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Actionable HR Leadership with Management 3.0

KUALA LUMPUR

08-09 June 2020

SINGAPORE

15-16 June 2020

LEARN HOW TO

1. Develop the agile mindset by understanding the complex work and organisational environment and embracing newer HR leadership concepts and thinking for the modern times
2. Practise actionable Management 3.0 activities & tools to take action and improve the organisation
3. Sustainably motivate and inspire people in organisation to improve their performance and increase their commitment to the mission
4. Create inclusive, diverse and high-performing people environments that transforms into dynamic and motivated organisations

* Every attendee who completes this course will receive a Management 3.0 Certificate of Attendance. After that, prove that you know how to apply Management 3.0 practices in real-life contexts and obtain a Management 3.0 Certificate of Practice. To understand more about the certification process, please contact us.

HR Masterclass Series is brought to you by *Human Resources*

www.hr-masterclass.net

Contact: [Singapore] Seraphine Neoh | +65 6423 0329 | seraphinen@humanresourcesonline.net
[Kuala Lumpur] Reggie Ola | +65 6423 0329 | reggieo@humanresourcesonline.net

ABOUT YOUR COURSE TRAINER



Isman Tanuri

Leadership Consultant, Coach and Trainer, Elisan Partners based in Singapore

Isman Tanuri is a leadership and management consultant, trainer and coach who has worked with global and regional organisations such as Allianz, Daimler, Cigna, Dialog Axiata, Godrej, PepsiCo, Roche, Telkomsel and Unilever to facilitate leadership and team coaching and to deliver training courses, strategy workshops and team development events.

A highly experienced transformation coach, he is a licensed Management 3.0 facilitator and 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
Cardinal Health
Cigna
Daimler
Dialog Axiata
GE
Godrej
HSBC
Korea Management Association
Land Transport Authority Singapore (LTA)
National University of Singapore

New Zealand Ministry of Business & Innovation
PayPal
PepsiCo
Public Utilities Board Singapore (PUB)
Roche Hong Kong & Macau
Singapore Polytechnic
Singtel
Telkomsel
Turner Entertainment
Unilever
Wildlife Reserves

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WHY YOU SHOULD ATTEND

As a modern HR leader or practitioner, you are likely struggling to adapt and evolve with the challenges and intensity of modern organisations, especially the unpredictable behaviours and attitudes of employees across the different levels of the organisation. Classic HR management techniques, such as those within policy making, compensation and benefits and employee engagement, are becoming less effective in this age of complexity and technological advancements.

Increasingly, you are looking at newer ways of effective leadership and management to manage the sometimes chaotic, stressful organisational environment. Management 3.0, rooted in Agile leadership practices, is a solution to help you bring balance to the organisation.

What is Management 3.0? It is certainly not another framework or methodology to confuse. Rather, Management 3.0 is a set of actionable leadership activities and tools that can be practised on a day-to-day basis or implemented strategically. With over 25,000 certified attendees globally, Management 3.0 is a proven concept that has been enthusiastically embraced by leaders and professionals worldwide.

At the end of this 2-day foundation workshop, you will gain new insights and innovative tools that can help in your people practice. You will learn the Agile mindset, organisational design, performance management, goals & motivation, employee retention & acquisition, learning & development, among others.

In this workshop, you will deep dive into the brave new world of actionable leadership seen through the Management 3.0 perspective, including:

- Leadership & management in complex times
- Energising people
- Empowering people
- Aligning constraints for self-organisation
- Developing learning culture & competencies
- Growing organisational and team structures
- Continuous improvement in people leadership and system management

This course is led by Isman Tanuri, MBA., a Management 3.0 licensed facilitator and a leadership consultant-coach with experience in coaching leaders and teams in Agile ways of working and conducting well-received workshops for both global and regional organisations.

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.

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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. Session activity: <ul style="list-style-type: none">Personal Maps 2. Principles of Leadership and Management for a Complex World The world of work and organisations is getting a lot more complex and unpredictable. A new set of leadership behaviours and management approach is needed for today's tech-enabled, diverse organisations. This session will explore the challenges that HR leaders and professionals constantly face at work. We will also discuss case studies of newer agile leadership principles that are in practice in organisations around the world Topics covered: <ul style="list-style-type: none">Introduction to Management 3.0 principles and modern agile leadership trendsCase studies on organisations with progressive and innovative HR/people policies and strategies Session activity: <ul style="list-style-type: none">Happiness DoorGroup and case study discussion on modern organisational and people challenges faced by HR and real-life experiences in dealing with these challenges
10.30 am	Break
10.45 am	3. Complexity & Systems Thinking In reality, and in nature, an organisation or team is made up of multiple interconnected elements of a complex adaptive system. This system of people is not only made up of roles and responsibilities, but more importantly, of emotions and free thinking. Is it possible for current rigid leadership and management beliefs and practices to meet the needs of a complex adaptive organisational system? If the answer is no, how then can HR leaders and professionals approach organisation-building differently? Topics covered: <ul style="list-style-type: none">Introduction to complexity- and systems-thinkingIntroduction to complex adaptive systemsIntroduction to Cynefin framework by Prof. Dave Snowden Session activity: <ul style="list-style-type: none">Understanding Cynefin framework and its application in HR strategies and projects
12.30 pm	Lunch

1.30 pm

4. Energising People

In recent studies, up to 70% of employees are not engaged at work. This has a direct impact on productivity, workplace happiness and, ultimately, business performance. While evidence of a disengaged workforce is obvious and plenty, many leaders and managers struggle to reverse the decline in employee engagement in their workplaces.

In this session, we will experience Management 3.0 activities and discussions that can help with increasing employee motivation and engagement.

Topics covered:

- Motivation & Engagement
- Individuals & Interactions
- Worker Happiness

Session activities:

- Moving Motivators
- Kudo Cards

3.00 pm

Break

3.15 pm

5. Empowering Teams

Today's management buzzwords include "employee empowerment", the idea that empowerment will help create motivated, responsible, committed and engaged workforce.

However, employee empowerment is often quoted but less practised. In this session, we will discuss empowerment in the context of employee's authority and ability and how to view "empowerment" as a managed and well-communicated delegation process between managers and workers.

Topics covered:

- Delegation & Empowerment
- 7 Levels of Delegation

Session activities:

- Delegation Board
- Delegation Poker

5.00pm

End

COURSE OUTLINE - DAY 2

TIME	AGENDA
8.45 am	Registration
9.00 am	6. Aligning Constraints <p>Most leaders dream of an organisation full of aligned and committed workers. The reality is, however, this is not easily achieved with the diverse personalities and, often times, conflicting motivational factors within the employee and leadership ranks.</p> <p>This session will discuss the importance of culture and its conscious management. Understand how culture is, in fact, a result of consistent and persistent behaviours of people within the organisation.</p> <p>Topics covered:</p> <ul style="list-style-type: none">• Values & Culture• Meaning & Purpose• Rewards & Incentives <p>Session activities:</p> <ul style="list-style-type: none">• Values & Purpose with LEGO Serious Play
10.30 am	Break
10.45 am	7. Developing Competence <p>In this session, learn how to discover and identify the necessary competencies that a team or individual needs to contribute to team and organisational performance. The Management 3.0 "Team Competency Matrix" activity will also help leaders and managers to better understand how to balance their teams' competency levels to ensure completion of tasks necessary to deliver on organisational or team goals.</p> <p>We will also discuss newer ways to track and measure team or individual performance that is aligned with the goals of the organisation.</p> <p>Topics covered:</p> <ul style="list-style-type: none">• Learning & Competencies• Metrics & OKRs <p>Session activities:</p> <ul style="list-style-type: none">• Team Competency Matrix• OKRs
12.30 pm	Lunch
1.30 pm	8. Improving Everything <p>An organisation's ability to sustain growth and high performance is correlated to its ability to tolerate failures. Sounds unwise? In this session, we will learn how creating an environment of learning and experimentation can develop and enhance traits such as resilience and innovation in any organisation</p> <p>You will also learn about innovative ways to provide feedback and have better meetings in the pursuit of continuous organisational improvement.</p>

Topics covered:

- Success & Failure
- Creativity & Innovation
- Designing Better Meetings

Session activities:

- Celebration Grid
- Feedback Wraps
- Liberating Structures

3.00 pm**Break****3.15 pm****9. Growing Structure**

Want to go agile, adaptive and flexible? Then understand and learn how to build organisations based on structures that enhance communication. Conway's Law dictates that organisations will create internal systems based on their existing communication structures, resulting in an environment that restricts the flow of information and potentially its growth.

This session will also help participants understand the merits of small, cross-functional and semi-stable teams that can help organisations thrive in a complex, customer-control world.

Topics covered:

- Cross-functional Teams
- Hiring Great People
- Team formation

Session activity:

- Meddler's Game

10. Action Planning & Reflections

In this final session, delegates will participate in creating an action plan for their organisation's growth and HR transformation based on Management 3.0 principles, activities and tools.

Delegates will also engage in a reflection session to deepen their learning experience during the 2-day workshop.

5.00pm**End**

Actionable HR Leadership with Management 3.0		
Location	Singapore	Kuala Lumpur
Dates	15-16 June 2020	08-09 June 2020
Price Per Person	<p>Early Bird: SGD 2,000 (on or before 27th March)</p> <p>Regular Price: SGD 2,300 (After 27th March)</p> <p>*Excluding GST</p>	<p>Early Bird: USD 1,100 (on or before 27th March)</p> <p>Regular Price: USD 1,500 (after 27th March)</p>
Group Discount	10% off for Group Registrations of 3 delegates or more	
Contact Person for Registration and Group Discounts	<p>[Singapore] Seraphine Neoh Senior Project Manager Tel: +65 6423 0329 Email: seraphinen@humanresourcesonline.net</p>	<p>[Kuala Lumpur] Reggie Ola Project Manager Tel: +65 6423 0329 Email: reggieo@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
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- Yale-NUS College
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