

# 36th ARTDO International Leadership & HRD Conference

## Developing Human Capital & Talent: The Key to Growth and Prosperity

4 - 6 October 2009, G Hotel, Penang, Malaysia



### CONFERENCE PATRON

The Right Honourable  
Chief Minister of Penang,  
Tuan Lim Guan Eng

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Penang Human Resources Development Council  
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## MESSAGE FROM THE PRESIDENT OF ARTDO INTERNATIONAL



Allow me first to extend a very warm welcome to all participants, both from near and far, to the 36th ARTDO International Conference held on this beautiful island of Penang. I do hope all of you will have both an enjoyable and productive stay here.

This annual conference that you will be attending, either as a paper presenter, moderator or just as an observer, has now come to be regarded as the flagship event of ARTDO. True to its stature, this annual conference has grown, not just in the number of participants, but also in its geographical coverage, and more importantly in its intellectual scope, depth and breadth. Despite the current difficult international economic and financial environment, this year's 36th ARTDO International Conference has managed to attract its target number of participants. These make an interesting lot, hailing from the Asia-Pacific, Australia, USA and the Middle East. ARTDO is proud of its breakthrough to the latter region, considering that our engagement with our friends there only started not too long ago. With this broad geographical coverage, ARTDO is no longer just an Asian outfit, which it started as 35 years ago, but a truly international body that has brought together practitioners, academics and corporate leaders in the field of human talent and skills management from all over the world.

More significantly, however, is the scope and quality of the intellectual discourse at this annual conference. Although human resource development has always been its overall theme, its specifics are now focussed on such sub-themes as talent management; work force motivation; productivity enhancement; organisational management; industrial relations; gender issues in the workplace and skills upgrading. These not only make up a comprehensive range of issues, but more significantly, they are highly relevant to developing the human talent and skills at all levels of a corporation's hierarchy. Indeed, no corporate entity that wishes to survive in an increasingly competitive and difficult business milieu can afford to ignore its work force's development in these areas. This is because developing workers, executives and managers' competence in these areas and more, is key to enhancing the corporation's, and by extension, a nation's competitiveness. Some of these sub-themes will be discussed at this year's conference. For this, we have brought together a very able team of distinguished scholars and practitioners to share their expertise and experiences with us. You will hear both theoretical expositions as well as practical experiences, which together will make your participation an extremely enriching one.

I therefore would like to wish all of you a very interesting conference and a very happy stay in Penang.

Best Regards,  
**Dato' Dr. Toh Kin Woon**  
**PRESIDENT**  
**ARTDO INTERNATIONAL**

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## ABOUT ARTDO INTERNATIONAL

ARTDO INTERNATIONAL formerly known as Asian Regional Training and Development Organization was founded in 1974 as a global reach international umbrella body comprising national training organizations, training and education institution, HRD practitioners and Multi-National companies from over 30 countries. Based in Asia with its Secretariat in Manila, Philippines, ARTDO INTERNATIONAL organizes a major international Management and HRD Conference annually and confers a region-wide annual "Asia-Pacific HRD Award" on outstanding contributors to HRD. It also publishes the "HRD Focus" which is a quarterly newsletter dealing with the latest management and occasional papers on best practices.

### The Organization

- Assists in the formation and growth of training and development organization internationally
- Co-operates with international organizations and with private and government institutions working in the field of human resource development
- Encourages and sponsors research and publications designed to meet the training and development needs
- Serves as a resource centre for Asian and Pacific training and development

### Developing Human Capital & Talent: The Key to Growth and Prosperity

Welcome Participants and Presenters to the 36th ARTDO International Leadership & HRD Conference scheduled to be held from 4 - 6 October 2009 on the beautiful island of Penang. This conference brings together CEOs, Executives, Leaders, Managers, HR Professionals and Practitioners from both public and private sector organizations from all over the world.

This event provides a great opportunity to network with participants from different parts of the world, share insights, findings, tools, trends and research findings and also learn how leaders transform their own organizations by adopting a Human Capital and Talent Management mindset as part of their global business strategy and culture. Businesses and organizations are realizing that real growth is not coming from capital or technology but from the ability to attract, engage and retain enough top talent to execute their growth strategy. It is only through developing and equipping its human capital and talent with a comprehensive range of career and skills-development opportunities that organizations will be able to attract and retain the kind of flexible workforce needed to succeed in today's competitive environment. This dilemma puts the emphasis on Human Capital and Talent Management.

We have lined up a list of outstanding speakers who will share strategies, insights, ideas, processes and tools on key issues relating to the following topics.

- Developing Your Human Capital and Talent Management Framework

- Bridging Human Capital and Talent Management with Business Strategy
- Motivating, Rewarding and Developing Talent
- Sourcing, Attracting, Acquiring and Retaining the Right Talent
- Differentiating Talent: Identifying and Assessing High Potentials Earlier
- Developing the Bench Strength to Fill the Pipeline
- Becoming the Employer of Choice for Talent
- Talent Management and Competency Modeling
- Leadership & Succession Planning
- Human Capital & Talent Management and the Borderless World
- Assessing the Human Capital and Talent Gap – Methodologies and Tools
- Role of Senior Leadership in Human Capital and Talent Management

If you want to take your organization to the next level, you will need to find out how to develop a more superior approach to human capital and talent management. The conference features Prof. Dr. William J. Rothwell who is the Leading Guru on Human Capital and Talent Management as the Keynote Speaker. There will also be a Post-Conference Workshop that will be delivered by Prof. Dr. William J. Rothwell. In the 36th ARTDO International Leadership & HRD Conference we will have Keynote Presentations and Concurrent Workshops, as well as a welcoming dinner and a farewell dinner for participants and presenters to get to know one another.



### WHO SHOULD ATTEND

This Conference will be of benefit to:

- Chief Executive Officers/Directors
- Human Resource Directors/Managers/Executives
- Human Resource Development Professionals/Practitioners
- \* Directors of Training Institutions
- Training Managers/Executives
- Training and Development Consultants
- Trainers/Instructors/Facilitators
- Organisation and Management Development Specialists
- Government Officials/Executives in HR Development/Training
- Managers/Executives in the public and private sectors interested in and dealing with HRD issues
- Lecturers at Colleges/University
- College/University Students



## CONFERENCE SCHEDULE

TIME	4 OCTOBER 2009 (SUNDAY)	DAY 1
9:00 am	Registration Commences	
2:00 pm to 4:00 pm	ARTDO International Board Meeting	
12:00 pm to 4:00 pm	Complimentary Penang City Tour For Delegates And Speakers	
7:00 pm to 10:00 pm	Welcoming Dinner hosted by Penang State Government	
TIME	5 OCTOBER 2009 (MONDAY)	DAY 2
8:00 am to 9:00 am	Tea & Coffee	
9:00 am to 10:15 am	OPENING CEREMONY <ul style="list-style-type: none"> <li>WELCOME SPEECH by Dr. Peter Chee, Organising Chairman</li> <li>SPEECH by Dato' Dr. Toh Kin Woon, President, ARTDO International</li> <li>SPEECH and OFFICIAL OPENING CEREMONY by The Right Honourable TUAN LIM GUAN ENG, Chief Minister of Penang, Malaysia</li> <li>Presentation of 2009 ARTDO International Management &amp; HRD Awards to:               <ol style="list-style-type: none"> <li>Institut Bank-Bank Malaysia (IBBM), (Organisation Category), Malaysia</li> <li>Mr. Ahmed M. Albanna (Individual Category), Bahrain</li> </ol> </li> </ul>	
10:15 am to 10:45 am	Tea Reception	
10:45 am to 11:30 am	KEYNOTE: PROF. DR. WILLIAM J. ROTHWELL, Pennsylvania State University (USA) Topic: Developing Human Capital & Talent: The Key to Growth & Prosperity Chairperson: Dr. Peter Chee, President & CEO, ITD Group (MALAYSIA)	
11:30 am to 12:15 pm	PLENARY 1: PROF. TAN SRI DATO' DZULKIFLI ABDUL RAZAK, Vice Chancellor, Universiti Sains Malaysia (MALAYSIA) Topic: Role of Higher Education in the Development of Human Capital - USM Experience Chairperson: Dato' Dr. Toh Kin Woon, President, ARTDO International & Director, Socio-economic & Environmental Research Institute (SERI), (MALAYSIA)	
12:15 pm to 1:00 pm	PLENARY 2: DR. LYNDON JONES, Founder Chairman, Association of Business Executives (UNITED KINGDOM) Topic: Developing Managers and Leaders Today for Tomorrow Chairperson: Prof. Dr. Vinayshil Gautam, Management Department, Indian Institute of Technology (IIT DELHI, INDIA)	
1:00 pm to 2:00 pm	LUNCH	
2:00 pm to 2:45 pm	PLENARY 3: DR. ATIF ABDELMAGEED ABDELRAHMAN AHMED Regional Director, Arab Regional Office, World Scout Bureau – (ARAB REGION & NORTH AFRICA) Topic: Developing Youth As Future Leaders – The International Scouts Experience Chairperson: Dato' Dr Thomas Chee, President Emeritus, ARTDO International & President, Malaysian Institute of Training and Development (MITD-MALAYSIA)	
2:45 pm to 3:30 pm	PLENARY 4: ARTHUR LUIS P. FLORENTIN, Vice-President and Head, Human Resource Development, Manila Electric Co. (PHILIPPINES) Topic: Accelerated Lineman Training Program: From Depletion to Training to Foreign Placement Chairperson: Serey Alcaraz, Past President, Philippine Society for Training and Development (PHILIPPINES)	
3:30 pm to 4:00 pm	TEA BREAK	
4:00 pm to 4:45 pm	PLENARY 5: DR. ANGELINE LOW, Research Fellow, University of Technology Sydney (AUSTRALIA) Topic: Intersections of Human and Social Capital in Entrepreneurship: Does Gender Matter? Chairperson: Kathleen Ong, Director, Learning & Development, ITD (MALAYSIA)	
4:45 pm to 5:30 pm	CONCURRENT SESSION (A) <p>A1: PROF. DR. VINAYSHIL GAUTAM, Indian Institute of Technology (IIT, DELHI, INDIA)            Topic: Talent Management and Competency Modeling            Chairperson: Bernardo F. Ople, Secretary General, ARTDO International (PHILIPPINES)</p> <p>A2: DR. LOW HUN SENG, Director, ITD (MALAYSIA)            Topic: Developing Talent Through Mentoring &amp; Coaching            Chairperson: Eleen Cheong, Vice-President, Malaysian Institute of Training and Development (MITD-MALAYSIA)</p> <p>A3: LES PICKETT, Chief Executive, Pacific Rim Consulting Group, (AUSTRALIA)            Topic: Optimising Human Capital: Measuring What Really Matters            Chairperson: Ali M. Dialdin, Former Chairman, IFTDO, (SAUDI ARABIA)</p> <p>A4: Speaker 1: PROF. DR IRVING HUANG, Associate Professor, Department of Public Administration, Tamkang University (TAIWAN, ROC)            Topic: Human Resource Transformation Model: An Empirical Analysis            Speaker 2: CHEN CHUNG-CHIH, General-Director of Regional Civil Service Department Institute, Central Personnel Administration of Executive Yuan (TAIWAN, ROC)            Topic: Strategies of Establishing E-Learning System For Public Sector: A Case of RCSDI, Taiwan            Chairperson: Dr Plengsakdi Prakaspesat, Director, Federation of Thai Industries (FTI, THAILAND)</p>	
Evening	Free Night For Participants to Network	
TIME	6 OCTOBER 2009 (TUESDAY)	DAY 3
8:00 am to 8:45 am	PLENARY 6: PROF. DR. VINAYSHIL GAUTAM, Management Department, Indian Institute of Technology (IIT DELHI, INDIA) Topic: Developing Your Human Capital and Talent Management Framework Chairperson: Dr. Helmi Sallam, Chairman, Team International (EGYPT)	
8:45 am to 9:30 am	PLENARY 7: DR. MOHD KAMAL KHIR, CEO, Institut Bank-Bank Malaysia & Deputy President, Malaysian Institute of Human Resource Management (MIHRM) (MALAYSIA) Topic: Talent Development: Filling in the Talent Pipeline to Fuel Growth Chairperson: Dr. Peter Chee, President & CEO, ITD Group (MALAYSIA)	

9:30 am to 10:15 am	PLENARY 8: AHMED M. ALBANNA, Chief People Officer, Gulf Air (BAHRAIN) Topic: People Development – The Gulf Air Experience Chairperson: Ali M. Dialdin, President, Dialdin Management Consultants (SAUDI ARABIA)
10:15 am to 10:45 am	TEA BREAK
10:45 am to 11:30 am	CONCURRENT SESSION (B) B1: KHOO CHEOK KAU, Principal Trainer/Consultant, Kairos Performance Learning (MALAYSIA) Topic: Emotional Capability in Managing The Talents In The Organisation Chairperson: Kathleen Ong, Director, Learning & Development, ITD (MALAYSIA) B2: JOEL WALLACH, Associate of Grovewell LLC (USA) Topic: Developing Human Capital & Talent: “Growing” Global Managers Chairperson: Dr. Low Hun Seng, Director, ITD (MALAYSIA) B3: DR. SHEN CHIEN-CHUNG, Division Chief, National Civil Service Institute, Examination Yuan (TAIWAN, ROC) Topic: Knowledge and Human Resource: How To Build a Modern Civil Service’s Administrative Neutrality Culture - Taiwan’s Experience Chairperson: Prof. Irving Huang, Secretary General, Chinese Society for Training and Development (TAIWAN, ROC) B4: DR. PENELOPE HOOD, Principal Lecturer, Ashcroft International Business School, Anglia Ruskin University (UNITED KINGDOM) Topic: Hidden Talent - Future Wealth Chairperson: Dr. Lyndon H. Jones, Founder Chairman, Association of Business Executives (UK)
11:30 am to 12:15 pm	CONCURRENT SESSION (C) C1: Panel: Experiences of Human Capital Development in Taiwan Speaker 1: MR. LEE SUNG-HSIEN, Vice Chairperson, Civil Service Protection and Training Commission and President Emeritus, Chinese Society for Training and Development (TAIWAN, ROC) Topic: Assessing High Potential in Management Development Programs: Analysis of Trainees at NCSI/CSPTC of Taiwan Speaker 2: PROF. MIN-HSIU CHIANG, Dean, College of Hakka Studies, National Central University (TAIWAN, ROC) Topic: Reinventing the Public Training Agencies Under The Trend of Globalisation: A Case of Taiwan Chairperson: Dr. Chung-Yuang Jan, Member of Examination Yuan (TAIWAN, ROC) C2: CHARLES TAN, Managing Director, W.O.R.D.S. Consultancy (SINGAPORE) Topic: Developing Leaders: Making The Difference Chairperson: Eleen Cheong, Executive Director, ITD (MALAYSIA) C3: DR. TANVI GAUTAM, Researcher, Virginia Commonwealth University (USA) Topic: Managing Talent In A Borderless World: Challenges & Opportunities Chairperson: Prof. Dr. Vinayshil Gautam, Management Department, Indian Institute of Technology (IIT DELHI, INDIA) C4: ANTON S. WAHJOSOEDIBJO, President Director, PT Pranata Energi Nusantara (PENConsulting) (INDONESIA) Topic: The Role of Senior Leadership In Human Capital and Talent Management Chairperson: Muliana Sukardi, Past President, Perhimpunan Manajemen Sumberdaya Manusia Indonesia (PMSM) (INDONESIA)
12:15 pm to 1:00 pm	PLENARY 9: LES PICKETT, Chief Executive, Pacific Rim Consulting Group (AUSTRALIA) Topic: Tomorrow’s Global Company: Challenges and Choices Chairperson: Bernardo F. Ople, Secretary General, ARTDO International (PHILIPPINES)
1:00 pm to 2:00 pm	LUNCH
2:00 pm to 2:45 pm	PLENARY 10: EDWIN JOHNSON, Consultant/Trainer, ITD (MALAYSIA) Topic: You Can’t Fast Track Leadership Development Chairperson: Dr. Low Hun Seng, Director, ITD (MALAYSIA)
2:45pm to 3:30 pm	PLENARY 11: SERELY ALCARAZ, Country Head, ITD (PHILIPPINES) Topic: Motivating, Rewarding and Developing Talent Chairperson: Kathleen Ong, Director, Learning & Development, ITD (MALAYSIA)
3:30 pm to 4:00 pm	TEA BREAK
4:00 pm to 5:30 pm	PANEL OF SPEAKERS: Developing Human Capital & Talent: The Key to Growth & Prosperity • ALI M. DIALDIN, Former General Manager, Saudi Aramco (SAUDI ARABIA) • DATO’ LEE KAH CHOON, Chairman, Executive Committee of the Board, Invest Penang (MALAYSIA) • DATO’ WONG SIEW HAI, Chairman, Malaysian American Electronics Industry (INTERNATIONAL) CHAIRMAN: Dato’ Dr. Toh Kin Woon, Director, Socio-economic & Environmental Research Institute (SERI) & President, ARTDO International (MALAYSIA)
8:00 pm to 10:30 pm	36 <sup>TH</sup> ARTDO INTERNATIONAL CONFERENCE GALA DINNER INCORPORATING THE 25 <sup>TH</sup> MITD ANNIVERSARY DINNER AT THE HOTEL BALLROOM (Hosted by Malaysian Institute of Training and Development)

#### POST-CONFERENCE WORKSHOP

TIME	7 OCTOBER 2009 (WEDNESDAY)
8:30 am to 5:30 pm	JUGGLING: WHAT MANAGERS SHOULD DO TO MANAGE TALENT EVERYDAY - EVEN DURING ECONOMIC SLOWDOWN by PROF. DR. WILLIAM J. ROTHWELL, Pennsylvania State University (USA)

\* Note: The whole conference proceedings will be conducted in English. This preliminary program contains information that was correct at the time of printing. Additions, changes and cancellations will undoubtedly occur before the conference takes place.

## KEYNOTE, PLENARY, PANEL OF SPEAKERS AND PRESENTERS

### PROF. DR. WILLIAM J. ROTHWELL (USA)

Professor of Workforce Education and Development, Department of Learning and Performance Systems on the University Park campus of The Pennsylvania State University. Leads a graduate emphasis in workplace learning and performance. He is also President of Rothwell & Associates, Inc. a full-service private HR consulting firm.

### PROF. TAN SRI DATO' DZULKIFLI ABDUL RAZAK (USM, MALAYSIA)

Vice Chancellor of Universiti Sains Malaysia. He is also the Vice President, International Association of Universities (2009 - 2012), the President of Association of Southeast Asia Institutions of Higher Learning (2007 - 2008), a UNESCO-affiliated organization, and is presently serving in various executive committees internationally, including Asia-Europe Meeting (ASEM) Education Hub Advisory Committee, Association of Commonwealth Universities (ACU) and more recently in the Advisory Committee of World Universities Forum, Davos, 2008.

### DR. LYNDON JONES (UK)

Founder Chairman of the Association of Business Executives, UK and Director of ARTDO International. He has extensive experience as a Consultant, Trainer and Team Leader, having worked in Western Europe, Southeast Asia, the USA and Africa. He is the author of a number of books and pamphlets and has had innumerable articles published in the UK and overseas journals and newspapers.

### DR. ATIF ABDELMAGEED ABDELRAHMAN AHMED (REGIONAL DIRECTOR, ARAB REGIONAL OFFICE, WORLD SCOUT BUREAU)

Arab Regional Director of the World Organisation of Scout Movement, WHO consultant for Emergency and Humanitarian Action in Yemen 2005, Parliamentarian Member of the Sudan Transitional National Assembly-Parliament "Youth Representative" (1992 - 1996) and Chairman of sub-committee of European & International Organisations Affairs in the foreign relations committee (1996 - 2000). Medical Practitioner in Surgery, Omdurman medical corps (civilian doctor) 1992 and later part time medical practitioner till 2000, International Commissioner in scouting since June 2005. Actively involved in rescue operations, NGOs and leadership activities. Presented numerous papers at international conferences and workshops.

### ARTHUR LUIS P. FLORENTIN (PHILIPPINES)

Vice President and Head, Human Resources Development, Meralco and Executive Director and Member of the Board of Trustees, MMLDC Foundation, Inc. He is the Core Member of HR Council of the Lopez Group of Companies and Vice President of UP Industrial Relations Alumni Association (UP-IRAA). He is currently the Vice-President of ARTDO International.

### DR. ANGELINE LOW (AUSTRALIA)

Presently, she is the Chancellor's Post Doctoral Research Fellow at the University of Technology Sydney, Australia. Her research interests are in entrepreneurship and intersectional issues that relate to leadership, gender, immigrants, human and social capital and ethnicity. Dr. Low's academic record includes top paper awards at international conferences. Dr. Angeline Low has a varied background, comprising careers in senior corporate management, business and now in academic research. Previously, National Director of Asia-Pacific Consulting of Deloitte Touche Tohmatsu, Sydney. She has since sat on various advisory committees and boards in Australia, such as the Northern Sydney Area Health Service (8 major hospitals), NSW Family Planning and ChildFund Australia.

### PROF. DR. VINAYSHIL GAUTAM (INDIA)

A Al-Sager Chair Professor, Management Department, Indian Institute of Technology, Delhi, India and Honorary Advisor of ARTDO International. Facilitated Management Development activities in Germany, UAE, Saudi Arabia, Malaysia and some of the finest organizations in India. He has addressed International audiences. He has been a visiting faculty to universities such as Cambridge, Sussex, London, Brunel, Dominican. Dr. Gautam has served as the Founder Director of IIM(K), Leader consulting team IMM (Shillong); First head, Management Department IIT (D).

### DR. LOW HUN SENG (MALAYSIA)

Director and Senior Consultant specializing in the fields of HRD, organizational learning, coaching, human performance, financial advisory and process management. He holds an MBA degree from Heriot-Watt University and a doctorate degree from University of South Australia. 20 years in banking industry; 5 years as General Manager for a Training Institute; currently the Senior Consultant and Director of Institute of Training and Development for last 4 years.

### LES PICKETT (AUSTRALIA)

Les Pickett is Partner, Australasia and South East Asia for McBassi & Company and Chief Executive of Pacific Rim Consulting Group. Held senior executive positions in general management, information technology, marketing and human resource management and is a Past President of ARTDO International. Member of the International Faculty of The Banking Academy, member of the International Advisory Board of the USA-based International Public Management Association for Human Resources and is one of the most experienced human resource professionals in the Asian region. He is the Honorary Advisor to ARTDO International.

### PROF. IRVING HUANG (TAIWAN, ROC)

Associate Professor and Head, Department of Public Administration, Tamkang University, Advisor to the Mayor of Taipei City, Secretary General, Chinese Society for Training and Development (CSTD), Instructor at Government Training Agencies for National Civil Service Institute, Human Resource Development Institute, and Regional Civil Service Development Center. Prof. Huang is the Director of ARTDO International.

### CHEN CHUNG-CHIN (TAIWAN, ROC)

Director-General, Regional Civil Service Development Institute, Central Personnel Administration of Executive Yuan and Director, Chinese Society for Training and Development (CSTD). He was previously the Deputy Director-General for National Civil Service Institute (NCSI) and also Civil Service Protection and Training Commission. He was also Director-General of Civil Affairs, Bureau of Kaohsiung County.

### KHOO CHEOK KAU (MALAYSIA)

Principal Trainer and Consultant of Kairos Performance Learning with offices based in Kuala Lumpur and Penang. He had been a General Manager for Human Resources for a multinational company with local and regional responsibilities for Learning and Development. Prior to that he had been involved in highly active recruitment of staff for another multinational company.

### DR. MOHD KAMAL KHIR (MALAYSIA)

Chief Executive Officer (CEO) of Institut Bank-Bank Malaysia (IBBM) and Deputy President, Malaysian Institute of Human Resource Management (MIHRM). Master trainer/facilitator and a qualified Internal Quality Auditor and Lead Assessor Certified by Lloyds, UK and Portsmouth University, UK. Conferred the INDIRA Global Super Achiever Award 2007/2008 which recognizes Talent, Competence and Skills under the contribution value to the organisation by Indira Group of Institutes on September 28, 2007 at Pune, India. Dr. Kamal was conferred the prestigious Asia HRD Congress 2006 Award, under the category of contribution to the organisation on May 2, 2006 in Jakarta, Indonesia.

**AHMED AL-BANNA (BAHRAIN)**

Chief People Officer, Gulf Air and Honorary Advisor, ARTDO International, Advisor to Government on Education Reform, Assistant Undersecretary for Training and Director of Manpower Development, Ministry of Labour and Social Affairs. Extensive HR experience in the field of oil, aviation and government agencies.

**EDWIN JOHNSON (MALAYSIA)**

Retired military officer of 28 years service and a former career officer in the Malaysian Ordinance Corps (an integral part of the Armed Forces Logistics Services). He has accumulated wide experience in the field of logistics as well as in the areas of leadership, training, service writing and personnel management. Since retiring from the military, he has embarked on a career in training and development in the corporate sector in the field of leadership, human relations, supervisory skills, communication and business writing skills.

**JOEL WALLACH (USA)**

Associate of Grovewell LLC, a leading global training and consulting company based in New York City. Dedicated in helping people adapt and thrive when working in cultures different from their own. Joel and his wife, Gale wrote a book, "Working with Americans: a Practical Guide to Business Success for Asian Managers." The book was also translated into Korean and Chinese. A new edition published in 2008 is now available in Popular Bookstores. They have lived and worked in Malaysia, the Philippines, China, Taiwan, Cambodia, Tanzania, Kenya, and Egypt.

**DR. SHEN CHIEN-CHUNG (TAIWAN, ROC)**

Division Chief, National Civil Service Institute, Examination Yuan and part-time Assistant Professor, National Taipei University. He has more than 10 years of experience in a senior management position and has published academic and practitioner papers on HR management topics, on the subject of civil service training and performance management. He is a recognized expert in the training of government employees.

**DR. PENELOPE HOOD (UK)**

Director of International Partnerships, Ashcroft International Business School, Anglia Ruskin University, UK, Consultant to the Association of Business Executives (ABE, UK), External Examiner for Greenwich University, External Assessor (Overseas Programmes), University of Derby, External Assessor, Chartered Manager Institute, External Assessor, Lim Kok Wing University, Malaysia and Visiting Academic, Postgraduate Institute of Management, Sri Lanka. Presented numerous papers at international conferences as well as publications.

**LEE SUNG-HSIEN (TAIWAN, ROC)**

Vice Chairperson, Civil Service Protection and Training Commission, President Emeritus, Chinese Society for Training and Development (CSTD) and Vice President, ARTDO International. He has served as Director General, National Civil Service Institute (NCSI). He has extensive working experience with the government.

**PROF. MIN-HSIU CHIANG (TAIWAN, ROC)**

Currently, Prof. Chiang is the Dean, College of Hakka Studies, National Central University and Director, Chinese Society for Training and Development (CSTD). He was Professor and Chairman of Department of Public Administration and Director, Research Center for the Third Sector of National Cheng-Chi University.

**CHARLES TAN (SINGAPORE)**

Consultant and Executive Coach with broad banking and business background. During his banking career, Charles held various senior positions in banking operations, sales & marketing and key client account management. Charles is a certified trainer in John Maxwell's Developing the Leader Within You training program. He is also certified by several of his clients to deliver their in-house customised soft skills programs.

**DR TANVI GAUTAM (USA)**

Researcher at Virginia Commonwealth University in the field of Human Resource Management with a focus on issues of organizational learning; project management and leadership. She has taught at the University of Pittsburgh, Virginia Commonwealth University and University of Richmond. Her work has been presented at major national and international conferences. Prior to her teaching and research career she worked with Tata Consultancy Services (India's largest software consulting firm) and Arthur Andersen in the HR division. Dr. Gautam currently resides and teaches in Virginia (USA), and is doing research on the challenge of managing talent and cross-cultural collaboration in international teams. She is also a mother to a delightful three year old.

**ANTON S. WAHJOSOEDIBJO (INDONESIA)**

President Director, PT Pranata Energi Nusantara (PENConsulting), Chairman of PT Paramartha Energi Nusantara, an alliance company in energy value chain business, and Independent Commissioner and Audit Committee Chairman of PT Indika Energy Tbk, the third largest Indonesia coal producer. Member of the Board of Advisor of the Indonesian Human Resource Management Association (PMSM) and Chair, The Indonesian Human Resource Development Foundation. Program Advisor of the Certified Human Resource Professional Program, a continuing education program of the Atma Jaya Catholic University in Jakarta.

**SERELY ALCARAZ (PHILIPPINES)**

Country Head of ITD Consulting Group, part of the Malaysian-based Institute of Training and Development Group, a leading multinational provider of business education, corporate training, professional competency development programs, business coaching and consulting services, as well as mega events and conferences in Asia-Pacific.

**ALI M. DIALDIN (SAUDI ARABIA)**

President of Dialdin Management Consultants and Vice President, ARTDO International. He is a distinguished trainer, educator, and administrator. He is known and respected around the world as the former leader of one of the largest and most productive industrial training organizations established in the Middle East.

**DATO' LEE KAH CHOON (MALAYSIA)**

Chairman, Executive Committee of the Board, Invest-in-Penang Berhad and Board Member of Penang Development Corporation. Served as Parliamentary Secretary with the Ministry of Health in 2004, Councillor with the Municipal Council of the Province Wellesley district in Penang (1997 to 1999), Member of Parliament after winning a seat in the Jelutong Constituency of Penang.

**DATO' WONG SIEW HAI (INTERNATIONAL)**

Chairman of Malaysian American Electronics Industry (MAEI), Member of the Board of Governors of American Malaysian Chamber of Commerce (AMCHAM) and Member of the Board of Directors of MATRADE, MITI. He has vast experience in the electronics industry. His previous position with Intel was Vice President of Technology and Manufacturing Group (TMG) and General Manager of Assembly and Test Manufacturing (ATM), responsible for all assembly test factories worldwide. He was also the Vice President and Managing Director of Dell Asia-Pacific Customer Center.



## JUGGLING

### What Managers Should Do to Manage Talent Every Day – Even During Economic Slowdown

*by Prof. Dr. William J. Rothwell, Pennsylvania State University (USA)*

- Author of best selling and award winning books with over 60 internationally published titles
- President, Rothwell & Associates; World-renowned Consultant; Professor, Pennsylvania State University
- Heads the #1-ranked graduate program in HRD in the USA

Everyone has heard bleak economic news. Consider: USA housing values lost about USD2 trillion in 2008; Wall Street and American automakers are in financial trouble; and big USA banks are nearly bankrupt. Consumer confidence in the USA reached an all-time low in December 2008. The Dow Jones Industrial Average dropped 36 percent in 2008, the worst record since the drop of 40.6 percent during the Great Depression of the 1930s. The USA economy lost more than 530,000 jobs in November 2008 alone, the worst month since December 1974, and nearly 2 million people lost their jobs in 2008. Unemployment in the USA stands at over 7 percent, the highest level in 15 years. Nor is the bad news limited to the USA alone. Stock markets globally have plummeted throughout 2008. In the UK, stocks dropped nearly 34 percent throughout 2008; in Germany, 42 percent; in Japan, nearly 44 percent; in India, down nearly 54 percent; in China, down nearly 66 percent; and in Russia, down nearly 67 percent. Worldwide, the problems that afflict the USA are playing out elsewhere. With all the bad financial news, it is easy to postpone thinking about long-term investments. Experts of many stripes caution against making that mistake. And that is especially true of talent management. While the HR

department has an important role to play in talent management, daily development rests in the hands of each worker's immediate supervisor. Some managers claim they don't have the time to do that. But the reality is that excellent managers know how to "juggle" – that is, get daily work out of their people while also developing them for future responsibility.

This workshop will focus on what managers should do every day to manage talent even during an economic slowdown.

#### Objectives

Upon completion of this workshop, participants will be able to:

- Define talent and talent management
- Explain the role of various groups in attracting, retaining and developing talent
- Describe clearly what managers should do on a daily basis to attract, develop and retain talent
- Review barriers that managers face in acquitting their daily roles in talent management – and what can be done to overcome those barriers



# POST-CONFERENCE WORKSHOP

7 October 2009

## Targeted Audience

Management-level workers

## Length

8:30 am - 5:30 pm (Full day)

## Brief Outline

- Part I: Introduction
- Part II: Backgrounder: What Is Talent Management, and Who Should Do What?
- Part III: What Should Managers Do on a Daily Basis?
- Part IV: What Barriers Prevent Managers from Acquitting Their Roles on a Daily Basis?
- Part V: Conclusion and Next Steps...



## Profile of William J. Rothwell, Ph.D.

William J. Rothwell, Ph.D., SPHR, is President of Rothwell and Associates, Inc.. He is also Professor of Human Resource Development at the University Park campus of the Pennsylvania State University. He heads the #1-ranked graduate program in HRD in the US. As a Consultant, he has worked with over 30 multinational corporations.

Dr. Rothwell has worked in the Performance, OD and HR field since 1979 and has authored, co-authored, edited and co-edited over 60 books and many best sellers. Among his most recent publications are:

- Human Resource Transformation
- Strategic Human Resource Leader, 2nd edition
- Practicing Organization Development, 2nd edition
- Planning and Managing Human Resources, 2nd edition
- Human Performance Improvement - Building Practitioner Competence, 2nd edition
- ASTD Models for Human Performance Improvement: Roles, Competencies and Outputs
- Career Planning and Succession Management
- Effective Succession Planning, 3rd edition
- The Strategic Development of Talent
- Competency-based Human Resource Management
- What CEOs Expect From Corporate Training

- Beyond Training and Development, 2nd edition
- Improving On-The-Job Training, 2nd edition
- The Workplace Learner: How to Align Training Initiatives with Individual Learning Competencies

Dr. Rothwell was a National Thought Leader for a Linkage-DDI sponsored study of 18 multinational corporations that examined corporate best practices in succession planning and management. His bestselling book "Effective Succession Planning: Ensuring Leadership Continuity and Building Talent from Within," 3rd ed. (New York: Amacom, 2005) is regarded by many as the "corporate bible" on succession management practices.

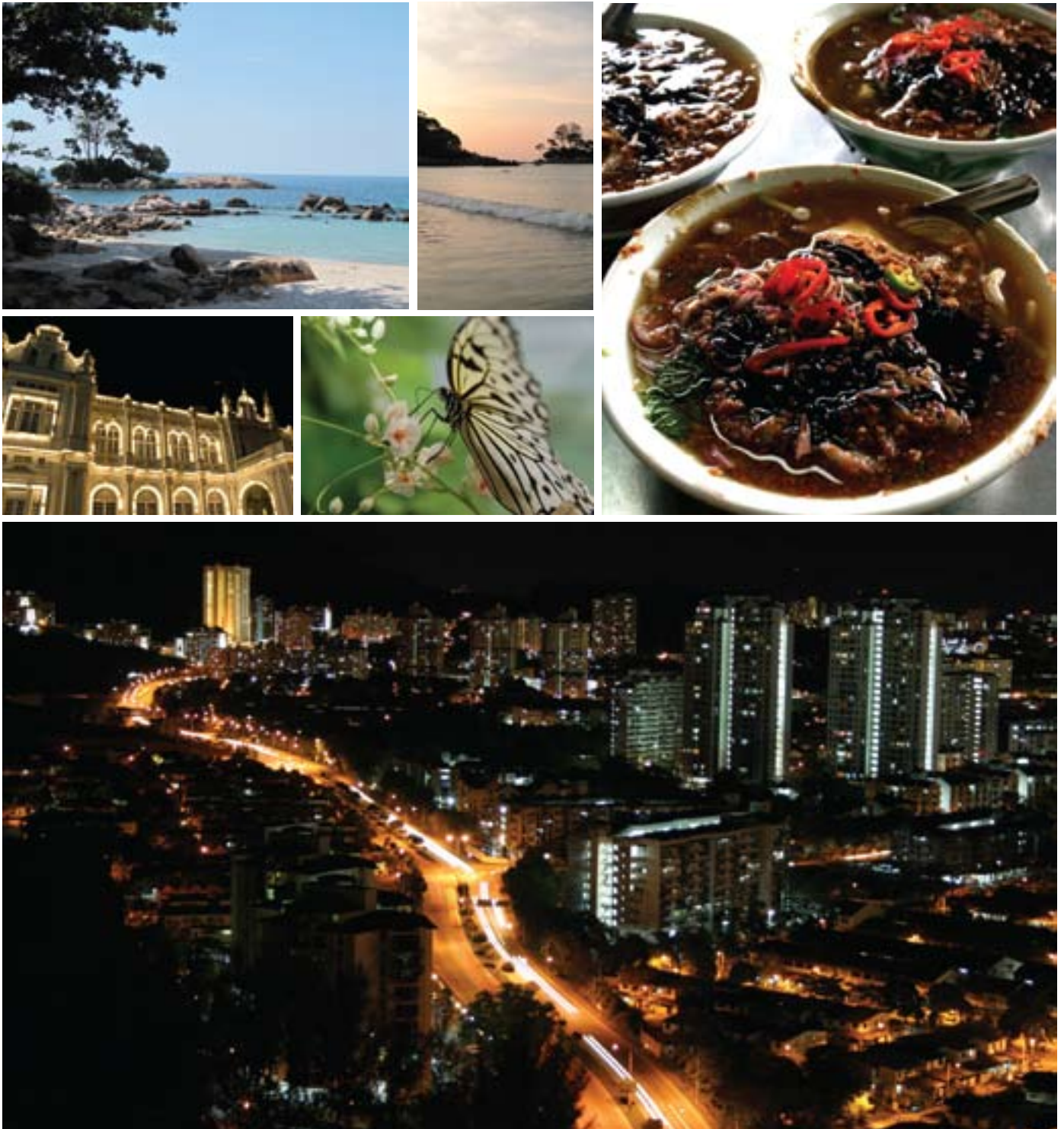
Dr. Rothwell has been very active in the American Society of Training and Development (ASTD). He was Chair of the Publishing Review Committee for several years, has served as Chapter President for 2 ASTD local Chapters, has served on the ASTD National Awards Committee, the ASTD dissertation awards committee, and the ASTD research article of the year Committee. He was Chief Investigator for 2 ASTD competency studies - ASTD Models for Workplace Learning & Performance (1999) and ASTD Models for Human Performance Improvement (1996; 2000). He was also an Investigator on the most recent ASTD competency study Mapping the Future (2004).

## ABOUT PENANG

The 36th ARTDO International Leadership & HRD Conference 2009 will be held on the beautiful island of Penang – also known as the Silicon Valley of the East, and for good reason. Penang is a leading technological hub in the region and home to the manufacturing operations of global IT giants such as Intel, Dell and Motorola.

But much more than that, the idyllic island is an amalgam of cultures in a tropical paradise setting; a well-known destination that offers warm and charming people living in a multiracial environment, a wide range of exotic food choices, colorful history, heritage buildings with diverse colonial architectural influences, and of course, the world-renowned scenic beaches amidst a backdrop of warm and sunny tropical skies.

"an amalgam  
of cultures in a  
tropical paradise  
setting..."



## REGISTRATION FORM

Please register me for the 36<sup>th</sup> ARTDO INTERNATIONAL Leadership & HRD Conference  
(For multiple registrations, please make photocopies of this form.)

Prof/Dr/Mr/Mrs/Ms: \_\_\_\_\_ Mobile: \_\_\_\_\_

Position: \_\_\_\_\_ E-mail: \_\_\_\_\_

Company: \_\_\_\_\_ Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_

State/Country: \_\_\_\_\_ Post Code: \_\_\_\_\_

### PAYMENT DETAILS

Payments may be made by telegraphic transfer, bank deposit, bank draft or local cheque

Name of Account: MITD Sdn. Bhd.

Account Number: 507040214022

SWIFT Code: MBBEMYKL

Name of Bank: Malayan Banking Berhad

Bank's Address: Plaza MWE, No. 8 Lebuhr Farquhar, 10200 Penang, Malaysia

\*Bank commission and other charges must be borne by participants.

or

Payment can also be made by credit card as follows:

Cardholder Name: \_\_\_\_\_

I wish to make payment by VISA/MASTER card and I authorize you to debit my account with the following amount of USD/RM \_\_\_\_\_

My Card Number: \_\_\_\_\_

Security Code: \_\_\_\_\_ (this is the last three digits on the signature strip on the back of the card)

Expiry Date: \_\_\_\_\_ (Month, Year)

Valid From: \_\_\_\_\_ (Month, Year)

Date: \_\_\_\_\_

Cardholder Signature:

### REGISTER ME

Conference only USD/RM \_\_\_\_\_

Post-Conference Workshop only USD/RM \_\_\_\_\_

Full-time Student/ITD Student USD/RM \_\_\_\_\_

Special Rate - sign up for both events USD/RM \_\_\_\_\_

Accompanying Person USD/RM \_\_\_\_\_

Deposit for one night room rate for hotel reservation USD/RM \_\_\_\_\_

**Total USD/RM \_\_\_\_\_**

\* Please note that fraudulent signature will be reported

### HOTEL RESERVATION

Please reserve hotel room at the G Hotel for me.

Room Type: \_\_\_\_\_

From \_\_\_\_\_ to \_\_\_\_\_, both dates inclusive. Number of room nights: \_\_\_\_\_

A deposit of one night's accommodation is required for confirmation of hotel reservation. Participants are expected to settle directly with the hotel for the expenses incurred on the remaining nights of accommodation and other personal expenses.

Name: \_\_\_\_\_ Sharing with (Name): \_\_\_\_\_

ARRIVE ETA: \_\_\_\_\_ Flight No.: \_\_\_\_\_ Date: \_\_\_\_\_

DEPART ETD: \_\_\_\_\_ Flight No.: \_\_\_\_\_ Date: \_\_\_\_\_

Participation in the Complimentary Penang City Tour  Yes  No If Yes, number of persons \_\_\_\_\_  
Date: 4 October 2009 Time: 12.00 noon to 4.00 pm

## REGISTRATION & FEES

### ARTDO INTERNATIONAL

Delegates Conference Fees & Post-Conference Workshop Rates are as follows:

- Group rate of 10 or more participants - 10% discount
- Group rate of 3 or more participants - 5% discount

Overseas	Conference Only 4 - 6 October 2009	Post-Conference Workshop Only 7 October 2009	Special Rate - Sign Up for Both Events 4 - 7 October 2009
Early Bird before 15 August 2009	USD650	USD300	USD900
Normal Rate	USD750	USD350	USD1,050
Accompanying person	USD250 to participate in the Opening Ceremony, Welcome Dinner, Farewell Dinner, Penang City Tour, two lunches & tea breaks except Plenary and Concurrent sessions		

Malaysia	Conference Only 4 - 6 October 2009	Post-Conference Workshop Only 7 October 2009	Special Rate - Sign Up for Both Events 4 - 7 October 2009
Early Bird before 15 August 2009	RM1,800	RM1,000	RM2,600
Normal Rate	RM2,000	RM1,200	RM3,000
Accompanying person	RM850 to participate in the Opening Ceremony, Welcome Dinner, Farewell Dinner, Penang City Tour, two lunches & tea breaks except Plenary and Concurrent sessions		

### Full Time Student and ITD Students Rate

Rate	Conference Only 4 - 6 October 2009	Post-Conference Workshop Only 7 October 2009	Special Rate - Sign Up for Both Events 4 - 7 October 2009
Full Time Student and ITD Students Rate	RM950	RM550	RM1,400

### Closing Date

Registration encouraged by **18 September 2009**.

### Cancellation

We regret that no refunds will be made for cancellations. However, you may send a representative to attend the conference. In the event that any of the advertised speakers, for reason outside the control of the Organizer, is unable to attend the conference, the Organizer reserves the right, without prior notice, to make alterations to the programs or find replacement speakers as it deems fit. Delegates will have no claim against the Organizer in respect of such alterations or replacements.

### All Enquiries and Registration

All enquiries and registration of the conference are to be directed to:

ARTDO International Conference  
Malaysian Institute of Training and Development (MITD)  
P.O. Box 230, 10720 Penang, Malaysia  
Tel: +604-262 0028 Fax: +604-262 0018  
E-mail: mitdco@tm.net.my  
tomchee@pd.jaring.my

### Past ARTDO International Conferences

- Manila 1974 • New Delhi 1975 • Canberra 1976 • Fiji 1977
- Ranchi, India 1978 • Manila 1979 • New Zealand 1980
- Kuala Lumpur 1981 • Hong Kong 1982 • Taipei 1983 • Sydney 1984
- Kuala Lumpur 1985 • Jakarta 1986 • Singapore 1987 • Macau 1988
- Bangkok 1989 • Penang 1990 • Manila 1991 • Taipei 1992
- Jakarta 1993 • Penang 1994 • Melbourne 1995 • Manila 1996
- Sarawak 1997 • New Delhi 1998 • Bali 1999 • Penang 2000
- Melbourne 2001 • Taipei 2002 • Macau 2003 • Penang 2004
- Manila 2005 • Bahrain 2006 • Bali 2007 • Cairo 2008

### Future ARTDO INTERNATIONAL Conference

- Kota Kinabalu, Sabah, Malaysia 2010
- Taipei, Taiwan 2011
- Cebu, Philippine 2012

### Accommodation

G Hotel, Penang, Malaysia

Room Rates (Nett of all charges)

Room Rates	International	Malaysia
Standard Room with breakfast for 1 person	USD90	RM296
Standard Room with breakfast for 2 persons	USD96	RM319
Superior Room with breakfast for 1 person	USD96	RM319
Superior Room with breakfast for 2 persons	USD105	RM342
Executive Room with breakfast	USD135	RM434
Executive Suite with breakfast	USD204	RM653
Service Apartment (1 bedroom) with breakfast	USD186	RM595

### GENERAL INFORMATION

ARTDO INTERNATIONAL Conference

Date: 4 - 6 October 2009

Venue: G Hotel

168A, Persiaran Gurney, 10250 Penang, Malaysia

Tel: +604-238 0000 Fax: +604-238 0280

For additional travel arrangements, please contact:

**BMC TRAVEL SDN BHD**

Tel: +603 2161 1448 Fax: +603 2161 1449

E-mail: jessica@bmctravel.com • paulyn@bmctravel.com

**ARTDO INTERNATIONAL Website**

<http://www.artdointernational.org>

**ITD Website**

<http://www.itdworld.com>