



## AMSTERDAM - 24, 25 & 26 SEPTEMBER 2014

### «INNOVATION IN AGEING SERVICES, PATHWAYS TO THE FUTURE»

Innovation is a vital ingredient to the success of any organization and ultimately it keeps one ahead of competitors while providing answers to current needs. New technologies, products and services provide organizations with far more opportunities than by any other means. To achieve this goal however requires organizations to have a crystal clear vision of the road ahead and the ability to strategically manage change.

The conference on 'Innovation in Ageing Services: Pathways to the Future' gives you the right tools in order to help you achieving your goal!



#### Day 1 : Wednesday 24 September 2014

Early in the afternoon : DEPARTURE from France

Afternoon : TIMES OFF in Amsterdam

20.00 : DINNER of the FNAQPA group

#### Day 2 : Thursday 25 September 2014

Morning : FACILITY TOURS in Weesp, Amsterdam , Soest and Leiden/Voorschoten (more information will follow later)

11.00 : OPENING REGISTRATION DESK

12.00 : WELCOME LUNCH

14.00 : OFFICIAL OPENING CEREMONY

14.30 : KEYNOTE SPEAKER - **Theme 1: Leadership & Innovative Management in ageing Service**

*Session plénière - Thème 1 : Leadership et management par l'innovation dans les établissements et services*

15.00 : PARALLEL SESSIONS

##### **A. Leadership Innovation**

How can you help others to think differently and work in new ways to face challenges? What can be done to innovate when all resources are stressed and constrained? How can you stay alive and stay ahead of the competition? This session is about creating an organizational climate where others apply innovative thinking to solve problems and thus develop new products and services according to needs.

*Comment créer, dans vos organisations, un climat favorable à l'innovation et au développement de votre activité.*

##### **B. Management Innovation**

Innovation in Management is a key process in any organization with the strategic purpose of delivering. Innovation ultimately means 'applied creativity' but very rarely arrives as a 'quick fix' solution, it is predominately the result of highly structured creative thinking, pragmatic planning and strategic alignment to an organization's vision. This session will discuss examples of 'best practice' in innovation management and hence will help you to develop an action plan to help you boost the innovation performance of your organization.

*Retours d'expériences sur des stratégies et plans d'actions au service de l'amélioration de la performance par l'innovation.*

16.00 : AFTERNOON BREAK

16.30 : INNOVATION IN ACTION – Action Workshops

Need to generate out-of-the-box ideas on demand? These workshops will reveal your own level of innovative thinking and provides practical tools to increase your awareness towards customer pain/gain and the identification of challenges to be solved. In the second step we propose you to work on solutions based on collective intelligence to develop problem-solving skills in order to overcome innovation barriers in daily work. Every workshop provides the right platform for a collaborative, interactive experience in which innovation begins before the session ends.

*Atelier pour développer des outils et compétences concrets en faveur de nouvelles postures innovantes.*

18.00 : End of Day

Evening : SEE YOU IN AMSTERDAM! *Dîner international de réseautage !*

Guided Canal Cruise Amsterdam by classic boats, wich takes you to all the city's highlights.

Diner at the "Beurs van Berlage", in the centre of Amsterdam. It's the third Amsterdam Stock Exchange (1903). The "Beurs" is considered the Netherland's most important example of 20th-century architecture.

### Day 3 : Friday 26 September 2014

9.00 : CONFERENCE INTRODUCTION TO DAY TWO

9.15 : STAR SPEAKER: "Walk into my shoes" *Témoignage d'un invité vedette*

9.45 : KEYNOTE SPEAKER - **Theme 2: Innovation in Building Professional Partnerships and Relationships**

*Session plénière - Thème 2 : Innovation par la construction de partenariats*

10.15 : MORNING COFFEE BREAK

10.45 : PARALLEL SESSIONS

#### **A. Partnerships & Relationships**

Innovation is challenging. Most often it requires organizations to open their doors to external resources and expertise that compliment, enhance or accelerate the work already taking place inside the organization. This can lead to a spectrum of collaboration opportunities from sharing technologies to partnering more closely with key suppliers and may also result in finding new partners in entirely different industries. This session will discuss ways of how to support these partnerships in order to build meaningful and sustainable relationships to the benefit our organization and services.

*Créer et développer des partenariats durables au service du développement de l'activité.*

#### **B. IT as innovation in the ageing care**

As technology advances at an unprecedented rate, completely novel devices, applications and interfaces are being introduced. However technology by itself is not innovation. Technology should not be seen as an end in itself but rather as a support, it should address a need and not create others. Innovation is about doing things differently and achieving better outcomes. This session will thus be discussing the importance of systems thinking and hence 'best practices' by addressing design, collaboration and expectations.

*De la bonne utilisation des NTIC au service des besoins et attentes des personnes âgées.*

11.45 : STAR speaker: "Thinking out of the Box" *Témoignage décalé d'un invité vedette*

12.15 : Lunch Break

13.30 : EAHSA Awards

13.45 : GOVERNMENT PANEL: Policy directions and challenges *Intervention ministres : visions et challenges politiques*

The purpose of this panel is to give government agencies the opportunity to inform the conference delegates of their work, their agendas, and on what they think the way forward should be. The five panel members are all experienced in the field of Ageing policy making. A lively discussion is of course expected!

15.15 : OFFICIAL CLOSING CEREMONY

By Hon. Dr. Tonio Borg, EU Commisioner for Health and Consumer Policy (Malta)

At night : Way back to France

