

Agenda: Practice Management Development Day

Time	Session	Description	Lead
8:15 – 8:45	Arrival	Light refreshments available	
8:45 – 9:00	Welcome	Welcome and opening remarks	Koro Samuels & Katie Latimer
9:00 – 9:15	PMAANZ	Overview of PMAANZ, benefits of membership, opportunity for Q&A	Mary Morrissey
9:15 – 10:15	Speaker: Lisa O’Neill	Personal Energy Management and Leadership for Frontline Professionals	Lisa O’Neill
10:15 – 10:30	Morning Tea		
10:30 – 11:00	Morning tea chat	Opportunities for reflections and questions	Lisa O’Neill
11:00 – 11:45	PM Panel	Interactive session, Q&A	Lisa O’Neill
11:45 – 12:30	Lunch		
12:30 – 13:30	Speaker: Paul McGregor	The Question Effect – Leading with Curiosity	Paul McGregor
13:30 – 14:15	Speaker: Fiona Michel	Leading through change	Fiona Michel
14:15 – 15:15	Speaker: Jane George	Building teams who stay	Jane George
15:15 – 15:30	Afternoon tea		
15:30 – 16:00	Afternoon tea chat	Opportunities for final reflections, questions and wrap up	Paul McGregor
16:00	Close		

Speaker Profiles

Lisa O'Neill

For over two decades, [Lisa O'Neill](#) has been electrifying audiences with her unique ability to deliver profound messages through side-splitting humour. After watching countless people struggle with energy, leadership and personal growth, Lisa discovered that transformation happens when hard truths are delivered with lightness and laughter. She's authored seven books, spoken to audiences of 5000+, and works with major organisations like Ray White, Foodstuffs and L'Oreal. With infectious energy and practical wisdom, Lisa helps people and organisations get out of their own way to create magnificent lives and exceptional results.

Personal Energy Management and Leadership for Frontline Professionals

How to stay resourced when you're the one everyone's coming to. Lisa unpacks what happens to your energy in high-pressure, public-facing roles, and what to do about it.

She'll get into the reality of leading when you're caught in the squeeze between competing demands and how to stay resilient when dealing with difficult people.

Lisa will talk about managing your own energy while juggling work and life, and how to read the energy dynamics in your team. Who lifts the room and who drains it, and what that means for how you lead.

Paul McGregor

[Paul McGregor](#) is a leadership coach, speaker, and author of *The Question Effect: Lead with curiosity for less stress and more impact*.

He trained as a lawyer but took a different path - working in government, non-profit leadership and most recently as the partner in a change consultancy.

With Paul, expect lots of curious questions and to potentially spill your coffee in spontaneous laughter.

You can connect with Paul on LinkedIn or join his popular weekly leadership newsletter [here](#).

The Question Effect: Lead with curiosity, for less stress and more impact

We don't always get to control the big picture, but we can choose how we show up in it. In this engaging keynote, Paul McGregor explores the science of curiosity and the art of getting to the real problem. If you're feeling stressed, overworked, or overwhelmed, you'll leave inspired about the power of questions to make real progress, faster.

Fiona Michel

Fiona Michel is the Chief Executive of one of New Zealand's largest private surgical hospitals – an independent, not for profit healthcare organisation. Fiona was appointed by the Minister to the Council of the University of Waikato and chairs the Medical Advisory Board of the New Zealand Graduate School of Medicine. She is also a Director on the board of New Zealand Medical Indemnity Insurance, Chair of the Board of Trustees for Dress for Success Hamilton and Vice President of the New Zealand Private Surgical Hospitals Association.

Fiona has won numerous awards in New Zealand and Australia for achievement in governance, human resources, leadership, culture, ethics and industrial relations. She was a finalist in the 2021 Westpac Women of Influence Awards for her work on New Zealand's COVID-19 Vaccination Programme and won CEO of the Year in the 2025 Waikato Chamber of Commerce Business Awards.

Fiona's keynote address on Leading Through Change promises to deliver practical strategies for today's leaders who support teams as well as patients and consumers.

Jane George

Dr Jane George is a leading independent researcher and expert in rural health workforce development in Aotearoa New Zealand, specialising in the recruitment and retention of allied health professionals. With a doctorate focused on rural healthcare workforce challenges, Jane brings extensive leadership experience from her former role as Director of Allied Health, Scientific & Technical for Te Tai o Poutini West Coast. She now collaborates with multiple universities across New Zealand and Australia on research initiatives while providing strategic consulting to rural health systems on workforce recruitment, retention and utilisation. As a sought-after keynote speaker, Jane shares evidence-based approaches to addressing rural health inequities through sustainable workforce solutions.