

2011

10th Annual

Coaching and Mentoring Conference



22 March 2011

Pre-conference workshops

23-24 March 2011

Two-day conference

The Hilton Hotel, Sandton | Johannesburg

www.kr.co.za

PARTICIPATING ORGANISATIONS



ENDORSED BY



KNOWLEDGE RESOURCES

Once again, **Knowledge Resources** proudly brings you our **Annual Coaching and Mentoring Conference**. The year 2011 is a milestone as it marks the 10th year that this conference will be hosted. The **10th Annual Conference** is a celebration of how far coaching and mentoring has come in South Africa, where it is going and the benefits it brings to the future of individuals and organisations alike.

The recent CIPD 2010 Learning and Development Survey had some interesting results when it comes to Coaching and Mentoring – some are listed here

Coaching and mentoring: is delivery focus blurring value?

Coaching 'take up' is higher than ever. Over four-fifths of the organisations surveyed use coaching. This suggests that many Learning and Training and Development interventions are being re-badged – as was suggested in the results from the CIPD's interim Taking the Temperature of Coaching survey (2009). However, only around a third, evaluate coaching. Evaluation needs to be a future priority for practitioners or the real value of coaching could be obscured.

Go to www.cipd.co.uk to view the full survey!

This conference will feature leading experts within the field of Coaching and Mentoring - individuals from various organisations, consulting firms, academic institutions, and more. We have invited **two international speakers** to conduct two workshops on 22 March 2011. **Natalie Pothier** is the Leadership Portfolio Director at the Center for Creative Leadership in Brussels, and **Dr Robert Biswas-Diener** is widely known as the Indiana Jones of Positive Psychology because his research on happiness has taken him to such far-flung places as Greenland, India and Kenya.

- The biggest change anticipated over the next five years is a greater integration between coaching, organisational development and performance management to drive organisational change (46%), and a greater responsibility devolved to line managers (37%).
- To nurture talent, most international organisations use company wide talent management programmes for high potentials (55%), coaching and mentoring to help international staff move into key roles (38%), and experienced expatriate staff to mentor and develop local talent (23%).
- Employers who are not using coaching see more skills gaps for all three groups of employees than employers who do use it. They see significantly more skills gaps in business acumen/commercial awareness and work ethic for all three groups, and significantly more gaps in IT skills and specialist skills in employees coming from school and university. This indicates the strong connections between a coaching and mentoring culture and wider learning and talent development.
- The most effective learning and talent development practices are in-house development programmes (56%) and coaching by line managers (51%). This specific learning and talent development includes coaching and mentoring methods for eight in ten (83%) of those organisations carrying it out, training on-the-job for three-quarters (74%), and classroom courses and instruction for seven in ten (72%).
- The three most effective activities to manage talent are coaching (39%), in-house development programmes (32%), and high-potential development schemes (31%).
- Coaching takes place in eight in ten (82%) organisations. Among those in which it does, only a third (36%) have a system to evaluate it. Systems rely mainly on the collection of post-course evaluations (58%), individuals' testimonies (56%), on assessing the impact on business key performance indicators (KPIs) of coaching (44%), and measuring the return on expectation (40%).
- When considering coaching interventions, seven in ten organisations either frequently or occasionally discuss with the line managers and coaches, the organisation's expectations of the intervention (71%), and assess the likelihood that individuals/a team will benefit from coaching before embarking on it (69%).

2011 Venue

The Hilton Hotel Sandton | Johannesburg

138 Rivonia Road, Sandton
+27 11 322 1888

For accommodation enquiries and special rates offered at the Hilton Hotel to conference delegates, contact **Veruschka Serra**
Veruschka.Serra@hilton.com

Travel on the **GAUTRAIN** from **O.R. Tambo** to the venue

The Gautrain system provides a safe, comfortable and reliable transport service between O.R. Tambo International Airport and the Sandton CBD.

The Gautrain system includes:

- Drop-off and parking facilities at all stations (except ORTIA)
- A dedicated bus system operating to and from Sandton and Rhodesfield stations. Additional routes will be opened later.

Visit WWW.GAUTRAIN.CO.ZA for more information, routes and timetables



10 YEARS

Please join us - stay and miss the traffic!

We are celebrating **10 years** of **Coaching and Mentoring** with an exclusive cocktail event on **23 March 2010** from **17:30 to 19:00**. Celebrate with us and use this opportunity to network and get to know other attendees and speakers!

Kindly advise if you will be joining us for catering purposes



INTERNATIONAL PRESENTER

Coaching for Organisational Empowerment

Facilitated by **Natalie Pothier**, *Leadership Development Director and Head of Executive Coaching Practice*, Center for Creative Leadership

PRECONFERENCE WORKSHOP

Learning Objectives

This workshop will provide participants with:

- Awareness of personal coaching style, strengths and development areas
- Understanding of Center for Creative Leadership’s coaching approach and framework
- Opportunities to explore the meaning, importance and development of a coaching culture

What will be covered

- Introduction to Center for Creative Leadership’s framework of coaching
- The power of feedback
- Practical coaching tools and techniques
- Real live practice sessions with leader peers from the HR profession
- Understanding coaching culture levels of readiness
- Coaching as a leadership skill and behaviour
- Mentoring as a tool for building a coaching culture
- Building and progressing a coaching culture in your organisation: developing a personal action plan

Who should attend

HR managers and HR leaders who wish to have an impact on their organisation in building, growing and sustaining coaching as a leadership skill, mindset, behaviour and enabler of organisation culture

Who is CENTER FOR CREATIVE LEADERSHIP?



The Center for Creative Leadership is a top-ranked, global provider of executive education that develops better leaders through its exclusive focus on leadership education and research. Founded in 1970 as a nonprofit, Center for Creative Leadership helps clients around the world to cultivate creative leadership — the capacity to achieve more than imagined by thinking and acting beyond boundaries.

Center for Creative Leadership believes that solutions to these challenges exist — and for nearly 40 years we have helped clients unlock them through creative leadership. Center for Creative Leadership believes leaders are made, not born, and that they can adapt and change. Center for Creative Leadership believes that strong interpersonal skills, grounded in personal reflection and self-awareness, are the key to effective leadership.

The annual Financial Times’ survey consistently ranks the center among the world’s top providers of executive education. The latest ranking — released May 10, 2010 — ranked Center for Creative Leadership No. 3 overall worldwide. For the ninth consecutive year, Center for Creative Leadership is the only institution focused exclusively on leadership education and research ranked in the survey, placing it in the company of many of the world’s elite business schools.

About Natalie Pothier

Natalie Pothier is Leadership Portfolio Director at the Center for Creative Leadership in Brussels. In her role she is overseeing the EMEA (Europe, Middle-East and Africa) Portfolio Team and the development of new content and capability in Center for Creative Leadership’s individual and organisational leadership development areas aimed at enabling a customised and high quality portfolio experience to Center for Creative Leadership clients. Natalie is also heading the executive coaching practice for EMEA. Prior to joining Center for Creative Leadership Natalie was Head of Talent at Yahoo! Europe based in London and was part of the HR Leadership Team. In this capacity, she set up the European talent development function, strategy and team. At Yahoo! she initiated a “positive psychology” and leadership coaching culture and framework and embedded this into the wider European talent management strategy of the organisation. She coached many executives and leaders including Y!s executive team. She has had various talent management and assessment positions with blue chip technology companies, including Dell and SITA prior to joining Yahoo! Europe.

Prior to starting her career in occupational psychology and leadership development, Natalie worked and lived in Kenya for some time, where she supported funding and educational outreach work as part of the illicit drug demand and HIV reduction programme at the UN in Nairobi for Southern and Eastern Africa.

Natalie holds a BSc in Psychology and an MSc in Occupational Psychological and Assessment from the University of London. Whilst working on her thesis she contributed to the design, evaluation and implementation of a new type of psychometric assessment instrument aimed at selecting customer service staff in the British civil services. Natalie holds qualifications in numerous assessment and development psychometric tools, is level A and B accredited by the British Psychological Society and is a qualified Coaching Training Institute (CTI) coach as well as accredited in Strengths Performance Coaching.

Workshop Programme

08:00 – 08:30	Registration and refreshments
08:30	Workshop commences
10:00 – 10:30	Morning tea break
12:30 – 13:30	Lunch
15:00 – 15:15	Afternoon tea break
16:30	Wrap-up and closure



INTERNATIONAL PRESENTER

Developing strengths at work: practicing positive psychology coaching

Facilitated by Dr Robert Biswas-Diener

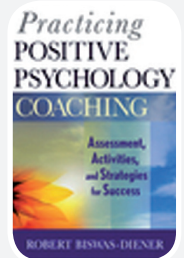
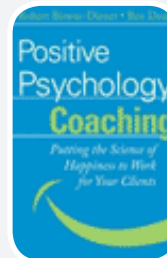
PRECONFERENCE WORKSHOP

This full day training is based on the simple premise that identifying and using strengths at work can be psychologically harmful and can lead to underperformance. Instead, I recommend a "strengths development" approach. This highly experiential workshop will introduce participants to:

- The definition and measurement of strengths, focusing especially on the Realise 2 assessment
 - **What is the Realise2 Assessment?** Realise 2 is a leading edge strengths assessment tool. Most people don't really know what their strengths are and those who think they do often confuse them with their learned behaviour. It is used in organisations across assessment, recruitment, selection, talent management, leadership and management development and coaching and helps get the right people in the right roles. It shows people where they can best develop their strengths at the same time as they manage their weaknesses and moderate their learned behaviours. Research shows that if people know and focus on their strengths, performance increases by up to 36%. It is also used by individuals to get to know more about their realised strengths, unrealised strengths, learned behaviours and weaknesses. It is also used by coaches and counsellors in personal development and career development, and by therapists who want to introduce more positive and strengths-based assessment into their practice
- Participants will practice the skills of labelling, spotting and developing strengths in themselves and in others
- This workshop will include a number of coaching demonstrations
- How to craft strengths-based personal mission
- Explanation of the potential harm caused by strengths interventions, and how the "development approach" to strengths minimises risk

Books authored by Dr Robert Biswas-Diener!

- Positive Psychology Coaching
- Practicing Positive Psychology Coaching
- Happiness: Unlocking the Mysteries of Psychological Heath Coaching



About Dr Robert Biswas-Diener

Robert is widely known as the Indiana Jones of Positive Psychology because his research on happiness has taken him to such far-flung places as Greenland, India and Kenya. He is a part-time instructor at Portland State University and sits on the editorial boards of the Journal of Happiness Studies and Journal of Positive Psychology. Robert holds a Doctorate in Philosophy and he is a Certified Mentor Coach (CMC) and has worked with clients on four continents. **Robert is author of Practicing Positive Psychology Coaching (2010), Happiness: Unlocking the mysteries of psychological wealth (2008) and Positive Psychology Coaching (2007).**

He is also co-founder of the charitable mission The Strengths Project. His research has been featured in Time, India Outlook, Professional Manager, CNN, CBC (Canada), Science and Spirit, and a variety of other media.

Workshop Programme

08:00 - 08:30	Registration and refreshments
08:30 - 10:00	Introduction to strengths psychology
10:00 - 10:15	Break
10:15 - 12:30	Strengths skills: strengths vocabulary building, strengths spotting and strengths development
12:30 - 13:30	Lunch
13:30 - 14:45	Strengths in organisations: performance reviews, coaching, team building
14:45 - 15:00	Break
15:00 - 16:00	Pair Coaching and Closing
16:00	Wrap up

Registration options		DATE	PRICE	EARLY BIRD
A	Workshop 1: Coaching for Organisational Empowerment	22 March	R4400	R4100 (save R300)
B	Workshop 2: Developing strengths at work: Practicing positive psychology coaching	22 March	R4400	R4100 (save R300)
C	Two-day Conference	23 - 24 March	R8800	R8050 (save R750)
D	Day one of the conference	23 March	R4500	R4150 (save R350)
E	Day two of the conference	24 March	R4500	R4150 (save R350)
F	Workshop 1 and two day conference (save R1 700)	22 - 24 March	R11500	R10750 (save R750)
G	Workshop 2 and two day conference (save R1 700)	22 - 24 March	R11500	R10750 (save R750)

The above includes VAT, refreshments, lunch, parking and workshop/conference material

Special Offers

- **Early Bird Special** - Register and pay before 14 January 2011
- Register 3 delegates and the 4th delegate attends free of charge!
- **20% Discount** is offered to **COMENSA** members
- Special discount for registered NPO's, small businesses (30 or less employees) & full-time lecturers at universities/colleges/schools – contact us for more information!

Registration Methods

- Register online GO TO www.kr.co.za
- Phone Plaxy Kathumba on 011 880-8540
- Fax completed registration form to 011 880-8700 / 9829
- Email completed form to plaxy@knowres.co.za

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

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 A B C D E F G

Name Title

Designation

Phone Fax

Cellular Email

Company

Company VAT Number

Postal Address

Postal Code

Dietary Requirements

DELEGATE 2

Tick option A B C D E F G

Name

Title

Designation

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Fax

Email

Dietary Requirements

DELEGATE 4

Tick option A B C D E F G

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DELEGATE 3

Tick option A B C D E F G

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Dietary Requirements

DELEGATE 5

Tick option A B C D E F G

Name

Title

Designation

Cellular

Fax

Email

Dietary Requirements

CREDIT CARD PAYMENT

Card Holders Visa / Master Amex Diners Mark appropriate box Expiry Date

Card No. CCV No.

Amount (All prices include VAT)

Date Signature

TERMS AND CONDITIONS

Please note: Payment must be received before the event takes place. Knowledge Resources reserves the right to refuse admission where evidence of payment cannot be shown.

CONFIRMATION OF BOOKING

Please note: If you have not received confirmation in writing, of your booking before the event, please contact us on 011 880 8540 to confirm that we have received your registration.

SOMETHING HAS COME UP AND I CANNOT 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 and conditions

In the event of unforeseen circumstances Knowledge Resources 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: 011 880 8700

Please note: Payment must be received by no later than 15:00 the day before the first morning of the event.

 Are you a member of the Universal Lifestyle 360° loyalty programme?

If 'yes' complete member no/s. below: YES NO

DELEGATE 1

DELEGATE 2

DELEGATE 3

DELEGATE 4

DELEGATE 5