

Learn & Perform E-News from Palan - August 2006

Hello! Hope you had a productive month. Let us discuss the following questions in this month's Learn & Perform E-News:

- Is the world really flat?
- How do you align HR with the organisational needs?
- What is resonant leadership?
- What is happening at SMR?

Is the world really flat?

I am just about beginning to complete reading Thomas Friedman's *The World is Flat*. I am convinced he is right. He draws on his experiences in India, China and the Middle East, and on the explosion of technologies - blogging, podcasting, on line encyclopedias and Skyping, to show how knowledge and resources are connecting all over the world as never before. The flattening of the world he argues is good for business, environment and people everywhere. He quotes Nandan Nilekani of Infosys as saying the playing field is being leveled. *Globalisation 1.0* was countries globalizing; *Globalisation 2.0* was companies globalizing and now *Globalisation 3.0* is all about individuals collaborating and competing globally. The flat world is the product of the convergence of the personal computer, which has allowed individuals to become the authors of their content in digital form. Fibre optic cable has made accessibility much easier and cheaper.

Recently, I had the experience of a flat world. We worked on the design and development of a curriculum for a multinational company. The experience was unique because we collaborated with executives from 21 countries; we never met any of them. The web took care of that. Another unique experience was introducing a trainer friend to Skype. Now, he and his colleagues are incessantly on Skype irrespective of where they are.

My former colleague and respected trainer Jeremy used to worry in the 80's about the ability of Apple to sustain and survive. Steve Jobs of Apple has now proved that with collaboration you can spring surprises. The iPod is one great innovation. Recently, a friend Ed Jackson asked me a question: Are you running out of time or knowledge? I thought I was running out of both in a traditional form but Thomas Friedman says the answer is in collaborating to manage time and knowledge. That in the new reality helps keep us relevant. Please do try and read the book or at least an executive summary. It is a thought provoking one for people in management.

How do you align HR with the organisational needs?

Dave Ulrich is Professor of Business Administration at the University of Michigan, whose teaching and research addresses this question. He focuses on how to create an organization that adds value to employees, customers, and investors. He studies how organizations change fast, build capabilities, learn, remove boundaries, and leverage human resource activities. He has consulted and done research with over half of the Fortune 200. Dave recently spoke at the **World Conference on HRM at Singapore**. He is truly an outstanding speaker who is sincere and authentic in his message. He is one who strongly believes that Human Resource Alignment is critical for us to add value to the organisation. Professor Dr. Dave Ulrich will speak at **IFTDO 2006 in Kuala Lumpur**, this month on the subject: *The HR Value Proposition: Turning What We Know into What We Do*. Those of who missed him can get this question answered at **IFTDO 2006**. For more details, visit <http://www.iftdo2006kualalumpur.com>.

What is resonant leadership?

Change has happened so quickly, so completely, or so globally. The new world requires a new kind of leadership competency. Resonant leaders as the authors call it, are stepping up, charting paths through unfamiliar territory, and inspiring people in their organizations, institutions, and communities. Leaders who can create resonance are people who either intuitively understand or have worked hard to develop emotional intelligence - namely, the competencies of self-awareness, self-management, social awareness, and relationship management. Renewing yourself and connecting with others relies on three key elements that might at first sound too soft to support the hard work of being a resonant leader.

Mindfulness, Hope, Compassion are the three elements absolutely essential for leaders to create and sustain resonance within them and others. Leadership and Managerial Competency guru Dr. Richard Boyatzis will be in Kuala Lumpur, Malaysia this month to deliver a high impact workshop. The book, *Resonant Leadership: Renewing Yourself and Connecting with Others through Mindfulness, Hope and Compassion* by Richard Boyatzis and Annie

McKee will be provided to all registered participants at the **Competency Congress, Kuala Lumpur** at **50% discount**.

All registered participants will also receive access to Boyatzis articles and a free e-book on [Competency Management: a Practitioner's Guide](#). For more details, please email khiem@hrdcongress.com or visit <http://boyatzis.hrdcongress.com>.

What is happening at SMR?

The increasing interest from prospective customers with **HRDPower™**, our competency based software left me with very little time to train, my passion. All the time I had for training was only to keep my prior engagement to run two high value training programmes for *Petronas* and *Malaysian Oxygen*. Otherwise it was all about **HRDPower™**.

The participants from the procurement division of *Petronas* were one of the most creative groups that I had interacted in recent times. They were able to blend the concept **FUN x Content = Results** with very complex content creatively.

We have completed another **Accredited Training Professional** workshop; the 7th at Kuala Lumpur right after Bahrain and Jakarta. While Subra and Karen co facilitated the Jakarta workshop, Karen and Uday co facilitated the Kuala Lumpur workshop. The next workshop in Mumbai, India - will be co facilitated by Karen and Uday. The goal is to build a community of training professional who can deliver high impact FUN training. We now have over 200 accredited trainers and over 1500 certified trainers. The accreditation is by us; the certification is through the **Chartered Institute of Personnel & Development**. Please email karen@smrhrd.com for more details.

Have a great month ahead and will be in touch in September.

Regards,
Palan