

JOIN ASIA'S TOP TALENT & LEADERSHIP EXPERTS

this March to gain in-depth insights on succession planning, cross cultural talent transformation, utilizing technology to reduce training costs, leading a young workforce without tenure restrictions and building a talent pipeline to anticipate changes to your business



Ensuring the Rapid Progression of Inspirational Leaders, Cheaply, Quickly and Efficiently

LEADERSHIP AND TALENT Transformation Summit 2015

In association with



- Main Conference: 10th-11th March 2015 • Workshops: 9th March 2015
- Master Class: 12th March 2015 • Venue: Manila, Philippines

OUR HEADLINE SPEAKERS INCLUDE:

accenture

Benedict Hernandez
BPO Service Delivery
Operations Lead-
Accenture



Jollibee.
CS Yue
Chief HR Advisor,
Jollibee Foods
Corporation

AIG

Pradeep Bhanatha
CEO, AIG Shared
Services - Technology



Linda L. Rosales
Country Human
Resources Director,
DHL Supply Chain
Philippines, Inc.

Cognizant

Prabhakar Bisen
Country Head,
Global Delivery Lead,
Insurance Business,
Cognizant Philippines

NEW FOR 2015:



BRAND NEW CASE STUDIES: Never before heard case studies from Jollibee Foods Corporation, Henkel, Philex Mining and more will give you unprecedented insight from behind closed doors



INTERACTIVE ROUNDTABLE DISCUSSIONS are designed to get you talking! Unleash the potential of your Gen Y workers. Discuss how to inspire through workplace innovations



3 UNMISSABLE WORKSHOPS focusing on succession planning, high potentials and leadership personalities for corporate success



ALL STAR PANEL DISCUSSION: Putting industry gurus on the spot to better understand how to get the most from your top performers

“This is an event that we all look forward to. It is an exciting experience where you both learn and enjoy with your peers.”

Angelo Dennis Matutina, Senior Vice President, Union Bank of Philippines



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Dear Colleagues,

We all know the Philippines is booming! The BPO and contact center sectors alone are looking to grow from 900,000 workers to 1.3 million by 2016, but what does this mean for your leadership & talent transformation strategies? Developing a strong team of future leaders has never been more important than now.

I'm thrilled to be chairing the 2nd annual Leadership & Talent Transformation Summit where we'll have the opportunity to hear best practice case studies, discuss reliable and proven strategies for leadership development and initiate crucial changes for the coming year.

The Philippine market is hiring roughly 3,000 - 4,500 people EVERY week depending on seasonality. In a high growth market it is challenging to sustain the necessary leadership talent. If you can relate to this, you are not alone! You may be shocked to discover less than 30% of the companies in our industry have reliable internal strategies and programs in place to develop internal leaders.

Building a pipeline of future leaders to anticipate business demands is just one of the topics being covered at this year's event. We will also discuss cross cultural talent transformation, utilizing technology to reduce training costs and rapidly progressing the careers of a young workforce.

I hope you can join me this March where together we can face these challenges head on, benchmark from one another and create more robust means to manage our talent.

I look forward to meeting you soon,



Jon Kaplan
President
TeleDevelopment Services, Inc.

5 KEY THEMES:

- 1 FAST TRACKING FUTURE LEADERS**
The Philippines, rich in so many ways, is short of 2 things: time and talent. Highlight leadership potential through graduate schemes, KPI's and HR analytics to push top talent through the ranks fast.
- 2 COMPETENCY & EMPLOYEE ENGAGEMENT**
Planning for the succession of people to succeed an organization's leaders and managers is critical to the survival and growth of companies. Case studies and workshops will help you improve your competency development and increase employee engagement.
- 3 LEADING A YOUNG WORKFORCE**
With the median age in the Philippines being just 23.3 years, inspiring and leading a young workforce is a imperative for business success.
- 4 CROSS CULTURAL TALENT TRANSFORMATION**
Creating a family atmosphere, pushing recreation & welfare and having a clear progression plan to middle management can make all the difference in retaining your staff.
- 5 BUILDING A PIPELINE FOR CHANGE MANAGEMENT**
It's not enough to keep up to date with the changes in the business, you need to be able to anticipate a change before it happens and build a pipeline of leaders accordingly.

LEADERSHIP & TALENT SELFIE COMPETITION




LEADERSHIP AND TALENT
Transformation Summit 2015


LEADERSHIP & TALENT SELFIE COMPETITION

Snap a selfie: Win 2 FREE delegate passes!

- 1 Take a selfie that best describes 'leadership & talent', while holding the leadership & talent transformation summit logo (download our logo on our website)
- 2 Post it on instagram or twitter with the hastag #leadershipphilippineselfie
- 3 The photo with the most likes by 31st January will win 2 free passes to the conference!

Competition ends 31st January 2015

 : Leadership_Phil

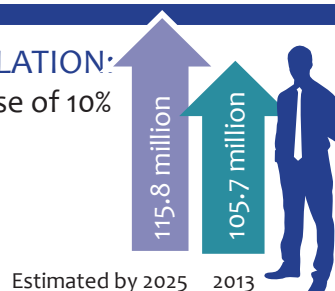
 : Leadership_Phil

We can't wait to see you and your team...
GOOD LUCK!

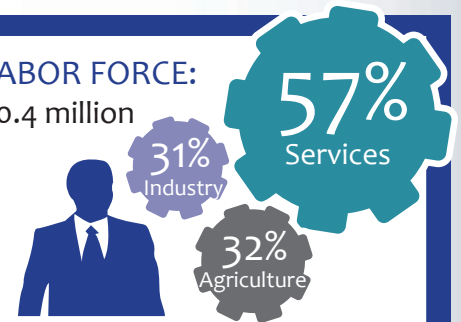


WHAT'S HAPPENING IN THE PHILIPPINES

POPULATION:
increase of 10%



LABOR FORCE:
40.4 million



MEDIAN AGE:



ECONOMY:

GDP US 431.4 billion (world rank 32)
GDP growth rate: 6.6%
GDP per capita: \$4,500
Unemployment: 7%
Inflation rate: 3.1%



48.8%
(increasing at 2.2% per annum)

URBANIZATION:

SPEAKER LINE-UP:



LEADERSHIP AND TALENT Transformation Summit 2015



Jon Kaplan
President,
TeleDevelopment Services, Inc.

Cognizant

Prabhakar Bisen
Country Head, Global Delivery Lead,
Insurance Business, Cognizant Philippines



CS Yue
Chief HR Advisor,
Jollibee Foods Corporation



Linda L. Rosales
Country Human Resources Director,
DHL Supply Chain Philippines, Inc.



Tet Jotie
Philippines Country HR Manager
Jollibee Foods Corporation



Marlon Soria
Head, Operations Training and Quality
Sykes



Emerlina Espinosa
Head of HR - Far East Asia
RMD Kwikform



Eric Riego de Dios
Human Resources Director,
Baker & McKenzie GSM



Elaine Kunkle
General Manager, Henkel Asia Pacific
Service Centre, Philippines



Hazel Tolentino
HR Manager
Nidec Motor Philippines Corporation



Cecille Curameng
HR Head,
Schneider Electric



Pradeep Bhanotha
CEO,
AIG Shared Services - Technology



Gigi Mantaring
VP & General Manager,
Manulife Business Processing Services



Allan Gonzales
Regional Manager, GCO Global Learning
and Development, Expedia Inc.



Ross Villamil
Head, Talent and Organisation
Development, Nestle Philippines Inc.



Bessie J. Ambat
Head of HR Global Shared Services Center,
Ericsson Telecommunications



Juan Miguel Relosa
Learning & Development Head,
Philex Mining Corporation



Joanne Weston Edes
Leadership and MBTI® coach,
Mimosa Solutions



Andrew Chow
Certified Life Coach, Entrepreneur,
Speaker and Author



Benedict Hernandez
BPO Service Delivery Operations Lead -
Accenture



Jared Vicencio
Head – Training Delivery and Strategic
Leadership Development Manager
Wipro BPO

“Excellent networking platform! A truly stimulating event on a high level. I will take these ideas back to my daily business to deliver higher performance with higher speed.”

Jerome Debreu, Chief Financial Officer, Webcorgroup



WORKSHOP A: Monday, 9th March, 9:00am–12:00pm

Competency Based Succession Planning: Building a Pipeline of Future Leaders

Planning for the succession of people to succeed an organization's leaders and managers is critical to the survival and growth of companies. Attracting and retaining high potential employees for key positions requires an effective HR strategy. Questions to consider are: What will our company look like three or five years from now? What competencies will our managers need to have then? How do we ensure that we have such managers?

- Difference between succession planning and replacement charting
- Competency-based succession planning system
- Areas on which high potential candidates are assessed
- The steps to design and implement a competency-based succession system

Workshop Outline:

- Succession planning: what, why, who does it, for whom?



Juan Miguel Relosa
Learning & Development Head, **Philex Mining Corporation**

WORKSHOP B: Monday, 9th March, 1:00pm—4:00pm

Raising the Management Performance Bar: 5 Steps for Rapid Leadership Development of High Potentials, Supervisors and Middle Managers

In the fast moving Philippine economy, team leaders are being promoted to supervisory status with little experience and little to no management training. Challenges experienced include struggling to gain credibility and respect as a supervisor from their former peers as well as lacking the skills to develop and coach new team members. Young managers also frequently need help with the transition from receiving direction to the new expectation of problem solving and critical decision making.

- Designing action oriented leadership development programs to drive measurable learning's
- Understanding the unique challenges brought by fast expansion
- Driving adaptability in managers

Workshop Outline:

- Differentiating between excellent independent achievers and high potential middle managers
- Understanding the 5 concrete tools and practices necessary to raise the bar in this layer of your organization
- Pairing classroom training with real-life exposure to develop soft skills for leaders

About Your Workshop Leader:

Coach, facilitator and organizational learning consultant, British born Joanne Weston helps organizations increase employee engagement and improve performance. She is an Associate Certified Coach with the International Coach Federation and a certified MBTI® practitioner who works with clients in the Philippines and across the region.

Joanne uses the power of Type® as well as her own custom Cultural Versatility program to help multicultural organizations leverage different personality preferences and cultural frameworks. Joanne's speciality is coaching young managers and supervisors in rapid leadership skills development. Her unique approach affords clients the benefits of individualised learning but in a group setting.



Joanne Weston-Edes
Leadership and MBTI® Coach, **Mimosa Solutions**

FULL DAY MASTER CLASS: Thursday, 12th March, 9:00am- 5:00pm

Leadership Personality for Corporate Success: Achieving Leadership Excellence, Building Communication Skills and Achieving Great Teamwork to Inspire Peers

No one knows what shaped our personality or why we think, speak and behave in a certain way. It forms our world, the way we respond to the world around us and with the people we love, avoid and work with. Knowing ourselves and the ability to read others enables us to build rapport, predict responses and coach them to improve from one level to the next. Achieving excellence in your process starts with leaders with good and strong character who can engage various stakeholders, command trust and showcase a vision of how projects can positively affect the organization as a whole. This journey of discovery will show you how you can be more effective leaders, able to focus and set your goals for your improvement efforts, actively engage and encourage participation from staff and management, monitor progress, and recognize and celebrate achievements. This fun-packed program is inspired by Enneagram; aimed at enabling participants to acquire the life skill of observing yourself and others.

Workshop Outline:

- Develop Self-Awareness: Knowing Me
- Build Rapport: Knowing You
- Initiate Evolvement: There are something you can do for yourself
- Accelerate Coaching: every team member can get better

About Your Workshop Leader:

Andrew Chow is a Certified Life Coach, Entrepreneur, Speaker and Author in Singapore. Besides being an NLP practitioner, Andrew has also internalized Enneagram; a comprehensive yet easy to understand system to understand ourselves and those around us. His extensive insights on Understanding Personality and helping others to Master Success in their personal and professional life. During his days of managing a dating agency, he uses Enneagram for Profiling and Coaching. Currently he has developed a flagship program Mastering Success which has 3 tracks : Leadership, Workplace Communication and Self Mastery. Andrew had almost 300 interviews and features about him or his business since 2005 from more than 40 local and regional media. Almost 20% of them are for Enneagram personality profiling related topics.



Andrew Chow
Certified Life Coach, Entrepreneur, **Speaker and Author**

CONFERENCE DAY ONE

Tuesday, 10th March 2015



LEADERSHIP AND TALENT
Transformation Summit 2015

09:00 **Opening Remarks for the Chairperson**

Jon Kaplan

President—TeleDevelopment Services, Inc.

FAST TRACKING FUTURE LEADERS

09:15 **Looking to the Future of Talent Transformation- Identifying Areas for Growth in the Philippines**

KEYNOTE

- Analyzing the speed of growth in the Philippines and plotting the next 3 years
- Highlighting the benefits of working in the Philippines- are you utilizing government initiatives to best effect?
- Finding the trends in talent management and educational development programs

Benedict Hernandez

BPO Service Delivery Operations Lead - **Accenture**

10:00 **Crafting your Managerial Coaching Style: Differing your Approach for Strategic & Operational Leadership Development**

PANEL DISCUSSION

- Delving into the implications of managing strategic vs. operational functions
- Adjusting and adapting core training programs to suit the necessary skills of each function
- Understanding which personality types will suit operational and strategic management roles
- Effectively utilizing internal and external training systems and coaches without increasing cost

Panelists:

Prabhakar Bisen

Country Head, Global Delivery Lead, Insurance Business, **Cognizant Philippines**

CS Yue

Chief HR Advisor, **Jollibee Foods Corporation**

Linda L. Rosales

Country Human Resources Director, **DHL Supply Chain Philippines, Inc.**

10:40 **Morning Break and Networking**

11:10 **Deep Dive into Jollibee Food Corporation's Experiences in Developing and Running Fast Track Leadership Development Programs**

CASE STUDY

Jollibee Foods Corporation is a dominant market leader in the Philippines and have recently embarked on an aggressive expansion plan. For Tet Jotie, HR Head of Corp HR Operations, this presented a number of unique challenges in training and developing a rapidly increasing leadership team. It became obvious that the skills inherent to the organization were not common place externally- so a robust, organic training and leadership development program was devised.

- Understand how Jollibee increased the number of leaders to meet business expansion requirement by building a robust training system to cope with the increase in leaders
- Discover how their training system was devised and run for the different brands within the JFC group
- Explore how they maintain a high level of engagement from the different stakeholders involved in the Leadership Development Program

Tet Jotie

Philippines Country HR Manager, **Jollibee Foods Corporation**

11:50 **Fast Tracking Leadership Superstars: Improving Training Programs to Develop Inspirational Leaders More Efficiently**

PANEL DISCUSSION

- Creating a robust leadership training program: removing extraneous steps without taking away core skills development
- Removing tenure restrictions to accelerate learning programs without reducing respect for team leaders

- Implementing fast track graduate schemes to initiate leadership training from hire

Panelists:

Marlon Soria

Head, Operations Training and Quality, **Sykes**

Emerlina Espinosa

Head of HR - Far East Asia, **RMD Kwikform**

Jared Vicencio

Head - Training Delivery and Strategic Leadership Development Manager, **Wipro BPO**

12:30 **Lunch Break**

TECHNOLOGY & INNOVATION

13:30 **Analytics as the New HR Imperative: Business Intelligence in the Business of People**

CASE STUDY

- Smart tracking your workforce- understanding which metrics HR professionals should be tracking for value adding insight
- Identifying the pitfalls in HR Analytics
- Understanding how a singular metric can drive the whole HR strategy: a case study on an organization's campaign for organic growth

Eric Riego de Dios

Human Resources Director, **Baker & McKenzie GSM**

14:10 **Investing in E-Learning from the Top Down: How Henkel's Platform Educates 40,000 Employees Simultaneously**

CASE STUDY

- Understanding the benefits of cross-function uniformity in e-learning training systems
- Developing, implementing and managing an e-learning system to achieve an increase in efficiency
- Utilizing virtual learning to lower the cost of training and development initiatives
- Enabling multi-dimensional dialogues to inspire innovation in your workforce

Elaine Kunkle

General Manager, **Henkel Asia Pacific Service Centre, Philippines**

14:50 **Afternoon Break and Networking**

LEADING A YOUNG WORKFORCE

15:20 **Unleashing the Potential of Gen Y Leaders**

ROUNDTABLE DISCUSSION

- Separating Gen X and Gen Y in a formalized training curriculum
- Aligning the expectations of movement for Gen Y- fast tracking potential leaders whilst allowing time and training for proper development
- Understanding the drivers and motivations of your workforce and linking those back to training programs

Round Table Moderator:

Hazel Tolentino

HR Manager, **Nidec Motor Philippines Corporation**

16:20 **Working with Universities to Attract Grade A New Recruits with Leadership Potential**

- Working closely with universities to source the best talent
- Targeting leadership potential early on
- Working with universities to develop online programs linking to corporate initiatives

Reserved for:

Penny S Bongato

FPM Executive Director for Talent Development, **Information Technology and Business Process Association of the Philippines (IBPAP)**

17:00 **Closing Remarks from Chairperson**

Jon Kaplan

President—TeleDevelopment Services, Inc.

17:10 **End of Conference Day One**

CONFERENCE DAY TWO

Wednesday, 11th March 2015



LEADERSHIP AND TALENT
Transformation Summit 2015

09:00 **Opening Remarks for the Chairperson**

Jon Kaplan

President—TeleDevelopment Services, Inc.

CROSS CULTURAL TALENT TRANSFORMATION

09:10 **Inspiring Your Team to Communicate Effectively Across Cultural Borders through Multi-Cultural Team Building**

- Understanding cultural differences and incorporating them into your training program
- Realigning alliances- creating a borderless business environment to stimulate communication and productivity
- Ensuring global talent adapts quickly and starts affecting the company productivity
- Infiltrating your company's vision and brand to ensure everyone is working to the same goals

Ross Villamil

Head, Talent and Organisation Development,
Nestle Philippines Inc.

09:50 **Identifying Leadership Potential Over Excellent Individual Contributors on a Large Scale**

- Fully utilizing existing leadership to identify and develop your highest potential employees
- The advantage of quarterly assessments: how can these simple sit-down meetings best merge the goals of employers and employees?
- Fast-tracking your finest before they are gone: what can be done to move these superstar employees along as rapidly as possible and is this always a good idea?

Cecille Curameng

HR Head, Schneider Electric

10:30 **Morning Break and Networking**

11:00 **Branding Yourself as a Great Employer for Young People to Improve Employee Engagement**

- Utilizing 2nd tier marketing- inconspicuous means to improve your branding
- Public branding - when and how do you attract global talent to the region
- Assessing your company's reputation, culture and total value proposition to improve the quantity and quality of applicants to every role

Allan Gonzales

Regional Manager, GCO Global Learning and Development,
Expedia Inc.

11:40 **Understanding How Leadership Champions can Mentor, Train and Bolster Overall Learning**

- Creating champions within your leadership team to inspire and train on a larger scale
- Structuring a role for innovation and adaptability to align with corporate strategy
- Creating a mentoring program, helping your workforce to aspire to leadership and reducing retention through engagement

Bessie J. Ambat

Head of HR Global Shared Services Center,
Ericsson Telecommunications

12:20 **Lunch Break**

13:20

Workplace Innovation- Inspiring Fresh Ideas through Simple Innovations

The roundtable format is a peer-learning platform enabling all participants to be both teachers and learners. With only 10 participants per table, each roundtable is in a perfect size to emphasize interactive learning and is the ideal opportunity to discuss how to inspire innovation through simple transformations taking place in your business and provide you with a unique opportunity to get expert advice.

Topics to be discussed:

- Recreation and welfare
- Compensation and benefits
- Workspace innovations—adapting your working environment to get the best from your staff

Roundtable Moderator:

Jon Kaplan

President—TeleDevelopment Services, Inc.

BUILDING A PIPELINE FOR CHANGE MANAGEMENT

14:20

Executing your Business Strategies: Building the Right Capability Through Competency Development

- Identifying relevant competencies to help drive high performance
- Developing competencies that will propel your leaders and managers towards achieving Business Strategies
- Building competencies ahead of time - predicting the future requirements of managers

Juan Miguel Relosa

Learning & Development Head, Philex Mining Corporation

15:00

Afternoon Break and Networking

15:40

Change Management: Predicting the Changing Requirements of Your Company and Building a Pipeline to Address Those Needs Early

- Coping with changes in management: changes in employee VP and changes in your organizations' output: how does that affect your leadership program?
- Understanding how a change in management will impact your talent
- Keeping up with shifting company goals and readdressing manpower needs accordingly- how leaders can adapt
- Fostering a collaborative culture and improved working relationships

Pradeep Bhanatha

CEO, AIG Shared Services – Technology

16:10

Gaining Support for your Transformation from Every Level in your Organization

- "Selling" your leadership and talent transformation programs to stakeholders and employees alike
- Justifying your additional expense in training and development and highlighting which KPIs will show a marked improvement in revenue
- Designing your communication strategy to keep support from your employee and management

Gigi Mantaring

VP & General Manager, Manulife Business Processing Services

16:50

Closing Remarks from Chairperson

Jon Kaplan

President—TeleDevelopment Services, Inc.

17:00

End of Conference

LIMITED SPONSORSHIP OPPORTUNITIES ARE STILL AVAILABLE



LEADERSHIP AND TALENT
Transformation Summit 2015

Can your consultancy or solution help companies in the Philippines improve their leadership and talent transformation programs?

Are you looking to establish a footprint in the fast-growing Asian market?

Leadership & Talent Transformation Summit 2015 gives you a range of opportunities to meet decision makers looking to transform their leadership development programs in the Philippines.

BRANDING EXPOSURE GUARENTEED

Leverage on our online advertisements, website, brochures and weekly email campaigns to reach the right audience for your business

ACHIEVE THOUGHT LEADERSHIP

By positioning yourself as a speaker amongst the Philippines heads of training and development

TAILORED BUSINESS DEVELOPMENT

Let us know which organizations and job titles you are targeting and we will help you research, qualify and invite your specific prospects to attend the conference

DEEP DIVE

Discover the industries most pressing challenges by sponsoring a roundtable; candid conversations allow you to discover the underlying issues and present yourself as the solution



Contact us now at sponsorship@iqpc.com.sg or call +65 6722 9388 to discuss how we can tailor our sponsorship packages to suit your business objectives.



LEADERSHIP AND TALENT Transformation Summit 2015

Main Conference: **10th-11th March 2015**

Workshops: **9th March 2015**

MasterClass: **12th March 2015**

Venue: **Manila, Philippines**

5 WAYS TO REGISTER

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Please complete in **BLOCK CAPITALS** as information is used to produce delegate badges.
Please photocopy for multiple bookings. Your priority registration code is printed below. Please quote it when registering.

EVENT CODE: 23393.002

CONFERENCE PACKAGES

ALL PRICES SHOWN ARE IN US DOLLARS

STANDARD PRICE
PAYMENT AFTER 16 JANUARY 2015

VENDOR PACKAGES

<input type="checkbox"/> Conference + 2 Workshops + Masterclass	2,796 (SAVE 200)
<input type="checkbox"/> Conference + <input type="checkbox"/> 2 or <input type="checkbox"/> 1 Workshops + Masterclass	2,297 (SAVE 200)
<input type="checkbox"/> Conference + 1 Workshop or Masterclass	1,998
<input type="checkbox"/> Conference Only	1,499

- Discounts DO NOT apply to workshop(s)-only bookings
- Registrations without immediate payment or credit card details will incur a processing fee of USD99 per delegate

DELEGATES REGISTRATION DETAILS

Title: Mr. Mrs. Ms. Dr. Other

First name: Surname:

Job Title: Department:

Email Address: Company:

Address:

Country: Postcode:

Telephone: OFFICE MOBILE Fax:

Approving Managers Name:

Email Address:

Delegates Signature: Approving Managers Signature: Date: DD / MM / YYYY

I agree to IQPC's payment terms.

If the invoice is to be addressed for the attention of a different person than the delegate, please complete the details below:

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Card Type: Visa MasterCard American Express Expiry Date: M M / Y Y Y Y

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◆ 3 or more 7% ◆ 5 or more 10% ◆ 8 or more 15%

This offer is exclusive of the early bird discount. Call us for a special discount rate for teams of 10 and above.

Not applicable to workshop(s) only bookings.

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Hotel accommodation and travel costs are not included in the registration fee. A reduced corporate room rate has been arranged for attendees at this conference. To take advantage of this special rate, please process the hotel room reservation form provided upon confirmation of your attendance.

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I am registering as a delegate, please send me an extra set of Conference Documentation with Audio CD with a USD100 discount: USD699.

I cannot attend the event, please send me the Conference Documentation and Audio CD at USD799.

I cannot attend the event, please send me the Conference Documentation only at USD549.

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- You may substitute delegates at any time by providing reasonable advance notice to IQPC.
- For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference.
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- Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on our web page as soon as possible.

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