



**E.C.L.O.**

European Consortium for the Learning Organisation

*17th International Conference  
Istanbul, Turkey*

*12th to 14th May, 2010*

## **Learning Excellence A Survival Guide in Troublesome Times**

Speakers Biographies

**In collaboration with two EU funded projects  
that E.C.L.O. is proud to be a partner with**

**Transfer of Innovation Self Assessment  
For Educational and Training Organisations**



**Trans - Saeto**



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## Wednesday 12 May - Speakers Biographies

- Marc Alen** Marc was born in Antwerp, Belgium. He is happily married to Ingrid - a psychologist - and has two children. He is an electronics engineer from the University of Leuven and has an MBA degree from the Antwerp Handelshogeschool. After graduating, he worked for two American multinationals and subsequently became the founder and General Manager of Arboth Learning Technologies, an organisation specialising in web based learning. His main interest is how technology can support both organisations and individuals in finding ways to stimulate and enhance learning. This activity has resulted in close contacts with the Flemish Government and the European Commission. Marc is President of ECLO.
- Hans-Werner Franz** Hans-Werner was born in 1947. He has a PhD. in Social Sciences (Sociology, Political Sciences, Hispanicities) and has been a translator, interpreter and journalist. He is a senior researcher and consultant at Sozialforschungsstelle Dortmund (sfs), social research unit of the Dortmund University of Technology, where he is a member of sfs Management Board; Vice-President of the Professional Association of German Social Scientists. He has major expertise in European projects including: Development of systems and organisations of vocational training and education (Europe, national, regional, in-company); Human Resources Development Organisation development (enterprises and work); Co-operative work systems, (EFQM-based) total quality management, social crisis management; Labour market and regional development, particularly in old industrial regions
- Jozefa Fawcett** Józefa is a Learning Specialist with over 33 years experience of working in the field of human resources and organisational development across private, public and not-for-profit sectors. A former Head of Organisational Development in the UK NHS and now Founding Director of OFQT Ltd <http://ofqt.com> specialising in quality standards, sustainable excellence and sensemaking using cognitive mapping, narrative capture, knowledge sharing, professional supervision, auditing, assessment and evaluation. Since 1997, she been a key note speaker at conferences in the UK and across Central and Eastern Europe and Eurasia. In 2009, she earned outstanding recognition from her peers, winning a Global HR Excellence Award for HR Leadership. Regularly working as a technical adviser and instructional designer on learning projects funded by the European Commission Józefa is Secretary-General of ECLO and a Senior Lecturer at University of Westminster, London, UK
- Ayse Kok** Originally from Turkey and a PhD Student in UK in the field of 'Organisational Learning', Ayse received her MSc in E-learning in University of Oxford in 2006. Currently, Ayse is a PhD student in the same university. Ayse attended as a speaker at numerous international conferences and published several articles about the use of technology for learning and teaching. A detailed list can be found on her website <http://www.aysekok.info>
- Christian Hausmann** Christian Hausmann has studied Marketing at the University of St.Gallen from 1986 - 1991. After having worked 2 years as a product manager he established his own company in the measuring industry and grew this company from a start-up to a medium sized enterprise. In 2003 he resigned his job as CEO and joined the University of Liechtenstein becoming the new director of the SME Competence Center. In this function he founded more than 60 other companies in Liechtenstein. Since September 2009 he is the director of the office of economic affairs of Liechtenstein. Christian Hausmann is 45 years old.

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## Thursday 13 May - Speakers Biographies

- Ergi Martin** Ergi Martin, Business Excellence Manager at Bosch-Bursa Plant (RBTR), graduated from Istanbul Technical University with a BSc degree in Mechanical Engineering and earned his MSc degree in Mechanical Engineering from Bogazici University, Istanbul. He joined Robert Bosch GmbH in 2000 as a Production Engineer at the Bursa-Turkey plant, where he also got certified in Six Sigma Black Belt. After having a project leadership experience in the corporate research division of Bosch in Germany for 3 years, he returned to RBTR to oversee the implementation and deployment the Bosch Production System. In the beginning of 2008, he took over responsibility for managing business excellence in RBTR, leading change management in operational and managerial processes. Prior to joining Bosch, Ergi was as a faculty member at Marmara University, Istanbul where he taught courses in the mechanical engineering program. He is married to Azra and they have a two-year-old son, Batu.
- Daniel Belet** Dr. Daniel Belet graduated in political science, in economics and in business administration from the University of Bordeaux. He also received a M.S. in management from the Kellogg School of Management (USA). He is the author of 2 books and several articles and presentations in international conferences about executive education, human resources development, consulting practices and methods, learning organization development, leadership, etc. for about 15 years. He is a member of ECLLO since 1993 and of SOL – France since 1999. Dr. Daniel Belet is presently working as an independent leadership development and a learning organization consultant. He also facilitates conferences and seminars with large companies especially about learning organization development as acknowledged expert. He is also teaching management at the La Rochelle and the Bordeaux Business Schools.
- Made Torokoff** Made Torokoff has a PhD (in Economics), and an MA (in Pedagogy) from the University of Tartu, Estonia. “Patterns of learning organisation – Estonian experiences” (2008) She has been a lecturer in psychology and in management at the University of Tartu, Pärnu College since 2002; Research Fellow since 2007 and an Associate Professor of Entrepreneurship Education at the University of Tartu, Centre for Entrepreneurship since 2009. She is also a trainer and consultant at the Development Company Invicta. Extensive work experience in educational, health and cultural institutions at middle and top management levels. Major research areas: 1) entrepreneurship education and development of teaching entrepreneurship.; 2) knowledge and learning processes in organisation.
- C.-Andreas Dalluege** After his MBA, Andreas made his postgraduate studies in communication science while in parallel setting up his own business, the Institut für Betriebsanalyse und Kommunikationsforschung. In 1987, he set up IBK – System- und Softwarehaus GmbH, which from 1990 to 2001 participated successfully in more than a dozen EU research projects. Andreas participated in most of the projects personally, either as the project or the exploitation manager. Additionally, he designed and won a number of other EU projects for the iIBK/ISD Group where he was major shareholder and served as board director in charge of research co-ordination. In 2001, he was a founding partner for IBK Management Solutions GmbH, a company focussing on the exploitation of the results of the former research projects, with a special emphasis on management tools that support the EFQM process. Andreas is the representative of the IBK-Group to the EFQM and works as European Excellence Assessor, in which role he acts as a team leader for the European EFQM Award. Besides his commercial activities, Andreas is a free lance researcher for the University of Liechtenstein for which he currently manages the SAETO pr
- Diane Doyon** Diane Doyon holds a Master in Professional Orientation Sciences. She benefits from a large experience in human resources management inside official institutions in Canada. She develops intervention programs, promoting people and work place development. Her expertise in mentoring programs has driven her to design an integrated relation-based continuous learning model. It is build on the central human need of quality of worklife management and leads to a specific support to people at 1st, 2nd and 3rd stage of their career, including the career legacy circle.

- Jacques Limoges** Dr Jacques LIMOGES has an Ed. D. (Counselling psychology/Psychological Education) from Boston University and is associated professor at University of Sherbrooke, Quebec. He published over 20 books, 3 times more articles and is international known as trainer and speaker. His fields are personal development, group potential, socio-occupational integration and career management. He created the Lucky clover model (socio-profes. insertion model, used in several countries) and of the Double Axis Technique. His concerns, for the last decade, are about the keeping on paradigm (in order to avoid at the same time burn out and obsolescence which means a work-life balance).
- Karen Voolaid** Karen Voolaid is working as Director of Dean`s Office and Head of Center for International Programs at Tallinn School of Economics and Business Administration of Tallinn University of Technology, Estonia. In her current position she is mainly responsible for internationalization of the institution. Karen graduated from Tartu university and received her MBA from Estonian Business School in Estonia. Currently she is a Doctoral student in Tallinn School of Economics and Business Administration. Her main research field is organizational learning and organizational development. She has worked for seven years as MBA Program Director at Estonian Business School. She is interested in business schools developments and future challenges and in her doctoral thesis she is researching business schools as learning organizations.
- Emel Arslan** After studying Economics in Hacettepe University in Ankara/Turkey Emel Arslan worked first for Siemens Turkey in project management and then changed in 2001 to Bosch Bursa. Emel has been working with the EFQM Excellence Model since 2001 and was part of the Excellence team of Bosch Bursa (TR) that brought her company to win the European Quality Award in 2003. She is an expert for Continuous Improvement Process, Lean Administration and the EFQM approach and works as an European Excellence Assessor for the European EFQM Award. Currently she is the Excellence Co-ordinator for Bosch Hallein (AT) and supports Change Management Process in her company. She is also active as an Advisory Board Member to the TI-SAETO Project which is developing EFQM based methodologies to improve the quality of management of education and training organisations.
- Alaa Garad** Alaa Garad is a PhD researcher at University of Salford and an Assistant Professor at Middlesex University Dubai. Alaa is acting as an assessor and chief examiner in several national and regional quality and excellence awards in the United Arab Emirates and GCC. Such as Dubai Quality Award, Sheikh Khalifa Excellence Award, Abu-Dhabi Govt. Award and King Abdul Aziz Quality Award.
- Thomas Pfeffer** Holding a PhD in Organisational Development and a MA in Social Sciences (Sociology, Theory of Science and Group Dynamics), Thomas is working as a researcher, educator and consultant at the Centre for University Continuing Education and Educational Management at Danube University Krems. His research areas are: internationalisation, virtualisation and organisational development of higher education institutions. He has been involved in a wide range of international research, development and consultancy project in Europe and Central Asia (Kazakhstan), especially with respect to institutional change, e-learning, curricular reform and quality management.
- Hülya Öztel** Hülya Öztel is a principal lecturer in Strategic Management and Knowledge Management at De Montfort University. She carried out extensive research and consultancy work in the field of public-private partnership, enterprise development and training in the UK and in France. Hülya obtained a first class honours degree, from Marseilles Business School, France. She has a Masters Degree from Aston Business School, UK. She has obtained her PhD from Warwick Business School (UK) in 2005.

**Muharrem Tuna** Muharrem Tuna is Assoc. Prof. of Organization and Business Management at Gazi University. He has an undergraduate degree on Tourism and Hospitality Management from Gazi University. His Ph.D. study was on Tourism and Hospitality Management majoring on hotel valuation techniques and their applicability on Turkey operations. He has a post graduate study on Organization and Management at Michigan State University. His academic career further focused on organization and management, has written numerous articles and books on organizational behaviors, quality management and operational control. Besides, his professional career has started after BA degree in the industry at various levels of managerial posts and then started his academic career at Gazi University, as a research assistant, after completion Ph.D. became teaching staff at Gazi University, at the same time he was appointed as Vocational Higher School Director at Corum Turkey. During his works at Corum, he was awarded several European projects and completed successfully. Currently, he serves as Associate-Dean at Faculty of Commerce and Tourism at Gazi University.

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## Friday 14 May - Speakers Biographies

- Ton Bruining** Ton Bruining studied human nutrition and dietetics. Next to his frontline job as a dietician, he studied pedagogics and specialised in adult education. In 1990 he became training & development officer in a general hospital, and in 1993 international training manager in a multi-national specialised in accommodation and recreation. Since 1998 he is a senior consultant for KPC Group and works for public service organisations (schools, fire brigades and police forces). In 1996 he started a PhD in educational science focussing on work-related learning in public service organisations. His original approach was bound in the rationale of mainstream HRD. After a reorientation in 2002, he changed his perspective from educational science to humanistics. He found a philosophical and critical approach more promising. He wrote a dissertation about a work-related learning project in a police force. Since 1990, he writes for professional journals in the field of HRD. Since 1994, he has been member of the editorial staff of a Dutch HRD journal.
- Emad Hussein** Emad Eddien Hussein is the senior advisor for organisational development & training at General Civil Aviation Authority (GCAA), UAE. He is a consultant and certified trainer, working with managerial and team members in transforming "Knowledge" into tangible "Skills". He is an expert in extending managerial-training consulting to multinational enterprises in the Middle East/North Africa and extends training to high calibre staffs. With more than 15 years of experience, Emad Hussein possesses hands-on experience in implementation of Strategy, Strategic Human Resources Management, Commercial Contracts Management/Negotiations, Transformational Knowledge, Conflict Management, Communication Skills, Alternative Dispute Resolution, Technical/Effective Report Writing, and various Management Training topics related to the Middle East.
- Dan Lamoon  
Jon Prest** From Dusk 2 Dawn is a design and marketing company. Training programmes and learning opportunities are offered to young creatives who are looking for knowledge, skills and experience in the creative sector. The training and placements offered to young people have a hands on approach to learning, using real life briefs and experience to inspire creativity and develop skills in media production. From Dusk 2 Dawn produce an Arts and Culture magazine in Leicester where young creatives can contribute and gain experience of desktop publishing, from journalism to video blogging. The business has been operating for 2 years in the UK and is currently developing more training schemes to engage and educate young creatives. They have recently written a blue print report to demonstrate to students a route into the creative industry as a freelancer or small business. This is a work in progress paper, illustrating the journey of the founders of Dusk 2 Dawn. The report offers a visual window into the ethos of the business and different experiences the company has been through to establish a successful organisation. An integral value of From Dusk 2 Dawn is an open door policy to new ideas and inspirational support the creative community in skills and experience. Creative seeds are planted, nurtured, grown and harvested.
- Mireille  
Boonstra-Kints** Mireille Boonstra is a specialist in the area of HRD/HRM management with experience in profit organisations and higher education. After graduating as an organisational psychologist she worked as an HRM consultant in several companies and founded her own consultancy company. The last two years she has been involved in the development of innovative learning solutions in workplace learning. She is project manager of a project in the area of vocational education where she uses the Sony PlayStation Portable learning system. Her focus is on talent development not only from the perspective of the individual workers but also from the perspective of the company as a whole. Talent development needs a formal structure to be effective on the long run and now she has a busy job of assisting the HRD departments in writing job manuals and job descriptions which stimulate talent development within the context of the vision and mission of the company. Her personal style is characterised by an orientation to practical solutions and improving the organisation behaviour. (hands on and learning is earning way of thinking). She is licensed by SHL to use the Universal Competency framework (UCF) and the Universal Competency Report.