

Best Practice Event Programme

2 October 2024

Hensol Castle Vale of Glamorgan

Agenda

- 9:00AM Castle Open for Registration and Breakfast
- Opening and Introduction
- Best Practice Sharing and Awards
- Key Note speaker:** Professor Mike Ferguson - Developing Professionals International Limited
- Lessons from the World's Top Professionals - Developing a Success Mindset*
- Introduction to PM Events
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- 12:30PM LUNCH**
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- 1:30PM **Choice of Workshops**
- 'State of the Nation' - **Ian Derrick Bank of England**
 - Ask the Experts – **WQC Team & Hilarie Owen**
- Coffee and Biscuits - Book Signing with Hilarie Owen** – Best Selling Leadership Author
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- 2:45PM **Choice of Workshops**
- Effective engagement for professionals – **Professor Mike Ferguson**
 - The Power of the customer experience – **Miles Thomas WQC**
- Throughout Lunchtime and afternoon:**
- Networking Opportunities Lounge Available
 - Best Practice examples running
 - Book Signing with Hilarie Owen – Best Selling Leadership Author
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- 3:30 PM Close

Professor Mike Ferguson



Mike Ferguson is a business psychologist and has spent almost 30 years studying 'successful' people and the thinking through which they achieved it.

As a Business School academic his work was initially research driven. However, the practical implications, and applications, for his learning were so profound, that he has been successful in sharing his knowledge and application in an informative and engaging manner.

Mike spent many years leading MBA and CIPD programmes, and remains a keen supporter of continuing professional development for managers and leaders worldwide.

Mike demonstrates how our minds actually function and explains in plain language how we can use these principles to get the outcomes we want, despite – quite often – conditions being suboptimal. We will see that we already have the essential tools - and we will see that once we change the way we think, we change the way we act.

He runs workshops for WQC Membership events and will be participating in our Leadership Masterclass agenda.

Hilarie Owen - Best Selling Leadership Author



Born in Cardiff and following a successful corporate career and government work in London.

Hilarie Owen mentor's leaders to improve their thinking and ability to develop multi-perspectives for a fast- changing disruptive world. She has worked with global companies and governments around the world as well as other institutions such as the RAF Red Arrows and Harvard University.

She is the author of 10 books that sell worldwide, and will be holding a book signing at this event as well as participating as part of our panel for Quality Question time.

She is a long time partner of WQC and has supported our Member Events.