

**IMPLEMENTATION PROCEDURES FOR APO DIGITAL MULTICOUNTRY PROJECTS
(CONFERENCES/OBSERVATIONAL STUDY MISSIONS/TRAINING COURSES/WORKSHOPS)**

(Effective from 8 October 2021)

1. Modality of Implementation

- a. The sessions will be conducted virtually.
- b. The duration of each day's sessions will be around three hours for observational study missions, training courses, and workshops.
- c. The duration of sessions will be around four hours for conferences.
- d. The APO Secretariat will inform resource persons and participants of the link to the virtual sessions.
- e. The link will be exclusive to resource persons and participants and should not be shared.

2. Requirements of Participants

- a. Competent in connecting to virtual meetings, including independently undertaking troubleshooting in the event of poor or lost connections.
- b. Proficient in English, both written and spoken.
- c. Have necessary devices comprising a computer, web camera, microphone, and speaker or headphones.
- d. Access to internet connections suitable for videoconferencing. Stable, wired LAN connections are preferred.
- e. Follow the instructions of moderators/presenters in asking questions, joining discussions, and answering questions.
- f. Wear appropriate business attire during the sessions.

3. Actions by Member Countries

- a. Each participating country should nominate three or more candidates in order of preference for observational study missions, training courses, and workshops, and five or more candidates for conferences.
- b. All nominations must be endorsed by an APO Director or Alternate Director and submitted by a Liaison Officer (LO) or designated officer. Self-nominations will not be accepted.
- c. Nominations should reach the Secretariat before the deadline.
- d. Each nomination must be accompanied by the APO biodata form and uploaded to the APO Document Management System/Fleekdrive by NPOs. LOs are requested to notify the Secretariat once biodata forms have been uploaded. The biodata form is available on the APO website.
- e. If a selected participant becomes unable to participate, the NPO concerned should inform the APO Secretariat and host country promptly.

4. Actions by the APO Secretariat

- a. Selection of candidates will be at the discretion of the Participant Selection Committee of the APO Secretariat.
- b. Selection of candidates will be completed and announced two weeks prior to the start of the sessions.
- c. Slots that become available due to withdrawal of a selected candidate(s) or lack of nominations by a member country may be filled by alternates to be selected on a merit basis.

- d. The APO Secretariat will inform NPOs of the final program and link to the virtual sessions one week prior to commencement.

5. Participating Country Expenses (PCEs)

- a. PCEs apply to selected participants from large, profit-making organizations in training courses and observational study missions.
- b. The PCE rate is fixed at USD150.00 per participant.
- c. The APO Secretariat will notify NPOs concerned before issuing Letters of Acceptance to participants.
- d. Invoices will be sent to NPOs concerned at the end of the year.



PROJECT NOTIFICATION

Ref. No.: 22-CP-14-GE-WSP-A-PN2100100-001

Date of Issue	24 December 2021
Project Code	22-CP-14-GE-WSP-A
Title	Workshop on Enhancing Employee Productivity in the Digital Workplace
Timing and Duration	23–25 February 2022 (three days)
Hosting Country(ies)	Thailand
Modality	Digital Multicountry
Implementing Organization(s)	Thailand Productivity Institute and APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	38
Local Participants	12
Qualifications of Participants	Policymakers and government officials, consultants or trainers from National Productivity Organizations, and representatives of industrial associations or enterprises working on government policy for human resources development, productivity enhancement initiatives, and human resources management
Nomination of Participants	All nominations must be submitted through National Productivity Organizations of member countries
Closing Date for Nominations	28 January 2022

1. Objectives

- a. Understand how digital workplaces function.
- b. Learn appropriate skills for enhancing productivity in digital workplaces.
- c. Examine how digital workplaces impact worker efficiency and productivity.

2. Background

According to an October 2021 World Economic Forum report, the COVID-19 pandemic accelerated the shift to a digital-first world, making businesses rethink their operations. One key to business success post-COVID-19 is embracing the digital culture. Despite the adoption of new work styles and accelerated digital transformation, some organizations are struggling to adjust, which can be damaging to productivity. A key task for organizations in a post-COVID-19 world is to maintain new work styles without decreasing worker productivity.

Fujitsu, a Japanese multinational ICT equipment and service corporation, conducted the Global Digital Transformation Survey 2021. The results emphasized the importance of resilience; automation of business processes; data-driven management; providing seamless customer experiences; human-centric, purpose-driven management; ensuring customer and community trust; and ecosystem-based business models. All these aim at increased productivity from adopting digital transformation and making it sustainable.

CIO, a US technology and IT magazine, quoted Gartner analyst Carol Rozwell in the January 2019 article "Digital workplace strategy: 10 steps to great agility, productivity." The digital workplace is a business strategy aimed at boosting employee engagement and agility through consumerization of the work environment. This is meant to help individuals and teams work more productively while maintaining optimal operations. Computers, mobile devices, and productivity and collaboration applications are widely used, and virtual assistant technology, chatbots, and personal analytics have also become more common recently.

New communication and collaboration technologies are transforming the way employees interact in enterprises, opening doors to smarter, more productive work. Technology acts as a great enabler in improving workplace culture and engagement. This workshop will examine in detail how to enhance employee productivity in digital workplaces.

3. Scope, Methodology, and Certificate of Attendance

The duration of each day's sessions will be around three hours comprising presentations by experts, group discussions, and other relevant learning methods. The indicative topics of the presentations are:

Day 1:

- Major changes in the workplace in the digital era
- Defining the digital workplace and the digital workplace framework
- Technology: The digital workplace toolbox

Day 2:

- Governance, risk, and compliance
- Business drivers: Measurable business value
- Data-driven management

Day 3:

- Digital workplace best practices from Japan
- Human-centric management in the digital era
- Nurturing and maintaining a digital culture

The detailed program and list of speakers will be provided two weeks prior to the sessions with announcement of the names of the selected participants.

The participants are required to attend all sessions. This full participation is a prerequisite for receiving the APO certificate of attendance.

4. Financial Arrangements

- a. The APO will meet the assignment costs of overseas resource persons and honorarium for up to two local resource persons.
- b. The host country will meet the costs for a virtual site visit(s), either broadcast live or recorded as applicable.

5. Implementation Procedures

Please refer to the implementation procedures for APO digital multicountry projects circulated with this document.



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Secretary-General