



**HARVARD CLUB
OF MALAYSIA**

Leading in a Diverse Global Context: An Asian Perspective

Professor Roy Chua

**Lee Kong Chian School of Business
Singapore Management University**

October 9 - 10, 2017

Sunway Resort Hotel and Spa, Kuala Lumpur

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LEADING IN A DIVERSE GLOBAL CONTEXT: AN ASIAN PERSPECTIVE

The business environment today is increasingly global and diverse. This increased diversity presents both challenges as well as opportunities for business leaders and executives.

Diversity stemming from differences in race, gender, nationality, religion and culture often creates tensions for managers and employees. Many of these tensions can be highly destabilizing for the individuals involved and undermine individual and organizational performance.

To attract, hire and retain a diverse workforce and more importantly, reaping the benefits of this diversity in a sustainable manner, require the organization and its leaders to adopt key strategies and best practices to deal with the associated challenges.

This highly interactive 2-day workshop aims to provide research-based insights and knowledge on how leaders can more effectively lead globally diverse teams, implement change across cultures, exercise personal and organizational leadership when dealing with a diverse workforce and values conflicts. The program also provide an opportunity for participants to reflect on best practices in successful diversity and inclusion initiatives and how to manage values conflicts.

PROGRAM TAKEAWAYS

In this program, participants will learn to:

- Understand the key challenges of leading a culturally diverse team and learn strategies to improve performance of culturally diverse teams
- Understand the importance of Cultural Intelligence (CI) and learn ways to improve it
- Understand the key challenges across cultures and learn strategies to lead change effectively in a cultural context different from one's own
- Understand the science of workplace diversity and learn how diversity helps or hurts organizational effectiveness
- Learn best practices for handling workplace tensions arising from different forms of diversity
- Learn the best practices for creating a diverse and inclusive workplace
- Learn how to deal with values conflicts

WHO SHOULD ATTEND

This program is appropriate for middle to upper-level executives working in a diverse environment or executives with responsibilities in human resources, talent management, organization effectiveness and Diversity and Inclusion Professionals.

DETAILED PROGRAM

Day 1

8.30-9.00am

Registration

Morning

Theme: Managing Globally Diverse Teams

Session 1 -

Case Discussion

Case: (Re)building a Global Team:

Tarik Khan at TEK

Coffee Break

Session 2 -

Cultural Intelligence Workshop

Lunch

Afternoon

Theme: Leading Change Across Culture

Session 3 -

Case Discussion

Case: Transitions Asia: Managing Across Cultures

Coffee Break

Session 4 -

Lecture: Does diversity help or hurt organizational effectiveness?

Day 2

8.30-9.00am

Registration

Morning

Theme: Managing Workplace Diversity

Session 5 -

Case Discussion:

Managing Workplace Diversity

Gender, culture, nationality and minorities

Coffee Break

Session 6 -

Lecture

Reflection and Best Practices to Build a Diverse and Inclusive Workplace

Lunch

Afternoon

Theme: Dealing with Values Conflicts

Session 7 -

Case Discussion

Case: Putera's Dilemma: Decision Making at Samudera Pharma Corporation

Coffee Break

Session 8 -

Workshop: Dealing with Values Conflicts

MODE OF LEARNING

The core learning approach we will employ is the case study method supplemented by interactive lectures, peer group discussion, exercises and multimedia presentations.

INSTRUCTOR



Roy Chua is an Associate Professor of Organizational Behavior and Human Resources and Director of PhD programmes at the Singapore Management University (SMU) – Lee Kong Chian School of Business. He teaches primarily in the MBA, EMBA, PhD in

Organization Behavior, and DBA programs. Prior to joining SMU, Professor Chua was on the faculty of Harvard Business School for six years where he taught the core Leadership and Organizational Behavior (LEAD) course in the MBA program as well as the executive education program on talent management.

Professor Chua's research draws on psychological and organizational theories to understand important social processes in business organizations. In his primary stream of research, he studies how cultural diversity in a globalized workplace influences creativity and innovation. Professor Chua also has a keen interest in understanding organizational behavior and management processes in the Asian context.

Professor Chua is an award winning management scholar and teacher. He has published in leading academic periodicals such as the *Administrative Science Quarterly*, *Academy of Management Journal*, *Journal of International Business Studies*, and *MIT Sloan Management Review*. His research on "ambient cultural disharmony" won the 2013 Best Article Award at the Academy of Management. Professor Chua also won the Best MBA core course Professor award (2015-16), Most Appreciated Professor award (2015-16), and Mind-opener award (2016) at Singapore Management University.

In 2016, Professor Chua's research on diversity and creativity is cited in a high profile U.S Supreme Court case on affirmative action programs – Fisher vs University of Texas Austin.

Outside academic research, Professor Chua is active in executive teaching. He has conducted case discussions and given talks at various companies including Bank of China, Bank of East Asia, Goldman Sachs, SEACEN (South East Asian Central Banks), Charoen Pokphand (CP) group, Shangri La hotel group, A.S. Watson, San Miguel, Hitachi, Barclays, DBS Bank, UOB (United Overseas Bank), Infineon, Unilab, Hikma Pharmaceuticals, Intellectual Property Office of Singapore (IPOS), Deutsche Knowledge Services, Deutsche Bank, Temasek Holdings, Johnson & Johnson, Sembawang Corp, and John Clements Consulting.

A native of Singapore, Professor Chua received a BSc with First Class Honors in Computer and Information Sciences from the National University of Singapore and a PhD in Management and Organizational Behavior from Columbia Business School, Columbia University (New York).

COLLECTION OF PROGRAM MATERIALS

All fees are due prior to collection of program materials. Program materials are available for collection by participants in Bandar Sunway from CRC's office a week before commencement of program. Participants who do not collect their program materials will receive them at time of registration.

REGISTRATION

Register for the program by completing the registration form and submit

- By email:
info@charlesrivercentre.com
- By fax:
603-5635 8633
- By post:
Charles River Centre Sdn Bhd,
No. 5, Jalan Universiti, Bandar Sunway,
47500 Selangor Darul Ehsan, Malaysia
- For further information:
Call Karen / KC at
603-7491 8659 or 017-387 2819

FILMING, RECORDING AND PHOTOGRAPHY

Filming, video recording and photograph-taking while the program is in session is strictly prohibited.



REGISTRATION FORM

LEADING IN A DIVERSE GLOBAL CONTEXT: AN ASIAN PERSPECTIVE

9 & 10 OCTOBER 2017, SUNWAY RESORT HOTEL & SPA, KUALA LUMPUR

Name Mr./Mdm/Ms: _____

Name to appear on Certificate: _____

(PLEASE WRITE IN SCRIPT)

Name to appear on tag: _____ H/P No: _____

Designation: _____ Tel. No: _____

E-mail: _____ Fax No: _____

Organization Name: _____

Business Address: _____

PROGRAM FEE (Please the appropriate checkboxes)

<input type="checkbox"/>	Normal	<input type="checkbox"/>	Group Discount (minimum 4 participants)
Program Fee	RM 6, 250	Program Fee	RM 5, 750
6% GST	RM 375	6% GST	RM 345
Total	<u>RM 6, 625</u>	Total	<u>RM 6, 095</u>

Payment is due prior to commencement of program and must be made by crossed Account Payee cheque Or Government Local Order and issued in favor of "Charles River Centre Sdn Bhd".

Payment by Cheque / Local Order No: _____ for RM: _____

Contact Person: _____ Tel. No: _____ Fax. No: _____

Email: _____

Signature: _____ Company Stamp: _____ Date: _____

(Please photocopy this form for additional participants)

HOW DID YOU LEARN ABOUT THIS PROGRAM?

- Nominated by HR
- CRC's website
- Recommendation from colleagues / associates
- Brochure from CRC
- E-mail from CRC
- Others: Please specify _____

PLEASE TICK IF APPLICABLE

Vegetarian meals required

CANCELLATION AND REFUND POLICY

All cancellation must be submitted in writing to CRC prior to commencement of program to receive a refund and subject to the following:

- 30 days prior to commencement – full refund
- Less than 21 days prior to commencement – 50% refund
- Less than 14 days prior to commencement – no refund, substitution is allowed provided CRC is notified in writing

OTHER INFORMATION

CRC reserves the right to use photographs taken during the program and names of participating institutions for promotional purposes and reserves the right to change without prior notice any statement in the brochure concerning, but not limited to, rules, policies, fees, and curriculum.

Charles River Centre Sdn Bhd

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