HUMAN INTELLIGENCE 2.0
A Collective Future?
How will we manage the transition?
Creative Innovation 2019 Asia Pacific will include a range of Master Classes led by some of our keynote speakers and other outstanding creativity and innovation experts.

“I’ve come to believe that things are getting better and better and worse and worse, faster and faster, simultaneously.”

Tom Atlee
Paul Cobban is Chief Data and Transformation Officer and Managing Director for the Technology and Operations group in DBS. Based in Singapore, his portfolio involves strengthening the bank’s data-driven agenda by laying down a strong digital foundation and driving a future ready mindset at DBS.

In addition, he spearheads the bank’s improvement and transformation programmes to redefine customer and employee experiences by building a strong culture, reimagining the future of work and driving innovation. He led DBS’ bank-wide transformation programmes including driving continuous improvement through process re-engineering and Lean IT.

Paul is one of the region’s foremost technology leaders. He chairs the Institute of Banking and Finance (IBF) Future-Enabled Skills Work Group and is an IBF Fellow. He also sits on the FinTech Advisory council for the Institute of International Finance (IIF) and is a fintech mentor.

**ABOUT THE MASTER CLASS:**

During this session, Paul Cobban shares his insights on DBS’ Transformation Journey to being named ‘Best Bank in the World’ by Global Finance, and ‘World’s Best Digital Bank’ by Euromoney in 2018. He and his team are fundamentally changing mind-sets and designing the enterprise start-up culture throughout the bank to ultimately drive seamless and invisible banking for its customers. Paul Cobban will also elaborate on how embedding ambitious innovation and data-informed thinking in the bank’s productivity and capabilities are simultaneously making banking joyful for their employees and effortless for their customers.

**YOU WILL LEARN:**

- How to improve your customer journeys
- How to address behavioural blockers to re-invigorate your organization
- What impact data science and analytics have on providing the best experience for your customers as well as your employees
2. EMMA MARTINHO-TRUSWELL (UK)

What leaders need to know about AI, and the human challenges of leading in the age of AI

Emma Martinho-Truswell is co-founder and Chief Operating Officer at Oxford Insights, an international consulting firm based in Oxford, UK helping governments to prepare for artificial intelligence. With a background in government, economics and law, she speaks and writes on the implications of artificial intelligence for leaders, including as a regular contributor for the Harvard Business Review. Governments Emma has advised on technology policy and artificial intelligence include the UK, Australia, Mexico, Malaysia, Ukraine and Israel.

ABOUT THE MASTER CLASS:

Artificial intelligence is much more than a set of technological innovations: it will change how organisations work, and what work looks like within them. Leaders should be preparing now for how their organisations might use AI, and what skills they will need to guide their teams through the changes ahead.

The masterclass will explore how AI systems work, what AI systems are good at doing, and what AI systems are not good at doing. We will talk about why it is important to ensure that AI principles are understood right across your organisation, and how they can be taught in a way that is engaging rather than threatening.

Using examples from the experience of participants, we will explore what leadership traits are most valuable in a period of technological disruption, and how we can actively build these in our own leadership approaches as well as in our teams.

YOU WILL LEARN TO:

- What everyone in your organisation needs to know about AI
- What leadership skills will be most needed as AI leads to organisational changes
- How to develop the human specialties in yourself and your teams that will help you to navigate an acceleration in technological change
Andrew Horsfield is a performance consultant who advises leaders in business, sport and social enterprise. With deep expertise in advancing people and performance, he avoids fist pumping rah-rah preferring to deliver cutting edge capability that delivers real world results. Helping people perform at their peak is what gets him out of bed in the morning - sometimes way too early. He has turned around disengaged teams, helped CEO’s champion organisational change and assisted professional athletes find another level.

ABOUT THE MASTER CLASS:

We tend to think of life as a continuum and success as a measurement where we plot progress against time. However real success is better defined by the courage we show in mere moments - the definable moments that can change the trajectory of our lives.

When the defining moments come, either we define the moments or they define us. Success has no middle ground. Choose well and we move forward. Choose poorly, and we drop back. Don’t choose at all and we passively accept whatever comes our way. In a world of increasing complexity and ambiguity, leaders must achieve the highest levels of personal leadership to deliver results in a demanding context.

Deploying our skills in the moments that matter is a simple idea - but it is not a small one. It can fundamentally change how we work, lead and live.

YOU WILL LEARN TO:

- Develop the agility to continually evolve
- Curate life to use your strengths more consistently
- Formulate a structure to sustain personal performance
4. JOHN PICKERING

How behavioural science can help you change the world

John Pickering is the Founder and Chief Executive Officer of Behaviour Innovation. Dr Pickering is a behavioural scientist who specialises in analysing and modifying behaviour at the population level. His work focusses on understanding resistance to change and how people can work better together to bring about change in how we see the world. Currently, he is the director of multiple projects, including Project Cane Changer, one of Australia’s largest environmental behavioural change initiatives aimed at improving water quality entering the Great Barrier Reef. His work appears in leading international journals, national media, and he provides advice to governments on how psychology can be applied to help overcome complex, entrenched problems.

ABOUT THE MASTER CLASS:

Many of the wicked problems society is facing ultimately boil down to the attitudes and behaviours of people (i.e., pollution or health). Understanding why people think and act the way they do is therefore paramount to solving such problems. The discipline of behavioural science hosts such information and holds promise to approach these issues in a new and innovative way. However, despite decades of theories and research, behavioural science remains a relatively untapped resource within governments, NGO’s, and the private sector as a means of bringing about change.

This workshop will delve into the intuitive and counter-intuitive science behind human behaviour. It will provide methods of helping you understand what motivates people to act in a certain way within a system of influences, and how to design programs that seek to modify this behaviour. A case study format will be used that closely follows one of Australia’s largest behaviour change programs that seeks to protect the Great Barrier Reef.

Facilitated by Chief Behavioural Scientist and Co-Founder of one of Australia’s most innovative behavioural science companies, this workshop will provide participants with skills to see the world differently and create change.

YOU WILL LEARN:

- How to generate a behavioural profile of a wicked problem
- How to utilise existing theories and evidence to create behaviour change strategies
- What is required to implement and achieve behaviour change at scale
Dr Etienne van der Walt, is an accomplished neurologist, co-founder and thought leader of Neurozone. He led the team at Neurozone who developed the Neurozone model of brain performance and the behavioral code for high performance, combining neuroscience, biometrics and data-analytics. The products derived from these findings are widely used today to enhance human capacity. Etienne delivers keynotes and presentations internationally, explaining how the brain/body system can be optimised for high-end innovation. Etienne lives in Cape Town, South Africa.

ABOUT THE MASTER CLASS:

An organisation is a complex composition of living individuals. Just as bodily cells organise to form organs, which in turn connect to form systems making up the human organism, an organisation can also be viewed as a functional living organism. The living organisation co-exists within an ecosystem (the market) where it needs to use its collective capacity in the form of knowledge, skills and expertise to allocate resources, through high-end innovation and then use a moral and goal-directed guide to distribute these resources fairly to stay alive, survive and to ultimately thrive.

A core capacity of any living organism/organisation is resilience. Resilience forms the springboard to enable and accelerate high-end innovation.

The analogies are so striking that intricate knowledge and understanding of the brain/body system; how it builds resilience and how the brain enables high-end innovation, provides profound new insights for professionals and leaders to harness and optimise the human capacity of any organisation.

YOU WILL LEARN TO:

• The basics of the Brain/Body System
• What resilience is and how it drives innovation
• How a resilient mindset prepares the organisation for high-end innovation in a rapidly evolving world
• How the brain innovates
• Insights and practical insights to enhance resilience for high-end innovation
Kathleen Richardson is Professor of Ethics of Culture of Robots and AI at the Centre for Computing and Social Responsibility (CCSR) at De Montfort University. Kathleen completed her PhD at the Department of Social Anthropology, University of Cambridge and she has carried out research on different kinds of robots including social robots, robots for children with autism and sex robots. She is author of An Anthropology of Robots and AI: Annihilation Anxiety and Machines (2015), Challenging Sociality: An Anthropology of Robots, Autism and Attachment (2018), and Sex Robots: The End of Love (forthcoming 2019). She is also founder of the Campaign Against Sex Robots.

ABOUT THE MASTER CLASS:

The vision of the lone (mainly male) inventor building technology based on ‘his’ egocentric vision has long dominated the culture of western technological development and invention. Some argue that including the public into meaningful involvement with technological development will limit innovation and enterprise and reduce economic development. While others believe it could transform it into more socially responsible technologies.

At present, in the European Union and the UK there is a high value placed on stakeholder participation and to consider ethics in EU funded technology projects, but do stakeholders really get to change any of the technologies developed? Is their involvement meaningful or lip service? What about the different interests and knowledge bases – how does a new system balance the complexity?

Finally, government regulation is frequently presented as a restraint on private corporate technological development. Should we give free reign to technology or is restraint necessary? Is there a case for other kinds of meaningful laws and regulation? This workshop will explore how we can meaningfully think about democratic participation and examine what kinds of hope or barriers will come from creating new paradigms of technological change that incorporate otherness.

YOU WILL LEARN:

• How we can meaningfully think about democratic participation
• What kinds of hope or barriers will come from creating new paradigms of technological change that incorporate otherness?
• What kind of futures are possible drawing on the dialogical and otherness model versus the individualistic ‘egocentric’ approaches?
• How do we create meaningful dialogue between people with different stakes, education, power and resources?
• Is government really a barrier to innovation?
• What scope do we have as human beings to create a world built on empathy?
Yamini Naidu is the world’s only economist turned storyteller and is rated among the top storytellers globally. She works with leaders in ASX top 50 and Fortune 500 companies helping them shift from spreadsheets to stories. She is also Author of Power Play and co-Author of Hooked; How Leaders Connect, Engage and Inspire with Storytelling.

ABOUT THE MASTER CLASS:

Stories and storytelling can inspire, influence, motivate and engage people where logic and bullet points may not. Think of your own experience. Isn’t it always the story, the anecdote, the example that you remember long after the event?

Business storytelling is storytelling with a purpose and for results. Whatever it is you are trying to do in business – whether you are leading people, managing change, influencing the board or building your career, storytelling can help you do it better...that’s a guarantee.

YOU WILL LEARN TO:

- Discover business storytelling – a hot emerging business skill
- Explore the use of storytelling as an influence tool
- Identify applications for storytelling within your business.
Richard’s work examines how people handle the complexity and ambiguity of modern organisational life and how original thought emerges in fast-changing, uncertain and toxic environments via resilient coping methods, such as irony and black humour.

Leading management thinkers, including a Harvard Top-200 Guru, have described his work as “a touchstone for future work in management”, “outstanding in daring and imagination” and “at the forefront of modern debate”.

ABOUT THE MASTER CLASS:

Ci 2019 poses a key question: How can organizations develop cultures that hardwire innovative behaviours such as immersive research and rapid prototyping?

It’s a good question. Work today is characterised by relentless change and disruptive strategies; a volatile, uncertain, complex and ambiguous (VUCA) business landscape; and technologies of unlimited collaborative possibility and equally unlimited energy-draining distraction.

In the midst of this, we hold tightly onto one old-school idea – get your culture right. But...

- Can your cultural reality match your cultural aspirations
- How do you hire people who “fit” a relentlessly changing environment
- How do you listen to unconventional thought

YOU WILL LEARN TO:

• Identify healthy and unhealthy psychological responses to VUCA conditions
• Understand the reasons for and consequences of impression management
• Create a collaborative, psychological safe environment
• Appreciate the “value of values” to enable creative and critical thinking
• Become cognitively flexible in your decision-making
Carl H Smith is Director of the Learning Technology Research Centre (LTRC) and Principal Research Fellow at Ravensbourne. He has 16 years experience conducting research and development into the application of hybrid technologies for perceptual and cognitive transformation. He is currently working on 4 EU projects including the Horizon 2020 project ‘[WEKIT] Wearable Experience for Knowledge Intensive Training’ which aims to create ‘Wearable Experience (WE)’ – an entirely new form of media. His other projects include and involve Context Engineering, Umwelt Hacking, Natural Media, Cyberdelics, AR4EU (Code Reality), North Sense, Seeing I, Seventh Ray (Virtual Initiation), Polllinarium, Sensory Augmentation, Empathy Engines, Memory Palaces, Artificial Senses and Body Hacking.

ABOUT THE MASTERCLASS:

This master class is concerned with exploring the technological extension of the human condition through the ethical use of emerging technologies that enhance our cognitive and creative capacities. XR (Cross or Extended Reality) is a recent and controversial umbrella term that attempts to simplify the understanding and adoption of the full range of immersive technologies that generate new forms of reality, “In the future we will see people interacting with the virtual world and real world in seamless, frictionless, and continuous ways, not bound by delineations of experience between VR, AR, and MR.”

As we increasingly move from Human Computer Interactions that were limited to operating within a 2D flatland to spatial computing, the XR Experience Design Framework is intended to manage the seamless stacking of these dimensions and realities and their interactions. This includes curating the pre and post context of the user experience to allow the full scope of the imagination to manifest and remain intact.

The XR techniques and technologies we will explore include Sensory Augmentation, Perceptual Adaption, Artificial Senses, Body Hacking and Natural Media. In the second half of the master class we will explore collaborative processes and methodologies for the design of XR interventions.

YOU WILL LEARN TO:

- Apply the XR Experience Design Framework to your own projects
- Understand what our current imaging and sensing technologies do to our perception
- Use technology to undo the damage caused by technology
- Incorporate peripheral thinking into your experience designs
- Explore how artificial senses can be used to access a greater dynamic range of reality
- [Re]design a workable balance between digital and analogue modes of interaction
10. JON YEO

Talking your truth in times of transition

Jon Yeo helps Executives and Leaders present complex content with simplicity that guides and inspires their teams. Whether storytelling or driving home hard facts, the art of powerful communication is a critical 21st Century skill.

Jon has presented at Professional Speakers Australia Conferences including special programs for their best speakers and regional Toastmasters Conferences. He also works internationally with leaders, salespeople and young social entrepreneurs to Create Change and Drive Impact. Current clients include SAP, NAB, Auspost, Dept Human Services and Dept of Education.

Since 2009, Jon Yeo has been the curator and license holder for TEDxMelbourne, an independently organised TED event. Today, TEDxMelbourne events fill 1500 seat auditoriums in days and still holds a State Library record sell out of 90 minutes.

Jon is the current Chapter President of Professional Speakers Australia.

ABOUT THE MASTER CLASS:

‘Trust in Australian Business Continues to Slide’ according to The 2018 Edelman Trust Barometer. We are below the global average, just 4 points above Russia. At the same time, the Australian Government is seen as the “most broken” institution. How do we quickly build the trust and rapport required that connects and engages? How do we explore and boldly share our truth so that it honors the individual, the organisation and the community it serves?

This fast paced, easy to implement Master Class is focused on giving you the tools to speak your truth, build trust and rapport in 90 seconds enabling you to build a relationship over the long term.

YOU WILL LEARN:

- How to create a universal message that connects to your key audience/s
- How to explore and boldly share your truth that honors the individual, the organisation and community it serves
- Have clarity on what makes a great message and how to craft one
- Consistently develop rapport on and off stage
- Replicate this skill with any client facing staff
Rachel is an innovation and marketing architect. She helps organisations think differently and unearth less intuitive ideas to create more creative ecosystems. She uses a range of methods in training, projects and building innovative ecosystems but the most transformative is the Israeli method, Systematic Inventive Thinking (SIT). Its sweet spot is unique in that it busts cognitive thinking patterns that often hold us back in our efforts to be innovative.

She embraces collisions and paradox in all her work. She has a passion for training people and mentors with CSIRO’s OnPrime program, lectures at UTS and equips corporate intrapreneurs with the toolset and mindset to think differently.

ABOUT THE MASTER CLASS:

We are aware of countless social problems that appear to have no evident solution. We think of them as “wicked”; unsolvable. We cannot approach these problems with the illusion of being able to change social behaviour. Where the root cause cannot be changed, we need to get better at removing the pain elsewhere in the ‘chain’ and if possible, using the problem itself as a resource. SIT offers a method that is highly empowering and optimistic and even helps set ourselves up for a more compelling, counter-intuitive, surprising and yet simple solution using the resources we have. Sometimes the problem itself is your sweetest asset.

YOU WILL LEARN:

• How to build a chain of causality to explore the world of a problem
• How to explore the chain for assumptions and flawed reasoning
• How to “break” the chain to solve the problem and to set up criteria for a more inventive solution
• How to draw on existing resources
• How to the harness the problem in the solution