



KR in association with Skill Indawo

2024 ANNUAL CONFERENCE

LEARNING & DEVELOPMENT

Thriving in Complexity: Strategies for Supporting Employee Development



HILTON SANDTON
138 Rivonia Road, Sandton, Johannesburg

Pre-conference Workshops &
Two-day in-person Annual Conference



4-6

**JUNE
2024**

www.kr.co.za • [f @KnowledgeResources](https://www.facebook.com/KnowledgeResources) • [in knowledge-resources](https://www.linkedin.com/company/knowledge-resources) • [x #LDC2024kr](https://twitter.com/LDC2024kr)

SPONSORS & EXHIBITORS



PLATINUM



SILVER



EXHIBITOR

2024 L&D CONFERENCE

Thriving in Complexity: Strategies for Supporting Employee Development

In an era characterised by unprecedented global shifts, the Learning and Development (L&D) function confronts escalating challenges within dynamic landscapes. The 2023 Learning and Development Conference unveiled transformative opportunities emerging amid uncertainties, establishing a foundation for the evolution of the L&D role.

As we step into the 2024 Learning and Development Conference, we will advance beyond merely linking employees to learning opportunities. Progressive L&D functions are now pioneering in empowering individuals to thrive and develop. The pervasive impact of digitisation and automation has underscored the imperative for a skills-based approach to organisational and individual development. Recognising this, thriving companies underscore the vital role of supporting employee development in retaining top talent and fostering a culture of continuous improvement.

Gartner's 2024 report accentuates the top three strategic priorities for Learning and Development leaders as: Leader and manager development; L&D design and delivery; and skills and growth needs identification. These priorities are driven by an evolving employee-employer relationship, skills shortages, transformative technology, and the pursuit of efficiency.

Why should you attend?

- Explore real-world solutions to pressing L&D challenges, shedding light on how your peers are adapting and planning for the future.
- Participate in a powerful, two-day exchange of ideas, sharing insights and exploring the construction of sustainable and relevant learning experiences, tailored to the needs of a rapidly evolving workforce.
- Engage in the dialogues that will shape the future of Learning and Development.
- Hear from leading local and international speakers and companies – the conference will feature a plethora of sessions with over 30 speakers across two days.
- Expand your professional network in person! Forge connections and exchange knowledge with other senior L&D leaders from across Africa.
- Focus on your personal development – this event represents a concentrated, efficient opportunity to convene with peers and explore what is new in the industry. Dedicate two days to forward-thinking engagement with your L&D objectives.

- Engage in a blend of presentations, discussions, and round-table conversations. You will have ample opportunity to be involved, share your perspectives, and ask your questions.
- Learn from case studies and shared experiences! Discover what other organisations have learned and are planning. Draw inspiration from fellow professionals and industry leaders worldwide in knowledge creation and exchange.
- Discover new products and services within our intimate exhibition space, intentionally designed to encourage networking and meaningful conversations. This will not be an overwhelming trade show focused on sales pitches. Instead, engage with hand-picked exhibitors ready to provide solutions that enhance the productivity of you and your organisation.
- Participate in hands-on, skill-enhancement workshops that offer practical tools for immediate implementation. Our sessions are designed to be interactive, ensuring personalised attention and effective learning (Limited seating available).

Who should attend?

Senior leaders responsible for learning and talent development strategies, such as:

- Heads of Learning, Leadership, and Talent Development
- Training Managers and Directors
- Heads of Leadership Development
- L&D Managers/Directors
- eLearning Managers
- Skills Development Managers
- Facilitators, Mentors, Corporate Trainers, and Coaches
- Talent Managers
- Organisational Capacity Managers
- Education Managers
- Training and Education Consultants
- Instructional Designers
- Chief People Officers (CPOs)/HR Directors/HR Managers
- Change Managers
- Corporate University Managers
- eLearning Consultants

CONFERENCE PROGRAMME

Day One • 5 June 2024

08:00–09:00


Registration • Morning Refreshments

09:00–09:10

Welcome and Introduction

Begin your journey with us as we set the stage for a not-to-be-missed experience in learning and development.



 **ASHALIA MAHARAJH**, *Founder and CEO, Sivuka Youth*

Ashalia Maharajh is an accomplished L&D professional, ICF-accredited coach, and Insights Practitioner. She holds a BSoc Sci in Clinical Psychology and an Honours degree focused on Applied Psychology for Professional Contexts. Ashalia is renowned for her skills in Entrepreneurship, Coaching, Public Speaking, and Training. She is dedicated to fostering a purpose-driven life, has a keen interest in neuroscience, and advocates for mindful living.

09:10–09:50


Balancing Artificial Intelligence and Human Ingenuity in Learning and Development

INTERNATIONAL
UK



- Discover how AI is reshaping the work and priorities of L&D teams, from strategy development and content creation to personalisation of learning experiences and the rise of evidence-based instructional design
- Unravel the evolving role of the L&D professional in an AI-enhanced environment, focusing on strategic decision-making, fostering human interaction, ethical oversight, and change management
- Gain actionable insights into integrating AI within your L&D processes, with case studies of successful AI implementations.



 **DR PHILIPPA HARDMAN**, *Affiliate Scholar at the University of Cambridge, Learning Scientist and Creator of DOMSTM (UK)*

Dr Philippa Hardman is a learning scientist and creator of DOMS™ – a groundbreaking evidence-based learning design process. She is a thought leader in the world of learning design with a large and dedicated following on LinkedIn and Substack. Phil has spent 20+ years researching learning science & designing in the flesh, online & hybrid learning experiences. She has designed some of the world's most high-impact learning experiences, including the University of Oxford's first and most successful MOOC. She also successfully led the largest learning design project in history while VP of Learning at ed-tech start-up, Aula. More recently, Phil has started to consider the role of AI in learning design and delivery and recently delivered a TEDX Talk on AI and Education.


09:50–10:30

PANEL DISCUSSION

Navigating the Skills Challenge




- Engage in interactive discussions with L&D thought leaders.
- Explore cutting-edge strategies to address the evolving skills landscape.
- Share insights and best practices for cultivating a culture of continuous learning.
- Discuss the key skills and capabilities needed to ensure success.

 **DUMISANI KALA**, *Head Learning and Development, Barloworld Equipment*

Dumisani Kala, as the Head of Learning and Development at Barloworld Equipment, is responsible for various sectors including Business Development, Technology (Minestar), Sales, Technical operations, and running the Leadership School in Southern Africa. Dumisani has a BCom Honours in Human Capital from UNISA, a National Diploma in Project Management, and further qualifications in Lean Manufacturing and Six Sigma from Colorado and General Electric Transportation, respectively. Renowned for his risk management, meticulous performance evaluations, and compliance skills, he has mastered research, Talent Management Strategy, Succession Planning, Leadership Development, Culture Change Management, Transformation, and analytical decision-making.



 **RUTH KLIX**, *Head of Talent Management & Acquisition, Learning & Development, Nestlé East & Southern Africa Region*

Ruth Klux currently holds the position of Head of Talent Management, Acquisition & L&D for the East & Southern Africa Region at Nestlé. With extensive experience at Nestlé, she brings invaluable insights to the industry, complemented by a Master of Business Administration specialising in Human Resources Management/Personnel Administration from Obafemi Awolowo University (2009-2011). Her expertise spans Talent Management, Human Resources, Personnel Management, and FMCG.



10:30–11:00

Mid-Morning Break

Enjoy a selection of refreshments.

CONFERENCE PROGRAMME

Day One • 5 June 2024

START OF TRACK SESSIONS

11:00–11:40

Exploring Innovative Approaches in Marketing Learning and Development

TRACK 1



- Reveal the art of strategic positioning to cultivate a culture committed to continuous learning.
- Gain insights from top-tier corporations on effective methods and platforms for enhancing recognition and trust.
- Understand the holistic essence of crafting exceptional learning and development offerings, transcending mere aesthetics.

SURETHA ESTERHUYSEN, *Head of Learning and Development, Telesure Investment Holdings (TIH)*

Suretha Esterhuysen is an expert in her field with an extensive background that spans several reputable firms. Before her 2021 move to Telesure, she played a significant role at Momentum Metropolitan for a decade and spent eight years with FirstRand Group, focusing on L&D in the Online Banking sector. She holds a master's degree from the University of Johannesburg.



SHARIDAN KOTHIAH, *Team Leader: Learning and Development, Telesure Investment Holdings (TIH)*

11:00–11:40

Boosting Leadership Development Through Personal Mastery

TRACK 2



Explore proactive methods for recognising and fostering future leaders

SHERVARNI GOVENDER, *Executive: People and Culture, LegalWise South Africa*

Shervarni holds the position of Executive Officer of People and Culture at a leading multinational legal expenses insurance company. A certified coach, registered psychometrist with the Health Professions Council of South Africa (HPCSA), and an accredited Time to Think™ facilitator, she brings her passion for leadership, human capital, and personal mastery to the forefront of her work. Her expertise spans Human Resource Development, Organisational Development, Change Management, Employee Engagement, and Culture Alignment with a special focus on fostering DEIB. She is committed to empowering individuals and teams, creating psychologically safe spaces for growth, and steering them towards achieving excellence.

11:45–12:30

Designing Virtual Learning Spaces for an Enhanced Educational Journey

TRACK 1



- Exploring strategies for designing impactful virtual classrooms
- Unpacking the role of virtual classrooms in a hybrid work setting
- Ensuring optimal utilisation of virtual classrooms by every workforce member

ESTER WATSON, *Head: Learning Design and Implementation (DM) – Discovery Institute of Training, Discovery Group*

Ester Watson is the Head of Learning Design and Implementation at the Discovery Institute of Training, within the Discovery Group. She manages a team dedicated to creating digital, in-person, and virtual learning experiences for the sales and distribution workforce, covering Discovery's product knowledge, financial planning, and soft skills. With over seventeen years in the financial services industry as a qualified L&D practitioner and Business Analyst, Ester is passionate about the impact of her work on people's development and enjoys working with her dynamic team every day.

11:45–12:30

Optimising your Learning and Development Budget for Maximum Impact

TRACK 2



- Embracing a digital-first approach for cost-effective solutions
- Shifting focus from content creation to strategic curation of development opportunities
- Maximising the impact of funding for enhanced learning outcomes

VISH SANGHANI, *Chief Learning Officer, Absa Group*

Globally experienced, award winning, Learning & Talent leader with 27 years of deep business & cultural experience across four continents with a broad variety of industry leading multinationals in Telecoms, Technology, Consulting, Banking & Luxury Retail. Over the past 27 years Vish has worked across Australia, Africa & Middle East, with the following industry leading multinational organisations like Absa, MTN, Standard Bank, Deloitte & Microsoft.

CONFERENCE PROGRAMME

Day One • 5 June 2024

12:30–13:30

Lunch Break • Networking

Step away from the day's insights, visit the exhibition area and re-energise for the afternoon sessions.

13:30–14:10

The Mindset Awakening: The Influence of Mindset on Learning, Development, Performance and Wellbeing

TRACK 1

Arbinger
Institute



- Results are the ripple effect of mindset. You cannot change behaviour without first changing your mindset.
- Focus on bringing humanity to the workplace.
- It is time to shift from keeping people accountable to developing accountable people.
- Unlock new levels of collaboration: Radical self-awareness is the key to skyrocketing team synergy. Seeing ourselves more clearly enables us to understand our impact on others.
- Improving relationships to enhance mental resiliency and well-being at work and home.
- Discovering the results that an outward mindset makes possible

FRANK DE BEER, Director, The Arbinger Institute SA

Frank de Beer is an adept Leadership & Culture Architect. With an impressive 15 years in various sectors, he has a knack for nurturing dynamic company cultures that allow individuals to thrive. Frank is known for creating and executing award-winning leadership development programs and leading successful culture change initiatives that boost both engagement and performance. His sector experience spans ICT, finance, and mining, where he applies the Arbinger Outward Mindset methodologies to craft impactful leadership development trajectories. His efforts are dedicated to establishing trust and psychological safety within organisations, thus catalysing their maximum potential.

13:30–14:10

Fostering Effective Learning Outcomes: Collaboration Between Consultants and In-House Learning Specialists

TRACK 2

fuse
universal



- Exploring the positive impact of consultative approaches on organisational learning
- Leveraging consultative methods as effective tools for learning
- Enhancing collaboration between consultants and in-house learning specialists for mutual success.

TANITH MOHALE, Workflow Learning and Performance Consultant, Fuse Universal

Tanith Mohale is a seasoned L&D consultant at Fuse Universal, a B2B SaaS EdTech company with an international presence. Her career spans across several global industries, including manufacturing, mining, and financial services. Her current focus lies in designing innovative digital learning experiences that help individuals keep pace with the ever-evolving skill sets necessary for enduring business success. She also works on enhancing the employee experience and nurturing a culture of continuous learning. Tanith holds academic degrees in Science and Technology, Future Studies, Digital Transformation, and Education.

14:15–15:00

Leveraging Cutting-Edge Technology for Advanced Learning and Development

TRACK 1

Standard Bank



- Examining the effects of Artificial Intelligence on workplace learning
- Harnessing the power of emerging technology innovations to elevate the learning and development experience
- Showcasing practical insights and examples of incorporating new technologies into L&D practices

THEODORE AARON, Head: Learning and Development, Specialist Skills, Standard Bank Group

[REGISTER ONLINE NOW! ►](#)

CONFERENCE PROGRAMME

Day One • 5 June 2024

14:15–15:00

Captivating Learners Through Innovative Coaching Techniques

TRACK 2

PLATINUM
L I F E



- Exploring the advantages of peer coaching and upward mentoring in the learning process
- Crafting fresh and inventive coaching approaches when traditional methods fall short
- Determining personalised learning techniques that resonate most effectively with individuals

 **CLARE KAMPEL**, *Learning and Development: Senior Manager, Platinum Life*

Clare Kampel serves as the Senior Manager of Learning and Development at Platinum Life, where her extensive expertise encompasses both technical and soft skills training within the financial services sector. Her skill set includes data science, negotiation, business planning, training legislation, operations management, and proficiency in Microsoft Suite, along with mentoring and coaching. Clare is academically accomplished with an MSc in Chemistry from the University of Pretoria, underscoring her strong scientific background.

15:00–15:30

Afternoon Break

Take a quick brain break and enjoy our selection of light refreshments.


15:30–16:30

Learning Metrics: How to Measure the Impact of Organisational Learning (Based upon the book of the same title)

Learning Metrics is a practical session for L&D professionals which provides guidance for measuring and communicating the impact of learning and development activity for the business. The session addresses how to measure participant learning engagement, relevance for learning retention, and demonstrating anticipated changes in employee performance. The session will also explore how to use learning analytics to assess the expected return on investment of learning and how to use these results to map learning metrics to organisational KPIs. Learning Metrics also includes guidance on how to communicate the impact of the company's learning and development activity to all business stakeholders.

Session objectives:

- Recognising what stakeholders expect and value learning
- Measuring the return for learning stakeholders expect
- Mapping targeted learning metrics to organisational impact and performance
- Communicating learning impact to business stakeholders

 **AJAY M. PANGARKAR**, *CTDP, FCPA, FCMA, CEO and Partner, CentralKnowledge.com (Canada) and Author*

Ajay M. Pangarkar is the CEO and Partner of CentralKnowledge.com in Canada and the co-author of the forthcoming book "How to Measure the Impact of Organisational Learning" (Kogan Page, May 2024). An esteemed workplace performance strategist and thought leader, he offers ground-breaking research and insights on enhancing workplace performance and fostering innovation. Ajay is a notable speaker at international conferences and his company partners with Fortune 1000 clients to develop tailored performance and training solutions. His expertise includes the Balanced Scorecard approach, performance management, and customised training programs, ensuring employee skills are aligned with business and strategic goals.

16:30–18:30

Cocktail Reception, Exclusive Book Launch and Networking Session

Conclude the day celebrating the launch of ----- Enjoy a toast to shared knowledge and new connections!

[REGISTER ONLINE NOW! ►](#)

CONFERENCE PROGRAMME

Day Two • 6 June 2024

08:00–09:00

Registration • Morning Refreshments

09:00–09:10

Welcome Back and Introduction

We welcome you back for another day of insight and collaboration.



BONOLO SMITH, Associate Director, Diversity, Equity, and Inclusion Lead, *BTS IMEA*

Bonolo Smith demonstrates a profound dedication to the development of Africa. An ardent leadership development enthusiast, Bonolo equips individuals with the necessary skills and mindset to excel in their endeavours and realise their full potential. With over eight years of experience, she has a solid track record in crafting and managing exemplary leadership programs, excelling in international development and public diplomacy.

09:10–09:50

CASE STUDY

Building Teams that Move at the Speed of Culture



Learn how to create dynamic teams that adapt rapidly to cultural shifts and drive organisational success.



BUSI DICHABA, Head of Learning and Development, *Norton Rose Fulbright*

Busi is the Head of Learning and Development for South Africa. She is an MBA graduate with ten years' experience working in the learning & development function across various industries namely airlines, IT, banking and now legal. She is passionate about unleashing the potential in people and empowering them through skills development. She has worked in this discipline in South Africa, Australia, Spain and Fiji.

09:50–10:30

Exploring the Impact of Gen Z in the Workplace: Enhancing Learning Strategies for Future Success

PLATINUM SPONSOR



Discover strategies to support and engage early career professionals from Gen Z, preparing your organisation for the challenges and opportunities of the future workforce. Join **SPEAKER X** as they provide essential insights to transform how your organisation supports early career professionals and prepares for the future.

Recognising the significance of early career learners is pivotal for organisational growth. With Gen Z now comprising many employees in their early career stages, it is crucial to adapt learning approaches. CLN research forecasts that by 2030, Gen Z will represent about one-third of the workforce. As the future leaders of companies, understanding Gen Z's distinct learning preferences becomes imperative for organisational development and success.



MATT LAMBERT, CEO of *Invictus Education Group* and Managing Director at *Reach Summit Global*

Matt boasts a decade of executive experience in business intelligence, sales, new business development, and commercial finance. His leadership fosters collaboration and empowerment, driving high-stakes business solutions through engaging, collaborative, and applied learning. Matt champions a culture of creativity, diversity, and continuous learning, inspiring teams to innovate and contribute to collective success. With a profound understanding of business operations, he navigates the training industry's evolution, exploring innovative solutions like virtual reality-based training to meet client needs.

10:30–11:00

Mid-Morning Break

Enjoy a selection of light refreshments and visit the exhibition space

START OF TRACK SESSIONS

11:00–11:40

CASE STUDY

Global Team Success with Lumina Spark

TRACK 1



Dive into a real-world application of the Lumina Spark methodology and learn how to drive team success on a global scale.



ANGELA EUSTACE, Group Talent Head, *ABF Sugar*

Angela Eustace has an impressive track record in the food & beverage and agriculture sectors across Africa. Her expertise encompasses Organisation Design, Change Management, Talent and HR Management, and Leadership Development, all of which she has executed at a senior level. Angela holds an MCom degree and is a qualified Industrial Psychologist. She is dedicated to advancing people development and enhancing business performance.

CONFERENCE PROGRAMME

Day Two • 6 June 2024

11:00–11:40

Unlocking the Potential: Harnessing Neuroscience for Learning and Change

TRACK 2



- Investigate cognitive approaches to gain insights and unleash potential
- Examine the impact of mindset and the brain's reward and threat centres in overcoming bias, fostering learning and growth, and effectively managing performance
- Unpack the role of neuroscience approaches in facilitating large-scale organisational change



INGRA DU BUISSON-NARSAI, *Director, NeuroCapital & Registered Organisational Psychologist*

Ingra Du Buisson-Narsai is an acclaimed Organisational Psychologist, lauded as the 2021 Organisational Psychology Practitioner of the Year. With two decades of executive expertise, she's known for her transformative work in organisational behaviour. Ingra holds an MCom in Organisational Psychology and an MSc in Neuroscience of Leadership and is currently a PhD candidate in Organisational Neuroscience. She is active in professional circles, contributing as an Executive Committee member of SIOPSA and chair of the Interest Group of Applied Organisational Neuroscience (AONS). Ingra's work is characterised by the innovative application of neuroscience in organisational development, and she is a bestselling author of "Fight, Flight or Flourish: How neuroscience can unlock human potential" (KR Publishing).

11:45–12:30

Creating a Positive Onboarding Experience: First Impressions Count

TRACK 1



- Exploring the role of technology in streamlining the onboarding process
- Cultivating a collaborative company culture to foster a sense of belonging among new employees
- Establishing clear goals and targets to set expectations and support a smooth transition for newcomers
- Recognising the significance of check-ins to help and support, ensuring a positive employee experience.



YONELA MATOLENGWE, *Talent Acquisition Specialist, Aspen SA Operations*

Yonela Matolengwe is a Talent Acquisition and Development Specialist at Aspen, managing talent acquisition for senior roles in line with company policies and spearheading the global Talent Management Strategy. She is adept at cultivating talent pipelines, overseeing Succession Planning and Career Development, and offering strategic recruitment advice. Yonela's data-driven approach informs talent management strategies and ensures compliance with relevant legislation, contributing to Aspen's Employer Branding and induction processes.

11:45–12:30

Optimising your Learning and Development Budget for Maximum Impact

TRACK 2

- Embracing a digital-first approach for cost-effective solutions
- Shifting focus from content creation to strategic curation of development opportunities
- Maximising the impact of funding for enhanced learning outcomes

12:30–13:30

Lunch Break • Networking

Take a break, reconnect, refill, refresh and reflect before the afternoon track sessions start.

13:30–14:10

Rethinking Learning and Development: Navigating the Future of Work

In today's dynamic landscape, Learning and Development (L&D) professionals are tasked with driving innovation, fostering resilience, and unlocking the potential of individuals through a commitment to lifelong learning. To effectively shape the future of work and empower the workforce for success in the digital age, L&D practitioners must adapt and acquire new skill sets.

In this session, we will explore the shifting paradigm of L&D roles and skill sets, addressing the following key areas:

- A high-level examination of why L&D skills are evolving away from traditional roles, considering factors such as Gen AI, the imperative of learning at the speed of business, and the insights gleaned from user behaviour.
- Future Fit Skills for L&D professionals: We will delve into essential considerations, emerging roles, and the acquisition of new skills necessary to thrive in this evolving landscape.
- Practical Tools and Strategies: Participants will gain access to a toolkit and planner specifically designed to equip L&D professionals with the resources needed to navigate and excel in their evolving roles.

TRACK 1



LINDA VAN DER LOO, *Executive Partner Learning Innovation, Blue Pebble Consulting*

Linda van der Loo, with more than two decades of experience, is an Executive Partner at Blue Pebble Consulting, where she drives innovation in digital and eLearning across South Africa and Africa. A former Group Head of Learning at Standard Bank, Linda is known for challenging conventional learning methodologies. She is currently focusing on upskilling and personal development during a career break.

CONFERENCE PROGRAMME

Day Two • 6 June 2024

13:30–14:10

The Significance of Purpose and Meaning in Learning and Development

TRACK 2



- Exploring methods to discover purpose and meaning in work
- Taking ownership of engagement
- Establishing connections between personal purpose and organisational values
- Leveraging this understanding to excel in the dynamic world of L&D.



MASEABO MOSIA, *Head Learning and Development, Bidvest Bank Limited*

Maseabo Mosia, leading the Learning and Development at Bidvest Bank Limited, aims to meld her skills to fulfil organisational objectives effectively. She holds an Honours degree in Organisational Psychology and has over six years of HR experience. Her expertise spans Employee Relations, Talent Acquisition, Performance Management, Organisational Design, and Transformation.

14:15–15:00

PANEL DISCUSSION

Leading the L&D Function in a Dynamic Environment

Join industry experts as they explore the complexities of leading L&D functions, sharing strategic insights into business partnering, staffing, and programme management.



In recent years, the management of the learning function has undergone a significant transformation, departing from a traditional order-taker approach. This session delves into the expanded responsibilities of those overseeing learning functions, emphasising strategic insights in areas such as business partnering, staffing, programme management, and beyond. Join us to gain valuable perspectives on effectively managing the learning function in today's rapidly changing landscape.

PANEL



CAROLINE MARWISA, *Group Head: Learning and Development, Old Mutual Limited*

Caroline Marwisa brings extensive experience from leading financial institutions to her role. Author "Master Your Finances: The Art of Building Wealth" (KR Publishing), Caroline's expertise includes Leadership Development and Learning with a focus on Personal Finance. Her multifaceted career covers a broad spectrum of financial services, and she has been a pivotal figure in retirement fund management. Caroline is dedicated to helping others lead meaningful lives, irrespective of financial limitations, and engages audiences by honouring their individual experiences.



BEVERLEY GREEN, *Director: People & Organisation, Consulting & Risk Services, PwC*

Beverley Green holds a pivotal position within PwC's Workforce Transformation team as a Director, bringing 20 years of HR consulting experience. She possesses a BCom Honours in Industrial Psychology, is a registered HR Professional with SABPP, and a Certified PROSCI Change Practitioner. Beverley's work has a broad international reach, with a particular emphasis on projects across Africa related to cultural shifts, change management, and skill enhancement.

15:00–15:45

Effective Learning Programme Design: Less is More

This session will explore the benefits of simplicity in learning programme design, demonstrating how a focused approach can lead to better engagement and learning outcomes.

In today's fast-paced work environment, where time is of the essence and attention spans are dwindling, the concept of "less is more" holds significant relevance, particularly in the space of employee learning and development. When it comes to designing effective learning programmes, simplicity and focus can often yield superior results compared to overwhelming complexity. X speakers will address this topic and share their insights.

15:45–16:00

Close and Wrap up of conference

Reflect on two days of discussions and forward-thinking as we conclude with key takeaways and a look towards the future of L&D.

[REGISTER ONLINE NOW! ▶](#)

PRE – CONFERENCE WORKSHOP 1

Half Day • 4 June 2024 (09:00 To 13:00)

Artificial Intelligence (AI) in Learning and Development (L&D)

Delve into the exciting domain of Artificial Intelligence (AI) and its practical applications in L&D at this workshop.

This workshop is tailored for HR professionals, learning enthusiasts, and anyone curious about the capabilities of AI. We will highlight the practical use of AI in L&D, focusing on Chat GPT, an advanced AI model designed for natural language conversations. Learn what Chat GPT is and how it can be harnessed in L&D initiatives.

Additionally, we will guide you in effectively using Chat GPT to craft engaging and interactive learning content. By participating, you will acquire valuable insights into AI's role in L&D and unveil the potential it holds for your organisation. You will walk away with hands-on experience in employing AI technologies like Chat GPT and Knowledge Platforms to enhance learning and development initiatives.

Join us in this immersive learning experience and be at the forefront of the AI revolution in L&D.

This workshop will cover:

- **An introduction to AI**
 - Understanding AI
 - Surveying different AI types
 - AI applications in HR
- **Practical use of AI in L&D – Chat GPT**
 - Introduction to Chat-GPT
 - Strategies for utilising Chat-GPT
 - Practical task: Crafting learning content with Chat-GPT
- **Practical use of AI in L&D – Knowledge Platforms**
 - Differentiating Knowledge Platforms from Learning Management Systems (LMS)
 - Utilising Knowledge Platforms
 - Practical task: Using a Knowledge Platform to create Learner Pathways (Beeline)
- **Personalising the Learning Experience with AI**
 - Tailoring AI to develop personal and organisational skills inventories
 - Exploring prompts and recommendations



FACILITATOR: ELMEN LAMPRECHT

Talent Expert

With close to 20 years' experience in Human Resources, Talent Attraction & Acquisition, Elmen helps his clients to unleash the unlimited potential of their People using HR Technology. Elmen shares his expertise at events as speaker and have published several articles about HR Tech.

His expertise includes:

- Consulting on optimising the use of HR Technology
- People analytics and HR Reporting
- Improving Employee Engagement using HR Tech
- Creating inspirational hybrid working solutions
- Planning and building HR Metaverses
- Implementation of various Technology in HR, including: Game-based Learning, Chat Bots and Video Interviewing
- Implementation of Artificial Intelligence (including Prescriptive Analytics and Machine Learning)
- Virtual Reality, Augmented Reality, Interactive Employee Engagement Tech
- Advanced Gamification

PRE – CONFERENCE WORKSHOP 2

One-Day • 4 June 2024 (09:00 To 16:00)

Thriving in Today's World: Self-Discovery, Emotional Mastery & Resilience

This dynamic workshop offers profound personal insights and essential tools for deepening self-awareness, mastering emotions, and developing resilience. In our paradoxical and demanding era, where integration of intellect and emotion is paramount, self-awareness and emotional management are key to accessing wisdom and living a life of vitality and impact.

Workshop Outcomes:

- **Self-Mastery:** Delve into your unique personality traits, strengths, blind spots, and stress responses through Lumina Spark.
- **Emotional Management:** Identify emotional triggers, reactions, and consequences; acquire practical strategies to regulate emotions and adapt to challenging situations.
- **Strengthening Relationships:** Understand personalities to respect, value and adapt to others, fostering empathy, collaboration, and authentic connections.
- **Resilience & Well-Being:** Develop tools to alleviate stress and overcome adversity, ensuring mental, emotional, and physical well-being.
- **Thriving:** Achieve your full potential by creating a self-development roadmap to capitalise on growth opportunities, utilise strengths, and apply the strategies learned to flourish.

Who Should Attend?

This workshop is open to everyone keen to flourish in their personal and professional lives. If you are aspiring to thrive, join us!

Unique Offering

You will receive a personalised Lumina Spark Portrait. An accurate and highly researched personality report revealing your strengths, hidden talents, blind spots, stressed behaviour and communication preferences. Plus 4 supporting innovative tools to provide you with life-long autonomous-driven learning.



Digital Spark Coach provides lifelong growth and insights



Splash App overlay your personality Splashes for effective communication



Journey to Composure mastering emotional management



Gift Mini Portrait build your important relationships at home

FACILITATORS – ACCREDITED LUMINA SPARK PRACTITIONERS



Dr. Sharon Munyaka

Organizational Psychologist focusing on leveraging strengths while guiding leaders and teams to cultivate thriving spaces through self-awareness and a philosophy rooted in curiosity, compassion, and courage. Well-known for her research at Nelson Mandela University.



Steve Johnson

Wildlife Management CEO and Thought-leader – ‘growing great leaders across Africa’ using wildlife expertise in executive coaching, organization change, personal development – working extensively with UN, UNDP and UNEP using Lumina to transform their teams and leadership.

About Lumina Learning • Lumina Learning creates an enriching nuanced perspective for who you really are, embracing paradox and avoiding bias. The unique blend of its’ scientific methodology, depth assessments, innovative digital tools and psychological safety creates deep insight and lasting change.

AWARD FOR LEARNING & DEVELOPMENT TEAM OF THE YEAR 2024

Celebrating excellence, creativity, leadership, and demonstrable impact on the wider organisation

Submit your entries by 5 July 2024

The winner will be announced at the L&D Conference in Cape Town on 23 October 2024. For further details, please contact katie@knowres.co.za.

JUDGING PANEL INCLUDES...



LINDA VAN DER LOO, Chief Learning Architect, Blue Pebble Consulting

Linda van der Loo, with more than two decades of experience, is an Executive Partner at Blue Pebble Consulting, where she drives innovation in digital and eLearning across South Africa and Africa. A former Group Head of Learning at Standard Bank, Linda is known for challenging conventional learning methodologies. She is currently focusing on upskilling and personal development during a career break.



HELEN NICHOLSON, Chief Excitement Officer and founder, The Networking Company

Helen Nicholson, known as the “Networking queen,” is the Chief Excitement Officer and founder of The Networking Company. With three best-selling books and speaking engagements in 43 countries, she’s a board member for the global Entrepreneurs Organization (EO) in Johannesburg. Helen has international corporate experience, including a successful venture in Dubai, and focuses on leadership development in South Africa.



DR. SHARON MUNYAKA, Organizational Psychologist, Lumina Learning

Organizational Psychologist focusing on leveraging strengths while guiding leaders and teams to cultivate thriving spaces through self-awareness and a philosophy rooted in curiosity, compassion, and courage. Well-known for her research at Nelson Mandela University.



NEW AND BEST SELLING BOOKS BY KR



PARTNER WITH US!

Sponsorship and Exhibition Opportunity

For over a decade, KR has curated this premier event, attracting L&D leaders who are influential decision-makers. Elevate your brand and establish robust business relationships, lead generation and a thriving pipeline through our sponsorship opportunities.

Benefits of becoming a partner:

- Engage directly with current and potential business partners.
- Forge significant connections, generate leads, and close sales.
- Showcase your most recent product and service innovations.
- Feature your executives through speaking opportunities that solidify your market position.
- Access an elite networking platform with top decision-makers.
- Demonstrate your products' and solutions' practical applications within our inventive conference agenda.
- Select from a variety of sponsorship packages to fit any budget.

Our past partners include:

- BTS Africa
- SAP SuccessFactors
- Playroll
- Paymenow
- At Play Interactive Talent
- UCT Graduate School of Business
- HomecomingEX
- Oracle
- Workday
- Thomas International
- JvR
- University of Johannesburg
- Metropolitan
- Sanlam
- Lesson Desk
- Excel Academy
- and more!

PLEASE NOTE

This conference is not a large tradeshow. It is purposefully designed for networking, sharing, and learning. Therefore, sponsorship and exhibition spaces are selectively available. For more information on our varied packages, please contact **Katie van der Schyff** at katie@knowres.co.za.

TESTIMONIALS *From the 2023 Conference*

"Precious insights gained at the impactful L&D Conference; the team embarked on a remarkable learning journey over the last two days." – Palesa Galane, Capability Specialist, **PepsiCo**.

"Heartfelt thanks for an enlightening two days! The meticulously curated agenda and the distinguished speakers were commendable. It was delightful to network with the broader L&D community." – Shanel Munger, Manager - Learning and Development Consulting Services, **SARB Academy**



www.kr.co.za/kr-ld-community



KR LEARNING & DEVELOPMENT COMMUNITY

LEARN, CONNECT AND SHARE

Our community is dedicated to individuals who are committed to excellence, innovation, and leadership in their professional lives. Be part of a community that empowers you to reach your full potential.

E-mail magdeline@knowres.co.za for more information



2024 LEARNING & DEVELOPMENT CONFERENCE VENUE

Experience the vibrance of Sandton!



HILTON SANDTON

138 Rivonia Road, Sandton, Johannesburg



Situated in the heart of the business district of Sandton and featuring a fitness centre, swimming pool and landscaped gardens, The Hilton Sandton is located 900 metres from the Sandton Convention Centre.

The contemporary rooms feature garden or city views, with a complimentary newspaper. There is a tennis court as well as spa and sauna centre. The staff can offer shuttle, tour, and ticket services. Guests can use the free shuttle to Nelson Mandela Square and the Sandton Gautrain Station.

Breakfast is served daily in the Tradewinds Restaurant. Guests can also dine at the Lotus Teppanyaki and Sushi Bar, or enjoy a drink at the Faces bar or pool gazebo bar. 24 hour room service is also available.

Activities in the area include the Apartheid Museum, Lion Park and the Cradle of Humankind.

The Hilton is within 1 km of the Sandton Gautrain Station, while Sandton City Mall is 1.5 km away. O.R. Tambo International Airport is 30 km from the hotel, and an airport shuttle can be arranged upon request.



Venue location and info

138 Rivonia Rd, Sandown, **Sandton • SA**

GOOGLE MAP LINK ►

Email address for reservations:
sandton.reservations@hilton.com

Contact no: +27 11 3221888



REGISTER ONLINE NOW! ►

2024 L&D CONFERENCE

Registration Information

		2024 PRICE excl. VAT	KR L&D COMMUNITY MEMBERS excl. VAT
A	5–6 June 2024 2024 L&D CONFERENCE Two-day only	R11 500.00	R9 200.00 <i>(save R2 300.00)</i>
B	4–6 June 2024 2024 L&D CONFERENCE Two-day + Workshop 1 (AI in L&D)	R14 000.00 <i>(save R1 000.00)</i>	R11 200.00 <i>(save R2 800.00)</i>
C	4–6 June 2024 2024 L&D CONFERENCE Two-day + Workshop 2 (Thriving in Today's World)	R15 000.00 <i>(save R1 500.00)</i>	R12 400.00 <i>(save R3 100.00)</i>
D	4 June 2024 Workshop 1 (AI in L&D) half-day workshop only	R3 500.00	R2 800.00 <i>(save R700.00)</i>
E	4 June 2024 Workshop 2 (Thriving in Today's World) full-day workshop only	R5 500.00	R4 400.00 <i>(save R1 100.00)</i>



HOW TO REGISTER	<p>ONLINE</p> <p>2024 LEARNING & DEVELOPMENT CONFERENCE ▶</p> <p>EMAIL: Email completed form to: magdeline@knowres.co.za PHONE: MAGDELINE MATLATSE +27 (11) 706 6009</p>
SPECIAL OFFERS	<ul style="list-style-type: none"> SPECIAL DISCOUNT PRICES – 20% DISCOUNT: For KR L&D Community only. Contact Magdeline Matlatse for more information on our community and membership magdeline@knowres.co.za +27 (11) 706 6009. Please note member prices apply to paid-up members of the KR L&D Community. FIND OUT MORE ABOUT OUR COMMUNITY ▶
TERMS AND CONDITIONS OF REGISTRATION	<p>Payment must be received before the event takes place. KR reserves the right to refuse access where evidence of payment cannot be shown.</p> <p>Confirmation of booking If you have not received confirmation, in writing, of your booking before the event, please contact us on +27 (11) 706 6009 to confirm that we have received your registration.</p> <p>Something has come up and you can't attend If you cannot make it to the event, you have several options (the below options need to be received in writing):</p> <ul style="list-style-type: none"> You may send a substitute delegate in your place, please inform the Customer Care Department of the new name for registration purposes. No additional charges will be applicable for substitutions. You may transfer at no extra charge to another event, provided you do so in writing at least 10 working days before the event. Transfers within the 10 working days will be charged an administration fee of 20%. You may cancel your registration, in writing, up to 10 working days before the event takes place. Cancellations inside of 10 days will be liable for the full fee Unfortunately, no refund or credit can be given to delegates who do not attend without giving prior notice. Registrations received during the 10 working days before the event date, will not be excluded from any terms & conditions. <p>In the event of unforeseen circumstances KR reserves the right to change the programme content, the speakers, the venue, the date or the means of delivering the event such as live streaming and/or video recordings. Should the event be postponed, you will have the option to attend the next available date of the relevant event. The registration fee will be credited on delegate accounts, should they opt not to attend the next available date of the relevant event or in the case where an event is cancelled. You consent to receiving event communication and electronic marketing communication from KR and their event partners about similar products and services. You agree that you understand and that you can withdraw this consent at any time. Please see KR's Privacy Policy at www.kr.co.za for more information.</p>
PAYMENT	<p>Payment must be received before the event takes place</p> <ul style="list-style-type: none"> Payments should be made to KNOWRES (PTY) LTD T/A KR. Electronic Transfer or Direct Deposit into our bank account, validated by email copy of transaction slip: Nedbank Central Gauteng Account Type: Nedbank Current Account No.: 1098473477 Branch Code: 12840500 Email: magdeline@knowres.co.za

2024 L&D CONFERENCE

Registration Form

IMPORTANT • Select your option for each delegate below. If you are a community member, please indicate with a tick mark in the field provided below. Once payment is made, please email us your proof of payment with the event's name in the subject line. PLEASE NOTE Delegates will not be allowed access to the event if payment has not been received.

Booking made by (NAME & SURNAME):

Company:

Company VAT number:

Email:

Postal address:

Department:

Phone:

Physical address:

Postal code:

Postal code:

Date:

Signature:

By signing this registration form, the delegates agree to the enclosed terms and conditions

Delegate 1

Registration Option:

Name:

Title: Mr / Mrs / Miss / Dr / Prof

Designation:

Email:

Phone:

Cellular:

KR Community Member:

Delegate 2

Registration Option:

Name:

Title: Mr / Mrs / Miss / Dr / Prof

Designation:

Email:

Phone:

Cellular:

KR Community Member:

Delegate 3

Registration Option:

Name:

Title: Mr / Mrs / Miss / Dr / Prof

Designation:

Email:

Phone:

Cellular:

KR Community Member:

Delegate 4

Registration Option:

Name:

Title: Mr / Mrs / Miss / Dr / Prof

Designation:

Email:

Phone:

Cellular:

KR Community Member:

Credit card payment mark appropriate box

VISA

MASTERCARD

AMEX

DINERS

Cardholder:

Expiry date:

CCV number:

Card number:

Amount (Total incl. VAT):

Date:

Signature:

in association with