

The Internal Communications Conference
Thursday 25th June 2026 | One Great George St, London SW1P 3AA



Welcome To The Internal Communications Conference

Official Event Programme

Please note that the following timings are flexible. Due to the nature of a live event, the conference chairs and organisers will be updating the timings throughout the day to adapt to speakers running over time, late arrivals, last minute changes and extending popular sessions. Please rest assured we will do our utmost to adapt and to accommodate all live changes.

Organised By:



08.15 Registration & Informal Networking

09.00 GIC Welcome & Morning Chair's Opening Remarks

Hannah Burke, Head of CEO & Leadership Communications, **Legal & General**



Chukwuweta Uraih, Internal Communications & Engagement Lead, **BBC News**



AI In Comms: Critical New Innovations

09.10 Leverage AI As An Efficient & Effective IC Tool Without Compromising On Compliance, Transparency Or Authenticity

- Embracing the future; deep dive into the powerful possibilities of AI for your company, while understanding its limitations and drawbacks
- What can AI do more efficiently than a human? Utilise AI's key skillset to reduce workloads and expenditure, while identifying key processes that need to retain the human touch
- Embed clear guidelines and AI compliance policies company-wide, to avoid security issues, ethical concerns and the spread of misinformation
- We can all now spot badly written AI output! Evaluate AI's effectiveness in creating internal comms content that retains authenticity, and avoid the common pitfalls that highlight messaging as being identifiably AI-generated

Camilla Barlocco, Director of Brand & Communications, **Domestic & General**



Advocating For DEI, Perspective One – Fireside Chat & Q&A

09.30 Reinforce DEI As A Fundamental Cornerstone Of Company Culture With Accessible Comms That Truly Speak To All

- DEI: The Business Case
- Cement the critical importance of diversity, equality and inclusion as a central company priority amid geopolitical uncertainty
- Asking the right questions: gather and address direct employee feedback to amplify all voices and ensure all colleagues are seen and heard
- How can effective internal communications help to make sure that DEI initiatives go beyond box-ticking exercises and promote genuine and authentic inclusion?
- Tailor and streamline accessible and adaptable IC strategies across a range of audience segments so that all needs are catered for

Ifem Onuora, Head of Race, Equality & Inclusion, **FA Premier League**



FA PREMIER
LEAGUE

Culture, Change & Wellbeing – Panel Discussion & Q&A

09.50 Prioritise Colleague Wellbeing As The Front-&-Centre Driver Behind A Unified, Supportive & Inclusive Company Culture

- Cultivate a company culture which promotes wellbeing, connection and honesty, and is inclusive to the full and diverse range of employee demographics
- Bring employees with you on your company's change journey, mitigating against change fatigue with clearly communicated strategies and intentions that make colleagues feel seen and heard
- Foster transparent lines of two-way communication and empower colleagues to speak openly about physical and mental health concerns
- Promote the business-critical significance of internal comms in setting the tone and laying the groundwork for a positive, supportive and people-friendly company culture

Joanne Vazquez-Kirby, Global Head of DEI, **Skyscanner**



Richard Odufisan, Employee Engagement & Inclusion Manager, **Balfour Beatty**



Claudia Braganza, Improvement & Engagement Advisor, **Department of Health & Social Care**



Daniel Chan, Senior Wellbeing & Employee Experience Manager, **QBE Insurance**



From Feedback To Intelligence: How Nationwide Is Listening At The Speed Of Change

10.20

Employee feedback is still treated as an HR project in most organisations. It lives in annual surveys, sits behind dashboards, and by the time insight reaches the people who need it, the moment has passed.

In this session, Steve Frost, CEO of WorkBuzz, challenges that model and makes the case for employee feedback as organisational intelligence. Steve will be joined on stage by Leanne Dalby, Colleague Engagement Manager at Nationwide Building Society, to talk through how one of UK's best high street banking providers for customer satisfaction is listening differently.

Nationwide has embedded WorkBuzz Dialogue across its 600+ branch network, giving retail leaders the ability to record a short video, collect feedback from thousands of frontline colleagues — via video, voice or text — and close the loop in under 24 hours. The results include 10× faster insight cycles, 21% better participation than Forms, and video contributions that deliver 3× more qualitative depth.

Join us for a live conversation about what happens when you stop measuring engagement and start acting on colleague intelligence, and what that means for internal comms, leadership visibility, and the culture of a large frontline organisation.

Steven Frost, CEO & Founder, **WorkBuzz**



Leanne Dalby, Colleague Engagement Manager, **Nationwide Building Society**



10.35 Morning Refreshment Break & Informal Networking

The Internal Comms Gap: From Sent To Seen To Changed

11.05

- Why most internal comms never reach the people who need them most.
- How to turn every screen in your organization into a live comms channel.
- A practical framework for comms that gets seen, understood and acted on.
- What it looks like when the right message reaches the right person, in the right place.
- The shift from measuring reach to measuring outcomes.

Andrew Pringle, Senior VP of Revenue, **Yodeck**



Does Colleague Experience Really Drive Business Performance?

11.20

Gareth Hind, Director of Colleague Experience & Internal Communications, **First Bus**





yodeck

Meet Your Teams Where They Are.

Nearly 80% of the world's workforce operates without a desk.
Emails and printed notices don't reach them. Yodeck does.

What is Yodeck?

Yodeck is the intelligent digital signage platform that turns any screen into a real-time communication tool, for every team member, wherever they work.

One screen or ten thousand, office or factory floor, plug it in and you're live.

Why visuals matter

People process images faster than text, remember them longer, and act on them more. For deskless workers who catch information on the move and between shifts, that difference is everything.

Yodeck puts that power in the hands of any team — no designer, no IT department, no excuses.

What Yodeck can do for you

- ✓ No IT required. Plug in, log in, go live.
- ✓ Schedule by location and time. The right message, to the right screen, at the right moment.
- ✓ Update anything, from anywhere. Change content, pause a screen, push an alert, all remotely.
- ✓ Local teams, global consistency. Each location manages its own workspace without losing brand control.
- ✓ Free apps and templates. Hundreds of integrations — Microsoft, Power BI, Canva, social media and more, ready from day one.



It's a solution that's built for anyone and everyone.

— Daniela Hoyos, Global Employer Branding & Employee Engagement Manager at Swissport

Trusted by TUI, Domino's, Hydro, Deloitte, and Swissport, 65,000+ organizations worldwide.

www.yodeck.com

Reaching Remote & Hybrid Workers – Panel Discussion & Q&A

11.40 Bridge The Gap Between Remote, Hybrid & In-Office Employees With A Comms Roadmap That Fosters Inclusivity, Connection & Unity

- Deep dive into the latest tools and strategies for reaching and connecting dispersed workforces
- One size doesn't fit all! How can you adapt messaging and outreach strategies to cater to different needs and deliver consistent comms that ensure no one feels left behind?
- Harness the power of internal communications to break down silos and drive collaboration, communication and visibility between different teams company-wide
- Employ effective measurement techniques to combat disengagement, and to understand and address remote workers' specific needs

Sanjay Mistry, European Head of Communications & Engagement, **ODEON Cinemas Group**



Sonia Neaves, Country Coworker Communication Manager, **IKEA**



Laura Holland, Interim Head of Communications, **Croydon Council**



Naomi Richmond-Swift, Head of Internal & Corporate Communications, **The Electoral Commission**

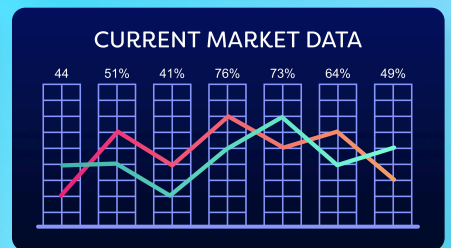
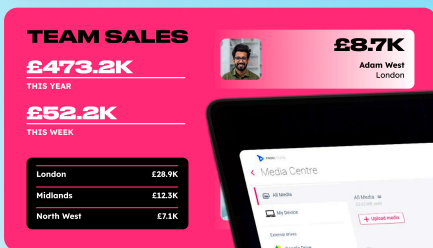
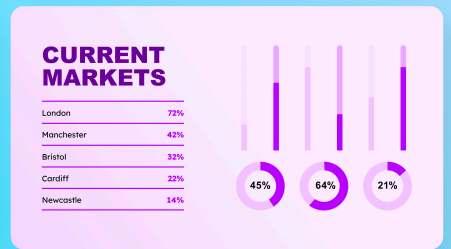
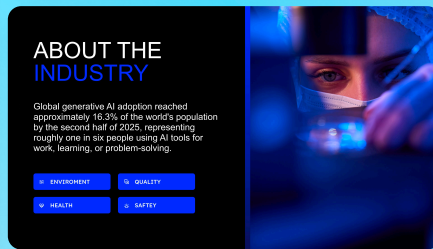
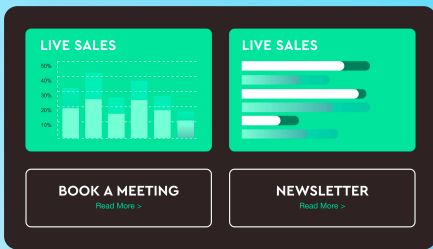
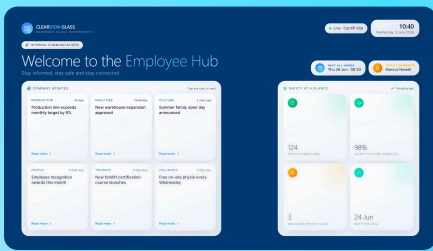


INTERNAL COMMUNICATIONS & DIGITAL SIGNAGE SOFTWARE

Bring Your Workplace To Life

Reach every employee with company news, recognition, leadership updates and live information displayed across workplace screens.

Managed from one beautifully simple platform.



Any Screen

TVs, video walls, tablets and web screens. Update everything in seconds.

Live Data

Display Power BI, KPIs, weather, traffic and live business data.

Drag & Drop Studio

Create and update content without needing design skills

Content Design Services

Need help creating content? Our design team can help.

Winning Content & Omnichannel Success

12.10 BEING THERE – Getting The Right Mix Of Content & Channels To Connect With Your Audience

- Sharing stories that connect emotionally, using compelling formats to land essential strategic messaging
- Being where your audience is to cut through the noise, and knowing which channels are right for you
- Listening and learning through feedback and measurement
- Understanding what technology and tools can help you reach your audience and make a positive impact

David Taylor, Senior People Communications Partner, **Tesco Insurance & Money Services**



12.30 Topic Generation Submission

We would love to hear your thoughts on potential topics or ideas for one-day brand-led conferences – please do submit any thoughts or ideas via the QR code on the screen. Many thanks in advance!

12.35 Lunch & Informal Networking For Speakers, Delegates & Partners

13.20 Informal Breakout Discussions

A) Engaging Every Colleague in the Digital Transformation Journey

Amanda Mogan-Wilson, US & UK Director Communications & Enablement For Infrastructure & Operations, **National Grid**



B) Embedding A Winning Mindset

Lavinia Batchelor, Colleague Communications Officer, **Midland Heart**



C) Work In A Time Of Woe: The Role & Responsibilities Of Internal Communications In Volatile, Uncertain Times

Mark Anderson, Head of Corporate Affairs, **Port of London Authority**



13.55 Afternoon Chair's Opening Remarks

Louise Elizabeth Walton, Head of Strategic Planning, Content & Channels, **HSBC**



How An Intergovernmental Organization Gave Their Internal Comms A Voice Through Brand & Culture

14.05

What does it take to turn an intranet into something people want to open every day? Naomi Whitmore from CWGC has the answer. With her team, they built a Hub that celebrates gardeners in Egypt, stonemasons in India, and real stories from colleagues around the world.

The impact is clear: frontline workers now ask how to get their stories published, senior leaders chase the comms team if content goes up too slowly, and a weekly highlights email became so essential that people noticed when it was missing.

With a recent Global Meet Up drawing 1,350 participants across 93 locations in 26 languages, this session is a masterclass in how human storytelling transforms internal comms from a broadcast tool into a living community.

Naomi Whitmore, Internal Communications Manager, **Commonwealth War Graves Commission**



Internal comms. Unified. Measured. Improved.

SWOOP Analytics brings Microsoft 365 communication data into one dashboard, helping internal communicators understand engagement, benchmark performance, and improve outcomes.

Internal comms shouldn't feel like guesswork.

Internal communication teams are under pressure to reach employees, improve engagement, and show the value of their work. At the same time, reporting is often spread across multiple Microsoft 365 platforms, making it difficult to see the full picture.

SWOOP Analytics brings communication data together across:



Viva Engage



SharePoint Intranets



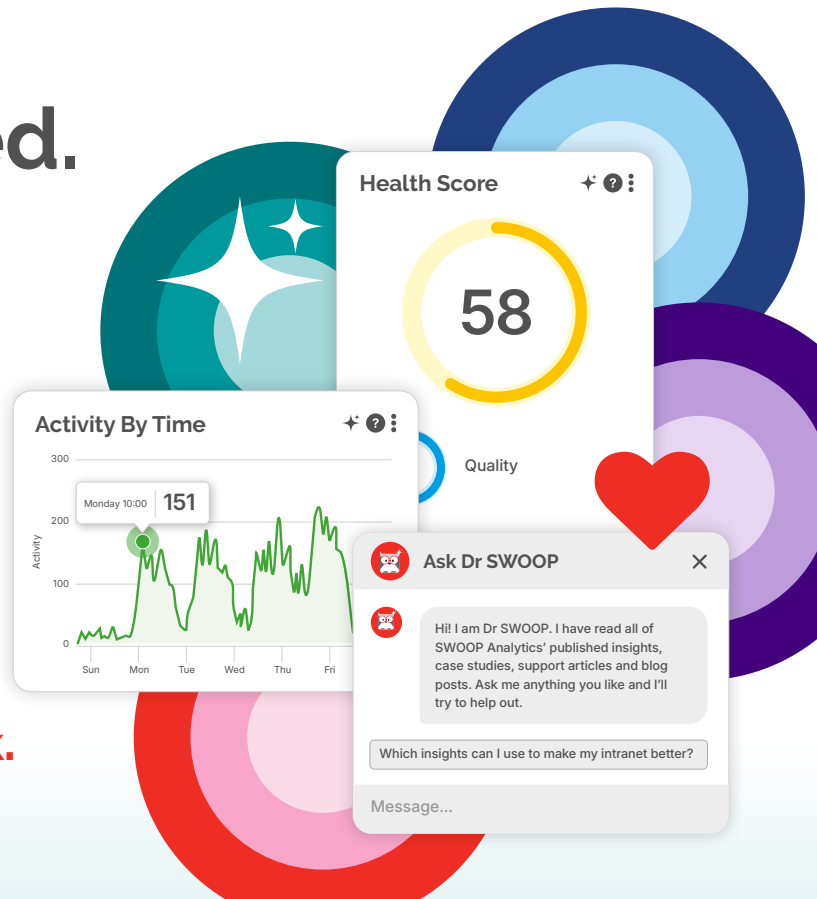
Microsoft Teams








Microsoft 365

Built on years of benchmarking research, SWOOP Analytics helps internal communication teams make smarter decisions and strengthen communication. Dr SWOOP, your AI analytics coach for internal communication, turns that research into practical guidance teams can act on with confidence.

Better visibility.
Better decisions.
Better communication.



Inside the dashboard, teams can see:

-  Which content and channels hold attention
-  Where engagement is increasing or dropping away
-  Which leaders, teams and communities drive participation
-  How communication performance compares to benchmarks
-  Where to focus next

Scan to explore:

-  Benchmarking research
-  Case studies
-  Events and masterclasses
-  Practical success guides



Advocating For DEI, Perspective Two

14.20 Reinforce DEI As A Fundamental Cornerstone Of Company Culture With Accessible Comms That Truly Speak To All

- Cement the critical importance of diversity, equality and inclusion as a central company priority amid geopolitical uncertainty
- Asking the right questions: gather and address direct employee feedback to amplify all voices and ensure all colleagues are seen and heard
- How can effective internal communications help to make sure that DEI initiatives go beyond box-ticking exercises and promote genuine and authentic inclusion?
- Tailor and streamline accessible and adaptable IC strategies across a range of audience segments so that all needs are catered for

Victoria Edwards, Head of Corporate Communications, **Guy's & St Thomas' Foundation**



Guy's &
St Thomas'
Foundation

Investing in a
healthier society

Employee Experience & Engagement – Panel Discussion & Q&A

14.40 Boost Engagement & Craft An Atmosphere Of Inspiring Positive Experience With Impactful & Innovative Internal Comms

- Amplify the voice of the employee, with audience-led comms that align individual goals and priorities with your company's brand ideals and social purpose
- Put yourself in the readers' shoes; is your IC content truly eye-catching, engaging and inspirational? Treat every message as an opportunity to reinforce wellbeing and loyalty
- Learn from others' experience! Gain invaluable insights from industry leaders into the key dos and don'ts of employee engagement
- Understanding your people; ensure that you are not only harvesting critical and timely colleague feedback, but also demonstrating a clear and effective response to any concerns raised

Amanda Mogan-Wilson, US & UK Director Communications & Enablement For Infrastructure & Operations, **National Grid**



Peri Thomas, Head of People Partnering, **Skipton Building Society**



Nadine Anderson, People, Culture & Engagement Lead, **Westminster City Council**



Connor Strapp, VP of Sales, **ScreenCloud**



15.20 Evaluation Form & Feedback

We would love to hear your thoughts on potential topics or ideas for one-day brand-led conferences – please do submit any thoughts or ideas via the QR code on the screen. Many thanks in advance!

15.25 Afternoon Refreshment Break With Informal Networking & Breakout Discussion

Informal Breakout Discussion:

CEO Transition Communications

Louise Elizabeth Walton, Head of Strategic Planning, Content & Channels, **HSBC**



The Future Of Internal Comms: Key Benchmarking – Panel Discussion & Q&A

16.00 Future-Proof Your Internal Communications By Understanding The Landscape & Preparing Your Teams With Resilient, Agile & Robust New Strategies

- Deep dive into the latest critical insights and research developments to evaluate how AI technology, remote working, employee expectations and more are all likely to develop over the coming years
- In a world of constant change, keep as far ahead of the curve as possible by instilling a change-ready mindset, and preparing your teams with key upskilling initiatives
- Where does IC sit within an organisation? Navigate future certainty by reinforcing internal comms as a business-critical, resilient and adaptable function
- Look to the horizon; what is the rest of the decade likely to have in store for internal communications?

David Cooke, Change & Engagement Lead Internal Communications, **Home Office**



Cai Kjaer, CEO & Co-Founder, **SWOOP Analytics**



Digital Transformation In Internal Communications

16.40 Digital Transformation In Internal Communications: Securing Strategic Support & Investment, & Implementing Change

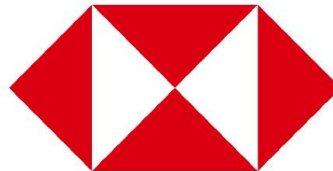
- Find out how the University of Oxford is working to overhaul its digital internal communications tools
- Learn how to make the case for increased investment in digital, and secure buy-in from your organisation
- Gain key insights into the process of rolling out new digital products, and the difference they can make to internal communications

Dan Selinger, Communications & Engagement Director – Professional Services,
University of Oxford



17.00 Afternoon Chair's Closing Remarks & Close Of Conference

Louise Elizabeth Walton, Head of Strategic Planning, Content & Channels, **HSBC**



Many Thanks For Joining Us Today!