REMOTE WORKFORCE APAC LIVE

Boosting high-functioning remote teams through strategic management, communication, and collaboration

27-28 October 2020 I Free Online Digital Event

REGISTER NOW

DAY ONE	TUESDAY 27 OCTOBER 2020

9:00 SGT Creating a Human Experience (HX) to Ensure Staff Collaborate Without Constraint

With the 2020 COVID-19 pandemic representing a watershed moment and accelerating remote working at an unprecedented rate, Standard Chartered Bank have had to look tactically at pivoting their office space and how they equip their staff to collaborate without constraints. Their focus is to consider how to implement practices that ensure they are reacting, prioritising, and delivering across Asia Pacific even with COVID spikes remerging. This session will address:

- How do you balance the speed of reaction needed whilst keeping the long term in mind?
- Managing our employee's expectations - there is a demand from employees for tools right now, but we must be clear on security, compliance, regulatory and cost aspects
- It's more than the technology – we need to take into account all aspects of the remote worker experience to build/maintain a positive culture (home environment, connecting to applications, etc)

Speaker: **Steve Davidson**, Head, Digital Workplace Transformation, APAC, **Standard Chartered Bank**

10:00 SGT Is your organisation equipped to survive amid what is the most significant shift in workplace dynamics?

A year ago, employees were asking for permission to work from home, and now they need permission to enter the office as business recovery strategies support ongoing operational uncertainty.

Can you manage the intricate and complex demands of your many teams and departments, whether its HR, finance, sales, or even your contractors, no matter how diverse their roles?

These are burning questions when you consider 64% of organisations accelerated their introduction of remote work strategies by at least five years in response to the pandemic, and 82% plan to retain remote work once Covid-19 is no longer in our communities.

Join Avaya's collaboration guru, Jeremy Paton, to learn:

- How to enable true work-life integration by leveraging the affordances of cloud to maximise your employees' collaboration and productivity on their terms, from anywhere, through their preferred channels;
- What public, private, hybrid and multi-cloud means for your teams, and the secrets of customising and combining clouds to optimise remote work for every department, business unit and employee;
- Strategic steps to achieving long-term business continuity and flexibility through a secure communications foundation that can support even the largest and most dispersed workforces;
- Real-world use cases of organisations that have mastered remote work for tips and tricks to adapt and transform to the operational and economic challenges we will face for the foreseeable future

Jeremy Paton, Team Engagement Specialist, Asia Pacific, **Avaya**

11:00 SGT People Centric Change Approach in redesigning Ways of Working – The most important element!

With Covid-19 lockdowns across the world, most of the 350,000+ Siemens employees had to work from home. This started their learning and coaching journey a few months ago in staying nimble and looking at their mindset change in building communities and challenging the notion that it doesn't matter where you work from, what matters is quality outcomes. Managing people, and not technology, is one of the most difficult elements of remote working, not least because everyone will respond differently to the cultural shift and challenges of the home-working environment. Leaders need to engage and empower the company to embrace the New Normal while communicating clear and realistic vision walk-the-talk in leading change. It's essential to foster an outcome-driven culture that empowers and holds teams accountable for getting things done, while encouraging open, honest, and productive communication. This session will address:

- How to lead remotely and to still achieve the deliverables from the team
- What needs to change and how should managers be interacting with their teams to get the best productivity results?
- What is the value of people to the future of work?
- How can you strengthen trust in your company — one that your customers, employees, business partners and community can rely on during the crisis and beyond?
- Understanding how empathy is a crucial tool to create psychological safety

Speaker: **Santosh Nair**, Regional Head, User Engagement, **APAC, Siemens**

DAY TWO | WEDNESDAY 28 OCTOBER 2020

9:00 SGT Developing a Remote Work Playbook Initiative to Support a 'Remote First' Business Model

JLL started their transitional journey to remote work back in 2017 with five key dimensions for consideration which have been to focus on the digital drive and efficiency, human experience (HX) and the adaptive approach to scenario planning and looking at the driving forces which can impact their business model. This session will look to address:

- Understanding how our strategy is used to create, deliver, and capture value
- Scenario planning approach on how you create human experience in a digital revolution and how a digital transformation gives digital rapport around a strategy
- Responding to change and measuring how to implement our strategy
- How instrumental is HX data is visualising how well our strategy is being executed to focus on engagement, empowerment, and fulfilment?

Speake: **Ben Hamley**, Future of Work Lead, APAC, **JLL**

10:00 SGT Adopting a Hybrid Operational Model to Enhance Continuous Performance Management

Businesses have been forced to rethink efficient strategies for remote work and now must rely on digital infrastructure to keep their systems up to date, while managing an increasing number of employees working from home. Whilst many companies are aiming for higher productivity and success whilst considering how to deal with the medium-term impact of COVID, how do you remain efficient and set goals amid constant change? This session will address:

- Laying the groundwork on how organisations can effectively manage performance in a way that aligns with shifting business objectives?
- Adapting versus reacting to change
- How to measure employees remaining engaged, supported, safe and productive
- Making an organised effort to stabilise operations and execute strategic, durable plans based on learnings of COVID-19

Speaker: **Shakil Ahmed**, Head of Global CSS Modern Workplace Support Engineering, **Microsoft**

11:00 SGT Be Remotely Human: Learning Agility + Employee Experience + Technology

There is a difference between having remote working technologies, having remote workers and having a remote work culture that focusses on employee's experience. The answer goes beyond the provision of new technologies and the temptation to quickly move existing communication, learning and collaboration activities online. Going digital gives us the opportunity to reimagine what being human means at work. This change invites employees at all levels to unlearn collaboration habits and implement practices that recapture camaraderie to drive performance improvement.

This session will discuss the challenges and opportunities, and stimulate the audience to reflect on these topics:

- Are we user-centric or employee-centric when using remote working tools?
- How do employees use 6Hs – head, heart, hands, habits, hegemony, habitus - to make sense of the world and relate with one another?
- What makes a remote working session useful for everyone involved? How can we build micro-structures to give voice everyone and to address power issue?
- How can we build continuous learning, unlearning, adapting and changing in the online conversation?
- What are simple digital tools and remote working techniques that any leaders, managers, employees can take advantage of to fuel a connected culture?

Speaker: **Dr Bonnie Cheuk,** Digital and Business Transformation Leader, **AstraZeneca**

[REGISTER NOW](#)