

# RST

## Forum

RESEARCH  
SCIENCE  
TREND

Nov 5, 2019 Shanghai ◆ Nov 7, 2019 Beijing



**Join us on the journey of exploration.**

**Listen to the latest research and trends shared by experts from all over the world.**

**Explore their far-reaching impact on the future of human resources**

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**Topics of this forum include**

The latest research results and their application in improving the level of human resources management and enhancing organizational effectiveness in field like

- ◆ **Neuroscience**
- ◆ **Organization Design**
- ◆ **Human Resource Analysis**
- ◆ **Mindfulness**
- ◆ **Human Resource Technology**
- ◆ **and etc.**

# Review



## Participant Evaluation

Look forward to your comments.

### Kohler

I gained a lot of inspiration. It makes me no longer confined to daily work. It is inspiring.

### Microsoft

I like the organizational form of the forum. Many excellent lecturers have been invited, and that's very profitable.

### Dell

Excellent! Excellent lecturers in various fields and they have provided many ideas and ways of thinking.

We try to look at human resources from a scientific point of view, the future of human resources will be more objective and scientific

### Siemens

Looking up at the stars as well as down-to-earth. It's so valuable.

### Novo Nordisk

## Wonderful moment

Last year, we explored the boundaries of human resources. We looked up at the stars, and tried to apply the latest research results in leadership grammar, behavioral change design, organizational analysis, neuroscience, human resources analysis and other fields to human resources; and we stand on solid ground, trying to put the insights into practice and make human resources more objective instead of subjective.



## Participating enterprises

- Kohler
- SIEMENS
- Microsoft
- Novo Nordisk
- DELL
- Amazon
- ABB
- Meituan
- Iqiyi
- Huarun
- China Resources
- Sina
- JD
- Alibaba
- Cummins
- GSK
- AstraZeneca
- Walt Disney
- Mondelēz
- Bayer
- 58 group
- Baidu
- ENN
- Huayi Brothers
- Gome
- Nestle
- Happiness in China
- Merck
- Evonik
- Starbucks
- ...

## ■ Human resources is wonderful industry

Looking at the world, solutions to human and organizational development are changing all the time. Various schools, concepts and methodologies are contending with each other and each has its own merits. Intense chemical reactions from interdisciplinary disciplines invisibly shape various fields of human resources... Being in it, what's happening and what's going to happen is fascinating.

Therefore, we produced the RST Forum with curiosity and doubts – a journey to explore the boundaries of human resources, based on research, science, and the future. The insights brought about by the activities last year triggered every participant to think about the future human resources. This year, we are still with you and will explore the future together.



**Research.** How does human resource analysis need to be expanded and developed to have a greater impact on the organization? How does the study of psychology allow HR to fully realize its potential and implement effective incentives?

**Science.** What kind of enlightenment does the human brain bring to the development of human resources? How to apply the results of neuroscience research to all areas of human resources? How will artificial intelligence and robotics affect the workplace? Will it bring about earth-shaking changes, or is it just an exaggeration?

**Trend.** Where is the future development of the organization? How will technology define the workplace and shape the relationship between people and organizations? What changes will all the variables bring to the organization? In the great changes around us, what new life will human resources renew?

As a high-end, professional and influential HR membership organization, HREC has always adhered to “passing wisdom and sharing practice”. The belief is to promote the development of the human resources industry. HREC is deeply cultivated in various segments of human resources, it brings the most cutting-edge and most valuable human resource practices to HR in all walks of life.

It is based on the deep understanding and insight into the human resources industry that drives us to make this attempt to explore the boundaries of human resources, and also gives this exploration a solid practical foundation and strong resources. We may not be able to give you a definitive answer on the trip, but hope you will fall in love with the exploration process itself.



■ **Andrew Spence | Director | Glass Bead Consulting (UK) Ltd**

Andrew Spence is a human resources and workforce transformer with a mission to help develop better organisations. Founder of Glass Bead Consulting, he works at the intersection of technology, strategy, organizational development and HR. Andrew completed his MSc in Cognitive Science and Artificial Intelligence from Birmingham University in the UK. He has worked on over 22 complex transformation programmes with organisations including; BP, John Lewis Partnership, Novartis, and UK government services including health, prisons and transport. Andrew has worked with leading outsourcing and consulting companies Accenture, Deloitte and AON Hewitt. His most recent work has included the publication of “Blockchain and the CHRO” for the Tapscotts’ Blockchain Research Institute.

Andrew has received industry recognition for his contributions, including :  
 Top 30 Global Influencers in HR Tech, Top 30 HR Influencers, Top 20 Experts in People Analytics.

He is also a Fellow of the RSA in London and a professional member of the Center for Evidence-Based Management.



■ **Adrian Furnham | Professor of Psychology | University College London**

Adrian Furnham was educated at the London School of Economics where he obtained a distinction in an MSc Econ., and at Oxford University where he completed a doctorate (D.Phil) in 1981. He has subsequently earned a D.Sc (1991) and D.Litt (1995) degree. Previously a lecturer in Psychology at Pembroke College, Oxford, and was Professor of Psychology at University College London. He has lectured widely abroad and held scholarships and visiting professorships at, amongst others, the University of New South Wales, the University of the West Indies, the University of Hong Kong and the University of KwaZulu-Natal. He has also been a Visiting Professor of Management at Henley Management College. He has also been made Adjunct Professor of Management at the Norwegian School of Management (2009) and Honorary Professor at the University of KwaZulu-Natal (2014).

He consults to many organisations in various different sectors (particularly airlines, banks, civil service) and in many different countries (particularly continental Europe and Asia). He is also an experience conference speaker doing around a dozen key-note speeches a year all around the world

He has written over 1300 scientific papers and 85 books. He is on the editorial board of a number of international journals, as well as the past elected President of the International Society for the Study of Individual Differences. He is also a founder director of Applied Behavioural Research Associates (ABRA), a psychological consultancy established over 30 years ago.

Like Noel Coward, he believes work is more fun than fun and considers himself to be a well-adjusted workaholic. He rides a bicycle to work (as he has always done) very early in the morning and does not have a mobile phone. Adrian enjoys writing popular articles, travelling to exotic countries, consulting on real-life problems, arguing at dinner parties and going to the theatre.



■ **Amy Brann | Director | Synaptic Potential**

Amy is the Director of Synaptic Potential, the international team of thought leaders applying cutting edge science to organizations. They have worked with companies such as Warner Brothers, EY, University of Nottingham Ningbo China, Arup, the NHS, News UK, and PWC. Their bespoke approach means they partner with organizations to help them strengthen their strategy, culture and performance.

The team works globally sharing reliably simple applications of neuroscience that lead to game changing insights and results. Having partnered with Bangor University’s Behavior Change Centre the approaches gained additional credibility from the input of diverse researchers.

When Amy speaks she passionately delivers the message that you and your organization have a huge amount of potential that can be better accessed if you understand how to work with your brain optimally.

Leaving UCL medical school with a fascination around how to get people who are good to be even better Amy weaves all these insights into practical takeaways. Your brain may not be the whole answer…but it is the best place to start!

Amy is the author of three books: ‘Make Your Brain Work’ , ‘Neuroscience for Coaches’ & ‘Engaged: The neuroscience behind creating productive people in successful organizations’ .

She is also a visiting lecturer to Manchester Metropolitan University teaching the neuroscience of leadership on the Master of Sports Directorship programme.



■ **Amit Mohindra | Founder and CEO | People Analytics Success**

Amit Mohindra is founder and CEO of People Analytics Success, the premier advisory, coaching and education firm in the people analytics space, guiding organizations and individuals toward success in their people analytics journeys. He is the founding program director for The Conference Board's Council on Intelligent Automation and is a Conference Board Senior Fellow in Human Capital.

Amit has built people analytics teams at Fortune 10 companies such as Apple and McKesson. He began his career as a World Bank labor economist and has worked in consulting and corporate HR for organizations such as Goldman Sachs, IBM, Lucent Technologies and Willis Towers Watson. He held global leadership roles in HR, compensation, benefits, talent management, diversity & inclusion, M&A and operations.

Amit enjoys helping people succeed. He coaches HR leaders to thrive in a big data, AI and people analytics world. He coaches people analytics practitioners to develop a vision, execute their roadmap, and show up as HR leaders. He teaches at UC Berkeley Extension and Stanford Continuing Education and has guest lectured at the School of Industrial and Labor Relations at Cornell University. He delivers People Analytics Success™ on-line training and hands-on workshops around the world. Amit is on the advisory boards of TrustSphere and Trybe and is a sought after speaker on people analytics, intelligent automation and the future of work.



■ **Natal Dank | Director and Founder | Southern Blue Consulting**

When, at some point, you're asked to use a 25-box talent matrix (seriously) because, "that's the way it's always been done around here", you know the processes and compliance of Human Resources (HR) have gone too far! This realisation saw Natal embark on an adventure to make HR all about people again, and in doing so, have a chance of being liked at BBQs when she told people what she does for living :-)

With the aim of disrupting HR for the good of humans, Natal is an Agile HR pioneer and one of the first to provide Agile HR coaching and consulting in the UK, Europe and Australia.

Natal combines her extensive background in HR, organisational development and workplace learning with innovative Agile practices, to offer a truly unique and transformative approach. The more she witnesses the energy Agile HR ignites, the more convinced she has become of its restorative power, not just for the HR profession but for the future of work.

Natal works hands-on with HR teams and leaders, to help them embrace an Agile mindset, and redesign HR services to enable (no hinder!) Agile teams and organisational transformation at Southern Blue Consulting.

More recently, Natal co-founded the Agile HR Community with the aim of establishing the new professional standard in HR and people practices. Natal also founded the Agile HR Meetup community and hosts regular events in the UK, Europe, and Australia.



■ **Jack Lim | Executive Coach & Managing Director & Author of Leadership Gene | Leader'sGene Consulting**

Mr. Lim was a Senior Partner, and Managing Director for Korn/Ferry International's Leadership and Talent Consulting business in Greater China. Prior to Korn/Ferry, Mr. Lim was Managing Director for Mercer's human capital consulting business in Greater China. Earlier in his career, he was with Hay Group.

Prior to Korn/Ferry, Mr. Lim was Managing Director for Mercer's human capital consulting business in Greater China. Earlier in his career, he was with Hay Group.

A frequent speaker at many high-profile leadership and talent management events in China, Mr. Lim has also published several articles in leading business journals such as the Chinese version of the Harvard Business Review and the Wall Street Journal and most recently, Leadership Excellence. He is a member of the editorial board for the Business Review Magazine, which recently lauded him as one of the "top ten most insightful and inspiring authors." He is named one of the "15 People in 15 Years" by China Staff in 2012.



■ **Juliet Adams | Director | A Head for work Ltd**

Juliet is a senior HR professional, specialising in training design and brain based approaches to workplace productivity. She is a Fellow of CIPD. Her previous roles included working as Head of training design for the UK Police Training College, where she developed a number of national programs.

For the last ten years, Juliet Adams has been at the forefront of work to develop mindfulness training that meets the needs of busy professionals working in demanding roles.

Between 2012 and 2016 Juliet has helped organise three international conferences on mindfulness in the workplace, Written three books on the subject, and founded [mindfulnet.org](http://mindfulnet.org) – a go to website for information on mindfulness, applications and evidence base.

Juliet acted as an expert adviser on workplace mindfulness to the UK parliament Mindfulness all party parliamentary group. She contributed content to the Mindful Nation UK report and Building the Case for Mindfulness in the Workplace.

Over the last three years Juliet collaborated in the development of WorkplaceMT – an evidence informed innovative approach to teaching mindfulness in the workplace. The intensive trainer development program she co-developed is the only mindfulness teacher training to be recognised by the Chartered Management Institute. To date she has helped to develop over 170 trainers.

0830 Registration  
0900 Opening

0920

## 1 How HR Can Use Technology to Build Better Organisations

- Andrew Spence will describe how HR leaders can take a lead in designing the organisations of the future by harnessing technology, using insights from behavioural science and adopting an evidence-based approach.
- Andrew will highlight global examples of workforce technology innovation including cloud, artificial intelligence, blockchain, robotics, augmented reality, wearable devices and mobile in the context of developing better organisations.
- With examples from different industries, this presentation will cover the opportunities and also the risks of different types of technology in the context of people management.
- The presentation will conclude with how this new generation of workforce technology will impact organisations, work, HR and careers.

Organisations face a future driven by mega-trends shaping our workforce and our societies. The winning organisations are those that understand these dramatic shifts. Our HR technology is changing rapidly, enabling better automation and also better workforce insights. We now have chat-bots handling our customer queries and robots doing our recruitment screening.

Andrew Spence will describe how HR can take a lead in designing the organisations of the future by harnessing technology, using insights from behavioural science and adopting an evidence-based approach.

The audience will hear global examples of innovative workforce technology that are improving insights, decision-making and productivity from different industries. This will include cloud, artificial intelligence, blockchain, robotics, augmented reality, wearable devices and mobile in the context of developing better organisations.

Andrew will conclude with the impact of workforce technology on organisations, careers, and the impact on the future HR function.

**Andrew Spence | Director | Glass Bead Consulting (UK) Ltd**

1020 Tea Break

1050

## 2 The Psychology of Money and Motivation

- Introduction
- Four theories of motivation and implications for HR
- Money as a Motivator...or Demotivator?
- Money Types
- Job Engagement and Satisfaction
- The essence of good leadership

Professor Furnham's talk will be wide-ranging but will focus on the all important topic of how to motivate people at work. Psychologists have proposed various different theories and these will be described and discussed. The main focus is on the psychology of money and how powerful this is as a motivator. He will conclude, in accordance with other psychologists but against popular belief that money is a stronger demotivator than motivator. People must be paid at "market rate" and fairly for what they do and compared to colleagues but beyond these money is a weak motivator. If this is the case the question discussed is how to make people happy, engaged and motivated at work. Latest ideas and recommendations in this area will be discussed.

**Adrian Furnham | Professor of Psychology | University College London**

1150

## 3 Your Neuro People Strategy

**Description:**

Many organisations say that their people are their best asset. During acquisitions and mergers, the culture, the productivity and the skill sets of the people are typically held up as great positives of the company. However, very few understand how and why they work so well. Fewer still know what to do if things are not working as they want!

Your growth and success are magnified when you understand how to set your people up to work best. Understanding the fundamentals to 'Your Neuro People Strategy' puts you at a competitive advantage. It works for individuals, teams, whole organisations and even can be adapted for children and families! You will be clear on the importance of creating an intentional environment and save time and effort by knowing what is critical to triumph and what can be let go of.

- Explore a new approach to aligning people and business strategy
- See the much talked about "Beautifully Simple Model that gets RESULTS" in action
- Receive clear takeaways to put neuroscience and behavioural science to work in your organisation tomorrow
- Refocus on what will deliver the best results, quickest

**Amy Brann | Director | Synaptic Potential**

1250 Lunch

1350

## 4 People Analytics, AI and the Future of Work

The Human Resources (HR) function was gently awakened from a peaceful slumber by the emergence of people analytics and has now been jolted upright by the rapid advent of artificial intelligence (AI). Based on the growth of people analytics teams and burgeoning literature of results, people analytics has arguably ridden the hype cycle: it has crossed the peak of inflated expectations, risen from the trough of disillusionment and is happily riding the slope of enlightenment with only the threat of the HR function's own resistance to change and data privacy constraints threatening to condemn it to a plateau of productivity. The application of AI in people analytics has followed the same trajectory, but at a velocity modulated more heavily by ethical considerations; data privacy legislation; technical innovation; use case success; and individuals' and societies' comfort with personal data, communication and activity being mined for ostensibly beneficial purposes. Hear a people analytics pioneer and founder of Apple's people analytics team reflect on the field's recent history and current landscape; its impact on HR, business and society; and the range of possible futures. With this rich perspective, learn how to grow your people analytics team; make the right investments; and forge the right roadmap to secure the best HR/AI-fueled business outcomes for your organization.

- Learn from history: hear a pioneer's rich perspective on the emergence of people analytics and its application of AI
- Be empowered: see through the buzzwords and hype so that AI is no longer a "black box" and you can confidently call the shots over vendors
- Focus your efforts: understand which AI-based approaches and technologies for HR have been successful
- Prepare your organization: shape your people analytics initiatives to win the war for talent through competitive advantage in people

**Amit Mohindra | Founder and CEO | People Analytics Success**

1450

## 5 Agile HR - Reinventing Human Resources for the future of work

Agile HR offers you a mindset and method of working to help innovate your people practices. We live in a VUCA (volatile, uncertain, complex and ambiguous) world. Business seeks agility, collaboration and a rapid response to customer needs. While our people seek a personal employee experience and great place to work. Current Human Resource practices are increasingly out-of-touch with these demands.

Agile HR transforms the fundamental principles of HR. But what does it look like in reality, and how do HR teams make a start? Firstly, we'll look at Agile for HR, where HR professionals embrace the mindset and tools within their own teams and projects. A movement that is also beginning to reshape the overall HR operating model. Secondly, we'll discuss HR for Agile, and how to redesign existing people practices to support Agile teams and organizational transformation.

**Natal dank | Director and Founder | Southern Blue Consulting**

1550 **Break**



1620

## 6 Agile - the organization, talent and leadership of the digital era

The economic civilization of mankind has never been explosively climbed to such a height in just over a decade. The per capita GDP curve of human productivity, which was initiated around 1800, rose again and again around 2000. These two important qualitative changes have brought human civilization from the farming era to the industrial era, and are now introducing us into a new digital era.

What kind of reference does chaos theory and complexity science bring to the enterprise management of the digital era? How does the management philosophy of the digital era get rid of the thinking habits of the industrial era? What new requirements are raised in terms of organization, talent management and leadership? Jack Lim, general manager of Li Consulting, former general manager of Guanghai International Talent and Leadership Consulting and general manager of Mercer Consulting Human Capital Consulting, will share his recent research findings on these issues.

**Jack Lim | Executive Coach & Managing Director & Author of Leadership Gene | Leader'sGene Consulting**

1720

## 7 How mindfulness is best introduced and integrated as a feature of organisational design.

### Description:

Mindfulness has entered the mainstream. The world's most successful companies now offer mindfulness training to improve performance, resilience and working relationships. Unlike many professional development programs, mindfulness training is underpinned by a high volume of research. To date over 3000 academic papers have been published on mindfulness. Over 150 papers focus specifically on workplace mindfulness.

This session focuses on mindfulness as a strategic performance improvement tool. If you wish to improve the resilience and performance of your organisation and its staff, this session will be of benefit to you. Drawing on recent research and organisational case studies, it explores how you can successfully introduce mindfulness to your organisation and integrate it into everyday working practices. It will equip you with effective ways to identify and overcome possible both cultural barriers. You will leave with a toolkit for implementation.

### Outline:

By attending this session you will discover

- ✦ What is mindfulness, and how can it improve productivity, engagement, resilience, and creativity
- ✦ Mindfulness as a strategic change tool
- ✦ Recent research and organisational case studies
- ✦ Effective ways to introduce mindfulness to your organisation
- ✦ How to identify and overcome possible barriers

**Juliet Adams | Director | A Head for work Ltd**

1820 **wrap-up**

1825 **End of the Conference**

## ABOUT HREC

Human Resource Excellence Center is China's upmarket, professional and influential membership-based organization for HR professionals. By the end of Jun, 2018, more than 3,500 companies joined HREC as corporate members. More than 90% of Fortune 500 & Forbes 2000 companies in China are HREC members. HREC's products and services cover all HR functions and areas to satisfy HR's "Learning, Procurement, Motivation & Recognition Needs".

### ◆ For HR's Learning Needs:

- For HR's Learning Needs:** Onsite learning channels: (1) organize over 40 branded annual conferences and showcases, which become HR professionals' preferred choice for learning leading practices and market trends. (2) organize over 30 HR frontier and corporate visits to explore industry's best practices. (3) provide one-stop learning solutions, with over 100 public workshops and in-house trainings covering all HR, leadership and soft skill training topics. (4) "Micro-Consulting" platform helps HR to find leading experts and practitioners to obtain professional advices. (5) "Member Bridge" annually helps over 200 member companies to visit benchmark companies and encourage in-depth sharing and discussion of HR practices. (6) HREC Coach Club has over 50+ certified coaches, committed to members' personal growth and development.
- Online learning channel:** over 60 webinars and teleconferences annually to share the best practices and latest trends
- In-depth Self-Study:** (1) HR Value magazine published by HREC is widely recognized as an outstanding HR publication rooted in both theories and best practices by our 30,000 readers. (2) HREC annually publishes more than 20 research reports and writes over 200 cases studies covering various HR functions and programs: Management Trainee Projects, HR Shared Services, Talent Management, Blue-collar Worker Management, Recruitment Process Outsourcing and Campus Recruitment, E-learning and Mobile Learning etc. The reports provide latest practice sharing and data analysis, helping HR professionals to make right decisions and contribute better values to the business.

### ◆ For HR's Procurement Needs:

- HREC annually organizes more than 25 professional large scale conferences & exhibitions across China, with 500+ leading HR services and

solution providers to showcase their services and solutions.

- TPG (The Purchasing Guide) is an online procurement portal featuring more than 200 leading HR services and solution providers' business profiles. It also releases category Top 5 or 10 rankings based on HR users' rating.
- HREC In-house Training and Consulting Platform annually assists more than 200 companies to source HREC-certified training & consulting services providers offering top quality services and flexibility in customization.
- HREC member insurance pool helps member companies to reduce insurance cost by consolidating the buying power and collective negotiation with the insurance companies.

### ◆ For HR's Motivation & Recognition Needs

- HREC organizes "China Learning & Development Award", "China Recruiting & Staffing Value Award", "China HR Shared Service Centre Value Award", "China Compensation and Benefits Value Award" and "China Organization Development Value Award" every two years, the influential & reputable awards of its kind in HR industry in China. HREC strictly follows "fair, impartial and open" principles and establishes judgment panel consisting of independent leading HR experts, striving to search for leading practices and benchmarks in China. The awards aim to "gather excellent companies, discover outstanding practices and lead the development of HR industry". The awards firmly establish themselves as authoritative, professional and credible ones in China's HR industry.
- Presenting in HREC's events or publishing case studies in HR Value magazine and survey reports is an recognition of excellence in practice.

