

## Learn & Perform E-News from Palan - September 2006

Hello! Hope you have achieved your goals for last month. Let me share some of my experiences from August in this month's Learn & Perform E News.

- Resonant Leadership: a message from Professor Richard Boyatzis
- The Power of Humour
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### Resonant Leadership: a message from Professor Richard Boyatzis

Leadership is a resonant relationship i.e. being in tune with or on the same wavelength as the others. His message that resonant leadership is common sense but unfortunately not common practice, resonated well with the 200 strong audience. Professor Richard Boyatzis, specially flown in for the two days event by the SMR Asia HRD Congress team, asserted that only 20% of leaders today add value to the organisation. He related the core message for leaders - one of renewal and connecting with others through Mindfulness, Hope and Compassion. He referred to David McClelland's 1998 article on *Tipping or Trigger Point* analysis using complexity theory concepts. He raised several questions before engaging the audience to provide answers. At what point does the person's behaviour becomes outstanding? How often and how much of each desired competency triggers the person's effectiveness? To him, it was not a question of competent or incompetent - it was more of a question whether it was being demonstrated or not fueling the debate between threshold and differentiating competencies. Ms. Haniffah Mariati Binti Mohamed has some free articles and special priced Resonant Leadership book. For more information, please email her at [haniffah@smrhrd.com](mailto:haniffah@smrhrd.com).

### The Power of Humour

Dr. Tony Alessandra says the genius of humor obviously pertains to communication, but humour is not just a secondary form of genius. Humour is important but equally important is how you use it. The context, the timing, the language are some important factors when using humour. When using humour, it is critical to ensure that it does not hurt people. While humour is very often thinking on your feet, jokes can be prepared to suit a situation. It is always a good practice to pilot a joke before using it. Test it with close friends who can give you feedback. It is worth remembering that the best target for humour is yourself. A little self-deprecating humour can go a long way toward making people feel at ease with you. If you wish to use Frame Jokes, we have a resource for you. My book *Frame Jokes & Anecdotes* provides jokes that can be adapted to a variety of situation. The book that had a very good run for the last six years, is now out of print. We have now decided to stop printing it, but it is now available in an electronic format. To purchase a copy at a special price, please [click here](#) to visit our e-store.

### HRDPower™ User Conference

We have been immersed in deepening our knowledge of HRD Technologies. HRDPower™ is critical in today's world of Human Capital Development. The HRDPower™ team is organizing a one day event that looks at Competency, Performance, Coaching related technologies and how it can be used in your organisation. The fee is very low as profit is not the aim of this event. For more details, please email [grace@hrdpower.com](mailto:grace@hrdpower.com).

### Does Employee Training lead to Attrition? - Article and a tele seminar

Employee Training leads to Attrition. The forceful argument at recent seminar by the Managing Director of a large organisation prompted me to review this subject in an objective manner. I also had the opportunity of meeting a friend who sought some information on the subject for his dissertation. The result was writing this article with the help of my editor Renu Joseph. I do not want to get into the details of my response but all Learn & Perform subscribers have FREE access to the article. We could not yet put it on the website for a download but please do email my executive assistant [gaik@smrhrd.com](mailto:gaik@smrhrd.com) for a FREE article. We will also be hosting a tele seminar. For more details, please [click here](#).

**Topic: Does Employee Training lead to Attrition?**

**Speaker:** R. Palan Ph.D.  
**Date:** September 25th, 2006  
**Time:** Malaysian time 3.00pm - 3.30pm  
**Duration:** 30 minutes  
**Fee:** USD 10

#### SMR News

**IFTDO** - the International Federation of Training & Development Organization Conference was held in Kuala Lumpur, Malaysia closely following the World Conference on HR in Singapore. I had the opportunity to speak at **IFTDO**. The highlight of the event was a special session by Professor Michael J. Marquardt from George Washington University. He espoused the cause of Reg Revan's Action Learning model. The case studies from leading organisations made it easy to follow his presentation. The systems linked Learning Organization Model linking the Organization, People, Knowledge and Technology with learning when implemented helps organisations to transform themselves for corporate success. There were many friends from Bahrain, the U.K. and many other countries. Sheikh and Alias supported by the Vice Chancellor of UiTM, should be thanked for bringing **IFTDO** to Asia.

We have a new member of staff Dr. Naresh Kumar as our R & D Manager. We hope to provide you with more research data in the field of HRD.

The **Accredited Training Professional (ATP)** in Mumbai was facilitated by Karen and Uday. This was the first time I was not there at an ATP event. The programme was received very well. We have embarked upon certification and mentoring of trainers. For more details, please email [karen@smrhrd.com](mailto:karen@smrhrd.com).

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

Regards,  
Palan