

**Meeting of the  
Human Resource forum  
De Nationale Opera, Amsterdam, 6-8 April 2017**

**Programme**

**Thursday 6 April 2017**

- 12.00 Registration opens
- 12.30 **Welcome**
- 13.00 **Case study 1: Joke Manson, HR as change facilitator (De Nationale Opera)**
- 15.00 Coffee break
- 15.30 **Case study 2: Hanna Fontana: Supplementary pension scheme change, communication and implementation (Finnish National Opera and Ballet)**
- 17.00 **Future plans by Nicholas Payne**
- 17.30 end of the day's session
- 20.00 **Wozzeck** at De Nationale Opera, conducted by Marc Albrecht and staged by Krzysztof Warlikowski

**Friday 7 April 2017**

- 09.30 **Change Management – An introduction, lead by Gijs van Schouwenburg, Master in policy and organizational science**
- 11.30 Coffee break
- 11.45 **Case study 3: Jane Crowther, A Change Management Toolkit and case studies (Royal Opera House Covent Garden)**
- 13.00 Lunch
- 14.00 **Case study 4: Pierre Fenet: Time and Activities Management Software (Opéra de Lille)**
- 15.30 Coffee break
- 15.45 **Tour of the theatre**
- 17.30 end of the day's session
- 19.00 **Dinner** (venue to be confirmed)

**Saturday 8 April 2017**

- 09.30 **HR Toolkit, by Jane Crowther (Royal Opera House Covent Garden)**
- 11.00 Coffee break
- 11.15 **Round Table – Lessons learned**
- 12.30 **Conclusions and plans for next meeting**
- 13.00 Farewell lunch
- 20.15 For those staying in: **Onegin (Ballet)** at De Nationale Opera

## Accommodation

There is a wide choice of hotels in Amsterdam. We have secured a number of rooms in following hotels:

### Eden Hotel Amsterdam City Centre

Amstel 144  
Amsterdam  
Single room: 159€, breakfast included, WIFI + 5% City tax

### VolksHotel Amsterdam

Wibautstraat 150  
Amsterdam  
Single room: 165€, breakfast included, WIFI (all taxes included)

This is the link you need to use for booking: <https://www.businesshotelreservations.nl/booking/operaeuropa2017/>  
password: operaeuropa2017 (case-sensitive)

## Registration

### **Participation fee: 70€ (Opera Europa members) / 100€ (non-Opera Europa members).**

Participation to the forum includes Thursday's and Saturday's Lunch, further catering and a ticket for Wozzeck. Friday's evening dinner is optional – but highly recommended - and to be paid in the restaurant.

To register, please fill in the following form and return it to [gerald@opera-europa.org](mailto:gerald@opera-europa.org) by 31<sup>st</sup> March 2017. (If more than two participants, please simply add to the form!)

Organisation:		
	Participant 1	Participant 2
Name		
Position		
E-mail address		
Thursday evening – Wozzeck (included)		
Friday evening – <i>Dinner</i> (not included)		
Saturday evening – Onegin Ballet (+25€)		

## TOTAL DUE:

## Payment

° Payment by credit card

Name:

Credit card number:

Expiry date:

Three digit security code:

° Payment by bank transfer to

Opera Europa

IBAN: BE07-0910-1274-9566

SWIFT/BIC code: GKCCBEBB

Opera Europa tax number: BE0478892265