

Disruption and Innovation in Housing in the Devolved Nations



NETWORK, COLLABORATE AND UNLOCK THE POTENTIAL OF INNOVATION www.housemark.co.uk #DINS2021

The Future Workplace – Diversity and Innovation

Tuesday, 2 November 2021

Programme

09:30 Arrival / online access

09:40 Welcome and opening comments
[Kirsty Wells](#),
Head of Devolved Nations, Housemark
[Ian Wright](#)
CEO, Disruptive Innovators Network

09:45 **Opening keynote: AI and Human collaboration**
What could your future workforce look like?
In a world where organisations need to be able to continuously adapt to using latest technologies, artificial intelligence can help you reimagine workforce roles and processes, but remains an extension of human capabilities, not a replacement. In this session AI research expert Patrick will help us explore how AI and human collaboration can drive innovation and transformation. Learn how you could successfully create a symbiotic workforce of the future where your people work alongside machines to support your business strategy and improve your services.

[Speaker: Patrick Connolly](#)
Digital Research Manager, Accenture

10:25 **Hybrid-Remote Done Right: Transitioning to an effective hybrid-remote working model**
As a remote work advocate and co-founder of Blend Me Inc, a consultancy that helps organisations implement workplace flexibility models, located in the USA, Kaleem will share his expertise and experiences of developing successful hybrid operating models using a framework that is based on trust and responsibility. The session will include:

- Why should hybrid organisations focus on “The Remote Employee Experience” when we are still going into the office?
- Why is it important to consider employees’ individual workplace flexibility preferences?
- Why should your policies be designed based on data?
- Why should you A/B test the remote employee experience?

[Speaker: Kaleem Clarkson](#)
Chief Operating Officer, Blend Me Inc

10:55 **Comfort break**

11:10 **Building an agile business for the future**

Loreburn Housing Association began its journey towards agile working in 2017. Progress was being made until COVID-19 hit. In this session Elkie will take us through Loreburn's journey since March 2020 where staff have been working in a hub, home and roam model and agile working patterns are built on the fundamental principle of trust. The session will include a look at:

- The culture transformation required to successfully build a new operating model that works for your business and your people.
- How to sustain an effective people and performance culture when managing staff remotely.
- How this approach can help you reimagine the customer experience, implement change and measure satisfaction.

Speaker: Elkie Astley

Head of People and Culture, Loreburn Housing Association

11:40 **Discussion session – breakout groups**

12:20 **Comfort break**

12:35 **The future of work – skills and experience**

As workplaces and teams continue to evolve due to the pandemic, organisations need to consider whether they have an expansive view of talent and emerging threats in their business.

Speaker: Lesley Gilmartin, Business Leader, Badenoch and Clark, The Adecco Group

13:05 **Closing keynote: Responsible AI – the importance of considering inclusion in your systems**

The development and use of artificial intelligence can create fantastic opportunities and help drive innovation, but it also raises questions about considering fairness and the diversity of your customers when building these systems. In this session, Toju will help us understand the importance of developing new systems in ethical and responsible ways, so that the biases of today are not baked into the technologies of tomorrow. We will explore:

- What is responsible AI?
- How to build and ensure Responsible AI frameworks are applied to developing technologies.

- How to engage with and build a variety of user perspectives and feedback into a project to increase the number of people who benefit from the technology.
- The challenges of building ethical AI.

Speaker: Toju Duke

Responsible AI Programme Manager, Google

Manager for Women in AI Ireland

Head of Black and Brilliant AI solutions

13:45

Wrap up and closing comments

Kirsty Wells

Head of Devolved Nations, Housemark

Ian Wright

CEO, Disruptive Innovators Network