



# LEARNING & DEVELOPMENT

Take learning in your organisation to the next level

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**L & D ANNUAL  
CONFERENCE  
& EXHIBITION**

HYATT REGENCY JOHANNESBURG • ROSEBANK

6-8 SEPTEMBER  
**2016**

6 SEPTEMBER 2016  
PRE-CONFERENCE WORKSHOPS  
7-8 SEPTEMBER 2016  
TWO-DAY CONFERENCE

## CONFERENCE AT A GLANCE

Disruptive change is sweeping through corporate learning and development – Is your organisation keeping up? Discover how to deliver more value and take your learning function to the next level.

Learning is essential for economic survival and if you as a learning leader don't stay current and continuously re-skilled in your profession, you will fall behind. Strengthen your L & D team for the future by attending **THE EVENT FOR LEARNING AND DEVELOPMENT LEADERS**.

The pressure on organisations to improve learning and development continues to intensify. Rapid change, advances in technology, shifts in demographics, and the constant competitive necessity to upgrade workforce skills are disrupting corporate learning. These forces are pushing companies to develop new ways to put employees in charge of the learning experience and foster a culture of learning throughout the organisation. Learning has become a key competitive advantage for achieving business goals and the new knowledge economy demands that companies accept and enable higher levels of on-the-job learning and development and transform into learning organisations.

### Organisations need a strong strategic and agile learning function with learning leaders that are able to lead with agility.

The 2016 Deloitte University Press Global Human Capital Trends Report indicates the following interesting findings about learning:

- Most CEOs and CHRO's indicate that their companies are not developing skills fast enough or leaders deeply enough and those companies who are not upgrading skills or building leaders will not be able to execute their business plans.
- Learning is seen as an essential tool for engaging, attracting and retaining top talent
- Advances in technology has made learning more accessible than ever before, where employees are now in charge of their learning and not the L & D department
- Employees recognise that the learning curve is the earning cure and are increasingly demanding access to dynamic learning opportunities that fit their needs and schedules

The reality is that many organisations are struggling to adapt to these challenges but high-performing companies are seizing the opportunity to support a new culture of learning and transforming the way that employees learn – adopting new mind-sets and rethinking what L & D means in the context of their organisations, placing the employee at the centre of a new vision that indicates learning as a continuous process that is a company-wide responsibility.

As the head of learning you are in a unique position to add significant value to the organisation and drive innovation and growth! **Attend the Learning and Development Conference along with other learning and development leaders from across the country and continent!**

### WHY YOU SHOULD ATTEND

- Discover ways to build skills and capability for tomorrow when faced with disruptive circumstances.
- Gain new knowledge and expertise to guide and equip you for the present and future role as a learning and development decision maker and leader – become a stronger leader
- Discover ways to improve your leadership pipeline, engage and retain employees through learning
- Actionable ideas that can help your organisation learn faster than your competitors – turn learning into a sustainable competitive advantage
- Learn how to align learning initiatives with business goals in order to achieve a direct and measurable impact on the business
- Hear latest developments, trends, innovative learning practices, company case studies and see where technology will take learning in the future.
- Learn from your peers and stay ahead of trends – opportunities for networking with other professionals in the field, learning leaders and authors. Hear from top organisations!

### WHO SHOULD ATTEND?

This programme is developed for senior-level professionals involved in Learning and Development at a strategic and decision making level, such as:

- Head of Training and Development
- Head of Learning and Development/ Chief Learning Officer/Chief Learning and Development Officer
- Head of Talent Management
- Human Resource Development/People Development
- Training Specialist/Learning Specialist
- OD Specialist/Change and Transformation Specialist
- Consultant
- HR Director
- SETA executive
- Academic/Researcher
- NGO executive

### PARTICIPATING ORGANISATIONS



## WHAT DID SOME OF THE PAST ATTENDEES HAVE TO SAY?

- It was mind blowing – in some presentations a paradigm shift. Empowering – **NEDBANK**
- Topics and speakers were TOPs – **PG BISON**
- We had the best practices shared by major successful companies in our country, that was the best knowledge experience we can ever pay for – **GAUTENG CITY REGION ACADEMY**
- It has been beneficial in understanding how L & D functions in other organisations – **STANDARD BANK**
- It was excellent! – **ALBARAKA BANK**
- Really well organised. Speakers and topics were spot-on and insightful – **ZAPOP**
- Good speakers, well organised and good mix of trends and practical application – **LIBERTY CORPORATE**
- Highly knowledgeable and expert speakers – **MMI**

### SPONSORSHIP & EXHIBITION OPPORTUNITIES

This is a great opportunity to connect with top prospects. Engage with some of the continents' top learning leaders – find out more about the exhibition or sponsorship opportunities for this conference.

Contact **Keel Heubner**  
keel@avenue.co.za | +2721 556 7663

### SPECIAL REGISTRATION OFFERS

- Register 3 delegates and the 4th delegate attends free of charge!
- Special discount for registered NPO's, small businesses (30 or less employees) & full-time lecturers at universities.

Contact **Magdeline Matlatse**  
magdeline@knowres.co.za | +2711 706 6009

## WHY NOT BRING YOUR L & D TEAM TO THE CONFERENCE?

Plan your team meetings to coincide with the conference – a great way to strategise as a team and develop immediate action plans to take back to work!

Find out about group booking discounts – email: [debbie@knowres.co.za](mailto:debbie@knowres.co.za)

## COMPANIES FROM THE 2015 L & D CONFERENCE THAT BOOKED THEIR TEAMS INCLUDED:

Nedbank • Liberty • Gauteng Provincial Government • PepsiCo and more!

## LEARNING & DEVELOPMENT TEAM OF THE YEAR AWARD 2016

Recognising excellence and innovative L & D practices — **Nominate your team!**

This prestigious award will be presented to an outstanding Learning and Development Team who demonstrate consistently high levels of quality, who are innovative with their content and techniques and at the same time show the significant impact that their function has had on the organisation in terms of effectiveness and bottom line. The award is designed to recognise an organisation and its learning team members who strive to constantly improve the extent to which training and development/L & D meets business needs, establishes direction and contributes to the success of the organisation through improving the performance of employees.

## NOMINATIONS ARE NOW OPEN!

Closing date: **Strictly 19 August 2016**

## EARN MAXIMUM BEE POINTS THROUGH SKILLS DEVELOPMENT

Skills development is a key priority for business to maintain a desirable BEE rating 6% of annual payroll should be spent on skills development and its critical to ensure that it is spent correctly in upskilling people in the organisation. Non-compliance will result in the overall B-BBEE status being discounted.

**So why not book your team to attend the L & D conference and contribute to BEE rating?**



## Celebrating 25 Years!

In 2016 **KR** celebrates its **25th birthday!** **KR** is passionate about providing knowledge to the world of work and proud of the products and business offerings that enable people to grow their potential, to be productive, to be respected, valued and to flourish both personally and professionally.





## Experience the bustling vibe of **JOHANNESBURG!**

*Being the epicentre of Gauteng, Johannesburg offers endless entertainment, world class shopping & accommodation and the finest cuisine.*

## CONFERENCE VENUE



### THE HYATT REGENCY JOHANNESBURG

#### BE AMAZED BY THE POSSIBILITIES

Discover our cosmopolitan city from one of the best hotels in South Africa, **Hyatt Regency Johannesburg**. Situated in the modern suburb of Rosebank, only 25 kms from the O.R. Tambo International Airport, this luxury Johannesburg hotel is adjacent to Firs Shopping Centre and Cinemas. Guests will also enjoy easy access to the banking district of Sandton CBD, Constitution Hill, and African craft markets. The Johannesburg hotel's captivating African-inspired décor draws you into a vibrant celebration of local culture and heritage.

#### VENUE LOCATION

191 Oxford Road, Rosebank, Johannesburg, South Africa

TEL: +27 (11) 280 1234

johannesburg.regency@hyatt.com

#### GPS co-ordinates

Latitude: -26.143206999666667

Longitude: 28.043456999666667

#### GAUTRAIN (High speed train)

From O.R. Tambo International Airport take the Gautrain to Sandton Station where you may take a taxi to hotel or alternatively change trains to Rosebank Station which is a 100 meters from the Hotel entrance. *(under 20 minutes trip)*

#### ROSEBANK ENTERTAINMENT, WINING & DINING

- The Firs (walking distance)
- The Zone @ Rosebank (walking distance)
- Rosebank Mall (walking distance)
- Hyde Park Corner (3 km)
- Melrose Arch (3 km)
- Sandton City (5 km)
- Monte Casino (16 km)

#### ALTERNATIVE ACCOMMODATION

- Crowne Plaza Johannesburg - The Rosebank
- 54 On Bath
- Holiday Inn Rosebank
- Clico Boutique Hotel
- Courtyard Hotel Rosebank
- The Winston Hotel
- Dunkeld Manor
- And More!



FAMOUS QUOTES | *Learning never exhausts the mind.*  
LEONARDO DA VINCI



07:30–08:30

**REGISTRATION** | Meet and greet conference attendees, presenters and KR registration staff

08:30–08:40

**Welcome by** WILHELM CROUS, *Managing Director, KR* | **Chairperson** PORTIA HEYNES, *Group Head: HR, Sun International*

08:40–09:30

**The new corporate learning leader: Chief culture, change, capability, engagement and career officer**

- Corporate learning redefined – transformation of the function
- New skills and roles
- Why learning needs a makeover – adapting to the changing learner and business needs
- Developing your own learning skills for the future & building high – performing teams

**Speaker**

TERRENCE TAYLOR, *GM: Leadership, Learning and Talent, Discovery Group*

#### ABOUT THE DISCOVERY GROUP

Discovery Limited engages in long and short-term insurance, asset management, savings, investment and employee benefits through its various brands with a client base of more than 5.1 million worldwide. The Group has subsidiaries in South Africa, the United Kingdom, the United States, China, Singapore, and Australia. Their wellness programme Vitality, is the world's largest scientific, incentive-based wellness solution with more than three-million members worldwide.



09:30–10:30

**Learning in a digitally disrupted world – How L & D can lead digital transformation**

We are in the midst of an industrial revolution with an exponential pace of change and which is disrupting every industry in the world. It is a digital revolution with various technologies' impacting how we work and live which create opportunities but also threats. Skills that have been learnt are becoming irrelevant. With rapid innovation, the global economy is moving towards a place in which the set notions of formal education, career progression and traditional work life are a thing of the past.

- What skills and education will you need – from education to learnability?
- Building digital capability of your L & D teams, staff and leadership – creating a digital mind-set and culture
- How will the fourth industrial revolution impact the way we work, live and learn
- Capabilities of Virtual Reality/ Augmented Reality
- Robotics and Artificial Intelligence (AI) – friend or foe

**Speaker**

LEE NAIK, *Managing Director, Accenture Digital SA*

#### ABOUT ACCENTURE

Accenture is a leading global professional services company. Serving customers in more than 120 countries' and working across more than 40 industries. Ranked number 36 on Fortune's list of the World's Most Admired Companies for 14 Consecutive years, ranked #38 on BrandZ's Top 100 Global Brands list & on The Financial Times' FT 500 list, marking 12 consecutive years.



10:30–11:00

**MORNING BREAK** | Enjoy refreshments and network with conference attendees and presenters

### TRACK SESSIONS BEGIN

**CHAIRPERSON • TRACK 1 (AYANDA) | PORTIA HEYNES, Group Head: HR, Sun International**

**CHAIRPERSON • TRACK 2 (ILANGA) | LYNETTE MENTOR, Head: Learning Academy, Barloworld Equipment**

**CHAIRPERSON • TRACK 3 (NINA) | TBC**

11:00–11:50

TRACK 1  
AYANDA

**Disruption and fit for purpose - L & D in tough times**

- Key disruption drivers
- Impact on business models, talent and skills development strategies
- Lessons for L&D professionals
- Leadership skills for the VUCA world

**Speaker**

INNOCENT MAGAYA, *Chief HR Officer, Econet Wireless Zimbabwe*

#### ABOUT ECONET WIRELESS

Econet Wireless Zimbabwe is a subsidiary of the Econet telecommunications group which has operations and investments in Africa, Europe, South America, North America and East Asia Pacific. Econet Wireless Zimbabwe is Zimbabwe's largest provider of telecommunications services, providing solutions in mobile and fixed wireless telephony, public payphones, internet access and payment solutions.



11:00–11:50

TRACK 2  
ILANGA

**The Starbucks way – where innovation is always brewing CASE STUDY**

In this session you will hear how the strong loyalty connection the Starbucks brand has with its customers is directly linked to the way its leaders connect and develop their employees (or partners as they are referred to). All aspects of training and on-going professional development are guided by a strong commitment to build a strong, dynamic learning community at Starbucks. Leaders at Starbucks have merged on-the-job training with formal academic offerings to form the Starbucks University – deploying training and development to drive employee engagement.

**Speaker**

GOSIA STACHLEWSKA, *Learning Manager, Starbucks SA*

#### ABOUT STARBUCKS

The biggest coffee powerhouse in the world, Starbucks Coffee Company is listed in the top 10 Fortune Most Admired Company's in the world as well as Ethispheres' most ethical companies in the world (10 years running). With more than 22 000 retail stores in 67 countries and sales of more than \$18 Billion in 2015. SA opened their first store in 2016.



11:00–11:50

TRACK 3  
NINA**From learner control to learner choice: Learner empowerment and supporting continuous learning**

- The learner of the future - do we know them?
- Does L&D have the skills to empower the learner of the future?
- Explore the concept of skills as a currency
- Delivering learning at the speed of business

**Speaker**LINDA VAN DER LOO, *Group Head: Learning and Development, Standard Bank***ABOUT STANDARD BANK**

With a 153 year history, Standard Bank is one of South Africa's largest financial services groups. It operates in 32 countries around the world, including 20 in Africa. Winner of numerous awards at the Global Finance World's Best Investment Bank's awards 2016, and voted as best South African Trade Bank at Euromoney 2016.

12:00–13:00

TRACK 1  
AYANDA**Innovative learning at Samsung: Using digital technology to transform learning and ensure skills for the future SAMSUNG CASE STUDY****Speaker**VERASHA SINGH, *Head of Training: Mobile/Education/ B2B /B2C, Samsung SA***ABOUT SAMSUNG**

Certified Top Employer 2016; one of Fortune Worlds Most Admired Companies 2016 and winner of more than 100 awards at the 2016 Consumer Electronics Show, Samsung is a global leader in technology. Through relentless innovation and discovery, they are transforming the worlds of TVs, smartphones, tablets, PCs, cameras, home appliances, printers,, medical devices, semiconductors and LED solutions.

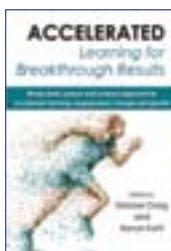
12:00–13:00

TRACK 2  
ILANGA**The shift to the new learning community leader/facilitator**

- The need for and elements of agile organisations
- The capabilities required to transition to and sustain an agile organisation
- The strategic and operational L&D strategies, activities and roles required to drive toward and sustain an agile learning organisation
- Shifting perceptions and activities of L&D professionals to learning community leaders/facilitators
- Mindsets and competencies required for successful transition and long-term success

**Speakers**DEBBIE CRAIG, *MD, Catalyst Consulting*KERRY KOHL, *Owner, The Coaching House (Authors of Accelerated Learning for Breakthrough Results)***ABOUT CATALYST CONSULTING**

With more than 19 years of delivering results, Catalyst Consulting has an international track record across 5 continents and more than 14 countries. They are specialists in creating high performance, high engagement organisations through the development of leaders, building capacity and leveraging talent.

**ACCELERATED LEARNING FOR BREAKTHROUGH RESULTS**

Whole brain, person and systems approach to accelerate learning, engagement, change and growth

**EDITED BY DEBBIE CRAIG AND KERRY KOHL**

The book focuses on the shift from *training* to *learning* to *collaborative learning* in the modern socially networked age, using latest research in Neuroscience. It outlines the key frameworks, processes and tools to adopt and implement accelerated learning in organisations to build and sustain an adaptive and insightful approach to business and talent development. The book is packed with *visual summaries*, *case studies*, *tools* and *templates* to help with planning your *accelerated learning* journey and is relevant to individuals, business leaders and learning specialists.

12:00–13:00

TRACK 3  
NINA**Creating value through learning evaluation and analytics**

High-impact learning organisation understand that measurement and evaluation captures actionable information that can be used to improve efficiency and alignment of the whole learning and development function

- Why data analysts are vital to corporate learning and development
- Creating more effective learning interventions with data
- Data and User Insights to Inform Learning Strategies and decisions – build and sustain a learning analytics strategy

**Speaker**MARTIN SUTHERLAND, *Global Director, PeopleTree Talent Analytics Group***ABOUT PEOPLETREE TALENT ANALYTICS GROUP**

PeopleTree Talent Analytics International is a software and consulting firm focused on talent analytics. The company has offices across the world including Africa, Europe, the Middle East, USA and India with clients in 47 countries and software available in three languages. PeopleTree brings together the key capabilities needed to make talent management a sustainable process.

13:00–14:00

**LUNCH** | Learning conversations and connect over lunch with conference attendees and presenters



14:00–14:45

TRACK 1  
AYANDA

### The new change agenda: the learning and development leader as an effective change agent to accelerate and deepen the learning process and create meaningful L & D

- Positioning the L & D function as a highly influential strategic leader and as an effective change agent
- Overcoming resistance to change through L & D
- Developing learning leaders change agent skills to lead successful change initiatives – fulfilling the role of an OD expert
- Anticipating and reacting to nature and the speed of change
- Championing critical transformations that are necessary for an organisation to move forward – supporting systemic change and ensuring individual development have an impact at an organisational level

**Speaker** LESLEY-ANN GATTER, *Head: Learning and Development, Investec*

#### ABOUT INVESTEC

Employing more than 8200 people worldwide, Investec is a distinctive specialist bank and asset manager with presence in the UK, SA Australia, as well as Switzerland, Mauritius, Hong Kong and Canada. With assets under management of more than R256 Billion, Investec took top honours at Euromoney's annual Private Banking and Wealth Management survey 2015 for the third year in a row, ranking number one as Euromoney's best private banking and wealth management services company in SA and Africa in 2015.



14:00–14:45

TRACK 2  
ILANGA

### Comair case study

**Speaker** DY MOONSAMMY, *Senior Learning and Development Manager, Comair Limited*

#### ABOUT COMAIR LIMITED

Founded in 1946, Comair operates domestic routes as a British Airways franchisee and launched the low-cost carrier Kulula.com under its brand in 2001. Kulula.com revolutionised air travel in SA by making flying easier and more affordable. Kulula.com has won numerous awards including best airline in the 2015 Business Traveller Award 2015, best low-cost airline by AirlineRatings.com, SA's top business airline in the 2015 Sunday Times Top Brands Survey and best low-cost airline in Africa in the 2016.



14:00–14:45

TRACK 3  
NINA

### Learning like chefs

We face disruptive change and seemingly unprecedented levels of uncertainty and volatility. It is clear that the thinking and practices that have led to our success thus far, are no longer sufficient. We need, in the words of Abraham Lincoln, to "Think anew and act anew". While examples of emerging best practices of other organisations are useful, every organisations context and culture is unique and unique recipes tend not to translate very well, however principles do. So, like chefs, we need to learn how to apply the principles that will enable us to adapt to our rapidly changing contexts and create our own unique recipes "on the fly". In this session we will explore:

- The emerging science of Complex Adaptive Systems and what L&D can learn from applying this lens to organisations
- The principles and pre-conditions that enable adaptation and collective improvisation
- What artists, chefs, musicians and the armed forces have in common ... and how we can learn from them
- L&D's role as strategic enablers: chefs enabling other chefs - overcome resistance and fatigue by enabling autonomy and co-creating learning with your audience
- The role of narrative and generative metaphor

**Speaker** SONJA BLIGNAUT, *Founder, More Beyond*

#### ABOUT MORE BEYOND

More Beyond helps organisations and specifically leaders think in new ways, make sense of the complexities of the modern world of work and become more agile and resilient.



14:45–15:15

**AFTERNOON BREAK** | Enjoy refreshments and network with conference attendees and presenters

15:15–16:45

### L & D Strategy - Deploying learning and development initiatives as strategic enablers for performance improvement and proven delivery of business results

- Planning, enabling and executing development initiatives that are embedded in the strategic business plan
- Deploying an L&D model to ensure transfer of learning in order to achieve business results
- Responding to the changing landscape of L&D in a VUCA world
- Professional skills for the agile L&D professional
- What they do at Namibian Breweries

**Speaker** AMOREY POTE, *Talent & Service Delivery Manager, Namibia Breweries Limited*

#### ABOUT NAMIBIA BREWERIES LIMITED

Brewing the finest pure beer in more than 18 countries worldwide including South Africa, Africa, UK, Mauritius, China, Germany and more. Their exceptional brands continue to garner international recognition, winning a series of gold medals during the prestigious Deutsche Landwirtschafts Gesellschaft (DLG) Awards.



16:45

**WRAP UP OF DAY ONE** | Head downstairs to the Atrium for the cocktail Learning and Development Team of the Year Award function

17:00

**Learning and Development Team of the Year Award cocktail function**

07:30–08:20

**EARLY MORNING REFRESHMENTS** | Continue your conversations with fellow attendees and speakers

08:20–08:30

**Welcome back by Chairperson:**

**ANGELA DONNELLY**, Human Excellence Consultant, Schuitema  
(Former Head of Learning and Development, RMB)

08:30–09:15

**How to stop CEO failure – building frameworks to help them learn**

Most boards are under the impression that the person at the top – the CEO, doesn't require development; however this couldn't be further than the truth as they often fall prey to natural flaws due to the pressure of their role. Millions are spent annually developing high potential executives, but CEOs don't get much of this and more often than not CEO development is low on the list of priorities for boards and resources are spent on high rising executives and not established ones. In this session, insights will be provided into the role that L & D can play to help the CEO stay on top of their game.

**Speaker**

**PROFESSOR STEVE BLUEN**, Director and Head, Wits Business School



**ABOUT WITS BUSINESS SCHOOL**

Wits Business School is the graduate school of business administration of the University of the Witwatersrand, and is ranked among the best universities and business schools in South Africa.

09:15–10:00

**Capacity for learning: building institutional leadership capability to achieve service delivery goals**

**Speaker**

**BOTSHABELO MAJA**, Deputy Director- General, National School of Government



**ABOUT THE NSG (NATIONAL SCHOOL OF GOVERNMENT)**

The NSG plays a significant role in overseeing the professional common purpose in addressing the systemic challenges of public service delivery, through the learning and development of public officials.

10:00–10:45

**L & D success: How we did it – Hear from the winners of the Learning and Development Team of the Year Award 2016**

10:45–11:15

**MORNING BREAK** | Enjoy refreshments and network with conference attendees and presenters

### TRACK SESSIONS BEGIN

**CHAIRPERSON • TRACK 1 (AYANDA) | ANGELA DONNELLY**, Human Excellence Consultant, Schuitema

**CHAIRPERSON • TRACK 2 (ILANGA) | PORTIA HEYNES**, Group Head: HR, Sun International

**CHAIRPERSON • TRACK 3 (NINA) | KERRY KOHL**, Owner, The Coaching House

11:15–12:15

TRACK 1  
AYANDA

**The business of corporate learning: How to build a strategically aligned, well-staffed, and well-recognised (branded) function delivering business value**

- Critical strategic and operational elements of an impactful corporate learning function
- Creating a corporate learning strategy – aligning the components to create coherence and impact
- Branding of the learning function – demonstrating value, stimulating interest and engagement

**Speaker**

**ROTI BALOGUN**, Regional Learning Leader, GE Sub-Saharan Africa



**ABOUT GE (GENERAL ELECTRIC)**

GE is one of the top 10 Fortune Most Admired Companies in the World 2015. A key partner in supporting sub-Saharan African's (SSA) economic growth, GE operates in the oil, gas, power, transportation, healthcare, renewables, energy connections and aviation sectors. Their footprint in SSA now consists of over 2600 employees, revenue about US \$ 3.3 Billion dollars and operations in 25 countries! GE has signed memoranda of understandings with governments of several countries to develop infrastructure projects, including sustainable energy solutions, providing efficient and reliable transportation and improving quality healthcare – committed to creating jobs and human capital development. GE SA invests R700 million into skills and SME development.

## MARK YOUR CALENDAR

L & D ANNUAL CONFERENCE & EXHIBITION DATES

Hyatt Regency Johannesburg • Rosebank • 6-8 September 2016





11:15–12:15

TRACK 2  
ILANGA**Meet the modern learner: insight into the way the modern workers learn**

Our fast paced, complex and uncertain world is calling for us to review what learning is and how it's deployed. Do we as L & D leaders understand the motivations, preferences and habits of the modern learner? Do we really understand that "computers are not technology" and "reality is no longer real"? Do we know how the demand for digital, clear, fluid, fast and optimistic solutions will impact our role in the business? Learn about millennial attributes and how these will:

- Impact the future world of work
- Change our learning delivery models and
- Shift how we track and monitor learning in the future

**Speaker****ILKA DUNNE**, Head: Learning Architecture and Young Talent Development, RMB

**ABOUT RAND MERCHANT BANK (RMB)** One of the winners of the Learning and Development Team of the Year Award 2015 Rand Merchant Bank (RMB) is a diversified financial services brand encompassing investment banking, fund management, corporate banking and advisory services. All businesses in the RMB brand stable form part of the wider FirstRand Group. RMB has access to a network of retail banks in 25 African countries including representative offices and branches in the UK, India, China, and the Middle East. RMB cemented its market leading position on a number of fronts the past couple of years including but not limited to JSE Spire Awards, Euromoney Awards, African Banker Awards and Financial Mail Awards

11:15–12:15

TRACK 3  
NINA**IN CONVERSATION WITH****Prof Theo Veldsman & Dr Andrew Johnson • Editors of Leadership: Perspectives from the frontline**

- **Tomorrow's radically different world: in search of the new face of leadership**  
**PROFESSOR THEO VELDSMAN** (UJ) and **DR ANDREW JOHNSON** (Eskom Leadership Institute)  
*Editors of Leadership: Perspectives from the frontline (soon to be released)*

**Terry Meyer • Author of Shaping Africa's Talent**

- **Reshaping talent in Africa**  
**TERRY MEYER**, Consultant, Academic, Author, Leadership SA

**Facilitated by****WILHELM CROUS**, Managing Director, KR**LEADERSHIP***Perspectives from the front line*

**EDITED BY PROF THEO VELDSMAN & DR ANDREW JOHNSON**  
**FOREWORD BY ADV THULI MADONSELA**

The scope of *LEADERSHIP – Perspectives from the front line* is to address leadership as an organisational intervention by systematically unpacking the logical, thematic, actionable flow of the typical, unfolding leadership conversation/narrative in the organisation: from the context in which an organisation operates

with its leadership challenges, demands and requirements through to leadership well-being and mal-being.

Based on the typical, logical thematic, actionable flow of the unfolding leadership narrative/ conversation in an organisation:

- Setting the scene: Conceptual Framework for book in form of the typical actionable flow of the unfolding leadership narrative/ conversation in an organisation
- Ways of understanding leadership: Ways of understanding leadership: Conceptual and Action frameworks, approaches, methodologies, tools
- Leadership context: leadership demands, challenges, requirements
- Leadership Excellence: What leadership will make us successful?
- Emerging leadership brand, profiles and critical competencies: fitting leaders to tomorrow's emerging context
- Leadership talent management: leadership identification, growth and development – a strategic organisational change intervention
- Leadership dynamics, styles, culture and climate, community: The move from THE Leader to Shared Leadership in a diverse, multicultural, virtual operating arena
- Leadership transitions and life cycles
- Leadership outcomes and impact: what contribution is leadership making?
- Leadership well-being and mal-being (including resilience, maturity, burn out, derailment, toxicity)
- In their own words: Leadership stories from (a) highly regarded leaders and (b) highly regarded organisations (bring all of the above together as per what is happening in practice, with reference to the above challenges – (2) to (10)
- Where to leadership? Gazing into the crystal ball

**SHAPING AFRICA'S TALENT**

*Build, develop and retain talent*

**EDITED BY TERRY MEYER**

This book provides insight into what

leading thinkers and organisations do to build, develop and retain talent. The contributors comprise academics, consultants and organisational leaders, all of whom have a wealth of expertise and experience in talent management. The contributors provide high level strategic frameworks as well as practical tools to implement talent management processes. Of particular interest are the comprehensive case studies from some of South Africa's leading companies, all of whom have had extensive experience in Africa and globally. They are truly South Africa's "premier league" organisations.

Shaping Africa's Talent is a "must read" for Executives, leaders, HR professionals and academics who are responsible for building the continent's next generation of organisations and talent.

12:15–13:15

TRACK 1  
AYANDA

### Effective talent management – the learning, retention and succession connection

- Co-ordination and strategic alignment of learning and talent development – the learning leaders role in talent and succession management
- Help them grow or watch the go – How L & D can help solve retention and attrition problems
- Steps to using Learning and Development to help with employee engagement

#### Speaker

**RACHELLE HARMSEY**, Leadership Development Director, Unilever



#### ABOUT UNILEVER

Unilever is a global consumer goods company with a turnover of €53.3 billion in 2015. Employing more than 172 000 employees worldwide, it is one of the largest fast moving consumer goods organisations in the world, owning more than 400 brands. On any given day, 2 billion people use Unilever products. For the past three years in a row, the Top Employer Institute rates Unilever SA, as the country's No 1 employer in South Africa.

12:15–13:15

TRACK 2  
ILANGA

### Beyond executive development – investing in the frontline and middle management to drive learning

#### Speaker

**TEBOGO MAENETJA**, Group Executive Head: HR, Telesure Group



#### ABOUT TELESURE GROUP

Telesure Investment Holdings employs over 3000 employees in SA and has been in existence for 24 years. Since then the company became synonymous with innovation, as well as being an influential player in the short-term and life insurance industry. Providing its diverse customer base with quality products that are on par with the best in the international market. Some of their brands and companies include: Auto and General, Budget, Dial Director, 1Life and First for Women. Telesure was awarded as a Top Employer South Africa 2016.

12:15–13:15

TRACK 3  
NINA

### Skills planning for an unpredictable future

- Global Trends in Skills Development
- The Future Landscape of Skills Development in South Africa
- The Link between Skills Development and Education
- Where should Skills Development Investment be Prioritised?
- Practical Implications and Challenges of Structured Skills Development in the workplace
- Creating a Balance between Investment in Skills Development and Achieving Business Objectives
- The role of Professional Bodies

#### Speaker

**GILL CONNELLAN**, Chairperson, ASDSA (Association of Skills Development of South Africa)



#### ABOUT ASDSA

With branches across South Africa, ASDSA 's purpose is to establish and maintain the credibility of the skills development profession. Furthering the aims of the National Skills Development and other human capital development strategies through participation in education, training and development initiatives.

13:15–14:15

**LUNCH** | Learning conversations and connect over lunch with conference attendees and presenters

14:15–14:30

**LUCKY DRAW PRIZE GIVING BY THE EXHIBITORS**

14:30–15:30

### The corporate university – drivers of a learning organisation

- New face of the Corporate University - connected, continuous and collaboration-driven
- Staying aligned when faced with rapid change – how will the Corporate University need to transform and expand its impact
- Strategy driven learning –positioning the corporate university as a tool for strategic change (Supporting overall corporate strategy and culture)
- Corporate universities and talent management – connecting the dots
- Governance and structure

#### Speaker

**PEARL MAPHOSHE**, HR Director, Pick 'n Pay



#### ABOUT PICK 'N PAY

Rated as South Africa's Number One Grocery Retail Chain in the 2015 Mail & Guardian Top Companies Reputation Index, Pick n Pay is the second largest supermarket chain in SA. Established by Raymond Ackerman in 1967, Pick 'n Pay now has stores in South Africa, Namibia, Botswana, Zambia, Mozambique, Mauritius, Swaziland and Lesotho.

15:30

**WRAP UP AND CLOSE OF CONFERENCES**

With the current pace of change there can be no doubt that we are living in a volatile, uncertain, chaotic and ambiguous world! We have entered the era of the digital and knowledge based economy. We are seeing the rise of the Exponential Organisation. According to Sarah Horowitz, U.S. Bureau of Labour Statistics, we are living through the biggest Industrial Revolution of our time. With the current pace of technological developments, the digitisation of organisations, and the advent of Big Data, life as we know it has changed. As the current trends in organisational lifespans show, it is once again a process of adapt or die – but this time at break neck speed. In order for organisations to be successful through this revolution we need a paradigm shift. We need a strong strategic and agile learning function. We need L&D leaders that are able to lead with agility in this VUCA world. This requires us to develop skills to dialogue, to understand and manage the change and learning process both within ourselves and in others, to build deep and meaningful rapport with those we lead, and to understand how to navigate this uncharted complex age that we have entered. As leaders we need to learn to be laser focused in a world of ever increasing information overload and distraction, shifting our own paradigms and building our skills, in order to transform into agile Learning Organisations.

### This interactive learning session aims to:

- Understand the need for agile organisations
- Explore frameworks and elements of agile organisations, i.e. growth mind-sets, empowered teams, adaptable leadership, networked, fluid structures, agile technologies, simplifying complexity, boundaryless collaboration, continuous, self-directed, integrated learning, enabling mobile environment, etc.
- Unpack the capabilities required to transition to and sustain an agile organisation
- Refresh the strategic and operational L&D strategies, activities and roles required to drive toward and sustain an agile learning organisation
- Gain insight into the paradigm shifts required to build an agile learning organisation
- Review the role of L&D to develop the leadership and individual capabilities and competencies required to become an agile learning organisation
- Explore tools and methods needed to successfully implement the changes required in order to become an agile learning organisation
- Experience \*Accelerated Learning in action

### 5 Reason's you must attend this workshop?

1. Gain an understanding for what an agile learning organisation is and why it is crucial for business success
2. Learn what role L & D will play and the paradigm shifts required
3. Find out what capabilities are required and how to develop them in order to transition to and sustain an agile organisation
4. Discover specific strategies, roles and activities that will be essential for success
5. Explore tools and methods needed to successfully implement the changes required in order to become an agile learning organisation

## Workshop Programme

08:30	Introduction, objectives, expectations, AL approach (4Rs), On-boarding
09:00	Why of an agile learning organisation   Global trends, needs and impact.   <b>Activity:</b> example organisations
09:30	What is an agile learning organisation   Explore frameworks and elements of agile organisations i.e. growth mind-sets, empowered teams, adaptable leadership, networked, fluid structures, agile technologies, simplifying complexity, boundaryless collaboration, continuous, self-directed, integrated learning, enabling mobile environment, etc.   <b>Activity:</b> building frameworks
10:00	MORNING TEA
10:30	Capabilities   Capabilities required to transition to and sustain an agile organisation   <b>Activity:</b> group work to sort and develop
11:15	L&D strategies, activities and roles   What are the L&D strategies, activities and roles required
12:30	LUNCH
13:30	Role of L&D and paradigm shifts required   Role of L&D to develop the leadership and individual capabilities and competencies required <b>Activity:</b> personal transition plan
14:45	Visioning the transformation journey   Explore tools and methods needed to successfully implement the changes required in order to become an agile learning organisation   <b>Activity:</b> design your own transformation journey for organisation, capability or audience
	TEA ON THE MOVE
16:00	Summary of the day   Framework, gamification, Q&A, resources and next steps
16:30	CLOSE FOR THE DAY



### FACILITATED BY

#### DEBBIE CRAIG

MD, Catalyst Consulting (Co-author of *Accelerated Learning for Breakthrough Results*)

Debbie has over 19 years' experience in the field of strategy, leadership development, change management, talent management, high performance teams and organisational development. She has worked and consulted at leading local and global organisations in the private and public sector throughout Southern Africa and internationally in the UK, Australia, South East Asia, South America, Mexico, China, Canada, Europe and the USA. Debbie has co-authored numerous books including *Accelerated Learning for Breakthrough Results* and *I am Talent*, both published through KR.

#### KERRY KOHL

Founder of The Coaching House (Co-author of *Accelerated Learning for Breakthrough Results*)

Kerryn holds a Master's Degree in Adult and Community Education and an Honours degree in Psychology, all from the University of Johannesburg. She is a registered life and business coach with Comensa (Coaches and Mentors of South Africa). Kerryn has consulted for a global management consulting firm and brings more than 15 years of valuable experience as a Talent and Organisation Performance professional. Kerryn has experience across industries and her strengths lie in change management, workforce transformation, organisational learning, organisational design, performance management and coaching. Kerryn is a strong leader and is skilful in motivating and encouraging others whilst taking the lead.



# STRATEGIC POSITIONING OF LEARNING AND DEVELOPMENT IN THE NEW WORLD OF WORK

PRE-CONFERENCE  
WORKSHOP TWO

6 SEPTEMBER 2016



FACILITATED BY

## DR RICA VILJOEN

*Mandala Consulting*

Dr Rica Viljoen is the Head of Department of People Management at the Da Vinci Institute for Technology Management in South Africa. She is a senior research fellow at the University of Johannesburg, where she lectures in the programmes Leading in Emerging Economies, Professional Leadership and Organisational Behaviour. She has supervised more than 40 masters and doctoral studies over the last six years and successfully coached numerous business leaders, in South Africa and internationally. She worked in various African and international countries, focusing on optimising human capital in social systems. Rica is a member of numerous professional bodies such as the South African Board for People Practices, the Institute for Management Consultant and Master Coaches of South Africa, the Society for Industrial and Organisational Psychology of South Africa and the American Psychological Association. She is actively involved with the Academy of Management. Her PhD-thesis was nominated in 2008 by the Academy of Management as one of the ten most promising doctoral theses in the field of Management and Spirituality, and focused enabling sustainability organisational transformation through inclusivity. She is the founder and owner of Mandala Consulting, a niche change and development company that specialises in multi-cultural research, strategic human resources, facilitation and spiral dynamics. Her corporate career was spent as strategic human resource executive in one of the biggest banks in South Africa.

Insights gained from various fields of study such as strategy, organisational behaviour, individual and organisational psychology and systems thinking are integrated in this practical workshop that focuses on the positioning of L & D in its rightful strategic place in the core of organisational life. Two actual learning and development case studies will guide the group conversations in an effort to explore the purpose and value add of learning and development to the business. During the interactive workshop, delegates will have the opportunity to practice their strategic and consulting skills to influence leadership to optimise their organisations, and the people in them.

## Workshop outcomes

- An understanding of why different people hold different views of the same situation – different thinking systems
- Shared understanding of the role of strategic L & D in the new world of work
- Insight into multi-cultural L & D challenges in emerging economies
- Sufficient knowledge to implement L & D concepts discussed in your own company
- Ability to identify appropriate L & D strategies or interventions to optimise the return on investment of human capital in your organisation
- Ways to quantify the value add of L & D resources.

The workshop is deeply rooted in latest theoretical and social systems approaches so to individuals, groups, organisations and societies at large.

## Who should attend

- Head of Training and Development
- Head of Learning and Development/Chief Learning Officer/Chief Learning and Development Officer
- Head of Talent Management
- Human Resource Development/People Development
- Training Specialistd/Learning Specialistd
- OD Specialistd/Change and Transformation Specialistd
- Consultants
- HR Directord
- SETA executived
- Academicd/Researcherd
- NGO executived



## ORGANISATIONAL CHANGE & DEVELOPMENT

*An African Perspective*

BY DR RICA VILJOEN

Organisational Change & Development (OCD) is designed to capture leading-edge thinking about OCD in organisations as it merges with traditional African wisdom. It manifests in issues that differ from organisational effectiveness efforts to a highly individualised craft of catalyst practitioner.

### CONTENT INCLUDES

- Organisational change and development in the new world of work
- Organisational change and development methodologies
- Change models and approaches
- Human reactions to change
- Alternative organisational change and development interventions and modalities
- Value circles as a way of creating inclusivity in emerging economies
- Measuring the effectiveness of organisational change and development
- Building strategic architecture
- Creating radical organisational transformation through translation of strategy
- Organisational change and development in the next decade

## WORKSHOP TIMES

- 007:30–08:30 Registration
- 08:30 Workshop begins
- 10:30–11:00 Morning break
- 12:30–13:30 Lunch
- 15:00 Afternoon break
- 16:30 Workshop finishes

## MARK YOUR CALENDAR

L & D ANNUAL CONFERENCE & EXHIBITION DATES

Hyatt Regency Johannesburg • Rosebank • 6-8 September 2016



### ROTI BALOGUN

*REGIONAL LEARNING LEADER  
(CLO AFRICA),  
GE SUB-SAHARAN AFRICA*

Roti is an HR, learning and business professional with vast experience in managing strategic HR programs in diverse multicultural and international environments. He has deep leadership, people development, coaching and transformation skills, with a background in technology enabling best-in-class organisational practices and culture. Currently the head of Learning in Africa for GE he is responsible for the holistic learning and development strategy across all GE Africa businesses with a focus on learning delivery, processes and solutions to ensure optimisation of experiences. Learning and development in the region covers more than 2500+ employees across 25 countries. Prior to joining GE, Roti was the Head of Learning and Development for Ericsson South Africa. He has an MBA from Imperial College Business School in London and a Masters in Engineering from Loughborough University in England.



### LINDA VAN DER LOO

*GROUP HEAD: LEARNING AND  
DEVELOPMENT, STANDARD BANK*

Linda is a well-respected L & D thought leader in the learning and learning technology industry in SA with over 20 years' of experience. Linda is a passionate learning futurist, adapting early to new learning technologies and learning innovation. As the Group Head for Learning and Development at Standard Bank Group, Linda is

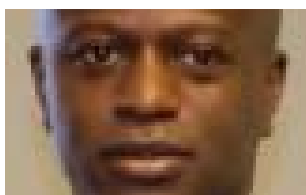
extremely excited at the mandate she has to "Re-imagine" Learning & Development for Standard Bank. She is tasked to lead a multidisciplinary team across all facets of the learning value chain, on a journey of transforming learning and development skills for the future, as well shaping the digital learning transformation for Standard Bank.



### GOSIA STACHLEWSKA

*LEARNING MANAGER,  
STARBUCKS SA*

Gosia was born in Poland but spent the past 10 years in London. She is one of the Starbucks success stories whereby she started out as a barista in one of the London stores and worked her way to become the learning manager for Starbucks SA. Gosia was part of the team opening the Starbucks flagship store in London Conduit Street as well as new stores in Netherlands and Sweden. A passion for people, her goal is to hire, train, mentor and grow as many talents possible.



### TERRENCE TAYLOR

*GENERAL MANAGER: TALENT,  
LEADERSHIP AND LEARNING,  
DISCOVERY LIMITED*

Terrence currently holds the position of General Manager Talent, Leadership and Learning at Discovery Limited. After graduating from Brown University in the USA (where he triple majored in Economics, International Relations and Afro-American Studies), Terrence worked on Wall Street as a Financial Analyst at Donaldson, Lufkin and Jenrette (DLJ). He is also a graduate of Harvard Business School where he completed his MBA. After graduating from

Brown, Terrence worked with CitiBank's Emerging Markets business in India, Mexico, Russia, and Singapore as a Global Emerging Markets Management Associate (GEMMA). He was promoted to VP and headed CitiBank Indonesia's Risk Analysis Unit. Terrence then made his first career switch and joined the entrepreneurial ranks when he became CFO for an Internet start-up looking to build a portal and a pan-African ISP business. Prior to joining Discovery, Terrence held senior roles at companies such as Ecobank and Standard Bank. Terrence also facilitates learning at Gibbs where he is a senior part-time lecturer.



### PROFESSOR THEO VELDSMAN

*HEAD OF DEPARTMENT  
INDUSTRIAL PSYCHOLOGY  
AND PEOPLE MANAGEMENT,  
UNIVERSITY OF JOHANNESBURG*

Professor Theo Veldsman has been the Head of the Industrial Psychology and People Management department at the University of Johannesburg, since 2008. He holds a doctorate in Industrial and Organisational Psychology, he is a registered psychologist (Industrial and Research Psychology), and is also a registered personnel practitioner. Theo has more than 30 years' extensive research and development, as well as consulting experience in the fields of strategy formulation and implementation, strategic organisational change, organisational (re)design, team building, leadership/management development, strategic people/talent management, learning, and development. Apart from consulting too many leading SA and global companies in the role of advisor, expert and coach/mentor, he has authored a book and contributed chapters to numerous other publications. He is currently the editor (and contributor) to a book soon to be released by KR

entitled Leadership: Perspectives from the Frontline, due for release September 2016.



### PORTIA HEYNES

*GROUP HEAD: LEARNING  
AND DEVELOPMENT, SUN  
INTERNATIONAL*

Portia is currently the group head of learning and development for Sun International. She has 17+ years of experience across business disciplines, ranging from strategic, operational, people, customer experience and financial. Having worked at companies in a senior capacity such as Vodacom where she was the executive head of learning and development and the academy, the LR Group where she was the managing executive of talent supply and learnerships as well as director of contact centre training at CIDA to name a few roles prior to Sun International. Portia has an MBA from UCT as is currently busy with her PhD.



### DR ANDREW JOHNSON

*GM: ESKOM LEADERSHIP  
INSTITUTE, ESKOM*

Andrew Johnson is the General Manager of Eskom's Leadership Institute. His current responsibilities include the establishment and execution of an integrated Eskom Leadership Framework that displays a unique Eskom Leadership Brand. He has followed a career primarily in OE/OD with Edcon, MTN, Transnet, Anglovaal Mining, the JSE, Circle International and Liberty Life, where he held senior positions. Andrew served on the founding Steercom of Fasset. Andrew held non-executive directorships in the National Empowerment Fund, the City of Johannesburg's

Property Company, Transparency South Africa and the National Student Financial Aid Scheme. He is an occasional lecturer at the University of Johannesburg, and serves on the Departmental Advisory Committee of the Department of Industrial Psychology and People Management of the University of Johannesburg. He is an Industrial Psychologist by profession, holds an MSc in Occupational Psychology from the University of Nottingham (UK), and a PhD in Industrial Psychology from the University of Johannesburg. He is currently the editor (and contributor) to a book soon to be released by KR entitled *Leadership: Perspectives from the Front Line*, due for release September 2016.



#### PEARL MAPHOSHE

*HR DIRECTOR, PICK 'N PAY*

Pearl joined Pick n Pay in April 2016 from her position as VP of HR at South32. Previously she came from the Massmart Group where she was the Group Human Capital Executive since 2007. Prior to this she was the Human Resources Director of Mass Discounters, the General Manager Corporate Services of Umgeni Water and has worked in various senior positions in transformation, procurement, Black Economic Empowerment and education at the University of Durban Westville, Telkom, Old Mutual, the National Independent Medical Aid Society and Kwazulu-Natal Society of Chartered Accountants. Pearl is currently a guest lecturer on the MBA programs at the University of KwaZulu-Natal and the Gordon Institute of Business Science. She established the Massmart Corporate University and created a new benchmark in the retail industry for education, talent management and executive succession planning, which are

among her passions. Pearl was appointed by the Minister of Higher Education and Training to chair the Wholesale and Retail SETA. She is a member of the University of Zululand Council and chairs the Human Resource Committee of Council. Pearl is also a Board member at KR.



#### RACHELLE HARMSEY

*LEADERSHIP DEVELOPMENT  
DIRECTOR, UNILEVER*

Rachelle has recently moved back to SA after having lived and worked in the UK, where she now holds the position of Leadership Director for Unilever Africa. Prior to moving back she held the position of HR Director Unilever UK. Over the years she has gained a large amount of experience in the UK at Unilever where she has held senior positions such as Organisation and Analytics Director, Group Talent Director and more. Rachelle has a B.Com Honours degree from the University of Johannesburg as well as a Master of Science degree from the University of London.



#### MARTIN SUTHERLAND

*GLOBAL DIRECTOR, PEOPLETREE  
TALENT ANALYTICS GROUP*

Martin is the Global Director of PeopleTree Talent Analytics International, a human capital professional group based in Ireland and Mauritius, focusing on talent analytics, and related talent systems. He is a founder member of the company, launched in 2001, and has spearheaded its global expansion. PeopleTree's goal is to empower HR and Line Executives with robust business (people) intelligence that is used to make financial, operational

and marketing decisions. Prior to the formation of PeopleTree, Martin was a director of the largest public relations and communications company in South Africa. He regularly speaks at international conferences and publishes articles on the topic of talent management. His approach is characterized by practical and sustainable solutions that aim to maximize the value of an organization's talent portfolio. He has 23 years of professional consulting experience in the ICT, Energy and Power, Financial Services & Banking, Transport, Retail and Manufacturing sectors.



#### INNOCENT MAGAYA

*CHIEF HR OFFICER, ECONET  
WIRELESS, ZIMBABWE*

Innocent is an experienced HR generalist with regional exposure working in Zimbabwe, South Africa, Zambia and Kenya. He has been in the role of Chief HR Officer at Econet Wireless in Zimbabwe for nearly 4 years now. Innocent has worked for some of the leading international companies in management consulting, manufacturing, banking and telecommunications. His commercial acumen has earned him appointments to Boards of Directors. Innocent studied a BSc Honours degree at the University of Zimbabwe and MBA specialising in Strategic Management at the University of Wollongong in Australia.



#### LESLEY-ANNE GATTER

*HEAD: LEARNING & DEVELOPMENT,  
INVESTEC*

Lesley-Ann was appointed as Head of L & D at Investec in 2007. In this role, she collaborates on

the design, development and delivery of learning, diversity and leadership development. Lesley-Anne has worked for Wits, Educator (Midrand Graduate Institute & Allenby Campus) & Advtech as a tutor, lecturer, department head and education regulatory consultant. Lesley-Anne also worked in various NGOs including POWA (People Opposing Women Abuse), The Centre for the Study of Violence and Reconciliation's Trauma Clinic, the Teddy Bear Clinic for Abused Children & The Midrand Support Centre as a counsellor, and education consultant before joining Investec as an L&D consultant in 2006. Lesley-Anne holds a Masters in Psychology from the University of the Witwatersrand.



#### BOTSHABELO MAJA

*DEPUTY DIRECTOR- GENERAL,  
NATIONAL SCHOOL OF  
GOVERNMENT*

Botshabelo Maja is the Deputy Director-General for the National School of Government, a position he has held for the past 7 years. He has been in the education and training and development field since leaving school in various capacities. A writer and skills development expert, Botshabelo is the co-editor and contributor of the book *Within the Realm of Possibility*, a well-researched account that deals with one of the burning issues that has confronted the South African system of higher education: the role and future of Historically Black Universities (HBUs) in the sector. Prior to the National School of Government, Botshabelo held senior positions such as the senior executive manager for Labour Market Policy in the Department of Labour as well as Chief Research Specialist at the Human Sciences Research Council (HSRC). Botshabelo holds a Master's in Education from the University of the Witwatersrand.





### TERRY MEYER

*CONSULTANT, ACADEMIC, AUTHOR, LEADERSHIP SA*

After spending a number of years in various corporate roles, Terry joined Wits Business School. He also worked at Deloitte Human Capital Corporation, but in 2003 he started his own consulting business, Leadership SA. In February 2010 he received an international award at the World HRD Congress in Mumbai. He is the Director of the International Executive Programme in L&D offered by Wits Business School which visits some of the world's leading companies in the US and Europe to learn from their experiences. Terry has also taught on the UNISA School of Business Leadership MBL and Executive Development Programme. He is closely involved with the University of Stellenbosch Business School where he is the Director of the Programme in Strategic HR Leadership and runs a number of similar programmes for companies. He has also contributed to, and co-edited numerous SA books on Leadership and Human Capital Development, including Building Human Capital and Strategy, Leadership and Change and the soon-to-be released, Reshaping Talent in Africa (Published through KR). Terry has a Master of Management (HR) from Wits Business School.



### DEBBIE CRAIG

*MD, CATALYST CONSULTING (Co-author of Accelerated Learning for Breakthrough Results)*

Debbie has over 19 years' experience in the field of strategy, leadership development, change

management, talent management, high performance teams and organisational development. She has worked and consulted at leading local and global organisations in the private and public sector throughout Southern Africa and internationally in the UK, Australia, South East Asia, South America, Mexico, China, Canada, Europe and the USA. Debbie has co-authored numerous books including Accelerated Learning for Breakthrough Results and I am Talent, both published through KR.



### VERASHA SINGH

*HEAD OF TRAINING: MOBILE/ EDUCATION/ B2B /B2C, SAMSUNG SA*

Verasha Singh, a seasoned L&D specialist with 17 years of telecommunications experience in training, managing, field marketing, products and services, networks and key accounts. Verasha is a technology-driven individual with a passion for the industry and the ability to drive a business to a new level. A Harvard Business School past student, Verasha currently heads up the Head of Training at Samsung where she has worked for the last 4 years. Prior to joining Samsung, Verasha worked for companies such as Nokia, Vodacom, Altech Autopage and more.



### KERRY KOHL

*FOUNDER, THE COACHING HOUSE (Co-author of Accelerated Learning for Breakthrough Results)*

Kerry is the founder of The Coaching House. She holds a Master's Degree in Adult and Community Education and an Honours degree in Psychology, all from the

University of Johannesburg. She is a registered life and business coach with Comensa (Coaches and Mentors of South Africa). Kerry has consulted for a global management consulting firm and brings more than 15 years of valuable experience as a Talent and Organisation Performance professional. Kerry has experience across industries and her strengths lie in change management, workforce transformation, organisational learning, organisational design, performance management and coaching. Kerry is a strong leader and is skilful in motivating and encouraging others whilst taking the lead.



### ILKA DUNNE

*HEAD: LEARNING ARCHITECTURE AND YOUNG TALENT DEVELOPMENT, RMB*

Ilka Dunne holds a Master of Education (University of Johannesburg) and most recently received her doctorate from the University of Johannesburg in Personal, Interpersonal and Professional Leadership. After ten years of running her own educational consultancy, Ilka joined the corporate world full time and has for the last 10 years worked in organisational development and learning. She is currently the head of learning architecture at Rand Merchant Bank, where she also heads up all young talent marketing and development initiatives, handles internal conference design and development, designs and supports leadership and management development and helps to drive business-wide activities such as culture and change initiatives. She is accredited as an internal Meta-coach with the Meta-coach Foundation and the International Society for Neuro-Semantics. She sits on the RMB fund and helps to run the RMB NGO Leadership Network.



### LEE NAIK

*MANAGING DIRECTOR, ACCENTURE DIGITAL SA*

Lee Naik is the Managing Director of Accenture Digital in SA. Over the course of his career, he has worked across all spheres of government and private sector industries. His experience ranges from developing first-in-country strategies and solutions to transforming service delivery, to hands-on delivery managing complex end-to-end programmes. Lee has a deep understanding and appreciation of the transformative role that technology can play. His current focus is on helping organisations navigate the challenges and opportunities presented by digital technologies, transforming their businesses to remain competitive in an ever-changing and increasingly digital world. Recognised as one of South Africa's leading digital and technology transformation experts, Lee is a frequent speaker and commentator on all media platforms. Lee qualified from the University of Kwa-Zulu Natal with a Bachelor of Science degree in computer science.



### GILL CONNELLAN

*CHAIRPERSON, ASDSA*

Gill has enormous experience in skills and career development work, with extensive exposure in the corporate business, community and non-profit environment. She advises and assists various organisations, on business skills strategies and change management initiatives as well as competence assessment and recognition of prior learning (RPL). Gill is the Chairperson of the ASDSA, an organisation

which she co-founded to support the implementation of the transformation framework in South Africa. This body has now achieved national recognition and is a SAQA recognised Professional Body. She is also CEO of Eclipse which has assisted a wide range of organisation's to achieve alignment with various government compliance initiatives.



#### LYNETTE MENTOR

*HEAD: LEARNING ACADEMY,  
BARLOWORLD EQUIPMENT*

With numerous years of experience in L & D, Lynette currently heads up the learning academy for Barloworld Equipment. Prior to Barloworld Equipment, she held positions such as learning manager and senior HR business partner at Edcon where she spent nearly 4 years. Lynette was also a Skills Development Manager with the Bankseta for 5 years. She has honours degrees from UJ and Wits as well as a Masters from the prestigious University of Cambridge in the UK.



#### WILHELM CROUS

*MANAGING DIRECTOR, KR*

Wilhelm has a B.Com Honours in Industrial and Organisational Psychology and obtained his MBA at the University of Stellenbosch Business School. He has been a guest lecturer at various universities and business schools and has received numerous special awards including the Lifetime Achievement Award from SABPP for outstanding contribution to the human resources management profession and a Chancellor's Medal from the University of Pretoria for contribution made to human resources management.

Wilhelm was one of the founders of the SABPP and a member of Academy of Management. He is currently the lead editor of the Human Capital and Labour Report Series.



#### AMOREY POTE

*TALENT & SERVICE DELIVERY  
MANAGER, NAMIBIA  
BREWERIES LTD*

Amorey Pote has 10 years of experience in OD Consulting, Training and Development as well as Talent Management. She has an Honours Degree in Psychology, Psychometrics and Career Counselling and is an accredited practitioner for various industry leading capability & potential diagnostic tools. A large portion of her career was spent in OD consulting and she has subsequently spent the last 4 years entrenching her consulting experience into the operational sector of the manufacturing industry. Her expert ability to link and align Human Capital Processes and offerings to that of the overall business strategy has been the purpose and focus of her career. She is currently the Talent Manager at Namibian Breweries Limited, the largest operating company within the private, Namibian owned Ohlthaver & List Group of Companies.



#### PROF STEVE BLUEN

*DIRECTOR & HEAD,  
WITS BUSINESS SCHOOL*

Professor Steve Bluen was appointed as the director and head of Wits Business School in 2014. He previously held top positions at South African Breweries (SAB) after joining them as a consulting psychologist in 1993, holding

several directorships within SAB's South African, African and Asia businesses. In 2002, Bluen was appointed HR director of SABMiller's South African operations and, from 2005, headed up HR in both the beer and soft drinks divisions, later serving as SAB's acting corporate affairs director. Bluen also ran a consulting business where he worked closely with top South African companies. Bluen did his PhD in Psychology at Wits University. He also completed the Development Programme in Labour Relations at UNISA and an executive development programme at the University of Michigan, USA. He was head of the psychology department and a professor of industrial psychology at Wits and has served as an academic at other leading institutions in South Africa. Steve has involved as a contributor or editor of numerous books published by KR, some of which include: The Role of the Chief HR Officer, Talent Management in Emerging Markets and Building Human Capital: the SA perspective.

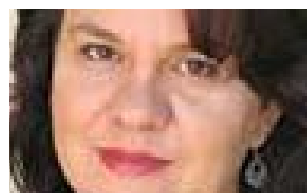


#### TEBOGO MAENETJA

*GROUP EXECUTIVE HEAD: HR,  
TELESURE GROUP*

Tebogo is the Group Executive Head of HR for Telesure Group. Prior to joining Telesure, Tebogo held positions such as HR Director for BP Southern Africa as well as HR Director at Hewlett Packard. While at BP she also served on the Boards of Masana Petroleum Solutions, a BEE company in which BPSA is a major shareholder, and the BP Southern Africa Education Trust. She is also a non-executive director of the Amatola Water Board. She has extensive background in the Human Resources Management field, the majority of which has been in HR leadership roles within various industries including Financial Services, NGO, Information Technology, and

Oil & Gas industry. She holds a Master's degree in Industrial Social Work from the University of the Witwatersrand, and completed an Executive Development Programme at the Gordon Institute of Business Science.



#### SONJA BLIGNAUT

*FOUNDER, MORE BEYOND*

Sonja is the founder of More Beyond. She has been working in the fields of narrative and complexity since 2002. Before founding More Beyond, she worked as a consultant for PwC and IBM. She left the formal consulting world in 2004 and since then consulted locally and internationally with clients including: Sasol Group, Sasol Inzalo Foundation, Barclays, MMI, Anglo American, Harmony Gold, Nedbank, Liberty, FNB, Gautrain Management Agency, PWC, IBM North America, DSTV, SANParks, the Water Research Commission and many others. Sonja trains locally and internationally in complexity and related topics at various academic institutions including the University of Pretoria and GIBS Business School. Sonja has been the sole South African partner for Prof Dave Snowden's company Cognitive Edge, the creator of Sensemaker® since 2007. In addition, she is a certified Scrum Master (Agile project manager) and is also qualified in various individual and team coaching modalities including Narrative Coaching, Strengths Coaching and Organisation Systems Relationship Coaching.

## SPONSORS & EXHIBITORS 2016

### UJ (DEPARTMENT OF INDUSTRIAL PSYCHOLOGY AND PEOPLE MANAGEMENT | IPPM)

The Department of Industrial Psychology and People Management (IPPM), Faculty of Management of the University of Johannesburg, is independently acknowledged as being one of the top, if not the top Department in its respective fields, nationally and internationally – not least because of our wide ranging and trail blazing research into pressing people issues.

**Website:** <http://www.uj.ac.za/EN/Faculties/management/departments/hrm/Pages/default.aspx>



### ENNEA INTERNATIONAL

Ennea International builds world-class solutions for developing leader and team effectiveness. Our Five Lens development platform, combined with various other models, assists individuals and teams in moving to high performance. We help corporate clients build delivery capacity (internal & external) through accreditation, thus enabling highly cost-effective delivery of our products, processes and methodologies.

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### JVR AFRICA GROUP

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### FEES & REGISTRATION OPTIONS

OPTION	DATE	PRICE excl. VAT	PRICE incl. VAT
<b>A</b>	6-8 September 2016 Two-Day Conference & Pre-Conference <u>Workshop 1</u>	R 11 710.00	R 13 350.00
<b>B</b>	6-8 September 2016 Two-Day Conference & Pre-Conference <u>Workshop 2</u>	R 11 710.00	R 13 350.00
<b>C</b>	7-8 September 2016 • Two-Day Conference Only	R 9 020.00	R 10 280.00
<b>D</b>	6 September 2016 • Pre-Conference <u>Workshop 1</u>	R 4 100.00	R 4 674.00
<b>E</b>	6 September 2016 • Pre-Conference <u>Workshop 2</u>	R 4 100.00	R 4 674.00

Fees include refreshments, lunch, parking, conference and workshop material

### TERMS AND CONDITIONS OF REGISTRATION

Payment must be received before the event takes place. KR reserves the right to refuse admission where evidence of payment cannot be shown.

#### CONFIRMATION OF BOOKING

If you have not received confirmation in writing, of your booking before the event, please contact us on 011 706-6009 to confirm that we have received your registration.

#### SOMETHING HAS COME UP AND YOU CAN'T ATTEND

If you cannot make it to the event, you have several options (the below options need to be received in writing):

- You may send a substitute delegate in your place, please inform the Customer Care Department of the new name for registration purposes. No additional charges will be applicable for substitutions
- You may transfer at no extra charge to another event, provided you do so in writing at least 10 working days before the event. Transfers within the 10 working days will be charged an administration fee of 20%
- You may cancel your registration, in writing, up to 10 working days before the event takes place. Cancellations inside of 10 days will be liable for the full fee

- Unfortunately, no refund or credit can be given to delegates who do not attend without giving prior notice
- Registrations received during the 10 working days before the event date, will not be excluded from any terms & conditions

In the event of unforeseen circumstances KR reserves the right to change the programme content, the speakers, the venue or the date. You will be notified no less than 5 working days prior to an event. Should the event be postponed, you will have the option to attend the next available date of the relevant event. The registration fee will be credited on delegate accounts, should they opt not to attend the next available date of the relevant event or in the case where an event is cancelled.

#### PAYMENT

- Cheques should be made payable to Knowledge Resources (Pty) Ltd. Please do not mail any cheques.
- Electronic Transfer or Direct Deposit into our bank account, validated by faxed copy of transaction slip

Nedbank Cresta  
Account No.: 1913164489  
Branch Code: 191305  
Fax: 011 706-1127

**PAYMENT MUST BE RECEIVED BY NO LATER THAN  
15:00 THE DAY BEFORE THE EVENT COMMENCES**

### HOW TO REGISTER

#### ONLINE

[www.kr.co.za](http://www.kr.co.za)

#### EMAIL

Email completed form  
[magdeline@knowres.co.za](mailto:magdeline@knowres.co.za)

#### PHONE

Magdeline Matlatse  
+27 (11) 706 6009

#### FAX

Fax completed registration form  
+27 (11) 706 1127

### SPECIAL OFFERS

- Register 3 delegates and the **4th delegate attends free of charge!**
- Special discount for registered **NPO's, small businesses (30 or less employees) & full-time lecturers at universities** – contact us for more information!

### SETA GRANTS AND ACCREDITATION REQUIREMENTS

Many of our delegates enquire about the accreditation of our events. There is a misconception that organisations qualify for SETA grants only for accredited programmes. This is not correct. The payment of SETA grants is regulated by the Government Gazette, no. 9867, Vol. 570, 3 December 2012, no. 35940. These Regulations clearly state that the SETAs "must allocate a mandatory grant to a levy paying employer" that has submitted a WSP and ATR by the regulated date, has provided all the information required in the regulated template, and is up to date with skills levy payments. Furthermore, the template in the Regulations (Section C: Skills Development) allows employers to include ALL planned training in the report; not only accredited programmes.

**KR is a Level 3 Contributor  
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# L & D ANNUAL CONFERENCE & EXHIBITION

HYATT REGENCY JOHANNESBURG • ROSEBANK

6-8 SEPTEMBER  
**2016**

## CONFERENCE REGISTRATION FORM

- Once payment has been made please fax through proof of payment with the event's name written in the top right-hand corner.
- PLEASE NOTE Delegates will not be allowed entry to the event if payment has not been received.
- PLEASE ENSURE You select the option you wish to attend.

### Booking made by:

Phone:	
Email:	
Date:	Signature:

By signing this registration form, the delegates agree to the enclosed terms and conditions

### DELEGATE 1

Tick option

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a	b	c	d	e

Name:	Name:
Title: Mr / Mrs / Miss / Dr / Prof	Title: Mr / Mrs / Miss / Dr / Prof
Designation:	Designation:
Email:	Email:
Phone:	Phone:
Fax:	Fax:
Cellular:	Cellular:
Company:	Company:
Company VAT number:	Company VAT number:
Postal address:	Postal address:
Postal code:	Postal code:
Dietary requirements:	Dietary requirements:

### DELEGATE 3

Tick option

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a	b	c	d	e

Name:	Name:
Title: Mr / Mrs / Miss / Dr / Prof	Title: Mr / Mrs / Miss / Dr / Prof
Designation:	Designation:
Email:	Email:
Phone:	Phone:
Fax:	Fax:
Cellular:	Cellular:
Company:	Company:
Company VAT number:	Company VAT number:
Postal address:	Postal address:
Postal code:	Postal code:
Dietary requirements:	Dietary requirements:

### CREDIT CARD PAYMENT Mark appropriate box

VISA

MASTERCARD

AMEX

DINERS

Cardholder:	Expiry date:	CCV number:
Card number:	Amount (All prices are VAT inclusive):	
Date:	Signature:	

