2024

# GOLDEN KEY LEADERSHIP AND MANAGEMENT SUMMIT

# HANDBOOK

28th October - 1st November

# SESSIONS

A video **WELCOME ADDRESS** from Golden Key CEO Melissa Leitzell

## WEBINARS

| | | |
|---|---|---|
| "The impact of the glass theory on leadership and management opportunities" with Vanencia Chiloane | The Neuroscience of High-Impact Agile Leadership with Tiaan Vermeulen | ETowards the human-oriented enterprise. Main ways to be profitable and compassionate in business with Bruno Cignacco |
| Lean Into the Resistance of Change! with Kristy Busija | Utilising Emotional Intelligence to Influence Effectively with Kasia Orlowska-Meinen | A world-class blueprint for developing high-performing, agile leaders with Dr André Vermeulen |
| The often-overlooked skills your people need with Joanna Gaudoin | The Impact of Ethical Leadership on Ethical Dilemmas with Pearline Sturdivant | From Team Member to People Leader: Nine Shifts to Nail Your Leadership Transition with Shane Hatton |
| LInnovative Strategies for Business Growth with Sibusiso Mzulwini | Astute Leading in the Crucible of Change, Complexity and Conflict with Janet du Preez | The Emotional Intelligence Connection: How emotions impact leadership, decision-making, and overall health with Shurouk Mansour |
| Strategies for Mental Health Care for Those in Leadership with Coreetha Entzminger | Leadership in Urban Planning: Designing Inclusive Cities for the Future with Kiara Rampaul | Time Management Strategies for Leaders with Dr Ricardo Virgill Smart |
| Cultural Transformation from Leadership to Institutional Change with Patty Goodman Hayward | Effective Communication in Leadership and Management with Poloko Mmakgolane | Leadership and Policy: Driving Change in Government and Nonprofit Sectors with Luchulumanc Nanto |
| Leading with Cultural Responsiveness: Supervisory Strategies for Diverse Teams with Kevin Wright | | |

A video **CLOSING ADDRESS** from Golden Key CEO Melissa Leitzell

## Remember

All of the webinars and workshops will be recorded, so if you can make it live due to a schedule clash or time zone issue, you can watch the video at a later date. All videos will be uploaded here **https://academy.goldenkey.org/gkcs24/** and will only be available to people who purchased access to the summit.

# THE IMPACT OF THE GLASS THEORY ON LEADERSHIP AND MANAGEMENT OPPORTUNITIES with Vanencia Chiloane

Worksheet

Vanencia Chiloane is an education strategist with nearly 15 years of experience in the education sector, including five years at the national level in curriculum development, instructional design, education, and capacity development. She currently holds an MBA and is pursuing a second masters in Information and Communication Technology in Education. Her leadership and management experience spans student leadership, quality assurance, and professional development, having worked for both a Quality Council and a Professional Body in South Africa. Vanencia is passionate about empowering professionals during their waiting season.

## THE IMPACT OF THE GLASS THEORY ON LEADERSHIP AND MANAGEMENT OPPORTUNITIES

The webinar will take a holistic view at how to identify the glass theory. What strategies are available to overcome the impact? The Strategic decision making in relation to weighing of opportunity against the risk? What about your value of integrity and resilience as a characteristic?

This abridged notebook is for you and me, who recognize ourselves as recipients of the glass theory phenomena —the glass ceiling, escalator, elevator, cliff, or hour. Reflective practice is always recommended; reflexive practice is at the next level. It is a journey of self-discovery and growth.

- (R)Recall, Remember, Relive
- (A)Activity, Action, Affirmations

**HELP:** (R) Which glass phenomenon do I identify with? (A)This glass phenomenon experience made me feel like... (Revise) What can I do to navigate this phenomenon? (Hoyt & Murphy, 2016)

| | |
|---|---|
| **R** | |
| **A** | |
| **REVISE** | |

# THE IMPACT OF THE GLASS THEORY ON LEADERSHIP AND MANAGEMENT OPPORTUNITIES with Vanencia Chiloane

Worksheet

**It hurts.** (R)How did this experience make me feel? (A)What impact did it have on my career and personal life? (Review) Who can provide a unique perspective? (Ciccone, 2020).

| | |
|---|---|
| **R** | |
| **A** | |
| **REVISE** | |

**It is happening again.** (R)Can you find a pattern in your workplace? (A)What impact did it have on your career and personal life? (Revise) What characteristics are needed to overcome this experience? (Timmer & Woo, 2023).

| | |
|---|---|
| **R** | |
| **A** | |
| **REVISE** | |

**Am I the only one?** (R)Who can I speak to about my experience? (A): Invite your identified mentor to a session. (Review) Read about professional boundaries. (Benson, Li, & Shue. 2019)

| | |
|---|---|
| **R** | |
| **A** | |
| **REVISE** | |

**I need a plan.** (R)What would I need for my action plan? (A): List one goal that can be defined using the SMART principle. (Implement) Reflect on the progress toward the goal in 30, 60, and 90 days (about three months). (Brown, 2018)

| | |
|---|---|
| **R** | |
| **A** | |
| **REVISE** | |

**Affirmations allow for deep thinking;**
**I encourage you to speak positively about yourself.**

# THE IMPACT OF THE GLASS THEORY ON LEADERSHIP AND MANAGEMENT OPPORTUNITIES with Vanencia Chiloane

Worksheet

## Resources:


1. **Benson, A., Li, D., & Shue, K. (2019).** Promotions and the Peter Principle*. The Quarterly Journal of Economics, 134(4), 2085–2134. https://doi.org/10.1093/qje/qjz022
2. **Benson, P., Li, J., & Chen, S. (2019).** The Peter Principle revisited: Does promotion lead to incompetence? Journal of Management Studies 56(4) 1232-1254. https://doi.org/10.1111/joms.12489
3. **Brown, B. (2018).** Dare to lead: Brave work. Tough conversations. Whole hearts. Random House.
4. **Ciccone, V. (2020).** "Vulnerable" resilience: the politics of vulnerability as a self-improvement discourse. Feminist Media Studies, 20(8), 1315–1318. https://doi.org/10.1080/14680777.2020.1830926
5. **Fighting racism and discrimination: a UNESCO toolkit. (2023).** In UNESCO eBooks https://doi.org/10.54678/ryiw3623
6. **Fernandez, D., & Ryan, M. K. (2023).** Glass cliff. In Edward Elgar Publishing eBooks (pp. 151–152). https://doi.org/10.4337/9781800378841.g.8
7. **Heinzel, M., Kern, A., Metinsoy, S., & Reinsberg, B. (2024).** International Monetary Fund programmes and the glass cliff effect. European Journal of Political Research. https://doi.org/10.1111/1475-6765.12660
8. **Hoyt, C. L., & Murphy, S. E. (2016).** Managing to clear the air: Stereotype threat, leadership, and the glass cliff. Leadership Quarterly, 27(3), 387-399. https://doi.org/10.1016/j.leaqua.2015.11.003
9. **Ryan, M. K., & Haslam, S. A. (2005).** The Glass Cliff: Evidence that Women are Over-Represented in Precarious Leadership Positions. British Journal of Management, 16(2), 81–90. https://doi.org/10.1111/j.1467-8551.2005.00433.x
10. **Seigfried, C. H. (1991).** Where are all the pragmatist feminists? Hypatia, 6(2), 1–20. https://doi.org/10.1111/j.1527-2001.1991.tb01390.x
11. **Timmer, J. D., & Woo, D. S. (2023).** Precarious positions: glass ceilings, glass escalators, and glass cliffs in the superintendency. Frontiers in Education, 8. https://doi.org/10.3389/feduc.2023.1199756
12. **Yaghi, A. (2017). Glass Cliff or Glass Prison:** Think Evil-Think men in Organizational leadership. International Journal of Public Administration, 41(12), 998–1008. https://doi.org/10.1080/01900692.2017.1317800



**Coaching and wellness session. Discount of 45% code (GKVC45%) booking at chiloane.lkc@gmail.com**

# THE NEUROSCIENCE OF HIGH-IMPACT AGILE LEADERSHIP

with **Tiaan Vermeulen**

Worksheet

Tiaan Vermeulen is a neuroscientist and the Operations Director at Neuro-Link, a global consultancy specializing in neuroscience-based performance optimization. He holds a master's degree in neurophysiology and anatomy from the University of Pretoria and oversees all business operations, including research, product development, and learning solutions. Tiaan is experienced facilitator and trainer, helping individuals and teams enhance their thinking, learning, and performance through neuroscience-driven approaches. He has published several articles on the neuroscience of learning and is an experienced international speaker, delivering presentations on prominent platforms such as The Association for Talent Development. Tiaan is passionate about using science to help people unlock their full potential.

## THE NEUROSCIENCE OF HIGH-IMPACT AGILE LEADERSHIP

**Overview:**

In today's rapidly evolving and unpredictable world, the ability to think, learn, and innovate faster than the competition is critical. Brain power has become the ultimate asset for maintaining a competitive edge. Leadership is fundamentally about influence, service, and inspiration, but the way leaders exert these qualities is shaped by their individual thinking design.

This session takes a neuroscientific approach to leadership, bridging brain science with leadership development. Participants will explore how understanding and adapting their thinking preferences can empower them to lead with greater effectiveness and agility.

**Key Takeaways:**

- Discover how your thinking preferences shape your leadership style and effectiveness.
- Learn neuroscience-based strategies to enhance mental flexibility and adapt your leadership approach in diverse situations.

# THE NEUROSCIENCE OF HIGH-IMPACT AGILE LEADERSHIP

with **Tiaan Vermeulen**

Worksheet

**A few questions to answer for yourself in terms of how you are leading your teams or the people in your organization:**

1. Is your leadership approach mostly based on "good fuel" or "bad fuel"?

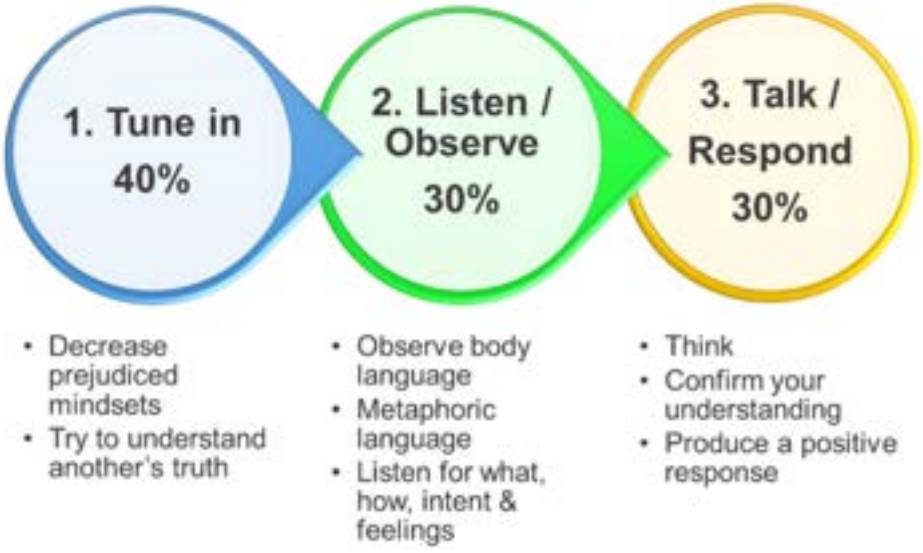
2. How does stress and fatigue influence the quality of leadership approaches?

3. What underlying emotions, perceptions and motives mostly influence the way you lead?

4. How does your neurological design/thinking preference influence how you lead?

5. How does your neurological design influence how you express yourself?

6. What should you do to improve the way in which you lead the people in your teams or organization?



# THE NEUROSCIENCE OF HIGH-IMPACT AGILE LEADERSHIP

with **Tiaan Vermeulen**

Worksheet

## Resources:

1. **Book: Simon Sinek's** "Start With Why—How Great Leaders Inspire Everyone To Take Action,"
2. **Journal Article:** Aboiron, J., 2022. Leadership seen by neuroscience. International Journal of Applied Research in Business and Management, 3(1), pp.8-18.
3. **Journal Article/Dissertation:** Dürrbeck, K., 2016. Neuroscience and leadership: awareness, relevance and applications of neuroscience principles within leadership development in Germany.
4. **Video:** How to speak so that people want to listen – Julian Treasure (Ted Talk)
5. **Video: https://neurolink.company/neuro-agility-exercises/**

Special offer to attending participants: To get a snapshot of your own thinking design, contact me via email to receive a NAP™ ThinkFlow assessment.

### The Neuro Agility Profile:

**A. AdvancedPlus:**

1. More information about the specific product: **https://neurolink.company/nap-advanced-for-adults/**

2. Purchase product online: **https://neurolink.company/product/neuro-agility-profile-advanced-brain-profile-assessment-for-adults/**

3. Coupon: **Leadership24 (50% discount)**

**B. Brain Potential:**

**1.** More information about the specific product: **https://neurolink.company/neuro-agility-profile-brain-potential/**

**2.** Purchase product online: **https://neurolink.company/product/neuro-agility-profile-brainpotential-brain-profile-assessment-for-adults/**

**3.** Coupon: **Leadership24 (50% discount)**

# ETOWARDS THE HUMAN-ORIENTED ENTERPRISE. MAIN WAYS TO BE PROFITABLE AND COMPASSIONATE IN BUSINESS

with **Bruno Cignacco**

Worksheet

Dr Bruno Roque Cignacco (PhD) is an international business consultant, TEDx speaker, and researcher. For over 30 years, he has advised and trained hundreds of companies on international trade activities and international marketing. He also trains companies on topics related to compassionate business and human-oriented leadership. He is a university professor and a senior fellow of the Higher Education Academy (HEA), in the UK. He is also the author of business and personal-development books published in various languages. The second edition of his new book The Art of Compassionate Business is available at www.routledge.com/9781032445427. His website is www.brunocignacco.com

## ETOWARDS THE HUMAN-ORIENTED ENTERPRISE. MAIN WAYS TO BE PROFITABLE AND COMPASSIONATE IN BUSINESS

There are several well-ingrained assumptions regarding the dynamics of work and business activities, which can be refuted. Some examples of these widespread assumptions in the business and work environments are: employees being viewed as commodities, competitors perceived as threats, companies' resources seen as limited, and customers perceived as scarce and difficult, etc. All which leads to the question, "Is there a way to perform business activities more humanely?"

### Self-reflection questions

Some self-reflection questions on the talk:

- Why should companies act in a compassionate way?
- How can companies can bring about robust relationships with their stakeholders?
- How can companies bring about more compassionate workplaces?

# ETOWARDS THE HUMAN-ORIENTED ENTERPRISE. MAIN WAYS TO BE PROFITABLE AND COMPASSIONATE IN BUSINESS

with **Bruno Cignacco**

Worksheet

## Resources:

### Book

**"The Art of Compassionate Business" (2nd Edition, Routledge, 2023)**

This new edition includes HUNDREDS OF EXAMPLES of compassionate organisations in more than 450 pages

www.routledge.com/9781032445427

Attendees can obtain a significant discount (25%) when they purchase this book if they use the **code ACB25** when they check out.

### Articles

**The Importance of the Human in Customer Relationships: Interview with Bruno R. Cignacco, Author of The Art of Compassionate Business**

https://www.europeanbusinessreview.com/the-importance-of-the-human-in-customer-relationships-interview-with-bruno-r-cignacco-author-of-the-art-of-compassionate-business/

**How Companies Can Build Human-Oriented Bonds with Their Suppliers and Retailers?**

https://www.europeanbusinessreview.com/how-companies-can-build-human-oriented-bonds-with-their-suppliers-and-retailers/

**Fostering Success: The Power of Compassionate Workplaces**

https://www.europeanbusinessreview.com/fostering-success-the-power-of-compassionate-workplaces/

**Compassion: The Missing Ingredient to Productivity and Profitability in Business**

https://www.europeanbusinessreview.com/compassion-the-missing-ingredient-to-productivity-and-profitability-in-business/

# LEAN INTO THE RESISTANCE OF CHANGE!

with **Kristy Busija**

Worksheet

Before becoming an award-winning business owner and Forbes contributor, Kristy Busija, the CEO & Founder of Next Conversation Consulting, was known by her clients as the one who makes sense out of their chaos. When others see mess and confusion, she sees a beautiful puzzle in the making. That means she can quickly and concisely give you actionable steps you can take today!

## LEAN INTO THE RESISTANCE OF CHANGE!

There's no change in comfort and there is no comfort in change. We all know that change is inevitable, yet we often meet it with resistance. This session explores the concept of "leaning into resistance" to change by understanding its roots and turning it into a catalyst for growth and innovation. Attendees will learn strategies to engage with resistance constructively, transforming obstacles into opportunities for greater insights and growth.

## Resources:

**9 Things Successful People Do Differently – Heidi Grant Halvorson** – our brains need to anchor on getting better and how to do it incrementally

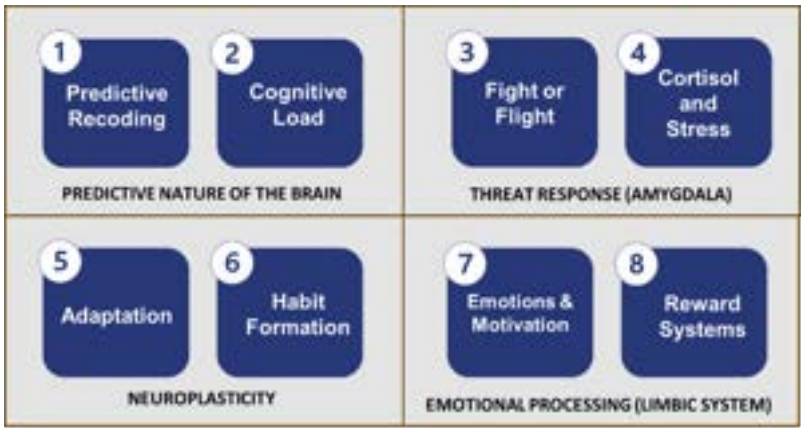
**Dynamic Drive – Molly Fletcher** – connecting drive and getting better to our purpose

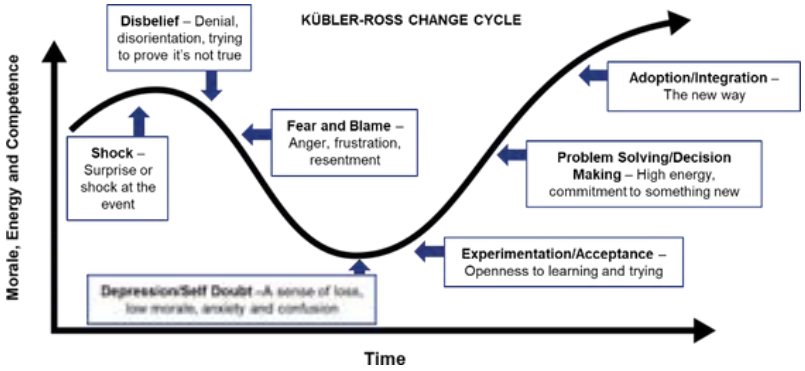
**Atomic Habits – James Clear** – build good habits and break bad old ones

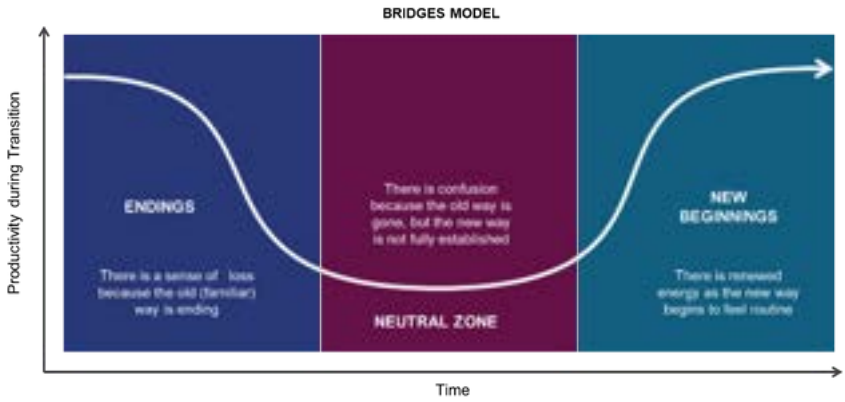
# LEAN INTO THE RESISTANCE OF CHANGE!

with **Kristy Busija**

Worksheet

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**Kristy Busija, ACC, BCC**
Kristy@NextConversationConsulting.com
412.337.2213 www.NextConversationConsulting.com

NEXT CONVERSATION CONSULTING

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# UTILISING EMOTIONAL INTELLIGENCE TO INFLUENCE EFFECTIVELY with Kasia Orlowska-Meinen

Worksheet

Kasia Orlowska-Meinen (Kasia OM) has worked as a leadership development trainer and executive coach delivering programs to corporate, public sector and individual clients in Australia, New Zealand, Europe and Asia since 2009.

She has worked with leaders and organisations consulting in areas of emotional intelligence, effective communication, behavioural change, developing cultures and desired behaviours by creating personal and professional values and visions alignments.

Passionate about bringing a more balanced approach to leadership, Kasia has enjoyed working with women, has set up regular women's events, global women's club and currently working with numerous individual clients in areas of self-fulness, human centric and feminine leadership.

Kasia is a graduate of Coaches Training Institute in London, hold a Neuro-Semantics and NLP Practitioner Certificate, a Bachelor of Education and Certificate IV in Training and Assessment (TAE) and is an accredited coach of 360 Leadership Profiles. She has also recently completed a comprehensive Vagus Nerve Program covering all aspects of Nervous System regulation.

Originally from Wroclaw in Poland, Kasia has spent the majority of her adult life living between Australia and the United Kingdom, and is currently residing in Western Australia together with her husband and her 8 year old daughter.

## UTILISING EMOTIONAL INTELLIGENCE TO INFLUENCE EFFECTIVELY

Influencing Effectively is considered one of the key leadership and communication tools. Emotional Intelligence impacts the way we lead and function within organisations and the society more than IQ does. The ability to influence well including the ability to communicate, convince, persuade and negotiate is largely impacted by the level of own emotional intelligence. The session is beneficial to anyone interacting with others from employees, middle and top managers.

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W: www.kasiaom.com E: hello@kasiaom.com
Executive Coaching | Leadership Training and Consulting

# UTILISING EMOTIONAL INTELLIGENCE TO INFLUENCE EFFECTIVELY with Kasia Orlowska-Meinen

Worksheet

Which of the following in communication do you need to work on or improve, to witness better results?

- [ ] Listening to hear
- [ ] Paraphrasing
- [ ] Asking questions
- [ ] Curiosity
- [ ] Self-regulation
- [ ] Knowing specifically what outcomes I desire

What ideas do you have to improve in those areas?

What influences you most? What has the most impact on your desire to undertake action?

What are some of the ways in which you could increase your social awareness – become aware of what your stakeholders want?

# UTILISING EMOTIONAL INTELLIGENCE TO INFLUENCE EFFECTIVELY with Kasia Orlowska-Meinen

Worksheet

## Resources:

### Books

**'Seven Habits of Highly Effective People'** by Stephen Covey

**'The Power of Now'** by Eckhart Tolle

**'Emotional Intelligence'** by Daniel Goleman

**'Drive'** by Daniel Pink

### Apps

**Meditation apps including Calm and HeartMath**

# A WORLD-CLASS BLUEPRINT FOR DEVELOPING HIGH-PERFORMING, AGILE LEADERS with Dr André Vermeulen

Worksheet

Dr. André Vermeulen is the founding member and CEO of Neuro-Link, a boutique consultancy utilizing neuroscience to identify and develop talent, increase performance, reduce the risk of error, and maintain wellness. He is a thought leader in the field of Neuro Agility. As an international keynote speaker, André has contributed to numerous prestigious platforms like TEDx Johannesburg and ATD ICE. He is a regular guest on many radio and television talk shows around the globe.

## A WORLD-CLASS BLUEPRINT FOR DEVELOPING HIGH-PERFORMING, AGILE LEADERS

Leadership agility is a differentiating skill for leaders who are responsible for creating high-performing, agile teams and organizations, which has become the secret ingredient for organizational success. Before leaders can do this, they need to master the fine art of becoming emotionally intelligent, agile leaders themselves. During this webinar, the presenter will explore a world-class framework for developing emotionally intelligent, agile leaders. Any person will benefit from this session because all people serve, inspire, and influence (lead) in some way or the other.

**Key takeaway:**

• A world-class framework for developing emotionally intelligent leaders

# A WORLD-CLASS BLUEPRINT FOR DEVELOPING HIGH-PERFORMING, AGILE LEADERS with Dr André Vermeulen

Worksheet

## 1. Definition of emotional intelligence

- The ability to manage both your own emotions and understand the emotions of others

## 2. 12 Emotional intelligence skills framework:

**Intrapersonal Competencies**
-Emotional Self-awareness
-Accurate Self-Assessment
-Self-Confidence
-Self-Control
-Adaptability
- Self-Motivation

**Interpersonal Competencies**
- Empathy
- Service Orientation
- Organizational Awareness
- Interpersonal Communication
- Team Synergy
- Leadership

## 3. Leadership agility

- To have the mental flexibility to make smart decisions and take effective actions in rapidly changing, complex conditions / situations

## 4. Neuro Agility

- To think, learn, and process information with ease, speed, and flexibility.

## 5. Neuro Agility Framework

**Dimension 1: Elements of your neurological design**
-Relative / Functional Lateral Preferences
-Expressive - Receptiveness Preferences
-Symbolic Thinking and Learning Languages
-Rational - Emotional Preferences
-Brain and Sensory Information Processing Preferences
-Sensory Learning Preferences

**Dimension 2: Drivers that optimize your brain performance**
-Brain Agility
-Stress Coping Skills
-Sleep
-Movement and Exercises
-Attitude and Growth Mindset
-Brain Food

## 6. Coupon – "You can't improve what you can't measure"

**Neuro Agility Profile® Advanced+ - coupon: Leadership24 (50% discount)**
More information about the specific product: https://neurolink.company/nap-advanced-for-adults/
Purchase product online: https://neurolink.company/product/neuro-agility-profile-advanced-brain-profile-assessment-for-adults/

**Neuro Agility Profile® BrainPotential – coupon: Leadership24 (50% discount)**
More information about the specific product: https://neurolink.company/neuro-agility-profile-brain-potential/

# A WORLD-CLASS BLUEPRINT FOR DEVELOPING HIGH-PERFORMING, AGILE LEADERS with Dr André Vermeulen

Worksheet

## Resources:

The following resources can be found on the **neuroagilityprofile.com** website. It will help you improve agile leadership, brain fitness, and mental flexibility:

1. Improving your brain agility will help you think learn and process information faster and easier. You can't improve what you can't measure. Go to https://neuroagilityprofile.com/ website. Click on the home page. Scroll down to the button under Dr. André Vermeulen's photo and click on Do a **free brain agility check**. https://survey.zohopublic.com/zs/KOBUUa

2. Finger aerobics are exercises that help you activate your whole brain. On the neuroagilityprofile.com website, click on the Resources menu and then on the Webinars and Videos link. Scroll down to videos. In the Brain Agility section, you will find many **finger aerobics exercises** that help to improve brain agility, the starting point for developing brain fitness and mental flexibility.

3. On the neuroagilityprofile.com website, click on the Resources menu and then on the **Infographics** link.
   - The infographic on Neuroplasticity will strengthen your understanding of how neuroplasticity improves brain fitness and mental flexibility.
   - The Rewire Your Brain infographic is a great tool to help you develop a growth mindset.

4. On the neuroagilityprofile.com website, click on the Resources menu and then on the **webinars** link. Scroll down to the last webinar - Rising Leaders Summit. This webinar will provide you with additional perspectives on leadership agility.

5. On the neuroagilityprofile.com website, click on the Resources menu and then on the **podcasts** link. Go to the WBECS 2021 Summit and click on the link. This session will help you understand 7 fundamental emotional intelligence principles.

# THE OFTEN-OVERLOOKED SKILLS YOUR PEOPLE NEED

with **Joanna Gaudoin**

Worksheet

Managing Director of Inside Out Image, specialises in helping professionals excel at relationships in different professional situations, helping them and their companies improve performance and achieve their goals. She offers tailored training sessions and programmes and works one-to-one with lawyers. She is the author of Getting On: Making work work and a co-author for Globe Law and Business's book on Business Development for Women Lawyers

## A WORLD-CLASS BLUEPRINT FOR DEVELOPING HIGH-PERFORMING, AGILE LEADERS

Professionals are generally extremely competent at their core area of expertise, but many are less at ease with the other skills needed with increased seniority to differentiate themselves and their company; these skills are needed to deliver excellent client service and repeat business/referrals, bring in new business and develop their careers to their full potential.

People skills are of a paramount importance for a company's performance, as well as for individuals to have fulfilling careers and progress.
The session will cover:

- Engaging effectively and positively with others through personal impact.
- Delivering excellent client service and developing deeper relationships.
- Key relationship skills to navigate professional relationships, including internally.
- Managing others and developing a feedback culture.
- Leading and participating in effective meetings.
- Presenting - why it is such a powerful competency and what is required.
- The power of having a strong network and how to get started.

## BOOK

Getting On: Making Work Work

# THE IMPACT OF ETHICAL LEADERSHIP ON ETHICAL DILEMMAS with Pearline Sturdivant

Worksheet

Pearline Sturdivant is an instructional leader who consistently makes decisions in her role. She is closely connected to the topic, as it was the focus of her dissertation.

## THE IMPACT OF ETHICAL LEADERSHIP ON ETHICAL DILEMMAS

This session is for inspiring or current leaders who are interested in the impact of ethical dilemmas and how to navigate the multiple ethical paradigm.

# FROM TEAM MEMBER TO PEOPLE LEADER: NINE SHIFTS TO NAIL YOUR LEADERSHIP TRANSITION with Shane Hatton

Worksheet

Shane Michael Hatton is a 2x Author and global expert on Leadership, Communication and Team Culture. Shane has spent the last decade developing remarkable leaders and teams, blending his experience in business and psychology to help them to communicate, connect and collaborate more effectively. His perspectives and expertise have been shared in notable publications like the Harvard Business Review, Forbes, HRD and more. Currently, Shane is elevating the conversation about culture across Australia, New Zealand, the UK, and the USA, upholding his reputation as a global thought leader in leadership and culture.

## FROM TEAM MEMBER TO PEOPLE LEADER: NINE SHIFTS TO NAIL YOUR LEADERSHIP TRANSITION

The journey from being a team member to stepping into a leadership role is a significant transition, much like moving from passenger to pilot. This keynote addresses the challenges and skills required in this shift. Most professionals excel in their fields as subject matter experts, but leading a team demands a different set of skills. Research from Gallup suggests that only a fraction naturally possess high leadership talent, with a small additional percentage having the potential to excel with proper development. This session is designed to equip both new and seasoned leaders with the fundamental skills for successful leadership. It's a guide for those aspiring to lead effectively, ensuring they are prepared not just for the role, but also for future advancement and success in leadership.

## BOOKS

Let's Talk Culture: The conversations you need to create the team you want

Lead the Room: Communicate a message that counts in moments that matter

# INNOVATIVE STRATEGIES FOR BUSINESS GROWTH

with **Sibusiso Mzulwini**

Worksheet

I am an SMME Development Specialist with over 6 years of experience. My exposure includes Tech startups, Innovation startups, Food Manufacturing, and Finance. I currently provide consultancy services for various funding companies. My portfolio includes Construction Funding, Purchase Orders, and Invoice Discounting.

## INNOVATIVE STRATEGIES FOR BUSINESS GROWTH

The session will provide strategies for business growth and sustainability.

It will benefit early-stage entrepreneurs, struggling businesses, and those who want to venture into entrepreneurship (as a side hustle or full-time).

Attendees will benefit from identifying easy alternative revenue streams for sustaining their business, enhance decision-making through self-evaluation, and access to funding.

# ASTUTE LEADING IN THE CRUCIBLE OF CHANGE, COMPLEXITY AND CONFLICT with Janet du Preez

Worksheet

Drawing on great theory, creative methods, and a genius network, Janet's mission is to design, develop & deliver the most beautiful, useful and irresistible transformative leader development solutions on the planet. The Astute Leader Programme and Leader Forge Game are two such solutions, developed in collaboration with trusted partners. Janet has an MSc in the Management of Technology and Innovation and focused her award-winning dissertation on "Improving Stakeholder Engagement in the Context of Wicked Problems." She believes that it is imperative that we effectively develop 21st Century leaders to deal with the real-world challenges of change, complexity, and conflict.

## ASTUTE LEADING IN THE CRUCIBLE OF CHANGE, COMPLEXITY AND CONFLICT

A participative session for emerging 21st Century leaders. We will explore the wicked ecosystem, helpful thinking frameworks and the competencies needed to maximise positive impact into the future. Participants will gain powerful new perspectives to shift their own leadership stature.

## ASTUTE LEADER PROGRAMME

The Astute Leader Programme introduces a revolutionary approach to leadership, focusing on authenticity, adaptability, and strategic action. What sets this programme apart is its deep introspective work, which will help participants gain a profound understanding of personal and professional identity. By emphasising authentic leadership tailored to both individual and organisational needs, the programme ensures that leaders are equipped to drive sustainable change within your organisation. This innovative approach prioritises personal and professional growth, encouraging participants to be intentional, articulate, and influential. Through the integration of self-awareness, effective communication, and adaptive strategies, the programme empowers you to navigate the complexities of modern business environments with confidence.

**https://www.engagementdynamics.com/astuteleadership**

**40% discount for GK members - use the code ALP1/40**

**www.engagementdynamics.com**
**janet@engagementdynamics.com**
**https://www.linkedin.com/in/janet-du-preez/**

# ASTUTE LEADING IN THE CRUCIBLE OF CHANGE, COMPLEXITY AND CONFLICT with Janet du Preez

Worksheet

| What are the 3 C Characters' intentions? | | |
|---|---|---|
| Change | Complexity | Conflict |
| | | |

| LEADERSHIP\|HT\| |
|---|
| Which Critical LeaderShip\|ht\| intrigues you? |
| Explain the shift |
| What are the implications in your world? |

# ASTUTE LEADING IN THE CRUCIBLE OF CHANGE, COMPLEXITY AND CONFLICT with Janet du Preez

Worksheet

## Resources:

**Master's Dissertation -** https://bit.ly/3NDN1SM

**Articulate Leader index -** https://articulateleader.scoreapp.com

**LeaderShip|ht| Video 1** - https://www.youtube.com/watch?v=PuUFgzKGrvk&t=56s

**Wicked Problems Explainer Video-** https://www.youtube.com/watch?v=Bs02EFXNRR8&list=PLWrdJvy93WNiBEq-lEJJPPELKQ40G9-cV

**Astute Leading -** https://www.youtube.com/watch?v=wy_oHhxx2Kw&list=PLWrdJvy93WNjXK_GA9s9DQZcmxvVU8wLy&index=2

# THE EMOTIONAL INTELLIGENCE CONNECTION: HOW EMOTIONS IMPACT LEADERSHIP, DECISION-MAKING, AND OVERALL HEALTH

with **Shurouk Mansour**

Worksheet

Shurouk Mansour is a counselor and mind adjustment life coach who specializes in regulating stress, anxiety, and depression. She works with drug treatment centers across the USA and Europe. Originally from Miami, Florida, Shurouk also teaches belly dancing classes to domestically abused women and is tri-lingual. She earned her master's degrees in both psychology and life coaching from NC State University and is deeply passionate about empowering others and helping them discover their inner strength and skills.

Shurouk is also a TV commentator, frequently appearing on podcasts to discuss important matters related to brain health. In her free time, she enjoys traveling, learning new languages, exploring different cultures, and spending time at the beach, all while maintaining a positive outlook on life.

Her connection to the topic stems from her personal mindfulness journey, where she has learned to connect with, regulate, and understand her emotions for healthier body function. This practice has significantly boosted her energy levels, improved her positive outlook, and helped her manage stress in a healthy way, contributing to her professional success and personal growth.

## THE EMOTIONAL INTELLIGENCE CONNECTION: HOW EMOTIONS IMPACT LEADERSHIP, DECISION-MAKING, AND OVERALL HEALTH

This session explores the critical role emotions play in leadership and management, affecting both decision-making and personal well-being. Unregulated emotions such as sadness, grief, anger, fear, and worry can not only disrupt leadership abilities but also impact physical health, contributing to conditions like heart disease and dementia. By learning how to regulate emotions, leaders can enhance their emotional intelligence, improve team dynamics, and foster a healthier, more productive work environment. This session will offer practical strategies for emotional regulation to maximize professional effectiveness and personal resilience.

# THE EMOTIONAL INTELLIGENCE CONNECTION: HOW EMOTIONS IMPACT LEADERSHIP, DECISION-MAKING, AND OVERALL HEALTH

with **Shurouk Mansour**

Worksheet

## Grief Activity

List three major events in your life

Out of these three events, what is the worst thing that could have happened

Same three events and discuss the good things that came out of them. What did you get out of it?

Become aware of your narrative! We all have a way of how we tell our story and it changes over time.

What is positive thinking throughout process of grief?

How to place affirmations in our lives?

Pain verse suffering

How to witness pain and question suffering

What stories do you tell yourself about the grief that might not be true

https://g.co/kgs/jXWnvNX
Invigorate your Inner Strength,LLC (980) 264-2108
Www.invigorateyourinnerstrength.com

LinkedIn Instagram inner_beauty001 Facebook

# THE EMOTIONAL INTELLIGENCE CONNECTION: HOW EMOTIONS IMPACT LEADERSHIP, DECISION-MAKING, AND OVERALL HEALTH

with **Shurouk Mansour**

Worksheet

## Resources:

https://www.psychologytoday.com/us/blog/leadership-diversity-and-wellness/202406/supporting-mental-health-in-leadership0

I recommend this article, because the author explains the importance of leaders maintaining their mental well-being and how doing so can foster resilience and create success for those they are leading.

https://www.psychologytoday.com/us/blog/well-being-is-foundational-of-leadership/202407/the-emotional-labor-required-to-lead

I recommend this article because the author discusses how a leader may fall into altering their emotional expression in which they display a different emotion opposite of what they are truly feeling, leading to heavy emotional labor.

https://journals.sagepub.com/doi/full/10.1177/15480518231178637

I recommend this journal article, because the researchers discuss the perception and misconceptions that those in non-leadership roles have about their leader's mental health.

https://www.mindtools.com/auhx7b3/burnout-self-test

I recommend this 15 item self-test on burnout because it is a brief questionnaire that tells you if you are on the verge of burnout or are fully in the middle of burnout without realizing it. Please note this is not a diagnostic assessment.

Imposter Syndrome Quiz: Get Instant Results

I recommend this 14 item self-test on imposter syndrome because it allows you to see if you are currently experiencing thoughts related to feeling like an imposter despite your accomplishments. Please note this is not a diagnostic assessment.

# STRATEGIES FOR MENTAL HEALTH CARE FOR THOSE IN LEADERSHIP with Coreetha Entzminger

Worksheet

Coreetha Entzminger is a doctoral student in clinical psychology and a therapist at a private practice in California. She has presented at several workshops through a non-profit organization called Togetherwell. Coreetha holds both a bachelor's and master's degree in psychology and has previously owned a life coaching company.

## STRATEGIES FOR MENTAL HEALTH CARE FOR THOSE IN LEADERSHIP

This webinar can benefit those who are leaders or aspiring to be leaders. This webinar would inform the public on how to use self care and other tools to better their mental health while serving in a leadership role. This webinar will also teach how to manage when finding yourself going through burnout.

**Key Takeaways**

· You cannot pour from an empty cup, making sure that you are mentally well will allow you to better lead others.

· Do not let imposter syndrome hold you back from being a leader or undertaking a new leadership role. Someone needs exactly what you have to offer.

· Do not set your expectations for yourself based off of what others have set for you as this can cause us to put pressure on ourselves as leaders.

· By taking care of your mental health, you can inspire those that you lead to become more aware of their own mental health.

· It is okay to ask for help in assisting with the mental load you are carrying. You are a leader, but you are also a human.

# LEADERSHIP IN URBAN PLANNING: DESIGNING INCLUSIVE CITIES FOR THE FUTURE with Kiara Rampaul

Worksheet

Kiara Rampaul is a professional Town and Regional Planner, currently pursuing a PhD in Town and Regional Planning at the University of KwaZulu-Natal. With a Bachelor of Social Sciences in Housing and a Master of Town and Regional Planning from UKZN, she is passionate about creating inclusive, sustainable urban spaces. Kiara is registered with the South African Council of Planners (SACPLAN) and has been recognized as a Young Professional Planner and Rising Leader by SACPLAN. Her research focuses on public space design and inclusive cities, aiming to shape urban environments that serve diverse communities.

## LEADERSHIP IN URBAN PLANNING: DESIGNING INCLUSIVE CITIES FOR THE FUTURE

This session explores how urban planners lead efforts to design cities that prioritize inclusivity, sustainability, and adaptability. Ideal for leaders in planning, architecture, and policy, attendees will gain insights into collaborative approaches that balance growth with social equity. Key takeaways include strategies for fostering innovative, inclusive urban environments and navigating the complexities of leadership in city development.

# LEADERSHIP IN URBAN PLANNING: DESIGNING INCLUSIVE CITIES FOR THE FUTURE with Kiara Rampaul

Worksheet

### ACTIVITY 1: REFLECTING ON INCLUSIVITY IN YOUR CITY

**Think about the city you live in or are familiar with. Reflect on the following questions**

1. What are some barriers to inclusivity in your city's public spaces (e.g., transportation, housing, accessibility)?

2. How could urban planning address these challenges to make your city more inclusive?

### ACTIVITY 2: LEADERSHIP IN ACTION

Urban planners must balance various interests to lead effectively. In small groups or individually, consider the following: Choose one leadership challenge in urban planning (e.g., affordable housing, public transport, green spaces) and identify two strategies that could address the challenge while maintaining inclusivity.

## KEY DEFINITIONS

**Inclusive City:** A city that prioritizes human-scaled design, ensuring that public spaces are accessible, safe, and enjoyable for all citizens. It emphasizes walkability, cycling, social interaction, and the needs of diverse populations, including the elderly, children, and people with disabilities, fostering equitable access to resources and promoting community engagement (Gehl, 2010).

**Sustainability:** Designing cities that meet present needs without compromising the ability of future generations to meet their own, balancing environmental, social, and economic factors (McHarg, 1969).

**Urban Planning:** The process of designing and regulating the use of land, resources, and infrastructure in cities to create functional, sustainable, and equitable urban environments (Mumford, 1961)

# LEADERSHIP IN URBAN PLANNING: DESIGNING INCLUSIVE CITIES FOR THE FUTURE with Kiara Rampaul

Worksheet

## KEY TAKEAWAYS FROM THE SESSION

Write down 3 key insights you gained from today's session on leading inclusive cities:

## POST-SESSION REFLECTION

After the session, reflect on how you can apply leadership in urban planning in your work or studies:
What is one actionable step you can take to foster inclusivity in your role or community?

## NOTES:

Use this space to jot down any notes, ideas, or questions that come to mind during the session:

## REFERENCES

Gehl, J. (2010). Cities for People. Island Press.
McHarg, I (1969). Design with Nature.
Mumford, L (1961). The City in History: Its Origins, Its Transformations, and Its Prospects.

# LEADERSHIP IN URBAN PLANNING: DESIGNING INCLUSIVE CITIES FOR THE FUTURE with Kiara Rampaul

Worksheet

## Resources:

**Cities for People** by Jan Gehl

Available at: https://archive.org/details/cities-for-people-jan-gehl

Recommendation: It provides a profound insight into the principles of human-centered urban design. Gehl's approach encourages planners, architects, and policymakers to rethink how cities are structured, focusing on enhancing the human experience. This book is essential for anyone interested in creating livable, sustainable urban spaces, as it offers both theoretical frameworks and practical guidance for implementing people-oriented designs.

**Feminist City: Claiming Space in a Man-Made World** by Leslie Kern

Recommendation: I recommend Feminist City because it provides a critical lens through which to view urban planning and design, emphasizing the importance of inclusivity in creating spaces that serve diverse populations. Given my background in gender mainstreaming in public space during my master's research and my current PhD focus on how public spaces are designed for women and girls, this book resonates deeply with my academic pursuits. It offers valuable insights and practical suggestions for advocating for gender equity in urban environments, making it an essential read for anyone interested in fostering inclusive and equitable cities.

**How to Study Public Life** by Jan Gehl and Birgitte Svarre

Available at: https://archive.org/details/howtostudypublic0000gehl

Recommendation: It equips urban planners, designers, and researchers with valuable insights and methodologies for understanding the dynamics of public spaces. Gehl's clear approach encourages a deep engagement with the user experience in urban environments, making it an essential resource for anyone looking to improve the quality of public life through informed design and planning. The book is not only informative but also inspires a thoughtful and evidence-based approach to urban development.

**Urban Planning for Dummies** by Jordan Yin

Available at: https://archive.org/details/urbanplanningfor0000yinj_t3u6

Recommendation: Because it breaks down intricate planning concepts into digestible parts, making it an excellent resource for students and practitioners alike. Its clear explanations, real-world examples, and practical tips equip readers with a foundational understanding of urban planning, enabling them to engage effectively in discussions and projects within the field. Whether you're new to urban planning or looking to refresh your knowledge, this book serves as a valuable reference.

**In Search of the Human Scale** (Ted Talk) by Jan Gehl

Available at: https://youtu.be/Cgw9oHDfJ4k?si=RharmlSsJQpsE0zu

Recommendation: I recommend this TED Talk because it succinctly captures Gehl's philosophy on urban design and the importance of prioritizing people in the planning process. His compelling examples and visual illustrations demonstrate the profound impact of thoughtful urban design on daily life. This talk is a must-watch for urban planners, designers, and anyone interested in creating more livable, vibrant communities, as it provides both inspiration and practical insights for fostering human-centered environments.

# TIME MANAGEMENT STRATEGIES FOR LEADERS

with Dr Ricardo Virgill Smart

Worksheet

Dr. Ricardo Virgill Smart is an accomplished academic with a solid grounding in various scientific disciplines and a notable dedication to community service, education, and youth development. Drawing from his extensive academic achievements and recognitions, Dr. Smart has honed his ability to juggle multiple responsibilities successfully. His expertise in time management has been instrumental in his professional journey, making him an ideal speaker on "Time Management Strategies for Leaders." In his presentation, he will share practical techniques for prioritizing tasks and managing schedules, leveraging his experience to inspire and guide emerging leaders.

## TIME MANAGEMENT STRATEGIES FOR LEADERS

This session will cover strategies for prioritizing tasks and managing schedules efficiently. It's perfect for anyone looking to boost productivity. Participants will gain practical tools and actionable insights to enhance their time management skills, leading to more effective leadership.

# TIME MANAGEMENT STRATEGIES FOR LEADERS

with Dr Ricardo Virgill Smart

Worksheet

## DATE

## AFFIRMATION

Focus on self-worth and self-reflection

## COMMUNICATION

People I need to contact
People I need to provide feedback to

## FOLLOW UP

People I need to hear from
People that need to give me feedback

## PROJECTS

Largest part of the daily productivity plan. Takes the most time
Usually have three projects a day, which are divided into smaller tasks

| PROJECT 1 | |
|---|---|
| | |
| | |
| | |

| PROJECT 2 | |
|---|---|
| | |
| | |
| | |

| PROJECT 3 | |
|---|---|
| | |
| | |
| | |

## PRIORITIES

Tasks that need to be done today

| PRIORITY LIST | | | |
|---|---|---|---|
| | | | |
| | | | |
| | | | |

## POWER TASKS

Tasks that will take less than 5 min to complete

| POWER TASK LIST: | | | |
|---|---|---|---|
| | | | |
| | | | |
| | | | |

Well Done. You Have Done Great Today!!!

# CULTURAL TRANSFORMATION FROM LEADERSHIP TO INSTITUTIONAL CHANGE with Patty Goodman Hayward

Worksheet

Patty Goodman Hayward is an educator who serves as the Program Lead for the Bachelor of Science in Digital Communications and Media program, as well as an Associate Teaching Professor for the Master of Science in Corporate and Organizational Communication at Northeastern University's College of Professional Studies. Her career has included various leadership and communication roles across sectors such as correction and judicial services, mental health, secondary education, higher education, and executive education. She draws on her experiences to emphasize the importance of transferring theory into practice.

As a consultant at the Harvard School of Public Health and the Harvard University Office of Sustainability, Patty developed stakeholder communication systems to enhance internal and external relations. https://cps.northeastern.edu/faculty/patty-goodman/

## CULTURAL TRANSFORMATION FROM LEADERSHIP TO INSTITUTIONAL CHANGE

The session would share our evidence based Cultural Transformation Framework demonstrating the key concepts to focus upon in supporting a change management process. Specific examples will be provided how the framework can be employed. Prompts for open discussion will be centered about what is transformational leadership and how can leaders draw on stakeholders to support change.

**Women Community Leaders and their Impact as Global Changemakers (2022)** , further information is available through IGI Publishing and discounts are available to educational institutions, https://www.igi-global.com/newsroom/archive/embracing-community-international-women-day/5616/

# CULTURAL TRANSFORMATION FROM LEADERSHIP TO INSTITUTIONAL CHANGE with Patty Goodman Hayward

Worksheet

## Resources:


Denison, D., Hooijberg, R., Lane, N., & Lief, C. (2012). **Leading culture change in global organizations: Aligning culture and strategy.** John Wiley & Sons.

*Hackman, J. R. (2002). **Leading teams: Setting the stage for great performances.** Harvard Business Press.

Hayward, P., Rehman, S., and Yan, Z. (Eds). (2022). **Women Community Leaders and Their Impact as Global Changemakers.** IGI Global, PA. USA.

*Kegan, R., & Lahey, L. L. (2009). **Immunity to change: How to overcome it and unlock the potential in yourself and your organization.** Harvard Business Press.

*Kouzes, J. M., & Posner, B. Z. (2006). **The leadership challenge (Vol. 3).** John Wiley & Sons.

Livermore, D., & Soon, A. N. G. (2015). **Leading with Cultural Intelligence 3rd Edition: The Real Secret to Success.** Amacom.

Marquardt, M. J. (2014). **Leading with questions: How leaders find the right solutions by knowing what to ask.** John Wiley & Sons.

*Rath, T., & Conchie, B. (2008). **Strengths based leadership: Great leaders, teams, and why people follow.** Simon and Schuster.

*Sashkin, M., & Sashkin, M. G. (2003). **Leadership that matters: The critical factors for making a difference in people's lives and organizations' success.** Berrett-Koehler Publishers.

Stanier, M. B. (2020). **The advice trap: Be humble, stay curious & change the way you lead forever.** Box of Crayons Press, Page Two Books.


*Sources are seminal theorists and experts in the field

# EFFECTIVE COMMUNICATION IN LEADERSHIP AND MANAGEMENT with Poloko Mmakgolane

Worksheet

Poloko Mmakgolane is a dynamic speaker, coach, and consultant who has empowered hundreds of thousands across South Africa and internationally. With over a decade of experience, he has worked with diverse audiences, from executives to high school students, helping them transform their results through effective leadership and communication. Poloko's belief that "right thinking leads to right living" is at the core of his approach, guiding individuals and organizations to break limiting beliefs and build winning mindsets. As an award-winning social media content creator, his engaging communication style captivates audiences and extends his influence globally.

## EFFECTIVE COMMUNICATION IN LEADERSHIP AND MANAGEMENT

Effective Communication in Leadership and Management is crucial for inspiring teams, influencing stakeholders, and driving organizational success. In this session, we will explore how leaders can refine their communication skills to build trust, align teams with a shared vision, and make their messages impactful. This session is ideal for leaders and aspiring leaders who want to enhance their influence through more effective public speaking and communication. Attendees will gain practical tools for delivering clear, confident, and compelling messages that resonate with their audience and inspire action.

**'Stay In Your Comfort Zone',** focuses on the mastery of public speaking, helping readers become more confident and effective communicators. This book would be especially valuable for attendees looking to enhance their communication skills. You can find more details and purchase it here:

**Hard copy** (only available in South Africa) **eBook** (available internationally)

I'm also happy to offer summit attendees a **15% discount using the code "SUMMIT15"** at checkout.

# EFFECTIVE COMMUNICATION IN LEADERSHIP AND MANAGEMENT with Poloko Mmakgolane

Worksheet

**- Key Points for Effective Communication:**

1. **The Comfort of Clarity** – Clear messaging creates a safe space where teams feel grounded and secure in their understanding.
2. **Know Your Communication Style –** Embracing your authentic communication style allows leaders to stay in their zone of strength while tailoring their message to the audience.
3. **Listening for Comfort –** Active listening helps build trust and reassures team members that their perspectives are valued.
4. **Emotional Comfort Through Non-Verbal Cues –** Leaders who master their body language and tone can create an environment of emotional safety.
5. **Consistency Builds Comfort –** Reliable and consistent communication helps foster a culture of trust where teams feel comfortable engaging with leadership.

**Action Steps:**

- Reflect on how you naturally communicate and think about how you can use this comfort zone to be clearer and more authentic in your messaging.
- In your next meeting, focus on listening without interrupting, providing your team with the comfort of being heard and understood.
- Identify a time when a lack of clarity created discomfort within your team. What could have been communicated differently to avoid confusion or stress?

## Resources:

1. **Stay In Your Comfort Zone** by Poloko Mmakgolane.
2. **Crucial Conversations: Tools for Talking When Stakes Are High** by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler.
3. **Everyone Communicates, Few Connect: What the Most Effective People Do Differently** by John C. Maxwell.
4. **Leaders Eat Last: Why Some Teams Pull Together and Others Don't** by Simon Sinek.
5. **TED Talk: The Power of Vulnerability by Brené Brown** – (Available on YouTube and TED.com)

# EFFECTIVE COMMUNICATION IN LEADERSHIP AND MANAGEMENT with Poloko Mmakgolane

Worksheet

## Questionnaire – Discover Your Comfort Level In Communication:

Use the scale below to reflect on how comfortable you feel with different aspects of communication:
- 1 = Very uncomfortable - 5 = Very comfortable

1. How comfortable are you with addressing uncomfortable issues with your team or other people?
- (1) I avoid it at all costs - (5) I tackle it head-on with ease

2. How comfortable are you giving direct feedback, even if it may be difficult for the other person to hear?
- (1) I struggle to give feedback - (5) I feel confident delivering feedback constructively

3. How comfortable are you with public speaking or leading discussions in front of your team?
- (1) I dread speaking up - (5) I thrive in front of a group

4. How comfortable are you with adapting your communication style to different personalities and team dynamics?
- (1) I prefer sticking to one style - (5) I'm flexible and adapt easily

5. How comfortable are you with admitting when you've made a mistake or don't know the answer in front of your team?
- (1) I find it hard to admit when I'm wrong - (5) I'm open and honest about my mistakes

6. How comfortable are you with handling conflict or disagreements within your team?
- (1) I avoid confrontation - (5) I'm confident in resolving conflicts effectively

Reflection:
Tally your scores and reflect on the areas where you feel most comfortable and where you might want to stretch out of your comfort zone **to enhance your communication skills.**

# LEADERSHIP AND POLICY: DRIVING CHANGE IN GOVERNMENT AND NONPROFIT SECTORS

with **Luchulumanc Nanto**

Worksheet

Luchulumanco, is a young trailblazer who has demonstrated a strong sense of governance at a young age. He is the founder of the Luchulumanco Nanto Foundation. A Foundation that was established as a tool to fast track socio-economic freedom through research, youth advocacy, climate change awareness, HIV/AIDS work, and to support democracy through dialogue programmes on issues of race, identity, unemployment, poverty alleviation and social action. He is currently practising as the Chief Financial Officer for the South African Higher Education Queer Alliance, a Revenue Controller at the Cape Peninsula University of Technology, and is serving as the Country Director for the Global Youth Network. He is an accomplished orator, an author, a 2024 Mandela Washington Fellow, 2022 Inside Education Top 100 Young Inspiring South Africans, 2021 Mail & Guardian's Top 200 Young South Africans, SABC One Day Leader Season 8 finalist, and a Golden Key International Honor recipient and Ambassador. Among others, he is also serving as the Provincial Secretary of the Association for the Advancement of Black Accountants in Southern Africa, African National Congress Youth League (ANCYL) Western Cape Provincial Task Team, African National Congress (ANC) LGBTQIA+ Desk Task Team, and ANC Branch Secretary. He has eleven years of experience in finance, NGO and academic industries, with a special focus on youth, LGBTQIA+, human rights, climate change, health, agriculture, and education. He is a member of the Progressive Professionals Forum, Global Network of Civil Society Organisation for Disaster Reduction, and Climate Action Initiative, among others.

## LEADERSHIP AND POLICY: DRIVING CHANGE IN GOVERNMENT AND NONPROFIT SECTORS

Fostering better relationships between the Government spheres of South Africa and the Non-Profit Sector. The webinar will be beneficial to government employees, particularly management and non-profit managers.

# LEADERSHIP AND POLICY: DRIVING CHANGE IN GOVERNMENT AND NONPROFIT SECTORS

with Luchulumanc Nanto

Worksheet

Effective leadership and strategic policymaking are crucial for driving positive change within government and non-profit organizations. These sectors face unique challenges, such as bureaucratic constraints, limited resources, and complex stakeholder dynamics, which require innovative approaches to management and leadership. (Moussa et al., 2017)

The public and non-profit sectors are under increasing pressure to deliver more value to their communities and stakeholders (Pooe and Munyanyi, 2022). This demand for greater efficiency and impact has led to a growing emphasis on innovation, which is essential for these organizations to remain relevant and responsive to changing needs. (Moussa et al., 2017) However, the complex nature of the public sector and the unique challenges faced by non-profit organizations can hinder their ability to innovate and adapt.

Recent research has highlighted the critical role of leadership in driving change and innovation within public and non-profit organizations. Jose. (2020) defines leadership as the capacity to guide or influence teams, organizations, communities or entire nations in order to achieve some goals. It has been usually exercised by individuals, but it can also be developed by a group of people. McCann (2024) further adds that effective leadership is significant and has an effect on organizational outcomes. Kapur (2022) argued that identifying leadership characteristics is important to improve leader effectiveness and organizational performance, however regretted that the process of identifying the attributes of leadership that contribute to effective leadership and enhance organizational performance outcomes are very slow. He added that identifying outcomes of a leader's effectiveness that lead to enhancing organizational outcomes is complicated and difficult.

Effective leaders in these sectors must possess a distinct set of skills and behaviours that enable them to navigate the complex political, bureaucratic, and stakeholder environments in which they operate. Those in positions of authority must possess a keen understanding of the complex policy frameworks and bureaucratic structures that shape these vital sectors.

Effective and visionary leaders can navigate this intricate landscape, identifying areas ripe for improvement and galvanizing their teams to enact impactful reforms. Whether spearheading new social welfare initiatives, championing environmental protections, or streamlining inefficient administrative processes, transformative leaders leverage their influence to effect tangible, positive change. They must be strategic and adaptive, anticipating challenges and nimbly adjusting course when needed. Just as importantly, they must be skilled communicators, able to build consensus, inspire their constituents, and persuade sceptical stakeholders.

The most successful leaders in government and non-profits are not afraid to take calculated risks, challenge the status quo, and implement bold, visionary policies - even in the face of resistance. Their ability to marry principled leadership with a nuanced grasp of policymaking is what allows them to drive the kind of transformative change that can dramatically improve lives and strengthen communities. Through their tireless efforts, these trailblazing leaders leave an indelible mark, paving the way for a more equitable, sustainable, and prosperous future.

This session will examine the role of strategic leadership, strategic management, and empowerment in transforming public and non-profit organizations, with a focus on the complementary and competing nature of these mechanisms.

# LEADING WITH CULTURAL RESPONSIVENESS: SUPERVISORY STRATEGIES FOR DIVERSE TEAMS

with **Kevin Wright**

Worksheet

Dr. Wright specializes in the areas of culturally responsive leadership development, personal and professional transformation, and social justice education. Dr. Wright has reached over 100,000 learners from institutions and companies across 5 continents, and has produced scholarship on various topics while serving as an educational consultant. Kevin earned a bachelors in Business Communications with a minor in Sociology from Northern Arizona University, a masters in Student Affairs Administration from Lewis & Clark College, and a doctorate of education in Organizational Leadership from Northcentral University.

## LEADING WITH CULTURAL RESPONSIVENESS: SUPERVISORY STRATEGIES FOR DIVERSE TEAMS

In this session, attendees will learn how to adapt supervision approaches to diverse cultural contexts, improving communication, engagement, and team effectiveness. The workshop will cover strategies for recognizing and addressing cultural differences, fostering an inclusive work environment. Participants will enhance their cross-cultural communication skills, identify biases, and gain techniques for building trust and rapport in supervisory relationships. The session emphasizes equity and cognitive diversity, equipping attendees with actionable tools for culturally responsive supervision.

## BOOK

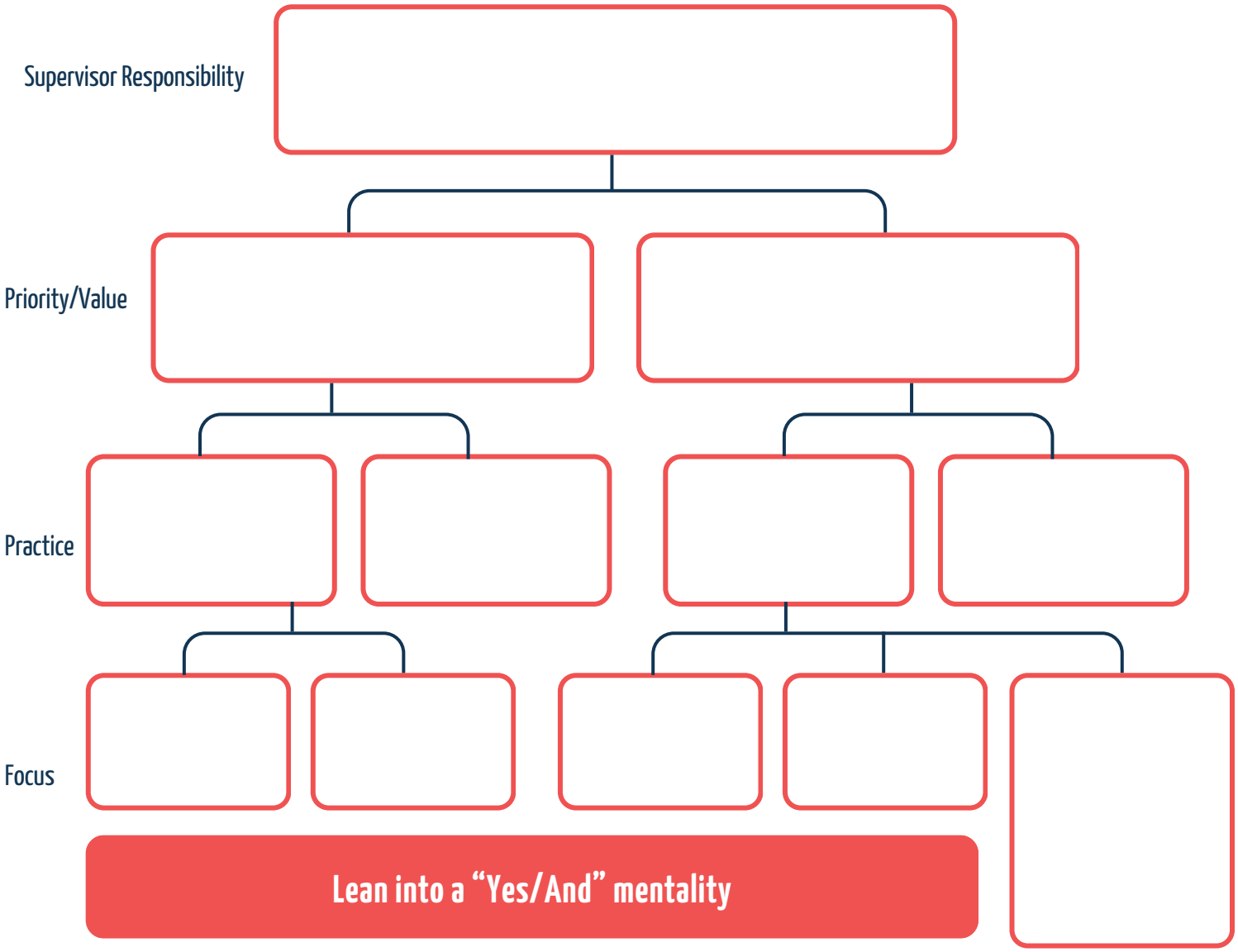
Book Chapter about racial equity and transformational leadership in culturally responsive supervision and conflict resolution
https://drive.google.com/file/d/1D-HfU10aEU1JF-J3D-NNp-jSg_nAKI81/view?usp=sharing

# LEADING WITH CULTURAL RESPONSIVENESS: SUPERVISORY STRATEGIES FOR DIVERSE TEAMS

with **Kevin Wright**

Worksheet

## Expanding Supervisory Range




ceipdx.com

center for equity and inclusion

## Resources:

- Book Chapter on Culturally Responsive Conflict Resolution
- Article on Supervisor Savviness
- Dr. Hollie's Talk on Expanding Instructional Range
- Effective Supervisor Strategies
- Leadership Intensive hosted by the Center for Equity and Inclusion

# GKA

Golden Key Academy