

Innovative Public Service

DEVELOP PEOPLE TO DEVELOP CUSTOMERS



Develop people to develop customers

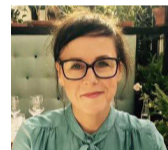
Conference on modern management methods and how public organizations can implement happiness at work by developing their employees and work systems to maximize the creativity of their workforce.

Respected keynotes and leaders will share their stories and insights about how to develop people in public organizations in a positive way to create better products and services for customers and citizens.

The conference agenda

- 08:00-08:30 Happiness at work - Alexander Kjerulf
- 08:30-09:00 The 8 habits of the world's most progressive workplaces - Joost Minnaar
- 09:00-09:15 The power of gender equality at the National Power company - Selma Svavarsdóttir
- 09:15-09:30 Changes within administration at the city of Akureyri - Halla Margrét Tryggvadóttir og Jóhanna Bára Þórisdóttir
- 09:30-10:00 Coffee break
- 10:00-10:15 How to initiate change at Registers Iceland - Margrét Hauksdóttir
- 10:15-10:30 Improved employee health at the city of Reykjavik - Lóa Birna Birgisdóttir
- 10:30-11:30 Humanity over bureaucracy - Jos De Blok
- 11:30-12:00 Fix the system not the woman - Benja Stig Fagerland
- 12:00-12:20 Summary and final thoughts by Hrund Gunnsteinsdóttir

The conference is held at Hotel Hilton Reykjavik on September 27th from 8:00-12:30.

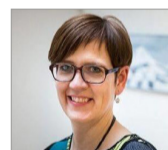


Conference manager is **Hrund Gunnsteinsdóttir**.

Ticket price is 240USD/210EUR.

Note that the conference **Management Innovation 2018** is held same day from 13:00-17:00 at Hotel Hilton with same speakers but with a focus on the public sector. It is possible to attend the whole day for 370USD/325EUR.

Registration is on www.tix.is and all further information at event@manino.is.



Jóhanna Bára Þórisdóttir
from the city of Akureyri



Margrét Hauksdóttir
from Registers Iceland



Selma Svavarsdóttir
from the National Power company



Lóa Birna Birgisdóttir from
the city of Reykjavik



Alexander Kjerulf is the owner of Woohoo Inc. a company that specializes in helping organizations to implement happiness at work and they have been helping some of the biggest organizations in the world doing so, see <https://woohooinc.com/>.



Joost Minnaar from Corporate Rebels which is a group of people that have travelled the world interviewing leading organizations, leaders and specialists which all are known for experimenting with new ways of leading and developing organizations, see <https://corporate-rebels.com/>.



Benja Stig Fagerland is the author of the book SHEconomy and a highly respected speaker on gender issues in management and politics, see <https://benjastigfagerland.com/>.



Jos De Blok is the founder of Buurtzorg a 12.000 employee healthcare service organization that was created only 10 years ago and has only 45 people in the head office, see <https://www.buurtzorg.com>.