

Programme

Tuesday 30th April

Please wear your badge whenever you are in conference areas

12:00 - 18:00 Registration & Exhibition Foyer Lobby Level

09:00 - 15:00 Immigration Symposium - Cezanne & Van Gogh

The Symposium is open to pre-registered delegates only

09:00 - 12:30 Corporate Housing Round Table - Picasso & Dali

14:00 - 20:00 Sponsor Meetings - By Invitation Only

14:00 - 16:00 RelocationOnline - Matisse



Wednesday 1st May

08:00 - 18:30 Sponsor Meetings - By Invitation Only

09:00 - 10:00 Registration & Exhibition - Foyer Lobby Level

09:00 - 10:00 Newcomers Reception - Cezanne & Van Gogh

Moderator: Dominic Tidey EuRA COO Speakers: Tad Zurlinden EuRA CEO, Stuart McAlister EuRA Vice President, Briony Horwood EuRA Operations Manager, EuRA Strategic Consultants Carmelina Lawton Smith (Education), Martina Scharwey (Quality), Peggy Love (Intellectual Content), Gordon Kerr (Legal), Wendy Wilson (Mentoring)

If you're a EuRA Conference novice join us for Kaffee & Kuchen to meet the team and EuRA Board

10:30 - 11:15 Conference Opening - Grand Ballroom

Conference Host: Frances Edmonds Speakers: Tad Zurlinden EuRA CEO, Andrew Scott EuRA President

11:15 - 12:30 Opening Keynote Address - Grand Ballroom

Philip Keil, Pilot & Author - "Be The Change; Make The Difference"

12:30 - 14:30 Lunch & Exhibition - Foyer Lobby & Mezzanine

14:30 - 15:30 The Power of Narrative - Grand Ballroom

Speakers: Elizabeth Sawyer Bennett International Educational Consultancy, Jon Harman CORT
In this workshop, we will explore the power of story-telling as a business development tool. Using different kinds of popular story telling (e.g. advertising, music, Facebook, etc.), we'll discuss the crucial components of good stories and encourage participants to identify their own true and compelling stories as a way to create honest and trusting relationships with clients.

14:30 - 15:30 Moving Generation Y - Picasso & Dali

Moderator: Sascha Meissner ICUNet Speakers: Irina Yakimenko Intermark, Andreas Krensel IBN Immigration, Dima Lorenz Dwellworks

The globally connected and tech-savvy Generation Y will comprise about 75% of the world's workforce by 2025. What are their expectations? How can we provide services fit for this generation and ensure quick processes and communication? What kind of personalised consulting services will help them on their international assignments? These are some of the questions our panelists would like to discuss with the audience in this session.

14:30 - 15:30 Getting EuRA Qualified - Professional Certification with MIM and the EGQS - Matisse

Moderator: Dominic Tidey EuRA COO Speakers: Martina Scharwey EuRA Consultant, Carmelina Lawton-Smith EuRA Consultant

EuRA offers both individual and corporate certifications in our MIM and EGQS programmes. Come and meet with our Strategic Consultants for both programmes and learn more about professional mobility qualifications.

15:30 - 16:00 Coffee & Exhibition - Foyer Lobby & Mezzanine

16:00 - 17:00 Your Future in Mobility - Maximising Your Career Potential - Picasso & Dali

Speakers: Sarah Collins & Sarah Kinnaird, Mobility People International Recruitment, Sophy King Newland Chase, Andreas von Strachwicz Weichert Workforce Mobility, Miriam Duignan Cornerstone Group

Aimed at newer members of the mobility community, this session provides an overview of the types of career trajectories available in the industry. We address how careers can be developed and what skills and qualifications are necessary for such development. We consider RMCs, corporate roles and specialist companies - and look at the key success factors for each type of career, as well as issues around moving from one discipline to another.

16:00 - 17:00 EGQS Update 2019 - Matisse

This session is open to EGQS Holders Only

Speaker: Martina Scharwey EuRA Consultant

Martina Scharwey, EGQS Project Manager and EuRA Strategic Consultant for Quality, will outline the changes to the 2019 Quality Standard and what this means for companies re-certifying under the programme.

16:00 - 17:00 Global Employee - The 1st Internship Programme in Mobility - Renoir

Speakers: Markus Demuth Palladium Mobility, Rohit Kumar IKAN

The "Global Employee" programme enables young talents working in the relocation and immigration business to experience cross cultural exposure in combination with exchanging knowledge and expertise by visiting a DSP from a different country. The opportunity of establishing a personal network and the experience gained will be beneficial for the next generation of industry leaders - thus ensuring the future of mobility.

16:30 - 18:30 ReloTalent - Salon Rumford - By Invitation Only

18:30 - 20:00 Welcome Reception - Foyer Lobby & Mezzanine Level

Thursday 2nd May

08:00 - 10:00 Sponsor Meeting - By Invitation Only

09:00 - 18:00 Registration & Exhibition - Foyer Lobby Level

10:00 - 17:00 MIM+ Training - Resilience & the Mobility Process - Monet

This session is for pre-registered delegates only

Trainer: Dr Carmelina Lawton-Smith EuRA Consultant

Resilience has become a topic of significant interest in recent years and this workshop will explore what we mean by resilience and how it might be enhanced to help during difficult times. During this workshop participants will test out a number of tools and techniques that can be used to support both their own and their staff's resilience in times of challenge and change. By increasing their understanding or resilience, delegates may also be able to adapt approaches for use with clients who are having their resilience tested. It will be a highly interactive and practical session that will involve significant interaction and discussion with peers so please be prepared to share examples of events and activities that test your resilience.

10:00 - 11:00 The IT Journey - What You Need to Ask when Assessing IT Platforms - Cezanne & Van Gogh

Moderator: Jon Harman Speakers: Isabel Cudell Moving On, Gordon Kerr EuRA Consultant

With increasing compliance challenges being made simpler with dedicated IT platforms, this session will look at what DSP's need to ask when creating their shortlist. Is your system GDPR compliant, is it secure and does it fulfil needs?

10:00 - 11:00 Get Ready for the Future: Remaining Viable in the Global Mobility Industry Ballrooms AB

Moderator: Mercedes Nacify D'Angelo Cultural Awareness Speakers: Sophie Rehberg Professional Organising, Elizabeth Sawyer Bennet International Education Consultancy, Jeremy Berthoux Home Conseil

The landscape of the global mobility industry is changing: how do we stay relevant to meet these changes? How can we remain organic and nimble while still streamlining costs, and meeting client and partner needs? Our panelists share their vision and learnings that allow them to meet market needs.

10:00 - 11:00 The EGQS - Sharing Best Practices - Matisse

Moderator: Martina Scharwey EuRA Consultant

Everything you always wanted to know about how members have implemented the EGQS into their processes. Martina will lead a discussion between members who have successfully certified and re-certified as well as members who are undergoing their first certification.

11:00 - 11:30 Coffee & Exhibition - Foyer Lobby & Mezzanine



11:30 - 12:30 Relocating Relocation Closer to the C-Suite - Ballrooms AB

Speakers: Dr Milton Bennett IDRInstitute & David Trickey TCO International

How can DSPs become more valuable to their clients? We will show how Intercultural Viability supports the next generation of thinking about cultural diversity in organisations and how you can shift from individual cultural training to a strategic diagnosis of intercultural effectiveness across the entire organisation.

11:30 - 12:30 Lean In - Embracing the Self Managed Move - Salon Rumford

Moderator: Maura Carey Dwellworks Speakers: Fiona Redford Cartus, Jon Devitt LookSeeCity, Daniel Drenger Ocean Relocation

Today's mobile professional wants both more and less. VR, automated process, and augmented intelligence are now all part of the relocation experience. In this information-rich, 'everything on my mobile' environment, what's the role of the "expat expert?" We'll explore how 'doing' less may actually be helping more, adding value with expertise powered by technology and data.

11:30 - 12:30 On Demand Talent & the Future of Work - Matisse

Moderator: Susan Ginsberg SRG Mobility Consulting Speakers: Donna Barber Barber Global Mobility Consulting, James Török Independent Business Consultant

This dynamic session examines the growing cadre of contingent workers and offers new perspectives on today's on-demand opportunities and challenges for talent management. A combination of "traditional" and "contingent" persons can fulfil your business objectives! Come and explore trends about sourcing and engaging this new breed of workers. Live trend polling!

12:30 - 14:00 Lunch & Exhibition - Foyer Lobby & Mezzanine, Rumford and 1st floor pre function

13:00 - 13:45 Legal Clinic Part One - GDPR and Data Protection - Ballroom C

Speaker: Gordon Kerr, EuRA Strategic Consultant for Legal

Bring your questions! This totally open session will focus on data protection issues so come along with your questions and examples of any issues you face.

14:00 - 15:30 RMC DSP Forum - Ballrooms AB, Ballroom C, Matisse, Cezanne & van Gogh, Monet, Renoir

Moderator: Frances Edmonds Facilitators: Tad Zurlinden, Martina Scharwey, Patrick Oman, Dom Tidey, Gordon Kerr

This session will start out in Ballrooms AB and will then split into five rooms for open discussions on five topics: communications, successful relationships, scope creep, RFPs and how we do business each of will be led by a EuRA representative. Each group will stay in the same room for the whole session and the topic leaders will move from room to room! This should be a fun, interactive and relevant discussion about the opportunities and challenges of working within the supply chain.

14:00 - 15:30 DSP Workshop - Working with Direct Clients - Salon Rumford

Moderators: Peggy Love & Anita Meyer Speakers: Sophie Rehberg Professional Organising GmbH, Maddalena Michieli Professional Relo, Sylvia Ehrlich Intrepid Relocation

This session is for DSPs who work or want to work directly with their corporate clients. The focus will be on how partnerships can be formed and nurtured and what the challenges and rewards are in delivering services in direct collaboration with HR.

15:30 - 16:00 Coffee & Exhibition - Foyer Lobby & Mezzanine

16:00 - 17:00 Identify, Retain & Refresh - Our Talent Solutions Today in Readiness for Tomorrow Ballrooms AB

Moderator: Kay Kutt Asian Tigers Mobility Speakers: Rob Burns IOR Global, Raman Narula Formula Group, Isabelle Premont The Map Group

Practical considerations of how to thrive in a landscape where people are critical to our success. Three very successful DSPs from around the globe, USA, India and Europe, discuss and share their strategies to Identify, Retain and Refresh their talent. Panelists highlight their Talent Management development journeys, addressing both front-line successes and back-story challenges.

16:00 - 17:00 Challenging Gender Imbalance in Mobility - Renoir

Moderator: Tracy Kautzman Impact Group Speakers: Lucy Foster Impact Group, Gemma Williams BGRS, Dominique Berthoux Home Conseil, Dean Foster Dean Foster Global, Roberta Mura Oasis Corporate Housing

Women represent only 20% of all international assignees. Global mobility professionals can play a role in helping clients maximise the bright, talented women who are eager for leadership opportunities and international assignments. This panel session will discuss how to partner with clients to best address gender imbalance in global mobility.

16:00 - 17:00 Balancing the Scales of Mobility - Technology VS The Human Touch - Picasso Dali

Speakers: Mary Crump Chamness, Kim Krollman Chamness

Remember a time when "unplugged" meant no electrical connection, "surfing" meant shredding some waves and "hot spot" meant local hangout? Technology has changed our vocabulary and every aspect of our lives. This session includes an interactive, entertaining perspective balancing technology and the "human touch" to create an enhanced customer experience and positively impact the bottom line.

17:15 - 17:45 AGM - Matisse, EuRA Full Voting Members Only

Moderator: Tad Zurlinden EuRA CEO

18:45 - 19:45 Buses to Paulaner am Nockherberg

Buses will collect guests from both the Hilton Munich Park and the Hilton Munich City

19:15 - 23:30 Bavarian Brauhaus Brewhaha, Gala Dinner - Paulaner am Nockherberg

Friday 3rd May

08:00 - 09:00 Sport for Charity! - Yoga Salon Rumford - 5K Run Englischer Garten

09:00 - 12:30 Registration and Exhibition

10:00 - 11:00 Plenary Session - Identifying Trends - Grand Ballroom

Speakers: Frances Edmonds, Bill Graebel Graebel, Andrew Scott Dwellworks

With predictions of disruption across almost all sectors of the global economy, what are the trends we're seeing? In this session our panel of thought leaders will look at the present state of the art in mobility and what trends they see as being the next things we need to be mindful of.

11:00 - 11:30 Coffee & Exhibition - Foyer Lobby & Mezzanine

11:30 - 12:30 Plenary Session - Applying Trends - Grand Ballroom

Speakers: Frances Edmonds, Adrian Leach HCR, Simon Johnston Icon, Sebastien Besson In Touch, Gordon Kerr EuRA Legal

Having identified trends in the last session, this panel will share their experiences of changing business models and the adaptations they're making to keep their business ahead of the curve.

12:30 - 14:30 Lunch & Exhibition - Foyer Lobby & Mezzanine, Romford and 1st floor pre function

**13:30 - 14:15 Legal Workshop Part Two - Legal Issues - Contracts & Compliance
Cezanne & Van Gogh**

Speaker: Gordon Kerr, EuRA Strategic Consultant for Legal

Bring your questions! This totally open session will focus on compliance and contractual issues so come along with your questions and examples of any issues you face.

14:30 - 15:30 Plenary Session - Ignite! - Grand Ballroom

Moderator: Michèle Bramstoft Copenhagen Relocation Speakers: Madalina Andrei Nestlers,

Jeremy Berthoux Home Conseil, Chris Debner Chris Debner LLC, Jon Devitt LookSeeCity, Miriam Duignan Cornerstone, Sylvie Froger Simply London, Eleonore van Rijkevorsel Bright Expats, Ashley Winston Palmdale Motors

Join us for the fast and furious Ignite session! We have 8 great topics brought to us by 8 great speakers.

15:30 - 16:00 Coffee & Exhibition - Foyer Lobby & Mezzanine

16:00 - 17:00 Closing Keynote Session - Ballrooms ABC

Matthew Hill, Hill Networks Intercultural Solutions - "Culture and Mobility; The State of the Art"

17:00 - 17:30 Conference Close and 2020 Reveal! - Grand Ballroom

Join us to end the conference and find out where we will be in 2020... come early, this is always standing room only!

19:30 Dazzling Deutsche Disco - Final Night Party - Tivoli Suites Restaurant & Club, Hilton Munich Park

