



STRATEGIC TALENT RETENTION AND SUCCESSION MANAGEMENT

19th - 20th July 2007, Crown Princess Hotel, Kuala Lumpur

What you will gain from this workshop:

- ❖ **Keeping** abreast with the latest trends of talent retention and succession management
- ❖ **Assessing** current capabilities and determine steps to close identified gaps in the organisation
- ❖ **Analysing** various assessment options for nominating and identifying high potentials
- ❖ **Building** a blueprint for succession management
- ❖ **Establishing** a succession management framework to better manage talent pool
- ❖ **Understanding** retention issues and ways of overcoming it
- ❖ **Developing** a leadership program to shape future leaders
- ❖ **Motivating** and inspiring employees to increase retention

WORKSHOP LEADER



Richard Mills CFA
Chairman
Chalmre Associates

People in senior management positions in the new century are changing jobs as often as every five years, according to many management association research. While companies worldwide recognise the importance and huge costs incurred in recruiting staffs every year, relatively few are putting enough effort into stemming the flow of people from within organisations. As a Group Resources Director of a Fortune 500 company explains, if a key person leaves, it could take months to find a replacement, will cost a fortune and inductions are needed. In the long run, it could do damage to business.

Succession planning is the process of identifying and preparing suitable employees through the process of mentoring, training and job rotation to replace key players within an organisation as their terms expire. Organisations will need to create their own pool of candidates with high leadership potential as it takes years of grooming to develop effective senior managers. Generally, overall performance of a company is better when they recruit from within, and they usually outperform ones that recruit from outside. Having a pool of talent means that a company can be flexible and quick to react to market changes.

Thus, HR practitioners need to equip themselves with the knowledge and necessary skills as well as progressive new approaches to implement an effective succession management system.

PROGRAM AGENDA

SESSION ONE...

KNOWING THE CURRENT STATE AND DIRECTION OF TALENT RETENTION AND SUCCESSION MANAGEMENT IN ORGANISATION

- ❖ Discovering their latest update and emerging trends
- ❖ Risks that surrounds talent retention and succession and their changing key role in organisations

SESSION TWO...

CREATING A SUSTAINABLE ORGANISATION USING SUCCESSION PLANNING

- ❖ Deploying talent management throughout the organisation: top-down approach
- ❖ Looking at long-term objectives instead of immediate results
- ❖ Managing risks in succession

SESSION THREE...

ESTABLISHING A PROPER TALENT MANAGEMENT PROCESS IN AN ORGANISATION

- ❖ Listing the terminologies and actions involved in a talent management process
- ❖ Reviewing and determining organisation's readiness to implement a talent assessment and succession planning process
- ❖ Inculcating the right culture in organisations for successful succession plan

SESSION FOUR...

MEASURING THE EFFECTIVENESS OF CURRENT SUCCESSION MANAGEMENT

- ❖ Mechanisms of measurement available and their advantages
- ❖ Setting clear benchmarks for evaluation
- ❖ Designing measurement programs - step by step approach
- ❖ Measuring the ROI - qualitative and quantitative
- ❖ Outlining the barriers that affect successful measurement and overcoming it

SESSION FIVE...

DEVELOPING A PERFORMANCE MANAGEMENT FRAMEWORK TO IDENTIFY KEY TALENTS

- ❖ Identifying high potential employees as successors for top management positions
- ❖ Preparing employees for senior management positions

SESSION SIX...

RETAINING KNOWLEDGE IN ORGANISATIONS EVEN WHEN THE 'OWNER' IS GONE

- ❖ Dealing with loss of talents especially in expert or specialist skills

SESSION SEVEN...

MANAGING TALENTS OF DIFFERENT DIVERSITY

- ❖ Balancing diversity in an organisation

SESSION EIGHT...

UNDERSTANDING RETENTION ISSUES

- ❖ Determining the turnover rate within each job category
- ❖ Strategies for determining why employees are choosing to leave
- ❖ Gaining an understanding of why employees are voluntarily leaving the organisation
- ❖ Exploring what keeps employees stay in an organisation by conducting a 'stay' survey

SESSION NINE...

MOULDING FUTURE LEADERS THROUGH STRATEGIC LEADERSHIP DEVELOPMENT PROGRAM

- ❖ Implementing a leadership program that facilitates the development of future managers
- ❖ Engaging potential leaders by getting current executives involved
- ❖ Implementing coaching and mentoring program to support key talents
- ❖ Identifying needed competencies for identified leaders

STRATEGIC TALENT RETENTION AND SUCCESSION MANAGEMENT

SESSION TEN...

INSPIRING EMPLOYEES TO INCREASE RETENTION AND EXPAND PROFITS

- ❖ Determining ways to engage employees
- ❖ Keeping employees happy
- ❖ Motivating employees in order to achieve minimal staff turnover
- ❖ Showing true appreciation towards employees

CASE STUDIES: THINGS THAT WORKED AND DIDN'T

WHO SHOULD ATTEND

Vice Presidents, General Managers, Director, Head of Departments, Managers and Executives from the:-

- ❖ Human Resources
- ❖ Personnel
- ❖ Learning and Development
- ❖ Compensation and Benefits
- ❖ Recruitment
- ❖ Talent Management
- ❖ Staffing
- ❖ Succession Planning
- ❖ Organisational Development

ABOUT YOUR WORKSHOP LEADER

Richard Mills is a featured presenter for Asia region conferences and provided Keynote Addresses for the following international expositions: HR Shared Services & BPO (Singapore), Successful Shared Services (Singapore), Executive Compensation & Benefits 2007 (Singapore).

He is a columnist and thought leader for a host of international publications. Some of these include: ComputerWorld, AsiaTimes, TelecomAsia, YahooNews, AsiaMiner and IndiaDaily. He is an Expert Panelist for CIO magazine (US) and the Offshore Outsourcing Best Practices association in New York. He is also President of the World Outsourcing Providers Association (WOPA - www.outsourcingproviders.org).

Richard's extensive career in Executive Search & Management Consulting includes 5 years working throughout Asia and 9 years in Toronto. His clients are multinational corporations for senior management positions. Of the many international recruitment projects he worked on in the Asia Pacific region, one was particularly noteworthy as it was reported on national Korean television as the largest technical recruiting venture in Korean history. The project was also a cover story for ComputerWorld magazine throughout North America.

Richard has an Honours Bachelor of Science degree from the University of Waterloo, Canada's most prominent technical post-secondary institution. He possesses the designation of Chartered Financial Analyst from the CFA Institute with its world head-quarters in Charlottesville, VA, USA.

COURSE TIMETABLE

Registration	08:30am	Session resumes	01:30pm
Session begins	09:00am	Afternoon refreshment	03:30pm
Morning refreshment	10:30am	Course resumes	03:45pm
Session resumes	10:45am	End of session	05:00pm
Luncheon and Networking	12:30pm		

For more information or registration, contact Tel/Fax: (03) 6277 5142

REGISTRATION FORM

**Complete This Form Immediately and Fax to
Fax: (60)(3) 6277 5142**

Course Fee

- ☐ Price - RM 2,888 per delegate
- ☐ Early Bird Price - RM 2,588 per delegate for registration before or by 22nd June 2007
- ☐ 10% Discount for Group Registration (3 Delegates and above)

Method Of Payment

Crossed Cheque or **Bank Draft** to be made payable to **Lighthouse Business Solutions (M) Sdn. Bhd.** Please note that payment must be received within five (5) working days upon issuance.

Name:
Position:.....
Email:.....

Name:
Position:.....
Email:.....

Name:
Position:.....
Email:.....

Organisation:.....
Business Nature:.....
Address:.....

Town:
State:..... **Postcode:**.....
Tel:..... **Fax:**.....

Authorising Manager:
Title:.....
Department:.....

Signature:.....

(This registration is not valid without signature)

Pre-Course Questionnaire

A set of questionnaire will be sent, to delegates and/or the respective person in-charge within the organisation to provide a room highlighting delegate's specific concerns in the event subject. These questionnaires are to be completed and returned to **Lighthouse Business Solutions (M) Sdn. Bhd.** one (1) week before the event to enable us to semi-customise the event and ensure greater satisfaction from the event.

Value Back Guarantee

In the event where dissatisfactory occurs, do notify us in writing within two days upon completion of the event and a **Value Back Voucher** will be sent to you with no questions asked. This voucher entitles anyone from any department within your organisation to join any of **Lighthouse's** future events within a period of one (1) year from the date of issuance.

Cancellations & Substitutions

Substitutes are welcomed anytime at no extra charge. All cancellations of registrations must be made in writing at least two (2) weeks before the event is to be held; organisation will carry 50% cancellation liability in the event that **Lighthouse** has been notified in writing in relations to the cancellation. Failing to do so, organisations will carry 100% cancellation liability. Course materials and all documents included in the event registered will still be sent to the delegate after all cancellation fees have been received. **Lighthouse DOES NOT** provide refund for cancellations.

Hotel

Accommodation is not included in the training fee. For reservation, please contact Crown Princess Hotel, Kuala Lumpur at Tel: (60)(3) 2162 5522 and make it clear that you are attending Lighthouse's conferences event.

Confirmation Details

After receiving payment a receipt will be issued. Should you do not receive a letter outlining participation details two weeks prior to event, please contact the coordinator at **Lighthouse** for clarifications and assistance.

For Office Use Only

Invoice to:
Tel:
Fax:
Email:
PCQ:
Email: