

# FACE THE FUTURE WITH CONFIDENCE



## Business & Finance Symposium

Canberra | 6 March 2018



## PROGRAM

Time	Topic	Speaker
8:15am	<b>REGISTRATION</b>	
8:45am	Welcome	RSM
9:00am	Economy 2018: The Never-ending story	Craig James – CommSec
9:45am	Adopting technology and automation to deliver a 'wow' customer experience	Michelle Melbourne – Intelledox
10:30am	<b>MORNING TEA</b>	
11:00am	Future of Work: How innovation will transform our working environment	Andrew Sykes – RSM
11:45am	Blockchain and the Internet of Trust	David Elliot – Agile Digital
12:30pm	<b>LUNCH</b>	
1:30pm	Cyber security: What now?	Michael Shatter – RSM
2:15pm	New leadership approaches for a new age	Sally Dooley – Sally Dooley Leadership
3:00pm	<b>AFTERNOON TEA</b>	
3:30pm	Let's compete to be the best for the world, not the best in the world	Glenn Keys – Aspen Medical
4:15pm	<b>CLOSE – followed by networking drinks</b>	

**Date:**

Tuesday 6 March 2018

**Time:**

8:15am Registration

4:30pm Networking drinks

**Venue:**

National Ballroom 1&2,  
Hotel Realm, 18 National  
Circuit, Barton

**Cost:**

Complimentary

**5.5 HOURS CPD**

# SESSION OUTLINES

## Key topics of the day

### Economy 2018: The Never-ending story

**Craig James, CommSec**

Australia's economic expansion is in its 27th year. But can the good times continue? Craig will look at prospects for the economy, covering the property market, global events and the outlook for the Aussie dollar and financial markets.

### Adopting technology and automation to deliver a 'wow' customer experience

**Michelle Melbourne, Intelledox**

Digital disruption, including AI, Predictive Intelligence & Robotic Process Automation continues to redefine the traditional Business & Finance industry, putting increased pressure on wealth management companies to provide clients and financial advisors with seamless digital experiences across the customer lifecycle. By making interactions easier, faster, and more personalized, with support for online and mobile channels, organisations are aiming to elevate their brand and drive loyalty, while improving efficiency. It's important for leaders to identify partners who can provide an easy onramp for digital transformation to enable their organisations to deliver a 'wow' customer experience.

### Future of Work: How innovation will transform our working environment

**Andrew Sykes, RSM**

There is an overall acceptance that technology is a critical and indispensable tool in today's business climate, and most are investing in various types of technology. The productivity gains available through the adoption of a large range of applications that can make a world of difference. Concepts like the human cloud, work-life blend, AI and co-working are also set to impact in the not too distant future. Doing nothing in the technology space is no longer an option but what can you do today to ensure you remain relevant in the business world of tomorrow?

### Blockchain and the Internet of Trust

**David Elliot, Agile Digital**

From Bitcoin's launch in 2009 through to December 2017 each "coin" appreciated in market value from essentially nothing to a peak of USD \$20,000. As the mercurial phenomenon of digital currencies is hotly debated, the underlying blockchain technology is going from strength to strength. Some observers now expect blockchain to have as big an impact on commerce as did the Internet. David outlines how this global and shared system of record came to be, selected case studies where Agile Digital is deploying blockchain-backed solutions today, and predicts what the future of blockchain will mean for corporate leaders.

### Cyber security: What now?

**Michael Shatter, RSM**

Cyber security is all the rage! However things are about to get a whole lot more exciting with the introduction of the Notifiable Data Breaches ("NDB") scheme from 22 February 2018. This discussion will briefly revisit cyber challenges for organisations and then explore the impact of the NDB scheme and the question of what happens when you are breached. This part of the discussion will focus on useful information so that as management, an informed role can be taken on dealing with a breach.

### New leadership approaches for a new age

**Sally Dooley, Sally Dooley Leadership**

Today's leaders are faced with complex and rapidly changing contexts and research suggests that leadership practices are not keeping pace with this change. New approaches are needed that recognise the increasing demand for judgement, creative thinking and emotional intelligence skills across a range of critical areas. This interactive session provides the latest thinking from neuroscience and other research about how leaders can build their emotional intelligence, influence and communication capability to create highly engaged, creative, innovative and resilient teams.

### Let's compete to be the best for the world, not the best in the world

**Glenn Keys, Aspen Medical**

Businesses, and more importantly the staff who work for them and the customers they serve, are looking for businesses that have a social purpose. In this presentation you will hear about an emerging group of companies that are using the power of business to create a positive impact on the world and generate a shared and durable prosperity for all. You will learn how your business can make a profit and make a difference in the community.