



EXECUTIVE OVERVIEW

CONSIDERATIONS PERTAINING CCI PROFESSIONAL'S HUMAN CAPITAL AND LEADERSHIP DEVELOPMENT PROCESSES

2019 (Version 2)

Dear Prospective CCI Professional Partner

Once again thank you for the opportunity to have connected with you. Your valued time was 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 and Leadership Development processes. The layout of this document has been structured as follow:

1. About CCI Professional;
2. Our story – so far...
3. Strategic partners;
4. Considerations;
5. Endorsements;
6. Conclusion;
7. Appendix:
 - a. Reality check fact sheet;
 - b. Selected programmes' executive summaries.

For any further communication regarding this document, you are welcome to continue your interaction with our team member whom you currently stand in relationship.

Yours faithfully...

The CCI Professional Team

ABOUT CCI PROFESSIONAL

CCI Professional Pty Ltd was established as the Human Capital and Leadership Development agent of the City Changers Institute NPC, which forms part of the global City Changers Movement. As the core purpose of the group has always been focused on the empowerment and wellbeing of all people, the reason WHY CCI Professional exist can be articulated as:

Our love for people compels us to value each individual as a critical part of an organisation's capital. In return, human capital forms the foundation of every healthy organisation, 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 to HOW we approach our world. This gave rise to our mission:

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

Understanding that every partner is unique and therefore requires a fresh and innovative approach to their industry; it is our objective to co-create customised and tailored solution for a multitude of organisational and leadership related aspects. As a result, WHAT we do can best be described as a process that commences with empirical research and consultation. This is done through either a validated qualitative and/or quantitative approach, leading to what we call Human Capital Crafting and/or Organisational Architecture. The crafting outcome may include elements of coaching / mentoring (individual focus), workshopping / seminars (collaborative learning), or tribing / e-learning (peer education), whereas the architecture may include elements of organisational optimisation, restructuring or interventions.

As to our success and impact...

"Bigen partnered with CCI to evolve our future business leaders through various development areas including EQ, SQ, BQ, PQ, and 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 organisation / institution of learning (including any academic institution), that we have used previously for leadership development."

Anton Boshoff – Chief Executive Officer of Bigen Africa

OUR STORY – SO FAR...

In 2012, while busy with my Ph.D. in Organisational Leadership (Regent University, USA), I was introduced to the leadership team of Xpand International, who invited me to join them for a three-day seminar on Authentic Leadership. In light of the demands of my doctoral studies and the level of depth we were being exposed to as part of the three-year coursework (to be followed by comprehensive examinations and a full doctoral dissertation), I was a bit skeptical about ‘another’ leadership seminar. My skepticism could not have been more misplaced! What Paul Donders (CEO – Xpand International) presented to us was not only a fresh perspective to leadership competencies, but cut right through to the deeper levels of character and calling (identity). And it was the challenge of this perspective that led CCI Professional to the space and purpose we find ourselves in today.

This fresh perspective (or philosophy) dealt with the European view, especially Northern Europe. I was challenged by how much I have already been influenced by the American way of thinking as a result of my studies, let alone the African context in which I live. These perspectives were so diverse that even common leadership terminology differed. The ongoing considerations of this discovery led us to define a number of key references in our story.

Human Capital

Most of us were accustomed to think of people in the workplace as a resource; an expendable resource in many instances. Consequently, fundamentally switching our view to start considering employees as capital, brought a whole new dimension of understanding. The landscape has changed. 50 years ago you might have had the patent or secret formula; today most things are in mass production in the Far East or any graduate biochemist can tell you the composition of most formulas. True, if you own the mining rights to a gold reef, you still have access to a natural source of capital, but for most, the focus shifted to financial capital such as assets and cash. However, both financial and physical capital has one thing in common; they need skilled, healthy and engaged people to produce and take care of it. This led us to develop the CCI Professional Human Capital Mastery Model.



A VUCA World



It was during the design of our model that we realised that most systems thinking models were no longer effective in their predictability due to the high levels of Volatility, Uncertainty, Complexity and Ambiguity (VUCA) we see globally. The new focus, therefore, became one of not trying to lead an organisation from point A to B through path C; but ensuring that both the company and the individuals within are as healthy and resilient as possible, before they have to face the winter seasons.

This led to our holistic approach, which some have compared with the Discovery Health Vitality system, where we come alongside our partners and assist them in designing a support structure that can measure and optimise the health of their people and the organisation as a whole. The reason behind this? Winter is coming! Either caused by internal or external people challenges, changes in the market, globalisation, economy, or just natural growth. Consequently, we strongly believe that the healthier you enter the winter, the greater the chances you will exit it the same way.

Cultural and Worldview Challenges



Both my personal postgraduate studies, as well as a number of our team member's qualifications were done in the USA. Xpand introduced us to a non-English speaking European approach, which we found was in many cases vastly different to what we were accustomed to. This led us to conduct a simple exercise where we collected all the leadership related books at an Exclusive Books branch and tried to categorise them. Most leadership books came from an English speaking culture; few from non-English or African backgrounds. The reason why this was important is that both Africa and Northern Europe is much more socially orientated. In other words, their cultural and leadership philosophies are much more closely associated than the more secular Western countries. For us, this became a key outcome, where we could merge the English and Non-English speaking nations' approaches, while at the same time contextualise it for an African audience.

The holistic IAM paradigm

The second outcome of our leadership book categorisation exercise was that most books dealt with leadership competencies, a couple on leadership character, but almost none on leadership calling (or in other words, the identity). One of our key partners – De Villiers, Bester and Associates introduced us to the Shadowmatch and Skillsgrid meta-tool systems, where we can empirically measure the *I know*, *I can*, and *I fit* questions, in order to optimise job placements, succession planning, and team optimisation. However, if the individual’s life stability is in question, it can override all three of the other considerations. Consequently, starting with calling, followed by character and only then competency, became the critical path. For us, this became so important that we developed a three-year Student Leadership Development Programme, based on this approach, which is currently being facilitated in schools in both the ADvTECH and Curro listed groups, ACSI and PLG school groups, as well as public schools such as Grey College.



At the heart of everything we do, it remains our focus in assisting people to live out their full potential, purpose, and calling; touching every aspect of their lives. Our nation and world is a very unhealthy place, where few people show adequate insight and application into the neuroscience and application of human capital and leadership praxis; understanding the devastating effects of chronic stress and anxiety on a personal level, or a toxic and misaligned culture on an organisational level¹.

In addition to Xpand International, we found other strategic partners with a similar heart also. This is, therefore, our purpose – *“Our love for people compels us to value each individual as a critical part of an organisation’s capital. In return, human capital forms the foundation of every healthy organisation, which becomes a key enabler for a healthy society.”*

A handwritten signature in black ink, appearing to read 'Marcel Hattingh', written over a horizontal line.

Marcel Hattingh Ph.D.
CCI Professional – Chief Executive Officer

marcel.hattingh@cci.ac.za
+27 (0)83 608 7139

¹ Please see the appendix for a reality check fact sheet.

OUR STRATEGIC PARTNERS

The strength and effectiveness of CCI Professional is largely based on our network of strategic partners, as well as a diverse team of master human capital craftsmen. Though we are always seeking new partnership opportunities, we continue to foster and cultivate our existing ones. Some of our key strategic partners include Xpand, Persolog, Shadowmatch, Life-Work Leadership, POPUP, Kinect Leadership Institute, TREE, Oak Street Media and CSI Consulting.

Xpand International

Inspiration. Motivation. Vision.



Xpand was established in 1987, where after they rapidly expanded into various European countries. They currently consist of 16 national Xpand teams, most of which are situated in Northern Europe, and over 120 trainers, coaches, consultants and staff. Xpand's passion is to support individuals, businesses and organisations to develop and grow in their potential, uniqueness and successes. Every day they contribute to these developments by assisting people to look beyond limits, to encourage strategic development, and to grow.

Other Key Strategic Partners



CITY CHANGERS
MOVEMENT



Shadowmatch®
moving people & businesses to success

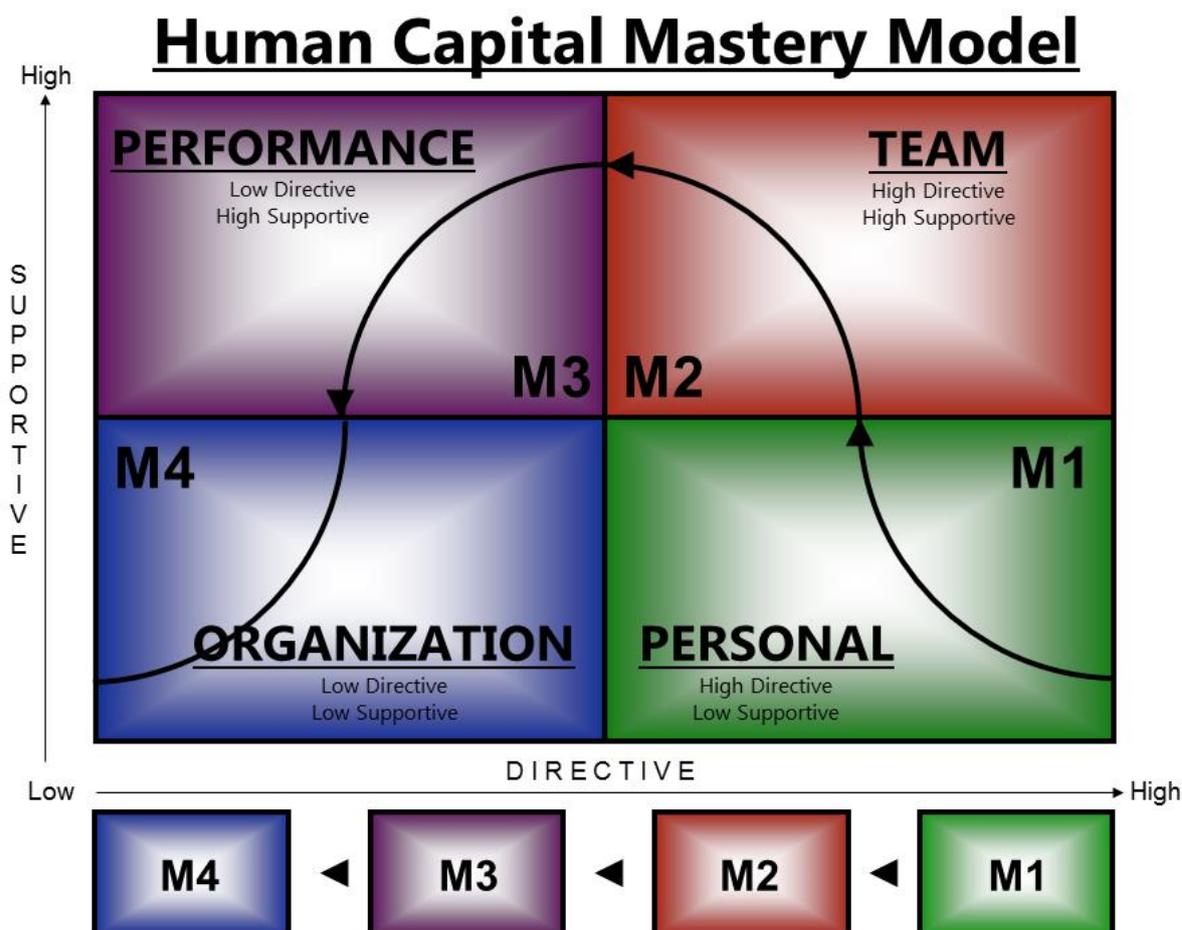


DE VILLIERS, BESTER & ASSOCIATES



CONSIDERATIONS

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 each individual requires within their developmental journey. The philosophy behind the model was strongly influenced by the considerations found in the Hersey & Blanchard (1969) situational leadership propositions. As such, it provides both the individual and organisation with a systematic view of a human development pathway.



Each of the Mastery quadrants contains a number of focus areas (modules) that can be facilitated through various methodologies, depending on the outcome set by the partner. Additional to the focus areas, the Mastery Model also utilised different meta-tools, in order to best obtain empirical data for accurate evaluation and development.

PROGRAMMES



Mastery Programme 1 – Personal Mastery:

Consisting of eight modules:

Module 1.1 – Blueprint

Outcomes:

- Conduct and in-depth exploration who you are, based on your eternal, internal and external realities;
- Summarising 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 1.2 – Authentic Leadership

Outcomes:

- Gaining a firm understanding of what leadership is and how it transpires within an organisational 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 individualised pathways of growing in mastery.

Module 1.3 – 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 1.4 – Personal Resilience

Outcomes:

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

Module 1.5 – 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 prioritisation;
- Mastering my schedule, diary and calendar.

Module 1.6 – 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 optimised behaviour.

Module 1.7 – 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 health relationships in a pluralistic world.

Module 1.8 – 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 Programme 2 – Team Mastery:

Consisting of seven modules:

Module 2.1 – Organisational Culture & Values

Outcomes:

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

Module 2.2 – 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;
- Optimising 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

Outcomes:

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

Module 2.7 – Team Building and Engagement

Outcomes:

- Purpose precedes activities;
- Handling stress in a healthy manner;
- Accurately selecting team activities;
- From a toxic to a grace-based culture.

Mastery Programme 3 – Performance Mastery:

Consisting of seven 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-Organisational Culture Alignment

Outcomes:

- Exploring your current culture;
- Establishing cultural benchmarks;
- Transitioning organisational 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 behaviour;
- 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 – Coaching and Mentoring

Outcomes:

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

Module 3.6 – Optimising Appointments

Outcomes:

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

Module 3.7 – Multi-Generational Succession

Outcomes:

- Understand generational theory;
- Bridging generational gaps;
- DNA and values means the most;
- From success to significance.

Mastery Programme 4 – Organisational Mastery:

Consisting of six modules:

Module 4.1 – Healthy Organisations

Outcomes:

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

Module 4.2 – Organisational 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;
- Optimising tools such as SWOT 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 – Governance and Strategy

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 – Leading Transition

Outcomes:

- The process of change and transition;
- Getting the team on board;
- Leading into the unknown;
- Adapting your leadership style.

Meta Support Tools:

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

Option 1 – Master Coaching

Outcomes:

- Personalised attention and in-depth exploration alongside a master coach;
- Considering topics most relevant to your personal requirements;
- Exploring lateral thinking patterns for optimal problem solving;
- Experience the impact of accomplishing goals through challenging 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 – Shadowmatch System

Outcomes:

- Measuring the patterns of 19 organisational related behaviours 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 organisational cultural alignment.

Option 4 – 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 5 – Persolog DISC Assessment

Outcomes:

- DISC profile is one of the leading global behavioural assessments;
- The Persolog DISC profile is globally the only validated generation 5 assessment;
- Measuring both Public, as well as Private Self-concept;
- Can be utilised as part of personal or team development.

Option 6 – Xpand International's 361-Degree Authentic Leadership

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 7 – Xpand International’s Organisational Health Scan

Outcomes:

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

Youth Programmes:

Currently consisting of three programme:

Option 1 – Youth Leadership Development Programme

Outcomes:

- Have a significant overview of what leadership is;
- Understand the holistic and multi-dimensional approaches to leadership;
- Responding to the unique calling of leadership through the discover of identity;
- Grow in character and competency pertaining to the task and people who you serve.

Option 2 – Youth Bible Study Programme

Outcomes:

- Have a significant overview of the Bible from a topical approach;
- Growing in an intimate relationship with God;
- Understand God’s love for all of mankind and my role to play in this;
- Becoming an agent of change and ambassador for God’s Kingdom within the world He placed you.

Option 3 – Youth International’s Power Check

Outcome: The purpose of the programme is for individuals who:

- Are looking for a suitable education / study programme;
- Seek confirmation regarding the educational path they have chosen as the right one;
- Want to know which profession suits them best;
- Desire a change in career.

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 organisation / institution of learning (including any academic institution), that we have used previously for leadership development.”



Anton Boshoff – 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 – 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 programmes 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 believes the considerations proposed will add significant value to the development and performance of your leaders and their teams, while contributing to the overall success, wellbeing and impact of your organisation.

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

APPENDIX

REALITY CHECK FACT SHEET

THE EFFECTS OF STRESS:

Where stress is not controlled; affected individuals and organisations have shown the following symptoms:

Effects on people:

- Physical;
- Sleep disturbances;
- Headaches;
- Gastrointestinal upset;
- Raised blood pressure;
- Suicide;
- Emotional trauma;
- Anxiety and irritability;
- Depression;
- Decreased libido;
- Loss of concentration;
- Lack of motivation;
- Burnout;
- Loss of memory.

Effects on the organisation:

- High absenteeism;
- High turnover;
- Poor time keeping;
- Poor performance;
- Low productivity;
- Low morale;
- Poor motivation;
- Increased employee complaints;
- Increased ill-health;
- Increased accidents.

University of Cambridge – 2014

REALITIES WITHIN SOUTH AFRICA

- “In 2015, Bloomberg ranked South Africa as the SECOND MOST STRESSED OUT nation in the world.”
- According to Gallup, only 9% of South African employees experience job satisfaction with active engagement, while’s 45% were actively disengaged in the work environment – SABPP (2014).
- “The People Element (2012) has found stress and general unhappiness at work levels in South Africa are the highest they’ve in 15 years.”
- “Concerning sleep patterns, South Africans are the earliest to rise in the morning out of all countries measured and enjoy just over six hours of sleep a night (lowest average sleep time)” – Business Tech (2015).
- “A study has revealed depression is costing South Africa more than R200bn each year” – London School of Economics and Political Science (2017).

SOME NEUROSCIENCE BEHIND STRESS AND BURNOUT

- “Chronic stress degrades a long list of capabilities with regard to creativity and innovation” – Forbes (2012).
- Only 10% of people do their best thinking at work; while aspects such as organisational culture and demand for multitasking increases noise in the brain, which crushes creativity” – NeuroLeadership Institute (2012).
- “New research highlights some serious neurological consequences of burnout, or a state of chronic stress that leads to exhaustion, detachment, and feelings of ineffectiveness” – Business Insider (2015).
- “Burnout changes neural circuits in the brain and hurts people’s ability to cope with stressful situations. In other words, it’s a vicious cycle: The more stressed you are, the harder it is to deal with stressors in the future” – Karolinska Institute in Sweden.



CREATIVE LIFE PLANNING

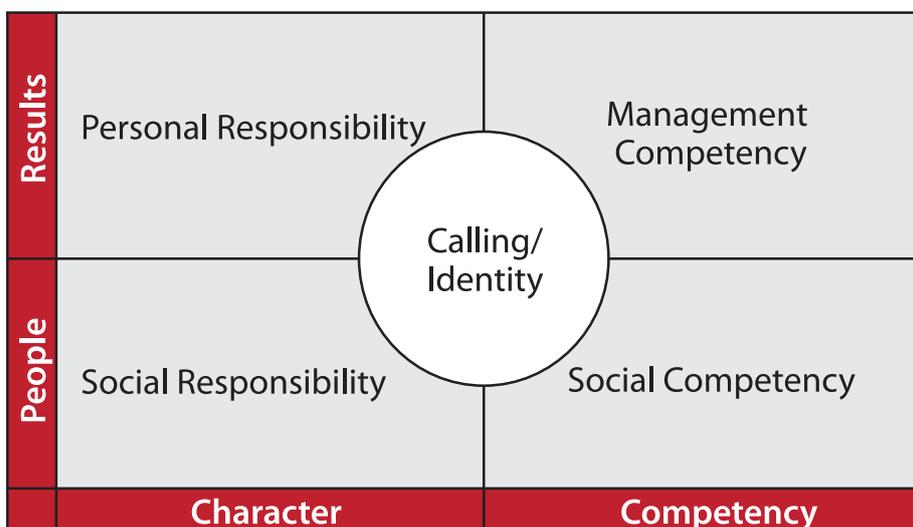
Have you ever considered extensive personal development? How about a holistic and long term personal future plan? If any of these ideas appeal to you then we wish to encourage you to consider the Authentic Leadership and Creative Life Planning programme developed by Xpand International. This two day programme is ideally suited for any working professional or student whose desire is to discover their latent potential and map the way forward.

The outcomes of this programme will assist you / and your team in the following

- Understand your history, potential and values;
- Discover your passion and develop a challenging, yet realistic perspective of your career;
- Integrate work and life in a healthy and inspiring way;
- Ensure long term success by building a support team.

The programme consists of:

- Two intensive, full day, training sessions;
- Using the Xpand Value-Centred Leadership Scan®. The VCL Scan is the backbone tool in most of the Xpand training; initiatives, having been developed and perfected during the past 25 years by Xpand International
- Designing a long term personal development strategy;
- Growing into personal mastery by understanding your past, present and future;
- Mentoring in a professional setting.



A Breakdown of this programme:

Module 1 – Authentic Leadership:

- Leadership in the 21st century;
 - Developing character and competence;
 - How to handle power in a serving way.
-

Module 2 – Discovering Potential:

- Learning from your own history;
 - Understanding your own 4 areas of intrinsic motivation;
 - Doing the value centred leadership scan.
-

Module 3 – Growing into Mastery:

- How to define your passion;
 - Ensure mastering of your talents by designing your career path;
 - Building a realistic and challenging development program.
-

Module 4 – Work-Life Integration:

- Building a healthy lifestyle;
 - Constructing your integrated house;
 - Understanding your resilience profile.
-

Module 5 – Mentoring in a professional setting:

- How to build a strong support team;
- 3 levels of mentoring;
- Building a mentor structure in your organisation.





PERSONAL RESILIENCE

Living healthily in times of constant changes and challenges

Resilience is the ability of a person to deal with challenges, change and setbacks in a healthy manner. This seminar will assist any person to: (a) stay healthy, keep fit and be motivated in times of constant change; (b) assure that employees stay motivated, keep enough energy and be less susceptible to illness; and (c) develop a lifestyle with more resilience to prevent burn-out.

The outcomes of this programme will assist you / and your team in the following areas:

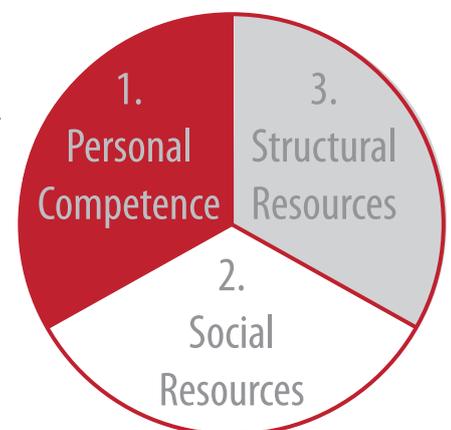
- Stay healthy, fit and motivated in times of constant change;
- Ensure that employees stay motivated, energised and get less sick;
- Prevent a burn-out;
- Get a clear picture of my strengths and weaknesses regarding my personal resilience level;
- Learn lessons from my personal history;
- Build up self-trust and realistic optimism;
- Building a life and work style of resilience;
- Develop effective time-management;
- Develop discipline for a healthy lifestyle;
- Decide how to build motivating relationships;
- Design a realistic training programme.

The programme consists of:

- Two intensive, full days training;
- Completing the resilience scan that will assist you to discover what aspects of resilience need more development;
- Developing a personal training programme to develop your most important resilience factor;
- Acquiring concrete “tools” in order to develop your personal, as well as your team’s resilience.

A Breakdown of this programme:

- Understanding the 5 phases of burnout;
- Stop the hyperactivity, rethink my lifestyle;
- Conducting the resilience scan;
- Insight in the 7 resilience factors;
- Design my healthy training programme.



What are the advantages of resilience in your life?

1. Living healthy in times of constant change and challenges.

2. Your emotions do not get the upper-hand in difficult situations which will help you to see things more clearly.

3. Resilience has a strong and positive impact on your:

- health
- productivity
- private life and balance
- relationships

4. Creative and integrated solutions come more naturally instead of only seeing the problem.

5. Resilience supports you in dealing with:

- Rejection
- Criticism
- negative influences

6. It enables you to develop the ability to work on various tasks at the same time and to take responsibility for different areas.

7. Resilience increases the joint productivity of a team.

8. Resilience develops your ability to deal with changes and ensure personal growth.



TEAM MASTERY

Leading a diverse team is often a challenge and it is of critical importance to recognise and utilise the different personalities and skill sets in such a way that the team and organisation benefits. This programme will assist you to identify skills and lead your team in such a way that different skills are utilised and celebrated for the contribution it makes to the team.

The outcomes of this programme will assist you / and your team in the following areas:

- Build up an innovative, effective and motivated team;
- Train your team members to build up a trustworthy and respectful communication style;
- Find the unique contribution of each team member and encouraging them to complete their responsibility with confidence;
- Understanding the anatomy of a conflict, and how to act fast, open and fair to ensure a win-win solution;
- Understanding my own strengths and pitfalls within a conflict situation;
- Build an effective feedback culture within your team;
- Understanding the basic laws of communication;
- Read and implement body language to avoid misunderstandings;
- Take a stand and negotiate in a positive and convincing style;
- Prepare your presentation in such a way that you will resonate with your audience;
- Give a presentation in an inspiring way;
- Find synergy through collaborative brainstorming.



The programme consists of:

- Three intensive, full day training (or as agreed upon within proposal)
- Lecture, workshops and practical team building events
- Acquiring concrete “tools” in order to develop and lead your team with greater effectiveness

A Breakdown of this programme:

Module 1 – Organisational Culture & Values:

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

Module 2 – Understand Team Members:

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

Module 3 – Strategic Communication:

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

Module 4 – Conflict Resolution:

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

Module 5 – Collaborative Brainstorming:

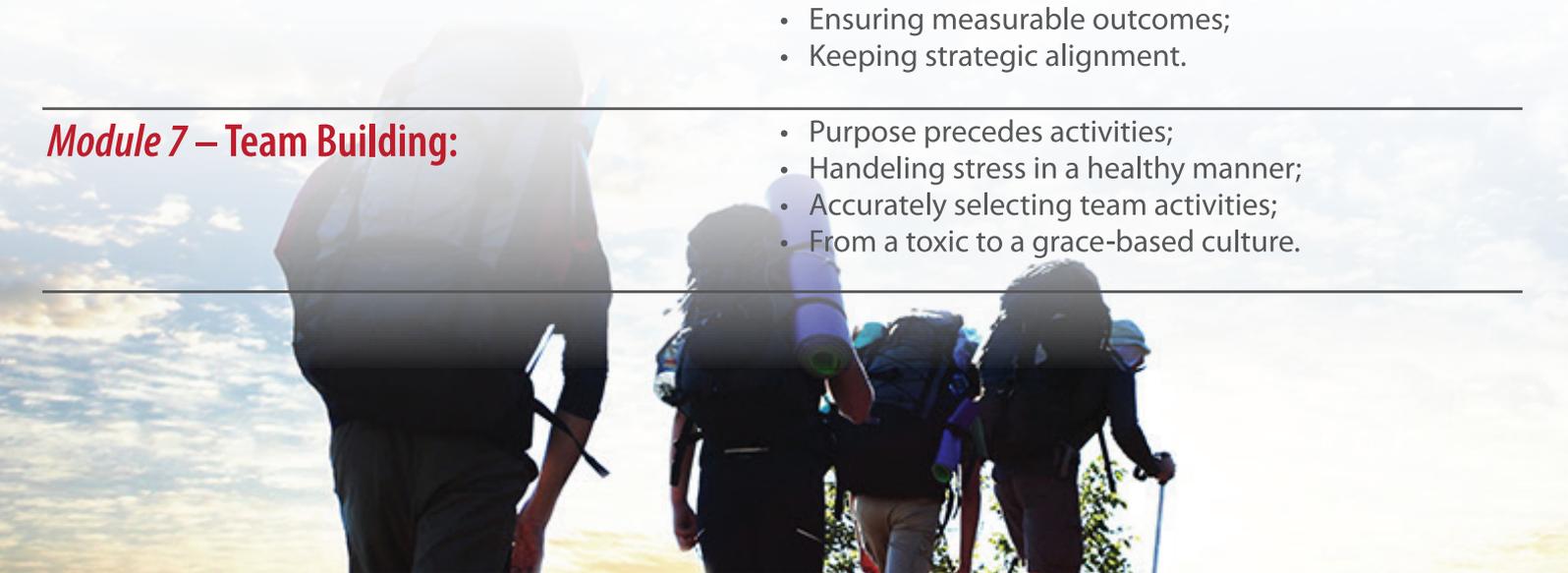
- The art of collective thinking;
- Peer coaching in practice;
- Building a culture of synergistic solutions;
- Stimulating feedback systems.

Module 6 – Joint Goal Setting:

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

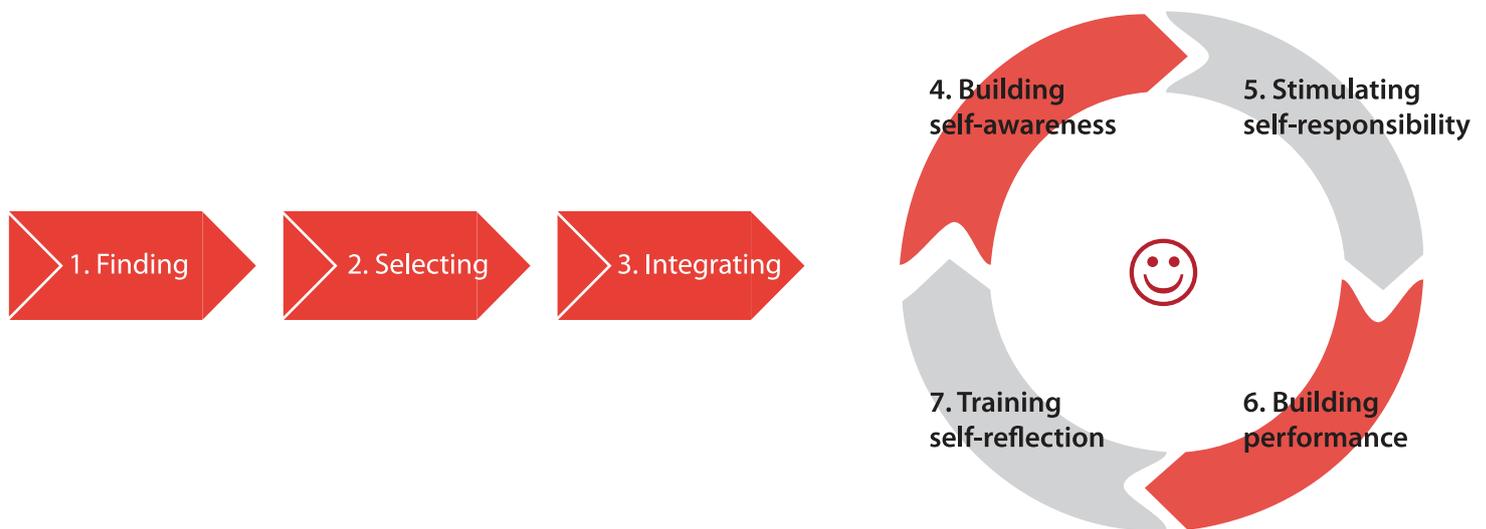
Module 7 – Team Building:

- Purpose precedes activities;
 - Handling stress in a healthy manner;
 - Accurately selecting team activities;
 - From a toxic to a grace-based culture.
-



PERFORMANCE MASTERY

Focusing not only on getting the right people on board, but also how to get each person in the right seat. This empowerment program equips leaders with the necessary skills and tools to effectively coach and mentor employees; leading them to greater levels of competence.



The outcomes of this programme will assist you / and your team in the following

- Develop a strategy on how to win, select and integrate the talents you need to grow as a team and organisation;
- Develop a strategy as to select new employees on calling, character and competence;
- Design an integration programme for new employees;
- Develop your employees towards their full potential;
- Assist leaders in developing self-responsibility within their employees to take ownership for their own development;
- Learn how to challenge and excite your employees to grow into their next performance level;
- Develop a culture of appreciation and feedback with employees;
- Provide critical feedback in a constructive way;
- Develop a culture of passion and performance;
- Facilitate regular employee engagements in a constructive way;
- Stimulate your employees to reflect on their own progress.



The programme consists of:

- Three intensive, full day training (or as agreed upon within the proposal);
- Developing a personal training programme on the Performance Mastery model together with key focus areas for yourself and your team;
- Acquiring concrete “tools” in order to develop your employees with greater effectiveness;
- Explore meta-tools such as Shadowmatch.

A Breakdown of this programme:

Module 1 – Constructing Recruitment Networks:

- 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 2 – Person-Organisational Culture Alignment:

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

Module 3 – Person-Job Fit:

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

Module 4 – Building Performance:

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

Module 5 – Coaching & Mentoring:

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

Module 6 – Optimising Appointments:

- Preparation for engagements;
- Reflecting and analysing progress;
- Defining realistic collective goals;
- Facilitating interaction.

Module 7 – Multi-Generational Succession:

- Understand generational theory;
- Bridging generational gaps;
- DNA and values means the most;
- From success to significance.





ORGANISATIONAL MASTERY

Building an organisation, while ensuring constant growth and performance of employees, requires superior strategic leadership. Becoming such a strategic leader implies that you will have to be able to formulate an inspiring and outcomes orientated vision, design a goals and values based strategic plan, provide context for effective operational processes and ensure that you are able to manage change and transition.

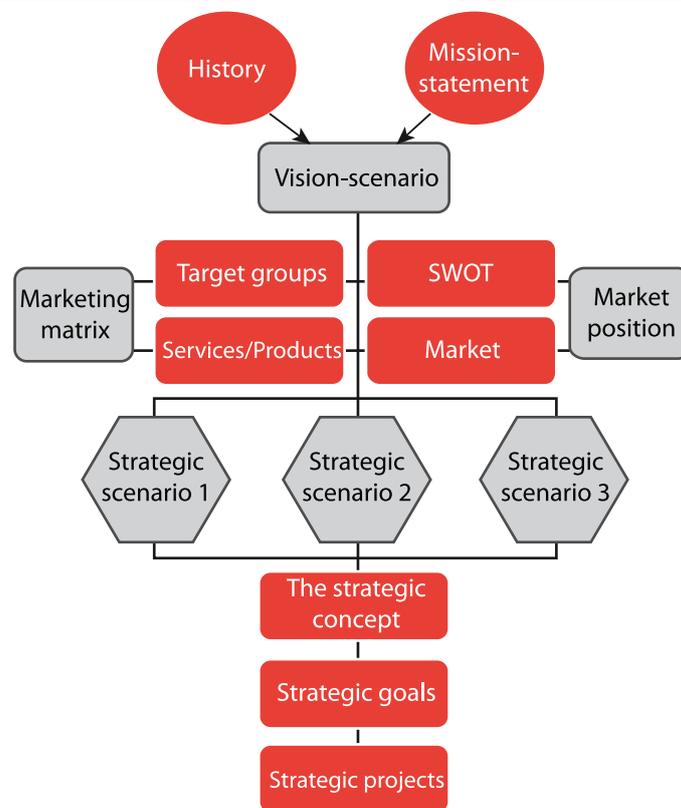
The outcomes of this programme will assist you / and your team in the following areas:

- Combine your company history, mission statement and critical trends into an inspiring vision;
- Find and explain your core competencies as an organisation;
- Develop the skill of designing multiple future scenarios;
- Combine the most applicable needs of your customers with your most relevant products/services;
- Use a SWOT analyses;
- Decide on your strategic market position and strategic goals;
- Understand how growing organisations need to handle crisis as part of the process;
- Design the structure that serves your strategy and that will also empower your employees to deliver excellent work;
- Build a culture that inspires your staff and customers;
- Become a change agent and a transition leader;
- Grow in your ability as leaders within unpredictable times;
- Adapt your leadership style to the success of your organisation;
- Facilitate organisational change through transition leadership;
- Transcribe organisational objectives into and empowering organisational governance plan.

The programme consists of:

- Three intensive, full day training (or as agreed upon within the proposal);
- Lecture, workshops and practical team events;
- Acquiring concrete “tools” in order to develop and lead your organisation with greater effectiveness.





A Breakdown of this programme:

Module 1 – Healthy Organisations:

- 7 dimensions of a healthy organisational;
- Measuring organisational health;
- Understand the role of human capital;
- When things go terribly wrong.

Module 2 – Organisational Purpose:

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

Module 3 – Market Positioning:

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

Module 4 – Achieving Objectives:

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

Module 5 – Governance & Strategy:

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

Module 6 – Leading Transition:

- The process of change and transition;
- Getting the team on board;
- Leading into the unknown;
- Adapting your leadership style.