



Head of Retail Strategy Day

27 November 2024 Kents Hill, Swallow House, Timbold Drive,
Kents Hill, Milton Keynes MK7 6BZ

Agenda

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| 10am | Registration and exhibition |
| 11am | Welcome address |
| 11.10am | Keynote 1 |
| 11.40am | Workshops |
| 12.30pm | Lunch and exhibition |
| 1.30pm | Workshops |
| 2.20pm | Refreshments and exhibition |
| 3pm | Workshops |
| 3.50pm | Keynote 2 |
| 4.20pm | Closing remarks |
| 4.30pm | Depart |

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Exhibitors

- [Acopia](#)
- [AI Listing Monster](#)
- [CACI](#)
- [Cybertill](#)
- [Eproductive](#)
- [Kudos Software Ltd](#)
- [Lodge Service](#)
- [NISYST](#)
- [Precycle](#)
- [Shopiago](#)

Programme

10am	Registration and exhibition
11am	Welcome address - Robin Osterley, Chief Executive, Charity Retail Association
11.10am	Keynote 1 - Contemporary charity retail evolving through agility, innovation & vision - Katie Stuart-Cox, Head of Retail, Helen & Douglas House – and winner of CRA’s Leadership award 2024
11.40am	Workshops - rotate around 3
12.30pm	Lunch and exhibition
1.30pm	Workshops - rotate around 3
2.20pm	Refreshments and exhibition
3pm	Workshops - rotate around 3
3.50pm	Keynote 2 - Delivering outstanding charity retail – Sarah Heaney, Head of Retail Central, Salvation Army Trading Company – CRA’s 2025 Outstanding Charity Retailer
4.20pm	Closing remarks
4.30pm	Depart

Workshops (rotate round all three)

Workshop A - Coaching successful teams

***Dan O'Driscoll, Executive Coach and Consultant,
Engagement Consultancy***

Join us for the coaching successful teams workshop, designed exclusively for Heads of Charity Retail. This session will emphasise the pivotal role of coaching in developing teams, boosting performance, and creating a culture of coaching within your retail

Workshop B - Change culture with LEGO[®] SeriousPlay[®]

Katherine Perrin, Social Impact Consultant

Join us for a playful and interactive session exploring how you and your team respond to change. Experience the magic of the LEGO[®] SeriousPlay[®] method with facilitator Katherine Perrin, a unique and tactile way of exploring big topics to gain new insights and understanding. We'll use the humble LEGO[®]

Workshop C - Developing your charity retail strategic plan

***Julie Byard, Director of Trading and Alex Swaby, Trading
Planning and Strategy Lead, Cancer Research UK***

Join us for an engaging workshop to help you develop your own charity retail strategic plan. In light of recent cost of living and inflationary pressures, we will explore together how to approach a fit-for-future strategy which continues to seek new opportunities.