

## FEATURED SPEAKERS



**Thomas G. Giglione**

Organization Ombudsperson  
and Expert in Dispute System Design



**Dr. Nguyễn Đăng Minh**

President of Gkm Lean Institute  
Vice Dean of School Of Business, Vnu Ueb



**Ma. Vu Thi Thu Hang**

Chief Operation Officer at Viet Nam  
Institute for Economic and Policy Research



**Mr. Ha Huy Phong**

Inteco – Legal Practice



**Samantha Hardy**

Lead Trainer at Conflict Coaching International  
– Cci Academy, Perth, Australia



**Edward B. Lovett**

Conflict Resolution Training in the Workplace for HR



**Chris Draper**

Managing Director [www.trokt.org](http://www.trokt.org). Trokt

# Performance and Productivity Workshop Series: Improving Performance with Effective Dispute System Design

08 November 2019

Hanoi, Vietnam

To Register: <http://bit.ly/35UYma6>

## • Is The Workshop For?

This Workshop Is For Organizations That Would Like To Improve Productivity, Performance and Engagement within Their Organizations and Have Problems Managing Disputes, or For Those That Wish To Avoid Escalating Disputes, Adr Systems This Would Include Managers, Human Resources Professionals, Government Employees, Business People, Consultants, Team Leaders, Educators, Lawyers Specializing In Employment Law, And Others Who Negotiate Or Need To Resolve Conflict Within Their Organizations Can All Benefit From Attending.

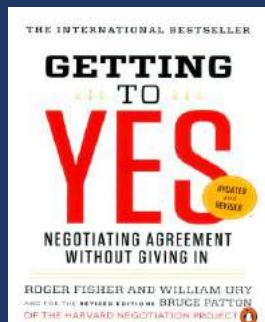
## Where:

### In-Person Seminar

To Register: <http://bit.ly/35UYma6>

### Limited Seating of 50 In-Person Participants

Answer our optional online survey to reserve your chance to win several door Prizes. One door prize is the book "Getting to Yes" Since its original publication Nearly thirty years ago, Getting to Yes has helped millions of people learn a Better way to negotiate. The book is based on the work of the Harvard Negotiation Project, a group that deals with all levels of negotiation and conflict Resolution. Getting to Yes offers a proven, step-by-step strategy for coming to mutually acceptable agreements in every sort of conflict.



### Online Webinar

Seats are limited however you can still join us  
in our LIVE WEBINAR  
Friday, November 8th, 1:30 pm Indochina  
Time  
Time zone (GMT+7)  
by clicking on this link below  
<https://zoom.us/j/893142017>

## **Benefits:**

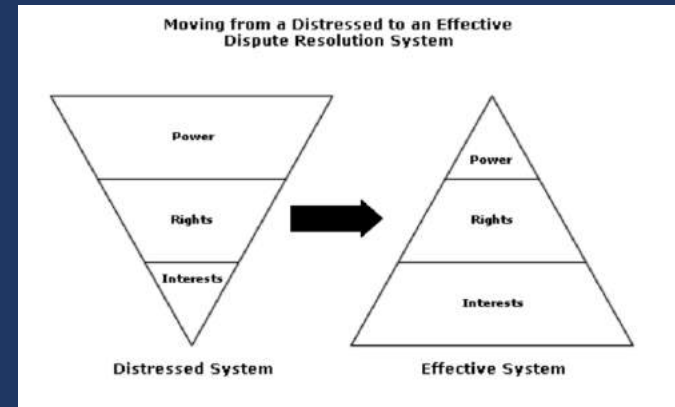
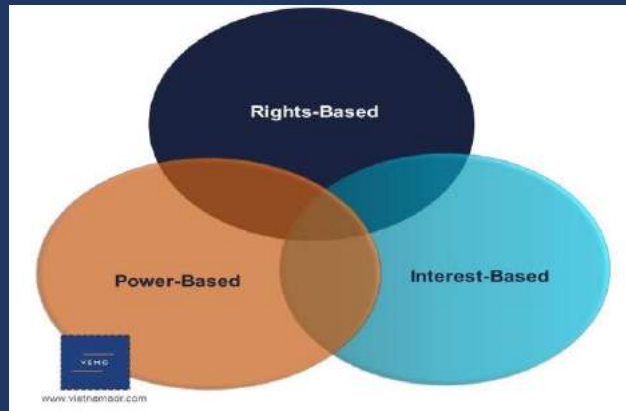
You Will Learn About “Made In Vietnam Lean Management Philosophy”  
Including Case Studies Of Application of Made In Vietnam Lean Management in Enterprises  
How To Use Interest Based Principled Negotiation, Developed At Harvard To Resolve Various Types Of  
Workplace Disputes And Grievances Such As Bullying In The Workplace And Sexual Harassment.

You Will Learn From Leading International Trainers in HR Conflict Coaching

You Will Also Obtain Insight into Employment Law and Mediation

You Will Discover the Latest Macro Trends from a HR-Tech Expert on the Online Apps Using Secure Block  
Chain Technology for Organizations to Communicate Company Policy Manuals Track and Resolve Company  
Disputes Online

**That Moving From an Organization That from a Distressed To Effective Dispute Resolution System Will  
Improve Productivity and Performance**



## Panel Discussion Agenda

At 1:30 pm

### **Networking and Registration**

2:00 pm - 2:15pm

### **Opening Remarks & Introduction to Performance and Productivity**

#### **Workshops Series**

Thomas G. Giglione

Panel Moderator

Organizational Ombudsperson, Dispute System Design Consultant

At 2:15 pm

### **Made in Vietnam Lean Management for Enhancing Productivity, Quality and Sustainable Development**

Dr. Nguyễn Đăng Minh

President of Gkm Lean Institute

Vice Dean of School Of Business, Vnu Ueb

1. Tam The Management System  
Tam the, Foundation of Productivity and Quality Tot (Tam The Of Things) Tools To Connect People, Method For Solving Dispute
2. Made In Vietnam Lean Management Philosophy
3. Case Study Of Application Of Made In Vietnam Lean Management In Enterprises For Enhancing Productivity, Quality And Dispute Resolutions

At 3:00 pm

Ma. Vu Thi Thu Hang

### **Employee Engagement to Improve Productivity and Performance**

Chief Operation Officer at Viet Nam Institute For Economic and Policy Research  
Why Engage Employees?

1. Understand Your Employees, Some Insights Into Vietnamese Features
2. Reflection On Relevant Tools To Engage People In The Vietnamese Context

3:15 pm - 3:30 pm

### **Break**

At 3:30 pm

Mr. Ha Huy Phong

### **HR/ Legal Disputes and Employment Mediation**

Employment Law and Foreign investment consultancy, Banking – Finance, Labor, M&A, restructuring, energy, Education and training.

At 3:45 pm

Samantha Hardy

### **The Importance of Conflict Coaching In Organization**

Lead Tainer at Conflict Coaching International – Cci Academy  
Via Videoconference from Perth, Australia

At 4:00 pm

### **Conflict Resolution Training in the Workplace for HR**

Edward B. Lovett

SHRM Human Resource Management Certification and Workplace Essentials Training Programs  
For CSU and National Universities.

Seminar Topic: Sexual Harassment/Bullying Prevention in The Workplace:  
Defining Sexual Harassment and Bullying  
Why A Global Epidemic?  
Strategies for Eliminating Harassment/ Bullying

At 4:15 pm

Chris Draper

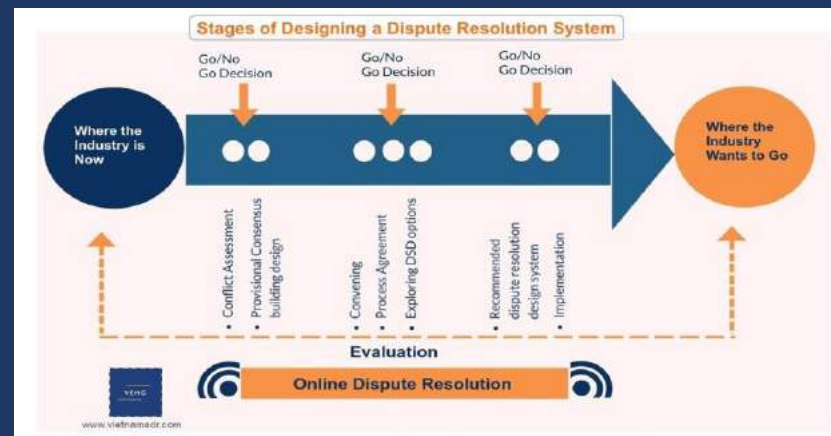
## HR-Tech Including Trokt Platform and Blockchain Technology for HR

Managing Director Www.Trokt.Org. Trokt  
Via Video Conference

At 4:30 pm

Thomas G. Giglione

## 7 Essential Steps to Launch A Customized Conflict Resolution System in an Organization



4:45 pm - 5:00 pm

## Panel Q/A and Presentation of Prizes

## Speaker Profiles

### Thomas G. Giglione



Organization Ombudsperson and Expert in Dispute System Design

<https://www.linkedin.com/in/thomasgiglione/>

Thomas is the Vice Director of VEMC Mediation Center Accredited By the Ministry Of Justice of Vietnam [www.vietnam.adr.com](http://www.vietnam.adr.com) and Commercial Mediator for ANT Lawyers [www.antlawyers.com](http://www.antlawyers.com) He is Mediator, Arbitrator, Facilitator, Coach, Consultant and Trainer, Specializing In Resolving Complex Multi-Party Disputes, Including Cross Border, Grievance and Workplace Disputes, Organizational and School Conflicts, Sexual Harassment, Discrimination, and Public Policy Disputes; and Designing Preventative Conflict Resolution Systems. He is an Active Member of the Internet Bar Organization Institute <https://www.internetbar.org/> Using the Latest Secure Applications in HR-Technology Including Legal Smart Contracts and Blockchain Thomas is an Accredited Court Appointed Mediator in Toronto Canada and the Ministry Of Justice of Vietnam He is also a Member Of The International Ombudsman Association, <https://ioa.memberclicks.net/learn-about-ioa> ICHAM And Active Member Of The Legal And HR Training Committee For European Chamber Of Commerce And Contributing Author To The Eurocham Whitebook Specifically The Chapters On HR And Training And Mediation Download Link to HR&Training Chapter to Vietnamese Version <http://bit.ly/2gebiky> English Version <http://bit.ly/2Zp4LGK> Mediation Chapter in Vietnamese <http://bit.ly/2kcg2uo>

### Dr. Nguyễn Đăng Minh



President of Gkm Lean Institute

Vice Dean of School Of Business, Vnu Ueb

<https://www.linkedin.com/in/nguy%E1%BB%85n-%C4%91%C4%83ng-minh-65ba74192/>

Associate Professor Nguyen Dang Minh

Prof Minh is The President of Gkm Lean Institute, Founder of "Made In Vietnam Lean Management Theory And Applied System". Thousands Of Enterprises Have Applied The System And Achieved Excellent Performance In Production And Business. He is Continuing To Set His Aspiration At A Higher Level In Which The System Is Applied. In the Whole Society Including Families, Businesses, And School for Improving Productivity And Life Quality, Desiring For A Prosperous Vietnam And All The World. (<http://gkmlean.gkm.vn/en/the-founder-of-made-in-vietnam-management-model/>)

## Ma. Vu Thi Thu Hang



Chief Operation Officer at Viet Nam Institute for Economic and Policy Research

<https://www.linkedin.com/in/vu-hang-767a235b/>

Ma. Vu Thi Thu Hang Graduated From The University Of Languages And International Studies, Vietnam National university, Hanoi, Majoring In French Language And Cultural Studies In 1999 And Received A Master's Degree In Human Resources Management At La Trobe University, Australia, In 2017.

Ma. Vu Thi Thu Hang Has Been Held The Position Of Deputy Director (Chief Operation Officer) At Vepr Since October 2018, Where She Is In Charge Of Administration, Human Resources Management, And Project Management. Before Joining Vepr, Ma. Vu Thi Thu Hang Was The Principal Specialist At The Central Committee For Organization And Personnel.

Embedding In HR Work and Environment for Over Ten Years, Ma. Hang Has Special Reflections And Interests On Performance Management, Training And Development, And Especially, Employee Engagement. She Believes That, For HR Practices That Companies Need To Employ Relevant HR Tools And Frameworks Systematically And Adjust Them To Vietnamese Context And Culture.

## Mr. Ha Huy Phong



Inteco – Legal Practice

Specialist in labor policies and Labor internal Regulations  
HR Litigation Lawyer for wrongful dismissal cases, labour

disputes, harassment cases

Provides quarterly training courses on Labor Laws, Contract Law.

## Samantha Hardy



Lead Tainer at Conflict Coaching International – Cci Academy,

Perth, Australia

<https://www.linkedin.com/in/samantha-hardy-3695b97a/>

She Has Been Described As Both A Practical Thinker And A Thinking Practitioner. Sam Has Advanced Postgraduate Qualifications Including A Phd In Conflict Resolution As Well As Many Years Of International Experience As A Conflict Resolution Practitioner. In Addition To Offering Conflict Coaching and Mediation Services



## Edward B. Lovett



Conflict Resolution Training in the Workplace for HR  
<https://www.linkedin.com/in/mvpseminars/>

Mr. Lovett Currently Is Lead Instructor For The University For Distance Learning, Which Serves As A Recertification, Continuing Education, And

Professional Development Provider. He Has Also Facilitated the SHRM Human Resource Management Certification and Workplace Essentials Training Programs For CSU and National Universities.

Mr. Lovett Is Often Recognized For His Ability To Connect With Audiences Personally. With A Down To Earth And Engaging Style He Makes A Lasting Impression On Others That They Won't Soon Forget! His Focus Is On Effective Principles Not Just The "Law". Participants Have Said, "You Enriched My Learning With The Case Analysis And Discussions Allowing Us To Work Through Each Situation To Learn New Approaches."

His Background Is In Mediation And Conflict Resolution Having Attended At The Straus Institute For Dispute Resolution At The Pepperdine University School Of Law And Loyola Law School Mediation Programs. He Is A Certified Trainer For The Nationally Recognized Mediation Certifying Authority, NACM, Conducting Certified Mediation Trainings Both Domestically And Internationally. Mr. Lovett Has Been The Lead Co-Instructor On Sexual Harassment Prevention And Anti-Bullying Training For MVP Seminars And Employee Harassment Training For The Last Five Years. "As A Seasoned HR Professional I Can Say I Have Not Sat Through A More Engaging Online Program On Sexual-Harassment Prevention Than This One." – Nancy E., Global VP Human Resources

## Chris Draper



Managing Director [www.trokt.org](http://www.trokt.org). Trokt  
<https://www.linkedin.com/in/christopherhdraper/>

Chris Creates Smarter Processes And Procedures, Focusing First On The "Human In The Loop" That

Allows Organizations Institutionalize Better Choices At The Nexus Of Technology, Human Performance, Data, And Business Intelligence. Is An US Based Venture That Sells A Fully-Integrated, Cloud-Based Negotiation Management Platform That Removes The Risk Of Human Error. Our Next Generation Redline™ And Positive Control Collaboration™ Technology Eliminates The Need To Email legible Documents With Numerous Track Changes Back And Forth, Helping Reduce Your Costs And Get You Back To The Issues At Hand. With Trokt, You can see what's happening Right Now, In Real Time, Giving You the Peace of Mind That You're Viewing the Latest Version of a Document – In a Safe and Secure Environment. The real-time communication can create problem for HR personals in tracking the right stage of grievance. When the reports are made to wrong authorities, many risks can generate at company and employee working level. These types of platforms are an easy to use and comparatively safe for reporting the sexual harassment incident at workplace without wasting time on employment contracts, organization policy papers, human resources manuals and collectively bargained contracts.

In this setup, the employees can

- a. Read all the sections of workplace contract
- b. Safely report to incident to relevant authority through a web portal Work to modify the agreement for improvements.