



The Faces of Family Business

Harnessing the Power of People



5-7 June 2024, London
155 Bishopsgate, EC2M 3YD

Conference Programme

Day 1

17:30 – 19:00 **Community Meetings**

Meet with a trusted network of peers from family businesses to share experiences with, seek advice from, and draw support.

19:00-21:00 **Welcome Reception**

Get to know other Conference attendees at this informal gathering ahead of the start of the main Conference.

Day 2

08:30-09:00 Registration
Networking and refreshments

09:00 – 09:30 **Welcome**

09:30 – 10:15 **Finders-keepers: recruiting and retaining talent**
10:15 – 10:30 **Q&A**

Family businesses are known for investing in their employees, and creating opportunities for professional development that benefit individuals and the company. But how can you balance the needs of each individual and the needs of the business as you expand and grow?

10:30 – 11:00 Networking with refreshments

11:00 – 12:30 Workshops

1. **The family album:** *who's in the picture?*

With families and businesses becoming increasingly complex, who do you consider to be 'family'? Who really has the power to influence and shape decisions?

2. **Balancing act:** *transition in a multi-generational family business*

With inter-generational boundaries becoming ever more blurred, and a growing cohort of senior leaders thinking about their future role and place, how can different generations work together to ensure effective transition for the good of the family and business?

3. **Family skill sets:** *do you know what your family are really made of?*

You might feel you have a pretty good read of the skill sets in the family. But how do you *really* know? Have you created a culture and environment where people can demonstrate what they're truly capable of? What untapped potential is sitting right next to you?

4. **Manager vs Leader:** *what am I really?*

Everyone likes to think of themselves as a leader. But what does that really mean? What would your family, peers, and employees describe you as? And is that what they, and your business, really expect, or need?

5. **Need to know, yes. But now?** *educating the next gen about the business*

When is the right time to start educating the younger generation about the business they might one day lead, or inherit?

12:30 – 13:30 Networking lunch

13:30 – 14:45 A sense of belonging

14:45 – 15:00 Panel Q&A

What creates a sense of belonging in a family? Can this be replicated in a business? How can you cultivate, nurture, and preserve it?

15:00 – 15:30 Networking with refreshments

15:30 – 17:00

Workshops Part 2

1. **Rewiring the family:** *modern families and legal structures*

Are you relying on outdated governance models and legal structures to run the business? Do they really reflect the reality of what your family and business look like today, or might look like in the future?

2. **Taking the next step:** *a case study in family business transition*

Do you know what your family members want to do next? How can family members support one another in identifying what's next, plan how to get there, and support each other in the process?

3. **Adding value:** *how to onboard and support incoming NEDs*

"Once you've met one family business, you've met one family business". For a newly appointed NED, 'getting it' can be hard. And 'getting it right' even harder. So, how can you support incoming NEDs – whether from the family or from outside – so they truly understand the business and effectively contribute to its future?

4. **Power to the People!** *the art of employee engagement*

Are your employees empowered to drive business performance and capitalise on change and uncertainty? How do you empower people to succeed?

5. **Rules of engagement:** *employment policies for the modern world*

An employment policy that isn't fit for purpose can have long-lasting impacts. How can you make sure current policies will serve the best interests of the family and employees in the future?

17:00 – 17:15

Closing remarks

19:00 – 19:30

Pre-Dinner reception

19:30 – 22:00

Gala dinner

Join us in the art-deco elegance of Banking Hall, London. This beautiful Grade II space, which boasts unique views over the Bank of England, is the venue for a sparkling reception, followed a 3-course gala dinner.

Day 3

09:00 – 09:15 Networking with refreshments

09:15 – 10:45 Family Business Labs

An opportunity to explore, test and analyse ideas for family businesses that have the potential to become catalysts for long-term change.

1. **Rewarding and recognising people:**

What should a fair and motivating bonus or incentive scheme look like for your family and business? How can you go about setting it up? What are the unintended consequences of getting it wrong?

2. **Your personal boardroom:**

Do you surround yourself with people who play different roles, offer new ideas and perspectives, and challenge you? How can you make sure the people around you support your personal long-term interests and professional ambitions?

3. **Change is the only constant:**

What can be learnt about managing change – and ourselves – that when change is needed, we meet people where they are at, and bring them along on the journey?

4. **The elephant in the room:**

To paraphrase President Clinton: *“It’s about the people, stupid!”* Outside the world of family business, few appreciate the importance and complexities of interpersonal dynamics on the family and business. Managing those relationships can be difficult – so how can you do that without damaging them?

5. **The “S” in ESG:**

With such a focus on the ‘E’ (environment) and ‘G’ (governance), why has the ‘S’ (social) been overlooked? What does the ‘social’ mean, anyway? Suppliers? Customers? Communities? Charity? What about employees? Do they count too? How can family businesses demonstrate ‘social leadership’ when so many others seem to be looking the other way?

10:45 – 11:15 Networking with refreshments

11:15 – 11:45 Being extraordinary

The landscape of businesses giving (and giving back), has changed inexorably over the last 10-15 years. And so too has the world we're looking to improve. How are family businesses looking at their impact on the world, and using charity to help create the change they want to see?

11:45 – 12:30 Your name above the door

12:30 – 12:45 Q&A

When your name is above the door, it carries a weight of responsibility few fully appreciate or understand. In a multi-generational family business, you're also carrying the weight of legacy, and the expectations of future generations. How does this impact decision-making when there's so much resting on your shoulders?

12:45 –13:00 Closing remarks

13:00 Conference close (packed lunch)