

Shaping the Future of HR

The first All Ireland Local Government Conference



Wednesday 21 November – Friday 23 November 2007

Slieve Donard Resort and Spa,
Newcastle, Co. Down





Shaping the Future of HR

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INTRODUCTION

Welcome to the first All Ireland Local Government Conference 'Shaping the Future of HR'.

'Shaping the Future of HR' will examine the major people management and development challenges facing public sector organisations today and will help HR professionals and senior managers address key questions including:

How can we ensure that the organisations we lead and the people we rely on are fully equipped to shape the future?

What skills and knowledge do HR professionals need to have to ensure maximum impact in the delivery of effective local services?

The Conference has been planned as a three day opportunity for busy HR professionals and senior managers, primarily in local government organisations North and South, to take time out to consider the future shape of a professional HR service and its impact and contribution to excellent service delivery in a changing and developing public sector; and to evaluate and plan their individual development needs.

THE CONFERENCE EXPERIENCE

The Conference gives a unique opportunity to experience:

1. INTERNATIONAL KEYNOTE SPEAKERS

PHIL ROSENBERG (USA) - "The HR Doctor®" is a nationally recognised executive Human Resources leader with thirty years of practical, field-tested, innovative experience.

SIR JOHN WHITMORE (UK) - the Executive Director of Performance Consultants International, a former motor racing champion, is a pioneer in the development of performance coaching.

2. MASTERCLASS SESSIONS TO LEARN FROM THE EXPERIENCES OF OTHERS

These practical Masterclass sessions will offer insights into how best practice organisations have faced and addressed the key HR challenges and the contributors will share their knowledge, expertise and experience on the following subjects:

Developing Leaders – examining case studies from organisations that have achieved dynamic changes through leadership development programmes and have built capability to maximise impact.

Partnership Working – exploring how organisations have made engagement a strategic priority and have experienced the benefits in terms of increased participation by the workforce.

Delivering HR Services in the Future – evaluating examples of successful shared service models with a focus on efficient, customer-focused services.

Integrating Equality – creating organisations where individuals who feel understood and valued can benefit from increased participation and gain a better understanding of local needs.

Organisational and Individual Effectiveness – focussing on developing organisational and individual effectiveness thereby creating a skilled, motivated workforce committed to delivering excellent services.

3. TIME TO FOCUS ON THE DEVELOPMENT NEEDS OF HR PROFESSIONALS

In the rush to support line managers and focus on organisation developments needs busy HR professionals often sacrifice the time to consider their own personal and professional development needs. The Conference has been planned to provide an opportunity through formal Conference sessions, networking opportunities and the input of the professional HR organisations to allow time for such needs to be discussed, evaluated and planned where necessary.

4. CONFERENCE TEAM

During the Conference if you need any assistance the members of the Conference Team will be only too willing to help.

Members of the Conference team include:

Maggie O' Brien	LGMSB
Sonja Merrifield	LGMSB
Paula King	LGMSB
Margaret Mulhern	LGMSB
Diana Stewart	LGSC
Anne Gallagher	LGSC
Andrew Morton	LGSC

CONFERENCE CONTINUITY

The Conference organisers are pleased to welcome Wendy Austin who will provide continuity for the Conference.

Wendy is a BBC journalist and broadcaster in BBC Northern Ireland, and co-presenter of BBC Radio Ulster's breakfast news and current affairs programme Good Morning Ulster.

Wendy Austin began her journalistic career with the Belfast Telegraph, leaving to join the fledgling Downtown Radio station in 1976, and later that year moving to the BBC.

In 2005 she was awarded an Honorary Degree of Doctor of Letters (Dlitt), University of Ulster, "for her contribution to broadcasting". She was named the Northern Ireland Radio Broadcaster of the year in the CIPR Awards 2006.




PROGRAMME

Registration	Conference Registration will be open from 5.00pm on Wednesday 21 November to 9.30am on Thursday 22 November	
Wednesday 21 November		
7.30pm	Reception	Hosted by Down District Council in the Dormy Room 
8.00pm	Buffet Dinner	For delegates and invited guests in the Chandelier Room
Thursday 22 November		
Challenges and Shaping the Future		
9.30am	Introduction	Brian Hanna, Chairman Local Government Staff Commission for Northern Ireland Michael Malone, Vice Chairman Local Government Management Services Board
Context and Vision		
10.00am	Leading Communities through People	Tony Killeen, TD, Minister of State at the Department of the Environment, Heritage and Local Government
10.30am	The Vision - Challenges and Aspirations	Mike Emmott, Employee Relations Adviser, CIPD Dr Finian Buckley, Senior Lecturer in Organisational Psychology, Dublin City University Phil Badley, President, Public Sector People Managers' Association (PPMA)
11.20am	Delivering the Equality Agenda	Dr Carol Baxter, Principal Officer of the Development Section, Equality Authority
11.35am	Tea/Coffee	
Effective HR Strategies and Structures		
12 noon	Aligning HR Structures and Strategies to Deliver Enhanced Organisational Performance	Jo Whiteley, Group HR Manager (Consultancy) Buckinghamshire County Council Con Murray, County Manager, Louth County Council Paul McCallion, HR Consultant
1.00pm	Lunch	
2.00pm AND REPEATED AT 3.15pm	Masterclass Sessions: Reflections of lessons learned along the way	Each Masterclass will be one hour duration, allowing you to attend two sessions. You will be asked to select your choices when making your booking.
	1. Developing Leaders Located in the Grand Ballroom	Chaired by Frank Kelly, Chair of HR Committee and Head of Function Human Resources, Dublin City Council John Atkinson, Director of Operations, Leadership Centre for Local Government will explain how to create a leadership development plan for the top team. Mick Brodie, North East Regional Employers' Organisation will outline their regional management skills audit run in partnership with Jobs Go Public. Peter Fanning, HR Director, South Tyneside Council will outline South Tyneside's approach including their 'Impact' Programme, management development programme and Leadership Academy.
	2. Partnership Working Located in Centenary Room 2	Chaired by Paul Dunne, Assistant Chief Executive, LGMSB Matt Merrigan, Joint Chair, LANPAG and National Industrial Secretary, SIPTU will outline how a co-operative approach between management, trade unions and staff has been crucial to the successful delivery of a range of improvements. Elaine Magee, Assistant Director HR, Antrim Borough Council will outline a practical example of partnership working at local level which resulted in continuing improvement in management/trade union relationships.
	3. Delivering HR Services in the Future Located in Centenary Room 3	Chaired by Jim Cunningham, Head of Human Resources, Fingal County Council Paul O' Brien, Chief Executive, APSE will provide an overview of possible models for improving the delivery of HR services in a complex environment. Phil Badley, President, PPMA will reflect on his personal experience of developing a HR shared service, with particular reference to the advantages and disadvantages.

4. Mainstreaming Equality Located in Centenary Room 4	<p>Chaired by Stewart Cuddy, Deputy Chief Executive, Northern Ireland Housing Executive</p> <p>Dr Carol Baxter, Principal Officer of the Development Section, Equality Authority will emphasise the importance of mainstreaming equality into service delivery.</p> <p>Bronagh Hinds, Senior Fellow, Institute of Governance, Queen's University Belfast will outline an innovative approach to addressing gender inequality in the workplace.</p>
5. Organisational and Individual Effectiveness Located in Centenary Room 6	<p>Chaired by Sharon Currans, Chair PPMA NI</p> <p>Declan Kearney, Senior Partner, Hay Management Group will provide an evaluation of how the corporate culture and a high performance work environment lead to improved overall service delivery.</p> <p>Andrea McCooke, HR Manager, Newtownabbey Borough Council will outline how the council have adopted an organisation-wide approach to the management of performance.</p> <p>Carol Corvan, HR Manager, Armagh City and District Council will explain the Council's journey towards becoming an accredited "Employer of Choice".</p>




Tea and coffee will be served in the Masterclass Sessions

4.15pm	Keynote Speaker	Phil Rosenberg – The HR Doctor®	
5.00pm	Close of Day One		
5.15pm	Professional Group meetings	PPMA AGM of Personnel and Training Officers Networks	
7.30pm	Reception		
8.00pm	Conference Dinner	Hosted by PPMA For delegates and invited guests in the Chandelier Room	

After dinner speaker Sean Crummey, creator of Folks on the Hill

Friday 23 November

Breakfast Sessions

9.30am	Why and How You and Your Organisation can Fast Forward to the Next Generation of Shared Services. Centenary Room 6	Anthony Phillips, MD, WellKom Corporate Services Ltd and Pauline Lucas, Wellness Management Consultant, WellKom	
	Eliminating Stress in the Workplace – Managing the Causes NOT Treating the Symptoms. Centenary Room 2	Gerard O' Hanlon, Director, Stredia Limited	
	The Next Generation of Absence Management – Measuring and Managing Wellness. Centenary Room 3	Stephen Bevan, Director of Research, The Work Foundation	
10.30am	Opening Remarks	John McGrillen, Chairman, SOLACE Northern Ireland and Chief Executive, Down District Council	

HR Making an Impact

10.35am	Creating the Right Impact	Bryan Andrews, Chief Executive, Public Appointments Service	
10.55am	Keynote Speaker	Sir John Whitmore , Executive Chairman, Performance Consultants International	
11.45am	Personal Projection	Billy Dixon, Personal and Corporate Image Consultant	
12.20pm	Closing Remarks	Adrian Kerr, Chief Executive, Local Government Staff Commission for Northern Ireland Seaghan O'Lanagain, Chief Executive, Local Government Management Services Board	
12.45pm	Conference Close and Lunch		

BREAKFAST SESSIONS

The Breakfast Sessions are open to all conference delegates and will be held on Friday 23 November from 9.30am – 10.30am.

A series of practical workshop sessions will provide participants with tools and techniques to use in everything from stress management to shared services.

Using case studies, presentations and discussion, the facilitators will help delegates explore the critical issues, offering practical guidance so you develop the skills you need.

Why and How You and Your Organisation can Fast Forward to the Next Generation of Shared Services

Located in Centenary Room 6

WellKom

This session will cover:

- Changes in the world we live and work in require a different response
- What is Wellness Management
- Why it is the next (3rd) "product" life cycle after HR and Personnel Management
- Internal and external agendas of local authorities can be joined up
- Design and implementation of the next generation of shared services
- Case study and lessons learnt from Hampshire County Council

About the facilitators:

Anthony Phillips is Managing Director of WellKom Corporate Services Ltd with over 25 years experience of international organisational improvement work and one of the founders of the Wellness Management Community.

Pauline Lucas has been working in Local Government for the past 8 years and her last role was Director of HR for Hampshire County Council a leading 4 star Council. She was also the PPMA national lead for Wellbeing and won the PPMA National Well-being Award 2006.

Eliminating Stress in the Workplace – Managing the Causes NOT Treating the Symptoms

Located in Centenary Room 2

Stredia

Workplace stress claims are rising, both in their number and in the size of compensation payouts. Similarly, the number of sickness days lost due to stress is also rising. This workshop will provide delegates with practical advice on how to use a risk management approach reduce workplace stress. It will also show delegates the organisational and management benefits that are gained by addressing its causes

During the workshop delegates will:

- Explore some of the myths surrounding stress at work
- Get an update on the latest civil and criminal legal position
- Understand the seven risk factors of Stress
- Learn to undertake a risk assessment that goes beyond a simple stress audit
- Learn how to interpret a risk profile for an organisation and convert this into management actions

Delegates will leave this workshop not only with greater awareness and knowledge about how to reduce stress but also how this assures happier, healthier and more productive staff - oh yes and how they give a better public service too!

The Next Generation of Absence Management – Measuring and Managing Wellness

Located in Centenary Room 3



- Why the need for next generation thinking
- Wellness Profiling and Reporting
- The Wellness Index (including Investors in People's use of the Index)
- New insights into determinants of absence levels
- How to achieve over 80% engagement in personal health & wellbeing
- Next generation competencies for performance and learning

About the facilitator:

Stephen Bevan is one of the leaders in Wellness Management thinking and a key person behind the Good Work Campaign of The Work Foundation. He has over 25 years of practical research in this field working with both public and private sector organisations.



CONFERENCE EXHIBITORS

Running alongside the Shaping the Future of HR is the Conference Exhibition located in the Annex of the Grand Ballroom adjacent to the conference plenary room and Registration area.

The Exhibition offers a unique opportunity to hear, learn from and interact with leading experts and best practice organisations in HR today.

1. STREDIA LTD



Stredia are a company committed to assisting organisations to use a risk management approach to reduce workplace stress, the source of considerable inefficiencies in many organisations. Using the Health and Safety Executive's Management Standards for Work Related Stress since their consultation stage, the company has provided its risk management software to organisations in the public, private and third sectors.

The Stredia analysis system provides full risk profile reports to each manager, at every level, that identify the causes of stress for each hotspot area. The reports prioritise the actions needed to remove the causes of stress. When linked to the advanced competence-based training framework developed in association with Goldsmith's College, this unique diagnostic system provides a powerful 'predict and prevent' risk management solution for this increasingly prevalent and harmful hazard.

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2. WHITEWATER CONSULTING LTD



Whitewater Consulting has an established track record of working with organisations on change issues in both the public and private sector. We bring a particular focus on the people issues linked to strategic and process issues. Our unique skill set blends the expertise of Leadership Development specialists, Business Improvement Consultants and Occupational Psychologists.

We work in partnership with organisations to identify the real performance issues they face and to design and implement solutions which successfully achieve lasting changes in behaviour and organisational performance. Typically these solutions will contain elements of the following:

- Coaching
- Assessment and Development Centres
- 360 degree Assessment
- Culture and commitment surveys
- Culture change programmes
- Leadership development
- Consultancy and training on HR processes e.g. Performance Management and Internal Communications
- Evaluation methodologies.

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3. LEGAL ISLAND



Legal-Island aims to be the premier employment law and HR seminar and conference provider in Northern Ireland and the Republic of Ireland. We host a web site, which has become the starting place for many throughout Ireland searching the Internet for legal information, advice or representation. We also provide an email update service in both jurisdictions, which provides subscribers with up to the minute information on employment law and human resources issues relevant to our subscribers.

It is the only employment law/HR email service designed for solicitors and HR professionals in both jurisdictions, whilst also drawing on relevant changes from GB which affect employment issues here.

Contact Details

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4. XPERT HR



The most comprehensive online resource for the HR professional. A clean new interface, enhanced searching tools and improved navigation. XpertHR can locate and sort the information you need quickly and more easily than ever before. There is full access to a 24/7 legal helpline, model policies and step-by-step guides on all aspects of employment law and compliance.

XpertHR prides itself on being the most comprehensive and easy to use source of information available to the HR professional.

Some of the key information sources XpertHR provides:

- Employment reference manual
- Comprehensive HR strategy and practice
- Legal advice
- Policies, documents and how to guidance
- Search and personalisation service

Contact Details

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5. CONSULT GEE



Consult GEE provides local authorities with a comprehensive online service: Consult GEE Local Government Human Resources. This service offers easy access to employment legislation, case law, model documents, news and articles, a 24-hour expert advice line, and customisable email alerts.

Designed specifically for human resources managers and their teams within government services, Consult GEE Local Government Human Resources is precise and reliable, ensuring valuable savings in time and resources. Online and on the phone - 24 hours a day, 7 days a week - Consult GEE provides legal advice and best practice guidance.

Contact Details

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6. EMTELL



Emtell provides innovative online solutions for the most difficult areas of people management. **Emtell Online Stress Support** is a comprehensive stress management system that offers managers and staff continuous access to interactive support in the fight against workplace stress.

- All employees can access stress-reduction tools when they need it most—at the time of a stressful incident.
- Managers receive unique support for managing workplace stress through the Manager Companion—enabling managers to be part of the stress solution.
- Senior managers are given real-time insight into their organisation's ever-changing stress 'landscape' through EOSS reporting tools. Now stress interventions can be focused on the areas of greatest need.
- Online HSE stress audit functionality is included for no additional charge.
- All of EOSS powerful tools can be tailored to suit your organisational needs.

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7. AURION LEARNING



Aurionlearning is a specialised educational design company that develops interactive and engaging online learning materials and learning support applications to support and facilitate organisational performance improvements. The Company is divided into three main lines of business:

1. eLearning Programme design, development and research

Aurion specialise in the design and development of high quality interactive eLearning programmes to support organisational wide learning and development.

2. eLearning strategy development and consultancy

Our Learning consultants work with clients through their organisational and staff learning needs analysis to create a dynamic, maximum impact learning solution that will work for now and in the future. Services include organisational support with learning needs analysis, competency framework design, Return On Investment modelling, eLearning strategy design and marketing rollout.

3. HR and Learning Support Product Development

Aurion's unique range of online Learning Management Tools are designed to support the successful implementation of learning within the organisation. Aurion also work with clients to design bespoke Learning Management Tools to meet more specific requirements.

Contact Details

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8. INTERCHANGE



Interchange is the exchange of expertise, knowledge and skills between different organisations and individuals where a development need has been identified. More organisations are beginning to use Interchange as a means to acquire people, information, ideas and best practice from other participating organisations.

Interchange is very flexible. It provides cost-effective direct benefits to those organisations taking part in the programme as well as allowing people from the participating organisations the opportunity to learn from each other and to share good practice, ideas and experience. Interchange can take many forms and the following represent the types of interchange opportunities available through the programme.

- Discussion Groups
- Secondments
- Attachments
- Twinning
- Shadowing
- Mentoring
- Non-Executive Opportunities
- Joint training

Contact Details

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SPEAKERS BIOGRAPHIES

Brian Hanna CBE

Brian is the Chair of the Local Government Staff Commission for Northern Ireland and a member of the Public Service Commission.

He is an Environmental Health Practitioner who was, from 1984-94, Belfast City Council's Director of Environmental Health Services. In 1994 he was appointed as the Council's Chief Executive and Town Clerk, a position in which he served until his retirement in 2002.

Michael Malone

Michael is Kildare County Manager. He began his local government career in 1972 with North Tipperary County Council. He subsequently worked in a number of different local authorities including Galway Corporation, South Tipperary County Council, Kerry County Council and as County Manager in Laois County Council, Kilkenny County Council and now Kildare County Council. Michael is Vice-Chair of the Local Government Management Services Board and also chairs the CCMA Land Use and Transportation Sub-Committee.

Tony Killeen TD

On 20th June 2007, Tony Killeen, TD was appointed Minister of State with special responsibility for Environment and Energy at the Department of Environment, Heritage and Local Government and at the Department of Communications, Energy and Natural Resources.

Political Record

He was appointed Minister of State at the Department of Enterprise, Trade and Employment on the 29th September 2004. Chairman of the Joint Oireachtas Committee on Education and Science 2002 – 2004. Member Committee on Procedure and Privileges. Former Chair of the Oireachtas Committee on Members' Interests in Dáil Éireann. Member of the British-Irish Parliamentary Body. Member of Clare County Council 1985 – 1997 (Chairman 1989 – 1991, Vice-Chairman 1987 – 89). Chairman Co. Clare VEC (1991 – 1994). Former National Chairman of Fianna Fáil Councillors Association. Former member of Management Boards of Killaloe and Shannon Community Schools and Limerick R.T.C. Founder member Shannon Status Committee and Chairman 1989 – 1991.

Mike Emmott

Mike has been an adviser on employee relations at CIPD since 1996. His activities focus on research and public policy, and his interests include the changing employment relationship; employee engagement; HR in the public sector; corporate responsibility; and employment law.

He spent most of his earlier career in the Employment Department. He was private secretary to Barbara Castle MP and Michael Foot MP as Secretary of State for Employment, and was seconded to the Australian Department of Labor in Melbourne. He was a member of the Executive Board of the Employment Service and Deputy Director of the Office of Manpower Economics.

Dr Finian Buckley

Dr. Buckley is Head of the HRM section at Dublin City University Business School. He is a founding member of the Learning Innovation and Knowledge (Link) research centre located within the Business School. His expertise and core research looks at the advanced metacompetencies required of HR professionals in times of change and how these may be developed. His work has been published in HRM journals in Ireland, UK and USA. He has worked with a wide variety of organisations in both public and private sectors focussing on advanced Human Resource Development.

Phil Badley

Phil is currently the President of PPMA. He has worked within the HR profession in the public sector for over 25 years, working for a number of District, Borough, Unitary and Metropolitan authorities around the country in a variety of HR roles.

He joined Stockport Council in January 2001 as Assistant Chief Executive (HR) with a clear remit to transform the delivery of HR across the Council, and to develop organisational capacity for change. The HR transformation re-defined the councils approach to people management and development practices, a key component in enabling Stockport to become an 'Excellent' Council in 2005 through CPA inspection.

Dr Carol Baxter

Carol has been Head of Development at the Equality Authority since October 2006. She has worked on the Lisbon Agenda dossier for the Department of Foreign Affairs during Ireland's 2004 EU Presidency, focusing on the areas of employment and social affairs. She was formerly Policy Manager of the National Women's Council of Ireland where she focused on employment and caring issues.

Jo Whiteley

Jo is a member of the CIPD and holds the CIPD Advanced Certificate in Employment Law. She has over 14 years experience in Local Government and previously worked in recruitment consultancy and retail management. Jo currently works in the People and Policy Service for Buckinghamshire County Council, located in the South East of England. Her role is to lead their Consultancy Team with responsibility for providing business partner services, HR policy development, employee relations and delivering on specific projects to achieve key outcomes from the County Council's People Strategy.

Paul McCallion

Paul has worked as a management consultant for the last 20 years. His initial training was as a psychologist and he was Senior Educational Psychologist in the North Eastern Education and Library Board for 8 years.

Paul has been involved in a number of initiatives in local government including, the development of competency frameworks for supervisory, administrative and operational staff, the identification of training needs of elected members and he facilitated the development of the Local Government Staff Commission's Human Resource Standards.

John Atkinson

John deals directly with local authorities and is responsible for ensuring chief executives, the leader or Mayor and both their senior teams are given the opportunity to fundamentally shift their thinking on leadership.

John ran his own very successful leadership development business working with both the public and private sectors, including several of the world's largest businesses. During this time he advised the chief executives of FTSE 100 businesses. He started his career in the army as a commander of the leadership development wing of the Royal Artillery where he was responsible for officer selection and development of non-commissioned officers.

Matt Merrigan

Matt is National Industrial Secretary, SIPTU with responsibility for Local Government, Health and Education.

Paul O' Brien

Paul O'Brien has been the Chief Executive of the Association for Public Service Excellence (APSE) for the past eight years. Based in Manchester the organisation has 250 local authorities in membership from throughout the U.K. He has overall strategic responsibility for the management and development of all APSE's activities in the United Kingdom.

Stewart Cuddy

Stewart is the Director of Corporate Services/Deputy Chief Executive of the Northern Ireland Housing Executive, a position he has held for 10 years. Prior to joining the Housing Executive Stewart worked for 23 years in the Health and Personal Social Services, where his last post was Director of Finance and Information in the Western Health & Social Services Board.

The Equality Unit which oversees and co-ordinates the Housing executive's policies in relation to the Section 75 duties of the Northern Ireland Act 1998 comes under the Corporate Services Directorate.

Bronagh Hinds

Bronagh is a Senior Fellow at the Institute of Governance, Queen's University Belfast with interests in equality, democracy and governance. She previously held posts in the voluntary sector and served as Deputy Chief Commissioner of the Equality Commission for Northern Ireland where she led the introduction of the statutory duties on equality and good relations.

Since 2000 she has run DemocraShe to improve women's access to politics and public life; and is a partner in the Women in Local Councils initiative where she is working with local councils, councillors and political parties. She is a Member of the Local Government Staff Commission and represents Northern Ireland on the UK Women's National Commission.

Sharon Currans

Sharon has 23 years experience in Human Resources starting in Manufacturing in 1984 and moving to Local Government in 1992. After 10 years with Ards Borough council she moved to Banbridge District Council in 2001 where she is currently Corporate Manager.

Sharon is currently Chair of the NI branch of PPMA and represents the NI Region nationally. I am a PPMA representative on the Employers side of the NIJC being nominated by SOLACE.

Declan Kearney

Declan Kearney is a senior consultant with the Hay Group. He previously worked as an Associate Professor in Public Management in the European Institute of Public Administration.

Declan also worked in the Departments of Health, Public Service and Finance. With the Institute of Public Administration in Dublin, he was the leader of two evaluation projects, one covering the health service performance management systems and the other the local government performance management system.

Phil Rosenberg

Phil is a nationally recognised executive Human Resources leader with thirty years of practical, field-tested, innovative experience. With a wide-ranging knowledge of the profession and experience as a Chief Administrative Officer, Phil has advised elected and appointed officials and corporate officers on subjects as varied as Human Resource process improvement and simplification, organizational security, workplace violence intervention, sexual harassment intervention and prevention, "e-HR" and unlawful

discrimination avoidance. He has been responsible for Affirmative Action programs, employment and training administration, risk management and benefit programs, workplace violence intervention programs, Internships, training, leadership development, and employee assistance programs.

The experience he draws upon also includes service as an Intelligence Officer in Europe and Washington D.C., and more than fifteen years of teaching masters and doctoral programme students in three universities. Added to that is twenty-five years of leadership with the National Association of Counties (NACo) including five years as President of the National Association of County Human Resource Administrators, service on the NACo Board of Directors, a frequent conference presenter, and author of "HR Doctor" articles featured in the NACo's national publication, "County News."

Phil has served as President of the Florida Public Personnel Association, and two terms as President of the County Personnel Administrators' Association of California. He is a regular speaker on subjects such as Women's Pay Equity, Workplace Violence, Family Economics, and the phenomenon of "whining."

He has degrees from the University of California at Los Angeles and the University of California at Santa Barbara as well as being an Honor Graduate of Intelligence and Language schools. Phil was named a Certified HR Professional and an Honorary Life Member of the Florida Public Personnel Association (FPPA). He has also been named a Certified Professional in Human Resources by IPMA.

Phil formed The HR Doctor®, Inc. to reflect his commitment to innovation and practical, proactive Human Resource management as an essential component for the success of any organisation!

John McGrillen

John has been Chief Executive of Down District Council since 1999. Previous to that he was Chief Executive of NI-CO, an international public sector development consultancy company where he worked extensively in Eastern Europe, the Former Soviet Union and east Africa. For the past five years he has also been a member of the Northern Ireland Tourist Board. He is currently Chairman, SOLACE NI.

Bryan Andrews

Bryan Andrews heads up the Public Appointments Service which is the central recruitment, selection and assessment body for the Civil Service, designated positions in the Local Authorities and a range of positions across the public service. In addition, the Organisation manages Civil Service promotion competitions and provides training, job analysis, consultancy and HR services to a wide range of public service bodies.

On joining the Office of the Civil Service & Local Appointments Commissioners in 2000 as Chief Executive, Bryan was tasked with preparing the ground for the establishment of the new public service recruitment structures. During the period since then, a major transformation programme was undertaken to introduce a new client centred and business ethos into the organisation. It was during this period that the brand publicjobs.ie was established as the central on-line recruitment facility for the public service.

Sir John Whitmore

Sir John is Executive Chairman of Performance Consultants International. Formerly a motor racing champion, he is the pioneer in the development of performance coaching. Having entered the

field of coaching 25 years ago, he is rated as the Number One Business Coach by the international press and is credited with having had the most impact on the coaching profession by various coaching bodies. John is a pre eminent thinker in leadership and organisational change. John's book, Coaching for performance is the best known in the industry globally, having been translated into 17 languages. He is currently working with organisations such as the UN on the need for values based leadership in the world.

Adrian Kerr MBE

Adrian Kerr has been Chief Executive of the Local Government Staff Commission since September 1991. He has overall

responsibility for the development of human resource policies in the 26 district councils in Northern Ireland and the Northern Ireland Housing Executive.

Before taking up post with the Local Government Staff Commission, Adrian held a similar post with the Staff Commission for Education and Library Boards. He previously held senior management posts in the education and housing sectors within the public service. Adrian is an accredited CEDR Mediator (Centre for Effective Dispute Resolution) and is an independent assessor for the Office of Public Appointments. He is also a trained Panel Assessor for the Investors in People unit.

CONFERENCE PARTNERS

This Conference Programme has been developed by a group of HR partner organisations as follows:



Local Government Staff Commission for NI who have oversight of the 26 district councils and the NI Housing Executive for all HR matters.



Local Government Management Services Board who are a centre of excellence in the provision of management services, human resource and industrial relations support and advice to local authorities in Ireland.



Public Sector People Managers Association NI the association representing the professional interests of OD/HR professionals in the public sector.



Public Appointments Service who are the centralised provider of recruitment, assessment and selection services for the Irish Civil Service and also provide recruitment and consultancy services to local authorities, health boards, the Garda Síochána and other public bodies.



Chartered Institute for Personnel and Development NI the professional body for those involved in the management and development of people.



Local Authorities National Partnership Advisory Group which supports the implementation of workplace partnership in the local government sector in Ireland.



Local Government Training Group which identifies and addresses training and development needs in order to support the 26 councils in the achievement of their organisational objectives.

The Conference organisers wish to thank the all organisations who are supporting this event.



Shaping the Future of HR

The first All Ireland Local Government Conference

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