

Agenda

Unleashing the Future: Exploring the Latest Trends in Human Resources Management and Training in the Banking Sector

22nd and 23rd of June, 2023

Location: WUAB Premises

Thursday 22 June, 2023 - 9:00 to 14:00

Time	Session	Topics	Format / Speakers
9:00 – 9:30	Registration, Welcome Coffee and Networking		
9:30 – 9:45	Keynote Speeches and Opening Remarks		
9:45 – 10:00	Coffee Break		
10:00 – 10:45	Future-Proofing the Banking Workforce: Bridging the Skills Gap for Success	<ul style="list-style-type: none">• <u>Identifying banking skills gap</u>: Recognizing gaps in banking skills and competencies.• <u>Technology in employee development</u>: Leveraging tech for better training and growth.• <u>Downgrading Size while upgrading Productivity</u>	Dr. Tony Hobeich Managing Director, React-Adapt-Lead MENA Strategic Advisor, MENA FCCG
10:45 – 11:45	Agile Evolution: Transforming Banks with Flexible Work Practices	<ul style="list-style-type: none">• <u>Introduction to Agile Work Practices in Banks</u>: Understanding the concept and benefits of agile work practices in the banking industry.• <u>Agile Talent Management</u>: Strategies for attracting, developing, and retaining agile talent in the banking sector.• <u>Measuring and Evaluating Agile Performance in Banks</u>: Identifying key performance indicators (KPIs) and metrics to track the success and effectiveness of agile work practices.	Mrs. Nayiri Manoukian, Head Of Human Resources, Bank Audi

		<ul style="list-style-type: none"> • <u>Overcoming Resistance to Change:</u> Strategies for managing resistance to change and gaining buy-in from stakeholders when implementing agile work practices. 	
11:45– 12:15	Coffee Break		
12:15 – 13:45	AI Empowerment in HR: Acquiring, Retaining, and Nurturing Talent in the Digital Age	<ul style="list-style-type: none"> • <u>Leveraging AI for Talent Acquisition:</u> Best Practices and Ethical Considerations • <u>Creating a Culture of Continuous Learning</u> and Development in the Age of AI • <u>Retaining Top Talent:</u> AI-Driven Insights and Retention Strategies • <u>Balancing Automation with Human Touch:</u> AI's Role in HR Service Delivery • <u>Measuring the Impact of AI on HR:</u> Metrics and Key Performance Indicators 	Mrs. Dania Kaakani
13:45 – 14:00	Recap & Closing Remarks		

Friday 23 June, 2023 - 09:00 to 13:45

Time	Session	Topics	Format
9:00 – 9:30	Registration, Welcome Coffee and Networking		
9:30 – 10:30	THE 'MENTAL CANDY' Coaching Program	<ul style="list-style-type: none"> • The 7 Causes of Negativity and how to minimize them • The 12 Causes of Positivity and how to maximize them • The 21 Causes of Stress and how to un-learn them • The 5 A's of entering and maintaining fully functioning relationships • How to maintain our 3 energies (physical, mental & emotional) 	Mr. Samir Elias Zehil Founder - Wydner Coaches Int'l
10:30 – 12:00	Sustaining Employee Engagement	<ul style="list-style-type: none"> • <u>The Drivers of Employees' Engagement:</u> What and how to engage and disengage the team • <u>Maximizing Capabilities and Leadership:</u> It is all about strategy for peoples' engagement • <u>From Maslow to People Engagement:</u> It is not only a pyramid but a belongingness 	Georges Abi Hanna - MBA, IFC CD HR Director - Caritas Lebanon

12:00 – 12:30	Coffee Break		
12:30 – 13:00	<p>Unlocking the Arab HR Advantage: Insights into the Dynamic Arab Experience in Human Resources</p>	<ul style="list-style-type: none"> • <u>Empowering Arab Women in the Workplace: Strategies for Gender Equality in HR</u> • <u>Developing Effective Leadership in the Arab Context: Challenges and Best Practices</u> • <u>The Libyan Experience</u> 	<p>Miss Amal Waddan HR Manager - Jumhouria Bank & Head of the Human Resources Managers Group at the World Union of Arab Bankers (WUAB).</p>
13:00 – 13:30	<p>The Importance of Training in Human Resources Development</p>	<ul style="list-style-type: none"> • Aligning Training with Organizational Objectives • Effective Training Methods in Human Resources Development • Benefits of Training in Human Resources Development 	<p>Dr. Ali Awdeh, Head of Research Department, Union of Arab Banks</p>
13:30 – 13:45	Recap & Closing Remarks		