

The Second Annual GLOBAL LEARNING SUMMIT

"Harnessing the power of learning and aligning learning initiatives with business objectives to boost bottom-line performance in light of the current global economy"

24-27 February 2009
The Marriott Hotel, Singapore

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Featuring presentations from world class organisations:

- Accenture Australia Ltd
- Burj Al-Arab, UAE
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- IBM, USA
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- Sony Ericsson Mobile Communications International AB, Singapore
- The Walt Disney Company, Hong Kong
- Volvo Trucks, Central Europe, Germany
- Agilent Technologies, Singapore
- Deutsche Bank, Singapore
- Goldman Sachs Asia LLC, Hong Kong
- Johnson & Johnson, Malaysia
- SAFTI Military Institute, Singapore Armed Forces
- Swiss Re, Hong Kong
- Telstra Learning Academy, Australia
- ThomsonReuters, Singapore
- Wisdom Consulting Group, Singapore

Find out more about the Energiser by Team Building Asia, Singapore & Hong Kong

Key Topics to be discussed:

- Aligning Corporate Learning to Your Overall Business Objectives
- Investing in Learning – Improving business productivity through training
- Unleashing the Power of Strategic Learning and Development Through Organisational Learning and Cultural Change
- Implementing a Learning Management System To Increase Productivity
- Achieve maximum return on your learning investment through effective partnering with learning institutions
- Transforming traditional E-learning into Learning Management System
- Develop your future leaders quickly by implementing effective leadership programmes
- Ensure you retain your employees by adapting your learning model to take account of their rapid development mindset
- Effective Learning -(Blended vs E-Learning)
- Maximising and Measuring the ROI of Your Learning Programmes
- Employee Engagement in Learning
- Technology in Learning
- Understanding Generation Y employees
- Implementing e-learning into your corporate learning centre
- Identifying how to create a revenue generating learning and training function
- How to Tackle Knowledge Transfer: Capturing the intellectual capital of the aging workforce
- Expanding the Skill pool of your Existing Workforce through the Implementation of learning and development programmes
- Weighing the Outsourcing Option and Crafting Performance Metrics to Manage Outsourced Activities
- Web 2.0 and Its Impact on Workplace Learning
- Transforming Frontline Performance with Podcasting, Vodcasting and M-learning

Book Early As Seats Are Limited at the Pre-Summit Workshops on 24 February 2009!

Workshop 1: 9.00 AM – 5.00 PM

- How to Set-up and Establish your Corporate University
Led by Robert Whittaker, Partner,
Executive Development & Coaching, Singapore
(former Director, ST University, STMicroelectronics)

Workshop 2: 9.00 AM – 5.00 PM

- Implementing Best Practices in Instructional Design for Effective Learning
Led by Fiona O' Shaughnessy, Founder,
Emerge Associates, Singapore

Official Endorsers:

IMSL: Institute of Management of Sri Lanka, Empowering Managers, www.imsl.lk
 AHRP: Association of Human Resource Professionals, www.ahrpmauritus.com
 elearning.org.au: www.elearning.org.au

Official Journal:

The Journal of E-Working: Advancing the way we work, www.eworkjournal.org

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Why Global Learning Summit 2009 Is The Learning Event Of The Year!

New business realities and customer demands, coupled with new technologies in a changing competitive landscape are causing corporate learning departments to rethink their value, role, and impact in the organisation.

In a constantly changing business landscape with limited resources and tight budgets, learning must be viewed as essential to a successful achievement of business goals. Can the current global economic outlook be a turning point for new learning programmes?

Global Learning Summit 2009 is a unique platform to learn, network, discuss and debate fresh and innovative learning ideas with our esteemed faculty of speakers. Only the best speakers will be featured in this programme!

Attend **SALVO**'s Global Learning Summit, a definitive avenue for learning and development professionals to convene, discuss and debate the key innovative and discover the cutting-edge solutions in producing efficient and effective learning programmes.

A Truly Blended Learning Experience...All sessions will be delivered in the format that's best suited to the subject and the learning outcomes. Many sessions (such as the interactive streams and workshops) will have a combination of learning styles incorporated.

- Scenario Exercises -interactive
- Panel Discussions -interactive
- Classroom and Lecture format Q&A opportunities
- Energisers – motivating!

Learn and network with your peers and competitors! Reap your learning returns by signing up your Learning and Development team for this event! Diary these dates and register early to avoid disappointment!

Structure of Global Learning Summit

- **4 day Programme**
 - 24 Feb - Pre-Summit Workshops
 - 25-27 Feb - Plenary Sessions with Streams according to specific topics
- **The Summit comes with Streams where key themes have been identified.**
- **Panel Sessions (1 Hour)**
 - Panel sessions afford a personal and interactive setting for exploration of key issues related to the summit in groups of 10-12. Discuss and debate confidential learning issues with the facilitators.
- **Speed Networking Session (30 minutes)**
 - Opportunity for delegates to exchange business cards.

WHO Should Attend?

This is a must attend for all Learning & Development Professionals. Some of the job titles would include the following:

- Chief Learning Officers/Vice Presidents/
- Directors/Team Leaders/Heads/Managers/
- Senior Executives from the following departments:

<ul style="list-style-type: none"> ■ Leadership Development ■ Learning and Development ■ Talent Management ■ People Management ■ Employee Relations ■ Organisational Capability ■ Organisational Learning and Development ■ Instructional Design 	<ul style="list-style-type: none"> ■ Internal Training ■ Corporate Universities/Corporate Academies/ ■ Corporate Learning Centres ■ Online Learning ■ e-Learning Developers, Content and Technology ■ Human Resource ■ Business Improvement ■ Knowledge Management
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PRE-SUMMIT WORKSHOPS | Tuesday, 24 February 2009

Registration for the workshops commences at 815am. Course materials and refreshments will be provided during the workshop. An exclusive networking lunch will also be included for the participants.

WORKSHOP 1 : 9.00 AM - 5.00 PM

HOW TO SET-UP AND ESTABLISH YOUR CORPORATE UNIVERSITY

Course Overview

This workshop is designed to provide Corporate University (CU) leaders and practitioners with a methodology for planning to launch a new Corporate University. The group will apply a proven design model to their planning and launch process that will integrate best practices from some of the best Corporate Universities and lessons learned from other start-up CU's. Take-aways include:

- What is a corporate learning organisation and the names they go by
- Reasons why an organisation would start a corporate university
- Factors to consider when defining the CU Mission
- Positioning, alignment and different corporate university models
- Deciding the ideal resource mix and the internal/external resource balance
- Marketing the CU to gain momentum and stakeholder buy-in
- What a CU does, building the portfolio and value proposition
- The ROI of having a CU
- In this economic climate if indeed there is a need for a CU
- Which is better, training internally in a CU vs outsourced events?
- The brick 'n' mortar versus virtual discussion

ABOUT YOUR Workshop Leader:

Robert G Whittaker

Partner
Executive Development & Coaching, Singapore
(former Director, ST University, STMicroelectronics)



Rob is an experienced educator and executive coach for Corporate Executives and Entrepreneurs, with experience across MNC and SME sectors.

He is a Mechanical Engineer who has established and run several successful businesses, including a consulting business coaching business managers and entrepreneurs to grow their businesses.

As a Senior Fellow in Strategic Management at Manchester Business School, he developed, directed and taught Executive Programs for Corporate Clients and taught the strategy component of the School's MBA in Entrepreneurship.

He maintains a Visiting Fellowship with MBS and is an adjunct feedback coach with the Center for Creative Leadership, one of the world's leading institutes in leadership development.

Rob is a Permanent Resident of Singapore where for the past 5 years he worked as Director of one of Asia's leading Corporate Universities, for the French-Italian semiconductor company, STMicroelectronics, educating 88 different nationalities globally.

As of the 1 August 2008, Rob established himself as a freelance executive coach and facilitator of strategy, leadership and business education.

WORKSHOP 2 : 9.00 AM - 5.00 PM

IMPLEMENTING BEST PRACTICES IN INSTRUCTIONAL DESIGN FOR EFFECTIVE LEARNING

Systematically design training that is effective and linked to organisation strategy using an instructional design model.

Course Overview

This course will investigate theories and approaches to instructional design. It will give you the opportunity to clarify your beliefs about learning and instruction, apply instructional design processes, and work on a project that embraces sound instructional design principles and receive hands-on experience with delivery and interaction techniques and tools. There will be a mix of theory and practical experience with emphasis on face to face instruction or blended learning.

How You Will Benefit

- Effectively design and develop quality learning experiences in a variety of training environments
- Identify and describe the different phases of the instructional design process
- Convert training needs into performance objectives
- Create a design blueprint that clearly specifies what will happen during the training program
- Select the best training activities to increase the value and effectiveness of training.

Objectives

By the end of this one-day workshop, participants will

1. Know more about learning and learning theories
2. Understand how cognitive design theories relate to learning
3. Practice designing a needs assessment for their organisations
4. Link TNA to the 4 levels of evaluation
5. Feel more confident about designing learning programmes.

Content Outline

1. **Cognition and Adult Learning Theories**
 - Knowles – andragogy vs pedagogy
 - Three types of learning and Bloom's Taxonomy
 - Theories of learning – behaviourism, cognitivism, accelerated learning, NLP, multiple intelligences
2. **Instructional Design Theory and Process**
 - ADDIE instructional design model
 - Gagne's 9 Events of Instruction
 - Thiagi's Rapid Instructional Design
 - Basics of course design
3. **Instructional objectives**
 - Mager's behavioural learning objectives
 - Practice writing ABCD objectives
 - Course maps
 - Formats for lesson plans
 - Practice writing course description
4. **Instructional methods**
 - Factors influencing instructional strategies
 - Active training techniques
 - Collaborating with SMEs (subject matter experts)
5. **Assessment methods and formats**
 - Purpose of needs assessment
 - Steps to conduct a needs assessment
 - Data collection methods
 - Guidelines and checklist
 - Practice

ABOUT YOUR Workshop Leader:

Fiona O'Shaughnessy

Founder
Emerge Associates, Singapore



Fiona O'Shaughnessy is a Singapore-based Trainer and Instructional Designer who's been working in L&D for over 18 years. She founded Emerge, an L&D consultancy, in 2007 in Singapore. Recent large-scale learning programmes she has designed include *Operations Management for Continuous Improvement* comprising 4 modules for global roll out for an international organisation, and *Train the Trainer and Coaching* for team leaders moving to management positions for an event management company. While working in eLearning she designed core management training for Ericsson, and converted induction training into eLearning for UK ministries. In her capacity as a committee member of ASTD (Singapore), Fiona represents ASTD on a technical committee of the Institute of Adult Learning reviewing Training Frameworks.

24 February 2009 Pre-summit workshops

25-27 February 2009 Summit

SUMMIT - DAY 1 | Wednesday, 25 February 2009

- 8.00 Registration
- 8.30 Welcome by Chairman
- 8.35 **ALIGNING CORPORATE LEARNING TO YOUR OVERALL BUSINESS OBJECTIVES**
- The needs assessment process
 - The business impact objectives
 - During post-program evaluation when alignment is validated as results are isolated to the program, accounting for other influencing factors
 - Develop objectives that position the program for successful business alignment
 - Isolate the effects of the program on the business measures, thereby, validating its alignment to the business
- Dan Miller, Senior Vice President, General Physics Corporation, USA*
- 9.15 **INVESTING IN LEARNING – IMPROVING BUSINESS PRODUCTIVITY THROUGH TRAINING**
- The changing face of Asia Pacific business – how does training need to adapt?
 - What is the employer's role in driving learning?
 - What are the costs and financial incentives for employers?
 - How does mobile and remote working affect skills levels?
 - Adopting more flexible working and learning opportunities to stimulate retention and learning
 - What can be done to open up learning opportunities to remote workers?
 - What impact are government initiatives going to have on organisations in the short term and long term?
- John Clifford, Director, Telstra Learning Academy, Australia*
- 10.00 Networking Coffee Break for Speakers and Delegates
- 2.00 *Delegates are advised to proceed to the respective streams by 2pm. Your punctuality is greatly appreciated.*
- 10.30 **COLLABORATIVE INNOVATION WITH IBM JAMS LEARNING BY TAPPING INTO THE COLLECTIVE INTELLIGENCE OF YOUR ENTIRE ORGANIZATION**
- IBM Jams began as a powerful management tool inside IBM, that its Chairman has used to drive significant change both in values and culture, as well as creating new and innovative business models - by drawing from the "collective intelligence" of the entire organization in massive online events. This presentation will discuss the following:
- How Collaboration supports a Globally Integrated Enterprise
 - Expanding idea generation by engaging an entire organization and reaching outside "the walls"
 - The ways in which an IBM Jam is used to drive significant value
 - The approach that drives high levels of participation
 - IBM Jam features - what does it look like?
 - Some diverse and impactful customer examples
 - What happens after a JAM...
- Christopher von Koschembahr, Associate Partner, Human Capital Management Knowledge and Collaboration Leader Distribution Sector, IBM Global Business Services*
- 11.15 **SPEED NETWORKING – FOSTERING BUSINESS TO BUSINESS RELATIONSHIPS**
- At these events, delegates will have a series of mini-meetings with new contacts. The idea is that within a few minutes of talking to someone new, it is possible to work out if you want to meet again, whether there is the possibility of a future business relationship, or simply to understand more about what your new contact does. So, remember to bring plenty of business cards.
- 11.45 **CREATING A BALANCE BETWEEN INFLUENCE AND POWER**
- How influence has a lasting effect in learning and development
 - What you could achieve by increasing your capacity to influence
 - Negotiating with and understanding senior management
- Paul Choi, Executive Director, Goldman Sachs Asia LLC, Hong Kong*
- 12.30 Networking Luncheon for Speakers and Delegates



STREAM A LEADERSHIP AND TALENT MANAGEMENT	STREAM B EFFECTIVE LEARNING (BLENDED VS E-LEARNING)	STREAM C STAKEHOLDER REPORTING THROUGH MAXIMISING AND MEASURING THE ROI OF YOUR LEARNING PROGRAMMES
<p>LEARNING AT THE CORE OF YOUR TALENT MANAGEMENT STRATEGY</p> <p>You can't have Talent Management without Learning Management! Organizations are rapidly moving from separate to integrated processes. All areas of Talent Management benefit from a robust relationship with Learning Management.</p> <p>For example, in recruiting and learning, it's primarily about Increasing New Hire Success.</p> <p>Tying learning and career development together allows you to cultivate engagement.</p> <p>Learning is a method to Expand Knowledge and Skills – which are needed for improved performance. For learning and succession you are simply seeking to Improve your leadership pipeline.</p> <p>In this session, you will learn how recruiting, performance management, succession planning and other areas are related to Learning Management as the core of a robust Talent Management strategy.</p> <p><i>Richard YK Lee, Director, HCM Applications Singapore and Malaysia, Oracle Corporation Asia Pacific</i></p>	<p>A NEW APPROACH TO LOOKING AT LEARNING : THE 70-20-10 APPROACH</p> <ul style="list-style-type: none"> ■ Dispelling myths about learning, including classroom learning ■ Creating effective learning that leverages experience and role-modelling ■ Linking learning to the Talent management framework ■ Understanding key drivers to successful talent management implementation <p><i>Roshan Thiran, Director, Talent Management, Johnson & Johnson, Malaysia</i></p>	<p><i>Chairman: Richard Clarke, Senior Director - Accenture Learning BPO Services, Accenture Australia Ltd.</i></p> <p>ACCELERATED LEARNING AND ROI SERIES: PROVING LEARNING HAS BUSINESS IMPACT</p> <ul style="list-style-type: none"> ■ Success in demonstrating the business impact of learning – it CAN be done! ■ Accenture and Telstra - 3 ways we measure the business impact of the Telstra Learning Academy <ul style="list-style-type: none"> ■ A training dashboard which facilitates decision making for the business ■ Formal measurement studies for selected projects ■ Alignment of curriculum to key performance indicators for the business ■ How a Casino reduced time to competence and the cost of staff development through an accelerated multimedia learning program <ul style="list-style-type: none"> ■ Outline of the business case and the benefits realization scorecard ■ How Accenture achieves a 353% return on learning ■ Accenture's methodology for level 5 assessments – a walk through the 6 step process and an example of 11% call handle time reduction at Telstra <p><i>Richard Clarke, Senior Director - Accenture Learning BPO Services, Accenture Australia Ltd.</i></p>

2.45

<p>STREAM A LEADERSHIP AND TALENT MANAGEMENT</p>	<p>STREAM B EFFECTIVE LEARNING (BLENDED VS E-LEARNING)</p>	<p>STREAM C STAKEHOLDER REPORTING THROUGH MAXIMISING AND MEASURING THE ROI OF YOUR LEARNING PROGRAMMES</p>
<p>DEVELOP YOUR FUTURE LEADERS QUICKLY BY IMPLEMENTING EFFECTIVE LEADERSHIP PROGRAMMES</p> <ul style="list-style-type: none"> ■ Make the successful transition from managing oneself to managing others within the business ■ Develop leadership awareness to ensure that your leaders can manage their team effectively ■ Understand the motivation of your team and drive them to achieve the targets you set them. <p>Amy Tan, <i>Head, Talent Development Asia, Swiss Re, Hong Kong</i></p>	<p>TRANSFORMING TRADITIONAL E-LEARNING INTO LEARNING MANAGEMENT SYSTEM</p> <ul style="list-style-type: none"> ■ Consolidate training initiatives on a scalable, low-cost Web-based platform ■ Assemble and deliver learning content rapidly in multiple languages ■ Measure the effectiveness of training initiatives ■ Mix classroom and online learning ■ Integrate with other enterprise application solutions ■ Centralize and automate administration ■ Use self-service and self-guided services as much as possible ■ Support portability and standards ■ Personalize content and enable knowledge re-use <p><i>Speaker to be announced.</i></p>	<p>ACHIEVE MAXIMUM RETURN ON YOUR LEARNING INVESTMENT THROUGH EFFECTIVE PARTNERING WITH LEARNING INSTITUTIONS</p> <ul style="list-style-type: none"> ■ Establish good practice for talent collaboration with universities ■ Evaluate successful university partnerships and take away strategies to develop your own programme ■ Ensure this key talent pool is not lost to other industries by developing a cross-industry strategy <p>Dr Alvin Oh, <i>Principal Consultant & Associate Partner, Wisdom Consulting Group, Singapore (Former Director of Learning & Development, STATChipPAC Ltd, Singapore)</i></p>

3.30

Networking Coffee Break for Speakers and Delegates

4.00

<p>ENGAGING MANAGERS AS PARTNERS IN FACILITATING LEARNING AND DEVELOPMENT</p> <ul style="list-style-type: none"> ■ Involving line managers as partners in employee and leadership development ■ Ensuring manager accountability in developing employees and leaders in the organization. ■ Build a culture of leaders developing leaders <p>Christopher Goh, <i>Director Global Learning & Leadership Development, Agilent Technologies, Singapore</i></p>	<p>BLENDED LEARNING : CREATIVE RECIPES FOR ENHANCED PERFORMANCE</p> <ul style="list-style-type: none"> ■ The art of integrating traditional and digital tools to facilitate workplace learning. ■ Mobilising Knowledge and Facilitating Learning ■ Strengths and weaknesses of on-line learning and development programmes ■ Exploiting the scalability of electronically mediated content while maintaining engagement and flexibility <p><i>Speaker to be announced.</i></p>	<p>CALCULATING THE ROI OF YOUR RETENTION PROGRAMME OF YOUR EMPLOYEES BY ADAPTING YOUR LEARNING MODEL TO TAKE ACCOUNT OF THEIR RAPID DEVELOPMENT MINDSET</p> <ul style="list-style-type: none"> ■ How do re-evaluate your business model to take account of the young employees' mindset of moving on and moving up ■ What elements of your learning and development programmes attract young employees to your organisation? ■ What would it mean to your organisation in financial terms if you were able to retain your junior employee? ■ How can we work together as an industry to reduce staff turnover and keep our young expertise? <p>Jonathan Evans, <i>Manager, Learning and Development Burj Al-Arab, UAE</i></p>
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4.45

Question and Answer Session

5.00

End of Day 1 Summit and Closing by Chairman

24 February 2009 Pre-summit workshops

25-27 February 2009 Summit

SUMMIT - DAY 2 | Thursday, 26 February 2009

8.30 Opening Address by Chairman

12.00 Networking Luncheon for Speakers and Delegates

8.35 HOW TO TACKLE KNOWLEDGE TRANSFER: CAPTURING THE INTELLECTUAL CAPITAL OF THE AGING WORKFORCE

- Capture the knowledge base of your aging workforce
- Maximize the most of your diverse employee base and see prime examples of how to capture knowledge
- Provide a strategy for developing knowledge transfer practices including mentoring programmes, knowledge management systems and process improvement

Lieutenant Colonel Karuna Ramanathan,
Deputy, Head, Center of Leadership Development,
SAFTI Military Institute, Singapore Armed Forces

9.15 EXPANDING THE SKILL POOL OF YOUR EXISTING WORKFORCE THROUGH THE IMPLEMENTATION OF LEARNING AND DEVELOPMENT PROGRAMMES

- Evaluate the strengths of your personnel regularly and plan their career path
- Explore future development and mentoring programmes that are in the pipeline

Wolfgang Binder, Director Human Resources,
Volvo Trucks Region Central Europe, Germany

10.00 Networking Coffee Break for Speakers and Delegates

10.30 BUILDING HIGH-CONTEXT LEARNING SOLUTIONS - THE DEUTSCHE BANK EXPERIENCE

Gyan Nagpal,
Regional Head of Development - Asia Pacific
Deutsche Bank AG Human Resources,
Deutsche Bank AG - Asia Pacific Head Office,
Singapore

11.15 UNLEASHING THE POWER OF STRATEGIC LEARNING AND DEVELOPMENT THROUGH ORGANISATIONAL LEARNING AND CULTURAL CHANGE

- Building a corporate learning culture across borders
- Organising Learning within your company
- Implications to Learning Philosophy and Strategy
- Implications to People, Infrastructure, Process and Reward
- Sustaining a change and learning-ready organisation

Jonathan Evans,
Manager, Learning and Development
Burj Al-Arab, UAE

1.30 THE JUGGLING MOTIVATOR

Juggling is a unique experience in that it uses whole brain integration, and in this innovative module, delegates will be given special juggling balls and then taught how to juggle with them. This helps to re-energise their minds and increase focus. As a metaphor for the balance between family, work and self, juggling inspires participants to try something new, embrace change; develop increased persistence, motivation, and self confidence. Team Building Asia will demonstrate this simple but effective mantra by teaching your team how to juggle in under an hour.

David Simpson

Director
Team Building Asia, Singapore and Hong Kong



Since moving to Asia more than a decade ago, David has used his experience in team building, leadership and change management to challenge participants to reach their highest potential through experiential, interactive and fun workshops with a strong and meaningful business outcome.

Team Building Asia has a strong history of delivering innovative, proven team building solutions to organizations from a broad-range of industries in the Asia-Pacific region. Our programmes are tailored to your specific needs and are proven to boost workplace cohesion and rekindle the spirit of teamwork. Your team will walk away with a new perspective on the company, their role and each other.

2.15 Delegates are advised to proceed to the respective streams by 2.15pm. Your punctuality is greatly appreciated.

	STREAM D LEADERSHIP AND TALENT MANAGEMENT	STREAM E EMPLOYEE ENGAGEMENT IN LEARNING
	<p>DEPLOYING LEADERSHIP AS THE TALENT MAGNET FOR YOUR ORGANIZATION</p> <ul style="list-style-type: none"> Identifying and developing the best managers possible Making technical managers into talent managers - the reason why professionals come and stay at the organization Improving onboarding of talent at all levels Instilling a sense of culture that makes people stay Creating continuous engagement for staff <p><i>Wolfgang Binder, Director Human Resources, Volvo Trucks Region, Central Europe, Germany</i></p>	<p>ENCOURAGING SELF-DIRECTED LEARNING IN THE WORKPLACE</p> <ul style="list-style-type: none"> Reigniting your employees' thirst for learning - stimulating enthusiasm for learning within your organisation Encouraging individuals to take increased responsibility for their own development How far can learners assess their own development needs and what actions are required to address those needs? How do you ensure individual development objectives are in line with organisational objectives? Balancing and aligning what employees want to learn with what they need to learn Developing a framework to enable, facilitate and support self-directed learning Building a culture and environment that encourages and facilitated self directed learning <p><i>Lieutenant Colonel Karuna Ramanathan, Deputy, Head, Center of Leadership Development, SAFTI Military Insititute, Singapore Armed Forces</i></p>
3.00	<p>DRIVING A CULTURE OF PERFORMANCE AND COACHING: A CASE STUDY</p> <ul style="list-style-type: none"> Starting at the top: Building leadership buy-in on the importance of coaching and development Low-cost, high impact strategies to encourage broad cultural change Driving a performance based culture at all levels <p><i>Henrietta Summers, Director, Learning & Development, The Walt Disney Co (Asia Pacific) Ltd, Hong Kong</i></p>	<p>INNOVATIVE EDUCATION EXPERIENCE</p> <ul style="list-style-type: none"> Education delivery to align to different learning styles Designing relevant courseware with rigor Effective learning methodologies Collaborative learning environment Learning environment design <p><i>Virendra Shelar, Senior Learning & Organisational Development Manager - APAC, Sony Ericsson Mobile Communications International AB, Singapore</i></p>
3.45	Networking Coffee Break for Speakers and Delegates	
4.15	<p>LEADERS DEVELOPING LEADERS - HOW MANAGERS CAN BECOME A PROACTIVE PARTNER IN THE DEVELOPMENT OF PEOPLE</p> <ul style="list-style-type: none"> Building an environment of continual individual learning where people can excel; Using assignments and experiences to consolidate knowledge and stretch individuals; The leadership pipeline - transitioning from being stuck 'in' the business to working 'on' it; The one question that really motivates people; How great managers gain time to think strategically and maintain a good work life balance <p><i>Robert Whittaker, Partner, Executive Development & Coaching, Singapore (former Director, ST University, STMicroelectronics)</i></p>	<p>EMPLOYEE DEVELOPMENT THROUGH LEARNING AND DEVELOPMENT PROGRAMMES: IMPROVING PRODUCTIVITY, RETENTION AND REDUCING ABSTENTEEISM</p> <ul style="list-style-type: none"> How to create a focused learning environment as a recruiting tool to attract talent Increased employee retention Learn how to reduce absenteeism Learn how to engage employees <p><i>Grace Wong, Regional HR Director, ThomsonReuters, Singapore</i></p>
5.00	Question and Answer Session	
5.30	End of Day 2 Summit and Closing by Chairman	

Agenda - At - A - Glance

24 February 2009 Pre-summit workshops

25-27 February 2009 Summit

SUMMIT - DAY 3 | Friday, 27 February 2009

8.30 Opening Address by Chairman

8.35 **LEARNING & DEVELOPMENT IN CORPORATE SOCIAL RESPONSIBILITY (CSR)**

- How 'green' is your training?
- Practical steps to reducing the environmental impact of training
- The role of technology and e-learning in reducing your carbon footprint
- Utilising resources carefully to make a positive difference
- Creating an environmentally-conscious workforce through learning and development
- Communicating CSR policies via learning and development
- Offsetting the carbon impact – what are the options?

Speaker to be announced.

9.15

**Some of the main topics to be discussed:**

- The Current Global Economic Impact on Learning and Development
- Battling with Leadership Crunch
- Retaining knowledge in the workplace
- Dealing with skill shortage
- Understanding Generation Y employees
- Implementing e-learning into your corporate learning centre
- Identifying how to create a revenue generating learning and training function.

Panelists: To be advised soon

10.15 Networking Coffee Break for Speakers and Delegates

10.45 **A GUIDE TO MARKETING YOUR LEARNING PROGRAMMES ACROSS YOUR ORGANISATIONS**

- Increasing targeted enrollment and client satisfaction
 - Strengthening your company's reputation as the training provider of choice
 - Partnering with the business to provide the performance value necessary to produce desired results
 - Offering engaging learning through games
 - What learning is effective through gaming technology?
 - What is the management-level perception of using games to learn?
 - What are the tangible benefits of using gaming technology?
 - How sophisticated does the technology have to be?
- Speaker to be announced.*

11.15 **SOCIAL NETWORKING - INFORMAL LEARNING IN A WEB 2.0 WORLD****THE MILLENNIALS ARE ALREADY DOING IT - JUST DON'T SPOIL IT AND TELL THEM IT'S USEFUL AT WORK TOO!**

Social networking is about connecting people to people and people to content to ultimately solve real business problems, faster and more efficiently. This presentation will explore: The benefits of doing Social Network Analysis (and the dangers of not!)

- Generational differences that must be considered to lead to initial adoption and ultimately broad sustainability across your company
 - Description of the major components
 - Pragmatic next steps to get started
- Christopher von Koschembahr,**
Associate Partner, Human Capital Management Knowledge and Collaboration Leader Distribution Sector,
IBM Global Business Services

12.00 Questions and Answer Session

12.30 Networking Luncheon for Speakers and Delegates

2.00 **WEB 2.0 AND ITS IMPACT ON WORKPLACE LEARNING**

- Introducing Web 2.0 into your learning environment - wikis, blogs, and podcasts.
 - Web 2.0 technologies and capabilities will have a dramatic impact on the business environment
 - Differentiate Web 1.0 and Web 2.0
 - Understand the Web 2.0-LMS Connection
 - Design a Web 2.0 migration path for your learning environment
- Dan Miller, Senior Vice President,**
General Physics Corporation, USA

2.45 **LEARNING GETS A SECOND LIFE: TRAINING IN THE VIRTUAL WORLD**

- When to use Second Life and other virtual worlds in training (with best practice cases).
 - How to teach soft skills with virtual role play, how to teach hard skills with 3D modeling, how to simulate everything from a business to a medical condition, and how to run a meeting.
 - How you can get started with Second Life in your learning organisation
- Speaker to be announced.*

3.30 Coffee Break & Networking Session

4.00 **TECHNOLOGY IN LEARNING**

- Transforming Frontline Performance with Podcasting, Vodcasting and M-learning
 - Create "teachable moments" out in the field with smart phones and portable video players.
 - Transform the podcast into a two-way, listener driven medium.
 - Integrate podcasts with blogs to build an engaging online community.
- Speaker to be announced.*

4.45 Question and Answer Session Followed by Close of Summit

Sponsorship Opportunities for Dynamic Companies

Our aim is to deliver you with an event that exceeds your expectations, thus becoming an integrated part of your annual marketing program. Whether you are a well established player in the market or looking to break into the sector, **Global Learning Summit 2009** will provide you with unrivaled exposure to a highly targeted audience.

Sponsorship of **Global Learning Summit 2009** will make your company stand out as a leader in this fast-growing industry and will leave a strong impression of your brand in people's minds. Sponsors have an incredible amount of presence and in conjunction with an exhibition stand it will not only give your company optimum exposure but also the opportunity for delegates to meet you and your executives to find out more about your role and business opportunities in the sector.

Our carefully constructed sponsorship solutions are priced competitively for today's market conditions and will complement your marketing objectives. Some of the solutions we provide include:

- Endorsing the cocktail party
- Sponsoring a lunch or coffee break
- Exhibiting at this event
- Satchel / Documentation / Stationary sponsorship
- Advertisement in the delegate pack

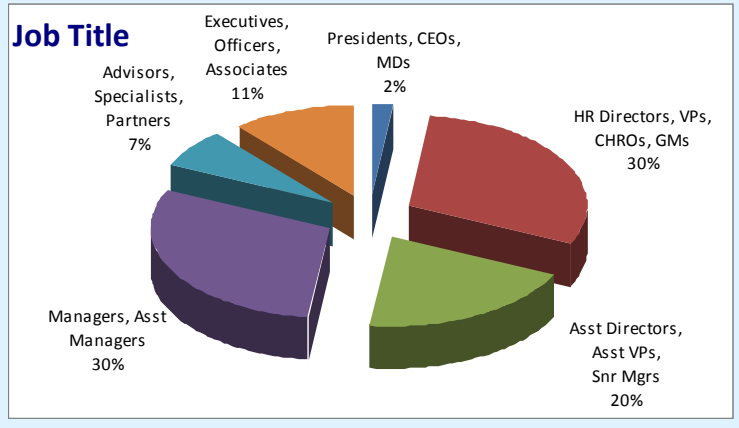
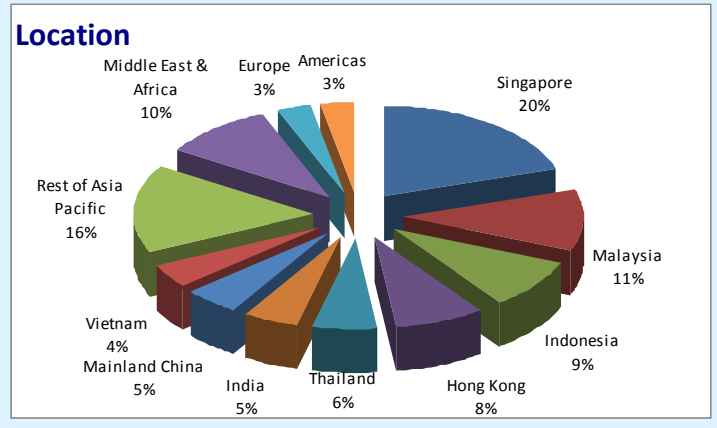
Who should sponsor?

If you are involved in the following areas you should sponsor **Global Learning Summit 2009**:

- Business Solutions
- Consulting & Advisory
- Gaming Technology
- Instructional Design & Curriculum
- Recruitment
- Publishing
- Academia

Mark your calendar! Sponsor and reap returns today!

Attendee Profile



For more information and to secure your place, please call Felicia on +65 6297 8545 or email: felicia@salvoglobal.com

Response form fax back to +65 6297 8645

YES! I have a leading brand and want to promote it to business leaders and decision makers in the human resources. Please call me to discuss sponsorship opportunities.

YES! I have an exciting product I want to showcase. Please call me to discuss exhibition opportunities.

Name: _____ Country: _____

Company: _____ Job Title: _____

Postal Address: _____ Postcode: _____

Tel: _____ Fax: _____

Email: _____ Mobile: _____

Wolfgang Binder*Director Human Resources
Volvo Trucks Region, Central Europe, Germany*

Wolfgang Binder actually holds the position "Director Human Resources, Region Central Europe". In this position he is responsible for the DACH Region (Germany, Austria and Switzerland) in terms of all strategic and conception topics within the range of Human Resources management.

Mr. Binder acquired about 30 years of professional experience in the entire spectrum of Human Resources management. Before joining Volvo in March 2005 his recent position was "Director Human Resources" in an international telecommunication company for 10 years. He holds a degree Political Economics.

In the capacity of Director Human Resources Mr. Binder is additionally guest speaker in seminars and meetings.

Christopher Goh Soon Keat*Director - Global Learning & Leadership Development
Agilent Technologies, Singapore*

Christopher Goh is Director of Global Learning and Leadership Development at Agilent Technologies. His areas of specialization and interests are in leadership development, performance management, succession planning, change management, and competency modeling.

Christopher has a wealth of experience in designing and delivering organizational development programs. He is a certified trainer for Ken Blanchard's 'Situational Leadership II', Kouzes and Posner's 'Leadership Challenge' program and "Crucial Conversations" by Patterson, Grenny and McMillan.

He holds a Bachelor of Arts and Social Science from University of Malaya, Malaysia, and a Master of Science in Asia Pacific Human Resource Management from National University of Singapore.

Richard YK Lee*Director, HCM Applications, Singapore and Malaysia
Oracle Corporation Asia Pacific*

Richard is responsible for addressing talent & performance management issues in Singapore and Malaysia. He works with HR to meet their human capital needs whilst streamlining these to the organisations core business objectives & requirements.

In an earlier role at Oracle, Richard was the Consulting Director for HCM Solutions, a role that encompassed the ASEAN region, managing a team of Senior and Principal consultants across several countries.

Richard holds a B.Sc (Information Science) from the National University Of Singapore and has more than 17 years of HCM Applications experience under his belt.

Lieutenant Colonel Karuna Ramanathan*Deputy, Head, Center of Leadership Development
SAFTI Military Institute, Singapore Armed Forces*

In his current role Colonel Ramanathan oversees the future development aspects of leadership development for the Singapore Armed Forces, and is currently involved in several key knowledge management projects. Prior to this, he was Head of the Learning Development Project Office in the Singapore Armed Forces from Dec 2004 to Mar 2007 in which he successfully developed and implemented Competency based Learning as a means to infuse Leadership competencies. In this role, he developed and instituted knowledge acquisition and elicitation techniques. He has extensive experience in knowledge management processes, and professional training in competency based learning, instructional design, training development, performance development and experiential learning processes.

In 2007, Karuna led a team to develop storytelling methodology for SAF Commanders and Instructors. This year, Karuna successfully completed the implementation of the Individual Development Process, which is a personal knowledge management initiative, and trained more than 600 participants in coaching conversations and goal setting. Karuna is presently involved in the operationalisation of the Action Learning Process, which is a team knowledge building process. In 2009, Karuna will lead a key SAF project to tap on unstructured information, using Web 2.0 tools, within a lessons learnt environment. This is expected to lead to the development of a narrative database in 2010 for use in operational knowledge management.

Henrietta Summers*Director, Learning and Development
The Walt Disney Company (Asia Pacific) Limited*

Henrietta Summers is the current Director of Learning and Development, Asia Pacific and has been with the Walt Disney Company since 1996.

Henrietta works closely with business leaders to develop learning strategies for the APAC region, managing talent planning and helping design and implement department specific interventions.

Henrietta is also leading the Disney University initiative for Asia Pacific, which offers employees an integrated curriculum, with courses and processes, designed to meet both individual development needs and the long term strategy of the business, leveraging existing Enterprise content, and developing new, relevant content where necessary.

Henrietta holds a bachelor of Economics from the University of Adelaide, South Australia and qualified as a Chartered Accountant with The Institute of Chartered Accountants in Australia.

She is based in the regional head office in Hong Kong.

John Clifford*Director
Telstra Learning Academy, Australia*

John Clifford is the Director of the Telstra Learning Academy – a learning and development program training Telstra's field workforce, wireless and network engineers, credit and billing consultants and operational support people.

During his 15 years with Telstra John has held senior leadership roles in Operations, IT and Human Resources.

Prior to joining Telstra, John worked in both the private and public sectors in operational and human resource leadership roles.

John has a Masters in Commerce and post graduate and undergraduate qualifications in Employment Relations, Human Resources and Industrial Relations.

John is a Fellow of the Australian Human Resources Institute.

Amy Tan*Head, Talent Development Asia
Swiss Re, Hong Kong*

Swiss Re is a leading and highly diversified financial services company, operating through offices in more than 25 countries.

Founded in Zurich, Switzerland, in 1863, Swiss Re offers financial services products that enable risk-taking essential to enterprise and progress. The company's traditional reinsurance products and related services for property and casualty, as well as the life and health business are complemented by insurance-based corporate finance solutions and supplementary services for comprehensive risk management.

They have a dedicated training facility (Swiss Re Academy) in Cyberport, Hong Kong, which offers training programmes for both clients and employees. Amy manages the facility, as well as the talent development needs of around 1000 employees throughout Asia Pacific. Her work background encompasses economic research, computer marketing, HR and HRD over the past 30 years. She has a B Soc Sc (Hons) in Economics and a MBA (Marketing).

Gyan Nagpal*Head of Development Asia Pacific
Deutsche Bank AG, Singapore*

As Head of Development, Gyan manages the bank's cross divisional learning portfolio for the region and partners with the business in areas such as Talent Management, Leadership Development, OD, Culture and Diversity.

He has a graduate degree in Financial Management and Economics and postgraduate diplomas in Management and Hospitality Administration. Gyan started his career in Operations Management, but soon found that along with engineering customer delight, the moments he enjoyed most, were those invested in training or coaching his team. Trying to develop this competence, he made a mid career switch into L&D 10 years ago. A continual learner, his pet areas of interest include team dynamics, change leadership and exploring emerging technologies / platforms in people development.

Richard Clarke*Senior Director - Accenture Learning BPO Services
Accenture Australia Ltd.*

Richard Clarke has held management and consulting positions with Accenture for 20 years. Richard played a key role in establishing the Accenture Learning BPO Services offering in Australia, and currently manages Accenture's largest learning BPO contract in Asia Pacific—the Telstra Learning Academy. Prior to this, Richard worked as an Accenture consultant, selling and delivering services in systems integration, change management, project and program management across multiple industries including consumer products, financial services, utilities and government.

Virendra Shelar*Senior Learning & Organisational Development Manager - APAC
Sony Ericsson Mobile Communications International AB, Singapore*

Virendra is a highly skilled professional with more than 10 years of Learning & Organizational Development experience. He has worked in APAC for fortune 500 companies like Schneider, Honeywell & International Rectifier. He has headed Learning & OD initiatives in Asia and currently responsible for learning & development in APAC for Sony Ericsson Mobile Communications International AB.

He has trained many Sales, Marketing & Business Development employees across Asia in their core skills & coached them on Managing Key Accounts to support organizational growth. He has traveled extensively in Asia, which includes China, Hong Kong, Korea, Japan, Singapore, Malaysia, Philippines, Vietnam, Thailand, Indonesia and Taiwan. He has been traveling around other parts of the world including US & Europe providing world class training & consulting services within and outside the organization.

His unique blend of management & technical skills – combined with leadership & management experience has won him "TECLAN" (the highest award in his previous company), 5 years in a row for successful completion of different projects across the organization. He is a proven performer who enjoys working with people and excels in building & leading strong teams. Some of his projects included Six Sigma implementation, Talent Management, ISO 9001 & 14000 implementation, On Job Training system development & Process improvement projects. The Talent Management project was able to help the company develop its talent Pipeline & retain high potential employees. The process improvement project was able to reduce 25% of rejects across all the production lines.

Roshan Thiran
*Director of Global Talent Management
 Johnson & Johnson, Malaysia*



Prior to that, he was with the General Electric Company (GE) for more than 12 years, working in a number of roles in the US, in Europe and also more recently in Asia and also with a number of other organizations in the US.

Roshan began his career with GE at GE Investments in Stamford, CT, USA leading the start-up efforts of a new mutual fund business as an Investment Analyst. A year later, he joined GE Capital's Financial Management Program (FMP) based in Stamford CT in the US. He had a number of Finance assignments with various GE Capital businesses in the Stamford CT region, with GE Global Compression Services in Dallas TX, and with GE International in Shelton, CT.

He later joined National Broadcasting Corporation (NBC) at its Rockefeller Center, New York City hub as the News & Sports Analyst where he was responsible for the Financials of 6 news programs, including The Today Show, Dateline, Sunrise and leading the MSNBC cable network start-up efforts. He was also instrumental in driving a number of key process improvements in the NBC Finance community winning a number of awards for his work and effort at NBC.

From NYC, Roshan moved to London, UK, to take on a cross-functional role as Europe Sourcing Finance Leader for GE Capital Europe focusing on Acquisition Integration efforts and integrating Sourcing operations and processes across various GE Capital businesses in Europe and the US. Roshan was instrumental in growing the GE Capital organization in Europe driving a number of key sourcing and finance initiatives.

Roshan was asked to return to the US in 1998 to join GE Corporate Initiatives Group (CIG), leading GE's Y2K efforts across the globe and driving GE Global Sourcing initiatives. The CIG group is GE's think-tank and internal consulting group based in GE's Global HQ in Fairfield.

In April 1999, Roshan moved to Malaysia to join GE Engines Services Malaysia (GEESM) as CFO and Executive Director. GEESM is GEAE's biggest aircraft overhaul shop in Asia. Roshan helped grow the shop from a \$30million shop to a US\$160 million shop. GEESM was a JV between GE and Malaysian Airlines, with 1 local customer. GEESM was transformed to become a global player with 30 customers worldwide.

In May 2001, Roshan took on a leadership development role with GE Crotonville/Corp Learning Services as the Learning Leader, spearheading the training and leadership development efforts for GE in South East Asia and Australia-NZ. Roshan drove GE's customer education program and also was instrumental in developing GE's new global leadership curriculum.

In June 2003, Roshan took on his current role as the Director of HR Asia Pacific, overseeing Finance organizations across Asia. He is now responsible for all Finance training, organization and staffing issues for the Finance teams in Asia and also driving pipeline programs develop talent in GE such as the FMP programs in Asia, CAS programs, leading various Asia and Country Finance councils, Asia & working with Asia CFOs on their organization and people development. Roshan is a certified coach in GE and is certified in numerous training programs including Myer-Briggs Type indicator, Change Acceleration Process, WorkOut, Strategy Workshops, Finance education and a host of other leadership development training program.

Roshan has the distinction of being one of the only people in GE to ever achieve a perfect score evaluation from the training session he has conducted. His infectious and inspirational teaching style and unorthodox learning methodologies are well-received across various geographies and people groups from Europe, the US, Middle East and across Asia.

Roshan has recently moved out of GE and taken a role as the Director of Global Talent Management for Johnson & Johnson. He spends time across various countries in Asia Pacific and also working in the US helping J & J build global talent processes and help grow leaders and talent across Johnson & Johnson.

Dr Alvin Oh
*Principal Consultant & Associate Partner
 Wisdom Consulting Group, Singapore*



A Doctorate in Education and Master Trainer, Alvin consults with organizations on Organizational Effectiveness & Human Resource Development issues. His experience as a corporate trainer, lecturer, platform speaker and in-company HRD consultant for over 10 years in an international business consulting firm, banking and finance, public transport and the manufacturing industries, has enabled him to offer seminars and advisory services in management & leadership development, organizational development and career & professional development. His clients include F&N Coca-Cola, Shimano, AXA Life, etc. He has also carried out corporate training & development based on performance management, consulted on the People Developer standards and has helped organizations in setting up learning systems towards being a learning organization.

Alvin is accredited to Cambridge University International Examinations and the Wisdom Academy International Group, UK in the use of the proprietary @Team Publications personal and management diagnostic instruments and profiles. He specialises in human performance improvement skills training and has conducted workshops in "Managing and Leading for Organizational Effectiveness", "Effective Coaching & Mentoring", "Presenting with Confidence", "Effective Facilitation Skills", "Top-Notch Supervisory Management", "Train-the-Trainer" programmes, etc. using Square Wheels, 7 Habits, Problem Solving and Organizational Development techniques and approaches. He has also facilitated various high performance teambuilding programs and has been active in productivity training.

As an adjunct lecturer with several universities, Alvin has taught 'Economics, Management, Organizational Behaviour, Organizational Development and Human Resource Development' modules for degree and diploma programs offered by the RMIT University, Open University Centre in collaboration with the Singapore Institute of Management, Bradford University in collaboration with the Management Development Institute of Singapore, Curtin University in collaboration with the Singapore Human Resource Institute, James Cook University in collaboration with SPRING-Singapore. Alvin writes articles on 'organizational effectiveness & human resource development' for 'Today's Manager', a publication of the Singapore Institute of Management and 'Development & Learning in Organizations', an international management journal in UK.

Alvin is affiliated to several professional bodies such as the Singapore Institute of Management, the Singapore Institute of Purchasing & Materials Management, the Management Development Institute of Singapore as well as the Singapore Human Resources Institute. He graduated with a first degree in Economics, with honours, from the University of London and a postgraduate diploma in Law from the National University of Singapore. He has also obtained a Master's degree in Training & Development from the University of Leicester and a Doctor of Philosophy degree in Education from the University of Hull, UK.

Christopher von Koschembahr
*Associate Partner, Human Capital Management
 Knowledge and Collaboration Leader Distribution Sector
 IBM Global Business Services*



Christopher T. von Koschembahr has been responsible for many of IBM's first solutions and successes in what was then called Distance Learning - including IBM's single largest e-Learning event, and the most used eLearning solution within IBM. He continues to be a leader in IBM's eLearning transformation - seeking out how new technologies can help improve eLearning for the benefit of both the learner and their businesses. He pioneered the first m(mobile)- Learning solutions -- to help address the needs of an increasingly mobile workforce -- and in cooperation with a major electronics retailer store developed an innovative solution for training sales associates on the sales floor. He is often requested to speak at conferences around the world. Most recently, he is developing some novel approaches to podcasts.

He is presently in IBM Global Business Services, Human Capital Management - focused on delivering Knowledge and Collaboration initiatives to distribution sector customers, as well as the worldwide leader for mobile learning - where he continues to drive differentiation through innovation, focussing on unique customer challenges. He joined IBM as an Engineer and has held a series of technical and managerial positions, including the role of technical assistant to IBM's head of the PC Division.

He holds a double degree from Duke University in Electrical Engineering and Computer Science, and holds several patents.

Grace Wong
*Regional Head - HR (Asia)
 ThomsonReuters, Singapore*

Grace Wong is the Regional Director, Human Resources Asia, ThomsonReuters based in Singapore. She provides HR leadership and acts as a business partner in setting the HR vision and strategic direction for the region. Grace manages a team of HR professionals across all 11 countries including the specialist functions.

Prior to joining Reuters in June 2005, Grace was with Invensys PLC where she held the role of Regional Human Resources Director, Asia covering all APAC countries from India to Australia, with extensive experience in merger and acquisition activities. Prior to Invensys, she has held similar positions in ABB.

Grace graduated from University of Essex and obtained a post graduate qualification in counselling.

Jonathan Evans
*Manager - Learning and Development
 Burj Al-Arab, UAE*



Jonathan Evans heads up the Learning and Development team at the Burj Al Arab in Dubai, UAE. This iconic hotel represents an exciting environment of constant change and growth. Jonathan draws on his 23 years of global experience in the hospitality industry to assist the development and growth of Jumeirah - an international Luxury Hospitality company. An Australian national, Jonathan is originally from the small pacific island community of Norfolk Island. A truly international career has enabled Jonathan to live and work with a variety of cultures in Europe, Americas, Asia/Oceania and the Middle East. With a strong operational background, Jonathan is able to really focus on integrating Learning and Development into the business. Passionate about developing people, Jonathan uses the Learning and Development platform to assist Jumeirah's strategic growth.

Speaking Opportunities

The Global Learning Summit 2009 is an excellent platform to raise your personal and corporate profile within your industry.

We are always pleased to hear from senior executives and leaders interested in speaking at our events. You should possess in-depth knowledge of your subject and be ready to engage in open dialogue and robust debate with delegates. If you are interested in speaking or wish to recommend a speaker at this event, please contact Gem at +65 6297 8545 or email: gem@salvoglobal.com