

HR IN BUSINESS AND IT SERVICE CENTRES
COUNTRYWIDE FORUM FOR HR MANAGERS AND KEY HR SPECIALISTS



FLY WITH US TO THE WORLD OF **HR**

19-20TH OCTOBER **2017**

POLISH AVIATION MUSEUM, CRACOW



WWW.HRWCENTRACH.PL



LADIES AND GENTLEMEN,

We have the pleasure of inviting you to set out on a sky-high journey to an incredible world of HR. Our destination is the **HR in Business and IT Service Centres Conference which will be held on 19-20th October 2017**. It is another edition of the Countrywide Forum for Managers and Key Specialists of SSC/BPO/ITO industry. This year, we are inviting you to an extraordinary place – the Polish Aviation Museum in Kraków. With some of you we are going to meet for the fourth time, but we can assure you that also this time you may expect a new quality and a lot of surprises.

During the event, you will be able to share your experiences with your tripmates. Our travel itinerary includes varied events, from workshops through case study and expert presentations. Together, we will try to figure out where outsourcing is heading to, whether robots are going to replace HR, how to build a Win-Win generation, and how to shape HR. We will attempt to prove that remuneration is not the most important factor, and we will show you how to protect personal data. The quick development of SSC/BPO/ITO industry requires us to be flexible, open to

changes and creative and to follow trends. Therefore, our journey is aimed to expand knowledge, integrate people involved in HR of service and IT centres industry, inspire and motivate participants to undertake other initiatives.

Once the first part of our journey has ended, during the interlanding on a tropical island, you are invited to the After Party!

We hope that you will be interested in the agenda of the 4th edition of HR in Business and IT Service Centres Conference, and the covered issues will provide you with many valuable clues useful not only in your professional life.

You are welcome to book an airline ticket through the form at www.HRwcentrach.pl

Have a nice flight!

TEST's Flight Crew

TEST'S FLIGHT CREW



Dominika Nawrocka

Conference Program Management Director
Capgemini Poland / Advisory Group TEST Human Resources



Adela Zacharzewska

Member of the Management Board
Advisory Group TEST Human Resources



Jarosław Pięta

Member of the Management Board
Advisory Group TEST Human Resources

SPEAKERS



Iza Bernau-Ławniczak

Human Service Designer
Very Human Services



dr Andrzej Bigaj

Legal counsel - labour law specialist
Kancelaria Adwokawska dr Andrzej Bigaj



Dorota Bodek

Manager
Advisory Group TEST Human Resources



Krzysztof Bujak

Senior Manager
Advisory Group TEST Human Resources



Ewa Carr-de Avelon

Head of the Poland Shared Services Center
XL Catlin



Ewelina Grobla

HR Manager, Krakow
Luxoft Poland



Natalia Hatajska

Coolhunter, founder and CEO
of Foresight Institute
Infuture Hatajska Foresight Institute



Andrew Hallam

General Secretary
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Ewa Janiszewska - Poszwa

Regional Sales Manager
Sodexo Benefits and Rewards Services



Ewa Kieczka

Brand Manager
Future Processing



Piotr Konieczny

Chief Information Security Officer, Founder
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Sylwia Królikowska-Evenhuis

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HR & Administration Manager
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HR Manager, Wrocław&Tricity&Warsaw
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Bartosz Szczęsny

HR Lead
Accenture Operations,
Business Process Services EMEA



Jacek Sysak

Talent Development Manager
Aon



Elżbieta Tomczuk

People Analytics Project Leader
PwC

MAIN HALL

Day 1 INSPIRATIONS Thursday, October 19th, 2017

HOURS	SUBJECT	NAME	COMPANY
8.30 - 9.00	Check-in, fruity free, morning coffee service, boarding		
9.00 - 9.15	Welcoming passengers, pre-flight announcements and brief networking	Dominika Nawrocka	Advisory Group TEST Human Resources, Capgemini Polska
9.15 - 10.00	Inspirations	Five scenarios for the future of labour market.	Natalia Hatałska Infuture Hatałska Foresight Institute
10.00 - 10.30	Expert presentation	Where is outsourcing heading?	Andrew Hallam ASPIRE
			Jarosław Pięta Advisory Group TEST Human Resources
10.30 - 10.50	Coffee service		
10.50 - 12.20	Workshop	Modelling HR services of the future - Design Thinking in practice.	Wojtek Ławniczak Iza Bernau-Ławniczak Very Human Services
12.20 - 13.05	Case study	HR in the era of artificial intelligence.	Elżbieta Tomczuk PwC
13.05 - 14.00	Sky-high lunch break		
14.00 - 14.10	Inspirations	What is IQ of your organisation? – About motivation management in dynamic business environment.	Ewa Janiszewska – Poszwa Sodexo Benefits and Rewards Services
14.10 - 14.55	Debate	What do internal customers expect to get from the HR function?	
14.55 - 15.10	Coffee service		
15.10 - 15.55	Expert presentation	Cyber threats – privacy does not exist. i.e. how to steal, sell and protect personal data?	Piotr Konieczny niebezpiecznik.pl
15.55 - 16.40	Legal session	Changes in regulations concerning personal data protection – get ready for 2018.	dr Andrzej Bigaj Kancelaria Adwokacka dr Andrzej Bigaj
16.40 - 17.00	Touchdown		
	Interlanding on a tropical island full of surprises – After Party!		

Day 2 MANAGEMENT ROTATION Friday, October 20th, 2017

HOURS	SUBJECT	NAME	COMPANY
8.30 - 9.00	Check-in, fruity free, morning coffee service, boarding		
9.00 - 9.15	Preparation for take-off and announcements for day 2		
9.15 - 10.00	Case study	About onboarding and IoT based on the example of Future Processing.	Ewa Kieczka Future Processing
10.00 - 10.45	Case study	Building employees' commitment as a tool for fighting rotation	Ewa Carr-de Avelon XL Catlin
10.45 - 11.05	Coffee service		
11.05 - 11.55	Workshop	Leadership in difficult time, i.e. how to establish authority of a leader in the case of substantial rotation?	Sylvia Królikowska-Evenhuis Van Dahlen Group
11.55 - 12.35	Case study	Talent management on a competitive labour market.	Natalia Selinger Ewelina Grobła Luxoft Poland
12.35 - 13.20	Workshop	What actually affects rotation, i.e. why remuneration is not the most important thing?	Krzysztof Bujak Dorota Bodek Advisory Group TEST Human Resources
13.20 - 14.10	Sky-high lunch break		
14.10 - 14.20	Inspirations	Activity Based Working in employee rotation management.	Anna Marciniak Skanska Property Poland
14.20 - 15.05	Case study	Data, data, data – to measure or not to measure... About HR factors in a different way.	Jacek Sysak Dariusz Pastuła Aon
15.05 - 15.25	Coffee service		
15.25 - 16.10	Case study	Exit Experience – rotation from different perspective.	Bartosz Szczęsny Accenture Operations, Business Process Services EMEA
16.10 - 16.40	Arrival, baggage claim and farewell coffee service		

All the speeches during the conference will be delivered in Polish.

CINEMA HALL

Day 1 Thursday, October 19th, 2017

HOURS	SUBJECT	NAME	COMPANY
9:00 - 10:30	Expert consultations with Kinnarps Polska		
10:30 - 10:50	Expert presentation	A decade of diversity – changes and trends in the work environment.	Beata Osiecka Kinnarps Polska
10:50 - 14:55	Expert consultations with Kinnarps Polska		
14:55 - 15:10	Expert presentation	A decade of diversity – changes and trends in the work environment.	Maria Lorenc Kinnarps Polska
15:10 - 17:00	Expert consultations with Kinnarps Polska		

Day 2 Friday, October 20th, 2017

HOURS	SUBJECT	NAME	COMPANY
10:45 - 11:25	Expert workshop	Soft landing in Poland – employing foreigners after the latest changes (including those effective from 1.01.2018)	Karolina Schiffter Expert consultations with Raczkowski Paruch Law Firm
13:50 - 14:30	Expert workshop	Employee outsourcing in practice, i.e. more than just staff on board.	dr Dominika Dörre-Kolasa Expert consultations with Raczkowski Paruch Law Firm

SPEAKERS



Beata Osiecka
CEO, Head of CEE Region
Kinnarps Polska



Maria Lorenc
HR Development Manager
Kinnarps Polska



Karolina Schiffter
Solicitor, Head of the Immigration & Global Mobility Department
Raczkowski Paruch



dr Dominika Dörre-Kolasa
Legal Advisor, Partner
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