

Organised by:



THE 12th NATIONAL HUMAN RESOURCES SUMMIT

“Fortifying the HR Infrastructure: Building Human Capital, Escalating Organisational Value”
29 March 2011 ❖ The Royale Chulan Kuala Lumpur

As a prerequisite for growth in new economy, companies need to shift their business models and operating practices to respond to intense competition and expectation of higher efficiency, productivity, knowledge and skills. Underlying this shift however, is an even more critical change to infuse values of critical and innovative thinking, entrepreneurial spirit and life-long learning into the culture and mindset of organisations and its people.

This means that HR practitioners need to strategically align policies and practices to support and fuel this transformation process. To move ahead in the new economy, HR needs to understand the implications it has on its people, build a rational and emotional case for the on-coming changes and take the lead in initiating the transformation.

To this end, the 12th National Human Resources Summit aims to provide the ideal avenue for Senior Human Resource professionals representing public and private Malaysian sectors to share thoughts, raise issues and brainstorm on solutions to key questions and challenges.

The Summit will deliver an impactful programme by providing local & global industry updates, hands-on knowledge via case studies and insights into winning HR practices by leading companies today. Thought provoking discussions will include key HR functions such as strategies & organisational transformation, employee engagement, leadership, salary & rewards, talent management, succession & continuity planning as well as insights into prominent HR surveys & emerging trends.

PROGRAMME

8:00 am	Arrival and Registration of Participants
9:00am	Arrival of VIPs
9:15 am	WELCOMING REMARKS Dato’ Dr. Michael Yeoh , Chief Executive Officer/Director, Asian Strategy & Leadership Institute
9:20 am	KEYNOTE ADDRESS AND OFFICIAL OPENING “Next Generation Workforce – Developing Quality Human Capital for the New Economy” Y.B. Datuk Dr. S. Subramaniam , Minister of Human Resources
9:50 am	Best Employers in Malaysia 2011 Awards Presentation
10:10 am	Morning Refreshment & Networking Session
10:30 am	SESSION 1: Panel Discussion HR Strategies & Challenges in a High Income, Knowledge Economy As the country heads towards NEM, both private & public sectors are incentivised to upscale outputs, increase productivity and move up the value chain. In addition, with Asia back on track for growth, organisations that do not innovate and transform will find themselves cut out of the

race by both domestic & international competitors. What is the HR game plan for organisations with transformation in motion?

- Changing business environment and the implications for managing individual ability, organisation capability and leadership
- HR value proposition: How will HR deliver value to its multiple stakeholders (employees, organisation, customers, investors and community) going forward?
- Aligning, integrating and innovating HR practices around people, performance, communication and work values

Panellists:

- **Mr. Anthony Raja Devadoss**, Senior Director, KellyOCG, APAC & Centre of Excellence
- **Dr. Kamarulzaman b. Mohamed Zin**, Chief Executive Officer, Silterra Malaysia
- **En. Mohd Taufik bin Haji Ismail**, Chief Executive Officer, KPJ Damansara Specialist Hospital Sdn Bhd
- **Pn. Nora Abd Manaf**, Head, Group Human Capital, Maybank
- **Mr. Ramesh Kumar Singam**, Managing Director of Federal Express Services

Moderator:

Mr. David Wee, Director - Research and Curriculum, ICLIF Leadership & Governance Centre

11:45 am **SESSION 2:**
Rebuilding the Workforce to Take Advantage of the Upturn – Insights from the 2010 IBM Global Chief Human Resource Officer Study

Based on input from more than 700 CHROs in 61 countries, including Malaysia, the study reveals how businesses and institutions can work beyond confining borders and infuse their operations with the creativity, flexibility and speed necessary to seize opportunities when they arise. The ability to develop 3 key capabilities can dictate whether an organization becomes an outperformer in today's hyper-competitive, dynamic marketplace. CHROs must lead the way in:

- **Cultivating creative leaders:** CHROs need to focus on developing energized leaders with a flair for thinking about opportunities and challenges in completely different ways.
- **Mobilizing for speed and flexibility:** Companies must be willing to simplify processes and provide fast, adaptive workforce solutions to meet the requirements of a quickly changing marketplace.
- **Capitalizing on collective intelligence:** Tapping into a broad base of institutional knowledge is critical to developing and maintaining an innovative culture.

Speaker:

Mr. Philip Thrush, Managing Partner of Global Business Services, IBM Malaysia and Indonesia

12:30 pm **LUNCHEON KEYNOTE ADDRESS**
En. Johan Mahmood Merican, Chief Executive Officer, TalentCorp Malaysia

1:40 pm **SESSION 3: Panel Discussion**
Putting People Practices First – Key Insights and Lessons from the Best Employer in Malaysia 2011 Study

The makings of a Best Employer:

- The CEO Perspective
- HR Perspective
- Employee Perspective

Panellists:

- **Tan Sri Liew Kee Sin**, President & Chief Executive Officer, S P Setia
- **Dato' Mohd Shukri Hussin**, Executive Director, CIMB Group
- **Ms. Sarah Casanova**, Managing Director, Golden Arches Restaurants
- **Mr. Stephen A. Cokkinias**, General Manager, The Ritz-Carlton, Kuala Lumpur

Moderator:

Mr. Hari Abburi, Consulting Lead for Malaysia, Aon Hewitt

2:50 pm **SESSION 4:**
Measuring and Managing High Performance Culture Transformation
Organisational cultures have a big impact on the bottom line. The difficulty has been in defining how to measure the effect of culture which is intangible on the organisation's profit which is tangible. Over the past three decades, research has proven that high performance organisation

consistently deliver on 12 core business attributes. The Denison consulting group has developed a database that can measure an organisation's perception and beliefs and link it to the overall performance. This presentation provides an overview of the Denison model and through case studies proves the value of this approach.

- Organisational Culture and Performance
- Measuring High Performance Culture
- Benchmarking World Class Culture
- Transforming Your Organisation Mind Set
- Proton - A Case Study

Speaker:

Mr. Rohn Rajen, Managing Director, RRC Worldwide Sdn Bhd

3:20 pm **SESSION 5:**
Building a Broad Based Leadership Line-Up – Turning Employees into Creative & Entrepreneurial Leaders

Although strategic directions stem from the top, it is often the employees that hold the invaluable 'nuts and bolts' knowledge on the company and its clients. Hence, we need to replicate leaders at this level who, in their own roles, can effectively contribute to the company bottom line by thinking and acting like a leader and entrepreneur.

- Empowering and equipping employees with the right knowledge – creating a direct line-of-sight with the bottom line
- Fostering a culture of creativity – openness to constructive criticism/conflict and new ways of doing things
- Putting people first – creating a happy social system and positive work environment

Speaker:

Mr. George Aveling, Group CEO, TMI Malaysia & TACK Malaysia

3:50 pm **SESSION 6:**
Salary, Reward and Talent Management – Are We Regionally & Globally Competitive?

A competitive salary & reward scheme is a powerful tool in talent acquisition, retention as well as to maintain an excited & motivated workforce. What should be the salary & reward philosophy for performance & market-driven companies? What are the missing financial and non-financial elements that can improve employer branding & attractiveness?

- Company's philosophy on salary, promotion & rewards. Values/performance that are emphasised i.e. teamwork vs. star performer
- What is the regional benchmark for salary & reward schemes in 2011 and emerging trends on performance linked rewards, benefit schemes and short & long term incentives?
- Malaysian employers' propensity to pay vis a vis other countries, influential factors and trends moving forward.
- Implementation of minimum wage – boon or a bane?

Speaker:

Ms. Madvhi Pande, Solution Head, Broad Based Compensation SEA, Aon Hewitt

- 4:10 pm **SESSION 7:
Exponential Engagement – Driving Top Performance in the New Economy**
- Employees, much like cashflow, are the lifeblood of every organisation. Hence building a culture of employee engagement is essential and sets the tone for the organisation's framework in retaining & developing talent and creating effective succession plans.
- Engagement, commitment, culture – how are these values measured and linked to business performance?
 - Who are HR's partners in advocating engagement and how do we get them actively involved?
 - Identifying engagement drivers – what are they and how do they transpire within different organizations?
 - Sustainable engagement – how do you keep it going? Factors of a breakdowns in engagement

Speaker:

Dr. Brent Ruge, Practice Director - Southeast Asia, Organisation Surveys & Insights, Towers Watson

- 4:40 pm **SESSION 8:
The Art of Succession and Continuity Planning**
- Pulling off a management transition is never easy, especially one that involves top positions at a time when quality leaders are scarce. This session aims to focus on the critical but often overlooked management issue of succession.
- Long-term succession plan & commitment
 - Identifying the right candidate that drives organisational success
 - Development & experiential opportunities
 - The top-down approach: involvement of CEO & Board Members

Speaker:

Mr. Pun Tian Pouw, Client Partner, Korn/Ferry International

5:10 pm End of Summit & Afternoon Refreshments

Notes:

- The Organiser reserves the right to alter the content and timing of the programme in the best interest of the seminar and is not responsible for cancellations due to unforeseen circumstances.
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