

# 100 **Be part of Australasia's largest learning event.** Sessions to help you with your training challenges



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**2 DAY CONFERENCE & EXHIBITION**

**Thursday 26 - Friday 27 July 2007**

Choose to attend either day or both days!

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Sydney Convention and Exhibition Centre – Darling Harbour

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## CONFERENCE INCLUSIONS

### 2 DAY INVESTMENT INCLUDES:

Approximately 100 skill building and how-to sessions to choose from

2 day admission to the Interactive Expo

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20 Learning Labs – Discover Best Practices

Numerously Rich Frontliner Sessions – Bolster Performance

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It's About Performance  
It's About Alignment  
It's About Solutions...



To Your Training Challenges

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<b>2-Day Conference</b> - 26 & 27 July 2007	<b>\$590</b> save \$200	<b>\$690</b> save \$100	<b>\$790</b>
<b>1-Day Only</b> - Thursday 26 July 2007	<b>\$295</b> save \$100	<b>\$345</b> save \$50	<b>\$395</b>
<b>1-Day Only</b> - Friday 27 July 2007	<b>\$295</b> save \$100	<b>\$345</b> save \$50	<b>\$395</b>
<b>Xmas in July Charity Cocktail Party</b> Supporting the Clown Doctors in Australian Hospitals Time: 1730 - 1930	<b>\$99</b>	<b>Conference Investment Schedule</b>	

# WHO SHOULD ATTEND?

## The eLearning & training event made for you



Learning & Development Professionals  
Human Resources Executives  
Corporate Training Providers  
Corporate Training Managers  
Training Manager's & Consultants  
eLearning Managers  
eLearning Designers & Developers  
Instructional Designers  
Trainers and Teachers  
VET Sector Professionals

IT Training Professionals & Managers  
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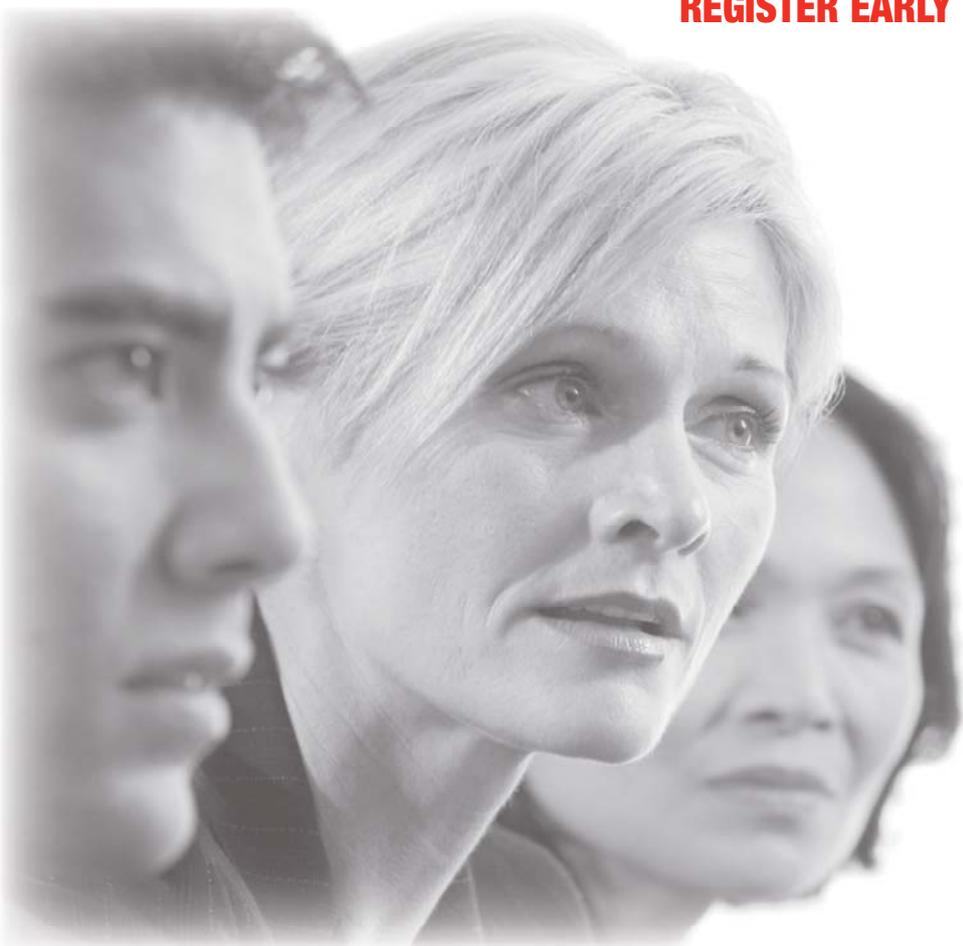
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**DON'T MISS DR BRANDON HALL'S MUCH ANTICIPATED FIRST VISIT TO AUSTRALIA.**

## **STATE OF THE ART ELEARNING:**

WHAT YOU NEED TO KNOW TO STAY AHEAD OF THE PACK

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# **National Training Day 2007**

**FRIDAY 27 JULY**

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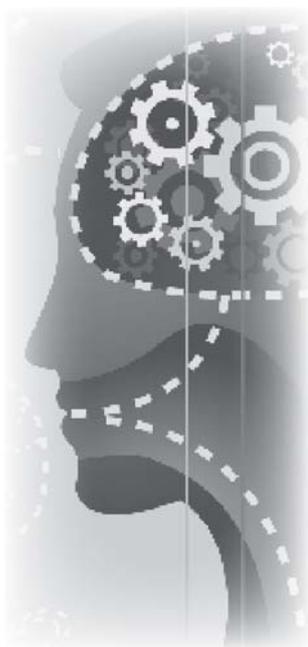


## Ms Carrie Armstrong Le Sieur Manager Webex University

Reaching for the stars:

### Using web collaboration to meet your strategic goals

Carrie Le Sieur has been involved in the training industry for over 10 years and has served in a range of capacities in both the public and private sectors. She holds a Bachelors Degree in Entrepreneurship and Management and is a former Kemper Scholar. Ms Le Sieur is currently a Manager with WebEx University and is responsible for developing training programs for internal and external customers. She oversees a team of professionals dedicated to providing quality training sessions and maintaining a competitive edge in a growing industry. During her tenure WebEx University has received many awards, including the following in 2006: CustomerSat Ace Award, Brandon Hall Excellence in Learning Award, APEX Award for Publication Excellence, and multiple STC Awards for Excellence in Online Training Communications. As organisations reduce travel and marketing budgets, the trend towards the online forum is ever increasing. The big question is, "How can online sessions help us reach our strategic goals?" Doing more with the same or fewer resources has become the standard which can lead to short development cycles without reducing quality. This evolving environment provides a window of opportunity for those open to exploring the endless possibilities associated with the virtual collaboration medium. This session will give participants an understanding of the key objectives and benefits of online events, the 5 most common mistakes and corrective activities, and tips to deliver interactive and educational sessions while streamlining the development and sales cycles.



## Dr Bruce Copley Director AAHA Learning Cape Town, South Africa

### Cogmotics: The art and science of holistic education and learning

Bruce has spent the past 37 years passionately engaged in the world's most important business..... EDUCATION! With multiple degrees, a prestigious scientific award for his ground breaking research and for the past 2 decades Bruce has immersed himself in the art and science of informal education. He has pioneered and developed a revolutionary holistic method of education and training known as COGMOTICS. Inherent in Cogmotics is a process of metalearning or learning about learning. Rather than a focus on conveying information, acquiring knowledge and/or applying a specialised skill or ability, the emphasis in this holistic approach is on becoming a skilled or competent systemic learner. Metalearning highlights the fact that the challenges, burdens and rewards of learning lie not with those who would teach, but with those who would learn. Described as a real life version of John Keating, the poetry teacher played by Robin Williams in the famous award-winning film "Dead Poets Society", and utilising a remarkable array of activities and skills, Bruce transforms conventional cerebral sitting practices into vibrant and captivating "whole person" learnings. From these art-making experiences delegates rediscover the "learner within", thereby ensuring that something new is understood and/or something is newly understood. This session will introduce you to principles and techniques which can be used to: elicit highly relevant insights and promote fresh new perspectives on old issues and problems: provide unforgettable gut-level imprints and memories: improve confidence, self-esteem, openness and communication: remind people that individual differences are resources: foster action-oriented feedback: tap into individual and collective creativity and innovation: develop effective support networks: promote holistic wellness and stress coping mechanisms: and manage conflict resourcefully.

# DAY 1 THURSDAY, JULY 26

FRONTLINERS

PARALLEL SESSIONS 1015 - 1100



## **Lisa Walker**

Senior PM – PMPartners  
How to integrate eLearning with your company's strategic initiatives

## **Gordon Layard**

Director – Pacific Multimedia  
eLearning in the future:  
Towards artificial intelligence

## **Clint Smith**

Senior eLearning Consultant e-Works  
Designing eLearning Solutions:  
A business case model for facilitated,  
blended learning that works

## **Jay Cohen**

Director - Learning Verve  
Effective employee induction  
via technology and eLearning

## **James Adonis**

Employee Engagement Consultant  
How to train, coach, and develop  
Generation Y in an engaging way

## **Serge Ciciulla**

Australasian Development Manager – Abex Institute  
A new competitive edge:  
Making the business case for learning



Learn how to learn online



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# DAY 1 THURSDAY, JULY 26

FRONTLINERS

PARALLEL SESSIONS 1115 - 1200

## Richard Stublely

Director – Openlearn  
Motivating eLearners by  
addressing their context

## David Hegarty

Director – Cadre  
Keeping an eye on Web 2.0

## Stephan Zan

Director – Future Knowledge  
Simulations for  
learning best practice

## Dr Helena Popovic

Mind your mind to  
optimise your learning

## Julie Mills

CEO – Recruitment & Consulting  
Services Association  
Life long learning

## Robb Reiner

Industry Consultant  
Designing blended  
learning solutions

## Christie Schneider

Instructional Design Manager  
The Learning Group  
ThinkBreak



Just-in-time learning:  
Delivering training whenever  
your learners need it



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Ten tips for live eLearning

## **Christine Dick**

L & D Manager Travelex Asia Pacific  
Moving from foreign exchange to  
retail using learning to create a  
customer focused business

## **Maximillian Finlayson & Johanna de Ruyter**

Directors – Anthil  
Creating healthy cultures

## **Simon Hann**

CEO – A-Frame  
Using eLearning to deliver  
soft skill and product  
knowledge training

## **Camille Valvo**

Presentations Expert  
Polished presenting  
for the professional

## **Shane Cassidy**

Director – TDi Consultancy  
Maximising your  
incidental learning



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# DAY 1 THURSDAY, JULY 26

LEARNING LABS

PARALLEL SESSIONS 1430 - 1515



## **Assistant Prof Saul Carliner**

Concordia University Montreal Canada  
Reflect on the good, the bad and the ugly of technology

## **Dr Lynda Bourne**

Education Director – Mosaic Training  
Supercharge you project performance

## **Carol Daunt**

Director – LearnTel  
Telepresence: The new eLearning

## **Karen Hunchendorf**

Director – Global Interface  
Becoming a cultural detective

## **Dr Denise Meyersen**

Director – Management Consultancy International  
Check your organisation's pulse:  
Are you an Investor in People?

## **Avis Beiden & Travis Winkler**

Directors – Adept Learning Corporation (USA)  
The compelling business case for  
adopting virtual instructor led training



Creating Dynamic Presentations

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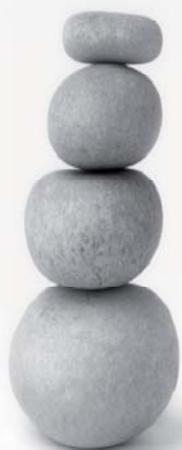
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**Dr Philip Uys** Manager, Education Design & Educational Technology – Charles Sturt University

### Enterprise-wide technological transformation and change management: A complex landscape

The pervasive use of eLearning and training in private enterprise and higher education has made it imperative to understand what the critical issues are when implementing enterprise-wide eLearning and training strategies. The presentation acknowledges that the processes of enterprise-wide technological transformation and change management are complex, with many dislocations, dilemmas and uncertainties, given that people are central to this transformation process. The presentation includes a discussion on the Leadership, Academic & Student Ownership and Readiness (LASO) Model for enterprise-wide technological transformation in higher education developed by the writer as part of his PhD research. It further uses a comparative analysis of three case studies of the implementation of the LASO model over nine years in three countries. The presentation is grounded in literature on change management and educational reform, both in higher education and the corporate context. The presentation questions the strong bottom-up approach of Rogers' (1995) innovation of diffusion theory and the smooth contours of the innovation curve when applied to the enterprise-wide infusion of eLearning.



**Eva Wong** Chairperson & President – TopHuman

### Creating China's coaching phenomena: The power of ren

Ms Eva Wong is the chairperson and president of TopHuman. Eva developed the REN Coaching Model,© which fuses the Eastern philosophies of Confucianism, Buddhism, and Taoism with Western coaching models and management practices. Since the mid-1990s, more than 100,000 people have learnt how to apply this unique model to their everyday business practices. Eva is the world's first Chinese accredited Master Certified Coach, and is a board member of the International Coach Federation (ICF). Eva is the co-author of *The Power of Ren* and *The REN Coaching Model*, translator of *The Power of Experiential Learning*, and is a member of the editorial board of the *International Journal of Coaching in Organizations (IJCO)*. She was awarded the 2006 award for the "Top Ten Most Influential People for their Contribution to a Harmonious Society in China". She is a life member of the World Outstanding Chinese Foundation, and has been elected as one of China's 100 Outstanding Women Entrepreneurs by the China Women's Federation and China Alliance of Women. China's rapid development has produced some very well known local corporations, attracted international brands, and even developed a market for international entrepreneurs. Once these corporations have successfully entered the market or established themselves, they are faced with the question of how to grow their businesses. The "Ren" Coaching Model provides a very effective answer to this question. The Model draws on various ancient Chinese teachings, which suggest that "attitude" is the ultimate source of people's problems, because it is the motivation behind all human actions and behaviours. The Model also suggests another revolutionary concept: that managers should not manage their subordinates, but lead them; that they should not direct their subordinates to work in a certain way, but motivate them to work voluntarily in the way that the manager desires. The Model identifies nine qualities that typify a successful leader, which are described by the term "9-Dot Leadership©". During the session, participants will learn about 9-Dot Leadership© and its application. They will also appreciate the influence of the "Ren" Coaching Model in China.

**Prof James Dalziel** – Macquarie University**What's next: Innovation in eLearning technology**

As eLearning becomes more widespread, there is a rising demand for new approaches such as Web 2.0, the use of blogs and wikis, Learning Design and podcasting. This presentation discusses recent innovations in eLearning as well as the internet and general, and explores how these developments will impact on education and training over the coming years. In particular, it considers the nature of different innovations, and how some will represent incremental advances on current practice, while others will result in more disruptive innovation which may have long-term benefits, but result in short term challenges. The presentation gives you an understanding of recent innovations in eLearning technology and how these relate to current education and training practise. The presentation will also consider the nature of these innovations in terms of their impact on organisational culture, particularly in terms of the challenges of managing disruptive innovations.

**Dr Brandon Hall** CEO – Brandon Hall Research**State of the art eLearning:****What you need to know to stay ahead of the pack**

Brandon Hall, PhD, is a well-known researcher and commentator on eLearning. One of the earliest visionaries on the coming revolution of technology for training, he started a newsletter on the topic in 1993, followed by many conference presentations and the book, 'Web-Based Training Cookbook' in 1997. He coined the term Learning Management System in 1998, and has published in-depth reviews of LMSs, Authoring tools, LCMSs, and best practices ever since. Brandon is CEO of Brandon Hall Research, which produces 20 major reports a year, plus an annual 'Excellence in Learning Awards' program, with over 200 entries and 600 judges per year. During the early years of eLearning, one country clearly stood out as leading-edge early-adopters: Australia. This is Brandon's first, long overdue, trip to Australia. eLearning has become a powerful tool in many organisations as the way to deliver more training to more people in more locales, at lower cost. Any new initiative, however, is likely to have speed bumps and potholes along the way. To ensure success with eLearning, one must be aware of the best practices, and the best tools and systems - LMSs, Authoring tools, Live Virtual Training systems. One must also be familiar with award-winning, state-of-the-art custom courses, which go way beyond text-only page-turners. One must also be aware of the emerging technologies, new tools being used to deliver content in new ways. Like the internet itself, the field of eLearning is ever-changing, and the future looks exciting and ever-more beneficial to organisations. In this presentation, you will learn how to avoid common problems with eLearning programs. Learn which are the best tools and systems to invest in and be able to set new standards for the design of custom content. In addition, you will learn about the newest tools for distributing content.

# DAY 2 FRIDAY, JULY 27

FRONTLINERS

PARALLEL SESSIONS 1015 - 1100

## Paul Stapelton

Director – Blanchard International  
Managing the human  
element of change

## Ian Beeson

Industry Consultant  
Building high-performance  
virtual teams

## Mark Purbrick

Regional Director – Profiles International  
How to performance manage your  
business to greater success

## Jan Sky

Director – Sky Training  
Executive State Identification  
ESI – making changes stick

## Marc Ratcliffe

CEO – MRWED  
Building your trainers toolkit:  
12 Proven tricks to spice  
up your training

## Andrea Barrett

Head of eLearning Practice

## Sharon Perritt

Head of Training Practice  
RWD Technologies Australia  
Learning + Technology =  
Performance + Knowledge?  
(Or why you should be aiming to Create  
Sustainable Change in your Business)



**Study the bigger  
picture with  
the worlds best  
learning minds**

## Dr Ellen Wagner

Senior Director,  
Worldwide eLearning  
Solutions Adobe  
Systems, Incorporated  
**Engaging the  
learning enterprise**



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Delivering training whenever  
your learners need it



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# DAY 2 FRIDAY, JULY 27

FRONTLINERS

PARALLEL SESSIONS 1115 - 1200

## Geoff Rosamond

Managing Director – HP Consulting  
The business of you:  
Manage yourself  
like you're the boss

## Marie Dayton

President – (ILDP)  
International standards for  
recognising global excellence  
in learning and development

## David Hurlow

Team Management Consultant  
Team work – the musical

## Phil Lee

Director – Sandler Institute (Aus)  
Why sales training fails?

## Lisa Garbutt

Director – Safetelearn  
Driving competence to improve the  
workplace through eLearning\_

## Lisa Walker

PM – PMPARTNERS  
Project management practices  
for training initiatives

## John Blake

Director – Vision Training  
Financial metrics for trainers  
in the boardroom



Ten tips for live eLearning

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# DAY 2 FRIDAY, JULY 27

FRONTLINERS

PARALLEL SESSIONS 1330 - 1415

## Simon McIntyre & Ian McArthur

University of New South Wales  
Award winning research: Implementing effective and sustainable online teaching and learning strategies

## Julianne Fenwick

National BD Manager  
Blake Dawson Waldron  
Turning an eLearning compliance initiative into a marketable asset for shareholders, suppliers & customers, and for recruitment

## Melita Lee

L & D Manager  
OneSteel Whyalla Steelworks  
Best practice way forward for improvements in training learning and development for the OneSteel Whyalla Steelworks and Mines.

## Shelly Ryder

Consultant – TenderSearch  
Dispelling the tender myths for the training industry

## Mark Moore

CEO – EPI  
Building solid foundations for exceptional performance

## Jenny Rayner

Principal – Royal Far West School  
Throwing the eLearning lifeline to at risk country kids



Ten tips for great online events



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# DAY 2 FRIDAY, JULY 27

LEARNING LABS

PARALLEL SESSIONS 1430 - 1515

## Catherine Smithson

Director – Being Human  
New trends and techniques in change management - beyond the “warm and fuzzy” people stuff

## Nareen Young

Director – Diversity Council Australia  
Diversity training = performance success

## Keryl Egan

Executive Coach – Stormont Consulting  
The workplace psychopath

## Marvin Oka

Certified Master Behavioural Modeller  
Leadership communications:  
Mastering the language of change and meaning

## Dr Bruce Copley

Director – AAHA Learning, South Africa  
Holistic intelligence

## Randall Tame

Director – Insight and Influence  
How to turn leadership development into business results

## Eva Wong

Chairperson & President TopHuman, China  
The power of ren

## Assistant Prof Saul Carliner

Concordia University Montreal (CAN)  
Learning leaders:  
Selling your services in your organisation



Creating Dynamic Presentations



**Discover best practices  
with industry specialists**

**Ms Carrie Armstrong Le Sieur** Manager Webex University

Reaching for the stars: Using web collaboration to meet your strategic goals



**Dr Ellen Wagner** Senior Director,  
Worldwide eLearning Solutions Adobe Systems, Incorporated  
*Engaging the learning enterprise*

In a recently published report<sup>[1]</sup> from IDC, Peter McStravick observed that as chief learning officers look for more ways to derive value from investments in workforce development, corporate training functions will continue to undergo significant change. While training continues to play an essential part of organisational life, today's most successful organisations know that corporate learning is no longer just about training. One trend that has made it possible to extend consistent and reliable learning and performance support to the entire enterprise is the re-emergence of eLearning. Not just eLearning that responds to the necessity of compliance and regulatory training, but also eLearning that responds to an enterprise's employee orientation and on-boarding needs, product roll-outs, sales training, point of sale and customer success programs. As a set of strategies and practices for making use of a wide variety of content creation, distribution and management tools, eLearning gives enterprises the ability respond to many of the formal learning and performance support needs of a diverse, distributed and increasingly mobile work-force. When learners need to figure out how to apply classroom concepts on the job, to their lives and the world at large – they need completely different kinds of learning intervention. Social networks, and other modes of informal learning, where personal technologies such as mobile phones, games and MP3 players offer a path to improved organisational capability, agility and profits. The self-evident benefit of linking informal learning with the anytime anywhere sensibilities of "next generation" eLearning offers such informal alternatives as social media, serious games, connections and collaboration along side delivering online courses and on-demand tutorials. This Lead Session will present an overview of emerging trends in technology, culture, human workplace performance and human cognition. From this overview, the session will explore the impact these converging trends are going to have on the strategies, operations and practises of learning professionals. Participants will be provided with concrete suggestions for extending learning and performance support to the enterprise that both honours the learners and has a direct positive effect on business results.

[1] *Training Industry in 2007: Looking Ahead*



**Sandy MacGregor** Best Selling Author & Educator  
*Personal leadership and the power within*

Sandy MacGregor is a graduate of the Royal Military College, Duntroon and a Civil Engineer from Sydney University. He retired as an Australian Army Colonel and was awarded the Military Cross and American Bronze Star for bravery in Vietnam's Cu Chi Tunnels. He commanded the first Engineer Field Troop in Vietnam in 1965/66 leading the original Tunnel Rats and was the commander responsible for pioneering tunnel search in Vietnam. Sandy also commanded the Officer Cadet Training Unit (OCTU) and the New South Wales University Regiment the roles of which included training soldiers to be officers. In 1987 tragedy struck in a senseless way – his three teenage daughters were shotgun murdered in a home invasion. He went to the brink of mental devastation and then found what human spirit is all about. By using powerful mind techniques, he saved his life from becoming one of hatred and self-pity. Now as a best-selling author of six books, he teaches scientifically proven mind techniques benefiting hundreds of thousands in the last 18 years. Sandy will present his inspirational life story. It is a story of Leadership in two completely different fields, his military life and leading the original tunnel rats in Vietnam in 1965/66. It will include, how his band of Military Engineers (sappers in military jargon) found the famous Cu Chi tunnels in the Ho Bo Woods, the Iron Triangle, in Cu Chi Province only after 4 Australian soldiers had been killed or wounded by the enemy within the tunnel complex and then searched them out leading to the most significant intelligence find in the Vietnam war thus far. Sandy will explain how he continues to provide inspiration to people around the world by sharing his story of his daughters' murders and how he recovered using a mind technique that is available to all of us. Sandy's mission is to make people aware of their own power within and how to tap that power with easy to use tools and techniques, which can be applied in 30 seconds. The audience will be uplifted and inspired by Sandy's story of Personal Leadership. They will become aware of the power within each one of us and there will be some personal lessons that will touch each member of the audience.

# TECHNOLOGY – CUT TO THE CHASE



26 July 1430 - 1515

## Carol Daunt

### Telepresence: The new eLearning

**SPOTLIGHT**

Carol Daunt is Founder and CEO of LearnTel Pty Ltd, a company that helps organisations improve their business operations by providing practical advice and training in skills for effective use of eCollaboration technologies. She is an experienced educator and businesswoman who has been involved in the design, application and effective use of eCollaboration since 1986. She works with lecturers, teachers, trainers, health workers and management from government departments and private organisations throughout Australia, New Zealand, USA and Europe. Carol holds a Dip T; Grad Dip Dist Ed; B Ed & M Ed (Research) - her thesis investigated the nature of interaction in videoconferencing. She has been published in numerous journals and is a frequent speaker at international conferences. She is an active member of numerous industry panels, boards and committees. In an increasingly online world, savvy trainers are harnessing the power of conferencing to connect real-time with their learners. Telepresence has been a buzzword for a number of years, but the technology is now readily available for you to integrate into your training program. This session will unlock the potential for video and web conferencing and its place in your training program. It will explore current usage and provide a number of hints and tips for best practice.

## Avis Beiden & Travis Winkler

### The compelling business case for adopting virtual instructor-led training

**SPOTLIGHT**



26 July 1430 - 1515

Avis Beiden, President, AdeptMinds Learning Corporation. In addition to being president and one of the founders of AdeptMinds Learning Corp, Avis Beiden serves as its principal consultant for selected corporate clients nationwide. Her advice and expertise arises from 15 years of working in adult education. Over the last 15 years, she has refined her learning approach into a trademarked instructional design process called Facilitated Learning Design, which addresses the holistic learning needs of the adult professional. Travis Winkler is Vice-President, AdeptMinds Learning Corporation. As co-founder of AdeptMinds Learning Corp, Travis has now completed a 10-year transition from technical Subject Matter Expert (SME) to Learning Practitioner. Travis' expertise comes from nearly a decade of statistical and technical consultancy. Having collaborated on several technical course development projects as an SME, Travis literally learned Facilitated Learning Design™ by doing it; and was a pioneer in virtual delivery of technical training. As a master of online facilitation, Travis has coached many education professionals through successfully transferring their traditional classroom skills to the virtual space. Physical classroom training has been the preferred method for delivering software training in enterprise companies for many years. Unfortunately, it can be very expensive, inflexible and resource-intensive to deliver hands-on software labs, due to classroom and computer setup, testing, troubleshooting, packing, shipping travel, etc. Virtual training is one of the most effective new ways to deliver high impact learning programs to a global audience. This interactive session will include a demonstration of a technical course being delivered to a global audience via virtual technologies. The audience will understand the benefits of delivering training with virtual labs and the numerous potential benefits of this training delivery method.

# LEADERSHIP – PERFECT YOUR INTELLECT



**27 July 1430 - 1515**

## Marvin Oka

Mastering the language of change and meaning

**SPOTLIGHT**

Marvin Oka was born in Honolulu Hawaii, and is one of only five in the world 'Certified Master Behavioural Modeller'. Marvin Oka is a highly sought after international consultant and speaker specialising in business and management applications of leading edge 'behavioural change' technologies and research. Recognised as a world leader and authority in his field, Marvin has built an impressive track record over the last 23 years helping organisations with strategic, systemic and cultural change within dynamically complex business environments. Marvin's clients range from private enterprises to government agencies throughout Australia, New Zealand, Southeast Asia, North America, Europe and the Middle East. The effectiveness of a leader is directly related to their ability to communicate in ways that affect how people think, feel and act. Leadership communications have an identifiable structure and related set of skills that can be learned and mastered. True leadership communications are unlike traditional forms of communication and presentation skills that focus primarily on delivery. In contrast, effective leaders focus on affecting and influencing the mental and emotional processes of their listeners that ultimately determine their physical actions. Leadership communications are not about eloquence, polish or great presentations. They are about effectiveness in shaping the perceptions, thinking, motivations and behaviours of others. Effective leadership communications are essential in contexts such as leading change, maintaining strategic focus, managing the making of meaning, addressing controversial issues, mobilising people into action, and envisaging new possibilities for new futures. In this highly interactive workshop, participants will be introduced to a powerful structure for leadership communications based on the behavioural modelling research of the effective leaders.



**27 July 1430 - 1515**

## Randal Tame

How L&D professionals can turn leadership development into business results

**SPOTLIGHT**

Randal Tame has over 20 years experience in management, strategy consulting and leadership development. His company, Insight & Influence, advises clients on aligning management capability with strategy. Randal's career includes roles as director of consulting of an international consulting firm, and line management roles in the IT and Oil industries. He is an adjunct lecturer at Macquarie Graduate School of Management and developed and teaches a post-graduate program in managerial leadership and development for AIM. Randal holds a MBA from MGSM and a BA in psychology. Leadership development is not about classes, smile sheets, and a good show: it is about changing behaviour and producing tangible results on the job. This presentation uses case studies from three leading companies to illustrate how L&D professionals can shorten the knowing-to-doing gap and demonstrate measurable bottom line results. For those involved in developing organisational leadership capabilities you will learn how to align leadership development to business goals. Learn five ways to shorten the knowing doing gap and how to make the results of leadership development visible.

# CULTURAL & DIVERSITY EXPERTS – PERFECT YOUR INTELLECT



**27 July 1430 - 1515**

## Nareen Young

Diversity strategies =  
Performance management success

**SPOTLIGHT**

Nareen Young is a leading practitioner in the emergent area of workplace diversity in Australia. As a Senior Consultant with Diversity Council Australia Ltd, Australia's leading independent, not-for-profit employer and business diversity support organisation, Nareen works with leading Australian businesses to develop and implement practical, business- and outcome-based diversity strategies. Prior to this appointment Nareen was the Director of the NSW Working Women's Centre – funded by Federal and State governments – for seven years, is expert in all areas of gender equity in employment and in all diversity issues, and has spoken and lectured widely, provided significant media commentary and analysis and published on these issues. Nareen is qualified in adult education. Implementing exemplary, measurable diversity strategies tailored to your business and its needs should deliver extraordinary business results, but the question that is always on everyone's lips, from CEO down – what about performance management? How do we manage performance in a diverse business environment so that diversity strategies deliver what they promise? Key benefits of excellence in diversity strategies. Understanding as to a key diversity strategy implementation outcome – enhanced performance management across the business.

## Karen Hunchendorf

Becoming a cultural detective

**SPOTLIGHT**

Karen has been involved since the early 1970s in the field of intercultural communication. Born in the United States and a migrant to Australia in 1988, she holds an MA (Philosophy) and has completed graduate work in organisational behaviour. Over the years she has invested nearly 400 hours in professional development programs in the field and has been certified in the use of the Overseas Assignment Inventory, Trompenaars/Hampden-Turner's Intercultural Awareness Profiler, and the Intercultural Development Inventory. Launched in 1991, Global Interface is a consulting practice specialising in culturally-appropriate employee communication, training and development. The Cultural Detective(TM) is a new approach to the centuries-old challenge of how to better understand and collaborate with people from other cultures. What's new is that rather than memorising a long list of do's and don'ts, a trained facilitator assists participants' discovery of core values that have been researched by cultural insiders and experts in intercultural communication for – and of – 44 world cultures and global topics including diversity and inclusion and global ethics. As the co-author of the "Cultural Detective Australia", Karen will demonstrate the Cultural Detective model, its application in a case study and learning outcomes. A state-of-the-art model for improving cross-cultural communication and competence. Australian cultural values in contrast to Chinese cultural values in a case study and best practices for bridging cultures



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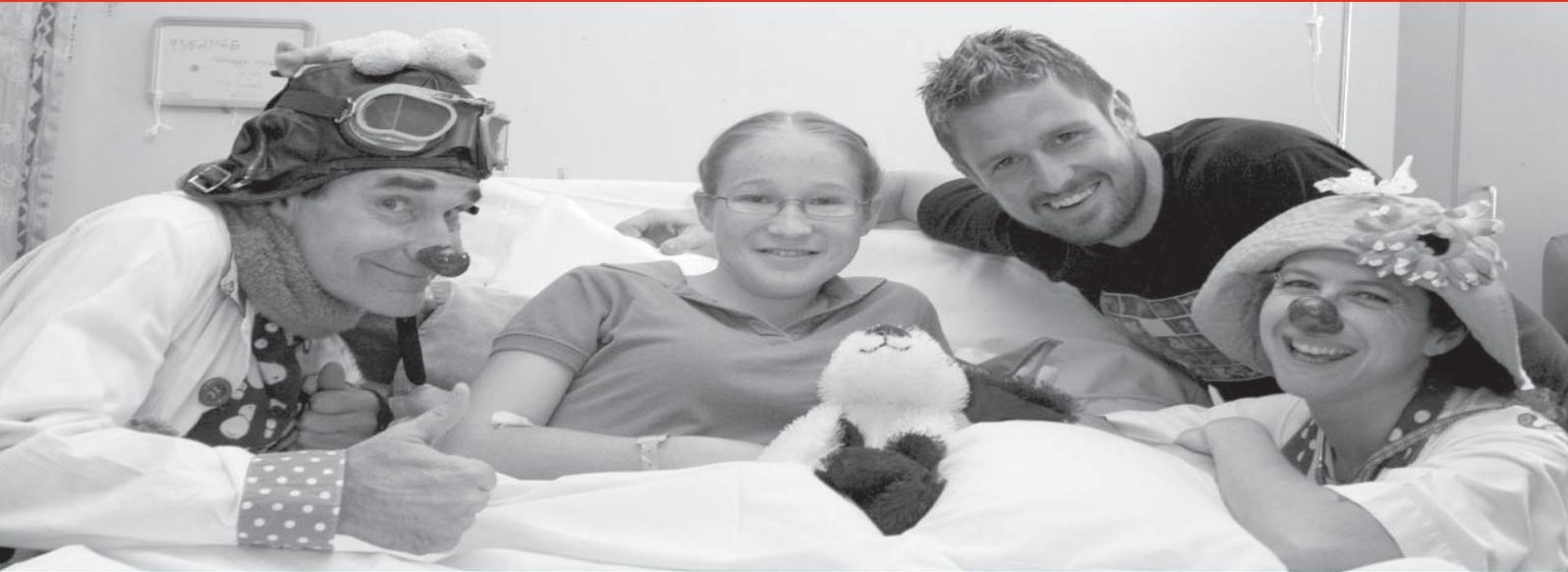
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# Xmas in July

## Charity Cocktail Party



Key networking event, held in the EXPO HALL

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in Australian Hospitals

Thursday 26 July, 1730 – 1930 **Just \$99**



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**Alfio**

Singing tracks from his  
New Album *Tranquillita*

# DAY 1

# THURSDAY, JULY 26

0700 - 1700	<b>REGISTRATION OPEN</b> <b>EXP HOURS – 1000 - 1700</b>
0700 - 0730	<b>CONFERENCE WARM-UP SESSION</b>
	<b>Dr Helena Popovic</b> – Get Fit To Learn – Mind Body & Souls Session (Repeat Session)
0800 - 0815	<b>OPENING ADDRESS</b>
	Conference Introductions
0815 - 0900	<b>LEAD KEYNOTE SESSION</b>
	<b>Carrie Armstrong Le Siuer</b> – Manager Webex University Reaching for the stars: Using web collaboration to meet your strategic goals
0900 - 0945	<b>LEAD KEYNOTE SESSION</b>
	<b>Dr Bruce Copley</b> – Cape Town, South Africa Cogmotics: The art and science of holistic education and learning
0945 - 1015	<b>NETWORK BREAK</b>

<b>1015 - 1100</b>	<b>FRONTLINERS – PARALLEL SESSIONS</b> <b>1015 - 1100</b>
	<b>Lisa Walker</b> – PMPartners – How to integrate eLearning with your company’s strategic initiatives
	<b>Gordon Layard</b> – Pacific Multimedia – eLearning in the future: Towards artificial intelligence
	<b>Jay Cohen</b> – Learning Verve – Effective employee induction via technology and eLearning
	<b>Clint Smith</b> – e-Works – Designing eLearning Solutions: A business case model for facilitated, blended learning that works
	<b>James Adonis</b> – Employee Engagement Consultant How to train, coach, and develop Generation Y in an engaging way
	<b>Serge Ciciulla</b> – Abex Institute A new competitive edge: Making the business case for learning
	 Learn how to learn online
	 <b>Sponsored Session Information Coming Soon</b>

1115 - 1200	<b>FRONTLINERS – PARALLEL SESSIONS</b> <span style="float: right;">1115 - 1200</span>	
	Richard Stublely – Openlearn – Motivating eLearners by addressing their context	
	David Hegarty – Cadre – Keeping an eye on Web 2.0	
	Stephan Zan – Future Knowledge – Simulations for learning best practice	
	Robb Reiner – Industry Consultant – Designing Blended Learning Solutions	
	Christie Schneider – The Learning Group – ThinkBreak	
	Dr Helena Popovic – Mind your mind to optimise your learning	
	Julie Mills – Recruitment & Consulting Services Association – Lifelong learning	
	 Just-in-time learning: Delivering training whenever your learners need it	

1200 - 1330	<b>EXPO FLOOR SHOWS &amp; NETWORK LUNCH</b>
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1330 - 1415	<b>FRONTLINERS – PARALLEL SESSIONS</b> <span style="float: right;">1330 - 1415</span>	
	Maximillian Finlayson & Johanna de Ruyter – Anthil – Creating healthy cultures	
	Simon Hann – A-Frame – Using eLearning to deliver soft skill and product knowledge training	
	Christine Dick – Travelex – Moving from foreign exchange to retail using learning to create a customer focused business	
	Camille Valvo – Presentations Expert – Polished presenting for the professional	
	Shane Cassidy – TDi Consultancy – Maximising your incidental learning	
	 10 tips for live eLearning	
	 Sponsored Session – <b>Information Coming Soon</b>	
	 Sponsored Session – <b>Information Coming Soon</b>	

1430 - 1515	<b>LEARNING LABS – PARALLEL SESSIONS</b> <span style="float: right;">1430 - 1515</span>	
	<b>Assistant Prof Saul Carliner – Concordia University Montreal Canada</b> Reflect on the good, the bad and the ugly of technology	
	<b>Dr Lynda Bourne – Mosaic Training – Supercharge you project performance</b>	
	<b>Carol Daunt – LearnTel – Telepresence: The new eLearning</b>	
	<b>Karen Huchendorf – Global Interface – Becoming a cultural detective</b>	
	<b>Dr Denise Meyersen – Management Consultancy International</b> Check your organisation’s pulse: Are you an Investor in People?	
	<b>Dr Bruce Copley – AHA Learning (South Africa) – Cogmotic Intelligence</b>	
	<b>Avis Beiden &amp; Travis Winkler – Adept Minds Learning Corporation (USA)</b> The compelling business case for adopting virtual instructor led training	
	 <b>webex™</b> Creating Dynamic Presentations	
<b>PLATEAU</b> Sponsored Session <b>Information Coming Soon</b>		
1530 - 1615	<b>LEAD KEYNOTE SESSION</b>	
<b>Dr Philip Uys – Charles Sturt University – Enterprise-wide technological transformation and change management: A complex landscape</b>		
1615 - 1700	<b>LEAD KEYNOTE SESSION</b>	
<b>Eva Wong – TopHuman – Creating China’s Coaching Phenomena – The Power of Ren</b>		
1730 - 1930	<b>XMAS IN JULY CHARITY COCKTAIL PARTY</b>	
<b>In support of the Clown Doctors in Australian hospitals</b>		

# DAY 2 FRIDAY, JULY 27 NATIONAL TRAINING DAY

0700 - 1000	<b>REGISTRATION OPEN</b>	<b>EXPO HOURS – 1000 - 1700</b>
0700 - 0730	<b>CONFERENCE WARM-UP SESSION</b>	
	Dr Helena Popovic – Get Fit To Learn – Mind Body & Soul Session (Repeat Session)	
0800 - 0815	<b>OPENING ADDRESS</b>	
	Conference Introductions	
0815 - 0900	<b>LEAD KEYNOTE SESSION</b>	
	Prof James Dalziel – Macquarie eLearning Centre of Excellence What's Next: Innovation in eLearning Technology	
0900 - 0945	<b>LEAD KEYNOTE SESSION</b>	
	Dr Brandon Hall – Brandon Hall Research State of the art eLearning: What you need to know to stay ahead of the pack	
0945 - 1015	<b>NETWORK BREAK</b>	

<b>1015 - 1100</b>	<b>FRONTLINERS – PARRALLEL SESSIONS</b>		<b>1015 - 1100</b>
	Mark Purbrick – Profiles International – How to performance manage your business to greater success		
	Paul Stapelton – Blanchard International – Managing the human element of change		
	Jan Sky – Sky Training – Executive State Identification: ESI – Making changes stick		
	Andrea Barrett – Head of eLearning Practice / Sharon Perritt – Head of Training Practice RWD Technologies Australia Learning + Technology = Performance + Knowledge? (Or why you should be aiming to Create Sustainable Change in your Business)		
	Marc Ratcliffe – MRWED – Building your trainers toolkit: 12 Proven tricks to spice up your training		
	Ian Beeson – Industry Consultant – Building high-performance virtual teams		
	 10 Tips for great online events		
	 <b>Sponsored Session Information Coming Soon</b>		
	 <b>Sponsored Session Information Coming Soon</b>		
 <b>Sponsored Session Information Coming Soon</b>			

# DAY 2 FRIDAY, JULY 27 NATIONAL TRAINING DAY

1115 - 1200	<b>FRONTLINERS – PARALLEL SESSIONS</b> <span style="float: right;">1115 - 1200</span>	
	<b>Geoff Rosamond</b> – HP Consulting – The business of you: Manage yourself like you’re the boss	
	<b>Marie Dayton</b> – (ILDPA) – International standards for recognising global excellence in learning and development	
	<b>David Hurlow</b> – Team Management Consultant – Team work – the musical	
	<b>Phil Lee</b> – Sandler Institute (AUS) – Why sales training fails?	
	<b>Lisa Garbutt</b> – Safetelearn – Driving competence to improve the workplace through eLearning	
	<b>Lisa Walker</b> – PMPARTNERS – Project management practices for training initiatives	
	<b>John Blake</b> – Vision Training – Financial metrics for trainers in the boardroom	
	 <b>Sponsored Session Information Coming Soon</b>	
 <b>Sponsored Session Information Coming Soon</b>		

<b>1200 - 1330</b>	<b>EXPO FLOOR SHOW &amp; NETWORK BREAK</b>
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1330 - 1415	<b>FRONTLINERS – PARALLEL SESSIONS</b> <span style="float: right;">1330 - 1415</span>	
	<b>Mark Moore</b> – EPI – Building solid foundations for exceptional performance	
	<b>Shelly Ryder</b> – TenderSearch – Dispelling the tender myths for the training industry	
	<b>Melita Lee</b> – OneSteel – Best practice way forward for improvements in training learning and development for the OneSteel Whyalla Steelworks and Mines.	
	<b>Julianne Fenwick</b> – Blake Dawson Waldron – Turning an eLearning compliance initiative into a marketable asset for shareholders, suppliers & customers, and for recruitment	
	<b>Simon McIntyre &amp; Ian McArthur</b> – University NSW – Award Winning Research: Implementing sustainable and effective online learning and teaching strategies	
	<b>Jenny Rayner</b> – Royal Far West School – Throwing the eLearning lifeline to at risk country kids	
	 <b>10 Tips for live eLearning</b>	
	 <b>Sponsored Session Information Coming Soon</b>	
	 <b>Sponsored Session Information Coming Soon</b>	

# DAY 2 FRIDAY, JULY 27 NATIONAL TRAINING DAY

1430 - 1515	<b>LEARNING LABS – PARALLEL SESSIONS</b>		<b>1430 - 1515</b>
	<p><b>Catherine Smithson</b> – Being Human – New trends and techniques in change management beyond the “warm and fuzzy” people stuff</p>		
	<p><b>Dr Bruce Copley</b> – AAHA Learning, South Africa – Holistic Intelligence</p>		
	<p><b>Nareen Young</b> – Diversity Council Australia Diversity training = performance management success</p>		
	<p><b>Randal Tame</b> – Insight and Influence – How to turn leadership development into business results</p>		
	<p><b>Keryl Egan</b> – Stormont Consulting – The workplace psychopath</p>		
	<p><b>Marvin Oka</b> – Certified Master Behavioural Modeller – Leadership Communications: Mastering the language of change and meaning</p>		
	<p><b>Eva Wong</b> – TopHuman, China – The Power of Ren</p>		
	<p><b>Assistant Prof Saul Carliner</b> – Concordia University Montreal (Can) – Learning leaders: Selling your services in your organisation</p>		
<p> <b>webex</b>™ Creating dynamic presentations</p>			
<b>LEAD KEYNOTE SESSION</b>			
<b>1530 - 1615</b>	<p><b>Dr Ellen D Wagner</b> – Adobe Systems – Engaging the Learning Enterprise</p>		
<b>LEAD KEYNOTE SESSION</b>			
<b>1615 - 1700</b>	<p><b>Sandy MacGregor</b> – Best Selling Author &amp; Educator Personal leadership and the power within</p>		
<b>1700</b>	<b>CONFERENCE &amp; EXPO CONCLUDES</b>		

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