

Managing dispersed operations

17:30-21:00, Thursday 3 December 2009

Dukes Hotel, London

As firms' operations are becoming increasingly multi-national and global, today's managers are acutely aware that they need the knowledge and skills to manage dispersed workforces, staff with different cultures, norms of behaviour and languages, and operations that span many time zones. Not only does this demand that managers have appropriate skills themselves, it also requires that companies' management systems can meet these challenges.

National Grid has evolved from British Gas through Transco and from the Central Electricity Board via the National Grid company. Both legacy organisations had extensive overseas operations and today National Grid operates on a National footprint in both the UK and NE USA from centralised management structures. Its managers have both rich and current experience of being deployed, and deploying others, around the globe where they must deal with the challenges of dispersed operations. However, even staying in your home country, managers may well need to acquire skills to manage a diverse workforce. For example, at National Grid's UK Electricity National Control Centre, staff from 26 nations are required to work in harmony.

At this Forum, Neil Pullen, Operations Manager for Gas Transmission, will kick off our discussion by describing what to expect when managing dispersed national and international operations. In particular, he will describe:

- how National Grid harnesses the skills and capabilities of its dispersed staff to run safe, reliable and efficient operations that deliver vital power to many nations.
- how to keep dispersed staff engaged in the business.

Preparation

To ensure a rich and fully participative discussion, please consider:

- the approaches that your organisation employs to motivate and manage dispersed staff and operations
- the challenges that you face that could be addressed by hearing of the experience of other members of the H-I Network.

Format and attendees

This forum will be highly interactive with a presentation designed to prompt discussion rather than deliver textbook answers. We limit numbers to maximise opportunities to explore issues, contribute experiences and learn from peer managers from other organisations.

The forum will be of benefit to managers with responsibilities for dispersed operations and/or dispersed staff, whether multi- or uni-national.

Location and registration

Dukes Hotel, St James's Place, London SW1Y 1NY. The nearest tube station is Green Park.

The event commences promptly at 17:30, with supper at 20:00 during which discussions can continue.

Please contact Lynda Phelps at lynda.phelps@h-i.com or telephone +44 (0)20 3178 6755 to reserve your place. For details of the H-I Network and other events, go to: www.h-i.com.



H-I Network

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