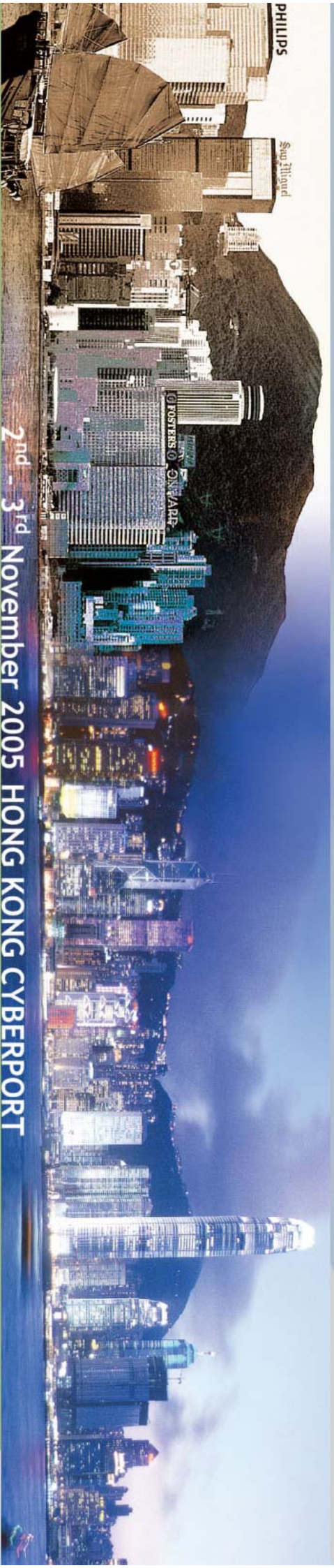


# Transform

change is the only constant



Presented by



International Facility Management Association

Hong Kong Chapter of IFMA

國際物業設施管理協會香港分會

"Only the wisest and stupidest of men never change." ~ Confucius 5th Century BC

"Whosoever desires constant success must change his conduct with the times." ~ Machiavelli 15th Century

We are surrounded by change, especially in technology, and it is affecting the way we live, work and play. Possibly no city in the world has changed as much as Hong Kong has over the past 50 or even 5 years.

None of us knows for sure what the next major change will be in the Facility Management industry nor where the new opportunities will lie. What we do know is that change is certain; in the companies we work for and for our customers who we offer facility management services to. Yet how well prepared is the Facility Manager to deal with this? Leading local and international speakers, experienced in leading and managing change, have been assembled to help prepare you for the changes and uncertainties that lie ahead both from a Facility Management and general perspective, putting you in a position to embrace that change and remain ahead of the game.

Change is predictable. Change is the only constant.

*"It is not necessary to change. Survival is not mandatory!" ~ William Deming 20th Century*



# Conference Program

(Wed 2 Nov 05)

08:00 - 08:45	CFM Breakfast (By Invitation Only)
08:15	Registration
09:00 - 09:10	Opening Address
09:10 - 10:00	<b>The Seven Failings of Really Useless Leaders</b> Steven Sonsino / Fellow, Centre for Management Development / London Business School / UK
10:00 - 10:45	<b>Change In Future Building Design</b> Hon Patrick Lau, SBS, JP / Member - Architectural, Surveying & Planning / Legislative Council / HKSAR
10:45 - 11:00	Coffee Break
11:00 - 11:50	<b>Perspectives from Different Sides of The Fence: How a Client and FM Service Provider Managed Change Within a Constantly Evolving Business</b> Joseph Pereira / Partner, EC Harris / HKSAR   Tony Wong / Vice President, Corporate Real Estate / JPMorgan Chase / HKSAR
11:50 - 12:20	<b>Coping with Changes: Challenges in Building Maintenance and Management</b> HW Cheung / Deputy Director, Buildings Department / HKSAR
12:30 - 14:00	Networking Lunch at Le Meridien Cyberport
13:30 - 14:00	Optional Site Tour of Cyberport
14:15 - 15:15	<b>FM Forum - Facility Management in China: An Emerging Market</b> Prof. John Giljeard / Head, Department of Building Services & Engineering Hong Kong Polytechnic University / HKSAR
15:15 - 15:30	Coffee Break
15:30 - 16:20	<b>Facility Technology: Changes, Challenges &amp; Solutions</b> Paul Doherty / Managing Director / General Land Corporation / USA
16:20 - 17:10	<b>Morphing from Facility Manager to Change Master</b> Kit Tuveson / Tuveson & Associates / USA
17:10 - 17:15	Closing Remarks
17:15	Conference Closed



## Steven Sonsino

Steven Sonsino is an award-winning speaker, author and executive mentor specialising in leadership and the execution of corporate strategy. He is a Fellow of the Centre for Management Development at London Business School and was Director of the Emerging Leaders Programme from 2001 until 2003. In 2002 Steven founded the Tomorrow's Leaders Research Group, an informal research consortium for the school. He is a visiting leadership professor at Escola de Gestão do Porto in Portugal and at the European School of Management and Technology in Berlin.

Steven has written four books including: in 2003, *Leadership Unplugged*, which Harvard Business Publishing described as 'learned yet practical'. He still writes an occasional column for the London Financial Times.

### *The Seven Fallings of Really Useless Leaders*

There are three reasons you should attend 'The Seven Fallings of Really Useless Leaders'.

First, if you're like most people, you learn much more from your mistakes than from the things you do well.

Secondly, while people like Gandhi, Mother Theresa and Martin Luther King are inspiring role models, they are unique. They are therefore very difficult for you to learn from. And thirdly, if you're a Really Useless Leader you could destroy your business.

So to build a generation of better leaders AND to save our businesses, we do NOT need everyone to be inspirational or motivational leaders. Instead we just need people to learn from the many examples of poor leadership in our companies.

The 'Seven Fallings' framework was developed during a five-year research project on leadership failure and Steven now uses the framework to help firms develop practical tactics and strategies for recognizing and stamping out the Seven Fallings of Really Useless Leaders.

Save your business by learning how NOT to lead.



## Hon Patrick Lau Sau-shing, SBS, JP

Patrick Lau is a Legislative Councillor, registered architect and former Professor of Architecture at the University of Hong Kong and also an award winning architect with design research published widely. He received HKIA Annual Award in 1984, 1991 and 1996, and also the HKIA Medal of the Year for the Australian International School in 2001 and the HKIED Jockey Club Primary School in 2002. He also received the Outstanding Young Persons Award in 1984, the HKIA Outstanding Architect Award in 1991, the Artist of the Year Award in 1999. He has been honored with the Silver Bauhinia Star in 2000 and appointed as Justice of the Peace in 2004.

### *Change In Future Building Design*

How buildings will need to develop their new concepts towards green and intelligent structures with a well-prepared organized programme: a case study on the construction of HKU SPACE Community College.



## Joseph Pereira

Joseph A. Pereira is a Partner with EC Harris, and is an expert on asset management, organization dynamics, workplace and environmental design as enablers of objective human behavior, and effective performance. He is also an executive officer of both the HK Business Environment Council and of CoreNET, a professional association of corporate real estate executives. In addition he is a faculty member of CoreNET's accredited Global Learning Faculty which administers the executive corporate real estate master's programme in Asia Pacific.

## Tony Wong

Tony is a professional architect by training. He obtained his Architectural Training in the University of Hong Kong, graduating with Honours degree in B.A. (Architectural Studies) and with Distinction in the B. Arch. Degree. He subsequently obtained his MBA in the Chinese University of Hong Kong. He is a Fellow of the HKIA, and is a registered architect and an Authorized Person in Hong Kong.

Tony had been active in the field of Corporate Real Estate and Facilities Management for the last ten years. He was the Founding Chapter Chairman of the CoreNet Global (formerly IDRC) Asia Pacific Chapter in 1993/94. He was also one of the earliest members of the IFMA HK Chapter in 1993.

### *Perspectives from Different Sides of The Fence: How A Client And FM Service Provider Managed Change Within A Constantly Evolving Business*

JPMorgan Chase is a leading global financial management firm, operating in one of the most dynamic business sectors. With a significant presence in Asia Pacific, and its regional headquarters in Hong Kong, the Bank requires a comprehensive and integrated facilities and engineering management service to provide a high quality, cost effective, reliable, safe and productive working environment. In an ever-changing business environment, this requirement was complicated by some of the largest mergers in financial services history, eg Chase Manhattan with JPMorgan in 2001 and Bank One and JPMorgan Chase in 2004.

In this joint presentation from Head of JPMorgan's Regional Facilities Management team and a Partner from the Bank's service provider, EC Harris, Tony and Joe will present their unique perspectives on the changes which took place, how this affected the FM service delivery model and how one of each of them, together with their teams, responded to the issues. Tony and Joe will also talk about their different perceptions of what the changes meant and the solutions required and how a common approach was agreed.





## HW Cheung

Mr CHEUNG Hau-wai is a professional building surveyor. He is a Fellow of the Hong Kong Institute of Surveyors and a member of the Royal Institute of Chartered Surveyors. After completing his training in the Hong Kong Technical College, he joined the Hong Kong Government in 1968. He has held a number of positions in the then Buildings Ordinance Office, Building Development Department, Buildings and Lands Department and Buildings Department. He now holds the post of Deputy Director of Buildings Department. He has thirty-four years experience in building control and has a keen interest in building rejuvenation.

### *Coping with Changes: Challenges In Building Maintenance and Management*

The Building Authority is charged with the responsibility to set and enforce building standards. Faced with the ever flowing stream of changes, our aspirations for quality living, the advancement of technology and the aging of buildings in our city, Mr Cheung will talk about how the Government's role in the management and maintenance of private buildings has evolved in step with these changes in our community.

The first step is the introduction of the "Green Building Movement", encouraging the provision of modern amenities and green features. The second step involves a revamp of our building rules and standards and the third step is to magnify enforcement actions against unauthorized building works (UBW) and defective buildings, through outsourcing to private sector professionals.

Finally, the fourth step recognizes the need for owners themselves to take on a more active role to initiate regular building maintenance work and to put a curb on the construction of any new UBW.



## Prof. John Gilleard

Professor Gilleard is Head, Department of Building Services Engineering, at the Hong Kong Polytechnic University (POLYU). He joined the POLYU in 1990 having previously worked in the UK, Singapore and the US. He established Asia's first graduate programme in Facility Management in 1996. His current research interests include 'Benchmarking', 'Alternative Workplace Strategies' and 'Facility Management in China'. He is the China Editor of the journal *Facilities*, a past President of the Hong Kong Chapter of the International Facility Management Association (IFMA) and an academic member of CoreNet Global. Professor Gilleard received IFMA's prestigious 'Educator of the Year Award' in 1998, and was elected an IFMA Fellow in 2002.

### *Facility Management in China: An Emerging Market*

Given the rapid pace of development in China and the amount of direct foreign investment, it would be natural to assume that a robust and stable Facility Management (FM) market had emerged on the mainland. However, anecdotal evidence would suggest that the Chinese FM market is relatively unsophisticated and limited. For example, the term Facility Management, when translated into Chinese (設施管理) typically includes the characters for Property Management. This might indicate why typically a more restricted and less complicated form of FM is applied. To explore and debate these ideas IFMA (HK) has selected a panel of speakers to present their ideas on this critical issue and to present their observations on the current Chinese FM market.



## Paul Doherty

Mr. Doherty is Managing Director of General Land Corporation headquartered in Memphis with offices in Lexington, Hong Kong, Tampa, Toronto, Shanghai and Wellington, New Zealand. He is a Registered Architect and is one of the global industry's most sought after thought leaders, strategists and integrators of technology and business. He is an author, educator, analyst and consultant to Fortune 500 organizations, global government agencies, prominent institutions and the most prestigious architectural, engineering and contracting firms in the world.

### *Facility Technology: Changes, Challenges & Solutions*

Facility managers are faces with unprecedented velocity of change to the buildings and the workplaces they manage. Technology is a major driver of this change. Only the most successful facility managers are the ones that learn to harness the power of technology, instead of letting the technology harness them. Join us for a thought provoking journey into the world of technology and how it is transforming our built environment and how we must shift our thinking, our processes and our perception of facility management. Recent technology breakthroughs will be demonstrated and best practice strategies presented.

## Kit Tuvesson

Kit is an Independent Consultant in Facility Management. He founded Tuvesson & Associates, who provide strategically focused consulting services for large and small clients. Kit has 36 years of Facility Management experiences, and is a Certified Facility Manager since 1993. Kit has also been published in articles and newsletters around the world, and has participated on many panels focusing on issues and strategies for the FM and RE worlds.

### *Morphing from Facility Manager to Change Master*

Facility Management is a profession that thrives on change. The requirements placed on the FM team by its internal business leaders are changing constantly: need for new facilities, obsolete process tools, new workers to house, new products to introduce, etc. At the same time, the external environment is changing: energy conservation, new governmental policies, suppliers going in and out of business, new FM tools and systems to consider, etc. So today's FM and their teams must be good at managing change, and devising ways to make the changes happen without impacting their customers in the business.

This presentation will address questions like: How can we adapt classical change management concepts so they "fit" more easily into the world of FM? What are the skills needed to be considered a Change Master in your organization? What are the opportunities for making changes in the way we support the way work is now being performed in the virtual or distributed workplaces?



# Workshop Program (Thur 3 Nov 05)

<b>Workshop 1 : Successfully Implementing New Workplace Environment in Your Organisation</b> Peter Andrew		<b>Workshop 2 : The Seven Failings of Really Useless Leaders</b> Steven Sonsino	
08:30 – 10:15	<b>Session 1</b>	13:30 – 15:15	<b>Session 1</b>
10:15 – 10:30	<b>Coffee Break</b>	15:15 – 15:30	<b>Coffee Break</b>
10:30 – 12:30	<b>Session 2</b>	15:30 – 17:30	<b>Session 2</b>

*Spaces for the workshops are limited thus places will be allocated on a 'first come, first serve' basis.*

## Peter Andrew

Peter is a Director of Strategic Briefing based in the DEGW Asia-Pacific Melbourne office. Peter has over 17 years experience in commercial architecture and is an expert in strategic briefing, tenant research, building appraisal, space planning and space budgeting with practical experience working with clients throughout Australia, New Zealand and Asia.

Peter teaches at University and for the professional development programme of CoreNet Global and also regularly speaks at public events. He is the current Melbourne Chapter Chair for CoreNet Global.

### *Successfully Implementing New Workplace Environments in Your Organisation*



Through a series of presentations and interactive discussions with your peers this learning workshop will explore three key themes:

1. Emerging Workplace Trends - Knowledge through socialisation, flexibility through mobility, the shift to temporally and physically asynchronous work, and the next wave of workplace technologies
2. Managing Workplace Change - Implementing workplace trends in your organisation
3. Measurement - Connecting workplace performance to business performance in a purposeful way

The session will include plenty of discussion between the participants to understand what changes are being implemented or being considered to be implemented in their respective workplaces, how change is being implemented, what issues have been faced, what "big wins" have been achieved, what is being measured now and what participants would like to be measured.

## Steven Sonsino

### *The Seven Failings of Really Useless Leaders*

In an intensive half-day workshop discover how your worst mistakes can destroy your bottom line. Discover the Seven Failings of Really Useless Leaders.

Using a sequence of experiential exercises, Steven Sonsino will explore with participants 'The Seven Failings of Really Useless Leaders'. Building on the plenary keynote session yesterday, Steven will push participants to try out their existing leadership style and benchmark themselves against the Seven Failings' framework.

Participants will receive direct feedback on how they lead and on how to improve their style. Over the course of an intensive, half day workshop, participants will learn exactly how to benefit from the tactics and strategies of inspirational leaders.

The 'Seven Failings' framework was developed during a five-year research project on leadership failure and Steven now uses the framework to help firms develop practical tactics and strategies for recognizing and stamping out the Seven Failings of Really Useless Leaders.

Save your business by learning how NOT to lead.



# Registration Form

Name : \_\_\_\_\_ Title : \_\_\_\_\_ Organization : \_\_\_\_\_  
 Contact No. : \_\_\_\_\_ Fax No. : \_\_\_\_\_ Email : \_\_\_\_\_  
 Total Admission Fee : \_\_\_\_\_ Cheque No. \_\_\_\_\_ Institution (Membership No.) : \_\_\_\_\_  
 ( ) Shuttle Bus (Y/N) : \_\_\_\_\_

## Admission Fee [Please check "✓" the appropriate box(es)]

Conference Only	<input type="checkbox"/> Early-Bird	+ Workshop <input type="checkbox"/> 1 or <input type="checkbox"/> 2	<input type="checkbox"/> Early-Bird	+ Workshop 1 And 2	<input type="checkbox"/> Early-Bird
Non-member	<input type="checkbox"/> HKD 1,500	<input type="checkbox"/> HKD 1,350	<input type="checkbox"/> +HKD 450	<input type="checkbox"/> +HKD 900	<input type="checkbox"/> +HKD 810
Member (IFMA & Supporting Organization)	<input type="checkbox"/> HKD 1,000	<input type="checkbox"/> HKD 900	<input type="checkbox"/> +HKD 360	<input type="checkbox"/> +HKD 700	<input type="checkbox"/> +HKD 630

Group 5 or more: Additional 10% reduction on all prices  
 Dress code: Smart Casual  
 The closing day for Early-bird will be **2 October 2005**

## Registration Method

**By Mail :** Please send the completed form together with a cheque made payable to:  
 International Facility Management Association, c/o Regus Business Centre  
 2nd Floor, Shui On Centre, 6-8 Harbour Road, Wanchai, Hong Kong

**By Fax :** Please fax the completed form to (852) 2824-8001.  
 Cheque shall be posted to the address stated above.

**Online Registration :** Visit our website and register online: [www.ifma.org.hk](http://www.ifma.org.hk)

## Transportation Means

Shuttle Bus Schedules (Central <=> Cyberport)

From Central Post Office	From Cyberport
08:00 / 08:15	17:30 / 18:30

### Parking


HKD 90 for a full day parking is available at Cyberport

### Public Transportations

Info can be obtained at : [www.cyberport.com.hk/k/misc/cyberportmap/GIS\\_index.htm](http://www.cyberport.com.hk/k/misc/cyberportmap/GIS_index.htm)


## Sponsors

Platinum




# Hongkong Land

Gold




## EAST POINT 置邦

Silver




## newTECH


Bronze




### ECHARRIS



### Hysan 希慎



### JONES LANG LASALLE



### savills

## Supporting Organizations



## Media Support

