



An essential governance event for your board. Master the art of the boardroom!



**Do You Have a Customer-Centric Culture – Do You Know Your People Risk?**

Everyone in an organisation will be involved with customer service — directly or indirectly. An organisation’s identity will always be defined by its people — especially when it comes to creating a customer-centric culture. Therefore, the board and CEO need to determine how to build and sustain the organisation’s capacity to deliver customer service aligned with the organisation’s purpose.

James will look at the role of the board in people risk, and what the board can do to make customer-centricity a part of the organisation’s culture.

 **See James at 10:30am, Saturday 11<sup>th</sup> August**

“The highest calibre and most useful content in a conference of any I’ve attended in the last 30+ years of my working life.” Jenny Williams | Chairperson | NovaCare Community Services Ltd, NSW Australia



**CEO's Day**  
**Professor Cliff Mallett**  
Professor of Sport Psychology and Coaching, The University of Queensland

**Leading Teams: The Psychology of “We”**  
Research and anecdotal accounts have highlighted the importance of quality leadership, including sport. Hear about the importance of “we” in enhancing performance as well as health and well-being.

Brought to you in partnership with: 

**Saturday**  
**Dr Amanda Imber**  
Chief Executive Officer, Inventium

**How Your Executive Team is Killing Innovation – and What to Do About It**  
Learn how your organisation may inadvertently be killing innovation, and discover several practical methods to reverse the killing and ensure that your board is equipped to support your executive team in helping innovation thrive.

**Sunday**  
**Jamie Skella**  
Co-Founder, Horizon State

**Blockchain and the Opportunity for Impact**  
Uncover how disruption, risks and opportunities all await in a blockchain future where energy supply is being decentralised, finance is being disintermediated, and governance is becoming distributed.

Visit [www.betterboards.net/conference](http://www.betterboards.net/conference) for the latest information and registration.

**Main Conference - Saturday 11<sup>th</sup> & Sunday 12<sup>th</sup> August 2018**

The heart of the Better Boards Conference runs over the Saturday and Sunday with fully catered breaks and a mix of concurrent workshops and plenary presentations. Hundreds of board members and CEOs attend the Main Conference forming one of the largest regular gatherings of leaders from not-for-profit organisations in Australasia, and creating an environment ripe for making connections, the sharing of ideas and gathering of information with peers.



**“It is always a great opportunity to engage in thinking with other like-minded organisations to discuss and resolve common issues”**

Lynne Moran | CEO  
Blackmans Bay Community Services,  
TAS Australia

**“This conference exceeded my expectations. Very well run, very friendly and welcoming, professional and challenging.”**

Marion Truman | Director | South West  
Community Foundation, VIC Australia

**“Networking and side discussions are as valuable as the program. Trade display is a chance to compare products. Overall a valuable use of time.”**

Phil Greenwood | CEO | John James  
Foundation, ACT Australia

**“FANTASTIC, thank you, A great day. Great networking, great presentations. I wish everyone could attend.”**

Jennifer O’Mullane | CEO  
Local Drug Action Groups Inc,  
WA Australia



**Pre-Conference Masterclasses - Thursday 9<sup>th</sup> August**

Half day Masterclasses will run on the Thursday before the conference and provide an opportunity for those wishing to undertake focused and specialised learning. Topics this year are **Strategic Transformation** and **Impact-led Design**.



**Friday 10<sup>th</sup> August**  
**CEO’s Day**

It’s tough at the top, you are not alone! Find support and inspiration in a one-day program that includes an off-site tour, focused and topical discussions with peers, and presentations specifically for CEOs or equivalent.

The day will have a strong networking focus and will aim to create quality opportunities for CEOs to discuss issues, ideas and solutions together.

**Friday 10<sup>th</sup> August**  
**Board Member Innovation Tour**

A unique opportunity for you to get out and about with your ‘board member’ hat on. Hear ideas, innovations, strategies and experiences first-hand from the CEO or Chairperson of diverse organisations around Adelaide. Chat with directors and peers in a relaxed setting over a seated lunch.

A great opportunity to see how others have done it and to meet leaders from the not-for-profit world.



**Friday 10<sup>th</sup> August**  
**Networking Drinks**

Complimentary for those delegates attending any of the events on Friday (pre-registration is a must), this is a great opportunity to continue conversations and follow up introductions made throughout the day. Main Conference delegates may purchase a ticket to attend.

**Saturday 11<sup>th</sup> August**  
**Gala Dinner**

The Gala Dinner is the social highlight of the Better Boards Conference and is a great chance to unwind after a day of information gathering. Enjoy a meal with your board, meet others and be entertained!

Visit [www.betterboards.net/conference](http://www.betterboards.net/conference) for the latest information and registration.