

Global Human Capital



**PROMOTING GLOBAL TALENT LEADERSHIP THROUGH
EXPERIENCE, EDUCATION AND IDEA EXCHANGE**



For further information
Please email us at: info@dnlglobal.com or call us at (469)828-0960 (US).



Executive Delegation

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The Program Introduction

The *Global Human Capital (GHC) Executive Delegation* is an exclusive international networking opportunity for global business leaders to strategically exchange ideas and experiences in the pursuit of next-generation global talent management practices. Each year, delegates will meet at an international location in one of the world's emerging economies to hold interactive sessions between the leadership of distinguished organizations, government, universities and global corporations.

This year's delegation is designed to help CXOs and HR executives of global corporations strategically focus on the talent and leadership issues of globalization and the acute topics specific to India and other high growth markets. Corporate leaders are spending more time on the "talent topics" than ever before. However, most executives vulnerably express that time is becoming more eluding each year as the continuous momentum of incoming communications and other response-requiring activities multiply. Global pace-setters advocate investing in formal "slow downs", forcing temporary silence to the daily response-requiring activities and officially providing an environment for proactive analysis and planning. The *2007 GHC Executive Delegation* is committed to facilitating this formal experience to its executive delegates through topical roundtable sessions about the Indian culture, education, and human capital and their implications on global innovation, talent capital spend, and social change.

The objective of the delegation is to create and evolve a platform for roundtable sessions and one-on-one facilitated meetings to confidentially discuss, share and discover with knowledge partners such as the International Association of Outsourcing Professionals (IAOP), Indian Institute of Management Bangalore (IIM B), and Xavier Labour Relations Institute (XLRI) - providing highly unique opportunities for insightful interactions. Delegates will also experience culturally enticing dining and networking events to facilitate continued exchange and learning both formally and informally throughout the delegation.

The Global Human Capital Executive Delegation is committed to global citizenship and we are proud to announce that a percentage of this year's proceeds will be donated to our non-profit partner, CommunitiWorks. CommunitiWorks is a young, high-impact, non-profit organization that takes a holistic approach to developing the communities that it invests in. Their scalable, self-sustaining initiatives include education, economic mobility through income-generation activities, healthcare, infrastructure and sanitation and housing. They have spearheaded development work in Northern India in the regions of Shaheed Nagar and Amroha in Uttar Pradesh. Please read about our planned visit to CommunitiWork's first site during this year's delegation in the following agenda.

The Delegate Experience

- Gain practical knowledge from a prestigious group of experts from industry, government, provider and advisory organizations and academia.
- Build relationships with executive-level peers through roundtable sessions and two, one-on-one facilitated meetings based on industry or functional area and/or choice strategic "point of pain" challenges.
- Increase your breadth of knowledge through exceptionally rich and diverse content and a variety of learning environments.
- Become part of a professional global leadership community with a platform for continued learning in the months to come.



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This Year's Topic: Changing the Corporate DNA to a Global "Services" Culture

The 2007 *GHC Executive Delegation* will focus on the "Changing the Corporate DNA to a Global 'Services Culture' - The Human Capital Factors of Successful Global Sourcing". Creating a "services culture" requires collaboration between the functions of HR and Outsourcing and Captive Operations. But what does it mean to change the corporate DNA to a global "services culture"? How does this task differ for HR and operations executives? What are the roles of the buyer, advisory organization and provider? How do the dynamics change with captives and models other than third-party outsourcing?

Operationally Change Your Corporate DNA to a Global "Services Culture"

- **Build an Outsourcing Center of Talent Excellence** – What are the best practices within and outside my industry sector and how am I gaining access to those discussions?
- **Master the Services Culture** – How the trend toward higher-value "knowledge" outsourcing is impacting conventional talent management models and strategies.
- **Target Competencies** – Are they specific to outsourcing, globalization or are they the future management competencies that should drive our college recruitment efforts?
- **Master Globalization** - Meeting the talent management demands of services globalization.
- **Beyond Benchmarking** – Who's leveraging the countless data points available in our TMS and how are they doing it?

The Human Capital Initiatives

- **Develop the Retained Organization** – Knowledge management systems & practice strategies to better retention in high-growth markets.
- **Demystify Talent Investment Analysis** – Improving your ROI on labor through outsourcing.
- **Hedge the Compensation Arbitrage**
- **Talent Management across a Virtual Global Workforce** - Practice and procedural management across distance and difference.
- **"Diversity's" Evolving Definition** - How services globalization is impacting diversity initiatives.
- **Apply Strategic Corporate Social Responsibility for Greater Bottom-line Results**

The Operational Initiatives

- **Strategic Sourcing Leadership** – How are we developing the needed global liaison skills and characteristics in our disparate workforces?
- **Build an Outsourcing Center of Talent Excellence**
- **Centralized or Decentralized Outsourcing Management Strategies**
- **Assess Outsourcing Capabilities in Your Talent and Theirs** – Explore the very latest issues and thinking surrounding the global procurement of services.
- **Make the Relationship Work** - Mastering Change Management in Sourcing & Managing Services.
- **The Outsourcing Classics** - What Have the Masters Learned for the Future?



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The Global Talent Delegation – 2006

Last year's event brought together many of the world's leading thinkers and practitioners of global talent management. The group included top executives from leading industry corporations, senior consultants from the most respected HR services firms and representatives from global tier one universities in North America, India and Africa. The delegate and sponsors corporations and universities included Alcan, BCG, EDS, Johnson & Johnson, Hewitt, Humana, Microsoft, Satyam, Towers Perrin, as well as the Indian School of Business (ISB), The Indian Institute of Technology and The University of Johannesburg. The presentations, symposia and roundtables held throughout the summit tour provided a platform for the continuous contribution and sharing of views and ideas through valuable discussion.

Nomination and/or Application Process

This year's international program will be held in India November 29th – December 5th. International Delegates will fly into Kolkata and depart from Delhi. All domestic travel, transportation, lodging and entertainment arrangements will be made by the *GHC Executive Delegation* team. The delegate fee for this year's international delegation is \$15,000 USD.

Please contact us to discuss this highly unique, balanced experience of culture, business and entertainment designed to provide each executive delegate with a holistic understanding of India's country, people, business practices, and both current and future talent possibilities. The *GHC Executive Delegation* members must meet minimum criteria for HR Heads, CXOs, and/or Divisional Heads of multinational corporations of \$500M+ USD in sales and/or distinguished universities and associations. To nominate an executive from your company or to apply, please contact us via email at info@dnlglobal.com or call us at (469) 828-0960 (US).

Board of Advisors

- Harry Feinberg, past Editor of HRO Today and Editor of SourceQuest
- Pradeep Kar, President, TIE (India)
- Dr. Gopal Mahapatra, Director Organisation & Talent Development, Oracle (India)
- Romi Malhotra, Ex CEO, DELL Services (India), GE Services (India), Standard Chartered Global Service Center (India)
- Dr. Sanjiv B Misra, Director, H.R. & I.T., Aditya Birla Management Corporation Ltd.
- Anupam Prakash, Asia Pacific Leader, Global Sourcing and Business Transformation and Principal, Hewitt Associates
- Fr.Casimir Raj, Director, Xavier Labour Relations Institute
- Allan Schwyer, President and Executive Director of the Human Capital Institute
- Md. Shahabuddin, Assistant Vice President, Nasscom
- Sandhya Vasudevan, MD Thomson Financial/Reuters (India)
- Rusty Weston, past Editor & Chief of Global Services Magazine; Founder, My Global Career

Host Organizations

- DNL Global, Inc.
- Summit HR Worldwide

Sponsors & Knowledge Partners

- International Association of Outsourcing Professionals (IAOP)
- Indian Institute of Management Bangalore (IIM B)
- Xavier Labour Relations Institute (XLRI)



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Event Calendar

Delegates will want to fly directly into Kolkata (Calcutta) where we will begin in partnership with the National Human Resource Development (NHRD) network, India's largest human capital organization. The NHRD has truly outdone itself! The organization had announced a world-renowned, executive gathering that will comprise of some of India's most respected global business leaders including L.N Mittal (Chairman, Arcelor Mittal), Nandan Nilekani (Chairman, Infosys), KV Kamath (Managing Director, ICICI Bank), Secretary of Human Resource and Services, Government of India, Sunil Mittal (Chairman Bharti Group and President CII), renowned academician Dr. Peter Cappelli (The Wharton School) amongst 200 other business, government and HR leaders.

The GHC Executive Delegates will be among the 600 limited seats of the NHRD's National Conference and per the below agenda will participate in many of the conference's plenary sessions. Additionally, the delegates will participate in a private, two-hour roundtable session each day on particular, high-impact, time-sensitive topics. Each of the sessions will be facilitated to create a highly collaborative environment for experience, idea and practice exchange.

Thursday, November 30th (Kolkata) – The NHRD's National Conference - The Emerging Business Environment

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|---------------|--|
| 09:30 - 10:30 | Breakfast & Orientation (<i>GHC Executive Delegation</i>) |
| 10:30 - 11:45 | “The Golden Bird, Human Capital's Role/Impact on India's Emerging Economy” (<i>GHC Executive Delegation</i>)
<i>Executive Roundtable Moderated by Anupam Prakash, Hewitt</i>
<i>Expert Panelists - Sec. of IT; Sec. of HR; Head of HR Cisco/Accenture/IBM East</i> |
| 12:00 - 1:00 | Key Note Address (NHRD)
<i>Sunil Mittal, Chairman, Bharti Group and President CII</i> |
| 1:00 - 2:00 | Lunch with the Senior Leadership of the NRHD (NRHD) |
| 2:15 - 3:00 | “Vision 2050” (NHRD)
<i>Vinod Khosla, Founder, Sun Microsystems and Silicon Valley VC</i>
<i>Dr. Patrick Dixon, Chairman, Global Change</i> |
| 3:00 - 3:30 | “How Macro Economic Trends will Impact the Future Business Environment” (NHRD)
<i>Nasser Munjee, CMD, Development Credit Bank</i> |
| 3:30 - 6:00 | Downtime (<i>GHC Executive Delegation</i>) |
| 6:00 - 8:00 | Private Cocktail Hour & Appetizers with the Speakers and Leadership of the NHRD National Conference (<i>GHC Executive Delegation</i>) |



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Friday, November 30th (Kolkata) - The NHRD's National Conference - The Anchors of India's Future Growth

- 09:45 - 10:15 Information Technology / IT Services (NHRD)
Nandan Nilekani, Chairman INFOSYS
- 10:15 - 10:45 Financial Services (NHRD)
K V Kamath, Managing Director, ICICI Bank
- 11:15 - 11:45 Making India a Global Manufacturing Hub (NHRD)
B Muthuraman, Managing Director, Tata Steel
- 11:45 - 12:30 Panel Discussion moderated by Prof J Ramachandran (NHRD)
- 12:30 - 1:30 How Media will Impact our Lives in the Future (NHRD)
Rajdeep Sardesai, Managing Editor, CNN IBN
- 2:30 - 3:30 Making Retail Happen in India (NHRD)
Kishore Biyani, Chairman, Future Group
- 4:00 - 5:00 "Middle Management – Factors & Considerations for US & Indian Multinationals" (GHC Executive Delegation)
Competency Study & Research Lead by XLRI & CII
Fr. Casimir, Director & Dean, XLRI
Expert Panelists: CII; Rovi Mohotra, Dell – India and Shahab, Nasscom

Saturday, December 1st (Kolkata) - The NHRD's National Conference - The HR Response

- 09:00 - 11:00 The HR Response (NHRD)
Arun Balakrishnan, CMD, Hindustan Petroleum
Dr Santrupt Misra, HR Director, Aditya Birla Group
T Mohandas Pai, HR Director, INFOSYS
Rajeev Dubey, President HR, Mahindra & Mahindra
- 11:30 - 12:30 Wharton – NHRDN Research Study: "The DNA of Indian Business Leadership" (NHRD)
The Wharton & NHRDN Leadership Study
Dr Peter Cappelli, Prof Hardeep Singh
Prof Mike Useem,
- 12:30 - 2:30 Lunch (NHRD)
- 2:30 - 4:00 STAR - Retention/Attrition, Executive Roundtable Session (GHC Executive Delegation)
Executive Roundtable – Sr. HR Manager, Infosys; Dr. Jaffy, CEO of Alignmark; Prof. Srinivasan, IIM Bangalore; Hd HR Oracle
- 4:30 - 6:00 Valedictory Session (NHRD)
L N Mittal, Chairman, Arcelor Mittal

Sunday, Dec. 2nd (Mid-Morning flights from Kolkata to Bangalore or Pune)

Sightseeing & Relaxed Dinner



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Monday, Dec. 3rd (Bangalore or Pune) – Industry Vertical Site Visits & Roundtable Sessions

From Kolkata, the executive delegates will breakout into vertical tracks – Finance/Insurance, Manufacturing or ITO/BPO. Based on the vertical track chosen, delegates will visit Bangalore or Pune to immerse in understanding the business practices, new happenings and the nuance of their decided vertical. The delegates will learn from India’s best about the innovative models being employed in the war for talent in their industry verticals. They will also learn about key issues involving growth, attrition and the middle-management competency debates currently raging within the classrooms and boardrooms of some of India’s strongest universities and corporations.

Bangalore
ITO/BPO & Healthcare/Pharma
Executive Roundtables

- IIM Bangalore – “Aspirations of Future Talent” Roundtable Breakfast with Hd. Of HR Oracle, Accenture, Yahoo; followed by Lunch with Students
- Site visits to Outsourcing Locations Infosys or Captives Yahoo or Oracle
- YPO Dinner that night or 7:45pm departure to Delhi

Pune
Manufacturing & Financial Services
Executive Roundtables

- University Visit - “Aspirations of Future Talent” Roundtable Breakfast with Auto Manufacturing and Financial Services industry executives followed by Lunch with Students
- Site visits to Outsourcing Captive Location Ingersoll Rand
- YPO Dinner that night or 7:45 departure to Delhi

Tuesday, Dec. 4th (Morning flights from Bangalore or Pune to Delhi/Gurgaon/Noida) “Knowledge Sourcing – Looking through the Lens of Medical Offshoring”

Our final stop in the program, Delhi, will offer tremendous insights and exploration into the “Future of Outsourcing”. We will meet with executives of the medical tourism industry to look at the current and projected growth of the sector, debate corporate reimbursement plans given demands, shortages and rising costs of healthcare services in the U.S., Canada and Europe and uncover the R&D and knowledge discoveries in this sector and others in India and other progressive outsourcing locations.

Mid-Morning	Insight Visit to Apollo/Fortis for a look at Medical Outsourcing & the Future of Corporate Medical Benefits
Afternoon	Shopping / Sightseeing (Indian Parliament)
Late Afternoon / Evening	Stop by the hotel to freshen up before evening departure back home, unless visiting non-profit site



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Wednesday, Dec. 5th (Noida, outside Delhi) (Optional) Non-Profit Partner Site Visit

Though optional, a visit to the development site of our non-profit sponsor – CommunitiWorks – is recommended as an important and enriching experience for delegates. CommunitiWorks has spearheaded development work in Northern India in the regions of Shaheed Nagar and Amroha in Uttar Pradesh. The visit will provide attendees a first-hand account of the organization's impact and a small but priceless opportunity to take part in the development of our world's "Bottom of the Pyramid" (as referenced by C K Prahalad).

Mid-Morning	Visit the core of CommunitiWorks, Crayons, a school serving children 3-9 yrs. old, in the garbage community outside Noida
Afternoon	Learn of the Training Center, Health Clinic, Micro-Credited Businesses and other "Impact Rays" this US-Based Non-Profit has successfully created through its partnership with the women of the communities where it resides
Late Afternoon / Evening	Stop by the hotel to freshen up before evening departure back home

Q1 2008, Orlando, FL - Outsourcing World & "Global Outsourcing Success" One-Day Module

The Global Human Capital Executive program has been designed as a platform and foundation for continued dialogue, research and the progressive development of talent practices. The delegation attendees will therefore reconvene in Q1 2008 at the Outsourcing World Summit from February 18th-21st at Disney's Contemporary Resort, Orlando Florida. The first three days will provide tremendous insights on the evolving practices of outsourcing. On the final day, delegates will participate in an exclusive one-day "Global Outsourcing Success" course hosted by the International Association of Outsourcing Professionals (IAOP) that will earn them credit towards their designation as Certified Outsourcing Professionals (COP). This professional designation valuably distinguishes individuals as leaders in the field of outsourcing whether as customers, providers, or advisors.

"As organizations increasingly make outsourcing an integral part of their operations, a new breed of professionals skilled in the design, implementation and management of these complex business relationships has emerged. Working in client, provider and advisor organizations, these professionals are increasingly central not only to outsourcing success but, in turn, to business success."

Michael Corbett, Executive Director,
International Association of Outsourcing Professionals (IAOP)



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