



**Mr. Peter L. Wallace - “Flying Without a Net”**

Trapeze artists can give their very best performance on the high wire because they’re secure in the knowledge that there’s a safety net below, ready to catch them should they slip and fall. But what if you’re flying WITHOUT a net? In his talk, Peter Wallace will share some of his thoughts on what coping strategies we can use to survive, and even thrive, during this volatile, uncertain and risk-laden Year of the Ox. Not one to mince words, the acerbic Mr. Wallace – written up in Australia’s Business Review Week as “a well-known consultant and arguably the most prominent foreign businessman in the Philippines” – will reveal how past and present foibles have contributed to our current situation, and what we can all do to ensure that we sail through these difficult times with a minimum of pain.



**Rowen Paul A. Untivero - “Upping Your Nego Quotient”**

He’s back! After his outstanding talk on Strategic Selling at last year’s annual conference, professional trainer, sales practitioner, educator and consultant Rowen Untivero will now discuss Negotiating Skills – how to strengthen a salesperson’s effectiveness in modern selling, based on communication and persuasion. But when does persuasion leave off and negotiation start in a typical sales situation? How can we defend a higher premium and what are some of the “bargaining chips” we can use to give us an edge over the competition? How do we achieve the ideal “partner” or “win-win” outcome in every sales situation? Mr. Untivero, whose large and diverse clientele includes the likes of Nestle, Unilever, Del Monte, Caltex, Nissan and San Miguel – will address these questions and share other useful negotiation techniques that will help us in dealing with many of life’s person-to-person encounters.



**Mr. Guy R.A. Mills - “Look for the Silver Lining”**

One among the “sunrise” industries least affected by the economic downturn, the BPO and Call Center business is undoubtedly the fastest growing business sector in the country today. But what do these companies actually do, and why are they here? Mr. Guy Mills, Senior Vice President and General Manager of Global Resourcing at Manulife Financial will give us an overview of the Business Processing Services industry – the people it supports through the jobs it provides, the risks and opportunities ahead, and the significant contributions that it makes to our local economy. Mr. Mills, who has had a diverse career at Manulife with positions in Canadian Agency, Manulife Japan, the John Hancock merger and at its corporate head office in Toronto, now oversees Manulife’s offshore operations around the world from his office in Quezon City. Ironical as it may seem, coming as it does from an expat, ‘Pride in the Filipino’ is the central theme of his talk as he firmly avers that “...we can hire better qualified people here (in the Philippines) than in some places in North America!”