

FUTURE OF WORK

A special issue from ITD Vietnam





TABLE OF CONTENTS

01 Letter from the Editors

02 Future Ready Organization:
11 Tips to Building One Capable of
Adapting to Industry Trends

03 Talent Transformation:
Building a High-performing,
Future-ready Workforce

04 The Future of Work is Here:
10 L&D Trends
to Help Your Workforce Thrive

05 2024 recap



06 Merry Christmas & Happy New Year

07 Upcoming Training Workshops
& Webinars

08 Explore ITD's Publications



Letter from the Editors

Dear valued readers,

As we embark on a new year, the future of work is rapidly evolving. The landscape is shifting, and organizations must adapt to thrive. This month's edition delves into the critical aspects of **building a Future-Ready Organization and Talent Transformation**.

Building a Future-Ready Organization

We explore the eleven essential tips to create an organization that can seamlessly navigate industry trends and emerge stronger. Discover how to cultivate a culture of innovation, foster digital literacy, and empower your workforce to embrace the future.

Talent Transformation

Talent transformation is at the heart of organizational success. We delve into strategies to build a high-performing, future-ready workforce. Learn how to identify and develop emerging talent, invest in upskilling and reskilling programs, and create a learning culture that drives continuous improvement.

Learning & Development Trends

Finally, we examine the ten key L&D trends shaping the future of work. From personalized learning experiences to AI-powered tools, these trends will revolutionize how organizations develop their talent.

We believe that by embracing these insights and adopting a proactive approach to the future of work, organizations may have a better chance of positioning themselves for long-term success.

Let us explore the possibilities and be ready to shape the future of work!

Wishing you a prosperous and innovative New Year!

Warm regards,

ITD World Vietnam Team

Future Ready Organization

**11 Tips to Building One Capable of Adapting
to Industry Trends**



(Original source: <https://itdworld.com/blog/leadership/future-ready-organization/>)

Future Ready Organization

What Makes a Company Future Ready?

A future-ready company is one prepared to adapt and thrive in an increasingly complex and uncertain world. It is one that is not only resilient to disruptions – but also proactive in anticipating and capitalizing on opportunities. For an organization to achieve such a state, it needs to ensure a combination of strategic foresight, organizational agility, technological innovation, and a strong, adaptable workforce.

Essential factors for future readiness:

- **Flexible learning culture:**
 - Encourages continuous learning and skill development
 - Promotes a growth mindset and a willingness to embrace change
 - Provides opportunities for employees to acquire new skills and knowledge
- **Focus on innovation:**
 - Fosters a culture of creativity and experimentation
 - Prioritizes research and development
 - Encourages employee-driven initiatives
- **Agility:**

- Can quickly adapt to changing market conditions and customer needs
- Embraces a lean and agile approach to operations
- Able to pivot strategies and business models as needed
- **Commitment to sustainability:**
 - Integrates environmental, social, and governance (ESG) factors into business decisions
 - Builds long-term relationships with stakeholders
 - Contributes positively to society
- **Long-term strategy:**
 - Develop a clear and compelling vision for the future
 - Sets ambitious goals and targets
 - Aligns strategy with operational execution

Below are some organizational capacities & workforce skills needed to build a future-ready company:

- **Resilience:**
 - The ability to bounce back from setbacks and adversity
 - A strong sense of purpose and mission
 - Effective crisis management and risk mitigation strategies

Future Ready Organization

What Makes a Company Future Ready?

• **Flexibility:**

- The ability to adapt to change and embrace new ways of working
- A willingness to experiment and take calculated risks
- A culture of openness and collaboration

• **Change management:**

- The ability to effectively plan, implement, and manage organizational change
- Strong communication and stakeholder engagement skills
- A focus on minimizing disruption and maximizing benefits

• **Data literacy:**

- The ability to understand, interpret, and utilize data to inform decision-making
- Proficiency in data analysis and visualization tools
- A critical mindset to identify patterns and trends

• **Digital knowledge:**

- Proficiency in digital technologies and tools
- The ability to leverage technology to drive innovation and efficiency
- A strong understanding of emerging technologies and their potential applications

• **AI & technology:**

- The ability to harness the power of AI and other advanced technologies
- A focus on developing AI-related skills and capabilities
- A commitment to ethical and responsible use of AI

• **Leadership & soft interpersonal skills:**

- Strong leadership skills to inspire and motivate teams
- Excellent communication and interpersonal skills
- The ability to build strong relationships with colleagues and stakeholders

• **EQ (Emotional intelligence):**

- The ability to understand and manage emotions effectively
- Strong empathy and social skills
- The capacity to build trust and rapport

• **Critical thinking:**

- The ability to analyze information and solve problems creatively
- A questioning mindset and a willingness to challenge the status quo
- A focus on evidence-based decision-making

• **Communication:**

- The ability to articulate ideas clearly and concisely
- Strong written and verbal communication skills
- Effective listening skills

Future Ready Organization

What Makes a Company Future Ready?

- **Vision and imagination:**
 - The ability to think outside the box and generate innovative ideas
 - A willingness to take risks and explore new opportunities
- **Self-reliance, self-leadership, and self-discipline:**
 - The ability to take initiative and work independently
 - Strong time management and organizational skills
 - A commitment to personal and professional development

The Importance of a Future Ready Organization

“Your success in life isn’t based on your ability to simply change. It is based on your ability to change faster than your competition, customers, and business.”

Philip Crosby

In today’s rapidly evolving business landscape, a future-ready organization is not just a trend; it’s a necessity for long-term success. This is reflected in the results of a Deloitte survey, in which 88% of respondents believe building the organization of the future is an important issue – so as to prevent or reduce the risk of falling behind.

• **Survival and growth**

Future-ready organizations are agile enough to pivot quickly in response to market shifts, technological advancements, and changing consumer preferences. This agility, coupled with a relentless pursuit of innovation, allows them to stay ahead of the curve, develop groundbreaking products and services, and gain a competitive edge.

Furthermore, resilience is a critical attribute of such organizations. By building robust systems and processes, they become better equipped to withstand disruptions, whether they be economic downturns, supply chain issues, or global crises. This resilience not only ensures their continuity but also positions them to emerge stronger from adversity.

Future Ready Organization

The Importance of a Future Ready Organization

“In times of crisis, this type of readiness doubles as a source of resilience.”

Harvard Business Review

• **Enhanced customer experience**

Customers are at the heart of every business. By leveraging advanced technologies like artificial intelligence and data analytics, organizations may deliver highly personalized experiences tailored to individual needs and preferences. Proactive customer support, powered by AI-driven insights, enables them to anticipate and address customer issues before they escalate, resulting in higher levels of satisfaction and loyalty.

Moreover, future-ready organizations prioritize seamless customer journeys across multiple channels. Customers can expect consistent and effortless interactions, whether online, in-store, or through mobile devices. This omnichannel approach enhances users' experience, strengthens brand loyalty, and drives revenue growth.

• **Engaged and productive workforce**

A future-ready organization recognizes that its people are the greatest asset.

Continuous learning and development opportunities are essential to ensure that employees possess the skills and knowledge to thrive in a rapidly changing world.

Furthermore, work-life balance is a critical factor in employee engagement and productivity.

Flexible work arrangements and employee well-being initiatives create a positive work environment where team members feel valued and supported, thereby empowering them to unlock their full potential and drive business success.

• **Strong reputation and brand loyalty**

A strong reputation is essential for long-term success. By prioritizing ethical and sustainable business practices, organizations demonstrate commitment to social responsibility and environmental stewardship, which enhances their brand image and attracts customers who share their values.

Future Ready Organization

The Importance of a Future Ready Organization

• Long-term sustainability

Robust strategic planning enables businesses to anticipate future challenges and opportunities, allowing them to adapt and evolve as needed. As such, they become better equipped to weather economic storms and invest in future growth. Developing mitigation strategies and continuously monitoring the risk landscape is crucial for organizations to safeguard their long-term success.

Challenges of Building a Future Ready Organization

Building a future-ready organization is a complex undertaking that requires a holistic approach. Several challenges may emerge as transformation takes place – including:

• Organizational barriers

- **Siloed structure:** Departments operating in isolation can limit collaboration, innovation, and the sharing

of best practices.

- **Stagnant procedures:** Outdated processes and rigid hierarchies can stifle creativity and adaptability.
 - **Top-down management:** A top-down approach discourages employee input, limits innovation, and reduces morale.
 - **Outdated operational frameworks:** Relying on legacy systems and outdated tools can hinder efficiency and agility.
 - **Resistance to change:** Fear of the unknown and a lack of understanding of the benefits of change may result in resistance from team members.
- *Technological barriers*
- **Not leveraging technology:** Failing to adopt and effectively utilize emerging technologies.
 - **Data privacy & security concerns:** Implementing new technologies requires addressing data privacy and security risks.
 - **Digital divide:** A lack of digital literacy among employees is a common hindrance to the adoption of digital tools and processes.

Future Ready Organization

Challenges of Building a Future Ready Organization

- *Human capital challenges*
 - **Lack of training & development:** Insufficient investment in employee training is a common cause of skill gaps that constrain the organization's ability to adapt to change.
 - **Lack of identity and purpose:** Employees who feel disconnected from the organization's mission and values may lack the motivation and engagement necessary to buy into the company's initiatives.
 - **Toxic work environment:** A negative work culture can impact employee morale, productivity, and retention.
 - **Neglect of well-being:** Ignoring employee well-being can lead to burnout, decreased productivity, and increased turnover.
- *Strategic challenges*
 - **Short-term focus:** Prioritizing short-term gains (e.g. profits) over long-term strategic objectives (e.g. people development).
 - **Risk aversion:** A reluctance

to take risks can stifle innovation and prevent the organization from seizing opportunities.

- **Lack of clear vision and strategy:** Without a clear vision and strategy, it is difficult to align organizational efforts and prioritize initiatives.
- **Lack of strong leadership:** Weak leadership typically undermines organizational change and progress.

"In the midst of every crisis, lies great opportunity."

Albert Einstein

How to Build a Future Ready Organization: An 11-step Guide

1. Embrace digital transformation

In today's rapidly evolving landscape, organizations must prioritize digital transformation to remain competitive. By integrating cutting-edge technologies into their operations, businesses can streamline processes, enhance customer experiences, and unlock new avenues for innovation.

Future Ready Organization

How to Build a Future Ready Organization: An 11-step Guide

- The adoption of artificial intelligence and machine learning helps automate routine tasks, improve decision-making, and uncover valuable insights from vast datasets.
- Additionally, leveraging cloud computing enables organizations to scale their infrastructure, improve collaboration, and reduce costs.

A prime example of successful digital transformation is Siemens, which has harnessed the power of digital twins. By creating virtual replicas of physical assets, Siemens can simulate and optimize manufacturing processes, reducing downtime, increasing efficiency, and accelerating product development cycles.

2. Foster a culture of continuous learning

“In linear times, an organization’s culture is its greatest asset. However, in exponential and disruptive times, some parts of that same

culture can become large liabilities, creating persistent resistance to pressing change and renewal.”

Gyan Nagpal

According to McKinsey, companies with strong cultures are positioned to achieve up to three times higher total returns to shareholders than those without one. A coaching culture that promotes continuous learning is crucial for unlocking innovation, improving performance, and enhancing engagement.

Google’s “20% time” policy serves as an inspiring demonstration of how organizations can empower employees to pursue their passions and drive innovation. By allocating a portion of their time to personal projects, their employees are given the opportunity to experiment, learn, and develop new skills. This approach not only boosts satisfaction but also contributes to the company’s overall success.

Future Ready Organization

How to Build a Future Ready Organization: An 11-step Guide

3. Establish a sense of purpose

A clear mission and set of values inspire people and bring about a shared sense of direction. When team members feel connected to a higher purpose, they are more likely to be motivated, committed, and innovative.

Research by McKinsey has shown that individuals who feel aligned with their company's goals are 4 times more likely to report higher engagement levels than those who do not. To cultivate such a sense, organizations should strive to communicate their mission effectively, involve employees in decision-making processes, and recognize and reward contributions that align with the company's values. Additionally, it is recommended that they establish a strong brand identity, including:

- **Brand mission and vision:** A clear articulation of the company's purpose and aspirations.
- **Brand values:** Core principles that guide the company's behavior and decision-making.
- **Brand voice and tone:** The unique style and personality of the

brand's communication.

- **Brand messaging:** The key messages that the brand wants to communicate to its audience.
- etc.

4. Promote agility and flexibility

By flattening the company structure, adopting agile methodologies, and fostering a culture of experimentation, businesses are better equipped to respond quickly to challenges and opportunities.

Spotify's squad-based structure is a prime example of how organizations can leverage agility. By organizing teams into small, autonomous squads, the company enables rapid decision-making, continuous improvement, and a high degree of flexibility – which contribute to its ability to innovate quickly and deliver new products and features to the customers.

5. Invest in employee well-being

Companies like Salesforce have recognized the importance of employee well-being and hence have implemented comprehensive wellness programs – including flexible work arrangements, mental health resources, fitness initiatives, and mindfulness training.

Future Ready Organization

How to Build a Future Ready Organization: An 11-step Guide

By providing people with the tools and support they need to maintain their well-being, organizations can create a happier, healthier, and more engaged workforce.

6. Focus on upskilling

The Society for Human Resource Management (SHRM) emphasizes the importance of strategic workforce planning to address skills gaps and future-proof organizations. By leveraging AI-driven analytics, companies can identify skill shortages, develop targeted training programs, and create clear career paths for their employees.

Additionally, organizations should foster a culture of lifelong learning by offering a variety of learning opportunities, such as coaching & mentorship programs, on-the-job training, workshops, and online courses. By empowering employees to take ownership of their professional development, businesses may build a more agile, adaptable, and innovative talent pipeline ready for future transitions.

7. Enhance data-driven decision-making

“Machine learning is changing, or will change, every industry, and leaders need to understand the basic principles, the potential, and the limitations.”

Aleksander Madry

Netflix provides a prime example of data-driven decision-making; by analyzing vast amounts of user data, they are able to personalize content recommendations, optimize production decisions, and identify emerging trends. This data-centric approach has enabled the company to become a global entertainment powerhouse.

It is recommended that organizations invest in data infrastructure, utilize automation technologies, hire skilled data scientists, and promote a data-driven culture. By empowering employees to leverage data to inform their decisions, businesses can improve their agility, innovation, and overall performance.

Future Ready Organization

How to Build a Future Ready Organization: An 11-step Guide

“The relationship between humans and machines is better imagined as a partnership with machines employed to do work too repetitive or rudimentary for human intelligence, too dangerous for human well-being or too complex for human time.”

Gyan Nagpal

8. Build a diverse and inclusive workforce

Diversity in the workplace is essential for driving innovation, improving decision-making, and enhancing organizational performance. By creating an environment where people from different backgrounds feel valued and respected, companies can tap into a wider talent pool, foster creativity, and strengthen their brand reputation.

Microsoft is a great example of a company that has prioritized diversity and inclusion. Through various initiatives, such as employee resource groups and diversity training programs,

Microsoft has established a more inclusive workplace culture that helped attract and retain top talent, improve employee morale, and drive innovation.

To promote inclusivity, organizations may leverage a multitude of strategies, including:

- **Recruiting diverse talent:** Actively seeking out candidates from underrepresented groups.
- **Promoting a positive workplace atmosphere:** Fostering a sense of belonging and psychological safety for all employees.
- **Providing customized training:** Educating employees on unconscious bias, cultural competence, and inclusive leadership.
- **Mentoring and sponsorship programs:** Supporting the career development of diverse employees.
- etc.

9. Adopt sustainable practices

Nowadays, sustainability is no longer a luxury; it is a necessity for organizations to enhance their brand reputation and attract environmentally conscious consumers.

Unilever’s Sustainable Living Plan is a prime example of a corporate sustainability initiative.

Future Ready Organization

How to Build a Future Ready Organization: An 11-step Guide

By focusing on reducing environmental impact, improving social impact, and enhancing health and well-being, they have demonstrated that sustainable practices are crucial for driving business growth and creating long-term value.

“The next 50 unicorns are going to be technologies that create something related to sustainability.”

Larry Fink

10. Invest in leadership development

More than ever, effective leadership is now a cornerstone for driving organizational success. Leadership development programs may take a variety of forms, including:

- **Executive coaching:** One-on-one coaching to help leaders develop their skills and address specific challenges.
- **Mentorship programs:** Pairing experienced leaders with high-potential employees to provide guidance and support.

- **Leadership training:** Workshops and seminars to develop skills such as communication, strategic thinking, and emotional intelligence.

- **Rotational assignments:** Providing opportunities for leaders to gain experience in different areas of the business.

11. Think value instead of profits

To build a sustainable and impactful organization, it's essential to shift the focus from short-term profits to long-term value creation. This involves prioritizing the needs of customers, employees, and society as a whole. By embracing a value-driven approach, organizations can foster stronger relationships, drive innovation, and create a positive social impact.

One key aspect of this shift is valuing partnerships over control and monopoly. By collaborating with other organizations, businesses can access new resources, expertise, and markets. This collaborative approach can lead to more innovative solutions, faster growth, and increased resilience.

Talent Transformation

**Building a High-performing,
Future-ready Workforce**



(Original source: <https://itdworld.com/blog/human-resources/talent-transformation/>)

Talent Transformation: Building a High-performing, Future-ready Workforce

What is Talent Transformation?

Talent transformation is a process that revolves around developing the skills and potential of the existing workforce to meet the changing needs of the organization. It's a two-pronged approach that involves:

- **Upskilling employees:** Equipping your staff with new knowledge and abilities so that they can adapt to new technologies, take on greater responsibilities, and contribute more effectively. This can involve training on new technologies, fostering new areas of expertise, or even helping them develop softer skills like communication or problem-solving.

- **Fostering a culture of learning:** Facilitating an environment where continuous learning is valued and encouraged – by providing training programs, coaching/mentorship opportunities, or flexible work arrangements that enable people to dedicate time to professional development.

Traditional HR management often treats people like interchangeable parts, focusing on costs and

control. Talent transformation, on the other hand, sees people as the company's greatest asset, with potential waiting to be unlocked. As such, it prioritizes employee growth, well-being, and engagement, recognizing the value beyond just numbers.

The Importance of Talent Transformation in Today's Business Landscape

The business world is constantly evolving, driven by factors like technological advancements, globalization, and shifting customer demands. To stay ahead, companies need a workforce equipped with the skills and mindset to thrive in this dynamic environment. That's where talent transformation comes in. It's about going beyond simply filling open positions and instead focusing on developing your existing workforce to meet the challenges and opportunities of the future:

- **Shifting skillsets**

The pace of technological change and economic disruption requires

Talent Transformation: Building a High-performing, Future-ready Workforce

The Importance of Talent Transformation in Today's Business Landscape

a workforce with adaptable skillsets. As new technologies and business models emerge, employees need to be constantly learning and upskilling to stay relevant. Given that most traditional education systems cannot satisfy the modern workplace's learning demands, organizations need to have very specific strategies to keep team members updated on the latest knowledge/ competencies.

• **The war for talent**

Competition for skilled workers has never been more fierce than it is now. Today's workers are looking for more than just a paycheck – they want opportunities to learn and develop their skills. This is especially true among younger generations like Millennials and Gen-Z. Failure to invest in upskilling means a higher likelihood of losing talent. On the other hand, by investing in the existing workforce, organizations have a higher chance of

increasing employee retention and engagement, thereby reducing the need for expensive external recruitment.

• **Saving costs**

Training your current staff has been proven to be a more cost-effective solution than looking for and onboarding new hires (which could cost up to 1.5-2 times an employee's annual salary). According to Pluralsight research, a whopping 97% of HR leaders said that they prioritized internal talent development over external hiring to fill skill gaps.

• **Building a culture of learning**

A focus on talent transformation fosters a culture of continuous learning and development – which empowers people to take ownership, innovate, and refine their problem-solving abilities.

Talent transformation is not a luxury; it is a necessity for businesses that want to survive and thrive in today's dynamic landscape. ★

Talent Transformation: Building a High-performing, Future-ready Workforce

The Business Case for Talent Transformation



• Walmart

Walmart, a retail titan, needed to adapt to the rise of e-commerce and compete with online giants like Amazon. Their workforce, skilled in traditional retail operations, lacked expertise in areas such as data analytics and digital marketing. Hence, the company decided to launch a comprehensive talent transformation program – by partnering with online learning platforms to offer courses in data analysis, digital marketing, and cloud computing. Additionally, they created internal training programs to develop tech skills specific to their business needs.

• Salesforce

Salesforce, a leader in cloud-based CRM solutions, operates in a rapidly evolving industry. To maintain their edge, they instilled a culture of learning within the organization with an internal learning platform called “Trailhead” – where free courses on various Salesforce products and technologies are offered. On the other hand, they also encouraged employees to attend conferences, workshops, and pursue certifications.

The Core Skills of Talent Transformation

Talent transformation goes beyond just technical skills. To thrive in a dynamic environment, employees need to be equipped with a well-rounded skillset that includes both technical and core competencies, including:

- **Adaptability & agility:** The ability to learn new things quickly, embrace change, and adjust to evolving business scenarios.
- **Critical thinking & problem-solving:** Being able to analyze situations, identify problems, and develop creative solutions.

Talent Transformation: Building a High-performing, Future-ready Workforce

- **Communication & collaboration:** Effective communication across teams and with diverse stakeholders is essential for successful collaboration.
- **Emotional intelligence (EQ):** Understanding and managing one's own emotions, as well as recognizing and responding to those of others, lays the foundation for strong relationships and teamwork.
- **Self-leadership:** Taking ownership of one's learning and development, and proactively seeking out opportunities to contribute.
- **Digital literacy:** A basic understanding of technology and comfort using digital tools are essential for navigating the modern workplace.
- **Creativity & innovation:** The ability to think outside the box and generate new ideas – so as to stay ahead of the curve.
- **Resilience:** The ability to bounce back from setbacks and persevere through challenges.
- **Growth mindset:** A belief that skills and abilities can be developed through continuous learning and effort is essential for a transformed workforce.

6 Steps of the Talent Transformation Process

1. Vision & leadership commitment

A clear vision acts as a roadmap that guides talent development efforts toward the company's strategic goals. At the same time, commitment from the management board is crucial to securing resources, fostering a culture of learning, and motivating employees to embrace transformation.

• *Define the why*

It all starts with a clear vision for the future. What will our business model look like in 5 years? What competitive advantage do we want? What skills and capabilities will the workforce need to visualize these strategic goals? Whatever it is, the vision statement should be concise, aspirational, and easily communicated.

Organizations may consider conducting workshops with leadership and key stakeholders to define the desired future state – while taking into account factors like industry trends, technological advancements, and competitor analysis.

Talent Transformation: Building a High-performing, Future-ready Workforce

6 Steps of the Talent Transformation Process

Sample vision: "To become the industry leader in AI-powered solutions by building a workforce with cutting-edge data science and machine learning expertise."

• **Leadership buy-in**

Executive leadership needs to be fully committed to talent transformation and champion the initiative throughout the team. For this purpose, organizations need to equip leaders with the knowledge and skills to facilitate transformation (e.g. change management, communication strategies, talent development best practices).

2. Need assessment & gap analysis

• **Skills audit**

The second step in talent transformation involves a thorough assessment of your current workforce's skills and knowledge compared to the needs of future business goals. This can be done via quantitative methods such as online/offline assessments, surveys, and performance reviews – as well as

qualitative ones like focus groups or interviews.

Example: Imagine an insurance company aiming to incorporate AI-powered claims processing. In this case, they can conduct a thorough evaluation of employees' data analysis and problem-solving abilities – while also surveying their comfort levels with technology adoption.

• **Future needs**

Analyze your future business needs and the skills required to achieve them. Consider factors like technological advancements, market shifts, and industry trends. For example, how will emerging technologies like automation or blockchain impact your business? Are there changes in customer behavior or industry regulations that require new skill sets? What are your competitors doing? What competencies are in high demand within your industry?

Example: Continuing with the insurance company scenario, future needs analysis might reveal a growing demand for employees with data visualization skills to present complex claims data effectively.

Talent Transformation: Building a High-performing, Future-ready Workforce

6 Steps of the Talent Transformation Process

• **Identify gaps**

Combine the insights from the skills audit with the future needs analysis to identify gaps. A useful technique for this step is Gap Analysis Matrix – which means creating a matrix that maps current skills against future needs and highlights areas where significant skill development is required. Based on the results, organizations may prioritize the areas where their workforce needs the most investment in terms of training, upskilling, or potential recruitment.

3. Learning & Development strategy

• **Targeted programs**

The next step is to translate the findings from the gap analysis into actionable training and development plans to equip the workforce with the necessary skills for the future. Offer a mix of learning delivery methods to cater to different learning styles and preferences – including online learning platforms, in-person workshops, mentorship programs, or tuition reimbursement for relevant certifications.

• **Focus on core skills**

While technical expertise is important, don't neglect core skills that are essential for success in any role. In other words, companies need to incorporate training in areas such as critical thinking, collaboration, and digital literacy as well.

4. Implementation & delivery

The implementation and delivery phase is where the rubber meets the road.

• **Roll-out programs**

Consider a phased approach, in which programs are gradually rolled out based on priority skill gaps or departments. Organizations need to ensure clear communication about the launch schedule and program availability, as well as make the programs accessible to everyone through various channels such as the Learning Management System (LMS), mobile learning apps, and blended learning.

Example: Back to the insurance company scenario, the L&D program roll-out might involve launching basic data visualization modules on the company's LMS first, followed by more advanced training.

Talent Transformation: Building a High-performing, Future-ready Workforce

6 Steps of the Talent Transformation Process

Mobile apps with bite-sized learning modules are offered for those with busy schedules. At the same time, in-person workshops are conducted for teams directly involved in data analysis and reporting tasks.

- **Ongoing support**

Provide ongoing support and resources to help employees through their learning journeys (e.g. mentorship programs, coaching sessions, online library, etc.)

- **Learning culture**

Foster a culture of continuous learning within the organization, in which team members are encouraged to take ownership of their development – as well as provided with opportunities for knowledge sharing. Organizations may consider strategies such as internal communities (where everyone shares best practices, asks questions, and collaborates on learning projects), brown bag sessions where team members may conduct informal presentations on newly acquired skills or relevant industry topics, or promotion of peer learning.

- **Leadership development**

Invest in leadership development programs to equip leaders with the skills to effectively coach, mentor, and support their teams through the transformation process. Training areas may include change management, team coaching, feedback, and performance management. Techniques like 360-degree assessment should also be considered to provide them with a more holistic view of their progress and impact on others.

5. Performance measurement & feedback

- **Track progress**

The next step is about monitoring the progress and impact of talent transformation – by using a combination of quantitative (e.g. employee engagement, skill development metrics, key performance indicators) and qualitative data (e.g. feedback from stakeholders).

- **Adapting and refining**

Based on the results, refine your approach by adjusting programs, addressing new skills gaps, and incorporating feedback from employees and leadership.

Talent Transformation: Building a High-performing, Future-ready Workforce

6. Deployment & retention

• *Matching skills to roles*

Utilize the newly developed skills by strategically deploying team members in roles that leverage their strengths and acquired capabilities.

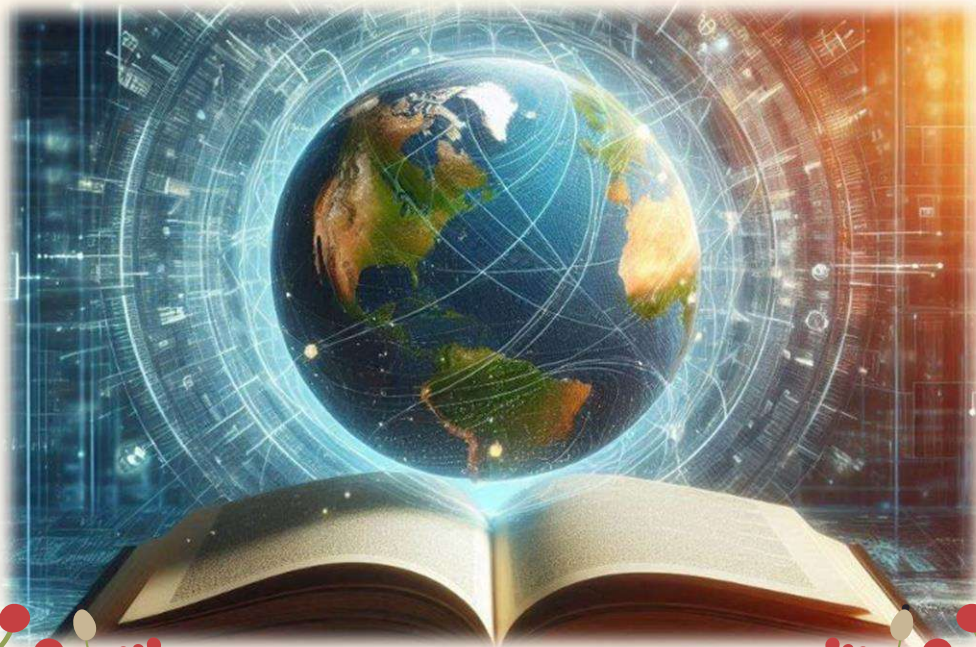
• *Retention strategies*

Implement strategies to retain your upskilled workforce. This could involve offering competitive compensation packages, career development opportunities, and a positive work environment.



The Future of Work is Here

10 L&D Trends to Help Your Workforce Thrive




(Original source:

<https://itdworld.com/blog/human-resources/learning-and-development-future-trends/>)



The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

The Rise of Continuous Learning and Organizational Agility



The business landscape is more dynamic than ever. New technologies, evolving customer needs, and ever-shifting competition demand organizations to be adaptable and responsive. This has led to a surge in the trend of organizational agility and continuous learning.

What it means:

- **Organizational Agility:** The ability of an organization to quickly identify, adapt to, and even thrive in the face of change. It involves flexible structures, empowered employees, and a willingness to experiment and learn from failures.
- **Continuous Learning:** A culture where team members are encouraged and supported in acquiring new skills and knowledge throughout their careers. This ensures the workforce stays relevant and adaptable to evolving needs.

How organizations can prepare:

- **Shifting L&D Focus:** Move away from one-size-fits-all training programs and design adaptable learning experiences. This could involve microlearning modules, on-demand resources, and peer-to-peer knowledge sharing.
- **Building a Learning Culture:** Foster a growth mindset where experimentation and learning from mistakes are encouraged. Leaders may set the tone by actively participating in learning initiatives and demonstrating a willingness to adapt.
- **Investing in Technology:** Utilize Learning Management Systems (LMS) and other digital tools to deliver personalized learning pathways, track progress, and encourage collaboration.
- **Encouraging Knowledge Sharing:** Create platforms and opportunities for individuals to share their expertise. This could involve internal knowledge repositories, mentorship programs, or brown bag lunch sessions.





The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

The Rise of Continuous Learning and Organizational Agility


Examples:

- A marketing team facing a new social media platform might utilize microlearning modules to quickly equip themselves with the necessary skills to launch successful campaigns.
- A financial services company implements a knowledge-sharing platform where people can post questions and receive answers from colleagues across different departments, fostering cross-functional learning.

Upskilling and Reskilling: Keeping Your Workforce Future-Proof

In the face of a rapidly changing technological landscape, organizations are increasingly focusing on developing their workforce – so that team members are equipped with the necessary skill sets to remain relevant and productive in their roles.

• **Upskilling:** Equipping employees with new skills and knowledge that enhance their current job functions – whether through learning new software, developing stronger communication skills, or deepening their understanding of industry trends.


• **Reskilling:** Providing them with the competencies they need to transition into entirely new job roles within the organization. This is often necessary when technology disrupts existing roles or new business needs  emerge.

Why it's important:

• **Keeps pace with updates:** New technologies are constantly emerging; as such, upskilling ensures your workforce can leverage these advancements for improved efficiency and productivity.

• **Adapts to changing business needs:** As business strategies evolve, reskilling allows you to redeploy talent to meet new requirements.

• **Boosts employee morale:** Investing in people's development demonstrates your commitment to their growth and fosters a sense of job security.





The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

Upskilling and Reskilling: Keeping Your Workforce Future-Proof

How organizations can prepare:

- **Skills Gap Analysis:** Conduct a thorough assessment of your current workforce skills and compare them to future needs – whether through surveys, manager feedback, or analyzing industry trends. This will help identify areas for improvement and prioritize training programs.
- **Personalized Learning Paths:** Design customized learning paths for team members based on their strengths, weaknesses, and career aspirations.
- **Microlearning Opportunities:** Offer bite-sized learning modules that are easily accessible and can be completed during short windows of time – so as to cater to busy schedules and allow for on-the-go learning. Additionally, consider incorporating gamification techniques to further boost motivation and knowledge retention.
- **Partnerships with Educational**

Institutions: Collaborate with universities, colleges, or online learning platforms to offer relevant training programs and certifications.

The Rise of Soft Skills

While technical skills are crucial for completing specific tasks, soft skills are the foundation for success in any role and working environment – and even more relevant in today's dynamic business landscape. ★

- **Collaboration and Teamwork:** The modern workplace thrives on collaboration across teams and departments. Being able to actively listen and demonstrate empathy to others enables individuals to work effectively together toward a common goal.
- **Problem-solving and Critical Thinking:** Today's work demands the ability to analyze situations, identify problems, and develop creative solutions. Critical thinking and problem-solving competencies help team members navigate complex challenges and adapt to changing circumstances. ★






The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

The Rise of Soft Skills

- **Communication:** Clear and concise communication is essential for information sharing, decision-making, and building trust within teams. Skills like written and verbal communication ensure everyone is on the same page.
- **Emotional Intelligence:** The ability to understand and manage emotions, both yours and those of others, is crucial for navigating workplace dynamics and building strong relationships.



Heeding this trend, many organizations are implementing dedicated training programs to develop soft skills in their employees – especially those in management positions. These involve workshops on communication techniques, conflict resolution strategies, or active listening exercises. In addition, mentorship and coaching sessions are often held – so that team members may develop soft skills through personalized feedback and guidance from experienced colleagues.

Generative AI Revolutionizes Corporate Training

The emergence of Generative AI (AI that creates new content) is a transformative trend in corporate training. It promises to address the growing need for personalized, engaging, and efficient learning experiences for a diverse workforce.


- **Personalized Learning:** Generative AI can analyze data on individual learners (e.g., skills, experience, learning style) and create customized learning paths. As such, each team member may receive the most relevant and impactful training.
- **Content Creation on Steroids:** AI can automate the creation of training materials, such as quizzes, simulations, and interactive scenarios. This frees up time and resources for L&D professionals to focus on strategic planning and content curation.





The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

Generative AI Revolutionizes Corporate Training



- **Microlearning on Demand:** At the same time, AI is also capable of creating bite-sized learning modules that cater to busy schedules and shorter attention spans. In other words, employees now have the option to learn in short bursts throughout the workday, therefore improving knowledge retention.

Examples of Generative AI in Action:

- **Scenario-Based Training:** Imagine a sales training program where AI generates personalized sales simulations based on the individual's product knowledge, customer segment, and sales goals. That should be a highly realistic and relevant learning experience!
- **Adaptive Learning Platform:** A learning platform powered by generative AI tailors the learning path for each employee based on their performance in quizzes or interactive exercises. This ensures

learners may focus on areas where they need the most improvement.


Preparing for the Generative AI Revolution:

- **Invest in the Right Tools:** Research and choose an AI platform that aligns with your specific training needs and budget. Consider factors like ease of use, content creation capabilities, and data security.
 - **Develop a Human-AI Collaboration Strategy:** AI is a powerful tool; that said, it shouldn't replace human expertise. Integrate these tools with the experience of L&D professionals to ensure content quality, learning objectives alignment, and human connection during the learning process.
 - **Embrace Continuous Learning:** AI technology is constantly evolving. As such, organizations should promote a culture of continuous learning within their L&D team – so that they may stay updated on the latest advancements and apply them to their corporate training strategies.
- 



The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

Immersive Learning: Stepping into the Future of Training



Immersive technologies, particularly those under the umbrella of Extended Reality (XR) – Virtual Reality (VR), Augmented Reality (AR), and Mixed Reality (MR) – make it possible to deliver highly realistic and interactive simulations. As such, learners are taken beyond traditional classroom settings and into the heart of the learning experience.

- **Enhanced Engagement:** Immersive environments capture learners' attention and create a sense of presence, leading to deeper engagement with the training material.
- **Safe Practice Environment:** VR simulations allow participants to practice complex skills or procedures in a safe and controlled environment, without the risk of real-world consequences.

- **Improved Knowledge Retention:** The interactive and hands-on nature of such learning experiences translates to better knowledge retention and recall compared to traditional methods.

Examples of Immersive Technologies in Action:

- **VR Safety Training:** Imagine a construction worker experiencing a VR simulation of a high-rise building site. They can practice identifying safety hazards, using equipment, and following safety protocols in a realistic virtual environment.
- **AR Maintenance Training:** A technician can wear AR glasses while performing maintenance on complex machinery. The glasses overlay digital instructions and schematics onto their real-world view, guiding them through the process step-by-step.
- **MR Soft Skills Training:** An employee may participate in a virtual meeting scenario using MR technology – where they are able to practice communication skills, conflict resolution techniques, and negotiation strategies with virtual avatars as colleagues.



The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

Immersive Learning: Stepping into the Future of Training

How Organizations Can Prepare:

- **Develop Engaging Learning Content:** Immersive experiences require well-designed content that leverages the unique capabilities of each technology. Consider partnering with XR development companies to create high-quality, interactive learning modules.
- **Pilot and Evaluate:** Start by implementing immersive training on a pilot basis for a small group of learners. This allows you to evaluate its effectiveness and refine your approach before a wider rollout.



Mobile & Social Learning: A Powerful Combo

The convergence of mobile and social learning tools is a powerful trend expected to massively transform how employees learn and develop:

- **Convenience and Flexibility:** Mobile learning allows employees to access learning materials and complete training modules anytime, anywhere, on their smartphones or tablets; this caters to busy schedules and diverse learning styles.
- **Microlearning on the Go:** Mobile learning content is often delivered in bite-sized chunks, perfect for short bursts of learning throughout the workday.
- **Offline Accessibility:** Many apps allow users to download content for offline access. As a result, learning can continue even without an Internet connection.
- **Collaborative Learning:** Social learning platforms create opportunities for employees to connect, share knowledge, and learn from each other

The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

Mobile & Social Learning: A Powerful Combo

– which fosters a sense of community and encourages peer-to-peer learning.

• **Gamification and Engagement:** Social learning tools often incorporate gamification elements like badges, leaderboards, and points – which contribute to increasing engagement and motivation among learners.

• **Real-time Knowledge Sharing:** These platforms enable users to ask questions, share experiences, and get instant feedback from colleagues or experts. The result is a more dynamic learning environment.

How Organizations Can Prepare:

• **Invest in Mobile-Friendly Learning Materials:** Ensure your training content is optimized for mobile devices with clear visuals, concise text, and user-friendly navigation.

• **Choose the Right Platform:** Select a platform that

caters to your specific needs and offers features like discussion forums, group collaboration tools, and knowledge-sharing functionalities.


• **Develop a Strategy:** Create a comprehensive strategy for mobile learning, including content creation, accessibility considerations, and employee onboarding for the new platform.





The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

Strategic Alignment with Corporate Objectives



A major trend in L&D is the strategic alignment of training programs with the organization's overall objectives. This ensures that employees are not just learning for the sake of learning, but developing the skills and knowledge needed to drive the company's success.

Benefits:

- **Improved ROI:** By focusing on skills directly relevant to business goals, L&D investments demonstrate a clear return on investment (ROI) by contributing to improved performance and achieving strategic objectives.
- **Increased Engagement:** When team members see a clear connection between their learning and development and the company's success, they are more likely to be engaged and motivated to participate in training programs.
- **Future-Proofing the Workforce:** By aligning L&D with evolving business needs, organizations may establish a

workforce equipped with the competencies necessary to adapt to future challenges and opportunities.

Examples of Alignment in Action:


- **Sales Training for New Market Entry:** A company planning to enter a new market develops a sales training program tailored to the specific needs of that market. The training equips salespeople with the knowledge, communication skills, and cultural awareness necessary to be successful in the new territory.
- **Leadership Development for Innovation:** An organization aiming to foster a more innovative culture implements a leadership development program that emphasizes creative problem-solving, risk-taking, and collaboration.
- **Customer Service Training for Improved Satisfaction:** To address declining customer satisfaction scores, a company redesigns its customer service training program to address active listening, empathy, and conflict resolution skills – to improve customer interactions.





The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

Learning on the Fly: The Rise of Learning in the Flow of Work






The concept of “Learning in the Flow of Work” is gaining traction in L&D circles – specifically, learning opportunities are directly integrated into employees’ daily workflows, at the very moment they need the information. This approach aims to bridge the gap between theoretical training and practical application.

Benefits:

- **Increased Relevance:** Learning happens in context, directly addressing the task at hand. As a result, information is immediately applicable and contributes to reinforcing knowledge retention.
- **Improved Productivity:** As employees can access bite-sized learning modules quickly, the risk of work disruption is minimized. Not to mention, they may now learn and apply new skills while still completing their tasks.
- **Enhanced Motivation:** Learning feels less like a chore and more like a natural extension of work.

This helps boost employee motivation and engagement with training materials.


Examples of Learning in the Flow of Work:

- **Microlearning Modules:** Short, targeted learning modules embedded within software applications or project management tools. For example, a content management system might offer pop-up tutorials on specific functionalities when a user encounters them. ★
 - **Contextual Help Overlays:** Interactive overlays that appear within an application or program interface, providing step-by-step guidance for completing specific tasks. These overlays can be dynamically triggered based on user actions.
 - **Knowledge Management Platforms:** Centralized repositories of searchable resources like knowledge base articles, FAQs, and video tutorials. Users can quickly access these resources to find answers and guidance while working on specific tasks.
- 
- 
- 



The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

Focus on Diversity, Equity & Inclusion (DE&I)



Incorporating DE&I principles into training programs enables organizations to foster a more inclusive, respectful, and innovative work environment where individuals feel valued and empowered to contribute their unique talents.

Examples of DE&I in L&D Practices:

- **Unconscious Bias Training:** This type of training educates employees on implicit biases and how they can impact decision-making. It equips them with strategies to mitigate bias and promote fair treatment for everyone.

- **Inclusive Learning**

Design: Training materials and courses/ workshops are designed to be accessible and inclusive for all learners, regardless of background, learning style, or ability. This might involve using diverse case studies, providing closed captions for videos, and offering content in multiple languages.

- **Mentorship and Sponsorship**

Programs: Programs that connect underrepresented employees with experienced mentors or sponsors foster a sense of belonging and encourage diverse talent to thrive within the organization.

How Organizations Can Prepare:

- **Conduct a DE&I Audit:** Assess your current L&D programs to identify any potential biases or areas where inclusivity can be improved.

- **Develop a DE&I L&D**

Strategy: Develop a comprehensive strategy that outlines how DE&I principles will be integrated into your training programs. This might involve setting specific goals, allocating resources, and identifying training partners with expertise in DE&I.

- **Partner with Diverse Trainers**


and Experts: Engage facilitators and content creators with diverse backgrounds and experiences to ensure your training programs are inclusive and reflect a variety of perspectives.





The Future of Work is Here: 10 L&D Trends to Help Your Workforce Thrive

Measuring the Impact: A Data-Driven Approach to L&D



Organizations are increasingly turning to data analytics to assess the impact of training programs on employee performance, productivity, and overall business goals. This data-driven approach allows for a more strategic and accountable L&D function.

Examples:

- **Pre- and Post-Training**

Assessments: Evaluating learner knowledge and skills before and after a training program helps assess knowledge gain and identify areas needing improvement.

- **Employee Satisfaction**

Surveys: Gathering feedback from participants about the quality, relevance, and effectiveness of training programs allows for continuous improvement.

- **Performance Metrics**

Analysis: Tracking changes in employee performance data, such as sales figures, customer

satisfaction scores, or error rates, after training can demonstrate the impact on business outcomes.

How Organizations Can Prepare:

- **Define Learning**

Objectives: Clearly define the specific goals and desired outcomes for each L&D program – as well as relevant metrics to track.



- **Invest in Learning Analytics**

Tools: Utilize Learning Management Systems (LMS) and other analytics tools to track ★ learner engagement, completion rates, and assessment scores.

- **Develop a Measurement**

Strategy: Create a comprehensive plan for measuring the effectiveness of your L&D programs. This might involve identifying key metrics, defining data collection methods, and establishing tools for data analysis.

- **Communicate the Value:** Share the results of your L&D effectiveness measurements with stakeholders. This demonstrates the value of L&D to the organization and encourages continued investment in learning initiatives.



RECAP 2024



RECAP 2024



RECAP 2024



RECAP 2024





Merry Christmas & Happy New Year!

As the holiday season draws near, the team at ITD World Vietnam sends our heartfelt wishes to you and your loved ones.

May this Christmas be a time of warmth, connection, and generosity—bringing cherished moments with family and friends. Amid the celebrations, we hope you find time to reflect on the milestones of the past year and embrace the gratitude they inspire.

As we welcome the New Year, may it open doors to new opportunities, inspire bold aspirations, and ignite the determination to achieve your goals. Let 2024 be a year of remarkable growth, enduring resilience, and meaningful accomplishments.

We wish you a holiday season filled with joy, rejuvenation, and the comfort of those closest to your heart. May your days shine bright with promise, and may the year ahead bring lasting success and happiness.

Warm regards,

ITD World Vietnam Team



Thrive with ITD World's e-Certification

2025

**JAN
-
MAR**

e-Workshops >



< e-Workshop
& e-Certification

Kick off JAN 6

JAN 13-14
FEB 06-07
FEB 26-27
MAR 12-14

e-CCMP

CERTIFIED COACHING AND MENTORING
PROFESSIONAL

Fee USD 3,690/pax
By Dr. Peter Chee
Edwin Godfrey Johnson
KC Lee
Safura Atan

Kick off
MAR 24

APR 23-25
MAY 21-23
JUN 23-25
JUL 23-25
AUG 27-29

e-CCMC

CERTIFIED CHIEF MASTER COACH

Fee USD 9,830/pax
By John Mattone, DJ
Mitsch, Brenda Bence,
Arthur Carmazzi
Dr. Marshall Goldsmith,
Dr. Peter Chee
& Dr. Marcia Reynolds

MAR 03-05
MAR 11-12

e-CTCS

CERTIFICATION IN TALENT, COMPETENCY &
SUCCESSION MANAGEMENT

Fee USD 1,200/pax
By Dr. William J.
Rothwell

MAR 21, 28
APR 11, 18, 25
MAY 02

e-CTP

CERTIFIED TRAINING PROFESSIONAL

Fee USD 3,500/pax
By Dr. Mario Aquino del
Castillo

Early bird: Discount 10% Standard fee



Follow us



Scan
here

LEARN ANYTIME AND ANYWHERE!



SAVE
COST



SAVE
TIME



STAY
SAFE



STAY
AHEAD

For further enquiries, please visit www.itdworld.com

© ITD World. All rights reserved.

Thrive with ITD World's e-Certification

2025

**APR
-
JUN**

e-Workshops >



< e-Workshop
& e-Certification

APR 22, 24, 29
MAY 06, 08, 13,
15, 20

e-CIDD

CERTIFICATION IN INSTRUCTIONAL DESIGN AND
DEVELOPMENT

Fee USD 2,650/pax
By Dr. Mario Aquino del
Castillo

MAY 05-06
MAY 14-15
MAY 20-22
MAY 27-29

e-CTLP

CERTIFIED TALENT DEVELOPMENT AND LEARNING
PROFESSIONAL

Fee USD 2,800/pax
By Dr. William J.
Rothwell
Dr. Mario Del Castillo

Early bird: Discount 10% Standard fee



Follow us



Scan
here

LEARN ANYTIME AND ANYWHERE!



SAVE
COST



SAVE
TIME



STAY
SAFE



STAY
AHEAD

For further enquiries, please visit www.itdworld.com

© ITD World. All rights reserved.

Thrive with ITD World's e-Certification

2025

**JUL
- SEP**

e-Workshops >



< e-Workshop
& e-Certification

JUL 04, 11, 18,
25
AUG 01, 08

e-CTP
CERTIFIED TRAINING PROFESSIONAL

Fee USD 3,500/pax
By Dr. Mario Aquino del
Castillo

SEP 09, 11, 16,
18, 23, 25, 30
OCT 01

e-CIDD
CERTIFICATION IN INSTRUCTIONAL DESIGN AND
DEVELOPMENT

Fee USD 2,650/pax
By Dr. Mario Aquino del
Castillo

Early bird: Discount 10% Standard fee



Follow us



Scan
here

LEARN ANYTIME AND ANYWHERE!



SAVE
COST



SAVE
TIME



STAY
SAFE



STAY
AHEAD

For further enquiries, please visit www.itdworld.com

© ITD World. All rights reserved.

Thrive with ITD World's e-Certification

2025

OCT
—
DEC

e-Workshops >



< e-Workshop
& e-Certification

OCT 03, 10, 17,
24, 31
NOV 07

e-CTP
CERTIFIED TRAINING PROFESSIONAL

Fee USD 3,500/pax
By **Dr. Mario Aquino del Castillo**

NOV 11-12
NOV 18-19
NOV 25-27
DEC 02-03

e-CTLP
CERTIFIED TALENT DEVELOPMENT AND LEARNING
PROFESSIONAL

Fee USD 2,800/pax
By **Dr. William J. Rothwell**
Dr. Mario Del Castillo

Early bird: Discount 10% Standard fee



Follow us



Scan here

LEARN ANYTIME AND ANYWHERE!



SAVE
COST



SAVE
TIME



STAY
SAFE



STAY
AHEAD

Explore ITD's Publications



November 2024

Topic: *Leadership & Organization Development*



October 2024

Topic: *Personal Development Plans*



September 2024

Topic: *Team Building & Collaboration*



August 2024

Topic: *Performance Management & Feedback*



July 2024

Topic: *Diversity & Inclusion in the Workplace*



Explore ITD's Publications



June 2024

Topic: *Employee Well-being & Engagement*



May 2024

Topic: *Talent Acquisition & Onboarding*



April 2024

Topic: *Creating a Coaching & Learning Ecosystem*



March 2024

Topic: *Skill Development Strategies*



February 2024

Topic: *Strategic Talent Management*



January 2024

Topic: *Emotional Intelligence in Leadership*



MALAYSIA

ITD PENANG (Head Office)

Tel: +604 228 3869

E-mail: itdpg@itdworld.com

ITD KUALA LUMPUR

Tel: +603 6203 3880

E-mail: itdkl@itdworld.com

SINGAPORE

ITD INTERNATIONAL PLE LTD

Tel: +65 85 556 001

E-mail: itdsg@itdworld.com

THAILAND

INTERNATIONAL ITD LTD

Tel: +662 116 9336 to 7

E-mail: itdbkk@itdworld.com

VIETNAM

ITD VIETNAM

Tel: +84 28 38 258 487

E-mail: itdhcmc@itdworld.com

PHILIPPINES

ITD CONSULTING GROUP INC

Tel: +63 916 33 47 248

E-mail: itdmanila@itdworld.com

CAMBODIA

ITD-LDC

Tel: +855-23 555 0505

E-mail: itdcambodia@itdworld.com

INDONESIA

ITD-GLC

Tel: +6221 2930 8710

E-mail: itdjakarta@itdworld.com

MYANMAR

ITD - BCTC

Tel: +959 765 222 103

E-mail: itdmyanmar@itdworld.com

MEDITERRANEAN

ITD MEDITERRANEAN

Tel: +90 532 263 6666

E-mail: itdmediterranean@itd-world.com

BRAZIL

ITD BRAZIL

Tel: +55 11 99961 9706

E-mail: itdbrazil@itdworld.com

EUROPE

ITD EUROPE

Tel: +55 11 99961 9706

E-mail: itdeurope@itdworld.com

AUSTRALIA

ITD AUSTRALIA

E-mail: itdaustralia@itdworld.com

AFRICA

ITD AFRICA

E-mail: itdafrica@itdworld.com

Mission

Transforming Leaders and Changing the World for the Better.

Vision

The #1 Global Coaching and Leadership Development Partner.

Core Values (LISTEN):

Love, Innovation, Synergy, Trust, Excellence and Nurture.

Competitive Advantage Statement:

ITD World is an award-winning Multinational Corporation that provides the world's best coaching and leadership development solutions to leading global organizations. We offer comprehensive & innovative solutions that produce superior results

Core Activities and Resources:

Talent and Leadership Development; Corporate Training, and Consulting; Team and Executive Coaching, Professional Competency Certification; Mega Events and Seminars; Coaches, Mentors and Speakers Bureau; Community Services and Campaigns. Over 308 world-class programs and more than 200 dedicated mega gurus, top international resource persons, trainers, speakers, coaches and consultants from around the world.

Exclusive Mega Gurus:

Dr. Marshall Goldsmith, John Mattone, Dr. William Rothwell, Dr. Peter Chee, Thomas G. Crane, Dr. John C. Maxwell, Marcia Reynolds, Darelyn DJ Mitsch, Arthur Carmazzi & Brenda Bence

Quality Certification, Awards & Publications:



Winner of the **ARTDO International HRD Excellence Award** in recognition for outstanding contribution to international Human Resource Development.



Bestowed the Brand Laureate International Award for the Best Brand in Training.



Cutting edge books co-authored with the world's Top Mega Gurus- "5 Levels of Mastery", "Coaching for Breakthrough Success", "12 Disciplines of Leadership Excellence", "Becoming an Effective Mentoring Leader," and "Leader's Daily Role in Talent Management".

Clients:

Intel, IBM, United Nations Missions, American Embassy, Western Digital, Agilent, Dell, AMS, Motorola, Nike, First Solar, Accenture, Citibank, Central Bank of Malaysia & Philippines, ThaiBev, LinkedIn, Adobe, Micron, DHL, OSRAM, Infineon, Siemens, B Braun, Bosch, Schneider, Toyota, Ajinomoto, Samsung, UOB Bank, AEON, Swire Shipping, Dominos, Siam Cement Group, CP Group, Sacombank, PetroVietnam, Petron, SM Supermalls, Malaysia Airlines, Vingroup, Philippine Airlines, Shangri-La Hotels, Sheraton, Prudential, AIA, GSK, MSD, Bayer, Johnson & Johnson, Unilever, Nestle, Coca-Cola.



Follow us on



ITD WORLD

www.itdworld.com