



**Mr Jordan Tan**  
Global Competence Centre  
Manager, Shell

**Jordan Tan** is responsible for driving application and process improvements globally at 20+ Shell refineries and chemicals manufacturing plants. He set up and operationalised the Manufacturing Competence Centre in 2011. He currently leads an organization of more than 100 staff across Shell manufacturing sites and regional hub in Americas, Europe and Asia Pacific to deliver projects and support for more than 300 applications. Jordan is also the Singapore IT country manager.

Jordan joined Shell as the East B2B/Lubricants System Integration Manager in 2005. He led the IT team in supporting growth projects in China and India (Beijing Tongyi Lubricants, Bharat Petroleum JV acquisition, distributor network rationalisation etc) as well as Global SAP CAP (Connected Application Portfolio) for commercial business in Malaysia, Singapore and Hong Kong.

From 2008 to 2011, he was the Global Commercial IT Strategy & Planning Manager based in Houston, 2008 to 2011. In this role, he rationalised the IT investment portfolio and developed the eCommerce strategy to deliver touchless and web-enabled Customer Value Propositions.

## Synopsis:

### ***Hard Truths of Project Management***

The hard truths of project management are that technical skills are simply no longer sufficient to deliver the desired business outcomes. Your technical skills may get your foot in the door, but it is your relationship, collaboration and leadership skills that open most of the doors to come. Successful corporations recognize that, in order to gain a competitive advantage, they need their project managers to know how to relate with their customers and peers. The acts of listening, presenting ideas, resolving conflict, and fostering an open and honest work environment all come down to knowing how to collaborate within the project and outside the project. It is those leadership skills that inspire people to participate fully in teams, show appreciation for others, and enlist support for their projects. The speaker will present the hard truths about project management and how to address them with his extensive project delivery experience in a global business environment.