

Dear colleagues,

The Month of February has been a mixed one for me. Exceptionally busy with visits to three countries in 2 days and a quite sojourn at picturesque Langkawi is land with family and the entire SMR team. Believe it or not they persuaded me to take 2 working days off.

1. Importance of your memory
2. From jobs to current changes
3. Issues in HRD

IMPORTANCE OF YOUR MEMORY

On Feb 23, SQ117 took off right on time from the vast Kuala Lumpur International Airport right on time in line with SIA punctually. I was mentally and physically preparing myself to run the training programmes at Singapore Airlines. As SQ117 glided turbulence free into the lofty skies, I was pleasantly surprised to be greeted by name. The person who happened to be managing the cabin service team was really an extroverted person. Before I could respond, he had burst into a nonstop conversation. For a moment, I was enveloped with fear. I could remember the face but not the name. Was it the process? Well, Tony Buzan bet age is not a cause for memory delay. The techniques we use to anchor information in the long term memory helped me retrieve his name and background. The uses of memory techniques do help us in many remarkable ways. We have continued to focus on increasing learner retention in our flagship programme The Magic Of Making Training FUN, which will be run in Malaysia & Singapore in April. For details E-mail:training@smrhrd.com

FROM JOBS TO CURRENT CHANGES

As SQ117 progressed, my co passenger and I were totally immersed with the newspaper. With just the two of us seated in a three seater in the economy cabin, we had the space and time to do so.

The news of Dr. Karl Gensberg, a molecular biologist at the University Birtinghat quitting his 23,000 pounds per annum job intrigued me. The Ph.D. holder opted for a plumbing job when he discovered the plumber carrying out repairs in his home was grossing 50,000 pounds per year. Pretty Scary! Thought the university lost a talented researcher attempting to discover new cure for arthritis and cancer, the fact the university job salary was inadequate for him to survive was indeed a troublesome fact.

It was at this juncture, I managed to smile at my co-passenger and initiate the usual airline talk "Bound for Singapore, Ha!" Her response surprised me; she responded "not really, bound for Bangalore, where the action is." I only realized how difficult it is for two introverted shy people to have dialogues when I am involved. Nevertheless both she and I summed up courage to talk. "What do you for a living?" I asked, I couldn't believe

her response. "I am Gulia, a trainer from Intel, she responded. I replied "I am Palan from Specialist Management Resources" she shrieked "O! My goodness. Can't recognize you any more. I have attended sessions by you and Jeremy at HRDCongress. I have a copy of your book – The Magic of Making Training FUN! You have changed so much." I wasn't so sure any larger about ageing or memory. You may remember we talked about "The impact of Outsourcing" in our last newsletter. Indiana's comment about the rapid and unbelievable development in Bangalore described the pace of growth only seen in Forth East Asia in the 80's and 90's. The comment by Crary Banet, the Chairman / CEO of Intel that any job can be outsourced globally other than that of a plumber or an electrician reflect the scary competitive situation out there.

From a macro perspective it is easy to understand the efficiencies gained are mega businesses but on a micro level, I do wish to be in Dr. Karl Gensberg shoes. Unfortunately globalization works both ways. You open new markets for yourself but others can also then access your market.

ISSUES IN HRD

Developing a molecular biologist requires a huge investment. Outsourcing will certainly result in loss of jobs. How do we keep specialists within the field? How do we keep rewards attractive when there is a whole load of cheep talent? George Joros says he supports outsourcing because he is in business not politics. The goal is to create high value jobs as the job markets in developed countries lose low value jobs. The government commitment to retain and develop human resources seems to be more urgent now than ever before. In the 80's immigrants were the reasons. In the 90's it was technology, now it is out sourcing. **The answer it seems to lie in adopting a lot of strategies.** Several speakers at HRDCongress will address these issues – www.hrdcongress.com

The stark realities of the competitive business world require each and every one of us to stay relevant in a continuously changing world. That includes remembering people's names and loads of information. With technology around, the saying that the palest ink is better than the best memory may no longer be good enough in today's outsourcing bound competitive world.

Oops! The captain of SQ 410 bound from Singapore to Chennai has announced the descent. You grassed it right I am also off to India to check out what we can outsource, to where the action is: may be outsource myself!!

Good Bye

Regards

Palan