief Innovation Officer, Ministry of Health & Prevention: Dr Ayesha is a seasoned professional, a positive change agent and an advocate for innovation, sustainable success and excellence in performance. She has over 18 years' experience as an executive in Strategic Planning & Performance Management, Innovation & Design thinking, Quality & Business excellence, Sustainability & CSR and is currently working as the Chief Innovation Officer overseeing the award-winning innovation programme. She graduated with a Bachelor degree in Medicine and Surgery, before studying at the American University in Beirut, Lebanon for her Master's in Public health. Dr Ayesha has also undertaken a number of courses in leadership and management through UK institutions that include, Ashridge Business School, Judge Business School in Cambridge and University of Leeds, Nuffield Institute.



Stuart Laws

Stuart Laws, Ministry of Defence: Stuart joined the MOD in 1990 and has enjoyed a varied career to date, being involved with many key improvement and engagement programmes and initiatives. Since 2012 he has been solely responsible for the MOD's Idea Scheme (GEMS), working with internal and external partners to drive improvements in support of greater benefit for individuals and the business.

With over 16 years' experience of designing and delivering information and communication technologies (ICT) projects within Defence, Stuart has a unique combination of knowledge and experience which he uses to help others deliver projects in support of Defence Innovation. Stuart is also the Deputy Chairman of ideasUK, a motorsport fan and a keen fencer.



Jorn Lovstrom

Jorn Lovstrom: Is a civil servant who has worked across a variety of government departments throughout his career but primarily within the Ministry of Defence (MOD). His MOD career spans almost 20 years working in several roles before specialising as a management training and development consultant. It was during his time as the manager of the "GEMS" staff suggestion scheme that he was first introduced to ideasUK and maintained his association with ideasUK as Vice Chairman until 2015. In 2017 IdeasUK awarded Jorn with an Honorary Fellowship in recognition of his contribution to our organisation's development.

He now works as an independent training consultant specialising in management and leadership development and is particularly interested in the supporting theories and psychometrics. Jorn is qualified and accredited in the delivery of various personality preference psychometric tools such as the Myers Briggs Type Indicator (MBTI step 2 level) as well as the Personality and Preference Indicator tool (PAPI). He is also experienced and accredited in the delivery of other tools such as the BELBIN Team Role theory and the concept of Emotional Intelligence using the Emotional Capital Report (ECR) model as developed by Roche Martin.





Annie Dingley



Annie Dingley, Learning & Development Consultant, Dingley Development: Many organisations focus their learning and development strategies around increasing the level of knowledge and technical skill within their employees, yet even with this investment, performance can remain sub-optimal. There appears to be a gap between knowing how to do the task and actually doing it, that gap is our emotional intelligence. Regardless of role and level within an organisation, we are all susceptible to being sabotaged by our emotions. Emotions are not something that we can or should want to get rid of. There is an opportunity to harness the power that our emotions provide, enabling us to reach our full potential and in the process enabling others to do the same. When striving for a culture where creativity and innovation are the norm, have you ever considered what role emotions are playing in its success or failure?

Annie is an accredited coach, trainer and certified Emotional Quotient Inventory (EQ-I) practitioner and has spent over 10 years as a Learning and Development professional, she has also been sabotaged by her emotions on many occasions!



Chantal Cooke



Chantal Cooke, Panpathic Communications: Chantal is an award-winning journalist and broadcaster having worked for the BBC and commercial radio and has written for some of the UK's biggest magazines and newspapers. In 2002 she co-founded Passion for the Planet, the UK's first ethical radio station – which she ran for 10 years.

She is also a successful entrepreneur. Chantal now heads up boutique PR agency Panpathic Communications and is part of the Virgin-StartUp training team, regularly presenting on their Crowdbust Crowdfunding programme.

Chantal is passionate about the planet, wildlife and green living, and was awarded London Leader in Sustainability status by the Mayor. She travels the world seeking innovative ideas that help to make the world a greener, healthier, kinder place to live and can regularly be heard on the radio and continues to write for several magazines.



Dr Nicola Millard



Dr Nicola Millard, BT Futurologist: Nicola heads up Customer Insight and Futures in BT's Innovation Team. Despite working for a technology company, she isn't a technologist but combines psychology with futurology to try and anticipate what might be lying around the corner for both customers and organisations. She recently celebrated her 27th year in BT (obviously she was 6 when she joined!) and has done several jobs around the business, including research, user interface design, customer service and business consulting. She was involved with several "firsts", including the first application of Artificial Intelligence (AI) into BT's call centres, initial experiments with home working and developing new ways to measure customer experience.

She received her PhD from Lancaster University in 2005 on motivational technologies in contact centres and published her first book in 2009. She regularly pops up on radio and TV around the world, including appearances on 'Woman's Hour', 'Tech Tent', 'The Genius of Invention' and 'Back in Time for the Weekend' for the BBC. She has presented two TED talks and hundreds of panel and keynote sessions at both business and public conferences globally. In 2014, she was the recipient of the 'Outstanding Industry Contribution' award from the UK Contact Centre Forum.

When she's not doing all that, Nicola does research, writes blogs and white papers, as well as facilitating innovation workshops with an assortment of BT's large multinational corporate clients, including banks, travel companies and retailers.



Emma Cowan

Emma Cowan, BT: Emma works within BT's Open Innovation team and has been involved in innovation and new ideas for nearly 15 years. Her early career focussed on Farming Estate and Equestrian Management before starting with BT in contact centres in 1997. After getting involved in various projects to improve customer service Emma moved into process and communications before joining the BT New Ideas team in 2006. Emma deals with the communication and driving engagement of the scheme. She also acts as the first assessor for all ideas, assisting submitters to create the best possible proposition and then promoting the idea throughout the BT Group to enable adoption.



Jacob Thundil

Jacob Thundil, Founder and Chief Nut, Cocofina: Jacob was born and raised where his journey began in Kerala, which in Sanskrit translates as 'land of coconuts'. Outside of Kerala and wherever he travelled he could not find any good quality coconut products. In 2004 when he was sat on Ipanema Beach in Rio de Janeiro sipping coconut water straight from the nut he had a lightbulb moment, to bottle and start selling coconut water and in 2005 he did just that, becoming the first to market coconut water in the UK. The same year Cocofina won the coveted Excellence in Food and Drink Award and he has never looked back.

Fast forward to 2018 and Cocofina now has a range of 32 products and is sold in 28 countries. Innovation is very much at the heart of the brands' approach to creating new and exciting products to take to market, with its' Soya free soya sauce alternative a case in point. With 11 new products launching this year and in 2019, Cocofina continues to show just why they are the coconut experts.



In August 2016 Cocofina hit UK TV screens when Keralite Founder and 'Coconut Expert' Jacob Thundil put Cocofina under the pressurised spotlight of the BBC series Dragon's Den. Success on the show, having received offers of investment from all five 'dragons', enabled Cocofina to reach a new audience of 10 million viewers. Jacob will share his story of perseverance, innovation and creating success with his motto: *When you work hard you get incredibly lucky!*



Thomas J Dupre

Thomas J Dupre: Tom retired from IBM after 33 years and is a Thought Leader for Suggestion Schemes, Collaboration and Knowledge Sharing. He specialised in employee participation, knowledge management, change management, recognition and all aspects of process review. Tom holds a Bachelor of Social Science from Villanova University and earned his Masters of Arts in Administration at Antioch University. Additionally, he is a Certified Employee Involvement Professional (CEIP) and a Certified Manager of Suggestion Systems (CMSS).

IdeasUK awarded Tom with an Honorary Fellowship in recognition of his contributions and was also awarded a Lifetime Achievement Award by the Ideas Arabia sub-group of the Dubai Quality Group. He has travelled extensively with the following mantra "to learn and grow at every opportunity and from everyone I meet".





Helen Smith

Helen Smith, Senior Manager, Conduct and Transformation, HSBC UK Bank Plc: Helen has worked for HSBC in Retail, Commercial and Marks and Spencer Bank, after joining on the Graduate Scheme in 2008. She has undertaken various roles across many of the businesses and relocated twice. She is currently a Senior Manager in Conduct and Transformation, leading on culture for the new ring-fenced bank, HSBC UK. This is a landmark time for the organisation as ring-fencing requires HSBC to separate retail banking operations from wholesale and investment divisions and change the way it is structured in the UK by creating HSBC UK.

Helen has a passion for developing herself and others. She has a degree from The University of Edinburgh in Business Studies and has continued her quest for self-development in HSBC by completing her Diploma in Retail Banking Financial Services and Regulated Diploma in Financial Planning.



Samuel Macmillan

Samuel Macmillan, UK Ideas Manager, HSBC UK Bank Plc: Sam has worked as the UK Ideas Manager for HSBC UK Bank Plc. for three years. He has introduced idea management platforms in HSBC UK, as well as consulting in launches of idea management programmes in M&S Bank, HSBC Singapore, HSBC Middle East & North Africa and HSBC business functions including Global Risk, Global Operations, Global Finance, Global Retail Banking and Global Commercial Banking. Prior to working in idea management, Sam has been involved in developing business requirements for HSBC customer-facing applications and internal employee communications tools.



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Gavin Stark, UK Ideas Specialist
e. gavin.stark@ketosoftware.com
m. +44 (0)795 737 7805
www.ketosoftware.com

Booking Information and Accommodation

Delegate Single Day:	£1095.00 +VAT		
Delegate Both Days:	£1750.00 +VAT	Members	£1420.00 +VAT
Finalist Both Days:	£1420.00 +VAT	Member Finalists	£1095.00 +VAT

Additional accommodation on Tuesday 6th November will be charged at £155.00+ VAT (bed & breakfast).
Please refer to website for further pricing information: www.ideasuk.com
NB:VAT will be charged on all delegate fees at the standard rate of 20%

BOOKING:

Rooms will be allocated on a first come first served basis.
All Conference Delegate fees must be pre-paid, with payment required by 31st October 2018 to confirm your booking.

WHAT'S INCLUDED:

All conference facilities, full board accommodation on Wednesday 7th and Thursday 8th November (meals and refreshments as indicated in the conference programme, plus breakfast on Friday 9th November).

WHAT'S NOT INCLUDED:

Items charged to your rooms e.g. printing, photocopying, newspapers, telephone, room service, bar bills, laundry etc must be settled by you before departure.

CANCELLATIONS/CHANGES:

ideasUK must be informed of any changes or cancellations by email to zena@ideasuk.com
No refunds will be given for any cancellations notified after 8th September 2018.

Substitution of delegates is accepted but must be notified to ideasUK.



Introducing Wazoku
Idea Management





ACCOMMODATION:

Accommodation has been reserved at the Marriott – Victoria & Albert Hotel.

- All rooms in the hotel have en suite facilities, tea/ coffee making facilities, direct dial telephone, radio and TV.
- Delegate rates are based on single occupancy of rooms. Other arrangements including special partner rates can be made on request. Contact us with your requirements (zena@ideasuk.com).
- All bookings are on a first come first served basis. Once our allocation is full, delegates will be advised of overflow hotels – early booking is essential to be in the venue hotel.
- We will confirm your hotel on receipt of your booking.



HOTEL ADDRESS:

Marriott Hotel – Victoria & Albert,
Water Street,
Manchester,
M3 4JQ

Please use the hotel website for directions if driving:

<https://www.marriott.co.uk/hotels/maps/travel/manva-manchester-marriott-victoria-and-albert-hotel/>

Parking at hotel: Valet parking at £10.00 per day for delegates

Nearest railway station: Manchester Victoria, one mile or Manchester Piccadilly, two miles

Nearest airport: Manchester, 9 miles (Approximate taxi cost is £20.00 to venue)

FURTHER INFORMATION:

If you wish to discuss any aspect of this event:

Phone: 0844 330 4905 (Calls cost 6p per minute plus your phone companies access charge)

Email: zena@ideasUK.com

Further information is also available on our website www.ideasUK.com

FOLLOW US:

To keep up with all the news of our Conference, please visit our www.ideasUK.com or follow us on Twitter @ideasworldwide. We will also be using the hashtag #iuk18 and encourage all delegates to tweet live updates.

PHOTOGRAPHS:

ideasUK have ensured that there will be a photographer in attendance, who will be capturing the full event (including the Awards Ceremony) but we must stress that any photos taken by us will not be made available until shortly after Conference has ended. We understand that whether it is for your internal newsletter, local or national press, that photos will always help you gain attention and therefore we would ask you to be prepared and bring your own camera if you require photos of the event immediately.

FURTHER INFORMATION:

If you wish to discuss any aspect of this event please contact:

Phone: 0844 330 4905
Email: info@ideasUK.com

Further information is also available on our website www.ideasUK.com

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