

LEAN HUMAN RESOURCE MANAGEMENT

19th - 20th, AUGUST 2015
Boulevard Hotel, KL



Register Now!!

**Achieving
The State-Of-Art
Human And Resources
Workplace**



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Course Synopsis

In today's "Global Market", featuring vanishing borders and global competition, all industrial concerns should aim at new, higher Performance targets, in line with the "Best of The Class".

As the ultimate **SECRET** to obtain World Class High Performance is "people", new ways of managing people and of organising and supervising them, as well as new ways of obtaining high levels of efficiency and effectiveness (performance) from people should be looked at. Most organisations want their employees to be involved, but employee engagement can range from a simple suggestion system to self-directed work teams. The essential problem is how to structure the involvement process.

Total Employee Involvement is the core discipline of the Lean Thinking philosophy. This course is designed to illustrate in detail the Lean HR discipline and its deployment in all Industries, and give a solid overview of its most up-to-date developments (Continuous Improvement of Human Resource Management)

A comprehensive approach to Lean HR Management will be illustrated in detail, and supported with numerous case studies. This 2-day course gives you the opportunity to find out what are the latest trends in employee management and directly relate it back to your strategies. It will be a highly interactive event designed to be interesting and to offer learning experience.

Look No Further... You Will Walk Away With Powerful Skills To:-

EXPLORE the key requirements for successful employee involvement

UNDERSTAND the implementation requirements and strategies for getting started

DISCOVER the organizational structures that support an effective employee involvement process

LEARN how to develop a meaningful employee involvement process in your own organization

UNDERSTAND the Lean path and ways to instill the lean philosophy into people

IMPLEMENT strategies to increase productivity, quality and performance from personnel and assuring their job satisfaction

Who Should Attend

The program capitalizes on a cross-functional perspective and is suitable for Leaders who hold key positions across all functions.

Your Workshop Leader

Dr. Carlo Scodanibbio



He drives Human Resources Management's objectives via lean projects and then perfected as Lean Manufacturing and Lean Management Consultant and Coach. He has been leading in the past 20 years a number of company-wide Lean Projects and assuring their effective results through driving company's key human resources to success.

He has been an Independent Industrial Consultant and Human Resources Trainer since 1979 and has worked in a wide spectrum of companies and industries in many countries including Southern Africa, Italy, Cape Verde, Romania, Malta, Cyprus, Lebanon, Mauritius, Kenya, Saudi Arabia, Malaysia and India. His area of expertise lies in World-Class Performance for Small and Medium Enterprises in the Project, Services, and Manufacturing sectors.

He has co-operated, inter-alia, with several Italian Chambers of Commerce and Industry, the Cyprus Chamber of Commerce and Industry, the Cyprus Productivity Centre, the Malta Federation of Industry, the Mauritius Employers' Federation, the Romanian Paper Industry Association, the United Nations Industrial Development Organisation, the Federation of Kenya Employers and the University of Cape Town.

His courses and seminars, conducted in English, Italian and French, have been attended by over 19,000 Entrepreneurs, Managers, Supervisors and Employees. They feature a very high level of interaction, and are rich in simulations, exercising and real case studies. The approach is invariably "hands-on" and addressed for immediate, practical application.

AGENDA DAY 1

- 0800 Registration**
- 0830 Welcome and Introduction**
- 0830 Course Commences**
- Introduction
 - Review of agenda and participants' expectations and key questions
- 0845 Session 1: The Key Requirements for Successful Employee Involvement and Performance**
- The world has changed: the environmental change must be understood and managed effectively
 - **CASE STUDY:** Every enterprise is built around a "formula": Be prepared to abandon it?
 - **Have a clear direction** and ensure effective communication: "Let people know where you are going to..."
 - **Continuous, systematic improvement through people:** People represent the difference between failure and success— is this clear at all levels of your organization?
- 0915 Session 2: Making Participants Aware of the Total Employee Involvement (TEI) Discipline**
- Foundations and implications
 - Hints on how to **stimulate creativity, sense of responsibility and care for quality and productivity in your collaborators**
 - Basic conditions that must be fulfilled in order to assure "job satisfaction" to employees and workers
- 0930 Session 3: The Main Parameters Associated with People Performance**
- **Quality**— Productivity, Responsibility and Accountability, Creativity & Challenge
 - Why frustration and de-motivation can reach so high levels in work forces
 - The **IWT (Idle-Walk-Talk) phenomenon** in industry: what are its origins
MOVIES & CASE STUDIES
- 1000 Session 4: People Performance: Why traditional enterprises find it difficult to achieve?**
- Why people "don't perform": The root causes of poor performance date back to over 2 centuries ago
 - Movies & case Studies
 - Why "money" does not solve the problem of poor performance
 - Interactive workshop
 - Why all traditional management and motivational techniques somehow fail— why communication is so difficult— why in many enterprises there is a communication problem
- 1030 Networking Break/Tea**
- 1045 Session 5: Organisational Structures that Support an Effective Employee Involvement and Performance Scheme**
- Harmonizing the HR Management strategy with enterprise's culture, management style, approach to clients, approach to suppliers and method of Operations
 - The 4 Organisational Models in industry history: to which Model does your enterprise respond? Is the Model suited for high involvement?
 - Workshop: Scanning and Organisational Structure and defining the most appropriate HR management strategy. Is TEI suited all enterprises?
 - Selecting/ employing personnel 20 years ago and today: What are the main difference?
- 1130 Session 6: Team work: The Solution**
- **Teams, project teams, improvement teams, inter-functional teams, re-engineering teams and meetings! Is "team-work" the real key to high involvement?**
 - Why team-work alone does not guarantee high participation
 - Under which conditions can it assure effective involvement and beneficial results
INTERACTIVE EXERCISE
- 1300 Networking Lunch**
- 1400 Session 7: About Involvement: From the "Suggestion Box" Scheme to Total Participation**
- Generation of interest and involvement in people— what is the secret, missing ingredient?
 - Why all "traditional" involvement schemes have generally failed to produce valuable results?
 - Why the "Suggestion Box" scheme is today considered obsolete
 - Business Benefits of Employee Involvement Programs
- 1515 Networking Break/Tea**
- 1530 Session 8: Transmitting Basic Lean Thinking and Value-Adding Management Concepts to People**
- The key is orientation to value
 - How to transmit lean principles to people
 - Explaining value-adding and non-value-adding: explaining waste and identifying waste
 - Generating awareness: the one-piece-flow experiment in manufacturing operations and its extrapolation for deployment in all industries
MOVIES & CASE STUDIES
- 1615 Session 9: Practical ways and tips to obtain higher people involvement and performance**
- How to insert people in value-generating processes
 - Making people understand the difference between single-skill/singlefunction activities (tasks) and multi-skill/ multi function process management
 - How to switch over from simple tasks to simple processes. How to evolve from "to description" to "process description."
MOVIES & CASE STUDIES
- 1650 Open Forum On Day 1 Topics**
- 1700 End Of Day 1**

Partial Client List

Compounds (M) Sdn Bhd
Honda Malaysia Sdn Bhd
Jabatan Audit Negara
Keretapi Tanah Melayu Berhad
Labuan Shipyard & Engineering Sdn Bhd
Malaysia Airports Holdings Berhad
MTBE Malaysia Sdn Bhd
Negeri Sembilan Cement Industries Sdn Bhd
Padiberas Nasional Berhad
Pharmaniaga Manufacturing Berhad
Power Root (M) Sdn Bhd
Projek Penyelenggaraan Lebuhraya Berhad
Sarawak Plantation Berhad
Sime Kansai Paints Sdn Bhd
Tradewinds Plantation Berhad
UMW Corporation Sdn Bhd

AGENDA DAY 2

- 0800 Morning Coffee & Tea**
- 0830 Session 10: Implementation Requirements and Strategies for Getting Started**
- The **link between Waste in Operational Processes and Employee Performance**— why eliminating the former assures enhancement of the latter— The 5S approach for getting started
 - The **key role of Lean Disciplines in increasing Workers' and Supervisors involvement**: why all of them contribute greatly to the target?
 - The **bottom-up approach to Total Quality Management**: quality building through people creative power
 - Benefits of deploying the Value Stream Management discipline with high people involvement
- 0930 Session 11: Tools and Skills Needed To be Successful In A Team Environment**
- How to get greater Employee Involvement through Improvement Teams activities
 - How to prepare the ground for successful and effective team work at operational level. Basic rules and conditions to be fulfilled
 - Practical deployment of the Improvement Team strategy in manufacturing operations and in project type of works
 - The concepts of the “Last Planner”
- MOVIES & CASE STUDIES**
- 1030 Networking Break/Tea**
- 1045 Session 12: A Comprehensive Model of Total Employee Involvement**
- Using the Lean Kaizen approach: continuous, systematic improvement through people and their brain-power
 - Basic Kaizen principles for Managers, Supervisors and shop-floor Personnel
 - Creative Problem Solving and Generation of Opportunities Methods
 - The 6 Thinking Hats approach for utmost effectiveness
- INTERACTIVE EXERCISE**
- 1200 Session 13: How World-Class Enterprises achieve high Productivity levels**
- Absenteeism: why world-class enterprises do not suffer from this plague
- CASE STUDY**
- How to give back pride to people and dignity to their work
 - The Figaro model for total employee involvement
- 1300 Networking Lunch**
- 1400 Session 14: Empowerment and Management Style**
- **Empowerment: Is it the solution?**
 - From **traditional Management to Coaching**: What are the prerequisite?
 - How to **prevent the Pygmalion effect** in industry: Managers are the main obstacles to people involvement and growth
- SLIDE SHOW & CASE STUDY**
- 1415 Session 15: Beyond TEI: TEP - Total Employee Performance**
- **In advanced world-class enterprises the TEI model is no longer adequate. What is the required is a more “entrepreneurial” style of performance**
 - High Performance in action: What are the common denominators?
- CASE STUDIES**

- **How can we terminate the traditional 9-5 mentality?** How can TGIF (Thanks God is Friday) be converted into TGIM (Thank God is Monday)?
- The **ice-cream vendor model** for Total Employee Performance
- **Brain Laziness**: Public Enemy N1: there is only one way to beat it!

INTERACTIVE TEAM EXERCISE

1515 Networking Lunch

1400 Session 16: Job Satisfaction

1615 Session 17: Lean Human Resources Management

- The “**Traditional**” Spiral vs. the “**Lean**” Spiral: Spot the difference
- **Lean HR Management: A cultural revolution!**

1650 Open Forum On Day 2 Topics

1715 Certificate presentation by organiser

1700 End Of Day 2

Hear what past delegates said about the program

“Dr. Carlo is very well versed in the area or subject matter covered & he always shows good examples / case to support his case. The course has opened out ideas and the importance on how the Total Employee involvement in the organizations.”

Abbas Abdul Rashid, Senior Manager, Branch Operation, Bank Islam Malaysia Bhd

“Carlo is a very good speaker. I learnt about Lean thinking, TEI/TEP & what I like the best is all those information that he shared in the course.”

Tan Keng Choo, Head of Technical Department, Sime Kansai Paints Sdn Bhd

“During these 2-days course, it helps me to refresh my way of thinking on the people management and I need to observe any value added & continuous improvement in performance. I think it is a bravo presentation with application (video presentation).”

Rosni Razali, Auditor, Jabatan Audit Negara

“I have learnt about the engagement of the employee & transformation during Dr. Carlo's course. The course environment is very interactive to ensure us to focus more on the presentation.”

Mohamed Faroque Mohamed Fathillah, Senior Manager, Human Resource, Padi Beras Nasional Bhd

“Dr. Carlo's training is well presented & what I have learnt during this training is Strategic Management & Planning. I like it best when he shares with us his life history & life experience which then he relates to the subject of the training.”

Syamsul Azhar B. Arshad, Senior Executive, Planning & Development, Malaysia Airports Holding Bhd