

# LEAN WORKFORCE

ESSENTIAL ACTION FOR THE CURRENT  
FINANCIAL TSUNAMI



**Moderated by Dr Tony Miller**

- Listed No 1 in the world for Manpower Planning
- Highly sought after speaker
- Rated 'excellent' at HR workshops
- Over 30 years of experience
- Featured regularly in Croners
- Authoured eight management books

18TH (MON) & 19TH (TUE) MAY, 2009  
JW MARRIOTT, KUALA LUMPUR

ROUGH SEAS REQUIRE BETTER SAILORS



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18th (Mon) & 19th (Tue) May, 2009 - JW Marriott, Kuala Lumpur

## WHY THIS WORKSHOP

Many economists have echoed the message that organisations are currently facing the worst financial and business crisis since the Great Depression. Senior Managers and head of departments are revisiting, evaluating and questioning their corporate strategy and directions as what have been implemented few months ago seem invalid. **HR managers are in the spot light once again as delivering a Lean Workforce, the right person at the right place at the right time, is the only way the organisation is going to sail out from this economy downturn.**

Now that the new economic reality has set in, managers are ready to accept the fact that no one is immune and will affect every corner of the organisation. Achieving a talented Lean Workforce is no longer an option. Unpleasant pressure is flowing from every level of the organisation. This timely workshop has been designed to meet face to face with the challenges heading towards HR and Heads of department. This workshop is presented by Dr Tony Miller who has delivered successful workshops in MEast / Kuala Lumpur. Those who have attended Dr Miller's sessions are well aware that he does not provide 'half baked potato' answers. During the workshop Dr Miller will share with you some of the latest strategies, models, tools, surveys being adopted by some unique organisations around the globe and how you can benchmark and validate the significant decisions you are going to make in the next six months. Please come prepared with your current issues and challenges and have them answered.

There are numerous issues clouding above HR department and heads of departments. This workshop is specifically designed to give you not only advice on what to do but also practical methodologies on how to do it. **If you need to reduce or control costs, improve productivity or get the organisation slim and trim and sail through this current uncertain time then this workshop is for you.** This workshop is timely, participative, highly practical and solution oriented.

**RARE TAKE AWAY - 23,000 WORD TEXT MANUAL!!**

**DR TONY MILLER'S EXCLUSIVE MANUAL FOR DELEGATES**

**EACH PARTICIPANT WILL RECEIVE A DETAIL AND COMPREHENSIVE 248 PAGE REFERENCE GUIDE.**

## DAY ONE – TRANSFORMING YOUR ORGANISATION AND GETTING INTO BEST SHAPE

### 1st SESSION – BEING THE CHANGE AGENT – SWIFTLY MOVING FROM STRATEGIC THINKING TO ACTIONS

#### Revisiting and mastering your Strategic plan. What are you going to do differently

- Interesting facts which commonly overlooked; facts to do with productivity, retention of talent and staff structures
- Understanding the three strategic timelines – short, medium and long term and which is appropriate for your organisation to get results
- New strategic process (2008) – How everyone can use the same process to achieve more with less
- The risk and cost of procrastinating action – important industry lessons and how to avoid them
- The HR role in leading change during current meltdown –How Sysco changed their strategic approach and significantly improved productivity and retention at no extra cost - case study and DVD

#### Making things happen – Taking action – Who, where and how

- Use of Strategic action plans to get work done by others, often in other departments
- How to get speedy buy-in and follow through commitment to the strategic plan
- Techniques to make things happen and to make the strategy successful...on time and under budget

At the end of the session you will be able to use the new process strategic map, decide which type of strategy is right for your organisation (Short, medium or long term). Be able to share your knowledge with others on the strategies needed for now and when the upturn occurs. Be able to use Strategic Action Plans to get work done through others and avoid over run in time and cost.

### 2nd SESSION – GETTING YOUR ORGANISATION INTO THE RIGHT SHAPE – LEAN AND VIGOROUS

#### Sorting out the organisation to get maximum efficiency

- How do you know when its time to take action? Two key indicators you can't ignore; strategic information and calculating organisational maturity – How to use this information to convince others and get a coordinated approach for action.
- Use of the Organisational Maturity Model (OMM) – you will get the opportunity to individually complete the questionnaire and see the results. Gaining other departments support and buy-in on change by using OMM. This provides you with a tool to show others in your organisation that change is necessary.
- Benchmark your workforce with New Supervisory Ratios. How to use these new ratios, new results to increase your organisation productivity.
- Just how many people do you need – What are the new supervisory ratios? What they will give you is new results – increased productivity
- Down sizing – what it should achieve and justifying your action – case study and UK Financial Services Company (DVD)
- Right sizing – low risk option – interesting case study from a Paris pharmaceutical company – 2009 case
- How to go about in re aligning your organisational structure which will produce massive benefits in cost and productivity

At the end of this session you will have the tools to convince others. You will understand and be able to re examine your organisational chart for the appropriate management and supervisory ratios. Change the ratios and you will get better results. You will be able to make the choice between down sizing and right sizing which is precise for your organisation and have the Statistics, tools, confidence and understanding to convince others in the organisation.

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## WE ARE CONFIDENT OF YOUR SUCCESS

There is no reason for you not putting some or most of the ideas presented in this workshop into practice. Decide what will work for you and cost out the benefit to the organisation – you will be amazed at the difference you can make. Tell us how much you have saved or believe you will have saved by June 30<sup>th</sup> 2009 and we will give the delegate with the best result (a personal cheque) of **RM2500** and will use your example in future workshops. That's how confident we are of your success.

## DAY TWO – GETTING INTO BEST SHAPE AND CONQUERING THE ROUGH SEA

### 3rd SESSION – OPTIMIZING HR – BY MINIMISING THE NUMBERS AND MAXIMISING EFFICIENCY OF YOUR HUMAN RESOURCE – HOW THEY DO IT.

#### Sorting out processes – the first step to multi tasking and new ways of lean working

- A new approach to Business Process Reengineering (BPR) - its quick, easy and produces fast gains  
Case study & DVD, How it worked in IBM Finance
- How to do Business Process Maps - learn the skill here and apply it immediately after the workshop
- Immediate efficiency gains that can be made – leaner still - case study and examples

#### Transforming Managers to Leaders at all levels to produce measurable improved results

- Why leaders are needed now! Help is needed to lead change and to run the faster paced lean organisation
- Revisiting Key Competencies for leadership - Old thinking vs new thinking (New competencies with new results)
- The use of Risk to get results- saying goodbye to 'safe slow option'
- Weighing procedures and its impact on productivity (energy). How HR can play the role to prune or eliminate procedures to increase productivity
- Turning the productivity burner up key areas for immediate results include staffing levels, time keeping, performance and competence improvements
- The concept of talent performance – how much extra do talented people give the organisation?
- Differentiation of employees – why its needed
- Key tool for the lean organisation – a new approach to performance appraisal. How to do better appraisals in less time

You will be able to do fast Business process re engineering for quick gains at minimal, if any cost. You will have the skill to pass this knowledge on to others and show them how it works. Sr. Managers rarely realise just what the productivity level is of talented people –now you know, more importantly you will know what the production level is for other groups of people.

Without doubt the new approach performance appraisal will put a turbo charger on any organisation –this approach will boost motivation and productivity and re focus training expenditure.

### 4th SESSION – MAINTAINING HIGH LEVELS OF PRODUCTIVITY

#### Techniques to energise people and to keep people motivated during Right sizing exercise

- Start of week focus briefings – how to motivate your staff for high performance each week
- Ideas generation (for every one) new approaches for being innovative
- Management by Walking About (MBWA) High profile management - leaders need to be seen
- High profile rewards- what can be achieved – workable methods to get amazing productivity

#### Final count down – Deciding who remains and who leaves

- Why good people leave – latest survey that will surprise you - DVD
- Use of stretch targets/ multi skilling – example washing machine company
- The differentiation factor – Questioning century old remuneration practise and what companies are doing differently
- How many poor performers do you have – 2009 research results
- How much work do they do – 2008 research
- Methods of removing them – fair and not so fair. Poor performers are the only group you must get rid of?

Out of this session you will have sufficient evidence to make some big changes in the organisation. More importantly you will be able to categorise employees by their value. During the down turn and particularly if you are reducing staff, motivation will be an issue – tips in this session will be at no extra cost and useful to your organisation. Results from surveys presented in this section will be of immense use to you when convincing others for the need to change.

**Workshop review – ideas captured - What are you going to do and how will you put that into operation?**

#### Who Should Attend

CEOs, HR Heads, General Managers, Heads of Departments, Heads of Strategy, Operation Heads, Manpower Planning Managers, Head of Change Management, Crisis Managers and other managers involved in right sizing

#### Workshop Timing:

08:00 AM Registration  
09:00 AM Workshop commences  
10:30 AM Morning Refreshments  
01:00 PM Networking Luncheon  
02:00 PM Workshop Resumes  
03:30 PM Afternoon Refreshment  
05:15 PM Workshop Ends

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## ABOUT YOUR WORKSHOP LEADER - DR TONY MILLER

**Dr. Tony Miller**, adjunct Professor, MBA, CFIPD, FInstAM, CPM, MRSH, MAPS, MAPS has spent most of his international career in business consulting, training and development, working in private and public sectors.

His first degree is in engineering, after changing careers his second degree Masters and Doctorate are in Industrial Psychology. His experience as an International management performance consultant has enabled him to work at strategic level with Government, national committees, Financial Regulators, on EU projects and with blue chip companies worldwide. He has appeared on television and in a number of documentaries, and directed the EU video "Model for European Business Success". He is the author of numerous published articles in professional journals and joint author of three professional psychology reports on achieving productivity improvements in organizations. He featured regularly in Croners publications as expert opinion specialising in improving performance through people.

In the last few years he has had eight management books published, two of which were written in Mandarin into Chinese for the Asian market. His latest book "Improving productivity by fair means or foul" was published in April 2009. His work on improving organizational performance has been well documented in the professional press, including the Times Newspaper.

Well traveled, he has worked in most EU countries, Pakistan, India, Australia, Hong Kong, Kuala Lumpur, China, Phillipines and the Middle East and has worked in America where he lived for two years and acted as a specialist consultant for a number of successful corporations most of which are household names and one, a Smithsonian award winner. Thought by his clients to be leading edge, and practical- a rare combination.

His ability to continually create outstanding performance though people has resulted winning a number of European awards, including being the first to obtain Investor In People award in 1991.

## Dr Tony Miller's clients



Below are some of the remarks given by the senior participants after attending Dr Tony Miller workshops on Lean HR and Value Based Training conducted in Kuala Lumpur in September, 2006;



Very Good moderator & workshop! (Rated Excellent 10/10) - HR Talent & Culture Director, **Freescale Semiconductor**

Eye Opener!! (Rated Excellent 10/10) - HR manager, **Freescale Semiconductor**

Very Interesting (Rated Excellent 10/10) – **GM HR, Sime Darby**

Good Course (Rated Excellent 10/10) GM Operation Support, **Kuala Lumpur Kepong**

Good Work, enjoyed the itenary (Rated Excellent 10/10) – GM Operations Division – **Kuala Lumpur Kepong**

Excellent (Rated Excellent 10/10) HR Manager, **Guinness Anchor**

Good! (Rated Excellent 10/10) – Head Group Operation Division, **Am Bank**

"Dr. Tony really help me to give value effectively. Thank you! (Rated Excellent 10/10) HR, **Borneo Samudera Sdn Bhd**

"This was a very Pragmatic Program! Lots of "Ground breaking" ideas that are easily applicable! (Rated Excellent 10/10)

Training and Organizational Development Manager, **Hong Leong Assurance**