

INTERNATIONAL WORLD CONFERENCE

JULY
27-29

ARTDO 2025

E&O HOTEL PENANG

Lebuh Farquhar, 10200 Penang MALAYSIA



52ND
ARTDO
International
World Conference

Sustaining High Performance
Organizations with
TALENT Acceleration,
COACHING Culture
& Digital **LEADERSHIP**

Jointly
Organised by



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Partners



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by



welcome message *Chairman Emeritus*



Welcome to the
captivating island of
Penang, Malaysia
the venue of the

52ND ARTDO INTERNATIONAL
WORLD CONFERENCE, taking
place from 27th to 29th July 2025.

DATO' DR THOMAS CHEE →

*Chairman Emeritus
ARTDO International*



This year, we converge under the compelling theme: **Sustaining High-Performance Organizations with Talent Acceleration, Coaching Culture, and Digital Leadership**. Today, as organizations worldwide navigate unprecedented challenges, key gaps in learning and growth have emerged. The demand for accelerated talent development, coupled with the need to build resilient coaching cultures, have never been more urgent. While digital leadership offers immense potential, many organizations grapple with how to align technology, talent and culture effectively.

The current concerns for Learning and Development are manifold: fostering engagement in hybrid work models, building agility amidst economic uncertainties, and addressing talent retention in an increasingly competitive landscape. Coupled with these challenges is the pressing need to redefine leadership in the digital age. I urge you to embrace this opportunity for connection, collaboration and networking at this Conference.

Welcome once again and let us make this conference a milestone of inspiration and impact. Thank you!

welcome message *President*



It is with immense pride and great excitement that I invite you to join us for the 52ND ARTDO

INTERNATIONAL CONFERENCE, taking place from July 27th to 29th, 2025, on the enchanting island of Penang, Malaysia.

KC YAN →

President

ARTDO 52nd International Conference



Known as the **Pearl of the Orient**, Penang is not only my beloved birthplace but also a destination celebrated for its vibrant heritage, world-class cuisine and breathtaking beauty.

This year's Conference brings together globally acclaimed experts and seasoned practitioners who will share powerful insights, transformative strategies and practical solutions to help you lead your organizations into the future with confidence. Highlights of the conference include:

- **Power-Packed Presentations:** Gain fresh perspectives and actionable ideas from some of the brightest minds in leadership, talent development, and digital transformation.
- **Interactive Learning Experiences:** Engage in thought-provoking discussions, deep dives, and hands-on sessions tailored to help you apply cutting-edge practices in your workplace.
- **Unparalleled Networking Opportunities:** Connect with an impressive array of international delegates from both the public and private sectors, exchanging stories of success, challenges and innovations.

I eagerly look forward to welcoming you to this remarkable gathering at the iconic **E&O Hotel Penang**, a venue steeped in history and elegance. Mark your calendars: **July 27th to 29th, 2025**. See you in Penang, where innovation meets inspiration!

JULY
27-29

E&O HOTEL
PENANG

52ND
ARTDO
International
World
Conference

Sustaining High Performance
Organizations with

TALENT
ACCELERATION
COACHING CULTURE
& DIGITAL
LEADERSHIP



Organized by



Supported by



Penang State Government



Partners



PUBLIC SERVICE DEPARTMENT
NATIONAL INSTITUTE OF
PUBLIC ADMINISTRATION



07/26 arrival day

JUL26/SAT



TIME	DESCRIPTION
–	Arrival of Delegates
12.00 noon onwards	Conference Registration at LYF Georgetown Hotel
–	FREE & EASY

ARTDO International Board Members
and Regional Liaison Officers →





THE PROGRAM 52ND ARTDO INTERNATIONAL CONFERENCE



JUL27/SUN

07/27day1



TIME	DESCRIPTION	
7.30am	Conference Registration – Grand Ballroom Foyer, E&O Hotel	
8.15am – 11.30am	Tour for International Participants and Delegates outside Penang State	
11.30am – 12.30pm	Rest/Conference Registration/AGM of ARTDO International	
12.30pm – 2.00pm	Lunch Break	
2.00pm – 3.30pm (Room A) 2.00pm – 2.50pm (Room B)	BREAKOUT ROOMS*	
	ROOM A – GRAND BALLROOM	ROOM B – ARSHAK SUITE
	SESSION 1~ Leadership for a High-Performance Culture: Inspiring and Empowering Teams for Success RICKY GARCIA Trainer & Facilitator, ITD World & SERELY ALCARAZ Executive Director, ITD World (Philippines) PHILIPPINES	SESSION 1~ Coaching Culture as a Basic Fundamental for Future Leadership Towards A High Performing Organization HANIF FERRYANTO Senior Officer Performance Management and Coaching INDONESIA
	2.50pm – 3.30pm (Room B only)	SESSION 2 ~ HEALTHY AGING DR SONAM PELMO Founder, Himalayan Herbal Wellness Product NEPAL
3.30pm – 3.45pm	Networking & Tea Break	



THE PROGRAM 52ND ARTDO INTERNATIONAL CONFERENCE



07/27day1

JUL27/SUN



TIME	DESCRIPTION	
3.45pm – 4.30pm	BREAKOUT ROOMS* (cont'd)	
	ROOM A – GRAND BALLROOM	ROOM B – ARSHAK SUITE
4.30pm – 5.30pm* (Room A only)	SESSION 2 ~ Leadership for a High-performance Culture: Inspiring and Empowering Teams for Success RICKY GARCIA & SERELY ALCARAZ PHILIPPINES	SESSION 3 ~ Accelerate & Elevate: Integrating Talent Acceleration and support with Employee Well Being Program Case Study: PERURI as High-Level Security Company RAHMAWATI PUJI LESTARI HRBP Manager, Digital & GovTech and HUDA PERDANA SITEPU Department Head for HR Operation INDONESIA
6.30pm – 9.30pm	Welcome Dinner, Macalister Ballroom – Annexe Wing, Level 5, E&O Hotel	



THE PROGRAM 52ND ARTDO INTERNATIONAL CONFERENCE



07/28day2

JUL28/MON

TIME	DESCRIPTION
8.30am – 8.45am	Cultural Performance
8.45am – 8.50am	Welcome Speech by the President, ARTDO International
8.50am – 9.00am	Official Opening by YB Steven Sim, Minister of Human Resources
9.05am – 9.35am	Presentation of ARTDO International HRD Awards i) Individual – MR KC YAN, <i>President, ARTDO International</i> ii) Organization – National Institute of Public Administration, Malaysia (INTAN)
9.35am – 9.45am	Presentation of Chairman Emeritus Award – MR SAMSON LEE SUNG HSIEN, <i>Past President, Chinese Society for Training & Development and Former Deputy Minister, Taiwan ROC</i>
9.45am – 10.45am	SESSION 5 ~ Talent Acceleration: Strategies for Rapid Growth and Development DR WILLIAM ROTHWELL <i>Penn State Univ. R&A Centre for Talent and Competency Development USA</i>
10.45am – 11.00am	Networking & Tea Break
11.00am – 11.50am	SESSION 6 ~ 10x Productive Talent ASEEM PURI <i>International CEO Unilever SINGAPORE</i>
12.00pm – 12.45pm	SESSION 7 ~ Human-machine Collaboration in the Factory of the Future CK CHIN <i>VP & GM, SanDisk Semiconductor (Shanghai) Co., Ltd., a JV between SanDisk & JCET Based in CHINA</i>



THE PROGRAM ● 52ND ARTDO INTERNATIONAL CONFERENCE



07/28day2
JUL28/MON
cont'd



TIME	DESCRIPTION
1.00pm – 2.00pm	Lunch
2.00pm – 2.50pm	ROOM B – ARSHAK SUITE Drum Circle by One Heartbeat Singapore
2.00pm – 2.50pm	SESSION 8 ~ Best Practices in Talent Acceleration WORAWAT SUVAGONDHA <i>Chief People Officer, Siam Commercial Bank</i> THAILAND
2.50pm – 3.40pm	SESSION 9 ~ One Company's Journey to a High Performance Manufacturing Operation through Digitalization and AI PHILIP BERNARD SARAM <i>Senior VP, Global HDD Assembly & Backend Ops, Western Digital</i> BANGKOK
3.40pm – 4.00pm	Networking & Tea Break
4.00pm – 4.45pm	SESSION 10 ~ Leading, Thriving and Differentiating with Purposeful Trusted Advisors IAN WONG <i>Managing Director & Head, Group International Management, UOB</i> SINGAPORE
4.45pm – 5.30pm	SESSION 11 ~ Embrace the Coach Within - Cultivating an Inspiring Coaching Culture JONATHAN LOW <i>Global Speaking Fellow, CSP, ICF MCC & CEO, Global Success Learning Academy Strategic Partner (Asia), Global Leader Group</i> MALAYSIA
6.30pm – 9.30pm	Fellowship Dinner, Perdana Ballroom – Level 3, Cititel Penang Hotel



THE PROGRAM 52ND ARTDO INTERNATIONAL CONFERENCE



07/29day3

JUL29/TUE



TIME	DESCRIPTION
9.00am – 9.45am	SESSION 12 ~ Best Practices In Creating A High-performance Coaching Culture DR PETER CHEE <i>CEO of ITD World, Author and Top 3 Coaching Guru & #1 Strategic Innovation Coach</i> MALAYSIA with special guest speaker, Ms Hue, AEON Vietnam
9.45am – 10.45am	SESSION 13 ~ Leading the Digital Future: Strengthening Public Sector Competencies in the Digital Age LILIAN LOU YANG CHENG <i>Head of Centre of Information Technology Learning and Technology Development Studies (IMATEC)</i>
10.45am – 11.00am	Networking Break
11.00am – 11.45am	Session 14 ~ Cultivating a Coaching Culture: Enhancing Communication and Cultural Intelligence in Global Organizations TERENCE H CLARKE <i>ICF PCC, Master Coach, Cultural Intelligence Expert</i> UK/Based in CHINA
11.45am – 12.35pm	SESSION 15 - Leader As Coach, A Journey Towards Coaching Culture at Central Group AKARIN PHUREESITR <i>Chief People Officer, Central Pattana</i> THAILAND
12.35pm – 1.35pm	Lunch Break



THE PROGRAM 52ND ARTDO INTERNATIONAL CONFERENCE



07/29day3
JUL29/TUE
cont'd

TIME	DESCRIPTION		
1.35pm – 2.25pm	BREAKOUT ROOMS*		
	ROOM A	ROOM B	ROOM C
1.35pm – 2.25pm	SESSION 16 ~ Delivering Mental Resilience and Well-being Programs at Workplace (How to Balance between Prevention-based and Intervention-based Programs?) LOW MI YEN <i>Clinical Psychologist, Employee Assistance Program (EAP) Professional, Mindfulness Trainer & Therapist, MALAYSIA</i>	SESSION 17 ~ The Bumpy Road to a High Performance Organization FLORIS VERHAGEN <i>VP, Asia Pacific Rosen NETHERLANDS</i>	SESSION 18 ~ Dynamics of Autonomous World JITESH ARUN SHETH <i>Function Head-Growth Factories & Strategy, Tech Mahindra Program Director & Deputy National Commissioner (R) – The Bharat Scouts and Guides INDIA</i>
2.25pm – 3.15pm	SESSION 19 ~ The Gen AI Agency - Rise of AI agents VINCENT KOK <i>Serial Entrepreneur, Co-Founder of Incite Innovations and MVX Multiverse Sdn Bhd MALAYSIA</i>	SESSION 20 ~ Living and Leading with Cross Cultural Curiosity JOSE M. ROMERO <i>Certified Chief Master Coach/Speaker/ Facilitator/Global Senior Advisor & Strategic partner, ITD World + Chief Executive Coach at JMR Coaching SPAIN</i>	SESSION 21 ~ Driving Performance at the C-Suite Level: A Journey of Personal & Professional Growth RAZMAN RADZI <i>Group Chief Human Capital Officer FGV Holdings Berhad MALAYSIA</i>



THE PROGRAM 52ND ARTDO INTERNATIONAL CONFERENCE



07/29day3
JUL29/TUE
cont'd



TIME	DESCRIPTION		
3.15pm – 3.30pm	Networking Break		
3.30pm – 4.20pm	BREAKOUT ROOMS*		
	ROOM A	ROOM B	ROOM C
	SESSION 22 ~ Ten Leadership Competencies in AI lead BANI World"- Mindset and Behaviors in-front of skills to Develop Agile Organizations SHINYA YAMAMOTO <i>Founder & CEO, HR Fabula, Adjunct Professor, Hitotsubashi University, Adjunct Professor, University of Tsukuba, Adjunct Professor, Sophia University, Adjunct Professor, Ritsumeikan Asia Pacific University</i> JAPAN	SESSION 23 ~ Aligning Corporate Cultural Values For Organizational Effectiveness And Performance: Lessons From Confucius DR. SHEH SEOW WAH <i>Management, Leadership, and Organizational Researchers, Lecturers, Writers, and Speakers</i> SINGAPORE	SESSION 24 ~ Sustaining Business Excellence Through Talentship DR. ANDI AFDAL, M.B.A., AAK. <i>Director of Human Capital and General Affair of Indonesia Social Security Administering Body for Health (BPJS Kesehatan)</i> INDONESIA



THE PROGRAM 52ND ARTDO INTERNATIONAL CONFERENCE



07/29day3
JUL29/TUE
cont'd

TIME	DESCRIPTION
4.20pm – 4.45pm	CONFERENCE QUIZ
4.45pm	CLOSING CEREMONY ~ TAN SRI WAN AHMAD DAHLAN BIN HAJI ABDUL AZIZ <i>Ketua Pengarah Perkhidmatan Awam KPPA/JPA</i>
6.30pm onwards	Gala Dinner, Sri Mas Ballroom - Level 4, Bayview Hotel Georgetown Penang



52ND ARTDO International World Conference

CONFERENCE FEES



Conference Fees: 3-day program

- ➔ MYR 3,900 per pax (HRDC Contributors)
- ➔ MYR 4,200 per pax (Normal, registration after 1 June 2025)

Including:

- ➔ Dinners (27 – 29 July 2025)
 - 27 July 2025 Macalister Room – Annexe Wing, Level 5, E&O Hotel, Penang
 - 28 July 2025 Perdana Ballroom – Level 3, Cititel Penang Hotel
 - 29 July 2025 Sri Mas Ballroom - Level 4, Bayview Hotel Georgetown Penang

Recommended Accommodation:

- ➔ **E&O Hotel Penang**
 Toh Paik See
 paiksee.toh@eohotels.com
 +6016-419 8157
- ➔ **LYF Hotel Penang**
 (next to E&O Hotel)
 Petricia Cheong
 petricia.cheong@the-ascott.com
 +6016-400 6408
- ➔ **Bayview Hotel Georgetown Penang**
 (5 mins walk to E&O Hotel)
 Juney Ching
 juney.ching@bayviewhotels.com
 +6017-335 7602
- ➔ **Cititel Penang**
 (8 mins walk to E&O Hotel)
 Lisa Lee
 sm1@cititelpenang.com
 DID. +604-291 1029 Tel. +604-291 1188 ext 8329



REGISTRATION

Scan QR Code to Register



Registration form link

→ <https://forms.gle/LG45JAfSxPkkvv2P8>

Contact Information

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Dr R Vijaya Kumar & Ms Rita Goh

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52ND ARTDO International World Conference



* The organizing committee reserves the right to change or alter the speakers from time to time as and when necessary.

Talent Acceleration: Strategies for Rapid Growth and Development

- ➔ Author of best-selling and award winning books with over 120 internationally published titles.
- ➔ Best-selling book Effective Succession Planning: Ensuring Leadership Continuity and Building Talent is regarded by some as the “corporate bible” on succession management practices.
- ➔ President, Rothwell & Associates; World-renowned Consultant; Professor, Pennsylvania State University, heads the #1-ranked graduate program in HRD in the USA.
- ➔ As a consultant, he has worked with over 80 multinational corporations from 1979 to date.
- ➔ National Thought Leader for a Linkage-DDI sponsored study of 18 multinational corporations that examined corporate best practices in succession planning and management
- ➔ Consulted on HR, Succession Planning and Talent Management with a wide array of organizations in business, government, and non-profits in the USA and internationally.
- ➔ Chief investigator of 5 of ASTD's world-class competency models.



WILLIAM J. ROTHWELL
Ph.D., DBA, SPHR, SHRM-SCP,
RODC, FLMI, CPTD Fellow

➔ *Distinguished Professor, The
Pennsylvania State University*

USA

10x Productive Talent

- ➔ CEO of Unilever International, leading Unilever's global white space expansion division across 200+ markets.
- ➔ Leads a global team, building Unilever Partnerships, Diaspora, and direct-to-consumer (D2C) platforms, serving diverse consumer segments.
- ➔ Delivering 2-10X revenue and profit growth by leveraging cross-border sourcing, digital marketing, and agile innovation while driving expansion into high-growth regions like Africa and Latin America
- ➔ Recipient of Unilever's highest Compass Award three times and multiple marketing excellence awards, including the APAC Effies.
- ➔ Trained over 5,000 professionals and spoken at Harvard, Singapore Management University (SMU), National Training University and various global forums.
- ➔ Thought leader on leadership and productivity, with over a million views on LinkedIn and multiple publications.
- ➔ Holds a PhD in Business Administration and Management from Amity University Patna and an MBA in International Business from the Indian Institute of Foreign Trade.



ASEEM PURI

➔ *International CEO, Unilever*
SINGAPORE

Human-machine Collaboration in the Factory of the Future

- ➔ Vice President & General Manager at SanDisk Semiconductor (Shanghai) Co., Ltd., a JV between SanDisk & JCET.
- ➔ Leading a team of over 2,100 persons across manufacturing, engineering, planning, and intelligent manufacturing functions.
- ➔ Over two decades of experience in the semiconductor industry, specializing in advanced packaging technologies, process engineering, and new product introductions.
- ➔ Pioneered the establishment of the Phase III plant expansion project, an 11,800 square meter facility aimed at enhancing advanced product manufacturing and technology development to support potential capacity expansion.
- ➔ Instrumental in achieving recognition from the World Economic Forum, with the Shanghai facility being designated as a 4IR Advance & Sustainability Lighthouse for its breakthroughs in efficient operations and sustainable practices.
- ➔ Holds a Bachelor's Degree in Processing Engineering from University Putra Malaysia.
- ➔ Multilingual capabilities, proficient in Chinese and Malay, facilitating effective communication in diverse cultural settings.



CK CHIN

- ➔ Vice President & General Manager
SanDisk Semiconductor (Shanghai)
Co., Ltd.,
a JV between SanDisk & JCET

BASED IN CHINA

Best Practices in Creating A High-performance Coaching Culture

- ➔ President and CEO of ITD World who has trained & developed leaders from over 80 countries.
- ➔ World #1 Strategic Innovation Coach awarded by Dr. Marshall Goldsmith.
- ➔ Ranked among the top three global coaching gurus.
- ➔ Co-author of books with top global experts - Jack Canfield, Brian Tracy, William Rothwell and Marshall Goldsmith.
- ➔ Creator of Coaching for Breakthrough Success, The Situational Coaching Model, Certified Coaching and Mentoring Professional (CCMP) & Certified Chief Master Coach (CCMC) programs.
- ➔ Passionately volunteers to coach leaders globally via his signature Sunrise Eureka Beach Coaching (SEBC).
- ➔ Drives the 100million leaders mandate to fully sponsor coaching programs for a better world
- ➔ Doctor of Business from the University of South Australia.



DR PETER CHEE

- ➔ *Author and Top 3 Coaching Guru
& #1 Strategic Innovation Coach
President & CEO, ITD World*

MALAYSIA

Leadership for a High-Performance Culture: Inspiring and Empowering Teams for Success

- ➔ Top Master Trainer of Thomas Crane's The Heart of Coaching™ and certified international coach and facilitator of Jack Canfield's The Success Principles™; John C. Maxwell's Developing the Leader Within You, Winning with People and Laws of Teamwork; Dr. Leonard Yong's Emotional Excellence™; and Business Consultants' LIFO (Life Orientation) Method.
- ➔ John Maxwell Certified Coach, Trainer and Speaker.
- ➔ Certified instructor of The Dale Carnegie Course: Effective Communication and Human Relations, High Impact Presentations, Sales Advantage, and Dale Carnegie Seminars as well as Development Dimensions International's Interaction Management, Techniques for an Empowered Workforce, Targeted Management, Targeted Selection and Service Plus programs.
- ➔ Extensive experience in international HRD and has delivered learning and development solutions to many of the world's leading companies.
- ➔ Master in Management (MBA) from Asian Institute of Management and Bachelor of Science in Psychology and Bachelor of Science in Commerce Major in Human Resource Development from St. Scholastica's College.
- ➔ Past President and Chairperson of the Philippines Society for Training and Development (PSTD). Past Director & Officer of the People Management Association of the Philippines (PMAP).



SERELY ALCARAZ

➔ Executive Director
ITD World (Philippines)

PHILIPPINES

Leadership for a High-Performance Culture: Inspiring and Empowering Teams for Success

- ➔ Training Specialist in organizational & personal transformation using experiential learning.
- ➔ Conduct seminars & consultancy in leadership, team building, career development, communication, sales, and personality development.
- ➔ Extensive experience training multinationals and top Philippines companies.
- ➔ Academic Contributions ~ Former School Psychologist, Guidance Counselor, and Professor in Psychology and Human Relations.
- ➔ Authored four books, including Change-Oriented Leadership; currently writing BREAKFAST CHAT.
- ➔ Masters in Guidance & Counseling Psychology (De La Salle University); as well as further studies in leadership & management.
- ➔ Affiliations ~ Former board member of PSTD, member of ARTDO.



RICKY GARCIA

➔ ITD World Trainer & Facilitator

PHILIPPINES

One Company's Journey to a High Performance Manufacturing Operation through Digitalization and AI

- ➔ Senior Vice President (SVP) of HDD Assembly & Backend Operations at Western Digital.
- ➔ Responsible for the development of a world-class manufacturing operations in Asia and significant engineering involvement in product development and sustaining engineering.
- ➔ Leads a global team of 16,000 employees with HDD factories located in Thailand and Engineering units in the US, Japan, Bangalore, and Scotland.
- ➔ Minimum 36 years' experience in the hard disk drive storage industry and prior to joining Western Digital, he worked for Seagate, Singapore for 8 years. A member of the Industry Advisory Panel (IAP) and a frequent speaker at Technology and Sustainability events, and holds multiple patents in HDD technology.
- ➔ Holds a Master of Business Administration (MBA) Degree from Nanyang Technological University, Singapore, and a Bachelor of Electrical & Electronic Engineering Degree from The National University, Singapore.
- ➔ Recognized as an esteemed leader, demonstrated strong leadership and exemplified resilience through natural adversities, economic volatility, global pandemic, and supply chain crisis.



PHILIP BERNARD SARAM

➔ *Senior Vice President,
Global HDD Assembly & Backend
Ops, Western Digital*

THAILAND

Best Practices in Talent Acceleration

- ➔ Chief People Officer at Siam Commercial Bank (SCB), driving workforce transformation and leadership development.
- ➔ Over two decades of experience, transitioning from investment banking leadership to human resources strategy, ensuring SCB's workforce adapts to rapid technological shifts.
- ➔ Pioneering Agile Transformation, implementing innovative HR strategies to build a customer-centric, risk-aware, and adaptable workforce.
- ➔ Founder of SCB Academy, a groundbreaking initiative to reskill and upskill employees, fostering a learning culture to support digital transformation.
- ➔ Won the Personnel Management Association of Thailand's (PMAT) Best People Management Award for Learning & Development (Advanced Level) under his leadership.
- ➔ Holds an MBA from the Kellogg School of Management and Bachelor's Degree from Chulalongkorn University.



WORAWAT SUVAGONDHA

➔ Chief People Officer,
Siam Commercial Bank

THAILAND

Leading, Thriving and Differentiating with Purposeful Trusted Advisors



IAN WONG ~ GLOBAL SPEAKING
FELLOW, CSP, ICF MCC

→ *Managing Director & Head, Group
International Management, UOB*

SINGAPORE

- Managing Director and Head of Group International Management at United Overseas Bank Group (UOB). In this role, Ian has management oversight of the performance and governance of UOB's overseas banking subsidiaries and branches. In addition, he is also responsible for the Group's Foreign Direct Investment Advisory as well as Global Capital and Venture Management businesses. Ian currently sits on the Group's Management Committee.
- More than 30 years of corporate, institution, and investment banking experience in Asia Pacific. Before joining UOB in 2012, Ian was with Bank of America Merrill Lynch where he held various senior positions including MD & Southeast Asia Region Head, China CEO, and Asia Pacific COO. He also held appointments with other regional and global banks in the earlier part of his career.
- Ian has assumed supervisory board, advisory board, and fellow positions in various organizations including NGOs.
- He graduated from the National University of Singapore with a BBA degree and holds an MBA from the J. L. Kellogg School of Management and the Hong Kong University of Science and Technology.
- A Certified Chief Master Coach (CCMC), Ian collaborates with people and businesses to enable them to thrive internationally and intentionally.

Embrace the Coach Within - Cultivating an Inspiring Coaching Culture

- ➔ 2025 World's Top 30 in Coaching (#22) and Customer Experience (#19) by Global Gurus. Ranked #1 in Hospitality the last 10 years by Global Guru.
- ➔ Over 36 years of international business experience, holding executive positions in the Hospitality and Professional Speaking, Training and Coaching industries, working with leadership teams across Asia Pacific, the Middle East, Europe, and North America.
- ➔ Global Conference Keynote Speaker and Leadership Coach, specializing in Sales Performance, Service Quality, Leadership Communication, and Team Development.
- ➔ Recognized as a Global Speaking Fellow (GSF) and Certified Speaking Professional (CSP) by the Global Speakers Federation and the National Speakers Association, USA.
- ➔ Master Certified Coach (MCC) with the International Coaching Federation (ICF), providing executive coaching to senior leaders for measurable improvements in leadership effectiveness.
- ➔ International author of "Winning Clients' Loyalty – 7 Proven Practices to Convert Clients into Amazing Fans," offering insights into building lasting customer experience, engagements and empowerment and the co-author of the book "Pinnacle of Influence – How The World's Greatest Thought Leaders Became Global Gurus"
- ➔ Served as President of the Global Speakers Federation, the first Malaysian and Asian to lead this global organization, Past President of the Virtual Speakers Association International (VSAI) and Past President of the Malaysian Association of Professional Speakers (MAPS).



**JONATHAN LOW ~ GLOBAL
SPEAKING FELLOW, CSP, ICF MCC**

- ➔ *CEO, Global Success Learning Academy
Strategic Partner (Asia),
Global Leader Group*

MALAYSIA

Leader As Coach, A Journey Towards Coaching Culture at Central Group

- ➔ 19 years of professional experience at CENTRAL, spanning business and HR roles across multiple business units.
- ➔ Previously led Merchandising and Marketing at Central FamilyMart, driving significant sales and profit growth through customer-focused initiatives, including introduction of new store formats, enhanced focus on fresh food & beverages as well as implementation of innovative convenience services.
- ➔ Spearheaded Human Resources Development at Central Retail Corporation (2006 – 2010), initiating key HR strategies such as Employee Engagement programs, Talent Development initiatives and Management Trainee programs.
- ➔ Held leadership roles outside retail, including Head of Human Resources Group at TMB Bank (2010). Worked in multicultural environments at Bain & Company, Singapore (2002 – 2005). Gained international experience at Statoil, Norway and Singapore (1996 – 2000).
- ➔ He earned an MBA from the Wharton School, University of Pennsylvania (2000 – 2002). Master of Engineering from the University of Michigan (1995 – 1996). Bachelor of Engineering from Chulalongkorn University (1990 – 1994).



AKARIN PHUREESITR

➔ *Chief People Officer, Central Pattana*

THAILAND

Delivering Mental Resilience and Well-being Programs at Workplace – How to Balance between Prevention-based and Intervention-based Programs?

- ➔ Clinical psychologist with over 28 years of experience in applying psychology, mindfulness, and self-compassion for individuals, couples, families, workplaces, and communities.
- ➔ Pioneered the Employee Assistance Program (EAP) in Malaysia since 1999.
- ➔ Authored 3 articles on EAP Development in Malaysia for an international publication.
- ➔ Provides a wide range of services, including Employee Assistance Programs (EAP), corporate training and coaching, crisis intervention, psychotherapy, psychological assessments, ad hoc lecturing and supervision, mindfulness and self-compassion interventions for stress management, burnout prevention, resilience building, and wellness enhancement.
- ➔ Holds professional memberships in Malaysian Society of Clinical Psychology, Employee Assistance Professionals Association, Asia Pacific Employee Assistance Roundtable and Malaysia Association for Mindfulness Practice and Research.
- ➔ Trained teacher of Mindful Self-Compassion with the Center for Mindful Self-Compassion, USA.
- ➔ Apprentice teacher of Mindfulness-based Cognitive Therapy with the Oxford Mindfulness Foundation, UK.
- ➔ Featured in various local newspapers, magazines, radio, and TV programs over the years.



LOW MI YEN

- ➔ *Clinical Psychologist,
Employee Assistance Program
(EAP) Professional,
Mindfulness Trainer & Therapist*

MALAYSIA

The Bumpy Road to a High Performance Organization

- ➔ Vice President, Asia Pacific at ROSEN Group, overseeing operations and business development across the region, with a focus on asset integrity management and innovative inspection technologies.
- ➔ Over 25 years of experience in the Testing, Inspection, and Certification (TIC) industry, specializing in strategy development, leadership, and non-destructive testing (NDT).
- ➔ Certified Master Coach (CMC), passionate about inspiring individuals, teams, and organizations to achieve their goals through a blend of technology, experience, and humor.
- ➔ Holds a Degree in Mechanical Engineering and Business Management from Fontys Hogescholen, and completed management development programs at Mercuri and at Tilburg University.
- ➔ Advocate for diversity and inclusion, leading teams from various nationalities and cultures, fostering a collaborative and respectful work environment.



FLORIS VERHAGEN

➔ VP, Asia Pacific Rosen
Netherlands

NETHERLANDS

Dynamics of Autonomous World

- ➔ Program Director – Large Deals at Tech Mahindra, leading early deal pitches, collaborating with pre-sales teams, and overseeing project deliverables to ensure client satisfaction.
- ➔ Over 19 years of experience in the Telecom and Automotive industries, specializing in software development, program management, and agile transformation.
- ➔ Led projects and conducted workshops in countries such as Japan, China, Finland, France, and the United Kingdom.
- ➔ Expertise in scaling teams, successfully expanded a team to more than a hundred members to significantly grow revenue through proactive customer engagement.
- ➔ Received the Rashtrapati Award from the President of India for exemplary service in The Bharat Scouts and Guides, and recognition as a People Management Champion at TCS.
- ➔ Served as Delivery Head at Tata Consultancy Services (TCS) and managed a £12 million portfolio.



JITESH ARUN SHETH

- ➔ *Function Head-Growth Factories & Strategy, Tech Mahindra*
Program Director & Deputy National Commissioner(R) – The Bharat Scouts and Guides

INDIA

The GenAI Agency - Rise of AI Agents

- ➔ A pioneer in Malaysia's digital industry, with a decades-long entrepreneurial journey that has significantly impacted the country's digital landscape.
- ➔ Background in marketing and a passion for digital media. Expertise in anticipating emerging trends and leveraging cutting-edge technologies.
- ➔ Began his entrepreneurial journey in 1994 in the technology industry, starting with roles in computer hardware and later transitioning to enterprise software sales. Played a key role in the development of information kiosks and CD-ROMs during the early stages of digital media. Became one of Malaysia's earliest certified Google Advertising Professionals in 2007, before Google established a Malaysian office.
- ➔ Founding VMO (2014):
 - ~ Identified a gap in the market for booking event venues and services.
 - ~ Created VMO, Malaysia's leading instant booking platform for event venues and services, streamlining the process for event organizers.
- ➔ Co-founded eatcosys and Incite Innovations, expanding his portfolio to include: F&B services, technology solutions, working capital financing for borrowers.
- ➔ Latest Venture – MVX Multiverse Sdn Bhd ~ Focuses on deploying AI solutions for corporations and recently implemented a genAI-powered chatbot for GSC Cinemas, Malaysia's largest cinema chain.



VINCENT KOK

- ➔ *Serial Entrepreneur, Co-Founder of Incite Innovations and MVX Multiverse Sdn Bhd*

MALAYSIA

Living and Leading with Cross Cultural Curiosity

- ➔ 20 years of international professional experience across 5 continents.
- ➔ Top cross-cultural competencies; Jose resided in 10 different countries across Asia, Oceania and Europe.
- ➔ Multiple Leadership & Business Awards by ICF, SwissCham, Britcham, E.U., etc.
- ➔ Featured on prestigious publications such as Forbes, Fortune, Harvard Business Review, etc.
- ➔ Former Executive Committee Board Member and Events Chair at ICF Singapore (International Coaching Federation).
- ➔ Trained by Dr. Marshall Goldsmith, Dr. Peter Chee, John Mattone, Marcia Reynolds, etc.
- ➔ International Corporate Coach certified by Singapore Management University, ICF and WABC.
- ➔ Developed hundreds of leaders globally (virtually & in-person) from large multinational corporations across industries.
- ➔ Master in International Relations by Monash University of Australia and National University of Singapore.
- ➔ Europe Business & Management Degree background.



JOSE M. ROMERO

- ➔ *Certified Chief Master Coach/Speaker/Facilitator/Global Senior Advisor & Strategic partner at ITD World*
Chief Executive Coach at JMR Coaching

SPAIN

Driving Performance at the C-Suite Level: A Journey of Personal & Professional Growth

- ➔ Minimum 34 years of experience in human resources across multinational corporations and Government-Linked Companies (GLCs).
- ➔ Served as a Panel Member (Employer) of the Industrial Court.
- ➔ Group Chief Human Capital Officer of FGV Holdings Berhad. Deputy President of the Malaysian Institute of Human Resource Management.
- ➔ Thought Leader at the National Human Resource Centre under the Human Resource Development Corporation.
- ➔ Certified Professional Coach and Mentor. Certified Balanced Scorecard Professional.
- ➔ Awards and Recognitions
 - ~ Named “Asia Top HR Leaders” by SpeakIn and Asia Dialogues in 2024.
 - ~ Recognized as “Top 40 Iconic HR Leaders for Malaysia” by Economic Times HR World.
 - ~ Named “Top HR Leaders – Global Listing” by World HRD Congress in 2023.
 - ~ Recognized as Top HR Leader for Malaysia and Asia by World HRD Congress



RAZMAN RADZI

➔ *Group Chief Human Capital Officer, FGV Holdings Bhd*

MALAYSIA



SHINYA YAMAMOTO

- Founder & CEO, HR Fabula
Adjunct Professor, Hitotsubashi
University, University of Tsukuba,
Sophia University,
Ritsumeikan Asia Pacific University

JAPAN

Ten Leadership Competencies in AI Lead BANI World – Mindset and Behaviours in front of Skills, to Develop Agile Organization

- Shinya Yamamoto is a Founder and CEO of HR Fabula Co.,Ltd. based in Tokyo, with over 30 years of experience in Organization and HRM consulting. He is a former Partner at PwC Japan, lead Organization and HR consulting group.
- Consulting and advisory experience includes HR strategy development, HR policy and program design, and organizational change and HR change advisory at M&A's.
- Recently, well known as a program designer and a facilitator in Organizational Change and Organization Development, also as a Leadership Development consultant.
- 18 years of experience teaching at universities as an adjunct professor, teaching HR Management, Communication and Business Strategy classes at MBA programs, Hitotsubashi University, University of Tsukuba and Ritsumeikan Asia Pacific University. Teaching also to undergraduates at Sophia University and Ritsumeikan Asia Pacific University.
- Learning Manager & Business Executive Coach at IMD, a leadership-focused graduate school in Switzerland.
- Author of several books on HR, Management and Leadership, also written numerous articles in professional magazines.
- A frequent speaker at HRM/HRD associated conferences and seminars in Japan and outside of Japan
- He has BS Engineering from Keio University, and MBA from University of Illinois at Urbana-Champaign.

Aligning Corporate Cultural Values for Organizational Effectiveness and Performance: Lessons from Confucius

- ➔ Management lecturer for tertiary institutions.
- ➔ Management consultant specializing in family business and change management.
- ➔ Lecturing and supervising post-graduate students at Master and Doctoral levels.
- ➔ Social Science Researcher with a focus on Chinese values and management, organizational practices, family management, Chinese classical and contemporary leadership and change management.
- ➔ Reviewer for management journals.
- ➔ Authored 10 books and over 100 publications, including journal papers, conference papers and articles.
- ➔ Seminar and workshop speaker for both private and public institutions.
- ➔ Conference speaker, presenting locally and internationally in countries such as Malaysia, Indonesia., Singapore, Thailand, South Korea and China.



DR. SHEH SEOW WAH

➔ *Management, Leadership, and Organizational researchers, lecturers, writers, and speakers*

SINGAPORE

Sustaining Business Excellence Through Talentship

- ➔ Expert in social health insurance with 26+ years of experience.
- ➔ One of the key leaders in transforming PT Asuransi Kesehatan (PT Askes) into BPJS Kesehatan.
- ➔ Accredited as a Certified Human Capital Executive.
- ➔ Versatile leader with in-depth operational know-how and strategic foresight.
- ➔ Holds a Doctoral Degree in Health Economics and Master's Degree in Business Administration with global study experience.
- ➔ Chairman of the Indonesian Association of Health Insurance Management Experts (PAMJAKI).
- ➔ Holds leadership roles in professional and community organizations, such as the Indonesian Medical Association, Muhammadiyah's Public Health Council, and the Indonesian Competence National Movement.



DR. ANDI AFDAL
M.B.A., AAK.

➔ *Director of Human Capital and General Affair of Indonesia Social Security Administering Body for Health (BPJS Kesehatan)*

INDONESIA

Cultivating a Coaching Culture: Enhancing Communication and Cultural Intelligence in Global Organizations

- ➔ Terence Clarke is an accomplished Executive Coach, Trainer, and Facilitator with over 20 years of experience in Greater China.
- ➔ Holder of a China Permanent Residence Card, combining evidence-based coaching with practical business insights.
- ➔ Leadership Experience ~ Head of Operations for Melissa & Doug LLC., VP of Sales and Marketing at BE Education, leading teams to exceed targets during the COVID-19 pandemic, COO for global sourcing agencies, and Founder of Pinnacle Realty, achieving over GBP 30 million in sales.
- ➔ Certified ICF PCC Executive Coach. Specializes in strategic coaching, executive talent development, and cross-cultural communication.
- ➔ Co-founded Upskill Consulting.
- ➔ Leads the motivational community Upskill and Thrive, reaching thousands with content on leadership and personal development.
- ➔ Worked with major companies such as Apple, Nike, and Alibaba.
- ➔ Recognized as a sought-after professional in the coaching industry.



TERENCE H CLARKE

➔ ICF PCC, Master Coach, Cultural Intelligence Expert

UK/BASED IN CHINA

Leading the Digital Future: Strengthening Public Sector Competencies in the Digital Age

- ➔ More than 25 years of experience in ICT governance, digital transformation, cybersecurity, and public sector technology initiatives.
- ➔ Currently serving as Head of Centre of Information Technology Learning and Technology Development Studies (IMATEC) at the National Institute of Public Administration (INTAN)
- ➔ Served as Deputy Head of IMATEC that oversaw the ICT Technical and Operation division and leading the Project Management Office for the Digital Government Competency Development Project (DGCD).
- ➔ Served as Director of Information Technology Division, National Anti-Drug Agency (NADA) and responsible for ICT technical operations, application development, data center operations, and ICT security management across NADA branch offices and rehabilitation centers in Malaysia.
- ➔ Key contributor to the Public Sector Big Data Analytics (BDA) Project to develop a system for identifying and monitoring high-risk areas for drug and substance abuse.
- ➔ Led the development of National Registration Department's (NRD) Helpdesk System.



LILIAN LOU YANG CHENG

➔ *Head of Centre of Information Technology Learning and Technology Development Studies (IMATEC)*

MALAYSIA

Future-Proofing the Business: Leveraging Talent and Technology for Human-Centered Transformation

- ➔ Leads the HR group at SM Supermalls.
- ➔ Oversees several business units and a 7,500-strong workforce across 87 branches nationwide.
- ➔ Over 20 years of HR leadership experience in telecommunications and retail.
- ➔ Areas of expertise:
 - Strategic Internal Communication
 - HR Business Partnering
 - Talent and Performance Management
 - Leadership Development
 - Organizational Development
 - HR Transformation
- ➔ Successfully implemented enterprise-wide OD programs.
- ➔ Programs received recognition locally and internationally (e.g., Stevies, PMAP, HR Asia).



CHERYLL RUTH L. AGSAOAY

➔ *Senior Vice President/HR Group
Head, SM Supermalls*

PHILIPPINES

Coaching Culture as a Basic Fundamental for Future Leadership Towards A High Performing Organization

- ➔ Senior Officer of Performance and Coaching at BPJS Ketenagakerjaan, Indonesia's national social security agency, where he leads performance strategy and talent coaching for employees nationwide
- ➔ Successfully designed and implemented organization-wide coaching programs, directly enhancing leadership capabilities and succession readiness across regional and national offices
- ➔ Recognized internally for spearheading the Best Employee Selection Program, using a data-driven approach to evaluate staff based on performance metrics and behavioral competencies
- ➔ Holds the HR Certified Professional (2024) designation and has completed specialized training in Objective & Key Results (OKR), positioning him at the forefront of modern performance systems
- ➔ Certified in Professional Coaching (CPC) since 2021, with extensive coaching hours focused on developing managerial talent and embedding coaching culture within large public-sector institutions
- ➔ Holds a Master's in Management from IPB University and a Bachelor's in Sharia Economics from Airlangga University, combining economic acumen with HR strategy



HANIF FERRYANTO

- ➔ *Senior Officer, Performance Management & Coaching
BPJS Ketenagakerjaan*

INDONESIA



RAHMAWATI PUJI LESTARI

→ *Human Resources Business Partner Manager – Digital & GovTech Peruri*

INDONESIA

Accelerate & Elevate: Integrating Talent Acceleration and support with Employee Well Being Program

Case Study: PERURI as High-Level Security Company

- HR Business Partner Manager for Digital & GovTech at Indonesia's national security printing and digital solutions corporation — aligning workforce strategy with tech-driven business goals
- Played a central role in helping the company win multiple Human Capital on Resilience Excellence Awards, including:
 - ~ Best Emerging HR Strategy
 - ~ Best Talent Strategic
 - ~ Most Resilient Company
 - ~ Best HR Support on Business Transformation
- Awarded HR Person of the Year (2022) and selected to represent the company in an international innovation competition in Perth, Australia, winning the business simulation challenge
- Recognized as a top-tier emerging leader, selected as BOD-2 Talent (2024) and BOD-3 Talent (2023) through competitive national programs, ranking 1st and top 10 across over 130+ candidates in the company
- Holds a Bachelor's in Management from Jenderal Soedirman University and has completed elite training including the Advanced Human Capital Accomplished Program and Accelerated Talent Development Program

Accelerate & Elevate: Integrating Talent Acceleration and support with Employee Well Being Program

Case Study: PERURI as High-Level Security Company

- ➔ Head of Operational Human Resources Department, Peruri (State-Owned Security Printing & Digital Corporation) who currently leads HR operations for more than 1,000 employees at Peruri, overseeing permanent and outsourced staff while ensuring full compliance with labor law and SOE governance
- ➔ Over 10 years of leadership experience in strategic HR functions across Indonesia's state-owned enterprise (SOE) ecosystem — with a deep track record in HR operations, industrial relations, and organizational transformation.
- ➔ Drove the implementation of the Balanced Scorecard (BSC) framework as Head of Strategic Management Bureau, translating corporate goals into measurable KPIs across directorates and regularly reporting to both Boards and the Ministry of SOEs
- ➔ Holds multiple prestigious certifications including Strategic Process Management Excellence (2024), Advanced Human Capital Accomplished (2023), and Certified Strategy Execution Professional (2018)
- ➔ Holds a Bachelor's Degree in Communication Science from the University of North Sumatra



HUDA PERDANA SITEPU

➔ *Head of Operational Human Resources Department
Peruri*

INDONESIA