



## COMPANY PROFILE

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Products and Services for  
Talented Places 2Work4

NEXT >>

## HCI Africa At-a-Glance

Our purpose is to help companies become 'Talented Places 2Work4'. We firmly believe that companies that undertake the journey to become Talented Places 2Work4 collectively contribute to South Africa standing out from the crowd in a globally competitive business environment.

Our member companies share the conviction that talent is the only sustainable competitive advantage in the global knowledge economy. These organisations are moving rapidly to transform their organisations in concert with new services, technologies and solution providers.

Since 2006 the Human Capital Institute (HCI Africa) has been recognised as a consistent provider of innovative, and thought provoking summits and educational offerings in the human capital & talent space. Building on that success we have embarked on an ongoing 'repurposing' exercise to distinguish ourselves as a company membership organisation. We offer a range of products and services that empower and enable CEOs, executives, line managers and HR professionals to more easily assume their talent management roles.

HCI Africa is the only professional association in South Africa specifically focused on the strategic management of talent. Our members from companies both large and small represent the most progressive leaders in the various human capital disciplines as well as a growing number of operating line managers and executives.



## Company Membership

### *Take Advantage of Our New Company Membership Rates*

We have done our homework to make it easier for companies of all sizes to join HCI Africa. Company Membership discounts are available to all companies irrespective of size, number of employees, turnover, or market share.

We have a flexible rate card where you select the company membership rate that suits your budget. Start at one level and upgrade at any time as your needs change.

The price advantage of company membership includes substantial discounts for 'off-the-shelf' products and services as well as preferential pricing for any customised advisory services, survey-based research, continuing professional development, and educational events.

Contact Lyne Lombard on [lyne.lombard@humancapitalinstitute.org.za](mailto:lyne.lombard@humancapitalinstitute.org.za) or on 011 609 1971 to reap the rewards of our thought leadership events, educational offerings, and survey-research products. Our user groups and recognition events are available to company members only.



## Knowledge Portals

### *Global & Local Knowledge Portals*

Our knowledge portals create that vital intersection – the link between business and Talent. The twin challenges of accessing new and relevant talent knowledge and finding it in one place has just become a whole lot easier by using our knowledge portals.

It is an open secret that both line managers and HR more than ever before need to become 'talent savvy' to remain in the business of management. The management of talent is now a very large part of a line leader's role.

Company membership allows for an unlimited number of line and HR users to access both portals – [www.humancapitalinstitute.org.za](http://www.humancapitalinstitute.org.za) & [www.humancapitalinstitute.org](http://www.humancapitalinstitute.org). Each company appoints a Membership Administrator to liaise with HCI Africa to have members loaded into our password protected portals. A major benefit is that each member can download what they want when they want it using their own username and password. Choose from literally hundreds of webcasts, white papers, research reports and more.



## Assessments

### *Talent Leadership Assessments (Self and 360 Assessments)*

Enhance your current talent strategy with HCI Africa's proprietary and unique suite of online Talent Leadership assessments. This service was developed as part of our national commitment to grow the talent leadership capabilities of line management in mid-to large size companies in South Africa.

If you want to know what specific behaviors should be taken by talent leaders within your company to support talent management, this tool-set will tell you! The articulation of the competencies will be your guide to what should be done and the results will help you determine how well this is being done. Whether you are new to talent management or already have good processes, insights from these (self and 360) assessments should be invaluable.

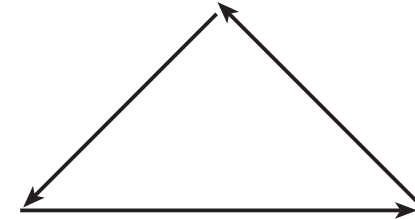
### *Multilevel Talent Leadership Assessments*

Each assessment looks at 3 critical roles, and 14 talent leadership competencies. Respondents can elect to start with either a self-assessment or a full 360 assessment with input from direct report Executives and peers in a position to provide constructive feedback.

## TalentFusion™ : TalentInsight™ : TalentDelivery™

### 3 Critical Talent Leadership Roles & 14 Dimensions

Integrating Talent with Business Strategy & Priorities



Managing  
Accountability

Leading the Talent  
Proposition & Brand

TalentFusion™: For CEOs who strive to create talent-centric business cultures

TalentInsight™: For Executives who align talent with business plans

Talent Delivery™: For line managers who enable work environments for talent to deliver

Contact Lyne Lombard about how HCI Africa can help you put these instruments to work for your talent leaders and talent strategy e.g. clarifying talent roles, top team talent planning, talent leadership coaching.

## Audits/Surveys

### *Organisation Driving Forces (ODF) Engagement Audit*

Engagement, like leadership, is situational. Different organisations have different cultures, histories, strengths and weaknesses. The most important driver of employee engagement in one place is unlikely to have the same effect somewhere else. Therefore, making decisions for a company based on a one-size-fits-all, benchmarked list of 10, 12, or even 16 drivers of engagement, usually derived from average results across hundreds of organisations, does not seem to make much sense.

Well known engagement survey, management consulting, human resources and statistical research services firm The Gallup Organization came to a similar conclusion in analysing customer engagement at a multisite retailer. Summarizing its findings, Gallup stated, “Our working assumption was that at least a few of the top employee engagement stores would also be top customer engagement stores. We were wrong. Just one store appeared on both lists.”

#### **Key Conclusions**

- Organisations should design surveys that measure the drivers of company performance AND its human capital management more broadly, combining employee engagement with other organisational and people-related drivers/factors of business results.
- Most employee engagement surveys have too little focus on the following areas: Job and work design; Training and development; Leadership and management behaviours; Team practices and climate amongst others. In change terms – the context determines all!
- Build a sustainable engagement strategy based on ‘the numbers’ that reflects your company’s unique pattern of drivers of business results, organisational effectiveness & engagement.

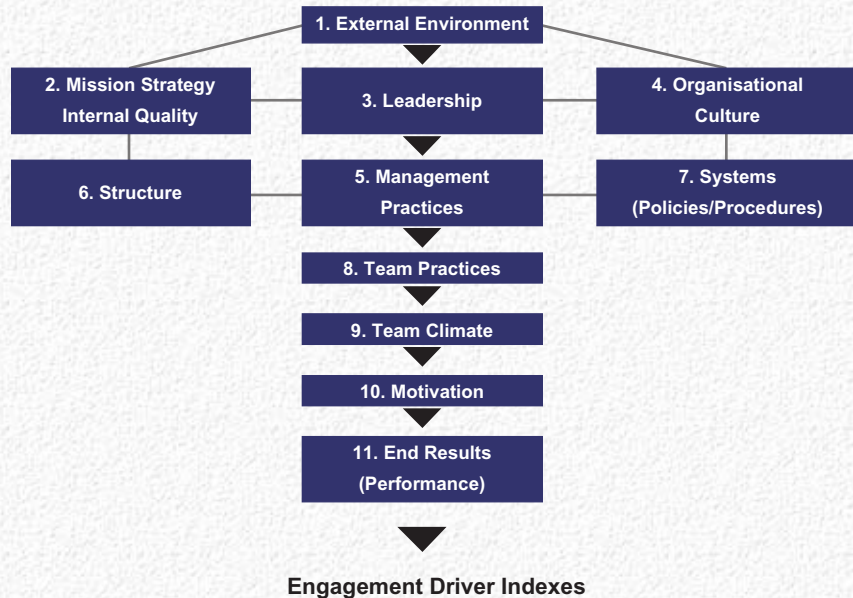
A more realistic view of engagement is that it is a dynamic continuum for different talent groups – moving from a group of satisfied employees to the highest level of engagement where other groups become a self-appointed advocate for the company.

This rationale is shown in the graphic below which depicts the basic building blocks to measure organisational effectiveness, and from which you derive the various stages of employee engagement for the various employee groups targeted in your change and talent programmes.

[Organisation Driving Forces Survey Model \(click here to see diagram\)](#)

**Contact Lyne Lombard to discuss how our online survey can help you create a targeted approach to measuring and managing the engagement levels of those talent groups that have the highest impact on the organisation’s performance. Each talent group will likely require different engagement strategies. One size does not fit all talent groups simply because their needs and drivers differ.**

## Organisation Driving Forces Survey Model



Satisfaction	Motivation	Commitment	Advocate

## Performance Pathfinder - Performance Management Audit

A counterpart audit to the ODF Engagement survey is HCI Africa's proprietary online Performance Pathfinder Audit.

Information from a reliable and well calibrated Performance Management System provides input into numerous programmes within your company's overall talent management strategy and model: performance review data is used for talent review sessions; data from personal development plans informs deployment and development initiatives for various talent groups, and much more.

Periodic audits of user satisfaction and the effectiveness of your performance management system would in today's economic climate not be seen as an optional extra. HR must be seen to be actively contributing to company performance and employee engagement.

The Performance Pathfinder highlights the differences in perception of management and staff about the strengths and weaknesses within the business, management and human resource systems and practices that underpin the management of performance in the organisation. The results can be used to fine-tune or custom-design a total performance management process for the organisation.

[Pathfinder: Performance Management System Model \(click here to see diagram\)](#)

Contact Lyne Lombard to discuss how HCI Africa can help you measure the effectiveness of the way your company manages performance for either the entire company or for specific talent groups.

## Pathfinder: Performance Management System Model

### PERFORMANCE PLANNING

- Business Planning Focus
- Customer Orientation
- Goal Emphasis
- Quality Focus
- Agreeing Work Expectations
- Planning Competency Improvement

### MANAGING PERFORMANCE

- Management Support
- Performance Feedback
- Self Management Practices
- Participation Practices
- Monitoring Training & Development
- Teamwork
- Work Facilitation
- Coaching
- Counselling

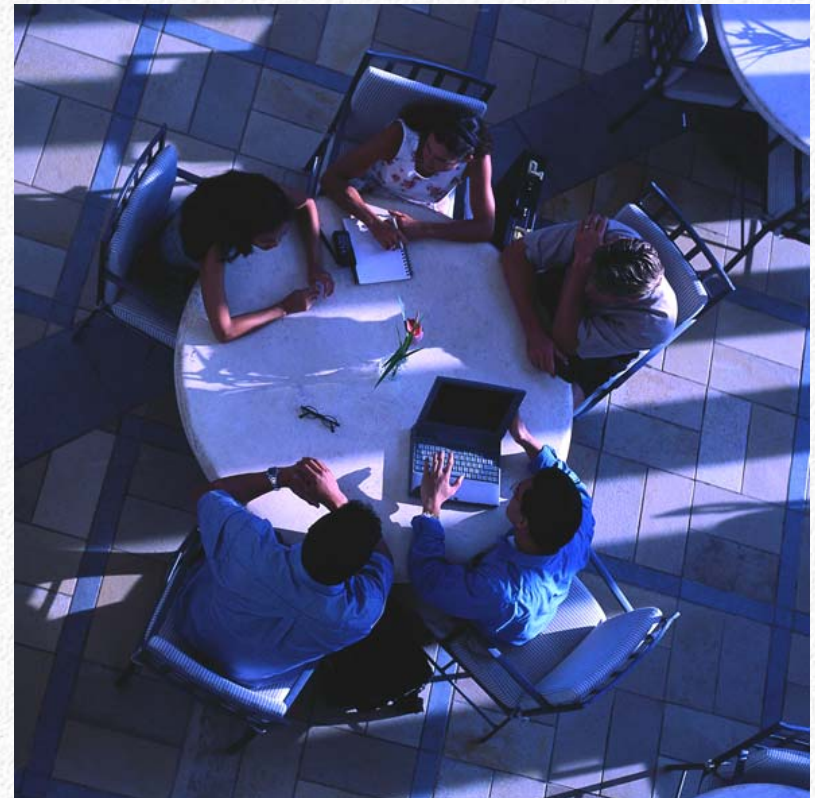


### PERFORMANCE REVIEW

- Individual Formal Performance Review
- Team Performance Monitoring
- Individual Self-Review
- Customer Review

### PERFORMANCE REWARD

- Performance Recognition
- Financial Reward
- Career Reward
- Development Reward



## Workshops - Continuing Professional Development (CPD)

*“Continuing Professional Development (CPD) can be defined as the conscious updating of professional knowledge and the improvement of professional competence throughout a person’s working life. It is a commitment to being professional, keeping up to date and continuously seeking to improve”.*

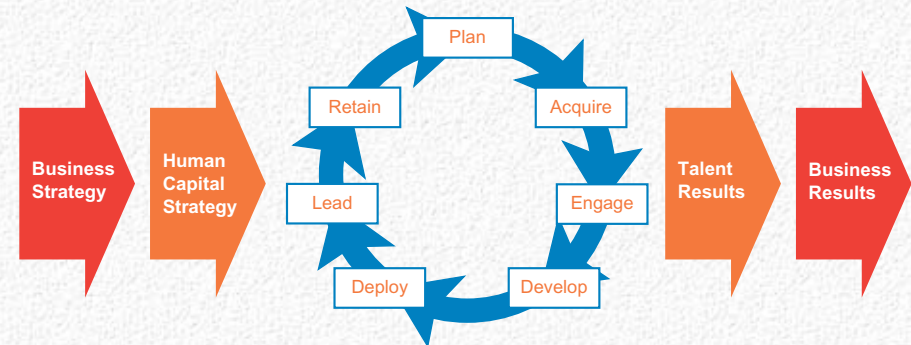
(Chartered Institute of Personnel & Development, 2000)”

Talent is the most powerful competitive lever today, yet most organisations continue to employ industrial-era management and HR practices. HCI Africa education changes that, with the only educational curriculum designed exclusively for strategic talent management for both Executive and Line leadership and HR Professionals.

HCI Africa’s education changes that game. We have the first education curriculum that provides line and HR with the most current and complete knowledge base for the entire Talent Management Life Cycle.

### **Human Capital Management Principles (HCMP) Workshop: A 2-Day Workshop for HR Executives & Professionals**

Master the new business science of Talent Management. This transition workshop provides a recognised credential for strategic knowledge in the human capital field, and is an important career achievement for Human Resources, Organisation Development, Recruitment, and Corporate learning professionals as well as for Line executives. The graphic below shows the connection between business outcomes and the HCMP workshop.



Talent is the only remaining and sustainable advantage in a global knowledge economy, and integrated talent management strategy and practices are now central to business results. HCMP provides the foundational framework, practical application and tools to move the needle in your organisation & career.

**Onsite Workshops** have a mandatory business case practicum, wherein learners select a real-world talent challenge in their own company, then develop a business case analysis and implementation plan to successfully address it. With HCI Africa faculty advisors assisting throughout the process, practicums are a powerful way for teams to quickly move the needle on your company's most pressing strategy, operating or leadership issues.

**Strategic Talent Leadership (STL Workshop): A 1-day Workshop for Line Managers and Hi Potential Managers**

This workshop is designed specifically for front line managers and high potentials developing their skills as line managers. The course is focussed on the changing roles of a manager in 21st century organisations. It will identify the new competencies for managers as talent leaders and how to implement a high performance culture. Specifically Strategic Talent Leadership will cover the skills that are required for talent leadership and synthesize the latest research on new talent leader roles, metrics and accountabilities. One of the deliverables that each participant receives is the Talent Leader’s Toolkit. The Toolkit is a unique asset that provides tremendous immediate value for participants. It contains tools, templates, assessments and activities for talent leaders.

**Strategic Workforce Planning (SWP): A 2-Day Workshop for Line & HR Executives**

The term Workforce Planning has been around for years and has been used to signify many different things. But true Strategic Workforce Planning builds upon quantitative activities such as headcount planning and workforce analytics and uses that data as part of a qualitative decision framework that can inform and transform organisational strategy.

<b>Strategic Workforce Planning</b>	<ul style="list-style-type: none"> <li>• Alignment with Business Plan</li> <li>• Workforce Segmentation</li> </ul>
<b>Operational Workforce Planning</b>	<ul style="list-style-type: none"> <li>• Modelling future based on internal trends</li> <li>• Annual Staff Forecasts</li> </ul>
<b>Workforce Analytics</b>	<ul style="list-style-type: none"> <li>• Quantitative Current State</li> <li>• Understanding internal past and present trends</li> </ul>
<b>Headcount Planning</b>	<ul style="list-style-type: none"> <li>• Internal data collection</li> <li>• Headcount data analysis - Current State</li> </ul>

Recent surveys suggest that well over half of today’s organisations are “planning to plan.” That is, they know they want to begin a Workforce Planning process but don’t know where to begin or what the expected outcome should be. The SWP programme offers a structured programme that provides a synthesis of best practices and research along with a model to guide step by step workforce planning activities.

Onsite Workshops have a mandatory business case practicum, wherein learners select a real-world workforce planning challenge in their own company, then develop a business case analysis and implementation plan to successfully address it. With HCI Africa faculty advisors assisting throughout the process, practicums are a powerful way for teams to quickly move the needle on your company’s most pressing strategy, operating or leadership issues.

Contact Lyne Lombard on [lyne.lombard@humancapitalinstitute.org.za](mailto:lyne.lombard@humancapitalinstitute.org.za) or on 011 609 1971 to make an appointment to meet to discuss how HCI Africa can help you implement the Talent curriculum to suit the needs of your Line Managers and HR Professionals alike.

## Events

Our speakers represent and showcase the best and brightest thought leaders from private and public sector organisations and game-changing new economy leaders. Our presenters are the innovators and proven experts in business and talent strategy. We invite you to learn, share and build relationships with the speakers who all agree to support the development of a learning community.

Underwriters and sponsors are strategic partners, not vendors. Unlike other associations, we do not treat our underwriters as necessary, but unwelcome advertisers. Rather, we understand that many of the most creative and transformational ideas come into the market through service and solutions providers, and welcome our underwriters to the table as contributors.

This means that we work hard to separate the "selling" message from the contribution underwriters are able to make in thought leadership, and advancing the field of talent management. With ground rules firmly in place, we strive to integrate our underwriters into the broader community, and provide relationship-building access to fellow members.

Our Audience represent the most forward looking and innovative leaders and professionals from the line organisation and professional HR. The common thread that binds our audience year after year is their firm conviction and belief in the intangible asset and power that any company has – the power of its top, critical professional and pivotal technical talent have to drive results within their organisations.

### *Diarise these key dates for 2010:*

#### **1st National Engagement Summit: Pre-Summit Hands-On Workshop & Main Event**

The Forum/The Campus, Bryanston  
16 – 17 August 2010

#### **4th Annual National Talent Management Summit**

The Forum/The Campus, Bryanston  
6 – 7 September 2010

#### **A Strategic Talent Leadership Master Class for Line Managers: Critical Conversations with Talent**

The Forum/The Campus, Bryanston  
9 – 10 September 2010

#### **3rd Annual Cape City-Region Talent Management Summit**

Old Mutual Business School, Pinelands  
19 October 2010

## Contact Us

For further information contact:

### Lyne Lombard

*Director: Marketing and Customer Relations*

Tel: 011 609 1971

Fax: 086 671 0776

Email: [lyne.lombard@humancapitalinstitute.org.za](mailto:lyne.lombard@humancapitalinstitute.org.za)

### Human Capital Institute Africa

Reg. Number: 2006/029083/08

Vat Number: 4430231797

3rd Floor  
19 Girton Road  
Parktown  
Johannesburg  
2193  
Gauteng  
South Africa

PO Box 2514  
Saxonwold  
2132

Tel: 011 609 1971

[www.humancapitalinstitute.org.za](http://www.humancapitalinstitute.org.za)

