

The Management Shift and The Psychology of Decision Making

A One-day Management Conference featuring

Professor Vlatka Hlupic and Dr Chia-Jung Tsay

The Caledonian Club, Belgravia, London – Tuesday 4th December 2018

KEY LEARNINGS

First on the platform is **Chia-Jung Tsay**. Her career has been a journey from the performing arts to Harvard and a leading thinker on organisational behaviour and psychology at UCL School of Management. Honoured with the accolade from her students of being one of UCL's most highly-rated teachers, Chia will examine the psychological processes that influence decision-making and interpersonal perception in performance contexts. She investigates the role of expertise and non-conscious biases in professional selection and advancement, explaining how the impact of visual information impairs judgment about performance. *"We must be more mindful of our inclination to depend on visual information at the expense of the content that we actually value as more relevant to our decisions."*



Her surprising observations ultimately help leaders across industries to become better equipped to select the right people for their organisations and serve as more effective advocates for themselves and their ideas.

Then after lunch, **Vlatka Hlupic**, the award-winning thought-leader and activist for humanising management takes ownership of the stage. Vlatka explains how a complete management shift towards sustained higher performance is best supported when all elements of an organisational system are aligned. This cannot be done solely through a restructure, which is often only superficial. Neither can it be done with individual change alone, which can lead to enthusiastic but misdirected initiatives. What is most effective is change at an individual level that is then amplified at a strategic level and supported by appropriate resourcing and excellence in processes.



The most lasting and dynamic change occurs in six dimensions, often simultaneously. Vlatka has termed this *The 6 Box Leadership Model* that. Three of the six dimensions relate to people and their experience: Culture, Relationships and Individuals. And three are related to processes and materials: Strategy, Systems and Resources.

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