



## EAST AFRICA

# High Performance Leadership Masterclass

Advancing executive leadership and management skills for outstanding organisational performance

Tribe Village Market Hotel  
Nairobi, Kenya

8th – 10th February 2012

“Leadership and learning are indispensable to each other”

John Fitzgerald Kennedy

The prevalent dynamic business environment requires charisma and flexibility in management to ensure that various primary functions are at their optimal performance and that resources are adequately utilised for business sustenance.



marcus evans is a registered training provider with the Directorate of Industrial Training. DIT registration number: DIT/TRN/764

### Your expert course facilitator:

**Dr. Morne Mostert** Director of Leadership  
**Leadership Options, South Africa**

Dr. Morne Mostert is the creator of SLL Theory (Systemic Leadership Learning Theory). He is an internationally experienced leadership and management development facilitator and HR advisor. Dr. Mostert is the founding head of the School of Leadership for Discovery.

### Esteemed guest presenter:

**Patrick Obath** Chairman  
**Kenya Private Sector Alliance, Kenya**

Patrick is Chairman of the Kenya Private Sector Alliance – an umbrella business organisation for the private sector in Kenya. He sits on the boards of African Alliance Kenya Group, Kenya Power and Lighting Company, National Aids Control Council, National Social Security Fund, Kenya Cultural Centre Council and Liverpool VCT Centres – a health services organisation. He is a Fellow of the Aspen Global Network (AGLN) and the African Leadership Initiative (ALI). He was awarded the Order of the Grand Warrior (OGW) by His Excellency the President of the Republic of Kenya on 12th December 2008.

### Benefits of attending this interactive three-day training course include:

- **Traversing** the gap between excellent management and exceptional leadership
- **Revitalising** motivational strategies that encourage staff and promote excellence
- **Breaking** down barriers to effective communication
- **Advancing** the presentation skills of highly effective executives
- **Moulding** high performance teams that drive change and build on previous successes
- **Planning** for succession to ensure adequate preparation
- **Sparking** productivity through mentorship and coaching

**marcus evans training courses are thoroughly researched and structured to provide intense and intimate practical training to your organisation. Our format:**

- Pre-course questionnaires
- An in-depth tailored programme to address market concerns
- Comprehensive course documentation
- Interactive roundtable discussions and breakout sessions
- Practical exercises, International and Local case studies
- Opportunity to network with an internationally recognised trainer

### Pre-course questionnaire

To ensure that you gain maximum benefit from this event, a detailed questionnaire will be sent to you to establish exactly what your training needs are. The completed forms will be analysed by the course trainer. As a result, we ensure the course is delivered at an appropriate level and that relevant issues will be addressed. The comprehensive course material will enable you to digest the subject matter in your own time.



**Wednesday 8th February 2012****Session One****From manager to leader: Traversing the gap between excellent management and exceptional leadership**

- Highlighting the similarities and differences between a manager and leader
- Ensuring the ability of the leader to both manage and lead
- Scrutinising leadership within the context of your organisation's structure and culture
- Compiling a winning repertoire of integrated leadership styles

**Session Two****Vision, strategy and change: Unlocking leadership potential for exponential organisational growth and productivity**

- Creating vision and developing strategy for both personal and organisational development
- Leading by example: Becoming the architect from which others draw their inspiration to build
- Being the vehicle that drives change: From the acceptable to the excellent

**Session Three****The leader as mentor and coach: Benefitting both mentor and protégé by rejuvenating your management style through coaching**

- Realising the value of mentoring as opposed to directing
  - Building organisational loyalty
  - Tailoring the development plan to suit both parties
  - Capitalising on the cost-effectiveness of mentoring
- Appraising the fiduciary relationship that comes into being between mentor and protégé
- Sharing insights and ideas that promote autonomy
- Critically evaluating your protégé and giving constructive feedback
- Fuelling productivity with encouragement and coaching
- Grooming highly effective future leaders

**Session Four****Unity through diversity: Managing diversity to harness the power of employee perspective and experience multiplicity**

- Harmonising different world views for a shared organisational vision
- Empowering employees regardless of age, race or gender to fulfil their maximum potential
- Acknowledging and respecting different beliefs and behaviours
- Unleashing the capabilities brought to the table by a heterogeneous work force
- Managing diversity on both a horizontal and vertical level
- Prioritising situational leadership to meet others on their level

**Session Five****Revitalising motivational strategies that encourage staff and promote excellence**

- Becoming a self-starter, relying on internal rather than external factors to motivate you
- Inspiring your colleagues and subordinates with strategic motivational methods
- Influencing people through both direct and indirect means
- Manipulating situations so as to boost employee morale no matter what the circumstances
- Balancing your EQ for a stable and positive outlook

**About marcus evans professional training**

**marcus evans** professional training division has been developed to offer courses of the highest calibre to industry practitioners. Our clients' increasing demands for high quality hands-on training, drives our focused output. Thorough research ensures applicability to current business concerns.

Training courses are being offered on a world-wide basis from our production offices across Europe, South Africa, the US, Australia and the Asia Pacific region. This international network affords a global view of emerging training needs in the most dynamic industries.

For further details, please use the contact information given on the last page of this brochure.

**Thursday 9th February 2012****Session One****Optimising managerial effectiveness through Emotional Intelligence**

- Gaining increased self-awareness
- Taking informed action based on self-insight
- Improving social awareness
- Improve interaction with others
- Asserting professional opinions that drive change in a confident manner
- Opening clear channels of communication between yourself and fellow senior managers
- Bridging the gap between senior and middle management by establishing effective lines of communication

**Session Two – Guest presenter session****Discussing the challenges of leadership in Africa**

Your distinguished guest presenter

**Patrick Obath** Chairman

**Kenya Private Sector Alliance, Kenya**

**Session Three****Fostering a work culture of trust by mastering communication and delivery skills necessary for a leader**

- Enabling higher productivity and efficiency through effective communication channels
- Learning how to engage in authoritative, persuasive and effective dialogue
- Utilising dialogue and communication to get buy in to your ideas and projects
- Enhancing staff morale and motivation with a free exchange of ideas built on listening skills
- Breaking down misconceptions about what it takes to engage and retain employees by constantly giving feedback
- Determining the factors that cause a person to engage, stay and want to perform

**Session Four****Meeting Master Class: Facilitating meetings that infuse excellence into business practices**

- Generating a comprehensive agenda
- Keeping abreast with commonly used corporate terminology
- Steering the agenda to cover all necessary items on the agenda
- Encouraging meaningful debate whilst avoiding circular discussions
- Facilitating productive discussion that takes everyone's opinions into account

**Session Five****Advancing the presentation skills of highly effective executives**

- Identifying your audience to target key areas of concern
- Structuring your argument for maximum impact
- Prioritising hierarchical decomposition to ensure that the presentation is easy to follow
- Captivating your audience from beginning to end
- Building rapport with the target audience that allows you to communicate your ideas more easily

**Programme schedule**

0800	Registration and coffee
0830	Morning session begins
1030 - 1050	Morning refreshments and networking break
1300	Networking luncheon
1400	Afternoon session begins
1510 - 1530	Afternoon refreshments and networking break
1630	Course concludes

**marcus evans** would like to thank everyone who has helped with the research and organisation of this event, particularly the trainer, who has kindly committed and supported the event.

**Session One****Stimulating creativity and driving innovation to propel the organisation into the future**

- Inspiring the creative juices of those under you by encouraging innovation
- Managing new ideas and information appropriately
- Forming effective innovation forums where ideas can be shared
- Fostering an entrepreneurial spirit within top management that sparks creativity

**Session Two****Moulding high performance teams that drive change and build on previous successes**

- Identifying the top performers who are going to form the future cornerstones of your organisation
- Formulating strategies that will keep the team on track
- Mixing complementary talent into your management structure
- Delineating specific roles for each team to harness unique capabilities

**Session Three****Banking on succession to ensure adequate preparation**

- Ensuring continuity of leadership by forming efficient strategies should critical positions become vacant
- Addressing common misconceptions that hinder the introduction of succession planning
- Mastering the steps of succession planning found in a comprehensive strategy
- Formulating pre and post transitional core competencies for appropriate grooming of successors
- Developing an evaluation plan for succession management

**Session Four****Conflict and dispute management: Switching up your conflict management strategies to remain ahead of any potential problematic situations**

- Enhancing problem solving abilities with tried and tested techniques
- Buffering response strategies to be prepared for any possible eventuality
- Strengthening current conflict management practices
- Rejuvenating your negotiation strategies so as to avoid conflict and guarantee a win-win situation for all
- Developing sound people management skills to ensure the containment of strong emotional responses
- Maintaining relationships while still having persuasive power

**Why you cannot miss this event**

C-Level executives are the architects of change, the driving force behind organisational excellence, and form the building blocks for the solid structure that you would like your organisation to be. Without constant development, these skills stagnate and fall into disuse, which can only have disastrous consequences for your company. Not only will staff morale drop, profit margins will fall and your organisation's reputation will be irreparably tarnished. Climbing back up the ladder of success will not be for the faint hearted.

Senior management is constantly tasked with ensuring that such an arduous climb back to the top is not necessary. These are the people responsible for ensuring that development, both personal and that of their staff is an ongoing process rather than a once-off occurrence. Excellent communication, both internal and external, is a vital part of this development. Equally as important is the ability to adapt one's managerial style to suit emerging trends and practices. By including coaching and succession planning effectively into your leadership and management practices, you will reap the rewards of accurate foresight.

Such foresight will also determine the necessity of diversity management. Businesses are no longer homogenous. Diversity is a given in modern corporate culture. Given that East Africa is coming to the forefront of market consciousness, both regional and international, it is imperative that organisations and their leaders are able to navigate both this and other challenges with aplomb.

This intense three-day workshop focuses on innovative tried and tested techniques associated with the managerial and leadership job function, through a comprehensive look into key tools and cutting edge strategies. Be the visionary that your organisation expects you to be. Be the leader that drives change, moving from the acceptable to the excellent.

**About your course facilitator:**

**Dr. Morne Mostert** is an international leadership development specialist. He has over 16 years of experience in the field, working with market leading clients. Morne is the founder of Leadership Options, a leading provider of Leadership Development, consulting and HR related services. He is the former head of the School of Leadership at Discovery Holdings, a leading multinational HMO. He was also a founding executive for Leadership at BIPSA.

His specialist areas include Leadership (from new managers to board leadership), Systems and Design Thinking, Customer Engagement, HR and Strategy. Morne is a member of the Council of the Da Vinci Institute, a leading private university, and is a member of faculty at the Stellenbosch University Business School Executive Development, one of the Financial Times Top 50 Executive Development schools in the world.

He is the winner of a Council award for his Ph.D. research, which developed an innovative new model for Leadership Development known as SLL Theory (Systemic Leadership Learning). This approach ensures greater ROI from the learning process for leaders.

Morne is also the South African Ambassador for the World Leadership Day, a global initiative aimed at improving the overall quality of leadership in various spheres of society. Morne is thought leader in his field and is a regular speaker at conferences. His new book, "Systemic Leadership Learning", will be released in March 2012.

**A partial list of clients include:**

- Absa Bank
- Altech
- Boxmore
- Coca-Cola Sabco
- Covidien
- Grofin
- JD Group
- Limdev
- Millward Brown
- PTA bank
- Saratoga
- Standard Bank
- Strate
- Woolworths
- PricewaterhouseCoopers

**About your esteemed guest presenter:**

**Patrick** is the Chairman of the Kenya Private Sector Alliance – an umbrella business organisation for the private sector in Kenya. He sits on the boards of African Alliance Kenya Group, Kenya Power and Lighting Company, National Aids Control Council, National Social Security Fund, Kenya Cultural Centre Council and Liverpool VCT Centres – a health services organisation. He is a Fellow of the Aspen Global Network (AGLN) and the African Leadership Initiative (ALI).

Patrick retired from Shell recently having held the position of Special Projects Manager in the Shell Africa office since March 2008. Before this he was the Managing Director and Country Chairman for Kenya Shell Limited and County Chairman for Shell Tanzania. Prior to this, Patrick has held many management positions in Shell and Shell advised companies in the areas of General management, Distribution, Engineering and Health Safety and Environment in Kenya, United Kingdom, The Netherlands and Malaysia. Patrick joined the oil industry in 1976.

He holds a BSc. in Mechanical Engineering from Nottingham University and is a Member of the Institute of Petroleum (UK), the Petroleum Institute of East Africa, and the Institution of Engineers in Kenya and is a Registered Engineer. He is the immediate past Chairman of the Petroleum Institute of East Africa and the Federation of Kenya Employers. He was awarded the Order of the Grand Warrior (OGW) by H.E. the President of the Republic of Kenya on 12th December 2008.

**Who should attend**

C-level executives including CEOs, CFOs, CROs, CIOs, MDs and GMs in charge of but not restricted to:

- Human Resources
- Business Development
- Marketing / Sales
- Finance
- Operations
- Supply Chain
- General Affairs
- Organisational Development
- Quality Assurance
- Business Process
- Strategic Planning
- Product Development
- Legal

# High Performance Leadership Masterclass

NR-GMT2607 Please write in BLOCK LETTERS

## Sales Contract

Please complete this form immediately and fax back to

**CHARLES LWANGA**

**Fax: +254 (20) 326 5148**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Direct phone number/mobile number: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Direct phone number/mobile number: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Direct phone number/mobile number: \_\_\_\_\_

Organisation: \_\_\_\_\_

VAT Registration Number:

Address: \_\_\_\_\_

\_\_\_\_\_

Town: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Tel: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Nature of Business: \_\_\_\_\_

Company Size:  1-9  10-24  25-49  50-99  
 100-249  250-499  500-999  1000+

## Authorisation

Signatory must be authorised to sign on behalf of contracting organisation.

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: / /

This booking is invalid without a signature.

## Fees

(per delegate - Please indicate your choice & complete the Authorisation Section)

**Conference fee** @ KES159 995-00 + VAT / Withholding TAX

**Premier Plus** - Ask about our special discounted rates.

### Payment is required within 5 working days.

Fees include refreshments, luncheons and programme material and a service charge of 24% VAT (where applicable) is levied at rate of 14%. Withholding Tax is levied at the prevailing rate.

**Indemnity:** Should for any reason outside the control of **marcus evans** conferences, the venue or speakers change, or the event be cancelled due to an act of terrorism, extreme weather conditions or industrial action, **marcus evans** conferences shall endeavour to reschedule but the client hereby indemnifies and holds **marcus evans** conferences harmless from and against any and all costs, damages and expenses, including attorneys fees, which are incurred by the client. The construction, validity and performance of this Agreement shall be governed in all respects by the laws of South Africa to the exclusive jurisdiction of whose Courts the Parties hereby agree to submit.

### Any learning intervention offered by marcus evans SA (Pty) Ltd. Will be subject to the following disclaimer:

Except for death or injury solely and exclusively caused by the wilful misconduct or gross negligence of marcus evans SA (Pty) Ltd. or its employees, marcus evans SA (Pty) Ltd. cannot be held responsible for any claim, action, cause of action or liabilities suffered by Learners whilst undergoing marcus evans SA (Pty) Ltd. external learning programs at off site facilities. Learners agree to defend, indemnify and hold harmless marcus evans SA (Pty) Ltd. from any claim, action, cause of action or liabilities which may be asserted by third parties arising out of the Learners act default or neglect whilst undergoing marcus evans SA (Pty) Ltd. external learning programs at off site facilities

Code:E

## Register Now

Contact Sales at **marcus evans**

**Tel:** +254 (20) 326 5000

**Fax:** +254 (20) 326 5148

**Email:** lwangae@marcusevanske.com

**Date:** 8th – 10th February 2012

**Venue:** Tribe Village Market Hotel Nairobi,  
Kenya

## Hotel Accommodation

Accommodation is not included in the conference fee. To reserve accommodation at the conference venue, please contact the hotel at (+254) 20 720 0000 and make it clear that you are attending **marcus evans** conferences event quoting NR-GMT2607 as a reference.

## marcus evans

Nairobi Office, 19th Floor Telposta Towers,

Kenyatta Avenue,

Nairobi, Kenya

www.marcusevans.com

## Payment Method

Please indicate your payment method

**Credit Card**

All credit card transactions are charged in ZAR or USD' at the current exchange of your Bankers.

Please debit my  Visa  Mastercard  Amex  Diners

Card Number:

CV Number:

Expiry Date:

/

Card Holder's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

ID Number:

Authorisation Code: \_\_\_\_\_

Date: \_\_\_\_\_

## Terms & Conditions

1. Fees are inclusive of programme materials and refreshments.

2. Payment Terms: Following completion and return of the registration form, full payment is required within 5 days from receipt of invoice. Substitutions between 14 days and the date of the event will be allowed subject to an administration fee of equal to 10% of the total fee that is to be transferred. Otherwise all bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by **marcus evans** (as defined above). Cancellations must be received in writing by mail or fax six (6) weeks before the conference is to be held in order to obtain a full credit for any future **marcus evans** conference. Thereafter, the full conference fee is payable and is non-refundable. The service charge is completely non-refundable and non-creditable. Payment terms are five days and payment must be made prior to the start of the conference. Non-payment or non-attendance does not constitute cancellation. By signing this contract, the client agrees that in case of dispute or cancellation of this contract that **marcus evans** will not be able to mitigate its losses for any less than 50% of the total contract value. If, for any reason, **marcus evans** decides to cancel or postpone this conference, **marcus evans** is not responsible for covering airfare, hotel, or other travel costs incurred by clients. The conference fee will not be refunded, but can be credited to a future conference. Event programme content is subject to change without notice.

3. Cancellation/Substitution: Provided the total fee has been paid, substitutions at no extra charge up to 14 days before the event are allowed. Substitutions between 14 days and the date of the event will be allowed subject to an administration fee of equal to 10% of the total fee that is to be transferred. Otherwise all bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by **marcus evans** (as defined above). Cancellations must be received in writing by mail or fax six (6) weeks before the conference is to be held in order to obtain a full credit for any future **marcus evans** conference. Thereafter, the full conference fee is payable and is non-refundable. The service charge is completely non-refundable and non-creditable. Payment terms are five days and payment must be made prior to the start of the conference. Non-payment or non-attendance does not constitute cancellation. By signing this contract, the client agrees that in case of dispute or cancellation of this contract that **marcus evans** will not be able to mitigate its losses for any less than 50% of the total contract value. If, for any reason, **marcus evans** decides to cancel or postpone this conference, **marcus evans** is not responsible for covering airfare, hotel, or other travel costs incurred by clients. The conference fee will not be refunded, but can be credited to a future conference. Event programme content is subject to change without notice.

4. Copyright etc: All intellectual property rights in all materials produced or distributed by **marcus evans** in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is prohibited.

5. Client information is kept on **marcus evans** group companies database and used by **marcus evans** group companies to assist in providing selected products and services which may be of interest to the Client and which will be communicated by letter, phone, fax, (inc. automatic dialling) email or other electronic means. If you do not want **marcus evans** to do this please tick this box [ ]. For training and security purposes telephone calls maybe recorded.

6. Important note: While every reasonable effort will be made to adhere to the advertised package, **marcus evans** reserves the right to change event dates, sites or location or omit event features, or merge the event with another event, as it deems necessary without penalty and in such situations no refunds, part refunds or alternative offers shall be made. In the event that **marcus evans** permanently cancels the event for any reason whatsoever, (including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the Client shall receive a credit note for the amount that the Client has paid to such permanently cancelled event, valid for up to one year to be used at another **marcus evans** event. No refunds, part refunds or alternative offers shall be made.

7. Governing law: This Agreement shall be governed and construed in accordance with the law of South Africa and the parties submit to the exclusive jurisdiction of the South African Courts in Johannesburg. However **marcus evans** only is entitled to waive this right and submit to the jurisdiction of the courts in which the Client's office is located.

8. Client hereby acknowledges that he/she specifically authorizes that marcus evans charge the credit card listed above for the amount provided herein; that this Contract is valid, binding and enforceable; and that he/she has no basis to claim that any payments required under this Contract at any time are improper, disputed or unauthorized in any way. Client acknowledges that they have read and understood all terms of this contract, including, without limitation, the provisions relating to cancellation.