



Conference 2010

Date **Thursday, March 4th, 2010**

Start **8.30am sharp**

Venue **O'Reilly Hall, UCD**

A Conference for IR/HR Specialists

restructuring and change : first steps to survival and growth

Sponsored by:



Cost reduction, retrenchment and survival are among the chief concerns of IR and HR professionals in the current crisis. But like the country, companies must also turn to the future and plan accordingly. We have no choice but to face the challenge of restructuring and change to meet today's reality – not just at national level but also within each of our own organisations.

Conference Chair

INGRID MILEY is Industry and Employment Correspondent for RTE. In that capacity she is responsible for television and radio coverage of news stories on various aspects of employment in Ireland - including industrial relations, social partnership, employment law, migration, exploitation of workers and the economy. Ingrid previously worked for RTE in a number of different roles, including investigative reporting with Today Tonight, Prime Time and the business programme Marketplace. She holds an Honours BA degree in French and German from Trinity College Dublin and an MA in Translation and Linguistics from the University of New Brunswick in Canada. She qualified as a barrister in 2003.

morning

7.30: *Registration & Coffee*

8.25: *Conference opens - Introduction of conference chair, INGRID MILEY RTE*

1. FACING THE IR & HR CHALLENGE

Presentations from four experts in the IR/HR field, each of whom will extract lessons from the current crisis through their own particular experience. Speakers will suggest how we might proceed from here at local (organisational) and at national level. They will then take part in a seminar style discussion, moderated by our conference chairperson, Ingrid Miley (RTE), and take questions from the floor.

8.40: **Facilitating change in a time of crisis**

KEVIN FOLEY DIRECTOR OF CONCILIATION SERVICES, LABOUR RELATIONS COMMISSION

9.00: **Restructuring and change: the trade union response**

GERRY McCORMACK DIVISIONAL ORGANISER (MANUFACTURING DIVISION), SIPTU

9.20: **Health service reform in a cold climate**

SEAN McGRATH
NATIONAL DIRECTOR OF HUMAN RESOURCES, HSE

9.40: **An international perspective on Ireland's HR and business challenges**

JACK GOLDEN GROUP HR DIRECTOR, CRH

10.00: *Seminar/discussion (includes questions from floor)*

10.30: *Tea & Coffee*

2. CASE STUDIES

11.00: **LUAS: The collective agreement as an enabler of positive workplace relationships**

BRIAN BRENNAN MANAGING DIRECTOR, VEOLIA TRANSPORT (LUAS)

PAT WARD BRANCH ORGANISER, SIPTU

Veolia, which operates LUAS, the highly successful Dublin-based tram company and the trade union, SIPTU, are attempting to re-cast their relationship within a new agreement. This is marked by a unique employee 'voice' facility and an understanding that there are three parties to the agreement – the company, the employees and the union. Included is a new internal disputes resolution mechanism, joint training for company and union negotiators, a new bonus structure, pay rises, a lump sum and new sick pay arrangements.

12.00: **Irish Life & Permanent:
Securing agreement in an
unprecedented environment**

TONY HESSION GROUP HEAD OF HUMAN RESOURCES &
ORGANISATION DEVELOPMENT, IL&P

COLM QUINLAN REGIONAL OFFICER, UNITE

In the space of just one year, Irish Life & Permanent and its unions have concluded an agreement on pay, a freeze on increments, a pension review, voluntary redundancies, and a novel career break scheme – all in response to the major crisis in the financial services sector. The latest agreement “is framed against the unprecedented circumstances currently pertaining and is not intended to permanently alter traditional established remuneration arrangements.”

1.00: *Lunch*

afternoon

3. PENSIONS: IMPLEMENTING CHANGE

2.15: **‘If you do not change direction,
you may end up where you are heading’**

TARA FLYNN ATTAIN CONSULTING LTD

Tara Flynn will use her IR & HR experience to provide insights into the impact of changes in pension schemes and look at the challenge of communicating benefit changes.

4. DISCUSSION

2.45: **The Breakdown of Social Partnership**

Keynote speaker - **BILL ROCHE** PROFESSOR OF
INDUSTRIAL RELATIONS AND HUMAN RESOURCES AT
THE SCHOOL OF BUSINESS, UNIVERSITY COLLEGE DUBLIN

Panel to include -

LEO VARADKAR FINE GAEL SPOKESMAN ON
ENTERPRISE, TRADE & EMPLOYMENT

ESTHER LYNCH LEGAL & SOCIAL AFFAIRS OFFICER, ICTU

DANNY McCOY DIRECTOR GENERAL, IBEC

SHAY CODY DEPUTY GENERAL SECRETARY, IMPACT

3.45: *Conference Closes*

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Conference 2010 March 4th **O'Reilly Hall, UCD**

**restructuring & change :
first steps to survival and growth**

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about the speakers

KEVIN FOLEY is Director of Conciliation, LRC. Kevin has been involved in industrial relations in one form or another since 1980. This includes a period with the Employment Equality Agency (EEA) in its pioneering early days. He started with the LRC on its establishment in 1991 and has worked with the Conciliation Service ever since. Kevin has been involved in a range of high profile and challenging disputes as a conciliator and facilitator in range of major companies.

GERRY McCORMACK is Divisional Organiser (Manufacturing Division), SIPTU. Gerry, a miner by trade, has represented a wide variety of SIPTU members in the private sector for almost 15 years. He was appointed as industrial official in Cavan (1995) and appointed Branch Secretary of the Monaghan Branch in 1997. Subsequently, he was appointed Branch Secretary of SIPTU's Cavan Branch before becoming the union's National Industrial Secretary (Private Sector). Following the recent restructuring of SIPTU, Gerry was appointed to his current position. Gerry has a diploma in business studies and HR management.

SEAN McGRATH is National Director of Human Resources, HSE. Sean joined the HSE in July 2008 from National Irish Bank, where he had been a member of the executive team and held the position of HR Director. He had previously worked with EBS as Head of Retail & Head of HR. Before that, he headed up the European Operation for a US manufacturing corporation. Sean commenced his career in the Irish Defence Forces and served on three different occasions in the Middle East with the UN. He now heads up a complex workforce of over 110,000, represented by over ten different unions. Sean is currently completing the final year of a doctorate in Business Administration.

JACK GOLDEN is Group HR Director of CRH plc, which employs 80,000 people in 35 countries worldwide. Jack has worked in the USA, Germany, France and Ireland in industries from metal processing to electrical appliances, food and building materials. He spent six years with Continental AG as MD of Semperit Ireland and subsequently of Continental Pneus in France. Jack is a Past-President of the German-Irish Chamber of Industry and Commerce and a Council Member of the Dublin Chamber of Commerce. He completed a term as President of Engineers Ireland in 2008 and is currently Vice President of the Irish Academy of Engineering.

BRIAN BRENNAN is Managing Director of Veolia Transport, which operates the LUAS tram system. A graduate of TCD, Brian worked in hotels and catering management jobs until 1999, principally in the UK. He started in the transport sector in 1999, firstly as Railways Station Manager for London Bridge and Cannon Street in 2000. Received Silver Excellence award for Safety Management and was promoted to Area Manager Metro in 2002. Returned to Dublin in October 2003 as Production Manager for Veolia Transport. Responsible for Operations and Commercial aspects of the LUAS launch. Appointed General Manager in January 2006 and MD in August 2008.

PAT WARD is SIPTU's Branch Organiser with the Automobile General Engineering Mechanical & Operative Division since January 2007. Prior to that he worked for 4 years as Branch Official in SIPTU's Civil Aviation Branch. He commenced his full-time career as Branch Official representing Dublin Bus workers. Formerly a Dublin Bus driver and elected shop steward, he was one of the youngest elected Presidents of SIPTU's Dublin Bus Branch. Pat is currently a member of ICTU's Health & Safety Committee and is a Board member of the City of Dublin VEC. He has extensive IR and employment law experience in the public and private sectors.

TONY HESSION is Group Head of HR and Organisation Development for Irish Life & Permanent. Tony started his career in the US owned Wellman International before moving to IBEC, where he spent over six years at the IR coalface. In 1988, he became Group Head of Staff Relations in AIB and played a central role in the Banks dispute in 1992, and was later an instrumental figure in establishing the partnership process there. He held senior positions in AIB, including Head of Career Framework Programme and Head of HR Strategy. Tony led the development of the bank's telephone and direct banking operations. In his current role since 2007, Tony led the negotiations that resulted in the two-year agreement with the Trade Union Group.

COLM QUINLAN is Unite Regional Organiser. Colm worked for the Central Bank of Ireland for 20 years. Actively involved in Trade Union representation in a multi union environment for most of this time, he was secretary to a committee that led an 8 week strike for pay in 1984. Colm joined Unite (then Amicus) seven years ago, and has been involved in a number of high profile disputes, including New Ireland\Bank of Ireland Group (pensions and pay). He was directly involved in negotiating the first of the hybrid DB-DC pension schemes at EBS Building Society. Colm represents members in a variety of financial institutions, including BOI, AIB, EBS and IL&P.

TARA FLYNN of Attain Consulting specialises in providing consultancy services to employers, unions and individuals on all aspects of employee relations, HR and communications. A graduate of TCD with a degree in Business Studies and Political Science, Tara has almost 20 years' experience in HR management. Starting with IBEC, she advised companies on all aspects of employee relations and employment law, and has since worked with Ulster Bank Markets, Abbey National Financial and Investment Services, Mercer. She is a founding director of Attain.

BILL ROCHE is Professor of IR and HR at the School of Business, UCD and Honorary Professor at the School of Management and Economics, Queen's University. He has published extensively in the world's leading international peer-reviewed journals. His most recent books are Managing Workplace Conflict in Ireland (with Deborah Hahn and Paul Teague) and Partnership at Work: The Quest for Radical Organizational Change (with John Geary). He has led or contributed to major strategic reviews by such bodies as the LRC, NESC, the NCPP and IBEC. He has served on the Councils of the ESRI and of the NCPP and is a regular media contributor.