FUTURE HR WEEK 2020

Designing the Building Blocks of Future HR
Business Continuity ● Agility & Mobility ● Employee Experience ● Digital Workforce

27 – 30 July 2020
Singapore

In today's digital environment, companies like Google, Netflix, Grab Facebook, Oracle, Huawei and more are highly coveted companies to work for. This is because employees these days place greater emphasis on branding, employee engagement, culture, workplace benefits and alignment to business objectives.

At the same time, the availability of technology has resulted in the need for **flexibility, agility and mobility** amongst the workforce. The need for speed and convenience to work beyond boundaries and locations have become increasingly important elements in any HR strategy. This is further emphasised with the recent COVID-19 outbreak, where companies had to implement business and workforce continuity management practices in the midst of chaos.

The future of work and the role of HR will never be the same.

However, transitioning towards new people management strategies is not an easy task. HR leaders face the challenges of enabling a digital workforce to drive workforce agility, cultivating robust HR Business Continuity Management (BCM) strategies and staying ahead of competition with the right talent.

Taking place virtually, **Future HR Week 2020** is where Asia's leading HR and People professionals will gather to discuss the evolving role of HR and re-build the new foundations of a solid HR strategy.

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Chairperson's Message

Dear Industry Colleagues,

In these times of change, ambiguity and complexity, the role of HR has no doubt evolved. Within it, there is one element that has become increasingly crucial – and that is employee engagement.

Having a motivated and engaged workforce could be a competitive advantage for the organisation as it could be an important make or break decision-criteria; and if not done properly, it could become a derailer. Employee engagement involves some simple principles; two-way communication or feedback with the management, empowerment, quick decision-making. Whether it is global, regional or the local organisation, the principles of employee engagement remain the same.

Employee engagement is one of the most important things that we need to do in the current ambiguous and complex environment; and it is the way we implement employee engagement activities that drives employee experience. For successful implementation of employee engagement initiatives, it is very important to have a thorough understanding of the context around cultural nuances (organisational as well as the country/community).

As we are engaging with a multigenerational workforce, cultivating a new culture, finding balance between engagement and satisfaction, agility and adaptability is no easy task. Our role is to "enable the enablers" and this is the value we bring our organisation.

With the recent COVID-19 outbreak, I understand that you may be engaged with business continuity measures and I applaud you for playing an important role in minimising the health risks for employees and the community.

Coming July 2020, join me at the **Future HR Week** as we come together and address the building blocks of Future HR. The future of work will never be the same.

Chairperson, Future HR Week

Rahul Kalia
Head of HR APAC
Bayer CropScience

Confirmed Speakers:

1. **Ingo Laubender,** Head of People, **Foodpanda**
2. **Weerapat Sapakarn,** Chief Human Resources Officer, **FWD Life Insurance Public Company Limited**
3. **Albert Laudia,** Head of Employee Benefit Platform, **GREAT EASTERN**
4. **Vicky Chai,** Chief People Officer, **Singlife**
5. **Eric Tachibana,** Global 3C Lead ("Chief People Officer"), Professional Services, **Amazon Web Services (AWS)**
6. **Susan P. Chen,** Senior Vice President - Head of OD & Transformation, **Go-Jek**
7. **Kevin Erikson,** Head of People Analytics for Nestlé Asia, Oceania, & Africa, **Nestle**
8. **Sonali Roychowdhury,** Regional Human Resources Director, **Procter & Gamble**
9. **Zahina Bibi,** Global Head of Analytics Transformation, **Standard Chartered Bank**
10. **Vandna Ramchandani,** Regional Head of Talent Acquisition, Corporate Philanthropy & Employee Engagement Asia Pacific, **Bloomberg LP**
11. **Shalini Bhateja,** Group Human Resources Director APAC, **The Coca-Cola Company**
12. **Rahul Kalia,** Head of HR APAC, **Bayer CropScience**
13. **Konstantin Strangas,** Director, Global Talent Management & Development, **DB Schenker**
14. **Jonas J Lee,** Head of People Analytics**, National University of Singapore**
15. **Avery Banta,** Director And Human Resources Business Partner, **Globe Telecom**
16. **Alan Sumano,** People Analytics Director, **Schneider Electric**
17. **Anamika Choudhuruy,** Head of Talent and Learning- Asia; Global Talent Partner- Commercial, **A.P. Moller – Maersk**
18. **Jasmine Khemani,** Head Of Operations/Human Resources, **The Nas Company**
19. **Tatsuo (Tats) Hidaka,** Head of People and Culture Lab, **Rakuten**
20. **Eric CY Low,** Head of Human Resources, **Carlsberg Singapore Pte Ltd**
21. **Kaustav Chakravarthy,** Executive Director, Global Human Resources & General Administration, **Johnson Controls - Hitachi Air Conditioning, Inc.**
22. **Mark Whiteley,** Director, Talent | EMEA & APAC, **Citi**
23. **Nor Fazilah Mohd Yusof,** Senior Director People Operation Department, **Human Resource Development Fund (HRDF)**
24. **Vikram Anand,** Head of HR : Cluster Lead (Malaysia/Indonesia/Philippines) / Regional HRBP**, British Council**
25. **Atma Godara,** Digital HR Transformation & Change Management Lead, **OYO**

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Virtual Main Conference – Monday, 27 July 2020 **Free-to-Attend (Freemium)**	
WORKFORCE MOBILTY, AGILITY & CONTINUITY **Building Competitive Advantage Through Workforce Mobility, Agility & Continuity**	

The current COVID-19 pandemic is a test for businesses to prove their workforce mobility and agility. Whoever is worthy will emerge and gain competitive advantage. It is imperative now more than ever for businesses to implement business and workforce continuity management practices and enabling mobility and agility in the midst of chaos.

Time	Session
10:00	**Welcome & Housekeeping Address**
10:05	**Chairperson Opening Address** **Rahul Kalia,** Head of HR APAC, **Bayer CropScience**
10:10	**BCM Panel – Managing Crisis in this Fluid Environment to Ensure Business Continuity** • Reiterating the importance of leadership and communication to guide businesses through crisis • Identifying members of your leadership roundtable to ensure decision if of minimal risk • Discussing top 3 challenges faced addressing BCM in the respective industry **Rahul Kalia,** Head of HR APAC, **Bayer CropScience** **Sonali Roychowdhury,** Regional Human Resources Director, **Procter & Gamble** **Shalini Bhateja,** Group Human Resources Director APAC, **The Coca-Cola Company** **Mark Whiteley,** Director, Talent | EMEA & APAC, **Citi**
10:50	**Approaching the Management of COVID-19 Outbreak to Help Business Handle Crisis and Ensuring Business Continuity Throughout 11 Markets** • Implementing split team initiative and people policy to manage outbreak • Going beyond policies, practicing empathy and addressing concerns to support employees • Getting buy-in from stakeholders for bolder, longer-term policies and initiatives **Ingo Laubender,** Head of People, **Foodpanda**
11:20	**Driving 70-80% Adoption of Flexible Work through Employee Mobility Plans in BCM Practices** • Exploring the different programs for flexible work practices • Learning how to manage paradigm shift from traditional work practices to flexible work practices • Encouraging the adoption of programme in a multigenerational workforce **Sonali Roychowdhury,** Regional Human Resources Director, **Procter & Gamble**
11:50	**Enabling Workforce Agility through Data Analytics by Engaging the Right Talent at the Right Time** • Understanding workforce competency through data and analytics • Identifying bottlenecks and breaking silos that prevents workforce agility • Empowering managers to make more impactful decisions and bring agility to its workplace and product pipeline through employee development **Konstantin Strangas,** Director, Global Talent Management & Development, **DB Schenker**
12:20	**Addressing the Mental Health of Remote Workforce and Adapting to The New Norm**. As the Coronavirus pandemic worsens around the globe, many people will find themselves isolated, working from home and could face some mental health challenges. This is important and must be addressed. • Exploring the 2 main causes of mental health deterioration - Isolation and burnout • Learning how businesses can help to address loneliness and anxiety of remote workers by being flexible, listen, be patient and be supportive • Creating a support network & digital environment which is conducive & interactive to counter isolation **Nor Fazilah Mohd Yusof,** Senior Director People Operation Department, **Human Resource Development Fund (HRDF) Malaysia**
12:50	**End of Virtual Main Conference**

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Premium Content Add-On	
Virtual Masterclass A	
14:00 – 17:00	**A Step-by-Step Guide to Building Your Business & Workforce Continuity Plan** The COVID-19 pandemic has raised the importance of BCM. If there is only 1 thing we can learn from this global pandemic, it is that there will always be inevitable crisis that effect our daily work. How can HR ensure the continuation of critical HR functions like payroll transactions, HR system maintenance, benefits continuation, employee/management consultations, recruitment and selection for essential positions, policy interpretation and communication and more? How can HR support the entire business to ensure operations continue running smoothly in times of crisis? In this in-depth masterclass, you will learn how to: • Evaluate the most ideal business continuity strategies that fits your organisation's needs • Conduct a business impact analysis, and understand how to best utilise the results when creating a BCP • Recognise the importance of a robust and flexible BCP framework • Strategise, prevent, and minimise the impact of business disruption • Understand analytical tools needed in managing better business decision on BCP **Ingo Laubender** Head of People **Foodpanda**
To register for this premium masterclass, please visit: **www.FutureHRWeek.com**	

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Virtual Premium Conference Day One – Tuesday, 28 July 2020 Premium Conference 3-Day Access Pass

DIGITAL WORKFORCE Building Blocks for a Digital Workforce

It is all about digitisation these days! The real question is – how can digitisation and technology support the future of work? Let us explore how you can build a strong foundation for a future ready digital workforce.

10:00	**Welcome & Housekeeping Address**
10:05	**Chairperson Opening Address** **Rahul Kalia,** Head of HR APAC, **Bayer CropScience**
10:10	**Digital HR Panel:** **Aligning Digital HR Strategy to Business Objectives and Delivering Competitive Business Advantage** • Designing employee development pathways with alignment to strategic needs of the organisation • Exploring strategies of HR to drive Business competitive advantage • Determining the Leadership Role of HR in the Hiring Process and in Training Design to enable HR to Deliver Value **Rahul Kalia,** Head of HR APAC, **Bayer CropScience** **Weerapat Sapakarn,** Chief Human Resources Officer, **FWD Life Insurance Public Company Limited** **Avery Banta,** Director And Human Resources Business Partner, **Globe Telecom**
10:50	**Addressing the Impact of National Culture on Organisational Culture when Building a Digital Workforce** • Establishing the relationship between the different cultures and the influence on individual behavior • Adjusting globalised business practices to localised business practices in respond to cultural differences • Identifying the key challenges and solutions to counteract cultural difference **Susan P. Chen,** Senior Vice President - Head of OD & Transformation, **Go-Jek**
11:20	**Digitising Employee Benefits as a Strategic Move Toward Employee Retention** • Building retention strategies that target a complete spectrum of employee benefits • Exploring how digitaisation can increase efficiency, productivity and ease of communication • Creating the WOW factor to give better work experience and reciprocating employee satisfaction **Albert Laudia,** Head of Employee Benefit Platform, **Great Eastern**
11:50	**Blending Technology and Learning to Find the Best Immersive Methods to Train Your Workforce Effectively** • Exploring the benefits of using VR in enhance learning experience and drive employee experience • Identifying the best blend of technology and content to maximise learning experience • Learning to identify and built customised learning roadmap for individuals **Anamika Choudhuruy,** Head of Talent and Learning – Asia; Global Talent Partner – Commercial, **A.P. Moller – Maersk**
12:20	**Addressing Your Digital Adoption Strategy During COVID-19 to Ensure a Sustainable HR Transformation** • Maintaining the status quo in terms of existing tech platforms • Adopting a lean strategy to have a cost efficient tech solutions • Preparing a road map for post COVID-19 situation **Atma Godara,** Digital HR Transformation & Change Management Lead, **OYO**
12:50	**Break**

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	Virtual Masterclass B *This is applicable only for those who have purchased the Premium Conference 3-Day Access Pass, and is limited to the first 20 participants who have registered your interest for this masterclass.* **Access Premium Content Now**
14:00 – 17:00	**Building your HR "Tech-Stack" to Enable E2E Digital Workforce** Given the current COVID-19 Pandemic, HR digital transformation is now the priority. When you approach solution providers, the first question will be "what is your current Tech Stack?". There is no all-in-one solution and every module is from a different provider. Enabling an end-to-end digital workforce will require you to have at least 4-5 modules plus a HRMS to centralise all data. Yes, "Lego-Style" approach. This workshop will help you: • Determine the readiness of your organisation to adopt Digital HR • Explore the different modules in Digital HR • Identify which module to prioritise based on your organisation need and objective • Learn the methods used to justify ROI the approach to stakeholders buy-in **Rahul Kalia** Head of HR APAC **Bayer CropScience**
17:00	**End of Virtual Premium Conference Day One**

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Virtual Premium Conference Day Two – Wednesday, 29 July 2020 **Premium Conference 3-Day Access Pass**	
PEOPLE EXPERIENCE **Experiencing Great Culture, Communication & Engagement - A Brand you Want to Work For**	

In today's digital environment, companies like Google, Netflix, Grab Facebook, Oracle, Huawei and more are highly coveted companies to work for. This is because employees these days place greater emphasis on branding, employee engagement, culture, workplace benefits and alignment to business objectives.

10:00	**Welcome & Housekeeping Address**
10:05	**Chairperson Opening Address** **Rahul Kalia,** Head of HR APAC, **Bayer CropScience**
10:10	**Learning from Amazon's Peculiar but Powerful Culture in Driving Innovation, Diversity and Inclusion** • Exploring the different elements of Amazonians culture that enable innovation • Understand Amazonians HR practices to inculcate customer centricity and delivering flawless customer experience • Maintaining a capable workforce and development of human resources for long-term competitive advantage through culture **Eric Tachibana,** Global 3C Lead ("Chief People Officer"), Professional Services, **Amazon Web Services (AWS)**
10:40	**Encouraging Innovation, Promoting Experimentation and Empowering Leaders to Drive Business Strategy** • Building matrix teams to drive REAL empowerment • Measuring quality through eNPS scoring and translating future of work efforts into achieving business objectives • Creating platform for dialogue and not a monologue **Vicky Chai,** Chief People Officer, **Singlife**
11:10	**Building a Successful Employer Brand through "Giant Start-up Culture"** Fast-moving, risk-taking and rapid fire-innovation. These are the essences of a startup. The firth industrial revolution requires oragnisation to have an innovative culture if not swallowed by the wave. To stay ahead Organisation must become more adventurous and entrepreneurial in its thinking. What are the cues big companies can take from small ones. • Understanding the value of a start-up culture in influencing employer branding • Identifying communications strategies to foster an innovative culture - "Learn fast fail fast" • Building cross –function innovation teams to drive change and innovation **Jasmine Khemani,** Head Of Operations/Human Resources, **The Nas Company**
11:40	**Reducing Employee Disengagement from 10% to 0.5% in 1 Year Through Surveys, Effective Communication and Technology** • Deploying effective employee survey strategies to justify HR tech investments for employee engagement • Redesigning functions and drive management engagement to ensure buy in from all stakeholders • 'Connecting the dots' between employee and employer to enable close collaboration and communication **Weerapat Sapakarn,** Chief Human Resources Officer, **FWD Life Insurance Public Company Limited**

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12:10	**Understanding Post Merger Experience to Ensure 20 years of Values and Culture is Pass Down** • Exploring methods in communication which allow a true merger of culture and values • Ensuring new employees goes through 'incident learning model' to absorb 20 years' worth of experiences • Understanding methods when approaching core value implementation and ensuring values are unified and not forced **Tatsuo (Tats) Hidaka,** Head of People and Culture Lab, **Rakuten**
12:50	**Break**

Virtual Masterclass C *This is applicable only for those who have purchased the Premium Conference 3-Day Access Pass, and is limited to the first 20 participants who have registered your interest for this masterclass.* **Access Premium Content Now**

14:00 – 17:00	**The Fundamentals and Application of Design Thinking to Create a Great End-to-End People Experience** Design thinking will develop a human-centric mindset that focuses beyond designing programs or processes to create meaningful experiences. Design Thinking brings an innovate approach that will change the way HR teams deliver value, organise work and find solutions. From recruiting to onboarding, to career path development and offboarding. It's the impression you leave as an organisation on your people -before, during and after their journey at your company- that defines if people come to you, stay or leave. What makes your employee scream "I LOVE MY JOB!" To be able to create that people experience, you need to build the competency of Design Thinking**.** • Understanding the fundamentals for Design Thinking and tools available to help you re-think HR function and processes • Mastering the steps in design think and its application • Learning the different methods to be applied in different phases of design thinking process • Know what roles and skills you need for your organisation to enable a future-fit workforce • Exploring how design thinking and employee experience go hand in hand • Leaning the essentials of Design Thinking in HR • Applying the process and some tools like-employee journey mapping and empathy mapping **Kaustav Chakravarthy** Executive Director, Global Human Resources **Johnson Controls-Hitachi Air Conditioning**
17:00	**End of Virtual Premium Conference Day Two**

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Virtual Premium Conference Day Three – Thursday, 30 July 2020 **Premium Conference 3-Day Access Pass**	
PEOPLE ANALYTICS **Driving Workforce Excellence Through People Analytics**	
People analytics is a data-driven approach to managing people at work. For the first time in history, business leaders can make decisions about their people based on deep analysis of data rather than the traditional methods of personal relationships, decision making based on experience, and risk avoidance. Identifying real talent in the organisation is never easy. Soft skill or People skill is one of the key talent success factor. How do you measure soft skills? With technology, everything can be digitised, quantified to measure and to make sense.	
10:00	**Welcome & Housekeeping Address**
10:05	**Chairperson Opening Address** **Rahul Kalia,** Head of HR APAC, **Bayer CropScience**
10:10	**Panel: Improving HR Service Delivery Through Analytics and End-to-End HR Transformation** • Exploring the concept of employee as customer and improving employee services • Digitising HR services with tools for engagement, collaboration and innovation • Enabling data capture to drive analytics and improve talent journey in the organisation **Rahul Kalia,** Head of HR APAC, **Bayer CropScience** **Vandna Ramchandani,** Regional Head of Talent Acquisition, Corporate Philanthropy & Employee Engagement Asia Pacific, **Bloomberg LP** **Jonas J Lee,** Head of People Analytics, **National University of Singapore** **Zahina Bibi,** Global Head of Analytics Transformation, **Standard Chartered Bank**
10:50	**Engaging a Diversified Workforce Through People Analytics** • Leveraging real-time people data to help facilitate employee engagement • Ensuring clear communication of vision and value throughout the organisation to drive change • Managing a cultural diverse, multi-generational workforce through people analytics
11:20	**Mapping the Uncharted Organisation Chart Through People Analytics to Assist Succession Planning and Talent Grooming** The stated organisation chart shows the reporting structure but it does not truly reflect leadership potential. With people analytics, based on data capture reflecting how employee communicate, skills set, level of engagement etc. HR can now identify the true 'invisible' or 'uncharted' communication channel and see who possess true leadership potential. • Embracing AI in identifying talent potential and plot career progression towards success • Building stronger succession plans and ensuring that employee compensation is aligned with business objectives and ethical principles • Making sense of global people data for strategic business decision making **Kevin Erikson,** Head of People Analytics for Nestlé Asia, Oceania, & Africa, **Nestle**
11:50	**Communicating the Insights Uncovered to Decision-Makers Across the Organisations for Strategic Purposes** • Exploring the various delivery reporting formats; stories, visualizations, and presentations to make sense of data • Identifying the different metrics and information required by different functions in decision making process • Understanding stakeholder ecosystem and who should have excess to the different levels of data

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12:20	**Utilising People Analytics to Boost Employee Experience and Improve Productivity**
	• Exploring the full extent of people analytics to help understand your workforce
	• The "tech stack" you need to achieve comprehensive people analytics capability
	• Guiding you step-by-step on where to start, how to start and where to go
	Alan Sumano, People Analytics Director, **Schneider Electric**
12:50	**Break**

Virtual Masterclass D
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Access Premium Content Now

14:00 – 17:00	**Introduction to People Analytics**
	In this data driven economy, whoever harnesses and able to manipulate data to make strategic sense will rule the world. Decision making is data-based in nearly all fields and HR is no different. People analytics can help you better understand what keeps employees happy at work, how to boost productivity, which employees can be groom to become an asset and more.
	• Introducing the theory of people analytics and the people-related issues which can we analysed
	• Understanding how you can position yourself as a people partner and a strategic partner in your organisation
	• Explore the basic infrastructure required to build your people analytics capability
	Pending Confirmation: **Vikram Anand** Head of HR : Cluster Lead (Malaysia/Indonesia/Philippines) / Regional HRBP **British Council**
17:00	**End of Virtual Premium Conference**