

Agile Methodologies for Effective HR Transformation

Enhancing workforce productivity through organisational agility



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off the Regular
Price!

KUALA LUMPUR
27-28 June 2019

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* Upon successful completion of this masterclass, participants will receive the ICAgile Certified Professional in Business Agility Foundations certification.

LEARN HOW TO

1. Reach greater heights in human capital management by adapting the Agile mindset and frameworks to your team's workflow.
2. Engage and manage employees with a "customer-centric" approach.
3. Enhance your team and organisation's ability, competency, and resilience to thrive in the VUCA environment.
4. Leverage on Agile methodologies such as Lean, Kanban, Scrum and Design Thinking to boost your team and organisation's productivity.
5. Use Change Management strategies and techniques to help your HR team and the rest of the organisation develop into a truly Agile and customer-centric organisation

ABOUT YOUR COURSE TRAINER



Isman Tanuri

Lead Speaker, Trainer and Coach, Elisan Partners based in Singapore

Isman Tanuri is a speaker, trainer and coach who has worked with global and regional organisations such as Allianz, Daimler, CardinalHealth, Cigna, Dialog Axiata, PepsiCo and Telkomsel to conduct training workshops and facilitate strategy and team development workshops. A highly experienced Agile coach, he is the only ICAgile Authorised Instructor accredited to deliver both Agile Marketing (ICP-MKG) and Business Agility Foundations (ICP-BAF) Certified Professional training courses. He is also a Certified ScrumMaster (Scrum Alliance), Agile Certified Coach (ICAgile) and Certified Kanban Coach (IBQMI).

PAST TESTIMONIALS OF THE COURSE TRAINER

“Fantastic training sessions – thanks Isman. We all learnt a lot and left the sessions energised to make a difference to our customers!” – *Regional Head, Asia Pacific, Allianz Partners*

“Overall, the training was very effective and we were impressed with the way the content was delivered.” – *Regional Manager, Dialog Axiata*

“Isman’s facilitation was great - very engaging and relevant for the team, and the level of support and preparedness was outstanding.” – *PayPal, Director of PMM and GTM Transformation*

“Isman’s facilitation was great - very engaging and relevant for the team, and the level of support and preparedness was outstanding.” – *Deputy VP, Customer Experience Strategy, AXA*

“Very logical, very clear and very interactive workshop, very useful for senior level professionals” – *Manager, Heilind Asia Pacific*

“Great content and very original with the approach.” *Director, Melco Resorts & Entertainment*

COMPANIES THAT HAVE BENEFITED FROM ISMAN'S EXPERTISE

Allianz
British Council
Cardinal Health
Cigna
Daimler
Dialog Axiata
Enterprise SG
GE
Invicta
Melco Resorts & Entertainment

Millenium
National University of Singapore
NCSS
PayPal
PepsiCo
Singapore Polytechnic
Singtel
Telkomsel
Wildlife Reserves

WHY YOU SHOULD ATTEND

In our fast-paced modern work environment where organisations are constantly challenged to respond to an ever-evolving business landscape, simply equipping the organisation with the latest digital tools and knowledge is not going to cut it. Improving the organisation's digital competencies is futile if our workforce continue to work in the way that they have always done, and neglect the challenges of a fast-moving business world.

To effectively react to market and environmental changes in prompt, productive and cost-effective ways, we need new ways of working, and Organisational Agility is the key to fast market response. Think of Organisational Agility as the new work culture that you need to have in your organisation.

HR has a twofold interest in Organisational Agility:

1. **On a team level, HR, which is commonly perceived by employees as being too siloed and adamant on working in cycles (be it annual or quarterly), needs to become more Agile themselves to respond faster to business and employee needs.**
2. **On a strategic and functional level, HR needs to impart the Agile mindset and ways of working to the rest of the workforce, and guide the organisation to transform their culture and ways of working in order to gain a competitive edge in a fast-moving business world.**

Led by **Isman Tanuri, an Agile Certified Coach (ICAgile - ICP-ACC)** with experience in conducting well-received workshops for both global and regional organisations, this two-day HR Masterclass will provide you with a strong working knowledge of fundamental Agile concepts and techniques such as Scrum, Kanban and Lean principles through a series of case studies, interactive discussions and activities. Join us on a journey to make Agile the new "operating system" of your team and company!

WHO SHOULD ATTEND

- Chief Human Capital Officers
- Directors, Vice Presidents, Department Heads, Managers and Team Leads in charge of:
- Human Resources
- Organisational Development
- Metrics and Analytics
- Compensation and Benefits
- Change Management
- Team Management
- Performance Management
- Employer Branding
- Employee Experience
- Other departments in the HR function
- HR Business Partners and Consultants

All other professional/business stakeholders involved in organisational development, employee experience, change management, team management and performance management.

COURSE OUTLINE - DAY 1

TIME	AGENDA
8.45 am	Registration
9.00 am	1. Welcome, Introduction and Delegate Objectives Delegates will have a chance to get to know each other and discuss any topics or challenges that will be useful for training purposes. 2. Why Should HR Be Agile? Historical Context and Today's Needs The Agile ways of working has its roots in software development, and the original Agile Manifesto was created by a group of software developers to keep up with customers' change requests and technological improvements that often come mid-project. Agile methodologies found its way outside of the software development world, when organisations tackling the challenges of a constantly evolving and fast-changing business landscape recognised Agile as part of the answer to their problems. In this section, understand the history of current business management practices, the foundations of Agile and why Agile values and principles are highly relevant to HR in today's dynamic, rapidly-changing business and social environments. <ul style="list-style-type: none">• Learn fundamentals of Agile Manifesto, mindset and ways of working.
10.30 am	Break
10.45 am	3. Agile Case Studies: Developing Team and Organisational Agility How did organisations such as ING Bank, LEGO and Microsoft go through Agile transformation to gain a competitive edge and become more attractive to talents? Learn about successful Agile case studies and generate ideas on developing organisational and personal agility for your organisation and HR team. <ul style="list-style-type: none">• Be inspired by Agile case studies featuring ING Bank, LEGO and Microsoft.
12.30 pm	Lunch
1.30 pm	4. Making a Return to Customer-Centricity - But First, Who are HR's "Customers"? <i>"Always treat your employees exactly as you want them to treat your best customers."</i> – Stephen R. Covey Customer-centricity is a cornerstone of Agile methodologies, but who are the "customers" of HR? In this section, define your "customer" and learn how to prioritise competing stakeholder demands by understanding and practising customer-centricity. <ul style="list-style-type: none">• Understand true Customer-centricity and how it can provide a foundation for improving operations and performance.• Define who your "customers" are.• Understand the importance of prioritising delivery of Customer Value and measuring Customer Outcomes in contrast to over-focusing on internal KPIs and metrics.• Understand and practise activities that develop better customer understanding and empathy including Design Thinking, Customer Journey Mapping, Agile Story Mapping and others.

3.00 pm

Break

3.15 pm

5. Fundamentals of Agile Frameworks and Methodologies: *Kanban*

How can you use the Kanban methodology to increase productivity, optimise HR workflows and manage multiple deadlines?

- Learn the fundamentals of Agile *Kanban* and apply it to your work.

Case Study: BBVA – HR organisation adoption of *Kanban*

Group Activity: *Lean Kanban*

5.00pm

End

COURSE OUTLINE - DAY 2

TIME	AGENDA
8.45 am	Registration
9.00 am	6. Fundamentals of Agile Frameworks and Methodologies <i>Lean</i> Principles Welcome back to Day 2 of <i>Agile Practices For Effective HR Transformation</i> . We will start the day by understanding <i>Lean</i> principles and how to implement experimentation, validated learning and work iteration in business or organisational activities. <ul style="list-style-type: none">• Understand concept of <i>Lean</i>, iterative planning and continuous improvement. Group Activity: Story mapping for project planning and development
10.30 am	Break
10.45 am	7. Fundamentals of Agile Frameworks and Methodologies: <i>Scrum</i> This section introduces you to key Agile frameworks for implementation in operational work such as <i>Design Thinking</i> , <i>Scrum</i> and <i>Scrumban</i> . <ul style="list-style-type: none">• Learn fundamentals of <i>Scrum</i> to manage and deliver HR projects on time and on budget. Group Activity: Scrum simulation
12.30 pm	Lunch
1.30 pm	8. Driving Agile Transformation in the Workplace Now that you have learnt the fundamentals of Agile frameworks and practices, let's take it a step further and look at how we can effectively design and implement Agile practices within your team, as well as your organisation. This section will provide you with an understanding of Change Management techniques to deliver and sustain Agile transformation in your workplace. <ul style="list-style-type: none">• Understand Agile change management techniques to deliver effective and long-term change in the workplace.
3.00 pm	Break

3.15 pm

9. Creating your Agile Transformation Roadmap

This masterclass aims to equip you with fundamental knowledge of Agile methodologies to not only develop your personal agility, but also to guide you in your journey to transforming your team and your organisation. In the final part of this masterclass, you will be guided to create an Agile transformation roadmap and identify key actions to take away and start implementing in your workplace.

- Discuss issues or challenges faced by your HR team and identify key actions and agile practices to implement in your workplace. Create a transformation roadmap to kickstart your journey.
- How do you plan to impart your knowledge of Agile practices to the rest of the organisation and transform your workforce into an Agile and customer-centric workforce?

5.00pm

End

REGISTER NOW

Agile Methodologies for Effective HR Transformation	
Location	Kuala Lumpur
Dates	27-28 June 2019
Price Per Person	<p>Early Bird: USD 1,100 (on or before 27th May)</p> <p>Regular Price: USD 1,500 (after 27th May)</p>
Group Discount	10% off for Group Registrations of 3 delegates or more
Contact Person for Registration and Group Discounts	<p>[Kuala Lumpur] Ryan Ciceron Project Manager Tel: +65 6423 0329 Email: ryanc@humanresourcesonline.net</p>
Rebates under Government Schemes	<p>Malaysia – Under the Human Resources Development Fund (HRDF), registered employers can claim rebates for trainings conducted by an overseas trainer/ training provider. For more information, please visit http://www.lighthousemedia.com.sg/HRMY_HRDF.pdf</p>
Amendment / Cancellation Policy	<ol style="list-style-type: none"> 1. All bookings are final. 2. Should you be unable to attend, a substitute delegate is welcome at no extra charge. 3. HR Masterclass Series cannot provide any refunds for cancellations. 4. HR Masterclass Series reserves the rights to alter the programme without notice, including the substitution, amendment or cancellation of trainers and/or topics. 5. HR Masterclass Series is not responsible for any loss or damage as a result of a substitution, alteration, postponement or cancellation of the event.

ABOUT HR MASTERCLASS SERIES

As the training division of *Human Resources*, HR Masterclass Series takes a proactive role in organising a regional series of public and in-house training courses across Asia. Together with our conferences and awards shows, these courses form part of a complete suite of events specifically tailored for senior HR professionals.

Courses are conducted in a personalised and interactive workshop setting with practical case studies and exercises from our expert trainer. Delegates will take away global best practices, fresh ideas and customised solutions for implementation back in their organisations.

HR Masterclass Series is committed to being a trusted learning partner of HR practitioners throughout Asia.

Past HR Masterclass Series Delegates were from:

- ABB
- Abbott Manufacturing
- Accounting and Corporate Regulatory Authority (ACRA) Singapore
- Advanced Micro Devices
- Agilent Technologies
- AirAsia
- Alliance Bank Malaysia
- Allianz Insurance
- AmBank Malaysia
- ASTRO Group
- Aviva
- Bank Negara Malaysia
- BASF South East Asia
- Canon
- CapitaLand
- Dell
- DHL
- Discovery Networks
- DSO National Laboratories Singapore
- Energy Market Authority, Singapore
- Federal Express
- Gamuda
- Genting Malaysia
- Great Eastern Life Assurance
- Grey Group
- Hilton Hotels & Resorts
- Housing and Development Board Singapore
- Infineon Technologies
- Intel
- JTC Corporation
- Khazanah Nasional Berhad
- Levi Strauss Asia Pacific
- Malaysia Airlines
- Malaysia Airports Holdings
- Malaysian Communications and Multimedia Commission
- Marina Bay Sands Singapore
- MasterCard
- Maxis Group
- NetApp
- NCS
- PETRONAS
- Pos Malaysia
- Prudential
- S P Setia
- SAP
- Sime Darby
- Singapore National Eye Centre
- Singapore Press Holdings
- SMRT Corporation
- ST Logistics
- StarHub
- Siemens
- Telekom Malaysia
- Tenaga Nasional Berhad
- The Walt Disney Company
- United Overseas Bank (UOB)
- United Parcel Service
- Volvo
- Wartsila
- WorleyParsons
- Yale-NUS College
- Zurich Insurance