



## **MScISM Luncheon Seminar**

**Department of Information Systems, Business Statistics & Operations Management  
School of Business and Management  
The Hong Kong University of Science and Technology**

**Date: Saturday, 21 May 2011**

**Time: 1:15 – 2:20pm (Refreshments 12:40 – 1:15pm)**

**Venue: Lecture Theater H (Lift 27-28), HKUST**

**Speaker: Mr. Thomas Lam  
Former Vice Chairman of Cisco Greater China Operations and  
President of China Operations  
Cisco Systems, Inc.**

**Topic: The Ideal Working Environment (IWE)**

### **Bio-sketch of Mr. Thomas Lam**

Mr. Thomas Lam has substantial industry experience in North America where he spent 18 years of his professional career. After this, Mr. Lam returned to Asia to join Digital Equipment where he held a variety of leadership roles across sales, marketing, manufacturing and sales operations. Mr. Lam became the country manager for Digital China in 1995 and then became Deputy Managing Director for Compaq China after the Digital / Compaq merger.

Mr. Lam joined Cisco Systems in 1998 as Vice President of Enterprise Line of Business for Cisco China. At his position, he not only successfully managed the business to exceed the revenue target, but also grew the financial service sector into an independent operation. Mr. Lam was promoted to Vice President and head of Cisco's Customer Advocacy Organization in Asia Pacific in 2002 and then President of Cisco China in 2005. Under his leadership, Cisco China has reached a new plateau of inspiring innovation culture and giving back to the community.

In the past ten years, Mr. Lam has received many awards in the management field including the most 'Influential Persons in Information Management' by the China IT Industry Association.

Mr. Lam is currently a consultant in Cisco after retiring from the position of Vice Chairman of the Greater China in August 2010. He is also an enterprise/executive coach to a small number of business including Tencent & others, and a frequent lecturer in various business schools across China such as Qinghua University, Peking University, Zhejiang University, Fudan University, Zhongshan University. Mr. Lam holds a bachelor degree in Mechanical Engineering from Carleton University in Canada.

### **Synopsis of the talk:**

How can we create the Ideal Working Environment (IWE) to improve a company's competitiveness and make employees dedicate themselves to the company? IWE can be differentiated into three major components: "An Ideal Enterprise", "An Ideal Leader Behavior" and "An Ideal Follower Behavior". These components are interconnected and form a positive feedback loop. The speaker will explain what is an IWE and how it can help you to be a good manager and leader. This talk is designed to be highly interactive.

**All are welcome!**

Free Registration: <http://www.bm.ust.hk/mscism/>

Enquiries: 2358-7656