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# Employee Engagement 2009

**“How to sustain high performance, prevent disengagement and avoid burn out in difficult times?”**

**Singapore**  
**23 July 2009**  
**The Ritz-Carlton, Millenia Singapore**

## Expert speakers include:

**Carole Talbot**, Regional Head Talent & Development, Asia Pacific Asset & Wealth Management Divisions Deutsche Bank

**Christine Waessle**, Senior learning and talent management consultant SAP Asia Pte Ltd.

**Jane Horan**, Consultant

**Julia Wolage**, Vice President, Head of HR, South East Asia American Express

**Kyle Uphoff**, Director, Asia for Microsoft Learning

**Karen Warlow**, HR Director, British Telecom, South East Asia

**Frank Kuijsters**, Director Digne Consult Asia Pacific Pte. Ltd.

**Sam Kok Weng**, Partner global accounting firm

**Dennis van der Meijs**, Head of Trade Lane Sales, South Asia Pacific, DHL Global Forwarding

**Bouke Bouma**, Director Digne Consult Europe

As we continue to ride out the current economic recession, employee engagement has become a critical business issue for many organisations. Bottom-line effects are disenchanted staff and decreased productivity. In this special one day event, top HR leaders and engagement specialists will offer invaluable advice and real work case studies for the benefit of all attending. Employee Engagement 2009 offers you:

### CASE STUDIES

Leading HR professionals share what they and their organisations are doing to engage employees.

What are the strategies, systems and processes currently being implemented by leading organisations to improve and maintain employee engagement?

Do they work and who has managed to turn their great strategies into actual results?

What can you do specifically to keep your staff engaged in the current business landscape?

How can employees help themselves to maintain high performance and prevent disengagement?

### PLUS

Learn more about tools and strategies that will inspire heightened performance of your organisation and your employees, including:

- Company processes, systems and strategies
- Creating an “option” on talent
- Communication strategies
- Creating a “No Spin Zone”
- Building bonds and camaraderie

# content:

**MORNING PROGRAMME:** Building Loyalty and Productivity Through Systems and Processes

**09.00** Registration & coffee

**09.30** Opening address

By Frank Kuijsters, *Director of Digne Consult Asia Pacific*

**09.45 Case Study: Engagement Lessons from Leading Brands**

Presentation by Jane Horan, *Consultant*

- Understanding the impact of brands on engagement
- External brand promise & internal organizational values
- Lessons from leading brands
- How some companies manage to pull it all together

**10.30** Coffee break

**10.45 Case Study SAP: Employee Engagement as part of the Change Management Processes**

Presentation by Christine Waessle, *Senior learning and talent management consultant, SAP Asia Pte Ltd.*

- Identification and articulating of business needs
- Instigating an action plan
- Lessons learned

**11.15 Business Leaders Forum: Building Loyalty and Productivity through Systems & Processes**

Chaired by: Bouke Bouma, *Director of Digne Consult Europe*

Forum members: Carole Talbot, *Deutsche Bank*; Christine Waessle, *SAP* and Karen Warlow, *British Telecom*

This Forum will help you to sharpen your ideas on how to use systems and processes to build loyalty and improve productivity. Forum members will present highlights and best practices on "Building Loyalty and Productivity through Systems & Processes".

- HR's involvement in systems & processes?
- Are HR-actions in-line with mission & vision of the company?
- How to implement these systems and processes?
- HR measuring results?
- Questions & Answers

**12.30** VIP Networking Lunch

**AFTERNOON PROGRAMME:** Interventions

**13.30 Breakout sessions: Crack the Case**

During this session several case studies will be presented around managing employee engagement. In groups we ask you to crack the case, what is from your perspective a possible solution for the case. You share knowledge and best practises with other participants. It will give you new insights and take aways on how other companies are dealing with employee engagement at this moment of time.

**14.15 Case study American Express: Creating a Successful Formula for Engagement**

Presentation by Julia Wolage, *Vice President, Head of HR, American Express Inc*

- The leader as the key driver of engagement
- Being present - caring - for your employees
- Understanding the needs for communication, transparency about the direction of the company
- How to deal with insecurity amongst employees to maintain the engagement levels of your people

**15.15** Coffee Break

**15.30 Results "Employee Engagement Survey 2009 Singapore"**

Presentation by Frank Kuijsters, *Director of Digne Consult Asia Pacific*

**16.00 Business Leaders Forum: What Can Managers do to Boost Employee Engagement in Times of Economic Downturn?**

Chaired by: Bouke Bouma, *Director of Digne Consult Europe*

Forum members: Kyle Uphoff, *Microsoft*; Dennis van der Meijs, *DHL* and Kok Weng Sam, *Partner global accounting firm*

This Forum will help you how to involve management and support them to energise employees to strengthen their loyalty and improve productivity.

Forum Members will present highlights and best practices on "management interventions".

- What can management learn from economic changes regarding Employee Engagement?
- Ideal management styles in economic downturn
- How to increase productivity, innovation and involvement and decrease stress
- Questions & Answers

**16.45** Closing address by Frank Kuijsters, *Director of Digne Consult Asia Pacific*

**17.00** End of Employee Engagement Conference 2009

## SPECIAL

Participants will receive the results of the Employee Engagement Survey Singapore 2009 with recommendations from Digne Consult Asia, to help optimize Employee Engagement.

# Speakers:



**Carole Talbot**

*Regional Head Talent & Development, Asia Pacific Asset & Wealth Management Divisions Deutsche Bank*

Carole has over 15 years Learning & Development experience in the financial services sector where she spent 6 years with NatWest Markets and over 9 years with Deutsche Bank. She has worked with all business divisions across Investment Banking, covering all aspects of learning and development. She moved to Singapore in 2007 to manage the L&D Operations across the Asia Pacific region and transferred to her current role in early 2008. She will be drawing on her experience of managing talent and working through transitions and change, both as a manager and, as an internal consultant to senior leadership teams across Asia Pacific.



**Christine Waessle**

*Senior learning and talent management consultant, SAP Asia Pte Ltd.*

Christine has built her expertise in learning and talent management as both a university lecturer and learning & talent management consultant.

She started her career designing, creating, delivering, buying, customizing and evaluating sales and leadership training. From there she moved to designing competency frameworks and job profiles as foundation for a global career management, including their integration into HR processes such as performance and talent management and later to consulting different lines of business on effective learning & talent management solutions on local, regional and global. Her passion lies in the area of strategic workforce readiness, learning and talent management consulting and IT supported learning & talent management solutions. She studied in England and Germany and holds a PhD in business administration specialized in corporate learning and development.



**Kyle Uphoff**

*Director, Asia for Microsoft Learning*

Kyle leads the Asia field marketing and sales team to drive reach, revenue and increased customer satisfaction across the region in order to help customers, partners and the field realize their potential by promoting Microsoft Learning's comprehensive catalogue of certifications, training, learning references and resources. Kyle joined Microsoft in October 2006. Kyle is originally from the US but has spent almost eighteen years living and working in Asia primarily in the training and certification industry. In his most recent role prior to joining Microsoft Kyle was the Vice President & General Manager of Pearson Assessment & Testing for Asia to include Pearson VUE a leader in the delivery of IT certification exams. Kyle was responsible for managing 75 global vendors and 850 channel partners across 22 countries. Kyle has a degree in International Relations from Hamline University in the United States and has lived and worked in Japan, Hong Kong, Australia and currently Singapore.



**Julia Wolage**

*Vice President, Head of HR, South East Asia American Express*

Julia is the Vice President of Human Resources for South East Asia for American Express, providing HR solutions and capability across the Markets, with a focus on Diversity, Leadership, and Employee Engagement. Julia has a long career with American Express and was with the company in New York as Head of Compensation & Benefit Consulting, before moving to Asia as Head of HR for the JAPA region. Her role now oversees all of the HR strategy for the South East Asia region and she is also leading specific HR Projects across the International Markets.



**Jane Horan**

*Consultant*

Jane has extensive experience in talent management, employee engagement, leadership development and innovation. Previously the head of Organisational Development for The Walt Disney Company in Asia Pacific, Jane has worked with many multinational organizations in the Asia Pacific Region and Europe. Jane's experience within the entertainment industry and with FMCG provides in-depth understanding of internal branding aligning external brand values and promises. Currently, Jane focuses on organisational savvy and innovation for business and individual success. In her current role, Jane facilitates workshops and provides coaching in organisational savvy or the intangible side of business. Jane has lived and worked in the Asia Pacific Region holds a Masters degree in Organisational Effectiveness from the Fielding Institute and is currently a PhD student with Bristol University. Her dissertation focuses on Transformational Women Leaders.



**Karen Warlow**

*HR Director, BT, South East Asia*

Karen Warlow is HR Director for BT's operations in South East Asia (including BT Global Services and the recently acquired BT Frontline). An experienced HR professional with a particular interest in delivering innovative and commercially focused people and change programmes, Karen moved to Asia to lead on the integration of the two companies and to assist BT's transformation into a full-service networked IT solutions company.

Karen has been with BT since 2005, previously working in the UK as head of HR for Customer Service within BT Wholesale, responsible for leading a team to deliver proactive business partner support to around 3,500 employees. During this time, she designed, developed and launched a talent development programme called Optim which is now viewed as the benchmark standard to manage talent across the BT Wholesale business. Prior to joining BT, Karen worked with Telewest Communications (now Virgin Media) and SAUR International (part of Bouygues).



**Frank Kuijsters**

*Director, Digne Consult Asia Pacific Pte. Ltd.*

Frank has more than twenty five years of human development experience. He trained, coached and consulted (senior) executives and professionals at all levels in profit and non-profit organisations in multiple countries in Asia and Europe. Some of his clients include; American Express, ATC Trustees, BP, Delta Marine Consultants, FM Global, ING Bank, Microsoft, OCBC, Shell, Siemens, Spring, TNT Express, Wilhelmsen Ships Service. He is a business coach to both entrepreneurs and executives of entrepreneurial firms. In previous consulting roles, he worked extensively on leadership/management capability issues, outplacement programmes, and designed leadership development programs and has profiled (managing) directors of different organisations.



**Sam Kok Weng**

*Partner global accounting firm*

Sam Kok Weng is a partner with one of the Big-4 international accounting firms with more than 10 years of experience in financial services. Kok Weng specialises in assisting financial institutions with their due diligence and structuring needs during mergers and acquisitions. In his role, he has led cross border projects in most parts of Asia, working closely with team members from local offices. He has led teams made up of more than 100 members and delivered against very tight reporting timeline. Kok Weng also oversees the human resource activities of his Firm's finance services practice in Singapore and has spent 3 years working and living in the UK. His interaction with diverse groups during his career will allow him to provide insights into engaging with employees.



**Dennis van der Meijs**

*Head of Trade Lane Sales, South Asia Pacific, DHL Global Forwarding*

Dennis has more than 20 years experience in the freight forwarding/logistics industry. Being a Dutch National he spent the majority of his career with DHL Global Forwarding in the Netherlands where he held various positions in Sales and Product Management. From 1999 until 2007 he was Director Marketing & Sales with DGF in The Netherlands. In 2007 he transferred from Amsterdam to Singapore in the role of Regional Trade Lane Manager, Asia Pacific - Europe. In this role he was responsible for developing the trade lanes between Asia Pacific and Europe. Since January 2009 he is Head of Trade Lane Sales in South Asia Pacific. Together with a small team of Regional Trade Lane Managers he overlooks the trade lane sales activities between the 16 countries that make up the South Asia Pacific region and the other partner countries in DHL's global network.



**Bouke Bouma**

*Director, Digne Consult Europe*

Bouke is the last decade responsible for sales & marketing at Digne Consult Europe and sparring partner for Digne Consult Asia Pacific. We are proud to have maximum customer satisfaction, because our interventions are based on a long-term and cost-effective relationship. Previous to Digne Bouke facilitated motivational & cultural & productivity training programs and process- and management consultancy for TMI. Initially he worked for many years on management level in the IT after sales service-industry. He gained his knowledge and experience nationally and international in didactics, management, organizational development and HRD.

