

2015
OCTOBER 21

MANAGEMENT & HUMAN CAPITAL CONFERENCE



The Gardens Hotel & Residences



9.00am to 5.00pm



HRDF - SBL Scheme claimable

Working Better Together *towards* Operational Excellence

*"Coming together is a beginning; keeping together is progress;
working together is success." ~ Henry Ford*



There's never been a better opportunity to take your leadership and management commitment to the next level.
Do not miss this performance-boosting conference - enroll now!

The need for Working Better Together *towards* Operational Excellence

Leading and running a business is tough.

Leading and running a successful business is even tougher.

Leading and running a successful and sustainable business is altogether a different GAME.

Given the above facts of business realities, there is an urgent need for organisations and teams to work together, not just working together but how to do it - **BETTER!**

Organisations make up of different individuals with unique background, diverse mindsets, work styles, age groups and leadership styles to ensure everyone is totally aligned in the same direction is a **REAL CHALLENGE**.

Michael Jordan famously said "TALENT wins games but teamwork wins championships". We need a "teamwork that makes the dream work".

The 7th Management & Human Capital Conference for **Working Better Together towards Operational Excellence** is your chance to find out! Get ready for an amazing day of gaining fresh ideas, powerful insights and innovative new ideas for leading your team to new levels of team excellence! Get the scoop on the latest leadership and management issues, trends, and results-boosting strategies from experienced local and overseas speakers.

Count on a "transformational" day away from your routine. Think for a minute how refreshing it will be to put your job responsibilities aside just for a day and have the uninterrupted time to focus on how your team is functioning now, where you want to lead your people tomorrow - and exactly what it's going to take to get there and stay there.

You will leave this Conference with a renewed sense of energy to lead your team, armed with new ideas and new handles which you will be able to use right away to build a more cohesive, productive and excellent team.

At the Conference, we will:

LEARN effective ways to change behaviour to a winning mindset with a zero loss culture

EXPLORE why people behave the way they do and how to adapt behaviours to win

APPLY knowledge learnt to build a dream team

REDISCOVER what operational excellence is and the required accountability

NEW ideas and time tested approaches from the speakers.

Modest or ambitious, familiar or unconventional, from one organisation or from across broad sectors and countries, the presentations and panel discussions are certain to inspire and invigorate us all to work **BETTER TOGETHER**.

Visit the event page at msiapress@nevilleclarke.com or call us for more details.

Neville-Clarke (M) Sdn Bhd

Kuala Lumpur 03 2282 1501 | Penang 04 227 9651 | Johor Bahru 07 276 3506 | Kuching 082 232 003

✉ enquiry.ncmkl@nevilleclarke.com

🌐 nevilleclarke.com

📘 facebook.com/NevilleClarkeMalaysia





Agenda

8.00 am	Registration & Morning Breakfast	
9.00 am	Opening Speech & Keynote Address	
9.15 am	Creating a Winning Mindset	Mr Paul Hardiman
	<ul style="list-style-type: none"> • What is your organisation culture? • How can behaviour be changed to a winning mindset? • What is really "zero loss"? • How can we move to a zero loss culture? 	
10.15 am	Refreshment Break	
10.45 am	Understanding "Why people do what they do" at work	Dr Mike Loh
	<ul style="list-style-type: none"> • Why do people behave the way they do? • Understanding motivation for behaviour/action • Adapting behaviour 	
11.45 am	Building a Dream Team at Work	Ms Chantal Wee
	<ul style="list-style-type: none"> • What is a dream team? • How behaviours would affect in achieving results as a team • Strategies for leaders to build a dream team 	
12.45 pm	Lunch	
2.00 pm	Sustaining the Rhythm and Rigor of Operational Excellence	Mr Daryl Lee
	<ul style="list-style-type: none"> • Operational Excellence expectations • The required accountability • Setting up the Management Process • Putting it ALL Together 	
3.00 pm	Refreshment Break	
3.30 pm	Panel Discussion Working Better Together towards Operational Excellence	
	<ul style="list-style-type: none"> • Working in a multicultural environment • Bridging generation gaps in the workplace • Retaining talents in the organisations • To be result oriented or people oriented? • Employees' expectations vs Employers' expectations 	
4.30 pm	Closing of Event	
5.00 pm	End of Event	

Programmes and speakers were confirmed at the time of publishing. Any circumstances beyond the control of Neville-Clarke (M) Sdn Bhd may necessitate substitutions, alterations, or cancellations of the speakers and/or programmes.



Topic Highlights

1 | Creating a winning mindset

Paul Hardiman

Managing Director, Quality Partner Limited, United Kingdom

... a true culture transformation should outlast the management that initiated it.

Organisational behaviour is largely shaped by the types of corporate culture cultivated in the organisation. In order to create a winning mindset it is likely that a culture change will be required.

Boundaries need to be removed, giving employees more empowerment to make decisions and they are more confident and not afraid to be criticised or reprimanded for their ideas or approaches in improving a situation. Engaging with the whole workforce so that each individual can be involved in improvement is the way to a culture of sustained continuous improvement. A “zero loss” mindset must be created too, where losses are fully understood and reduced by a structured approach.

Do we want one person moving one hundred steps forward or one hundred people one step forward? Rather than have a band of elite specialists, we want to change the cultural mindset and everyone working towards achieving operational excellence with zero loss.

Topic Outline:

- What is your organisation culture?
- How can behaviour be changed to a winning mindset?
- What is really “zero loss”?
- How can we move to a zero loss culture?

About Paul Hardiman

Paul Hardiman is a recognised inspirational speaker with many years of experience in management positions and has had extensive experience in working for large multinational organisations. He set up British Standards (BSI) Operations in the USA, Underwriters Laboratories Management Systems operations in Europe and with SMMT IF travelled to over 40 countries networking with leaders across industry sectors.

Paul Hardiman is now the Managing Director of Quality Partner Limited, UK. On top of his management role, he has a vast knowledge and experience in the Quality Management System too. He is involved at the forefront of the development of international standards including ISO9001:2015 and ISO/TS16949. Paul Hardiman is both an excellent trainer and auditor in this field.

He is also one of the only three people outside of Japan to be qualified as a Total Productive Maintenance (TPM) assessor and has had the opportunity to see world class best practice in many manufacturing and service organisations. He has also written many technical papers on Quality Management and TPM.

Throughout his many years of experience and exposure in industry and standard development, he is well recognised as a very competent and interesting trainer and he excels especially in his ability to make learning fun and also making difficult concepts easy to understand. Paul Hardiman is enthusiastic in sharing his knowledge to others. He has been invited as a keynote speaker at several conferences around the world and has been responsible for taking delegations of UK leading business experts to Japan to share world class best practices and understand cultural differences to employee engagement.





2 | Understanding “Why people do what they do” at work

Dr Mike Loh

CEO, Starting Point Pte Ltd, Singapore

... understand our people to harness the full potential of the organisation.

In the workplace, people do what they do generally because it is their role to perform or it is a task that they are instructed to perform? Whilst we may not be able to understand the real reason for people's action, can we at least understand their manifested motivations so that we can better understand and hence connect with them?

The success of the organisation depends, quite simply, on the understanding of human nature: how each individual employee connects with the company and how each individual employee connects with the customers. Employees are not the same, and in order to gain greater understanding of an individual's strengths and values, it is necessary to look at certain categories or classifications of personalities, styles, preferences and interests. Connecting with people is a gateway to influencing and motivating people. From “WHY people do what they do”, we can then move to “HOW people do what they do”. This topic serves to introduce how we can better connect with one another at the workplace.

Topic Outline:

- Why do people behave the way they do?
- Understanding motivation for behaviour/action
- Adapting behaviour

About Dr Mike Loh

Dr Mike is passionate about people and believes in making a difference in people's lives. He believes that in helping someone understand themselves better, they can begin their journey of discovery and understanding and hence making a difference in their own and other's lives.

Dr Mike obtained his PhD from National University of Singapore and he is now the CEO of Starting Point Ptd Ltd based in Singapore. On top of this role, he is an internationally certified trainer and working in creating synergies with regional partnerships in DiSC® and related psychometric tools, which brings consulting solutions focusing on the human behaviour.

Dr Mike has been involved in HR consulting business for 8 years, corporate planning and technology transfer for 7 years and another 5 years' experience in academia and R&D. With his vast experience and exposure in the field of organisational development, business partnerships, change management, leadership development, talent management and psychometrics; he is passionate to share his knowledge with people around. He has had visited numerous cities for business purposes, working with peoples from different culture, including cities such as Seoul, Vancouver, Seattle, Michigan, Providence, Baltimore, Stockholm, Paris, The Hague, Helsinki, Rome, Copenhagen and Lisbon.

Dr Mike believes training is an experience that is engaging and ability to make learning fun. His training has been highly recommended by his trainees as simple to understand, impactful and with lots of real life case studies in sharing. He had conducted workshops recently in Singapore, Malaysia, Indonesia, Vietnam, Thailand, China and India.





Topic Highlights

3 | Building a Dream Team at Work

Chantal Wee

Operations Manager, Neville-Clarke (M) Sdn Bhd

... teamwork is the secret that makes common people achieve uncommon results.

A strong and performing team has its members to cooperate, build on one another's strengths, and openly learn from their mistakes. When you teach individuals to understand themselves on the 'what' and 'how' to work together to form a strong team, they can be able to accomplish incredible feats.

Yet, most teams struggle to reach their greatest potential because issues of resentment, fear, and distrust which lurks beneath the surface. When left unaddressed, these issues can lead to hidden agendas, communication breakdowns, working in silos and reduced productivity.

A high performing leader is one who is knowledgeable about how group dynamics can influence the way team members work. All high performing teams have strength in five core performance areas. However, not every leader is aware of these.

Learning these five core performance areas and behaviours of a dream team, and strategies on how to achieve this, will enable you to realise the full potential of your team in achieving business results on the journey to operational excellence.

Topic Outline:

- What is a Dream Team?
- How behaviours would affect in achieving results as a team
- Strategies for leaders to build a Dream Team

About Chantal Wee

Chantal Wee is the Operations Manager of Neville Clarke Malaysia, responsible to lead the soft skills business operations in Malaysia. She has been involved in people skills for past 10 years. Chantal is capable, qualified and passionate about people development. All these while, she only carries one objective with her, which is to produce dramatic increase in productivity through performance of people.

She was formerly a manager in a multinational company who assumed Quality role in Asia Pacific. She is required to lead and coordinate with people of different background, age, culture and country. Chantal had successfully transformed the working culture at her previous workplaces to influence and facilitate changes to achieve business results. She is also a Certified Behavioural Consultant and able to run the UK Chartered Management Institute (CMI) accredited management and leadership courses in Malaysia.

With her profound knowledge in the technical skills, the vast knowledge and practical experience in people skills, she has the best understanding of both worlds and having to make it work in synergy. She is one of the few people around who is able to blend the technical and soft skills in her programmes and delivery. She is enthusiastic about learning and development's role in improving individual and team performance. Over the years she has trained staff at all levels from organisations including Air Asia, Air Asia X, Ansell, Bayer, Carlsberg, Guinness, Panasonic, Sensata Technologies Malaysia, Johnson & Johnson, Shell, GE Engine Services and UMW.





4 | Sustaining the Rhythm and Rigor of Operational Excellence

Daryl Lee

Head of Organisational Excellence, Neville-Clarke (M) Sdn Bhd

... tenacity and continuous improvement is a key for success.

Getting started is easy but keeping it the way you wanted is always a challenge. This raised a question: How can an organisation sustain their Operational Excellence initiatives over long term? A question asked by many but yet the answers were often forgotten, or sometimes ignored. In fact, it is not unusual for improvement efforts to disappear, or overcome by inertia and misunderstanding.

Operational Excellence is a continual journey, not a destination. Maintaining its rhythm and rigor hold a key to sustain the success of Operational Excellence, providing organisations with competitive advantages and driving business results. Holistically, Operational Excellence requires the optimal harmonisation between 3 pivotal factors – People, Process and Technology, and not neglecting how the resources are being allocated into action to pursue the target set by organisations' stakeholders.

So, is Operational Excellence a performance to be achieved or action to be taken? It is BOTH. To achieve both, it requires a diligent and tactful balancing approach from Top down, Bottoms up and also End-to-End.

Topic Outline:

- Operational Excellence Expectations
- The Required Accountability
- Setting up the Management Process
- Putting it ALL Together

About Daryl Lee

Daryl Lee is a Chartered Quality Professional with more than 17 years of proven track records in quality management, operational efficiency, business process improvement and KPI deployment. A highly accomplished Master Black Belt, he possessed extensive hands-on experience in Lean and Six Sigma transformation with a passion in training, coaching and mentoring on the practical applications of these processes. Daryl is recognised for developing and delivering cross organisational solutions with successes in understanding and ensuring deliverables, formulating innovative plans, assembling resources, and facilitating improvement initiatives.

Daryl is currently head of the Organisational Excellence Business Unit of Neville Clarke Malaysia. He has helped various organisations, from MNCs to SMEs, to strategize and design their operational excellence deployment blueprint focusing on value-chain transformation, cascading from the top management team to operational level staff. In the field of innovation, he is recognised in using TRIZ-based approach at various organisations in generating solutions to complex problems and putting practical ideas to work.

Daryl's consulting & training experiences spread its wings over 300 companies to-date, covering a wide range of industries & businesses from contract manufacturing services, petrochemicals, automotive, semiconductors, microelectronics, banking, insurance, retail, F&B, pharmaceuticals, telecommunications, medical devices, packaging, storage, logistics and lots more.



MANAGEMENT & HUMAN CAPITAL CONFERENCE

Working Better Together towards Operational Excellence

October 21, 2015 | The Gardens Hotel & Residences | 9.00am to 5.00pm

REGISTRATION FORM

3 EASY WAYS TO REGISTER



Email to
enquiry.ncmkl@nevilleclarke.com



Register online at
<http://tinyurl.com/plb8kby>



Fax to
03 2282 1508

CONFERENCE PACKAGES (All prices shown are inclusive GST)

EARLY BIRD PRICE

Register before 31 August 15

STANDARD PRICE

Register after 31 August 15

☐

Conference + Workshop

RM2,756 (SAVE 1,272)

RM4,028

☐

Conference only

RM795 (SAVE 265)

RM1,060

Team Discounts

Group bookings at the same time from the same company receive these discounts :-

- 2 or more 10%
- 4 or more 15%
- 6 or more 20%

Team discounts are not available in conjunction with another discount.

1. PARTICIPANT INFORMATION

Name	Designation	Email	Mobile Number

Please indicate number of participants for vegetarian meal :

2. COMPANY INFORMATION

Company:			
Address:			
Contact Person:	Designation:		Email:
Tel No.:	Fax No.:		SBL Scheme : Yes / No

3. PAYMENT METHOD

☐

Cheque

☐

Direct bank in / Bank Transfer

Amount :

Payment Terms

- Full payment must be made 5 working days prior to conference commencement.
- For payment by cheque, cheque shall be crossed and made payable to NEVILLE-CLARKE (M) SDN BHD.

4. CANCELLATIONS / CONDITIONS

- Once a registration is confirmed, No Cancellation/Postponement/Withdrawal is allowed. Full course fee will be imposed in the event of Cancellation/Postponement/Withdrawal after registration is confirmed by Neville Clarke. However, substitutions are allowed at any time.
- Kindly note that a confirmed seat is provided only upon fully receipt of payment prior to the programme.
- Neville Clarke reserves the right to cancel or postpone the programme owing to unforeseen

Company Stamp

Neville-Clarke (M) Sdn Bhd | www.nevilleclarke.com

Kuala Lumpur Tel : 03 2282 1501 Fax : 03 2282 1508 | Penang Tel : 04 2279 651 Fax : 04 2279 655

Johor Bahru Tel : 07 276 3506 Fax : 07 276 3508 | Kuching Tel : 082 232 003 Fax : 082 255 003