



EXECUTIVE OVERVIEW

CONSIDERATIONS PERTAINING TO CCI PROFESSIONAL'S HUMAN CAPITAL INVESTMENT, ORGANIZATIONAL ARCHITECTURE AND LEADERSHIP DEVELOPMENT PROCESSES

2020 (Version 3)

Dear Prospective CCI Professional Partner

Once again thank you for the opportunity to have connected with you. Your valued time is most appreciated. Pertaining to our ongoing conversation, we would like to share with you some key highlights of our story, as well as operational insights into the CCI Professional Human Capital Investment, Organizational Architecture and Leadership Development processes. The layout of this document has been structured as follow:

1. About CCI Professional;
2. Our Story – so far...
 - 2.1. Our Future-Fit Differentiators;
 - 2.2. Additional Points of Consideration;
3. Our Organizational Family & Strategic Partners;
4. Our Service Offering;
5. Endorsements;
6. Conclusion.

For any further communication regarding this overview, you are welcome to continue your interaction with any of our team members, visit our website, LinkedIn, or Facebook pages for live updates.

In anticipation of our next engagement...

The CCI Professional Team

ABOUT CCI PROFESSIONAL

CCI Professional Pty Ltd was established as the human capital investment, organizational architecture, and leadership empowerment agent (a consulting house) of the City Changers Institute NPC, which forms part of the global Doxa Deo family and City Changers Movement. As the core purpose of the group has always been focused on human actualization and wellbeing of all people, the reason WHY CCI Professional exists can be articulated as follows:

Our love for people compels us to value each individual as a critical part of an organization's capital. In return, human capital forms the foundation of every healthy organization, which becomes a key enabler for a healthy society.

In order to achieve this outcome, CCI Professional developed a Human Capital Mastery Model® that serves as the backbone of WHAT we do; consequently, giving rise to our mission:

Empowering leaders to: (a) raise individuals in mastery; (b) cultivate effective teams; and (c) grow healthy organizations.

Understanding that every partner is unique and therefore requires a fresh and innovative approach to their industry; it is our objective to co-create customized and tailored solutions for a multitude of organizational and leadership related aspects. As a result, HOW we do this can best be explained through the utilization of our Empirical Research Based Consulting Model®. The process commences through either a validated qualitative and/or quantitative approach, leading to what we call Human Capital Crafting (people-centric) and/or Organizational Architecture (environment-centric). The Crafting outcome may include aspects of individual focus (coaching/mentoring), collaborative learning (workshopping/training), or peer education (tribing/e-learning), whereas the Architecture may include elements of organizational optimization, redesign, or interventions.

As to our impact and success...

"Bigen partnered with CCI to evolve our future business leaders through various development areas including EQ (emotional), SQ (spiritual), BQ (business), PQ (political), and HQ (health). The integrated process includes areas of self-discovery and purpose, character building, willingness to serve and deploying of skills to the better good of all stakeholders. This unique approach of CCI exceeds by far the approach, content and results of any other organization / institution of learning (including any academic institution), that we have used previously for leadership development."

Anton Boshoff – Former Chief Executive Officer of Bigen Africa

OUR STORY – SO FAR...

Birthered from a Dream for a Better World for All

“What will it take to transform a city?” This was one of the most pressing questions that the founding leaders of Doxa Deo began grappling within the mid- ‘90s, within the context of Pretoria – the capital city of South Africa. Flowing from this ongoing deliberation, a city transformation movement was born that would soon expand globally to impact eight differentiating spheres of society. These spheres are grouped into four health categories: (a) healthy spirituality, (b) healthy productivity, (c) healthy lifestyle, and (d) healthy mindset.



DOXA DEO

Our journey as the City Changers Institute (CCI) began in 2008 when a two-fold need within the movement emerged. Firstly, the further equipping of our existing leaders, and secondly, to start raising a future generation of leaders. For this initial decade, CCI’s focus was mostly vocational, facilitating a unique blend of accredited academic qualifications with practical experience training to ensure the holistic development of each individual. Our development philosophy was further rounded off by including components of worldview impartation, leadership development, and mentoring & coaching processes.

By 2012, it became apparent through our vocational initiatives and key strategic partner relationships, that we needed to begin broadening our horizons to better serve our communities through the leadership acumen acquired. From the USA, we had already established a strong relationship with Regent University where we hosted their master’s qualifications in Organizational Leadership (MOL), Business Administration (MBA) and Strategic Foresight (MSF). In addition to these qualifications, we also had a number of our team members complete their doctorate qualifications in the fields of Organizational Leadership (Ph.D.) and Strategic Leadership (DSL).



During this time, we also partnered with Xpand, a leadership consulting house from northern Europe that empowered us with future-fit models of practical application. Knowing that many of



the ‘most livable’ nations of the world are situated in northern Europe, Xpand’s philosophy soon entrenched our understanding of organizational health and personal wellbeing. As a result, we began aligning academic knowledge with the wisdom of application and understanding of culture and worldview diversity. This led to the establishment of CCI Professional as a unique entity in 2016. Though our origin was in South Africa, one of the most diverse nations in the world, our intention of having a global impact alongside our larger movement was clear from the start.

Our Future-Fit Differentiators

CCI Professional offers a blend of four future-fit differentiators to the global market, placing the focus not only on our client partners' current success, but their long term sustainability.

1. The Fourth Industrial Revolution and a VUCA World



The world is rapidly changing as we enter what is now commonly called the Fourth Industrial Revolution. This is the era of *cognification* where aspects such as artificial intelligence, the internet of things, disruptive technologies, etc., are quickly becoming the new normal. But what are the effects on humanity? People call it a VUCA world (volatility, uncertainty, complexity and ambiguity) where it is estimated that aspects such as stress, complexity and pace of life will increase by up to 100 times! CCI Professional has embraced this new reality through not only incorporating relevant artificial intelligent systems such as NXTmove and Shadowmatch into our toolbox, but also re-aligning our models to best serve our partners who are also navigating this future.

"In the new world, it is not the big fish which eats the small fish, it's the fast fish which eats the slow fish."

Prof Klaus Schwab – Founder and Executive Chairman of the World Economic Forum

2. From Human Resource (HR) to Human Capital (HC)

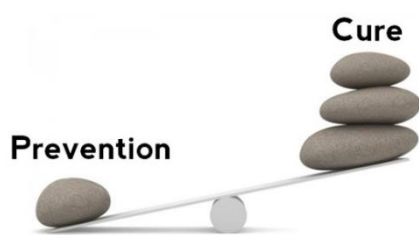
As a result of the first Industrial Revolution, most of us became accustomed to thinking of people in the workplace as a resource; in many instances an expendable resource. This outdated paradigm no longer effectively serves the world in which we live as people have increasingly more access to knowledge, technology, and global infrastructure. This requires a fundamental shift on behalf of leadership where their workforce must be considered as part of the capital wealth base of the organization. Similar to financial, product or natural capital, it requires skilled, healthy and engaged people to produce and take care of it. For CCI Professional, this led us to the development of our overarching approach of the CCI Professional – Human Capital Mastery Model.



"I was raised to treat the janitor with the same respect as the CEO."

Tom Hardy – Actor

3. Preventive vs. Restorative Approach



During the past decade, several, even listed medical insurance companies have discovered that it is more profitable for them to keep their clients healthy than to pay their medical bills. Global leading preventative care systems, such as Vitality, has produced significant financial and personal wellbeing results within the Discovery group. CCI

Professional follows a similar approach when considering the health of an entire organization. Not only is it more profitable for the company in the long run, but it also becomes a more inspiring and engaging work environment for all. Hence the question, how well is your organizations' *vitality system* designed and implemented?

"Organizational health is the single greatest competitive advantage that any organization has. It's free and is accessible to any leader and yet it remains largely untapped. "

Patrick Lencioni – Author & Speaker

4. Holistic Development Paradigm

Since the inception of CCI in 2008, the paradigm of holistic development has always been a key driver as it not only holds for our academic ventures, but also when it comes to professional empowerment. The approach is one of co-design with our partners to best serve their outcomes, rather than presenting a standardized program. CCI Professional has been praised by the likes of Bigen Africa for this paradigm when stating:

"You can't expect to meet the challenges of today with yesterday's tools and expect to be in business tomorrow." Anonymous



Fact, each person within every organization is a unique individual with unique needs. The one-shoe-fits-all systems approach simply no longer works with our employees. CCI Professional can be your preferred partner of choice to co-craft a tailored empowerment process for your entire organization.

Additional Points of Consideration

In support of our future-fit differentiators, CCI Professional also incorporates several additional considerations for optimal effectiveness. These include:

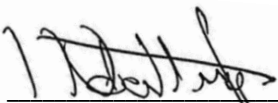


- **Neuro-Scientific Approach** – Working with the brain in mind is a key consideration to optimally engage people from all walks of life.
- **Cultural and Worldview Challenges** – Dealing with the diversity of mindsets and global views that are represented in modern-day organizations.
- **Global Perspectives** – Being a global player who ensures that we continuously incorporate relevant leading research.
- **Diverse Complexities** – Working towards finding the solution with the least resistance, yet never compromising in considering the complexities that each situation within every organization presents.
- **Collaborative / Co-creation Mindset** – Internally we value and implement a *wingman model* as we are off the belief that greatness is never achieved alone. We also similarly apply this philosophy when assisting our partners. They are the specialists; we are there to empower!
- **Mastery levels** – Become the best version of who you were made to be by honoring your unique design.

At the heart of everything we do, it remains our core focus to empower people to live out their full potential, purpose, and calling; touching every aspect of their lives. Our world has become a very complex and challenging place, where few leaders show adequate understanding and wisdom into human capital and leadership praxis. The change required will never be easy, but together we will be able to take the necessary steps towards success and ensure sustainability. The alternative might be best described by one of our adopted mottos:

"If you dislike change, you're going to dislike irrelevance even more."

Gen. Eric Shinseki – Former United States Secretary of Veterans Affairs



Marcel Hattingh Ph.D.

CCI Professional – Chief Executive Officer

OUR ORGANIZATIONAL FAMILY & STRATEGIC PARTNERS

The CCI Professional strategy is structured around three critical enablers: (a) our diverse and master team of human capital investors, (b) the profit we generate, and (c) our organizational family and network of strategic partners. Though we are always seeking new partnership opportunities, we continue to foster and cultivate our existing ones. Some of our key organizational family members are Doxa Deo, the City Changers Movement, Lifework Leadership, POPUP, and TREE; while our growing number of strategic partners currently include Xpand, Shadowmatch, Surge, Arbor Capital, The Oaks Collective, Generation Index, Bigen, AdoGreen, PeopleHum, and Persolog.

Our Organizational Family



Other Key Strategic Partners

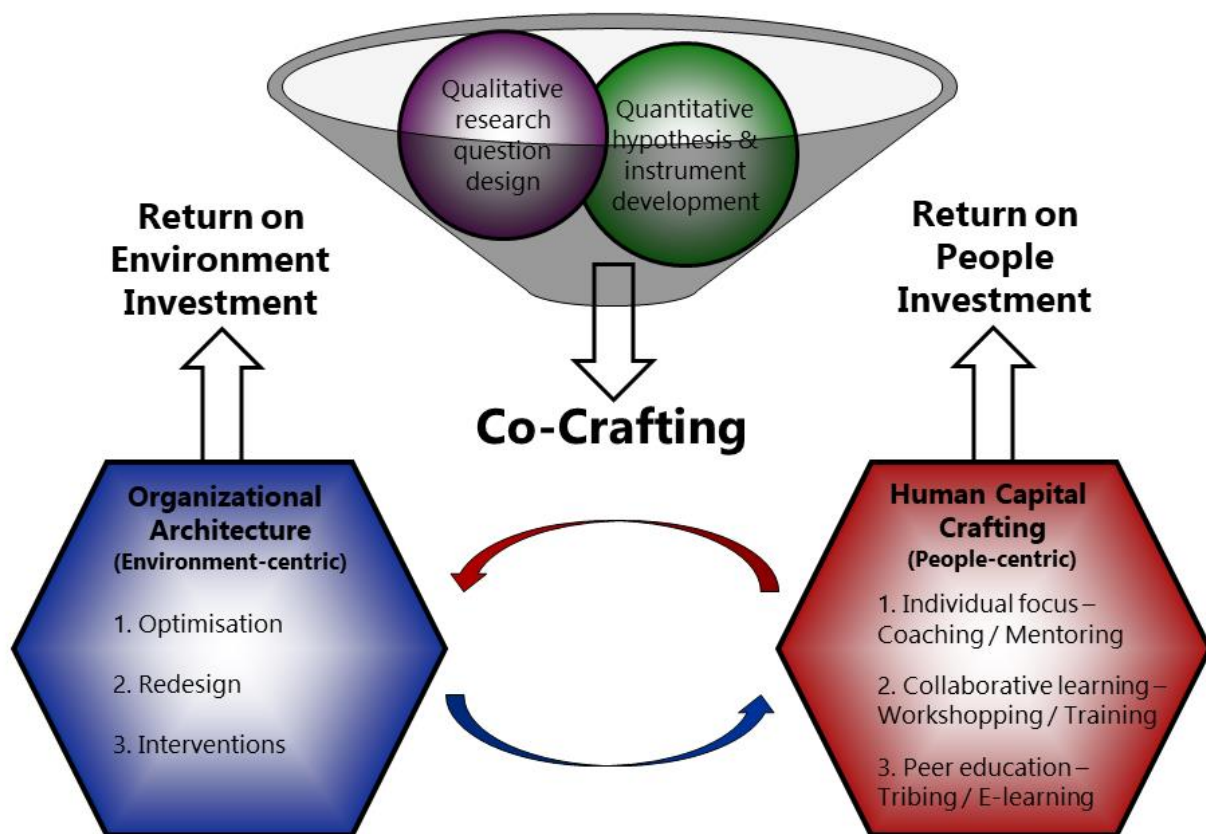
Inspiration. Motivation. Vision.



OUR SERVICE OFFERING

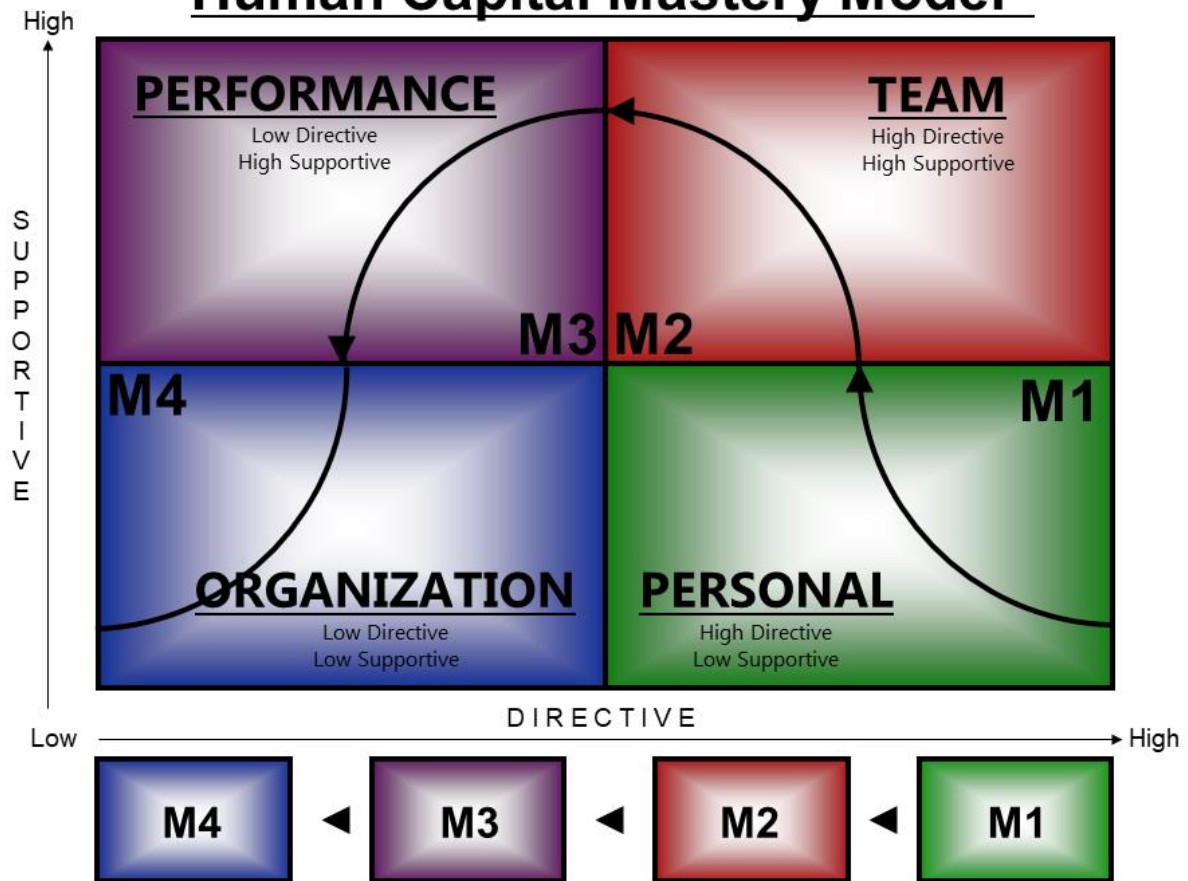
As a consulting house, it is of critical importance that we continuously co-create with our partners, empowering them to craft their most effective human capital investment strategy. To achieve this, the CCI Professional Empirical Research Based Consulting Model® has been developed that allows for statistically validated and reliable evaluation to take place. As a result, both qualitative and quantitative methods may be employed, depending on the outcomes sought. Once the research section is completed, the co-crafting will lead to preferably both a Human Capital Crafting (people-centric) and Organizational Architecture (environment-centric) approach. Experience has shown that optimizing only with the environment may lead to confusion, whereas the development of only the leaders may lead to frustration. The consulting cycle is completed by ensuring an adequate return on investment measurements are implemented to learn from and adjust any ongoing processes.

Empirical Research Based Consulting Model®



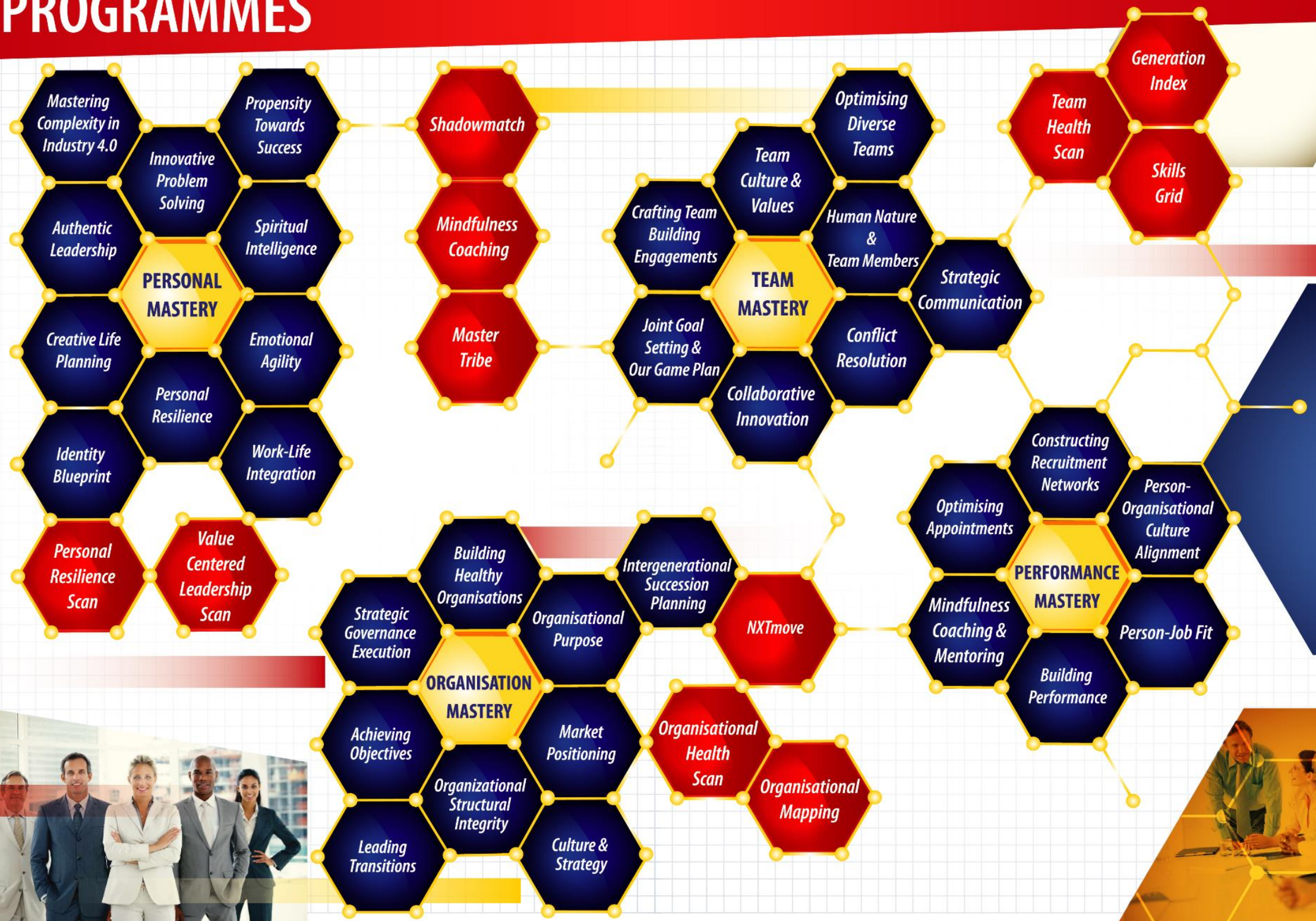
From a craftsman's toolbox perspective, the CCI Professional Human Capital Mastery Model® has been developed, based on a four-quadrant approach of leadership and followership interaction (directive), contrasted with the level of support that each member requires within their development journey. These four mastery quadrants are therefore appropriately termed (a) M1 – Personal Mastery (high directive / low support), (b) M2 – Team Mastery (high directive / high support), (c) M3 – Performance Mastery (low directive / high support), and (D) M4 – Organizational Mastery (low directive / low support).

Human Capital Mastery Model®



Each of the mastery quadrants contains a number of standardized focus areas (modules) that can be incorporated, depending on the outcome of the co-crafting process. Additional to the focus areas, the model also utilizes different meta-tools, in order to best obtain empirical data for accurate evaluation, analysis and co-creation. The philosophy behind this model was strongly influenced by the considerations found in the Hersey & Blanchard (1969) situational leadership propositions. As such, it provides both the member and organization with a systematic view of their individualized development pathway.

PROGRAMMES



Mastery Programme 1 – Personal Mastery:

Consisting of ten modules:

Module 1.1 – Mastering Complexity in Industry 4.0

Outcomes:

- Explore the progressive evolution and consequences of the industrial revolutions;
- Become mindful of the impact that these “new normals” from a VUCA world, Moon-shot projects and disruptive technologies have on the globe;
- Learn how to approach an ever-changing world from a preventative vs. restorative wellbeing perspective through Artificial Intelligent interventions;
- Consider effective individual and organizational strategies for becoming and remaining future-fit.

Module 1.2 – Propensity Towards Success (P2S)

Outcomes:

- How do I know I will be successful in the workspace?
- Elements for assessing your propensity towards success;
- How can I utilize my five “I” statements (I Hear / Am / Know / Can / Fit) for optimal success?
- Crafting my personal development plan for workplace success.

Module 1.3 – Personal Resilience

Outcomes:

- Stay healthy, fit and motivated in times of constant changes;
- Ensure that employees stay motivated; harbor enough energy and get sick less;
- Develop a lifestyle that prevents burn-out;
- Personal evaluation and implementation strategies of the seven pillars of personal resilience.

Module 1.4 – Authentic Leadership

Outcomes:

- Gaining a firm understanding of what leadership is and how it transpires within an organizational context;
- Evaluate the competency and character of leaders, related to their task and people orientation;
- Exploring authentic identity as it relates to the leader’s calling;
- Consider individualized pathways of growing in mastery.

Module 1.5 – Creative Life Planning

Outcomes:

- Reconcile personal history, clarifying potential and articulate individual values;
- Discover passion and develop challenging and realistic career perspectives;
- Designing multiple visioneered pathways, based on individual purpose;
- Constructing a support team for long term success.

Module 1.6 – Work-Life Integration

Outcomes:

- Moving from balance to integration within an ever-changing society;
- Understanding the relationship that worldview and personality have with time;
- Clarifying models of prioritization;
- Mastering my schedule, diary and calendar.

Module 1.7 – Emotional Agility

Outcomes:

- Gain an understanding of the neurology behind emotions;
- Principles for leading when taking the brain into consideration;
- Neurologically enhanced communication mechanism;
- Neuro-framing as means of optimized behavior.

Module 1.8 – Spiritual Intelligence (SQ)

Outcomes:

- How spirituality finds expression within every aspect of life;
- Explore the three SQ orbits of (a) identity, (b) calling, and (c) purpose;
- Describe the four boundaries of your playing field:
 - Worldview systems;
 - Belief systems;
 - Values and ethical systems;
 - Cultural systems.
- Building healthy relationships in a pluralistic world.

Module 1.9 – Blueprint

Outcomes:

- Conduct an in-depth exploration who you are, based on your eternal, internal and external realities;
- Summarizing personal core “I AM” statements;
- Considering the accuracy of your alignment with life and profession;
- Formulating the foundations on which to build future training and development ventures.

Module 1.10 – Innovative Problem Solving

Outcomes:

- The art of lateral thinking and thought leadership;
- Finding your source of creativity and the psychology of innovation;
- Harvesting collaborative capacity for effective problem solving;
- Principles of futurology.

Mastery Program 2 – Team Mastery:

Consisting of seven modules:

Module 2.1 – Team Identity (Culture & Values)

Outcomes:

- Clarifying culture and values;
- Building a community;
- Moving from group to team;
- Keeping the core things core.

Module 2.2 – Human Nature and Understanding Team Members

Outcomes:

- Facing the realities of working in a team;
- Knowing and complementing each other;
- Excelling in followership;
- Clarifying and implementing roles.

Module 2.3 – Strategic Communication

Outcomes:

- Building communication bridges;
- Overcoming communication gaps;
- Optimizing the “grapevine”;
- Establishing communication rituals.

Module 2.4 – Conflict Resolution

Outcomes:

- The anatomy of conflict;
- Levels of conflict development;
- Understand my conflict style;
- Mediation towards win-win solutions.

Module 2.5 – Collaborative Innovation

Outcomes:

- The art of collective thinking;
- Peer coaching in practice;
- Building a culture of synergistic solutions;
- Stimulating feedback systems.

Module 2.6 – Joint Goal Setting and Defining our Game Plan

Outcomes:

- From isolation to collaboration;
- Mechanics of effective goal setting;
- Ensuring measurable outcomes;
- Keeping strategic alignment.

Module 2.7 – Crafting Team Building Engagements

Outcomes:

- Describing the purpose as it precedes activities;
- Accurately selecting team activities;
- Fundamentals in crafting team-building engagements;
- Moving to the desired outcomes through continuous evaluation.

Mastery Program 3 – Performance Mastery:

Consisting of six modules:

Module 3.1 – Constructing Recruitment Networks

Outcomes:

- Understanding the dynamics of the talent war;
- Building your talent pool;
- Getting the right people on my bus;
- The right seat for the right person.

Module 3.2 – Person-Organizational Culture Alignment

Outcomes:

- Exploring your current culture;
- Establishing cultural benchmarks;
- Transitioning organizational culture;
- Strategies for dealing with cultural misfits.

Module 3.3 – Person-Job Fit

Outcomes:

- What really matters in the job-specs;
- Crafting top-performance benchmarks;
- Align skill and qualification with cultural behavior;
- Creating a culture of continuous learning and development.

Module 3.4 – Building Performance

Outcomes:

- Stimulating challenging goal setting;
- Moving from manager to leader;
- Appreciation and encouragement to grow;
- Providing critique in a constructive manner.

Module 3.5 – Mindfulness Coaching and Mentoring

Outcomes:

- Coaching that transforms;
- Mentoring like the sage;
- Dealing with character and competence;
- Challenging concretely.

Module 3.6 – Optimizing Engagements

Outcomes:

- Preparation for appointments;
- Reflecting and analyzing progress;
- Defining realistic collective goals;
- Facilitating interaction.

Mastery Program 4 – Organizational Mastery:

Consisting of seven modules:

Module 4.1 – Healthy Organizations

Outcomes:

- The seven dimensions of a healthy organization;
- Measuring organizational health;
- Understand the role of human capital;
- When things go terribly wrong.

Module 4.2 – Organizational Purpose

Outcomes:

- Learning from your past;
- Clarifying the purpose;
- Defining the mission;
- Describing an inspiring vision.

Module 4.3 – Market Positioning

Outcomes:

- Setting up to serve;
- Sticking to the “hedgehog” principle;
- Optimizing tools such as SWOT, STEEPLE, and Boston;
- Creating the perfect customer.

Module 4.4 – Achieving Objectives

Outcomes:

- Aligning culture with strategy and structure;
- Establishing change through empowered communication;
- Ensuring growth opportunities for all employees;
- What gets measured, gets done.

Module 4.5 – Strategic Governance Execution

Outcomes:

- Craft a purposeful Leadership Plan;
- Steps towards a synergistic Delegation Plan;
- Develop an empowering Operational Plan;
- Constructing a motivational Vigilance Plan.

Module 4.6 – Intergenerational Succession Planning

Outcomes:

- Understand generational theory;
- Establishing a six-dimensional premise for effective succession processes;
- Shifting the focus from a succession pipeline to succession platforms;
- Moving your organization from success to significance.

Module 4.7 – Leading Transition

Outcomes:

- Working from change towards transition;
- Getting the team on board;
- Becoming future-fit to lead into the Fourth Industrial Revolution;
- Adaptive leadership to best suit the environment.

Meta Support Tools:

In order to best serve our partners, various meta-tools can additionally be incorporated as part of the master programs.

Option 1 – Mindfulness Coaching

Outcomes:

- Personalized attention and in-depth exploration alongside a master coach;
- Considering topics most relevant to your personal and professional agenda;
- Exploring lateral thinking patterns through a neuroscientific basis for optimal problem solving;
- Experience the impact of accomplishing your goals through empowered accountability.

Option 2 – Master Tribe

Outcomes:

- Experience the impact and joy of peer-education and development;
- Approaching application and execution through a blended learning approach;
- Deepen your knowledge-base through virtual e-learning and dialoguing;
- Establishing synergistic relationships through ongoing interaction.

Option 3 – NXTmove Analysis

Outcomes:

- Assessing your organization's structural integrity base on 20 components in light of industry-related global benchmarks;
- An Artificial Intelligent system analysis that has over 60 million permutations;
- Strategic mapping of the organization in light of Industry 4.0;
- Fully integrated strategic project management system, tailored for the optimization of each one of the 20 measured components.

Option 4 – Shadowmatch System

Outcomes:

- Measuring the patterns of 19 neurological embedded behaviors and habits;
- Providing insight into an individual's conceptual capacity, task efficiency and time management;
- Comparing individual results with top-performing benchmarks;
- Optional tailored Personal Development Plans based on organizational cultural alignment.

Option 5 – Skillsgrid System

Outcomes:

- Measuring 25 categories of work-based skills;
- Skills audit: Skills necessary for a job matched to the skills deployed/employed;
- Identify skills-gap-trends: Identify skills shortage trends in a company;
- Comparing individual results with top-performing skills benchmarks.

Option 6 – Persolog's DISC Assessment

Outcomes:

- The DISC profile is globally one of the leading behavioral assessments;
- The Persolog DISC profile is globally the only validated generation 5 assessment;
- Measuring both Public, as well as Private Self-concept;
- It can be utilized as a part of personal or team development.

Option 7 – Xpand's 361-Degree Leadership Analysis

Outcomes:

- Considering authentic leadership development from a character, competency and calling perspective;
- Exploring the 25 components of authentic leadership;
- Gaining a 360-degree perspective as to how your superiors, peers and subordinates view your authentic leadership profile;
- Empowering individuals with a validated profile on their individual leadership development.

Option 8 – Xpand's Organizational Health Scan

Outcomes:

- Gain insight into the 7 components of your organization's health;
- Understand your organization's health limiting factors;
- Design tailored intervention strategies when healing needs to take place;
- Build a custom "Vitality Health" system for the organization, to thrive in a VUCA world.

ENDORSEMENTS

“Bigen partnered with CCI to evolve our future business leaders through various development areas including Emotional Intelligence (EQ), Spiritual Intelligence (SQ), Business Intelligence (BQ), Political Intelligence (PQ), and Health Intelligence (HQ). The integrated process includes areas of self-discovery and purpose, character building, willingness to serve and deploying of skills to the better good of all stakeholders. This unique approach of CCI exceeds by far the approach, content and results of any other organization / institution of learning (including any academic institution), that we have used previously for leadership development.”

Anton Boshoff – Former Chief Executive Officer



“Dölberg had the opportunity to interact with CCI and found it an extremely valuable contribution to our business, both from the quality of the courses content presented as well as the rich experience of the facilitators. CCI will continue as an essential resource to strengthen our business.”

Heinrich Odendaal – Director



“CCI is a dynamic company with very strong values, focused on the positive impact they can make to others. They are one of the few companies out there not just interested in profits, but who sincerely try to make a difference in the lives of others and the wellbeing and growth of companies they deal with. I have known Marcel for a short few years, and must say that he has made a positive impression on me and my business colleagues and it has been an absolute pleasure dealing with CCI.”

Elicus Marais – Former Chief Executive Officer



“I’ve seldom experienced the vast array of services from an institution such as CCI and had the privilege of attending a few programs presented by this dynamic and highly professional team of experts. The outcome of the intervention on me personally and also on my team exceeded my expectations and I have no doubt that regardless of the industry where they become involved, that they will indeed have a significant impact.”

Marlene Freislich – Executive Director



CONCLUSION

CCI Professional is convinced that the considerations of this executive overview will add significant value to the development and performance of your leaders and their teams, while contributing to the overall success, well-being and impact of your organization. For more information, about any of the approaches or processes described, please feel free to make contact with a CCI Professional representative today.

"At any moment, the decision you make can change the course of your life forever"

Anthony Robbins – Internationally Acclaimed Coach, Speaker & Author