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OCTOBER 2016

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Tim Taylor, Content Management & Brand Ambassador, TTM Associates

## EVENT OVERVIEW

### PREPARING THE WORKFORCE OF TODAY FOR THE WORKPLACE OF TOMORROW

Bursting with ideas, strategies, inspiration and innovation, The Training & Development Show conference is back in 2016 and it is bigger and better than ever.

Impacts on how, when and where we work are forcing us to reevaluate the entire talent ecosystem. That is why in 2016 over 400 attendees from across the globe will be meeting in Dubai to plan for the future of work.

Join us for an event where innovation and change coupled with an explosion of new technologies is at the heart of the discussion. With a dedicated brand for training and development, combined with our new Work 2.0 brand, there really is something for everyone at the show.

Step into the future with this unique, fun and educational conference. By bringing together the C-suite, HR and training departments, gurus and transformational leaders, The Training & Development Show provides a platform to debate, discuss and prepare for the future.

- Learn how to attract, train and retain top talent
- Learn how to prepare yourself, your workforce and your organisation for tomorrow's work environment
- Learn how to guarantee your organisations success and sustainability in an ever changing world

**ELEARNING**  
**LEARNING** **COLLABORATION**  
**WORKPLACE**  
**DEVELOPMENT**  
**TRAINING**  
**TALENT** **AGILITY**  
**INNOVATION** **WELLNESS**  
**MOBILITY**

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# INCREDIBLE SPEAKER LINE-UP



**Michelle Lindgren**  
VP Americas Lead  
Workplace strategy,  
Planning & Innovation  
**Credit Suisse**



**Therese Sevaldsen**  
Head of HR  
**Philips Middle  
East & Turkey**



**Jennifer Scott**  
Senior Change  
Implementation  
Manager  
**The Coca-Cola  
Company**



**Nona Gross**  
Head of Corporate  
Real Estate Strategy  
Procurement &  
Workplace Solutions  
**Siemens Healthcare**



**Hani Hirzallah**  
Chief HR Officer  
**Abu Dhabi National  
Insurance Company**



**Tony Downes**  
Group Head of HR  
**Al Ahli Holding  
Group**



**Awang Rahman**  
Senior Manager – HR  
**DST Group**



**Morcos Mikhail**  
Head of L&D  
**Commercial  
International Bank  
Egypt**



**Glen Pattiradjawane**  
Group Head of T&D  
**Karma Group**



**Dima Khatib**  
Manager – Management  
Development & Training  
**Mohamed  
Abdulrahman Al  
Bahar**



**Brian Weaver**  
Head of T&D  
**Asteco Real Estate**



**Alison Toms**  
Director – HR  
**University of  
Calgary  
Qatar**



**Frank Farrell**  
VP Learning &  
Organisational  
Development  
**Abu Dhabi  
Commercial Bank**



**Emma Seymour**  
HR Director  
**Al Naboodah  
Construction Group**



**Robin Windley**  
SVP Human  
Capital  
**DP World**



**Marisa Talamonti**  
People & Happiness  
Director  
**Virgin Mobile  
Middle East  
& Africa**



**Imran Ahmad**  
Chief HR Officer  
**BMA International,  
Red Tag**



**Ayman Meneassy**  
Vice Chairman &  
Member of the  
Board  
**United Eastern  
Group**



**Barry Hilton**  
MD  
**Mercuri  
International**



**Gillian Jones-Williams**  
MD  
**Emerge  
Development  
Consultancy**



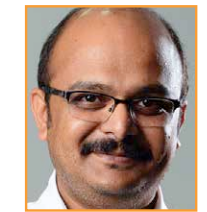
**Mohamed Salah El Dein**  
L&D Manager  
**Salehyiya Medical**



**Ameera Shah**  
MD & CEO  
**Metropolis  
Healthcare**



**Bidisha Banerjee**  
Chief L&D & Talent  
Development Officer  
**Future Group**



**Vijayaraghavan Pisharody**  
GM HR & Corporate  
Communication  
**Stempeutics  
Research**



**Adrian Waite**  
former Global  
L&D Manager  
**APM Terminals**



**Hamad Eghdani**  
Director of  
Government Relations  
& Emiratisation  
**Emaar**



**Suha Mardelli**  
Regional Director  
**Bayt.com**



**Sue Miller**  
Senior Talent &  
Learning Manager –  
Arabian Peninsula &  
Turkey  
**Hilton Worldwide**



**Avinash Nair**  
Head of Learning,  
Group Technology &  
Operations  
**Standard Chartered  
Bank**



**Pancham Hariramani**  
Director  
**Tamheed  
AccorHotels  
Academie Middle  
East**



**Per Hansen**  
Global Head of Smart  
Working  
**Credit Suisse**



**Joe Chalouhi**  
Senior HR Director  
– Global Growth &  
Operations MENAT  
**General Electric**



**Moustafa Hamwi**  
Passionpreneur &  
Chief Energy Officer  
(AKA The Passion  
Guy)



**Martin Gardner**  
Senior Management  
Development  
Specialist  
**Abu Dhabi Gas  
Liquifaction  
Company (ADNOC)**



**Cheryl Thornton**  
HR Director  
**Gulf Marketing  
Group (Nike GCC)**



**Muhammad Salman Anjum**  
Senior L&D Specialist  
**Caracal Light  
Ammunition**



**Sangeeth Ibrahim**  
VP & Head of L&D,  
Business Excellence  
& the SIB Academy  
**Sharjah Islamic  
Bank**



**Marea O'Sullivan**  
Talent Development  
Manager  
**Novo Nordisk**



**David van Lochem**  
HR Director EMEA  
**Oberthur  
Technologies**



**Neven Wassif**  
CEO T&D Consultant  
**EgyptAir**



**Vishvakanth Alexander**  
Manager Learning  
Operations  
**du**



**Yasir Ourtashi**  
Head of Training  
**Emirates  
Islamic Bank**



**Michael Tolan**  
Executive Director  
**World Class  
Institute & Sebchem  
Consultancy House**



**Ruth Field**  
CEO  
**Joshua Group**

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WORKPLACE OF NOW, WORKPLACE OF THE FUTURE				
Keynote host and opening remarks: Moustafa Hamwi, Passionpreneur & Chief Energy Officer (AKA The Passion Guy)				
09.00	KEYNOTE PANEL: <b>The next decade's learning and development journey</b> <ul style="list-style-type: none"><li>• Training, learning and development journeys 2016 - 2026</li><li>• The new normal; how are businesses responding to the 'no collar' location-free, flexible work model?</li><li>• How to rethink job design and role development</li><li>• How to anticipate your organisations training and development requirements</li></ul> <b>Hani Hirzallah</b> , Chief HR Officer, <b>Abu Dhabi National Insurance Company</b> <b>Frank Farrell</b> , VP Learning & Organisational Development, <b>Abu Dhabi Commercial Bank</b> <b>Tony Downes</b> , Group Head HR & Admin, <b>AI Ahli Holding Group</b> <b>Robin Windley</b> , SVP Human Capital, <b>DP World</b> <b>Imran Ahmad</b> , Chief HR Officer, <b>BMA International</b> , <b>Red Tag</b> Senior Executive, <b>The Knowledge Group</b>			
09.30	KEYNOTE INTERVIEW with <b>Per Hansen</b> , Global Head of Smart Working, <b>Credit Suisse</b>			
10.00	KEYNOTE: <b>Retain and train, rather than hire and fire</b> <ul style="list-style-type: none"><li>• Talent solutions – creating an economic opportunity for everyone</li><li>• How to use a data driven approach</li><li>• How to develop a profitable talent acquisition strategy</li><li>• What factors are important to attracting top talent and what internal processes are needed?</li><li>• What are the common mistakes with HR practices in talent acquisition?</li></ul> <b>Reserved for Sponsor</b>			
10.20	Networking break and speed networking			
	TRAINING & DEVELOPMENT		WORK 2.0	
	THE NEW LEARNING LANDSCAPE		NATURE OF THE COMPANY, NATURE OF WORK	
11.00	<b>The new work order</b> <ul style="list-style-type: none"><li>• How your organisations learning landscape is set to change</li><li>• Acting now to achieve your organisations vision of future learning and development</li><li>• The role of management in preparing for the workforce of tomorrow</li></ul> <b>Emma Seymour</b> , HR Director, <b>Al Naboodah Construction Group</b>		<b>Creating a new kind of workplace</b> <ul style="list-style-type: none"><li>• Living in a smarter world and working outside the office</li><li>• Easy and affordable working anytime, anywhere</li><li>• Propelling businesses to new levels of efficiency with flexible workplaces</li></ul> Senior Executive, <b>The Knowledge Group</b>	
11.20	<b>People - the most competitive advantage</b> <ul style="list-style-type: none"><li>• Creating a culture of continuous improvement and development with competency assurance</li><li>• Developing a robust, flexible and usable competency assurance and management system</li><li>• How to adapt your organisation to place workforce learning and development at the heart of the business</li><li>• Competency gap analysis and bridging the gap</li></ul> <b>Ayman Meneassy</b> , Vice Chairman & Member of the Board, <b>United Eastern Group</b>		<b>Supercharging the brain-friendly workplace</b> <ul style="list-style-type: none"><li>• Lessons from neuroscience</li><li>• Work is no longer just a place to go to, it's what we do and how we live</li><li>• Integrating brain-friendly strategies throughout business functions for intelligence to flourish</li></ul> <b>Frank Farrell</b> , VP Learning & Organisational Development, <b>Abu Dhabi Commercial Bank</b>	
	ENTERPRISE LEARNING		WORKPLACE COLLABORATION	
	<b>Digital HR- changing the way we work</b> <ul style="list-style-type: none"><li>• Making the digital world a reality for HR and L&amp;D functions</li><li>• The importance of moving away from paper processes</li><li>• Digitising HR to get ahead of the curve</li></ul> <b>Joe Chalouhi</b> , Senior HR Director – Global Growth & Operations MENAT, <b>General Electric</b>		<b>Enabling the collaborative DNA</b> <ul style="list-style-type: none"><li>• Technology as a source of defining, instilling and networking an organisations DNA</li><li>• Creating infrastructure to motivate a shared purpose, to cultivate an ethic of contribution, free flow of information and collaboration</li><li>• How innovative collaboration technology creates new ways of working together</li><li>• Managing mindsets and attitudes to support a collaborative working environment</li></ul> <b>Hamad Eghdani</b> , Director of Government Relations & Emiratisation, <b>Emaar</b>	
12.00	<b>70-20-10 - does it really achieve results?</b> <ul style="list-style-type: none"><li>• What is your organisational readiness for 70-20-10?</li><li>• Achieving the 70% through team and group coaching – a practical case study</li><li>• Increasing the impact by reinforcement and measurement – how innovative employers attain ROI</li></ul> <b>Gillian Jones-Williams</b> , Managing Director, <b>Emerge Development Consultancy</b> <b>Barry Hilton</b> , Managing Director & Global Partner, <b>Mercuri International</b>		<b>Supercharging performance by 600% - a case study</b> <ul style="list-style-type: none"><li>• Defining the learning and development value proposition for the business function</li><li>• Aligning learning strategies with corporate objectives</li><li>• Creating a smarter, engaged, high performance organisation with collaborative business functions</li><li>• The role of the learning and development function in a high performance enterprise</li></ul> <b>Brian Weaver</b> , Head of T&D, <b>Asteco Real Estate</b>	
ROUNDTABLES				
12.20	<b>1. 'Learning &amp; Performance Expert' vs the L&amp;D Manager</b> <b>Mohamed Salah El Dein</b> , L&D Manager, <b>Salehyiya Medical</b>	<b>2. How to be productive in a play and learn office</b> <b>Enquire now to sponsor this session!</b>	<b>3. Performance consulting: could this be the future of training and development?</b> <b>Marea O'Sullivan</b> , Talent Development Manager, <b>Novo Nordisk</b>	<b>4. Developing talent to drive business results</b> <b>Awang Rahman</b> , Senior Manager – HR, <b>DST Group</b>
13.00	Networking lunch			

TRAINING & DEVELOPMENT		WORK 2.0
LEARNING STYLES		CORPORATE WELLNESS & TRANSFORMATION
14.20	<b>Experiential learning vs competency based curriculum - debated</b> <ul style="list-style-type: none"><li>A debate presenting the cases for experiential and competency based learning</li><li>Case study examples of application and benefits</li><li>A way forward in integration</li></ul> <b>Adrian Waite</b> , Former Global L&D Manager, <b>APM Terminals</b> <b>Martin Gardner</b> , Senior Management Development Specialist, <b>Abu Dhabi Gas Liquifaction Company (ADNOC)</b>	<b>Choosing a corporate wellness strategy</b> <ul style="list-style-type: none"><li>Stress reduction initiatives and the business case for meditation, yoga and mindfulness in the workplace</li><li>Strategies that incorporate gamification, wearables, incentives and innovative alternatives</li><li>How to choose a wellness strategy on a budget</li></ul> <b>Marisa Talamonti</b> , People & Happiness Director, <b>Virgin Mobile Middle East &amp; Africa</b>
14.50	<b>Blended approach to employee training</b> <ul style="list-style-type: none"><li>An evolutionary blend of learning management methods, media and technologies for continuous professional development</li><li>Building a blended learning culture; challenges with perceptions of how people learn and how to overcome them</li><li>The sweet spot that satisfies needs and guides workers in the most personalised and effective way</li></ul> <b>Vishvakanth Alexander</b> , Manager Learning Operations, <b>du</b>	<b>Brand evangelism - building an employer brand from the inside out</b> <ul style="list-style-type: none"><li>How learning differences, learning styles and work styles interrelate and inform workplace design</li><li>How to connect employees to the brand through cultural engagement and workplace transformation</li><li>How to create brand evangelists who outlive the brand experience and inspire others</li></ul> <b>Suha Mardelli</b> , Regional Director, <b>Bayt.com</b>
15.20	<b>Learning snacks</b> <ul style="list-style-type: none"><li>Introduction of the successful 'snack &amp; learn' concept, a case study of a successful learning concept</li><li>High involvement of employees and an interesting variety of topics</li><li>Have a higher ROI from your international assignees and other expats</li></ul> <b>David van Lochem</b> , HR Director EMEA, <b>Oberthur Technologies</b>	<b>Workforce demographics - creating a harmonious learning mix</b> <ul style="list-style-type: none"><li>Tech-savvy millennials vs old school intellects: designing the right learning environment</li><li>How to create a workplace that is accessible, flexible and digestible for all ages</li><li>Combining the best technology with the right pedagogical model</li></ul> <b>Reserved for Sponsor</b>
15.50	<b>THE AI CHALLENGE</b> <p>Sally is the AI that has recently been hired at your organisation to assist in your workforces learning and development. Sally has deep learning abilities of her own and is programmed to recognise human/machine interaction. She offers services based on cloud technology and can sift through entire databases to provide best solutions or recommendations in just a few minutes.</p> <p>Your company has made a sizeable investment in hiring Sally, is fully committed to seeing AI work in your workplace and has held you accountable for her ROI and effectiveness.</p> <p><b>Attend this 60 minute session to be transported into a near-future challenge where you must plan your response to an AI fuelled workplace.</b></p>	
16.30	Networking break	
WORK 2.0		
17.00	<b>The living, breathing connected office</b> <ul style="list-style-type: none"><li>Innovation all around us – are physical environments keeping up?</li><li>How to transform your workplace into a living, breathing, connected environment</li><li>How does your workplace fit in the smart cities of tomorrow?</li><li>Thinking long-term; how a well-designed, smart work environment will future proof your business</li></ul> <b>Nona Gross</b> , Head of Healthcare Real Estate Procurement Strategies & Workplace Solutions, <b>Siemens Healthcare</b>	
PRACTITIONER PERSPECTIVES		
17.30	<b>Summary of the day</b> <p>Hear from a panel of some of the leading HR and learning practitioners as we summarise the most important and interesting learnings and outcomes of the day.</p> <b>Michelle Lindgren</b> , VP Americas Lead Workplace strategy, Planning & Innovation, <b>Credit Suisse</b> <b>Frank Farrell</b> , VP Learning & Organisational Development, <b>Abu Dhabi Commercial Bank</b> <b>Robin Windley</b> , SVP Human Capital, <b>DP World</b> <b>Sue Miller</b> , Senior Talent & Learning Manager – Arabian Peninsula & Turkey, <b>Hilton Worldwide</b> <b>Marea O'Sullivan</b> , Talent Development Manager, <b>Novo Nordisk</b>	
18.00	Close of day one	

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# AGENDA 10<sup>TH</sup> OCTOBER 2016

# DAY 2

EMPLOYEE ENGAGEMENT & RETENTION		
Keynote host and opening remarks: Moustafa Hamwi, Passionpreneur & Chief Energy Officer (AKA The Passion Guy)		
09.00	KEYNOTE: <b>Creating the ultimate employee experience with innovative global workplaces</b> <ul style="list-style-type: none"><li>How to contribute to employee engagement and retention with innovative workplaces</li><li>How to create an alternative, activity based work environment</li><li>Designing your future workplace environment</li></ul> Jennifer Scott, Senior Change Implementation Manager, The Coca-Cola Company	
09.30	KEYNOTE: <b>The role of HR in sustainable workplace transformation</b> <ul style="list-style-type: none"><li>HR co-creates best place to work for people who share workplace passion</li><li>Initiatives to prolong long-term employee engagement and retention</li><li>Ensuring a dedicated workforce through creating a lasting learning culture</li></ul> Therese Sevaldsen, Head of HR - Middle East & Turkey, Philips	
10.00	<b>Digital engagement, enterprise mobility and the connected HQ</b> <ul style="list-style-type: none"><li>Embracing the mobile shift and harnessing the power of the connected digital enterprise</li><li>How to empower and manage employee mobility, collaboration and communication</li><li>How to select an approach which supports security, agility and productivity</li></ul> Enquire now to sponsor this session!	
10.30	Networking break	
	TRAINING & DEVELOPMENT	WORK 2.0
	GAMES & VIDEO LEARNING	THE DIGITAL WORKPLACE
11.00	<b>Is the future of work, play?</b> <ul style="list-style-type: none"><li>The massive potential of game based learning</li><li>How to apply gamification solutions to non-gaming contexts and current training methods</li><li>Revolutionising employee engagement with understanding human motivation</li></ul> Sangeeth Ibrahim, VP & Head of L&D, Business Excellence & the SIB Academy, Sharjah Islamic Bank	<b>Digital and cultural transformation - aha moments!</b> <ul style="list-style-type: none"><li>Digital - the platform and the app stories</li><li>Cultural transformation: values and leadership models</li><li>Case study of lessons learnt</li></ul> Pancham Hariramani, Director, Tamheed AccorHotels Academie Middle East
11.20	<b>The unstoppable rise of video learning</b> <ul style="list-style-type: none"><li>The evolution of mobile devices, mLearning and video streaming</li><li>Access to a wealth of knowledge accessible at all times and places</li><li>Benefits of contextual learning and use of augmented reality</li><li>How virtual instructor-led training is the next niche market for on-demand video streaming services</li></ul> Morcos Mikhail, Head of L&D, Commercial International Bank Egypt	<b>PANEL: Learning and working in the digital workplace</b> <ul style="list-style-type: none"><li>Sensors to measure use of work space and increase employee effectiveness</li><li>Considerations - unassigned seating, increasing mobility, shared and collaborative workspaces</li><li>Increasing collaboration, creativity and informal knowledge flows</li><li>How your virtual work environment can track productivity and performance</li><li>The power of gamification to create an experiential learning and working environment</li></ul> Vishvakanth Alexander, Manager Learning Operations, du Pancham Hariramani, Director, Tamheed AccorHotels Academie Middle East Vijayaraghavan Pisharody, GM HR & Corporate Communication, Stempeutics Research Senior Executive, Knolskape
11.40	<b>Augmented reality and gamification</b> <ul style="list-style-type: none"><li>Cutting-edge learning at work: wearable computing and the gamified working experience</li><li>Communication of information and knowledge whether at the office or on the move</li><li>How to position your organisation to capitalise on the trend</li></ul> Avinash Nair, Head of Learning, Group Technology & Operations, Standard Chartered Bank	
	<b>Extending the boundaries of traditional learning suite</b> <ul style="list-style-type: none"><li>The new world of work causing us to reframe the entire proposition of learning and development</li><li>4 'roots of learning resistance' - priorities, relevance, boredom and fear of change</li><li>Experiential learning: action learning, on the job learning, gaming and simulations</li><li>Use of social media to connect learner through engagement, community, continuity and reinforcement</li><li>Case study – future Branch Managers Program (FBMP)</li></ul> Yasir Ourtashi, Head of Training, Emirates Islamic Bank	

ROUNDTABLES						
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13.00	Networking lunch					
	<table><tr><th>TRAINING &amp; DEVELOPMENT</th><th>WORK 2.0</th></tr><tr><th>TALENT RETENTION</th><th>THE NEW NORMAL</th></tr></table>	TRAINING & DEVELOPMENT	WORK 2.0	TALENT RETENTION	THE NEW NORMAL	
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TALENT RETENTION	THE NEW NORMAL					
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TRANSFORMATION CASE STUDIES						
15.40	CASE STUDY: <b>The future of learning and changing perspectives at the Karma Group, Indonesia</b> <ul style="list-style-type: none"><li>Re-engagement and motivation</li><li>Evaluating the learning impact</li><li>Employees as an ASSET</li><li>Launch of the Karma Group University</li></ul> <b>Glen Pattiradjawane</b> , Group Head of T&D, <b>Karma Group</b>					
16.00	CASE STUDY: <b>Achieving transformational change and cultural evolution at Metropolis Healthcare, India</b> <ul style="list-style-type: none"><li>From single site status to multinational chain – change management</li><li>Diversity and equality in the workplace</li><li>Inspiring leadership and change for the good of the organisation and society</li></ul> <b>Ameera Shah</b> , Managing Director & CEO, <b>Metropolis Healthcare</b>					
16.20	Close of day two					

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Welcome to Work 2.0; a new conference stream that looks at how technology, workplace design, talent mobility and collaboration are transforming how, when and where we work.

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Chief HR Officer  
Chief Information Officer  
Chief Technology Officer  
Facilities Manager

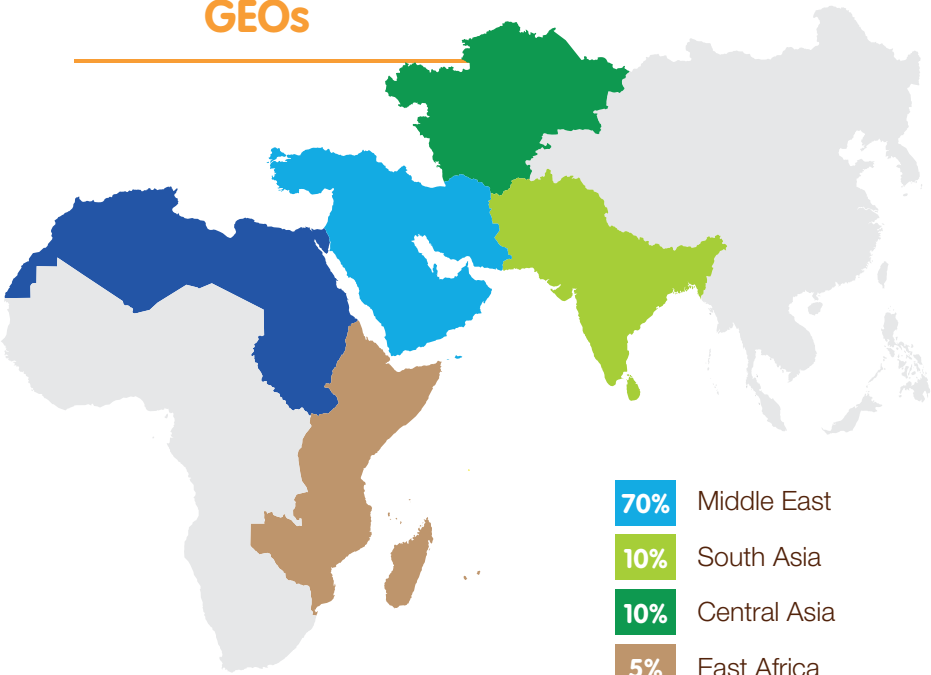
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- You want face to face meetings with CHRO'S/CLOS/HR/L&D professionals
- You want to increase your brand awareness and grow your footprint in the Middle East

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#### THOUGHT LEADERSHIP PRESENTATIONS

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#### BRANDING

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#### CASE STUDY PRESENTATIONS

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#### PANEL DISCUSSIONS

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#### ON FLOOR DEMO THEATRES

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#### ROUNDTABLES

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