



Global Conference 2020

# BUILDING 20/20 VISION

for Leaders, Teams and Organizations

Unleashing the Power of Action Learning



Leaders who Inspire



Teams that Collaborate



Organizations that Learn  
and Adapt



24-25 September 2020  
Bangkok Thailand  
Centara Grand at Central World

#wial2020  
conference@wial.org

Program and tickets:  
[www.wial.org/conference2020](http://www.wial.org/conference2020)



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**TOGETHER WE  
CAN MAKE A  
DIFFERENCE**  
Pre-conference  
Social Impact  
Day

**10  
TED-style  
Talks**

**11  
BREAKOUT  
SESSIONS**

**5 post-  
conference  
programs**

**English-to-  
Thai  
simultaneous  
translation**

**2 KEYNOTE  
SPEAKERS**



# **BUILDING 20/20 VISION**

**for Leaders, Teams  
and Organizations**

**13 ICF  
CCE**

**3 themes**



**29 speakers  
14 countries**

**Partner**

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**Centara Grand  
at Central  
World, Bangkok,  
Thailand**

**#WIAL2020**



**Global Conference 2020**  
**BUILDING 20/20 VISION**  
**for Leaders, Teams and Organizations**  
**Unleashing the Power of Action Learning**

**Thursday 24 September 2020**

09:00-09:15	<b>OPENING and WELCOME</b> WIAL President		
09:15-10:00	<b>KEYNOTE ADDRESS</b> Chananyarak Phetcharat, CEO, Mc Group (Thailand)		
10:00-10:30	<b>TED-STYLE TALKS</b> "Be the Leader of Tomorrow, Today" Faz Kamaruddin (Malaysia) "When East meets West" Dr. Adisak Chandrapalert (Thailand)		
10:30-11:00	<b>NETWORKING BREAK</b>		
11:00-12:30	Action Learning session for participants new to Action Learning	Advanced Session for WIAL-Certified Action Learning Coaches by Michael Marquardt, Skipton Leonard, Shannon Banks	
12:30-13:30	<b>LUNCH</b>		
13:30-14:30	<b>BREAKOUT SESSIONS</b>		
	"If We Do Not Understand Silence, How Can We Understand Words?" Sudeep Mohandas (Malaysia)	"Core principles of Action Learning" Mies de Koning (USA)	"Moving leadership from Good to Great" William Teo (Malaysia)
14:30-15:45	<b>PANEL DISCUSSION</b> Michael Marquardt, Skipton Leonard, Cristina Alafriz		
15:45-16:15	<b>NETWORKING BREAK</b>		
16:15-17:15	<b>TED-STYLE TALKS</b> "introducing Action Learning in an Organization" David Record (Thailand) "The magic of Action Learning for developing servant leaders" Daniel Belet (France) "The Michelin Leadership Journey" Santi Phirarak (Thailand) "Learning to Adapt for the Future" Serene Seng (Singapore)		
17:15-17:30	<b>GROUP PICTURE</b>		





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**Friday 25 September 2020**

08:30-09:00	<b>NETWORKING BREAK</b>		
09:00-09:45	<b>KEYNOTE ADDRESS</b> Mark Buchanan, Managing Director, Evolution Wellness (Thailand)		
09:45-10:45	<b>WIAL BETTER WORLD</b> Find out how community-based organizations around the world use Action Learning to improve communities and lives.		
10:45-11:15	<b>NETWORKING BREAK</b>		
11:15-12:15	<b>BREAKOUT SESSIONS</b>		
	<b>"The TeamPerformanceLoop"</b> Twan Paes (Netherlands)	<b>"Strong Leaders for a Strong Organization"</b> Aleksandra Lemanska-Czajka (Poland)	<b>"Combining the Power of Strengths with Action Learning"</b> Leo Castillo (Philippines)
12:15-13:15	<b>"Unlock Your Creativity"</b> Wipawadee Paopaka (Thailand)	<b>"Coaching in the Moment"</b> Paulina Chu (Taiwan)	<b>"Conflict Resolution with Action Learning"</b> Ross Rowe (Australia)
13:15-14:00	<b>LUNCH</b>		
14:00-15:30	<b>WORLD CAFÉ</b>		
15:30-16:00	<b>NETWORKING BREAK</b>		
16:00-17:00	<b>TED-STYLE TALKS</b> <b>"Talent Development: Unleashing Learning Agility"</b> Peerawan Wattanametavong (Thailand) <b>"Level Up or Down"</b> Peter Kao (China) <b>"Building Trust with Action Learning"</b> Magali Lopes (Brazil) <b>"Team success through Action Learning"</b> Anna Frummerin (Thailand)		
17:00-17:30	<b>CLOSING CEREMONY</b>		





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**Wednesday 23 September 2020**

<b>Timing</b>	<b>Pre-Conference Workshop</b>
<b>09:00-18:00</b>	<b>TOGETHER WE CAN MAKE A DIFFERENCE</b> Social Enterprise Workshop In collaboration with JUMP! Foundation

**Saturday 26 September 2020**

<b>Timing</b>	<b>Post-Conference Workshop</b>	<b>Workshop leader (s)</b>
<b>09:00-17:30</b>	<b>Leading with Questions</b>	<b>Ron McLuckie</b>
<b>09:00-17:30</b>	<b>Finding Your Reason to Be</b>	<b>Shannon Banks</b>
<b>09:00-17:30</b>	<b>Expand Your Action Learning Practice</b>	<b>Skipton Leonard &amp; Cori Hill</b>
<b>09:00-17:30</b>	<b>High Performance Teams</b>	<b>John Sautelle</b>
<b>09:00-17:30</b>	<b>Exploring the Secret Life of Teams</b>	<b>Anisha Kaul &amp; Cathy Johnson</b>





## LEADERSHIP IN A MULTI-GENERATIONAL WORKFORCE

In this dynamic world, you can easily find yourself working with five generations. What will you do to be recognized for who you are and make the right impact with what you deliver? As leaders in the 21st century, we need to identify and adopt a communication style, a method of managing conflicts, as well as develop an understanding of the recognition and rewards that make people excited. Though there is no SINGLE way of accomplishing this, leaders need to understand the significance of adding "heart and meaning" to managing a modern workforce.

### MRS. CHANANYARAK PHETCHARAT CEO, MC Group Public Company Limited



- An international Thai female CEO with 30+ years of leadership experience.
- It's very rare to have a woman CEO leading global multi-billion dollar corporations from key industries: technology, telecom, consumer goods, logistics.
- She has an amazing track record delivering remarkable financial results and building long-term sustainable people's platform for 21st century leaders. Under her leadership, DHL has won Best Employer awards for 5 consecutive years and Great Place to work.
- Professional in turnaround with great business results:
  - Oracle leading #1 market share in database and application
  - SAS Inc – Pioneer to establishment #1 in business intelligence
  - Motorola mobile: Shift #4 to #2 market share
  - DHL with #1 market share: won DHL CEO award of 220 countries

#### Philosophy

*Building TRUST is the pillar of her leadership journey. You must learn to trust yourself, and trust that things will work out in line with strategy and mission.*

#### Years of Experience: Being Authentic, Connecting and Loving People

##### Current Career

- Board of Directors DTAC/Telenor, Public Listed Companies Thailand
- Board of Directors of TLCA Thailand Listed Companies Association
- Nominated directors of Global Woman Summit Thailand 2020
- CEO and Board of Mc Group Public Company Limited

##### Education

- Certified Berkeley Executive Coach – USA
- International Business School – Switzerland
- West Virginia University (Management Information System) - USA

# THE ROAD TO BEST EMPLOYER

## How Evolution Wellness uses learning and engagement to power a high-performance culture

Evolution Wellness was established in 2017 by Navis Capital Partners and Oaktree Capital Management by bringing together two leading fitness brands in Southeast Asia – Celebrity Fitness and Fitness First – to form one of the largest, wholly-owned fitness club networks in the fast-growing Asian region. As the name suggests, the company is on a journey from ‘fitness to wellness’; today, Evolution Wellness operates a diversified portfolio of brands – five highly complementary fitness businesses and one wellness company – each bearing its own identity and appeal. With a presence in six Southeast Asian countries, more than 170 properties and over 375,000 members, the vision is to build a comprehensive wellness ecosystem, supporting its members and customers to become the best version of themselves.

In Thailand, Evolution Wellness operates a total of 36 Celebrity Fitness and Fitness First clubs with a new brand Go Fitness opening 5 branches in 2020. Evolution Wellness Thailand is the proud recipient of the Kincentric Best Employer Award for three consecutive years (2017-2019).

Thailand will host over 8 million visits across its outlets in 2020, conducting over 30,000 classes per month. With over 1800 full time Thai staff, the people interactions and experiences are paramount to the ongoing success of the business.

This session will share the story of how Evolution Wellness adapted its learning approach to overcome a challenging marketplace to ensure that business objectives could be achieved.

### Mark Elliott Buchanan

*Managing Director, Evolution Wellness (Thailand) Ltd.*

**Mark Buchanan** is the Managing Director of Evolution Wellness Thailand, South East Asia's largest Fitness and Wellness provider and operator of the Fitness First, Celebrity Fitness and GOFit Clubs in the country. With over 25 years of industry experience Mark is one of the most dynamic executives in the Health & Wellness sector. In his career he has worked throughout Europe, Australia and the USA before settling in SE Asia and Thailand in 2006. Mark has thrived under public, private and several PE-based ownership models during that time. His reputation is built around delivering world class performance cultures married with outstanding employee engagement and innovative product excellence. Businesses under his stewardship have won numerous ‘best in class’ awards including Aon Best Employer each year since 2017.





# BREAKOUT SESSIONS and SPEAKER PROFILES

## ADVANCED SESSION FOR WIAL-CERTIFIED ACTION LEARNING COACHES

Take Your Action Learning to a New Level in this Engaging Seminar with 3 Master Coaches

In this 90-minute seminar for experienced practitioners, three Master Coaches will explore different dimensions of the Action Learning practice and help you to strengthen your offering. Drawing on the skills in the room, Michael Marquardt, Skipton Leonard and Shannon Banks will explore concepts such as the coach's mindset, integration of Action Learning into development programs and solutions to common challenges that arise during Action Learning sessions. Come prepared for a stimulating seminar.

### TAKE-AWAYS:

- Opportunity to share with other experienced Action Learning coaches and learn from each other;
- Practical input to enhance your coaching and integrate your Action Learning skills into your broader professional practice;
- Engagement with Master coaches with diverse global experience;
- Insights on the mindset of a successful Action Learning coach;
- Support and dialogue around common challenges faced during Action Learning sessions.

### Dr. Michael Marquardt (United States)

Dr. Michael Marquardt is Professor Emeritus of Human Resource Development and International Affairs at George Washington University. He was a co-founder and first President of the World Institute for Action Learning (WIAL), and now serves as Chair of the WIAL Global Advisory Committee. Mike is the author of 26 books and over 100 professional articles in the fields of leadership, Action Learning, globalization and organizational change. Over one million copies of his publications have been sold in nearly a dozen languages worldwide.

Dr. Marquardt's achievements and leadership have been recognized through numerous awards including the International Practitioner of the Year Award from the American Society for Training and Development and the Scholar of the Year Award from the Academy of Human Resource Development. His writings and accomplishments in Action Learning have earned him honorary doctoral degrees from universities in Asia, Europe and North America.



### Skipton Leonard (United States)



Skipton (Skip) Leonard was one of the founding Principals of the World Institute for Action Learning (WIAL) in 2006 and is currently Principal and Managing Director for Learning Thru Action, LLC, a consulting firm that provides action-based solutions for developing organizations and people. Dr. Leonard has consulted with numerous Fortune 500 and Global 1000 companies such as Microsoft, Target, Wells Fargo, and American Express. He also has experience with NGOs such as the IMF and World Bank as well as the US government.

Dr. Leonard has been a faculty member at top universities including Johns Hopkins University, George Washington University and American University. Skip received his doctoral degree in social/organizational Psychology from New York University, is a Fellow of the American Psychological Association and is Past-President of the Society of Consulting Psychology. He has over 100 books, book chapters, articles, and professional presentations to his credit.

### Shannon Banks (United Kingdom)

Shannon Banks is an experienced coach, facilitator and consultant, who helps organizations bring their social purpose to life through their people. Shannon's work helps leaders develop the skills, perspectives and self-awareness needed to drive both business and societal impact. This often starts with an exploration of individuals' reason to be.

At Be Leadership, Shannon and her team deliver quality, bespoke work to diverse clients including Syngenta, Coca-Cola Enterprises, Microsoft, BNP Paribas, Salesforce.com and Unicef. Shannon is a WIAL Board Member, accredited with the International Coach Federation and is certified in numerous tools that support development, including The Leadership Circle Profile, Hogan, and MBTI®. Shannon was a 2019 Finalist in the IoD Director of the Year Awards.

Shannon is a slow but persistent runner and an avid reader. She lives with her family outside London, in a home built in 1725 and volunteers with her local foodbank.



## ❖ COMBINING THE POWER OF STRENGTHS WITH ACTION LEARNING



**How** do we best develop people? The conventional way is to look at what the person is missing and create an improvement plan. The data however show that people become better and more engaged not by focusing on their weaknesses, but through a strengths-based approach. Many misconceptions exist around what “strengths-based” means. The speaker will share insights and real stories on effective strengths-based development, and more importantly how it was combined with Action Learning to create highly engaged and higher performing teams.

### TAKE-AWAYS:

- Participants will be able to articulate how strengths-based development can be more effective than conventional development;
- Participants will get practical tips on how to apply strengths-based development;
- Action Learning practitioners will gain new perspectives on how to run an Action Learning session.



**Leo Castillo, Philippines**

Leandro Castillo ("Leo") has more than 20 years experience in organizational development, focusing primarily in leadership development, team dynamics and culture change programs.

His clients include many of the top companies not just in the Philippines but in the world, having successfully run multiple programs for diverse audiences in Singapore, Vietnam, Indonesia, Japan and China.

Since becoming a Gallup Certified Coach in November 2017, Leo has run various Strengths programs for many companies, mostly executive leadership teams. He has conducted one on one strengths coaching for at least 40 individuals and team strength development for more than 600 people.

Leo's latest project is combining Strengths and Action Learning, a process that is part of many successful leadership development and culture changed programs for Management Strategies, a powerful combination which he hopes that everyone will discover today.

## ❖ “IF WE DO NOT UNDERSTAND SILENCE, HOW CAN WE UNDERSTAND WORDS?”



### Engaging with those who choose not to voice their opinions or views

**Every** employee, participant or guest to a meeting, event or occasion does want to be heard even when it means not saying anything. Most of the time the challenge for the trainer, coach or facilitator is that they are listening to those who speak up or have the courage to share their views.

What about those who want to make a statement by remaining silent? Do we take note of their silence as a point of action or do we just ignore it and only pay attention to those who speak?

This session will expose the participants to understand what it is like to look at the issue on both sides – from the participant who wants to get noticed but continues to remain silent and from the coach/trainer/ facilitator who wants to understand what the silence means.

### TAKE-AWAYS:

- Activities to make those who are silent heard;
- The concepts and theories behind silence within cultures;
- Managing silence as a Facilitator or Trainer.



**Sudeep Mohandas, Malaysia**

Sudeep is the co-founder of the Malaysian AIDS Foundation (MAF). After having served WWF-Malaysia and WWF-International for 13 years where he carried out his responsibilities covering strategy, planning, operations and management, he set up I First International, a management consultancy with the mission to professionalize the board and management of nonprofits. Some of his notable achievements are winning the National HR Award for best HR Employer in 2002 for WWF-Malaysia, being an editor of a book on Careers in Conservation and being an

author of two books “What Influences the Generation Y to join a Nonprofit Organization?” and “Nonprofit Management: Trials and Tribulations”. He is the Treasurer of the World Institute of Action Learning (WIAL), Vice Chair of IAF-Malaysian Chapter and a Board member of Amnesty International Malaysia. Among his passion and interest is making cocktails, playing competitive soccer for a club, traveling to exotic places and writing articles on nonprofit management.

## ❖ UNLOCK YOUR CREATIVITY

### Unleash your Creative Genius



**Many businesses face challenges because they cannot adapt to the fast-changing world. One of the main reasons is lack of creativity in a highly competitive environment driven by constant innovation. Developing Creativity Mindset and Skills will help you to generate new ideas to improve sales, increase profit, reduce costs, develop innovative products and services and improve customer satisfaction. You will unlock your creativity through a series of exercises, learn new ways to be creative and think outside the box. The methods and techniques will help you in designing creative solutions for your business and your clients.**

**What you will discover:** Creative Mindset and how the brain works to unlock your creative potential; Out of the box thinking techniques to generate creative Ideas; and an Idea Selection Tool for turning Ideas into Innovation.

#### TAKE-AWAYS:

- Build up your Creative Confidence and recharge your creativity capacity;
- Develop Creative Thinking Mindset and skills to unlock your creative genius;
- Apply Out of the box thinking methods & techniques to generate creative & innovative solutions;
- Work with Idea Synergy from group brainstorming.



#### **Wipawadee Paopaka, Thailand**

*Wipawadee Paopaka (Pu) has a master degree in Chemical Engineering and an MBA, as well as certificates earned from multiple renowned institutions of Creativity and Innovation such as Lateral Thinking (Edward De Bono) and Design Thinking (Stanford University). She is also a Professional Coach certified by the International Coach Federation (ICF) and the American Board of Neuro-Linguistic Programming (ABNLP). She knows her craft in Creativity, Innovation, and Design Thinking inside and out and uses coaching techniques to unleash people's creative genius.*

*She is a people-centered innovation professional with over two decades of experience in innovative solutions for top creative companies like Pepsico, Coca-Cola, Unilever, P&G, Shell and BP. Her focus includes consumer empathy, ethnography, innovation at work, entrepreneurship innovation and developing innovation culture in the organization. She has helped thousands of people across the globe unleash their creative potential.*

## ❖ STRONG LEADERS FOR A STRONG ORGANIZATION

### How to build leaders who will make your organization significant



**During the session I will highlight the tremendous impact of developing leaders (managers, top management and Board members) on achieving business goals, efficiency and building a competitive advantage. There will be several examples of changes in managers' development processes that we implemented, including Action Learning and its role in this process. I will also share the results of the engagement survey, with data related to the L&D, communication and managerial area linked with development activities we presented to the employees.**

#### TAKE-AWAYS:

**The participants will get best practices, ideas and approaches implemented successfully in the demanding and result-focused ICT sector which could be used in other industries across the world. They will also get a chance to explore these ideas and work on them using their own cases and experiences. There will a space to share knowledge, other practices and challenges connected to the managers, their teams and the organizations we are working with on a daily basis.**



#### **Aleksandra Lemanska-Czajka, Poland**

*Aleksandra Lemanska-Czajka is a Personal Development Manager, Trainer, Action Learning Coach, 'development visionary' and Owner of LemansSkills. INEA is a telecommunication company from Poland, managing an open access fiber optic network, the fastest and highest quality in Poland used by B2C, B2B customers and other service operators. She takes care of all development activities in the organization including the onboarding process, social skill development paths and training, individual managerial work, Action Learning sessions, individual development paths, knowledge sharing, L&D tools (learning platform as well as development*

*platform) and evaluation processes. She creates a vision of personal development and teaches others how to implement a lifelong learning approach, in the VUCA work and life environment. Thanks to a high internal motivation, a lot of energy and gained trust she is able to support people during their journey in INEA.*

## ❖ THE TEAMPERFORMANCELOOP

### *The infinite process of team development*



**The current challenge for organizations is to have teams deliver results and learn from this. In the workshop we distinguish between the undercurrent (emotional) and the upperstream (rational). The upperstream is important, but the undercurrent is where the energy and passion are found, as well as the resistance or fear. The upperstream is visible in data, results, plans and budgets, and these have to be managed. The undercurrent cannot be managed, only lead. To get results you need both. If you only stay in the upperstream you create a cold bureaucratic machine and if you only stay in the undercurrent we get happy losers. Connecting the upperstream and the undercurrent is what the Action Learning coach does! Team development has to deal with more and more complex dynamics and never stops. In addition to the 6 components of Action Learning, there are 6 components that are key to team development: Common goal, Bonding, Psychological Safety, Feedback, Ask Questions and Reflect.**

#### **TAKE-AWAYS:**

**The participants are introduced to the team performance loop and run through a short explanation. Then they experience how to build a High Performing Team with the help of Action Learning. They explore when to lead, coach, or manage a team while solving problems.**



#### **Twan Paes, Netherlands**

*Twan Paes (MBA, MALC) started his career in August 1979, as the coach of a handball team and he climbed up to the top in the Netherlands. Twan has also had various management positions from team leader to general manager. At every level, he mainly focused on team performance through team coaching. Twan has been since 2004 independent Consultant and Action Learning Coach. Since 10 years he is Master Action Learning Coach. He is member of the WIAL board, director of WIAL Netherlands and MBA teacher at several business schools.*

*After 40 years of team coaching and managing in sports and business, he has developed the Teamperformanceloop. Twan is passionate about developing teams, building collaboration and reaching goals that matter for people, teams and the company.*

## ❖ CONFLICT RESOLUTION WITH ACTION LEARNING



**This session will give coaches two practical frameworks for working with teams or two individuals to resolve conflict using an Action Learning coaching framework. The session will firstly look at some fundamental principles relevant to conflict and its resolution. A practical tool will be shared that will help conflicted parties to use clear and non-threatening communication of the conflict experience. This tool distinguishes what happened, thoughts, feelings, impacts and desires. A second practical tool identifies a readily applied framework for emotional intelligence that can be shared with the conflicted parties and applied by participants in the Action Learning session.**

**Whilst the presentation will have greatest benefit to trained Action Learning coaches, the tools shared can be readily applied by everyone in professional and personal situations.**

#### **TAKE AWAYS:**

- **An understanding of fundamental principles that trigger conflict;**
- **A practical tool to enable clear and threat-reducing communication by conflicted parties;**
- **Real skills applicable in professional workplaces as well as personal life and relationships;**
- **Inspiration for resolving conflict effectively using Action Learning coaching skills and process.**



#### **Ross Rowe, Australia**

*Ross Rowe coaches for the beauty of life, the wonder of diversity and rewards of exploring. Based in Canberra, Australia, Ross has ten years of executive level experience in the Australian Government environment portfolio managing small teams to deliver ecologically sustainable development. In that workplace, Ross initiated an internal executive coaching role to build individual capacity, resolve interpersonal conflict and coach teams for high performance. In 2018 Ross became Chair of WIAL Australia. His clients have included couples and individuals, as well as teams within the Australian Public Service.*

*Ross has Bachelor degrees with Honours in Science (Australian National University, Canberra) and Theology (Moore Theological College, Sydney). He is a certified coach with WIAL, the International Coach Federation and a member of the Resolution Institute. Ross treasures the natural environment and loves fly-fishing, bike riding, carnivorous plants and bonsai. Ross is also active in Christian communities.*

## ❖ MOVING LEADERSHIP FROM GOOD TO GREAT

### Personality and leadership competencies



**Competencies** predict leadership effectiveness and to a bigger extent, complex problem-solving capabilities, high performing teams, and many more. They are widely used in education, coaching, employment, and assessment contexts. The science of competencies are best described as an iceberg with an individual's knowledge and skills representing the visible tip of the iceberg, while the underlying and enduring personal characteristics, traits, and motives which represent the larger portion of the iceberg, are hidden below the waterline (McClelland, 1973). Personality trait is the characteristic pattern of an individual's thoughts, feelings and behaviour. It is not easy to change.

How can a combination of teams, the power of questions, reflective listening, a commitment to learning, and an Action Learning coach help individuals take action in developing their personality traits and competencies for success?

#### TAKE-AWAYS:

- Understanding the science of competencies;
- Experience an activity on how personality trait connects with competencies;
- Transformative learning experiences.



#### **William Teo, Malaysia**

William is a Work Psychologist and the Country Director for the World Institute for Action Learning (WIAL) Malaysia and Aston Business Assessments (UK) Malaysia. He consults in nine countries with clients such as Air Asia, Panasonic Asia Pacific, AIA, Great Eastern Life, Prudential Indonesia, VP Bank Vietnam, Sri Lankan Convention Bureau, CIM Global India, Maybank. He has coached some of the global leaders at the Global Institute for Leadership Development (GILD) Asia Summit 2017 and 2018 in Singapore.

William has served on the board of directors of World Institute for Action Learning and as an adviser of the Industrial Advisory Board of the Department of Applied Psychology, University of Nottingham Malaysia. His academic accomplishments include a Masters in Science in Management Psychology and a Masters in Financial Planning. He is a member of the British Psychological Society, Association of Business Psychology, UK, and the International Coaching Federation, USA (ICF).

## ❖ COACHING IN THE MOMENT

### Developing your coaching presence and cultivating leadership



**Times** of growth are beset with difficulties; one of the most critical capacities for leaders and coaches is to maintain their awareness in those challenging moments. In this session, we will support each person to reflect on their own "difficult" coaching experiences and explore more options to coach in the moment. You could look at this session as an opportunity to pause for a while and accumulate breakthrough energy.

#### PROCESS

1. Knowing what is happening: sharing our difficult stories of success and struggle to reflect on coaching experiences;
2. What supports or blocks me from knowing what is happening in the moment? This awareness helps me both in my own development and as a coach I can see a wider perspective;
3. Exploring action list.

#### TAKE-AWAYS:

- Share and articulate stories on how each of us support groups in the moment;
- Increase Coaching awareness though story sharing;
- List of forces that support or limit coaches in the moment;
- Action list of options to support coaching in the moment;
- Individual action choices for development of my capacity for coaching in the moment;

The process itself can also be used with other groups or individual coaches to reflect on their experience and opportunities.



#### **Paulina Chu, Taiwan**

Paulina Chu has made a career of helping regular people accomplish exceptional results. She supports people as they find their professional passion and purpose. She is also highly qualified to assist businesses and organizations as they work to create the kind of participative work environment that promotes passion, learning and growth. Multinational clients include ThoughtWorks, Microsoft, MSI and L'Oreal She is an accredited ICF Professional Certified Coach (PCC) and certified Top facilitator by ICA (The Institute of Cultural Affairs). Since 2005, she has been coaching senior executives of leading global companies.

In addition, she has trained coaches at the International Coach Academy from 2009 to 2012.

Paulina was first introduced to Action Learning in 2008 and was fascinated by the profound power of this simple approach in a wide range of business situations. She is a Certified Master Action Learning Coach (MALC) and holds a Director position at WIAL Taiwan.

# ❖ CORE PRINCIPLES OF ACTION LEARNING

## Empowerment in learning organizations



**What is Action Learning is, and what is it not?** Reginald Revans -the originator of Action Learning- regularly posed this important question in his publications. This session will provide an opportunity for participants to continue to discuss this question, and to think critically about what is distinctive about Action Learning as an approach to organizational learning and management development.

Participants will explore core principles of Action Learning, based on well-known quotes from Reginald Revans:

1. **“There can be no learning without action, and no (true deliberate) action without learning”;**
2. **“The ultimate power of a successful general staff lies, not in the brilliance of its individual members, but in the cross-fertilization of its collective abilities”;**
3. **“Those unable to change themselves cannot change what goes on around them”.**

We will conclude the session with an interactive discussion about empowerment in organizations as an important characteristic and result of Action Learning.

### TAKE-AWAYS:

- Understand the historic origins of Action Learning and contemporary applications in management development, coaching and organizational learning;
- Compare Action Learning to seemingly similar and related approaches in Organizational Learning such as general team coaching, appreciative inquiry, focus groups and brainstorming;
- Explore the experiential, inclusive and emancipatory characteristics of Action Learning as core principles;
- Explore empowerment as a distinctive factor in Action Learning Programs.

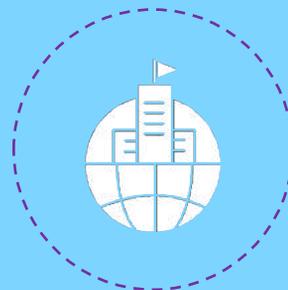


**Mies de Koning, USA**

*Mies is the Director of Education on WIAL's Global Board and leads the internal Talent Development and Engagement team at The New York Public Library. In addition, Mies coaches (management) teams across industries to overcome strategic gaps, fix wicked problems or resolve interpersonal conflict ([www.actionlearningnewyork.com](http://www.actionlearningnewyork.com)).*

*Intrigued by group-dynamics and social psychology, Mies started his career by practicing experiential, creative, systemic, cognitive-behavioral and solution-focused group therapy for young people and their families in mental healthcare. Building on this early career experience he moved his work towards academia and advanced change management, after gaining Masters degrees in Change Management and in Social and Community Studies.*

*Mies managed faculty, research and curriculum for the Social Work Program at Avans University, consecutively the number one University of Applied Sciences in the Netherlands. He lectured Group Dynamics and Change management and built organizational networks for knowledge creation and social innovation with public and private partner organizations.*



# PANEL DISCUSSION

## Dr. Michael Marquardt (United States)

Dr. Michael Marquardt is Professor Emeritus of Human Resource Development and International Affairs at George Washington University. He was a co-founder and first President of the World Institute for Action Learning (WIAL), and now serves as Chair of the WIAL Global Advisory Committee. Mike is the author of 26 books and over 100 professional articles in the fields of leadership, Action Learning, globalization and organizational change. Over one million copies of his publications have been sold in nearly a dozen languages worldwide.

Dr. Marquardt's achievements and leadership have been recognized through numerous awards including the International Practitioner of the Year Award from the American Society for Training and Development and the Scholar of the Year Award from the Academy of Human Resource Development. His writings and accomplishments in Action Learning have earned him honorary doctoral degrees from universities in Asia, Europe and North America.



## Skipton Leonard (United States)

Skipton (Skip) Leonard was one of the founding Principals of the World Institute for Action Learning (WIAL) in 2006 and is currently Principal and Managing Director for Learning Thru Action, LLC, a consulting firm that provides action-based solutions for developing organizations and people. Dr. Leonard has consulted with numerous Fortune 500 and Global 1000 companies such as Microsoft, Target, Wells Fargo, and American Express. He also has experience with NGOs such as the IMF and World Bank as well as the US government.

Dr. Leonard has been a faculty member at top universities including Johns Hopkins University, George Washington University and American University. Skip received his doctoral degree in social/organizational Psychology from New York University, is a Fellow of the American Psychological Association and is Past-President of the Society of Consulting Psychology. He has over 100 books, book chapters, articles, and professional presentations to his credit.



## Cristina Alafriz (Philippines)

Cristina Alafriz is a Partner and Senior Consultant of Management Strategies, and the President and Senior Action Learning Coach of the World Institute of Action Learning (WIAL) Philippines.

After a career in brand management, Cristina combined her love for the great outdoors with her professional life by becoming a pioneer in corporate outdoor experiential learning in the Philippines. Throughout the last 20 years, driven by purpose and passion, she expanded her expertise to designing and leading team engagement, leadership development and culture transformation for hundreds of organizations around Southeast Asia.

Cristina is a certified Branded Customer Service Consultant, Gallup Strengths Coach, CliftonStrengths Discovery Trainer, and a Points of You Practitioner. She holds a Masters degree in Industrial Organization from Ateneo de Manila University.





## ❑ LEVEL UP OR DOWN

### *Developing Leaders and Teams Using the Leadership Development Framework*

The Leadership Development Framework (from Harthill Consulting Ltd., UK) provides a useful perspective for observing and assessing the Action Learning team members' leadership maturity level. It also indicates the development path for each team member that can be synthesized into the coaching process. "Level up" means advancing towards the next level of leadership maturity while "level down" means backsliding into a lower level. The higher the level, the more complicated a situation the leader can deal with. This session will indicate how to integrate the model with the Action Learning method through examples.



**Peter Kao, China**

*Peter Kao is an entrepreneur, seasoned business consultant and trainer. His focus in the past five years has been on facilitating organizations' business transformation and talent development. He has been leading AMA China for 20 years. Prior to that, he was an IBM-er for 15 years, where he held Asia-Pacific leadership roles across a variety of business units.*

*In the past 20 years, Peter has spoken at numerous conferences, seminars and webinars for the industry and for clients, including large state-owned companies, multi-national companies and leading private companies. He was recognized as a thought leader and a practice leader. He was the keynote speaker for 2017 WIAL Global Conference in China.*

## ❑ INTRODUCING ACTION LEARNING IN AN ORGANIZATION

*Sharing real learning experiences from introducing Action Learning into Lyreco, both as the overall sponsor and as a would-be coach.*

This session will explain

- How Lyreco identified Action Learning as its solution;
- The role of the sponsor when launching Action Learning;
- Preparing participants and coaches;
- Challenges in the first year of Action Learning;
- Feedback on the benefits from the Action Learning sessions;
- Lyreco's plans for the future.



**David Record, Thailand**

*David Record is the Managing Director of Lyreco in Thailand. Lyreco is one of the world's leading B2B distributors of Office and Workplace products. Asia has been one of Lyreco's growth markets and Lyreco is the second largest supplier of Office and Safety Products in Thailand with ecommerce representing almost half of the sales.*

*During this period of rapid growth in Thailand, David built the company structure and developed the local culture. He leads a local leadership team searching for new ways to confront many of the challenges resulting from rapid expansion. Previously holding management positions in international organisations in the UK and Asia, he is a graduate from Durham University and a Certified Action Learning Coach.*

## ❑ TALENT DEVELOPMENT: UNLEASHING LEARNING AGILITY

People development is core to driving sustainable business growth especially in talent management. However, in the past, we relied on traditional methodologies such as teaching and case studies which only resulted in 10% to 20% learning effectiveness. Action Learning, an innovative tool, once applied to talent development can increase learning effectiveness from 20% to 70%

The application of Action Learning into Talent Development at Takeda (Thailand) starts off with initial assessment of learning agility by direct managers. The most challenging component of learning agility is then chosen as the problem for Action Learning sessions resulting in high impact solutions for urgent and complex problems and development of leadership skills. The follow-up assessment of learning agility is then conducted to see progress of participants after completing the Action Learning program.



**Peerawan Wattanametavong, Thailand**

*Ms. Peerawan Wattanametavong is Commercial Learning and Development Head at Takeda (Thailand). She has over 15 years of management experience in both sales and marketing and over 7 years of experience in coaching, training, and HR. She received certifications from several coaching institutes such as International Coach Federation (ICF) as Professional Certified Coach (PCC), World Institute Action Learning Coach as Senior Action Learning Coach (SALC) and Certified Gallup Strengths Coach.*

*Takeda is a global, values-based, R&D-driven biopharmaceutical leader headquartered in Japan, committed to bringing Better Health and a Brighter Future to patients by translating science into highly-innovative medicines*

## □ TEAM SUCCESS THROUGH ACTION LEARNING

A case study from a company that struggled with lack of team affinity, collaboration, motivation, energy, taking responsibility and being accountable. Prior to the coaching sessions everyone in the team completed an anonymous self-assessment based on two different areas. The first one, at the individual level, focused on how each rate themselves as contributors towards peers and company, and the second one on team performance, specifically on problem solving and decision making. The same self-assessment was completed following 8-hour Action Learning Team Coaching sessions, to understand if they rated themselves differently. The energy and collaboration in the team clearly showed a positive change at the individual level as well as in terms of overall team performance.



### **Anna Frummerin, Thailand**

*Anna Frummerin is the Co-founder and owner of ANA – A New Approach. Anna is originally from Stockholm, Sweden, but lives in Bangkok. She is certified under the world's largest Coaching Authority, the International Coaching Federation. Her successful approach comes from combining more than 10 years of experience as a management leader with her coaching abilities.*

*She is a certified Action Learning Coach with extensive experience in coaching, training and facilitating. Anna is passionate about working with teams and dedicated to creating leaders. Through this new approach she empowers professionals at all levels in coaching, consulting, training and ongoing professional and personal development.*

*Her clients come from various industries such as PR agencies, pharmaceutical corporations, business institutes, and recruitment companies, as well as individual management coaching assignments.*

## □ WHEN EAST MEETS WEST : IMPACTFUL LEADERSHIP DEVELOPMENT INTERVENTIONS TO CREATE EXPONENTIAL ORGANIZATIONS

This talk will share case studies on how leading organizations in Thailand achieved greater business outcomes (e.g. significant savings in operational and logistic costs, increased customer satisfaction or the creation of new products and services) through developing cross-functional leadership teams. You will learn how to carefully design and balance Eastern and Western development approaches to allow leaders to foster high impact initiatives and to transform organizations during an era of disruption. Participants will also discover practical development interventions that can be applied to their organizations and learn how to measure success of leadership development programs in terms of Return on Investment (ROI) and Leadership perspectives.



### **Dr. Adisak Chandrapalert, Thailand**

*Dr. Adisak Chandrapalert is the Managing Director of Kincentric (formerly Aon Hewitt) Thailand. He is a respected figure in the fields of Talent Management, Learning Solutions and Organization Development with extensive experience and know-how in both the academic and business arena. He has worked on many projects and assignments for Thailand's leading organizations.*

*Prior to Kincentric, he held leadership roles in APM Group and IBM Global Business Services (Thailand). Dr. Adisak is also a frequent guest speaker on the topics of HR Development and Organizational Redesign.*

*Dr. Adisak completed a Doctor of Business of Administration from the University of Sarasota, Florida (USA), and Master degrees from Eastern Michigan University (USA) in Language and International Trade and from the University of Detroit (USA) in Economics.*

## □ BUILDING TRUST WITH ACTION LEARNING

Research shows the importance of trust so teams can better develop their activities and generate more results for organizations. In addition, a feeling of belonging to the group and the work environment generates more motivation and engagement at work. But how to develop trust among the people of a team? How can I make them feel engaged to work collaboratively? What is the formula of trust that generates engagement?

This talk brings insights into the approach developed by Oxford researchers in the book “5 Conversations” and explores how Action Learning can be a powerful tool to help develop human conversations to build relationships, trust and engagement.



### **Magali Lopes, Brazil**

*Graduated in Psychology and Administration, Magali is a member of the ICF (International Coach Federation) and serves as an executive coach, dialogue facilitator and Organizational consultant. In 2019 she won WIAL's global Coach Excellence award for the results obtained in leadership development, high performance team construction and organizational changes using the Action Learning method.*

*Magali has been the director of stakeholders at the World Institute for Action Learning (WIAL) in Brazil for 3 years. Today she works as a PALC (Professional Action Learning Coach) performing many projects using the Action Learning method in different contexts and organizations in Brazil. She is a co-founder of a collaborative coaching network (Eight Diálogos Transformadores) that believes that collaboration takes people, teams and organizations far beyond their current state. Magali has developed several projects for a Better World including the last one in January of 2020 in Burkina Faso - Africa*

## ❑ **LEARNING TO ADAPT FOR THE FUTURE** *Action Learning at Ernst & Young*

A summary of learnings from a 4-month Action Learning programme for senior managers at Ernst & Young. The project was initiated by a senior partner concerned about whether the organisation could adapt to a world where artificial intelligence would take over most of the auditing services. Senior managers were tasked to brainstorm possible routes Ernst & Young could take to prepare their people for a more consultative role with clients. After a series of Action Learning sessions, the senior managers prepared their proposals for presentation to the senior partner. Selected proposals were then implemented upon approval of the senior partner.



**Serene Seng, Singapore**

Serene Seng is a professional speaker, executive coach, lecturer, and host of The Serene View series of online panel discussions. For the past 20 years, she has been helping organisations, teams and people develop and fulfil their highest potential as humans in the age of machines. Her clients include organisations big and small, such as Agility, Boston Scientific, Celanese, Citibank, Ernst & Young, General Electric, Government of Singapore, KPMG, Line Corporation, Ogilvy, Olympus, Pentair, Prudential, Singapore Airlines, Singapore Telecoms, and Veolia.

As a professional member of Asia Professional Speakers Singapore, Serene is an impactful and hilarious speaker who has spoken in seven countries in three languages and dialects.

## ❑ **THE MICHELIN LEADERSHIP JOURNEY**

The Michelin Leadership Journey started with the presentation of a new model that has been shared with the management and launched in the beginning of 2019. For almost a full year, the company has been supporting several initiatives, putting the emphasis on the development of some key behavioural skills in the organization. With concrete examples, Khun Santi will share how Michelin is aiming to inspire all employees worldwide to develop their leadership skills and will demonstrate how this can benefit the company.



**Santi Phirarak, Thailand**

Khun Santi has a Bachelor degree in Business Administration from Chiangmai University (Thailand), and a Master degree in Applied Finance from Melbourne University & Macquarie University (Australia).

He has 21 years experience in Michelin where he had the opportunity to work for different functions, including Sales, Supply Chain & Logistic, Customer Service and Human Resources. Since 2019, he is the Zone Learning & Development Manager of Michelin East Asia & Australia Region.

Khun Santi is passionate about leadership related topics and is fully involved in the current transformation of the company.

## ❑ **BE THE LEADER OF TOMORROW, TODAY** *Find Your Big Idea That is Too Small to Fail*

What keeps leaders awake at night? For many of us, it is about how to deliver results, consistently. Great actions produce great results. At the core of every great action are micro-steps: tiny changes to a current routine. In this session participants will discover how micro-steps can help them hack their own routines and create new positive habits. Participants will walk away with one micro-step they can take immediately to enhance the power of their communication to inspire and empower their team.



**Faz Kamaruddin, Malaysia**

Faz is a Certified Action Learning Coach and accredited Traits Assessor, using questions to develop leaders and build teams. Her main professional focus is on designing and implementing Organization Development initiatives to increase organization effectiveness. With almost 25 years' experience in project management, instructional design, training, facilitation and coaching, Faz finds joy in getting leaders to create the space where people can

be their true and best selves. She also coaches new and first-time managers to find their unique strengths via her own practice, FazForward. When not coaching or facilitating learning, she runs her own start-up focusing on Batik garments, EFKAY.Design.

## ❑ **THE MAGIC OF ACTION LEARNING FOR DEVELOPING SERVANT LEADERS**

Servant leadership is more and more recognized as one of the most advanced and efficient modes of corporate leadership. This session will briefly summarize the managerial philosophy of servant leadership and then show how the process of Action Learning fits quite well to its principles and can help servant leaders. The questioning process of Action Learning appears as a very effective tool to facilitate the operational implementation of servant leadership within an organization. Action Learning can greatly contribute to the professional development of servant leaders and could open up new leadership learning opportunities. This viewpoint is illustrated with some short corporate examples.



**Daniel Belet, France**

Dr. Daniel Belet has long and varied professional experiences in the areas of management education, management and leadership consulting as well as executive and team coaching. He is a recently retired professor of people management and leadership of La Rochelle Business School, part of the EXCELIA Group. He introduced Action Learning in France in 2012 first within the Business School mainly with master students but also with private companies and other types of organizations. He became SALC some years later. He is the present head of WIAL - France and president of IDELA, a new management and leadership research, training and consulting institute as well as the new home of WIAL-France since 2018.



# TOGETHER WE CAN MAKE A DIFFERENCE!

## WIAL SOCIAL IMPACT DAY

WIAL helps to create a better world by supporting organizations that make a positive social impact. We believe that Action Learning can really create a better world, one session at a time !

The WIAL Better World Fund invites you to a unique day of learning and creating real impact



## JUMP! Foundation

Inspire • Empower • Engage

***“The JUMP! Foundation is a non-profit social enterprise that believes in inspiring, empowering, and engaging youth through collaborative and innovative experiential learning. JUMP! facilitates the development of personal, community, and inter-community leadership skills and empowers individuals to realize their potential as global citizens.*”**

We create these outcomes through in-school workshops (*JUMP! Schools*) and through off-campus trips (*JUMP! Experiences*) where we bring students beyond the classroom walls. *JUMP! Schools* programs are typically 2-5 days of high-impact and explore leadership training, facilitation training, design thinking, and global citizenship education.

*JUMP! Experience Programs* are typically 1-2 weeks in length and take students out of their comfort zone; be it hiking in the Himalayas, rock climbing in Thailand, or exploring history and culture in Indonesia.

*JUMP!* donates a portion of its revenue to support experiential youth-focused development projects (*JUMP! Impact*) that we create in partnership with NGOs in 10 communities around the world. Through these social innovation programs, under-resourced youth receive training, design impact projects for their communities, and

implement their projects with seed funding and mentorship. To date, *JUMP! Impact* has served over 3,000 youth in Asia, Africa, and Latin America.



The pre-conference Social Impact Day invites you to discover how Action Learning can help the *JUMP! Foundation* and create a better world.

Format of the full-day program on **23 September 2020 at Centara Grand at Central World, Bangkok, Thailand:**

- *Immersion*: discovering *JUMP!*, their activities, partners and team members
- *Action Learning*: 5 teams will work on 5 real, important and complex challenges faced by *JUMP!* and their partners
- *Output*: teams present the solutions they identified and their learning from the experience.

### Social Impact Day Participation

- 25 seats available
- 6,500 THB per person\*
- the first 5 CALC who sign up and confirm to be coach for one team get 50% discount
- prior Action Learning experience or familiarity with social enterprises is NOT necessary !

Book your seat as an add-on to the conference package at [www.wial.org/wialconference2020](http://www.wial.org/wialconference2020)

\*after deduction of meeting room and meals expenses, the fee will be donated to WIAL's Better World Fund <https://wial.org/wial-better-world-fund/>



Global Conference 2020

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# Expand your Action Learning Practice:

## Using your AL skills in organizational simulations and beyond

### WORKSHOP METHODOLOGY

The key to success in AL for either problem-solving or leadership development is the ability of the team to capture key learning that emerge as the team works on solving problems. By participating in highly realistic organizational simulations, participants will learn how AL coaches can ask questions that go beyond those typically asked during AL debriefing sessions. This workshop also demonstrates how questions can be customized to the problem-solving phase the team is in as well as common situations faced during debriefing. In addition, participants will be introduced to organizational simulations that they can use in their practices.

### WHAT YOU WILL LEARN

- ✓ How to leverage WIAL Action Learning principles and practices in organizational simulations;
- ✓ How to use advanced coaching debriefing tools to improve your ability to capture key learnings and stimulate personal learning and development;
- ✓ How to use principles of experiential or immersion learning to generate broader and deeper levels of leadership skills;
- ✓ How Action Learning and organizational simulations are complementary leadership development processes and how they can be combined in extended leadership development programs.

### WHO SHOULD ATTEND

- ✓ Action Learning coaches who would like to apply their skills more broadly through their practice - WIAL certification NOT necessary;
- ✓ Training and development professionals looking for ways to employ Action Learning more broadly and deeply in their organizations.

**A Certificate of Attendance will be awarded to participants by**



### WORKSHOP FACILITATOR

**Skipton Leonard**, PhD is a MALC and Board Member Emeritus of WIAL. **Cori Hill**, MA and is former Global Lead, High Potential and Enterprise Leadership Development for Korn Ferry Consulting. Skip and Cori have been professional colleagues for over 20 years and have delivered together numerous Action Learning and leadership development programs (including organizational simulations) globally. They are co-principals at Learning Thru Action LLC.



### PROGRAM DETAILS

**Date** : 26 September 2020  
**Time** : 09:00-17:30  
**Venue** : Centara Grand at Central World, Bangkok, Thailand  
**Maximum**: 24 Participants  
**Questions ?** Contact Skip at [skiptonl@learningthruaction.com](mailto:skiptonl@learningthruaction.com)

# Exploring the Secret Life of Teams

An immersive experience in group dynamics to uncover tools for team success



The Secret Life of Teams is a highly interactive and experiential workshop in which participants take part in a team simulation and are immersed in a real-life experience of *group dynamics in action*. We will deconstruct the experience of being part of a team and extract the learning as we guide participants in shifting the focus of their attention from the 'dance floor', where the team carries out its work, to the 'balcony', where we take a meta-view of what's happening and uncover the unspoken yet powerful influencers that lie hidden beneath the surface of human interaction.

Participants will also experience and learn frameworks and tools for team coaching such as leveraging team stages of development, handling different personality types, constructive

communication and several other frameworks that we will offer the group in response to the learning needs that surface during the session itself. In this way we will also modelling how to work with and provide resources to teams 'in-the-moment' in response to their emerging and current learning.

As we transition back and forth from *being in* the experience to *learning from* the experience in this first-hand experience of group dynamics in action, we will uncover a team's 'secret life' – i.e. the underlying dynamics that influence behaviour, choices and outcomes. Participants will leave with new approaches, tools and insights to use immediately to support teams in tackling the complex challenges they face.

## Actionable takeaways from the workshop:

1. Distinguish and diagnose powerful aspects of group dynamics that hold clues to group and team success.
2. Learn and experience first-hand powerful frameworks, tools and strategies to use in team and group interventions.
3. Understand how you 'show up' in a group as you reflect on your role, influence and impact.

## For who ...?

***This workshop will be useful for anyone who works with groups and/or teams including coaches, facilitators, leadership consultants, educators and trainers.***

## WORKSHOP FACILITATORS



**Anisha Kaul, MSc, PCC**, Anisha is an ICF certified executive coach (PCC) and certified team performance coach (CTPC). Anisha works with some of the world's leading and most progressive organizations and is known for her ability to guide leaders and their teams through challenging yet transformational change journeys. Anisha's background in Organizational Psychology adds a depth and vigor to her interventions as a certified leadership and team coach. Anisha's solutions-focused and integral approach to professional development ensures that change cascades beyond the individual and team, creating value for the entire organization. Anisha started her career as a management consultant in strategy and human performance with Accenture in the UK, and relocated to Singapore in 2005. Her clients include Google, Bloomberg, Unilever, Goldman Sachs, Daimler, UWCSEA and various Singapore Government ministries. Anisha is an active member of the global coaching community and served as President of the International Coach Federation, Singapore Chapter from 2014-2016.



**Cathy Johnson, MBA, PCC**, has coached people in a business context for 28 years, beginning in her corporate roles and continuing into coaching as a profession for the past 12 years. She is a Certified Professional Coach (ICF – PCC, New Ventures West) and uses Integral Coaching methodology to enable development across professional and personal arenas to increase the speed, depth and impact of coaching. Cathy is focused on developing sustainable change – competence and resourcefulness plus the ability to self-correct. Originally from the US, Cathy moved to Singapore in 1998. Cathy has worked with people with a wide range of experience, education levels, functional expertise and backgrounds from across Australasia. She has worked Barclays, Paypal, Honeywell, MasterCard, Microsoft, Rolls-Royce, Sony, TripAdvisor and Unilever. Cathy is an accomplished facilitator and keynote speaker, and serves as President of Asia Professional Speakers Singapore.

**Date** : 26 September 2020  
**Time** : 09:00-17:30  
**Venue** : Centara Grand at Central World, Bangkok, Thailand

**Maximum:** 24 participants  
**Questions ?** Contact [anisha@mindspringtcc.com](mailto:anisha@mindspringtcc.com)  
**Book you seat at:** [www.wial.org/conference2020](http://www.wial.org/conference2020)



# High-Performance Teams

## Creating Psychological Safety

### WORKSHOP SESSION

When researchers in Google's People Operations set out to establish what made Google teams effective, the results came as a surprise. Of five key dynamics identified, the most important was psychological safety. Separately, in a four-year study of world class teams from diverse organisations, Dan Coyle (The Culture Code) found that psychological safety, alongside vulnerability and clear shared purpose, came through as the most important factors for success

This highly practical, "hands on" workshop will equip you to create more psychological safety within the teams you lead or coach. Areas covered include:

- What the research is saying about psychological safety and high-performance teams
- Understanding our brain's threat and reward survival circuits
- Managing threat and reward responses when they are triggered in teams/groups
- Exploring and addressing 'overprotective stories' we hold that undermine psychological safety
- Coaching and leadership interventions to create and support psychological safety in teams

### ACTIONABLE TAKEAWAYS

From this workshop you will take away:

- Better understanding of what creates and undermines psychological safety in teams
- Knowledge about how, for survival, we are "wired" to activate threat and reward survival circuits to answer the question: "Is this something to move towards to sustain life, or is this something to move away from or against because it is a threat to my life?"
- Practical skills to manage the survival responses that undermine psychological safety in teams
- Enhanced skills for coaching and leadership interventions to create and support more psychological safety in teams

### WORKSHOP FACILITATOR



**John Sautelle** is an associate with Cultivating Leadership. He helps create future-fit leaders, coaches and teams around the world. John is the author of "Choose Your Stories, Change Your Life" which details the developmental change process he has evolved and is a TEDx presenter.

John has over 30 years' experience developing leaders and coaches. He has trained Action Learning coaches in South Africa, Senior Bombay High Court Advocates in Mumbai and future global leaders in Dubai. John has worked with over 100 organisations including ABN Amro Bank, Aviva, ExxonMobil, Fairfax Newspapers, Microsoft and PricewaterhouseCoopers, and more than 12 Australian Government Departments.

**Date** : 26 September 2020

**Time** : 09:00-17:30

**Venue** : Centara Grand at Central World, Bangkok, Thailand

**Questions ?** Contact John at [john@cultivatingleadership.com](mailto:john@cultivatingleadership.com)

**Maximum:** 24 participants

**Book you seat at:** [www.wial.org/conference2020](http://www.wial.org/conference2020)

Do you want to improve business results and the performance of the people you lead?

**Yes?**

*Then this program is definitely for you!*

# LEADING WITH QUESTIONS



## Why 'Leading with Question'?

In the past, successful leaders used to make the decisions, solve the problem, command, control and use power. This worked well in times of stability, certainly and limited change. Today we live in a turbulent, challenging and rapidly changing world that demands a radically different way to lead people successfully.

Today successful leadership is about knowing what great questions to ask and carefully listening to the answers. It's about asking question that inspire, motivate and empower the organization.

## Enhance your leadership capability and business success by:

- Discovering a new and different way of doing business;
  - Being challenged out of your comfort zone;
  - Networking with other senior business leaders;
  - Applying useful leadership & business tools.
- Certificates of achievement from the World Institute for Action Learning

***"Leadership is not about knowing all the answers. It's about knowing what great questions to ask, and carefully listening to the answers. Great leaders ask great questions"*** -Prof. Michael Marquardt-

## What is the Program about?

This is a very practical, short, sharp and highly interactive senior leadership development program that will immediately enhance leadership performance. It is designed from extensive research and development outlined in the internationally acclaimed book 'Leading with Question' by Prof. Michael Marquardt.

*Session 1* – Redefining leadership in a changing world. Learn what successful leader do and how they do it.

*Session 2* – The power of questions. Learn why questioning is such a powerful leadership tool. Discover the benefits of asking questions.

*Session 3* – Action learning session. Experience the process of Action Learning and how it uses questions to solve important problems and simultaneously develop leadership and team skills.

*Session 4* – All about questions. Learn about different types of questions. Understand questions that empower and disempower people. Use the right type of questions.

*Session 5* – Using questions to lead people. Learn how to use questions to solve problems, engage and empower people, coach staff, enhance communication and manage change.

## Who is this program for?

- Senior leaders who are required to achieve exceptional results through others;
- Senior professionals who informally lead and influence others e.g. Engineering, Sales, IT, Finance, R & D, Legal, HR;
- High potential staff enrolled on fast track development programs.

## PROGRAM DETAILS

**Date** : 26 September 2020

**Time** : 09:00-17:30

**Venue** : Centara Grand  
at Central World,  
Bangkok, Thailand

**Maximum**: 24 Participants

## WORKSHOP FACILITATOR

Your coach is **Mr. Ron McLuckie**, Chief Executive of WIAL India. Ron is a highly experienced international consultant with a strong academic, corporate and consulting career background. His passion is improving business performance and development skilled leaders. He is working very successfully with a rapidly increasing Indian client base. Ron is an Action Learning authority and one of only ten Master Action Learning Coaches certified globally. He is based in Gurgaon, India and supported by the strong international team of the World Institute for Action Learning.



# FINDING YOUR REASON TO BE



**A hands-on workshop to help you discover your purpose and lead more effectively**

## OBJECTIVES

When we understand our individual purpose, we can make personal and professional choices that are in alignment with this, leading to greater happiness and fulfilment. This engaging and thought-provoking one-day workshop will help you uncover your reason to be, exploring your values, your leadership strengths and your passions through a series of self-reflection and small group exercises. You'll leave with a crisp and clearly articulated personal purpose statement that can help you connect more authentically with other people and ensure they understand what guides you. This work will help you create a richer self-awareness, allowing you to make better choices around how you invest your time for greater personal, business and social impact. The framework you use in this workshop can, in turn, be used to shape how you engage with your clients and help you think about new ways to support them in their work.

## WORKSHOP FORMAT

This is a highly interactive workshop with significant time spent in self-reflection and small group discussion. As part of the workshop, you will complete the Be Leadership self-assessment around leadership style, and be provided with a deck of Be Leadership Cards to help you reflect on your learnings. These will also be used to consider your values and areas of passion. You will get feedback from each other and leave with a defined purpose statement that can guide your work and life choices.

## FOR WHOM?

Business leaders and HR professionals who want to develop greater self-awareness to increase their effectiveness and fulfilment

## YOU'LL LEAVE WITH:

- A framework you can use to discover and articulate your personal purpose and use to enrich your work with clients
- Clarity around your personal values and passions, using a set of values cards that are yours to keep to allow for further post-workshop reflection
- Awareness around the skills and behaviors required of social leaders and your individual strengths and areas for development
- A clearly articulated purpose statement that will help you make choices around how you invest your time for greater personal, business and social impact

## WORKSHOP FACILITATOR



**Shannon Banks** is an experienced coach, facilitator & consultant, who helps organizations bring their social purpose to life through

their social purpose to life through their people. Her work helps leaders develop the skills, perspectives and self-awareness needed to drive both business and societal impact. This often starts with an exploration of individuals' reason to be.

At Be Leadership, Shannon delivers quality, bespoke work to clients across many sectors. Shannon is a WIAL Board Member, an ACC with the ICF and is certified in The Leadership Circle Profile, Hogan Assessments, and MBTI®.

**Date** : 26 September 2020

**Time** : 09:00-17:30

**Venue** : Centara Grand at Central World, Bangkok, Thailand

**Questions ?** Contact Shannon at [Shannon@be-leadership.com](mailto:Shannon@be-leadership.com)

**Maximum:** 24 participants

**Book your seat at:** [www.wial.org/conference2020](http://www.wial.org/conference2020)



**Global Conference 2020**  
**BUILDING 20/20 VISION**  
**for Leaders, Teams and Organizations**  
**Unleashing the Power of Action Learning**

**SUPER EARLY BIRD** - only until 31 March 2020

			SUPER EARLY BIRD	1 April
2-day Conference	24&25 Sept 2020		12,000 THB	14,000 THB
<b>TOGETHER WE CAN MAKE A DIFFERENCE</b> Pre-conference Social Impact Day	23 Sept 2020	25 seats	6,500 THB	6,500 THB
<b>Post-conference workshops</b> <ul style="list-style-type: none"> <li>▪ Leading with Questions</li> <li>▪ Finding Your Reason to Be</li> <li>▪ Expand your Action Learning Practice</li> <li>▪ High-Performance Teams</li> <li>▪ Exploring the Secret Life of Teams</li> </ul>	26 Sept 2020	24 seats	12,000 THB	13,000 THB
	26 Sept 2020	24 seats	12,000 THB	13,000 THB
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	26 Sept 2020	24 seats	12,000 THB	13,000 THB
	26 Sept 2020	24 seats	12,000 THB	13,000 THB

<b>2 ticket types:</b>	or	2-day Conference only
		2-day Conference + one post-conference workshop
<b>with add-on</b>		select "Pre-conference Social Impact Day" upon checkout

**TICKET SALES ONLINE ONLY** at [WWW.WIAL.ORG/CONFERENCE2020](http://WWW.WIAL.ORG/CONFERENCE2020) or **SCAN THE QR CODE** ▶



Simultaneous translation from Thai to English for all sessions on 24 and 25 September.

Participants to the 2-day Conference receive a certificate for 13  upon request.

**Venue**



**Centara Grand & Bangkok Convention Centre at Central World**

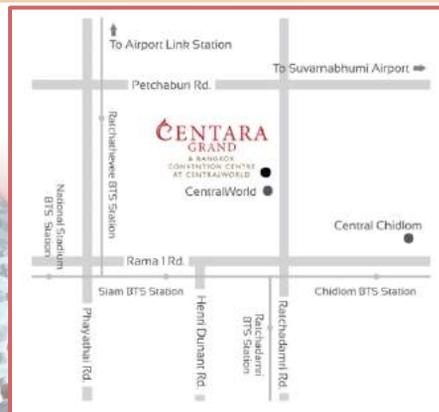
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