

# A REWARDING CONFERENCE



**"People who have fun get things done."**

Kate Hull-Rodgers, guest speaker and outstanding 'hit' of the conference

On 15 February some 638 colleagues from across the Aster Group joined together for a one day conference in Poole, Dorset. This is the second Group-wide conference to be held, the last being in January 2006 just 27 days after Mendip Housing joined Aster Group.

Holding the event in The Lighthouse, the town's theatre and concert venue, the conference was called 'Vital Variety' and emphasised the need for everybody to embrace equality and diversity when dealing with customers and anybody else that staff come into contact with during the working day.

**85.2% of colleagues stated that they understood the term 'Equality & Diversity'**

With an informative and entertaining programme involving actors performing short sketches set in typical workplace scenarios, guest speakers and activities the Group also used the conference as a platform from which to launch the annual Passion for Excellence Awards. The awards are a celebration of colleagues who do such a great job in helping make Aster so successful.

The first ever Passion for Excellence Awards, recognised one individual from each part of the Group based on those people having a passion for delivering excellent customer service; showing pride in both their own performance and the performance of their team; being a 'team player' and leading by example in terms of their personal commitment and behaviour. You will be able to read about the winners overleaf.

Each conference brings a new learning experience to the conference working party that is made up from volunteers across the Aster Group. It is no easy task to bring together a conference of this size and still do the 'day job' and the volunteers worked hard to make the conference a success by building on the feedback from the 2006 conference:

**68.5% of people rated the day Good or Excellent**

**83.9% had met and talked with someone they did not know before doing a similar job**

**82.9% of attendees said they would try out new ideas following the conference.**



Tina Trotter from Testway hands out key pads for the voting sessions...



...enabling an immediate response to be shown on the screen.