

Aligning Your Performance Management Systems to Your Organisational Strategy and Objectives to Ensure Effective Measuring and Monitoring

25, 26, 27, & 28 November 2008
Gallagher Estate, Johannesburg, South Africa

INTERNATIONAL KEYNOTE ADDRESS:



David Lyneham-Brown
Director and Lead Consultant
BPT GROUP

Why Performance Management Africa 2008 Is The Foremost Event For Performance Management Professionals On The Continent. Our Expert Speakers Will Ensure That You Take Away Valuable Information On:

- Successfully aligning company strategy and performance development: a financial services case study
- Integrating your performance management system with other H.R. processes
- Creating a high performance culture to achieve world-class excellence
- Linking conversion and non monetary incentives to performance management through personal development
- The challenges and obstacles that managers face in effectively managing under-performance of subordinates

Researched and Developed by:

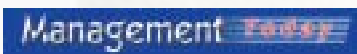


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PERFORMANCE Management AFRICA

Gain Essential Information And The Most Progressive Strategies From This Unsurpassed Line-Up Of Speakers:

1. **Tinus van der Merwe** - Manager: Leadership and Management Development
TELKOM SA
2. **Pindiwe Gida** - Senior Consultant: Organisation Development
MTN
3. **Frederick Stroebel** - Head: Training and Development
SANLAM
4. **Marissa du Toit** - Skills Development Consultant
SANLAM
5. **John Hayden** - Owner
JOHN HAYDEN & ASSOCIATES
6. **Richard McCarthy** - Director
TLC GLOBAL
7. **Steven Mahony** - Director
TSC TECHNOLOGIES
8. **Rhyno Jacobs** - Six Sigma Black Belt
LONMIN
9. **Henk Labuschagne** - Consulting Psychologist
PEOPLEWISE BUSINESS SOLUTIONS CC
10. **Nelly Letsholonyane** - Deputy Director General
DEPARTMENT OF HOUSING
11. **Belia Nell** - Certified Performance Technologist (ISPI)
ISPI Country Representative
LEARNERS OF LEADERS
12. **Alan Eyre** - Hr Manager
ASPEN PHARMA
13. **Dr. Erik Schmickl** - Managing Director
SYNERLEAD INTERNATIONAL PTY (LTD)
14. **Dr. John van der Merwe** - Senior Lecturer and Programme Manager Education
TRAINING AND DEVELOPMENT
15. **Marius Meyer** - Senior Lecturer: HRD
UNISA
16. **Pat Mabuse** - Learning and Development Manager
ADCOCK INGRAM
17. **Wolfgang Schmickl** - Director
INSTINCT DYNAMICS CC
18. **Hanlie Botes** - Staff Officer
SA NAVY
19. **Yendor Felgate** - Executive Head: Human Capital
BEYOND OUTSOURCING
20. **Jason Myhill** - Director
DYNAMINDS
21. **Michéle Booyesen** - Managing Director
PETANQUE BUSINESS SOLUTIONS
22. **Senta Van Der Merwe** - Human Resources Director: Talent Management
FOSHCINI
23. **Fienie Rossouw Janse Van Rensburg** - Managing Director
INSTITUTE FOR PERFORMANCE MANAGEMENT
24. **Paul Hunter** - Manager
EOH CONSULTING

www.perform-manage.com

Conference At A Glance:

Day 1: 25 November 2008 - Pre Conference Workshops

08:00 Registration

09:00 Start of Session 1

10:30 Tea/Coffee Break

11:00 Session 2

12:30 Close of Workshop

Workshop A

Linking Front Line Performance Measures to Strategy

David Lyneham-Brown
Director and Lead Consultant
BPTGROUP

13:30 Registration

13:45 Start of Session 1

14:30 Tea/Coffee Break

15:00 Session 2

16:30 Close of Workshop

Lunch 12:30 to 13:30

Workshop B

Utilising Kolbe to Generate and Interpret Kolbe Management Reports to Optimise Performance

Dr. Erik Schmickl
Director
SYNERLEAD INTERNATIONAL

— OR —

Workshop C

A Hands on Holistic Practical Job Selection Assessment Approach to Reliable Job Suitability Matching

Henk Labuschagne
Consulting Psychologist
PEOPLEWISE BUSINESS SOLUTIONS CC

Day 2: 26 November 2008

07:30 Registration and Coffee

08:30 Opening Remarks from the Chair

Richard McCarthy - Director
TLC GLOBAL

08:45 Topic to be Confirmed

Dr Erik Schmickl - Managing Director
SYNERLEAD INTERNATIONAL PTY (LTD)

09:15 Executive Exchange:
Exclusive One-To-One Networking Session

09:30 Morning Tea and Coffee

10:00 Integrating Your Performance Management System with Other Hr Processes
Pindiwe Gida - Senior Consultant: Organisation Development
MTN

10:30 Performance Measures for Managing in a Process Driven Organisation
David Lyneham-Brown - Director and Lead Consultant
BPTGROUP

11:00 Successfully Aligning Company Strategy and Performance Development: A Financial Services Case Study
Frederick Stroebe - Head: Training and Development
SANLAM

11:30 Develop Your Strategy for Performance Management - How to Integrate the Strengths Of All Your Performance Improvement and Monitoring Techniques
Richard McCarthy - Director
TLC GLOBAL

12:00 Creating a High Performance Culture to Achieve World-Class Excellence
Marius Meyer - Senior Lecturer: HRD
UNISA

12:30 Lunch for Delegates and Speakers

13:30 Why Do Managers Avoid Managing? The Challenges and Obstacles that Managers Face In Effectively Managing Under-Performance of Subordinates
John Hayden - Owner
JOHN HAYDEN & ASSOCIATES

14:00 Delving Into All Aspects of Performance Excellence
Belia Nell - Performance Consultant
LEADERS OF LEARNERS

14:30 Determining Your Leadership Benchmark and Discussing the Following:

- What do you have to work with?
- Differentiating between potential and performance
- Managing skills development, career management and succession planning against performance
- Developing strategies for leaders
 - Exposure versus learning
 - Rotation and movement
 - Diversity
- Promoting Continuous learning

Yendor Felgate - Executive Head: Human Capital
BEYOND OUTSOURCING

15:00 Embarking on a Journey to Initiate Business Planning and Development to Assist in Skills Development
Steven Mahony - Director
TSC TECHNOLOGY

15:30 Afternoon Tea and Coffee

15:45 Assessing How Your Organisations Vision Can Be Fulfilled By the Use of Psychometric Testing to Ensure Optimal Performance Levels for All Roles in Your Organisation
Henk Labuschagne - Consulting Psychologist
PEOPLEWISE BUSINESS SOLUTIONS CC

16:15 Performance Management Pilot at Lonmin Mechanised Mining Section
Rhyno Jacobs - Six Sigma Black Belt
LONMIN

16:45 Close Remarks from Chair

17:00 Close of Conference Day 1

Day 3: 27 November 2008

- 07:30 Registration and Coffee**
- 08:30 Opening Remarks from the Chair**
Richard McCarthy - Director
TLC GLOBAL
- 08:45 Equip Your Organisation's Leaders with Training to Provide Them with Techniques and Tools to Improve Performance in Their Teams**
Dr. John van der Merwe - Senior Lecturer and Programme Manager Education
NORTH WEST UNIVERSITY
- 09:15 Improving Your Leadership Skills to Ensure That Your Organisation Excels in All Aspects of Business**
Nelly Letsholonyane - Deputy Director
DEPARTMENT OF HOUSING
- 09:45 Morning Tea and Coffee**
- 10:15 Linking Conversion and Non Monetary Incentives to Performance Management through Personal Development**
Tinus van der Merwe - Manager: Leadership and Development
TELKOM SA
- 10:45 Creating Strategy Maps to Assist Your Organisation in Aligning Your Strategy and Linked Terms**
Alan Eyre - HR Manager
ASPEN PHARMA
- 11:15 Obtaining Feedback in a Structured Way and From a Number Of Different Sources in Order to Give Objective Feedback to Employees during Performance Development Discussions**
Marissa Du Toit - Skills Development Consultant
SANLAM
- 11:45 Understanding the People Factor in Performance Management and How to Manage Their Performance Levels by Developing Culture Promoting Organisational Excellence**
Pat Mabuse - Learning and Development Manager
ADCOCK INGRAM
- 12:15 Discussing How Correctly Managing Change Can Prevent a Negative Effect on Performance Levels**

- Maiendra Moodley - Partner**
MAIENDRA MOODLEY & ASSOCIATES
- 12:45 Lunch for Delegates and Speakers**
- 13:45 Using KPI's As a Tool to Measure Your Business's Progress towards Organisational Goals – Wide Performance Management**
Jason Myhill - Director
DYNAMINDS
- 14:15 What Creates Job Satisfaction in the Workplace! How Can Organisations Use That to Retain Good Performers**
Wolfgang Schmickl - Director
INSTINCT DYNAMICS CC
- 14:15 Discussing the Importance of Communicating Performance Management Initiatives to Eliminate Uncertainties and Panic of Staff**
Michéle Booysen - Managing Director
PETANQUE
- 14:45 Defining Performance Management to Build a Business Case**
Paul Hunter - Manager
EOH CONSULTING
- 15:15 Afternoon Tea**
- 15:30 Topic to be Confirmed**
Senta Van Der Merwe - Human Resources Director: Talent Management
FOSHINI
- 16:00 "If You Can't Measure It – Then You Can't Manage it." Performance measurement in local government**
Fienie Rossouw Janse Van Rensburg - Managing Director
INSTITUTE FOR PERFORMANCE MANAGEMENT
- 16:30 Managing Employee Benefits to Retain Staff with the Intention of Promoting a Culture of Skilled Workers in the Organisation**
Hanlie Botes - Staff Officer
SA NAVY
- 17:00 Close Remarks from Chair**
- 17:15 Close of Conference Day 2**

Day 4: 28 November 2008 - Post Conference Workshops

08:00 Registration 09:00 Start of Session 1 10:30 Tea/Coffee Break 11:00 Session 2 12:30 Close of Workshop

Workshop D

Ensuring You Have Motivated Staff by Introducing Incentive Schemes and Managing Poor Performance

Pindiwe Gida

Senior Consultant: Organisation Development

MTN

13:30 Registration 13:45 Start of Session 1 14:30 Tea/Coffee Break 15:00 Session 2 16:30 Close of Workshop

Workshop E

"If You Can't Measure It – Then You Can't Manage it."
Unpacking the talk with practical examples.

Fienie Rossouw Janse Van Rensburg

Managing Director

INSTITUTE FOR PERFORMANCE MANAGEMENT

— OR —

Workshop F

Mapping Your Performance Management Strategy with the Leadership Scorecard

Wolfgang Schmickl

Director

INSTINCT DYNAMICS CC

Dear Performance Expert

Organisations have placed immense focus on performance measurement and management and its ability to manage strategy effectively. Give your business a competitive edge by developing and implementing performance measurement systems to improve your success.

At this year's Performance Management Africa 2008 Conference we will answer some very crucial questions such as:

- **Does Your Performance Measurement Framework Deliver Real ROI?**
- **How to Use Balanced Scorecards As Both a Strategic Measurement and Management Framework?**
- **Can the Lack Of A BI Strategy and Information Technology Disable Your Performance Management Efforts?**
- **How Are Performance Contracts Key To SA's Managers and Employers?**

Join this significant move toward brilliance in corporate performance by attending IQPC's **Performance Management Africa 2008 Conference** on the 25th – 28th November 2008 at Gallagher Estate, Midrand

Ensure effective leadership, optimal employee and organisational performance and align your objectives with your organisations strategy and vision!

Book now and join IQPC at the **Performance Management Africa 2008** conference and start measuring and managing your performance levels in real time.

Don't miss out on this exclusive, knowledge-driven and information-packed conference. **Fill in the registration form at the back of this brochure and fax it back to us on 011 669 5069 and book your seat today!**

Kind Regards



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*P.S. Get the latest update on
Performance Management
developments from 25 different
experts!
Book Now!!!*

Sponsorship and Exhibition Opportunities

Are you a solution provider or consultant with a service or product to offer to Performance Management leaders? If so, then this is the ideal meeting ground to bring your services to the attention of the right audience. So, if you are a solution provider then this unrivalled face-to-face access with these decision makers, who are actively looking to find solutions. Raise your profile in front of your ideal audience by partnering with us on this event. We have a variety of packages tailored to your needs.

For partnership opportunities, please call 011 669 5000 or email: sponsorship@iqpc.co.za

Hotel Information:



The Gallagher Estate in Midrand is situated about half way between Johannesburg and Pretoria. It is one of the best venues in the whole of Africa for holding an Exhibition and Forum and features exceptionally well-equipped exhibition halls with 8 metre ceilings and ducted underfloor services, as well as excellent conference facilities for the Forum.

The Gallagher Estate's halls will provide 28,000m² of gross indoor exhibition space, which represents around 18,000m² net. It is therefore anticipated that not all exhibitors' space requirements will be able to be met. Midrand is situated within easy reach of the northern suburbs of Johannesburg where South Africa's largest concentration of hotels can be found.

Who Should Attend This Event:

Training Manager
Strategic Planning Executives
HR Managers
Performance Managers

Transformation Managers
Organisational Development Managers
HR Directors
Learning and Development Managers

Day 1: Tuesday, 25 November 2008 - Pre Conference Workshops

IQPC workshops offer you the unique opportunity to spend dedicated time with an industry expert. In these sessions, you will be joined by a group of your peers for interactive, practical learning sessions.

08:00 Registration

09:00 Start of Session 1

10:30 Tea/Coffee Break

11:00 Session 2

12:30 Close of Workshop

Workshop A

Linking Front Line Performance Measures to Strategy

Led By: **David Lyneham-Brown**
Director and Lead Consultant
BPTGROUP

About Your Workshop Leader:



A change professional with a wide range of experience in both business and operational activity and an in-depth knowledge of business analysis, business process management, project and change management techniques and their application. An outgoing individual who works with integrity, reliability and a keen eye towards innovation, always willing to challenge all aspects of business organisation in the search for effective change. David is able to integrate rapidly into new business environments, mix well, communicate effectively and deliver professional development solutions for those involved in business change. He has had considerable success in developing and implementing "qualification" and "business needs based" training and performance improvement strategies based around Continuing Professional development programmes. This has culminated in the development and delivery of the "Advanced Professional Qualifications for Business Change Professionals". David relishes the challenge of change implementation, utilising his wide technical experience and knowledge of business improvement methodologies with a keen eye towards practical innovation in change-focused training and development.

Lunch 12:30 to 13:30

13:30 Registration

13:45 Start of Session 1

14:30 Tea/Coffee Break

15:00 Session 2

16:30 Close of Workshop

Workshop B

Utilising Kolbe to Generate and Interpret Kolbe Management Reports to Optimise Performance

- Discussing Kolbe and how people act on instinct
- Delving into the conative part of the mind and it's responsibility for decision making and problem solving
- Allowing people to act according to their own natural talent supports the following:
- Reduction in stress which allows individuals to be more effective
- Team performance improves

Led By: **Dr. Eric Schmikl**
Director
SYNERLEAD INTERNATIONAL

This workshop will focus on these challenges, and will explore practical, effective ways of overcoming them.

About Your Workshop Leader:



Erik has consulted to numerous South African and international businesses both locally and in Europe. As a researcher, he has also published papers, participated as a speaker in local and international conferences to share in knowledge and research findings, and has also contributed chapters to several books. His main focus area is on strategic management and leadership, team building, executive training and development change management, as well as guiding organisations into establishing service excellence and improved levels of productivity. He is currently a lecturer at the Cranefield College of Project and Programme Management, is a council member of the college as well as Vice Principal. He has also mentored several CEO's and is the Managing director of Synerlead International and co founder of Syndynam.

— OR —

Workshop C

A Hands on Holistic Practical Job Selection Assessment Approach to Reliable Job Suitability Matching

- Sourcing candidates that are suitable
- Improving screening processes to ensure that your organisation obtains the best staff
- Scrutinising your interviewing process to make the selection processes simpler
- Constantly and consistently reviewing performance and staff talent to ensure job suitability

Led By: **Henk Labuschagne**
Consulting Psychologist
PEOPLEWISE BUSINESS SOLUTIONS CC

This workshop will focus on these challenges, and will explore practical, effective ways of overcoming them.

About Your Workshop Leader:



Henk is a Consulting Workplace Psychologist with 22 year's experience in Psychometric and Competency Assessment Processes for Development and Job Suitability purposes. He also provides Management, Supervisory and Staff Skills development Programmes. Furthermore, Henk also specializes in Teamwork Effectiveness processes. He worked as a Psychologist specializing in vocational guidance and career development planning at Rustenburg Educational Aid Centre. He headed the training division at Rustenburg Local Municipality, worked as a consulting psychologist at the Chamber of Mines, where he was involved in their Wellbeing Programme in the Gold Mine Industry, and was also a Consulting Psychologist at Privest Performance Solutions. Henk is currently running his own consultancy, Peoplewise Business Solutions cc, which he started in June 1999.

07:30 Registration and Coffee

08:30 Opening Remarks from the Chair
Richard McCarthy - Director
TLC GLOBAL

08:45 Topic to be confirmed



Dr Erik Schmickl - Managing Director
SYNERLEAD INTERNATIONAL PTY (LTD)

09:15 Executive Exchange:
Exclusive One-To-One Networking Session

09:30 Morning Tea and Coffee

10:00 Integrating Your Performance Management System with Other Hr Processes



Pindiwe Gida - Senior Consultant: Organisation Development
MTN

10:30 Performance Measures for Managing in a Process Driven Organisation



David Lyneham-Brown - Director and Lead Consultant
BPTGROUP

11:00 Successfully Aligning Company Strategy and Performance Development: A Financial Services Case Study

Frederick Stroebel - Head: Training and Development
SANLAM

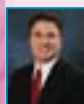


Frederick has held various positions throughout Sanlam in the field of training and development in the different Sanlam businesses. He is currently the Head of Training & Development: Human Resources: Sanlam Personal Finance. He graduated at the University of Port Elizabeth

completing his Personnel Management Degree and has an Honours in Industrial Sociology. He is also a board member of the Institute in People Management (IPM) and chairman of the Western Cape branch. He has presented at various national and international conferences on topics in the field of Performance and Talent Management and Learning technologies. During 2007 and 2008 he was invited by SAP to present at the international conference in Germany. In 2000 he attended the Programme in Strategic Human Resources offered by University of California, Berkeley.

11:30 Develop Your Strategy for Performance Management - How to Integrate the Strengths of All Your Performance Improvement and Monitoring Techniques

Richard McCarthy - Director
TLC GLOBAL



Rick McCarthy brings his experience as a Six Sigma Black Belt and strategic business advisor to his role as Managing Director of Training Leadership Consulting. His primary responsibility is to advise clients about how to leverage their Lean, Six Sigma, and other process improvement deployments

to return maximum, sustainable results. In addition to Six Sigma, Rick's areas of expertise include business strategy, organizational development, developing an organizational Standard Operating Model and curriculum design, development and deployment. Before moving to South Africa in 2001, Rick was with PricewaterhouseCooper's Strategic Change Division out of Denver Colorado. He specialized in change management, and organizational and operational change strategy, which he brings to bear as a Change Leadership instructor and curriculum developer.

12:00 Creating a High Performance Culture to Achieve World-Class Excellence

- Performance management challenges
- Elements of organisation culture
- Features of world-class companies
- Characteristics of high performance cultures
- A roadmap for creating a high performance culture

Marius Meyer - Senior Lecturer: HRD
UNISA



Marius Meyer is section head and senior lecturer in human resource development at the University of South Africa. Marius developed the first bachelor's and master's degrees in human resource development offered at a university of technology in South Africa. He facilitates training and organisation development interventions in the areas of global and strategic HR/HRD, leadership development, mentoring, corporate governance, ethics and quality improvement. He is a registered master human resource practitioner and mentor with the South African Board for Personnel Practice and advisory committee member for the Institute of People Management Annual Convention. Marius is a member of the American Society for Training and Development (ASTD) and served on the ASTD ROI Committee in the USA. In addition, he is a board member and head of research and benchmarking for ASTD Global Network South Africa. Marius is currently working towards his doctorate in the field of global HR governance at the University of Johannesburg. He is the author of numerous articles as well as author and co-author of several books. Marius was head of the Institute for Organisation Development & Transformation. Marius is also a managing member of ROI Online, the first South African specialist company to measure the financial impact of HRD interventions.

12:30 Lunch for Delegates and Speakers

13:30 Why Do Managers Avoid Managing? The Challenges and Obstacles That Managers Face in Effectively Managing Under-Performance of Subordinates

Many, if not most, managers find a performance-management meeting with a subordinate to be stressful; it's emotionally challenging to point out and constructively dialogue areas of underperformance and the required actions to close the gaps; they would rather avoid having to face the likely negative reaction of the staff member. Further, many managers tend to avoid not giving under-performing staff members a raise or a bonus. They take the easy way out—the entire team gets ratings of average or above-average, and all get some form of raise or bonus!

John Hayden - Owner

JOHN HAYDEN & ASSOCIATES



John Hayden is an experienced change consultant and a specialist in business process & organisational design and reengineering. He has personally led large-scale transformation projects and programmes in a number of industries, including banking, automotive and petrochemicals. He started his career as an industrial engineer at a cement company, Anglo Alpha (now Holcim) and has held management-consulting positions in Deloitte Consulting and IBM Consulting Group. Until end 2006, he worked for 9 years at Absa's head office, heading up the Group Change department, which ran most of the group's large, enterprise-wide projects and strategic programmes, and which also housed the group's enterprise project office and change competency centre. He was also the project leader for Absa's Process Optimisation Core Capability, driving the optimal management of processes across the group, including the driving of process-improvement projects,

enhancing process capabilities, and driving a more process-centric culture. As part of this role, John served as the group's chief process "architect"; he developed a comprehensive process model for the group; and he personally trained over 500 people in business process mapping, analysis and redesign. Since January 2007, John has been managing his own business, focused on business-change enablement, including consulting, training and mentorship. He has a Masters in Industrial Engineering from Wits.

14:00 Delving Into All Aspects of Performance Excellence I.E:

- Strategy
- Innovation
- Improvement

Belia Nell - Performance Consultant

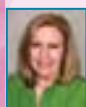
LEADERS OF LEARNERS

14:30 Determining Your Leadership Benchmark and Discussing the Following:

- What do you have to work with?
- Differentiating between potential and performance
- Managing skills development, career management and succession planning against performance
- Developing strategies for leaders
 - Exposure versus learning
 - Rotation and movement
 - Diversity
- Promoting Continuous learning

Yendor Felgate - Executive Head: Human Capital

BEYOND OUTSOURCING



Yendor Felgate is an experienced business leader, with a particular focus and passion on business in Africa. After graduating first in his class in Education at the University of the Witwatersrand, he was fast tracked into the post-graduate programme, where he obtained a Masters Degree in the Sociology of Education. His academic interests are strategy, performance, change, culture and sustainability. He has held senior positions in Freight, Logistics, Fleet, and Financial Services. He spent 5 years with Barclays Africa, leading the HR Business Partner teams across 9 African countries and working with large scale transition projects, including mergers. Yendor is currently the Director Human Capital for Beyond Outsourcing, a pioneer in transformational outsourcing in Africa

15:00 Embarking on a Journey to Initiate Business Planning and Development to Assist in Skills Development

Discussing Learning Management, Skills and Competency Management, Talent Management and Human Capital Management to establish how your organisation can improve performance and create a strategic path for employee development. Ensuring management of people and skills to make certain that your organisation maintains and retains staff that are skilled

Steven Mahony - Director

TSC TECHNOLOGY

15:30 Afternoon Tea and Coffee

15:45 Assessing How Your Organisations Vision Can Be Fulfilled By the Use of Psychometric Testing To Ensure Optimal Performance Levels for All Roles in Your Organisation

Henk Labuschagne - Consulting Psychologist

PEOPLEWISE BUSINESS SOLUTIONS CC



16:15 "Performance Management Pilot at Lonmin Mechanised Mining Section". A discussion of:

- Stakeholder enrolment
- Core concepts of a performance model
- Basic building blocks of a performance model
- Developing a model, including all cross-functional causes

and effects

- Transition from performance measurement to a performance culture
- Roll out due diligence

Rhyno Jacobs - Six Sigma Black Belt

LONMIN



Rhyno obtained his B Eng Mining and B Eng Industrial (Honours) at the University of Pretoria. He started his career in Mining, at Impala Platinum and moved on to various roles in Project Management, BPR, Commodity Management, SAP and Supply Chain Management with Goldfields, ISCOR, Deloitte and BHPBilliton. He focused on Continuous Improvement, Six Sigma and Lean for the last 3 years, currently Master Black Belt (candidate) at Lonmin he is passionate about linking performance with strategy and creating the required conversations at applicable levels in business.

16:45 Close Remarks from Chair

17:00 Close of Day 2

What Our Previous Delegates Had To Say About Our Last Event!

"The first course in a long time that got down to the essential "How" it is done and not only "What" it entails"

Department of Defence
Snr Business Architect

"Enlightening and valid"
SA National Defence Force
Performance Management Practitioner

" A new methodology was presented in a clear and understandable way including practical application"

SA Navy
Staff Officer

DON'T MISS OUT ON OUR EARLY BIRD SPECIAL!

Register and pay before 12 September 2008 and save up to R1000.00 per delegate. Group discounts also available!

07:30 Registration and Coffee

08:30 Opening Remarks from the Chair
Richard McCarthy - Director
TLC GLOBAL

08:45 Equip Your Organisation's Leaders with Training to Provide Them with Techniques and Tools to Improve Performance in Their Teams

Align your leadership focus with the organisations strategy and mission to a high performance culture:

- Providing effective leadership support
- Encourage knowledge building and innovation
- Promote open and constructive criticism

Dr. John van der Merwe
NORTH WEST UNIVERSITY



Dr John van der Merwe is a senior lecturer and the programme manager for the Education, Training and Development (ETD) programmes in the Faculty Education Sciences at the North-West University (NWU), Potchefstroom campus. He has received a merit award for teaching excellence and best practice at the NWU. He has extensive experience as an ETD practitioner, curriculum designer and consultant in people skills development. He is currently busy with research on adult education in ETD practices. He is an ETDP SETA accredited assessor and moderator, as well as a SASSETA accredited SDF. He held positions as Director of Training and Development at 2 different companies in the private sector. He has his own consultancy, PeopleChangers@Work which he started in 2003 focusing on people skills development, EAP and the accreditation of ETD service providers. As Senior Educational Specialist he held the position of Head of the Educational Aid Centre in Alberton where he practiced as a specialised career guidance and counselling advisor. He has more than 30 years education and training experience. He developed a transformation programme for secondary schools as part of his doctoral studies. He is happily married with two children who are students at the NWU.

09:15 Improving Your Leadership Skills to Ensure That Your Organisation Excels in All Aspects of Business
Nelly Letsholonyane - Deputy Director
Department of Housing



09:45 Morning Tea and Coffee

10:15 Linking Conversion and Non Monetary Incentives to Performance Management through personal Development
Tinus van der Merwe - Manager: Leadership and Development
TELKOM SA



Tinus has 30 years work experience in the ICT, engineering and financial environment, of which 25 years have been as a Human Resources practitioner. His current employer is Telkom where he has been responsible to support on-the-job learning since January 2007. He specifically manages mentorship and coaching, leadership assessment (360° feedback) and provides personal development planning support systems and processes. Prior to January 2007 he managed the reward, recognition and performance management support functions for Telkom. He also managed General Human Resources support for some divisions in Telkom. Prior to his time in Telkom he was employed at Old Mutual Consulting Services as a remuneration consultant; he worked at Sasol as the head job evaluation and spent a few years at UCOR of South Africa as a general human resources consultant. Prior to that he worked in marketing and sales in the plastics industry. Tinus is a founder member of the South African Reward Association (SARA). He has been serving on Child Welfare Tshwane's Board of Management in different capacities since 2000, mostly as Chairperson of the Human Resources Committee and he was Deputy Chairperson for one term. He has a MBA from the University of Stellenbosch Business School and BA Honours.

10:45 Creating Strategy Maps to Assist Your Organisation in Aligning Your Strategy and Linked Terms

- Consistently reviewing and amending your strategy map while ensuring that you keep your company strategy alive
- Tracking performance progress
- Measuring performance against company objectives and ensuring that measures are assigned to each objective on your scorecard

Alan Eyre - HR Manager
ASPEN PHARMA

11:15 Obtaining Feedback in a Structured Way And From A Number of Different Sources in Order to Give Objective Feedback to Employees During Performance Development Discussions

Marissa Du Toit - Skills Development Consultant
SANLAM



Marissa is currently a skills development facilitator responsible for organisational compliance to skills development legislation and learnership programmes, maintaining an effective performance development process within the organisation, maintaining investors in people accreditation within the organisation. She has obtained a higher certificate in occupational directed ETDP Practice NQF level 5 and is an accredited coach/mentor "Guide and support learners" NQF L5 and accreditation SDF with INSETA. She has 12 years of experience in training and development in the field of training coordination and management of training solutions and is a registered assessor for "Planning and conducting assessment" NQF L5.

11:45 Understanding the People Factor in Performance Management and How to Manage Their Performance Levels by Developing Culture Promoting Organisational Excellence

- Developing a high performance culture as it is key to adoption of performance management
- Designing a flexible and efficient organisation by implementing and maintaining the correct culture
- Assessing how the organisational culture affects the enterprise-wide performance management process

Pat Mabuse - Learning and Development Manager
ADCOCK INGRAM

12:15 Discussing How Correctly Managing Change Can Prevent a Negative Effect on Performance Levels

- Achieving a state of change readiness to ensure smooth transition into a performance management process
- Developing a change management system to help implement continuous business improvement in your organisation
- Ensuring your organisations culture allows for strategic change management to ensure that performance levels will minimally be affected by change

Maiendra Moodley - Partner
MAIENDRA MOODLEY & ASSOCIATES



Maiendra Moodley is a former Technical Security Advisor within the Infrastructure Renewal and Service Delivery Division of the Business Systems and Technology department at the South African Reserve Bank. He is currently a partner at Maiendra Moodley and Associates. Maiendra's professional experience includes having served as a senior systems auditor and a security architect with a leading retail bank, supervising IT LAN support services, to being a panelist and examiner on the IT program of a national tertiary institution. Other positions that he has held range from serving as a trainee accountant to a senior risk consultant. He is presently studying for his Masters in Security Studies at the University of Pretoria, he is a member of the American Society of Industrial Security and a former Director of the Computer Society of South Africa.

12:45 Lunch for Delegates and Speakers

13:45 Using KPI's As a Tool to Measure Your Business's Progress Towards Organisational Goals – Wide Performance Management

- What Are Key Performance Indicators (KPI)?
- Identifying and agreeing upon quantifiable measurements to ensure that they reflect the critical success factors of your business
- Understanding the importance of defining the Key Performance Indicators and consistently using the same definition from year to year

Jason Myhill - Director

DYNAMINDS



Jason Myhill grew up and was educated at the Wartburg Kirchdorf Schools before moving on to the University of Kwazulu Natal where he completed his BSc. in Electronic Engineering. He has since completed a MBA from the University of Cape Town Graduate School of Business and has also studied Negotiations, Currencies, Entrepreneurial Finance and Corporate Valuations at the Anderson School of Management, University of California in Los Angeles. After university Jason started his career in process control and business systems, working for the largest Titanium Mining Company, Richards Bay Minerals. He broadened his scope by consulting to an economic and financial researcher, importers and exporters. He then went on to start a company, now registered as Dynaminds (Pty) Ltd. It was during this company development process that Clem and Jason got to know each other. Clem mentored Jason in profiling Dynaminds into what it now presents. Jason's client interaction has range from individuals starting ventures through to large corporations such as Impala Platinum Holdings.

14:15 What Creates Job Satisfaction in The Workplace! How Can Organisations Use That to Retain Good Performers

Retention strategies go much deeper and involve ensuring that employees feel successful, secure and appreciated in their work environment. This creates a conducive environment for productivity and increases staff morale and performance. Remuneration and Performance management have rapidly become an issue that no longer affects Hr only but the organisation as well.

Wolfgang Schmickl - Director
INSTINCT DYNAMICS CC



14:15 Discussing the Importance of Communicating Performance Management Initiatives to Eliminate Uncertainties and Panic of Staff

- Gaining commitment from staff on performance management initiatives by communicating your intentions to staff prior to implementation
- Providing access to information about changes in the organisation to ensure employees feel motivated and take ownership of their work
- Improving performance levels by providing knowledge and understanding of the vision of your organisation

Michéle Booyesen - Managing Director
PETANQUE



Based in Cape Town, Michéle heads up a team of business professionals who provide services as a Strategy Delivery Office to corporate and medium to small businesses. Trained in economics and the law, Michéle has applied her ability to make difficult or complex matters easier to understand, distilling information into who, what, when and how. She developed the unique VizPro/ProcessStep process mapping methodology which was launched globally during 2007. Michéle has a PhD in Commerce, is an NQF Assessor and Moderator and a Project Manager Professional.

14:45 Defining Performance Management to Build a Business Case

- Objectives of Performance Management
- Performance Management Methodology
- Benefits of Performance Management
- Incentive Compensation
- Our Experience in Performance Management

Paul Hunter - Manager

EOH CONSULTING



Paul Hunter is a Manager at EOH Consulting. He has a B Com (Honours) degree in Finance from the University of the Witwatersrand (Wits). Prior to joining EOH Consulting, Paul was a director of a small niche based consulting firm specialising in Value Based Management (VBM), incentive compensation, and corporate finance advisory work. Prior to that he was employed by Stern Stewart & Co, a New York based consulting company and the originators of the EVA® (Economic Value Added) concept. He has worked on Performance Management projects with a variety of companies in the Retail, Manufacturing, Mining, Logistics, Electric Utility, Printing and Publishing, Entertainment, IT, Multi-media and Signal Distribution, and Banking industries, both in South Africa and in Singapore and India. He has presented on Performance Management at a variety of management conferences and symposiums, and has also been published in Business Report on "Value Based Management", and "Executive Compensation in South Africa"

15:15 Afternoon Tea and Coffee

15:30 Topic to be Confirmed

Senta Van Der Merwe - Human Resources Director: Talent Management
FOSHCINI



Senta has worked in Retailing for the past 18 years, in Operations Management, Project management and Human Resources Management Positions. She recently transferred into a new function within the Foschini Group where she is responsible for setting up and managing a Group Talent Department

16:00 "If You Can't Measure It – Then You Can't Manage it." – Performance measurement in local government.

- The importance of measurement
- Application
- Data integrity
- Development of scores
- Benchmarking for improvement



Fienie Rossouw Janse Van Rensburg - Managing Director
INSTITUTE FOR PERFORMANCE MANAGEMENT

16:30 Managing Employee Benefits to Retain Staff with the Intention of Promoting a Culture of Skilled Workers in the Organisation

Hanlie Botes - Staff Officer
SA NAVY

17:00 Close Remarks from Chair

17:15 Close of Day 3

Day 4: Friday, 28 November 2008 - Post Conference Workshops

IQPC workshops offer you the unique opportunity to spend dedicated time with an industry expert. In these sessions, you will be joined by a group of your peers for interactive, practical learning sessions.

08:00 Registration

09:00 Start of Session 1

10:30 Tea/Coffee Break

11:00 Session 2

12:30 Close of Workshop

Workshop D

Ensuring You Have Motivated Staff by Introducing Incentive Schemes and Managing Poor Performance

Providing your employees with motivation to perform at optimal levels and create better working and goal oriented environments for. Incentive schemes are a tool to up performance across the organisation.

Led By: Pindiwe Gida



Senior Consultant: Organisation Development

MTN

About Your Workshop Leader:

Pindiwe Gida graduated with a B.Juris degree from the University of Fort Hare. She holds a Post Graduate Diploma in Human Resources Management as well as a Master of Management in Human Resources degree from Wits Business School. She started her career with Spoornet. Her last position was Human Resources Manager for the Service Delivery Department, which was the biggest department in Spoornet. She then joined MTN Group as a Human Resources partner to a number of business units. She was promoted to Organisational Development Consultant at the end of 2004. In the 1 year that she held this position, she successfully introduced a formal Job Evaluation system (JE Manager) across the 9 MTN Operations and MTN Group Management Services. She currently holds the position of Senior Consultant: Organisation Development, where she is responsible for Managing the MTN Integrated Performance Management Framework across 20 Operating units, predominantly in Africa and the Middle East. This portfolio includes managing the Executive Performance Contracting and Review process, the Performance Management Cycle and Communications, Performance Management Training and the link to consequences.

Pindiwe is an accredited Facilitator with Development Dimension International. She is also an accredited facilitator of High Performing Teams with the Ken Blanchard Institute.

Lunch 12:30 to 13:30

13:30 Registration

13:45 Start of Session 1

14:30 Tea/Coffee Break

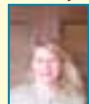
15:00 Session 2

16:30 Close of Workshop

Workshop E

**"If You Can't Measure It – Then You Can't Manage it."
Unpacking the talk with practical examples.**

Led By: Fienie Rossouw Janse Van Rensburg



Managing Director

INSTITUTE FOR PERFORMANCE MANAGEMENT

About Your Workshop Leader:

Fienie Rossouw Janse van Rensburg is the MD of the Institute for Performance Management (IPM) in Midrand. She has worked for more than a decade as a consultant and trainer in the field of performance management, strategic and business management. She is the author of the 11-Step Approach to Business Excellence™ and the Tripod Integrated Management System™, used predominantly in the local government environment. She has published a 500-page document on the influence of interest groups on policy decision-making as well as 74 more articles, and is a public speaker mainly in the field of performance management. She has her Hons in Political Science and is one of only a handful of people in South Africa to be accredited as a Balanced Scorecard Certified trainer by the George Washington University in the USA. As such, she was selected in 2007 to conduct training for the Botswana President's Office as well as the Botswana Ministry of Education.

— OR —

Workshop F

Mapping Your Performance Management Strategy with the Leadership Scorecard

- Enhancing your staff's performance by utilising this management performance tool by obtaining feedback from subordinates
- Discussing the impact of leadership and coaching on your subordinates
- Investigating how leadership and coaching can nurture successful relationships with subordinates and strengthen their natural talents
- Gaining an understanding of talent dimensions of the mind and how this affects career development, productivity and performance

Led By: Wolfgang Schmikl



Director

INSTINCT DYNAMICS CC

About Your Workshop Leader:

Wolfgang worked several years in the government, manufacturing, hospitality, pharmaceutical and advertising industry as market researcher, marketing strategy advisor and strategic planner. He also spent a year at NIPR(CSIR) where he trained and qualified as a psychometrist he was also involved in the standardising and validation of psychological testing instruments. He runs his own consultancy and is a trainer, recruitment selection specialist, team builder, organisation development advisor. He is qualified and accredited in the fields of conation (Kolbe processes which is based on instinctive behaviors), Action Profiling and cognitive and personality assessment (MBTI). He is one of four Action Profile Specialist in South Africa, a member of SAMRA, and his management and research services are used by numerous South African companies.

MEET THE MEMBERS OF OUR PERFORMANCE MANAGEMENT AFRICA ADVISORY BOARD



Pindiwe Gida

Senior Consultant: Organisation Development

MTN

Pindiwe Gida graduated with a B.Juris degree from the University of Fort Hare. She holds a Post Graduate Diploma in Human Resources Management as well as a Master of Management in Human Resources degree from Wits Business School. She started her career with Spornet. Her last position was Human Resources Manager for the Service Delivery Department, which was the biggest department in Spornet. She then joined MTN Group as a Human Resources partner to a number of business units. She was promoted to Organisational Development Consultant at the end of 2004. In the 1 year that she held this position, she successfully introduced a formal Job Evaluation system (JE Manager) across the 9 MTN Operations and MTN Group Management Services. She currently holds the position of Senior Consultant: Organisation Development, where she is responsible for Managing the MTN Integrated Performance Management Framework across 20 Operating units, predominantly in Africa and the Middle East. This portfolio includes managing the Executive Performance Contracting and Review process, the Performance Management Cycle and Communications, Performance Management Training and the link to consequences. Pindiwe is an accredited Facilitator with Development Dimension International. She is also an accredited facilitator of High Performing Teams with the Ken Blanchard Institute.



Frederick Stroebel

Head: Training and Development

SANLAM

Frederick has held various positions throughout Sanlam in the field of training and development in the different Sanlam businesses. He is currently the Head of Training & Development: Human Resources: Sanlam Personal Finance. He graduated at the University of Port Elizabeth completing his Personnel Management Degree and has an Honours in Industrial Sociology. He is also a board member of the Institute in People Management (IPM) and chairman of the Western Cape branch. He has presented at various national and international conferences on topics in the field of Performance and Talent Management and Learning technologies. During 2007 and 2008 he was invited by SAP to present at the international conference in Germany. In 2000 he attended the Programme in Strategic Human Resources offered by University of California, Berkeley.



Paul Hunter

Manager

EOH CONSULTING

Paul Hunter is a Manager at EOH Consulting. He has a B Com (Honours) degree in Finance from the University of the Witwatersrand (Wits). Prior to joining EOH Consulting, Paul was a director of a small niche based consulting firm specialising in Value Based Management (VBM), incentive compensation, and corporate finance advisory work. Prior to that he was employed by Stern Stewart & Co, a New York based consulting company and the originators of the EVA® (Economic Value Added) concept. He has worked on Performance Management projects with a variety of companies in the Retail, Manufacturing, Mining, Logistics, Electric Utility, Printing and Publishing, Entertainment, IT, Multi-media and Signal Distribution, and Banking industries, both in South Africa and in Singapore and India. He has presented on Performance Management at a variety of management conferences and symposiums, and has also been published in Business Report on "Value Based Management", and "Executive Compensation in South Africa".



John Hayden

Owner

JOHN HAYDEN & ASSOCIATES

John Hayden is an experienced change consultant and a specialist in business process & organisational design and reengineering. He has personally led large-scale transformation projects and programmes in a number of industries, including banking, automotive and petrochemicals. He started his career as an industrial engineer at a cement company, Anglo Alpha (now Holcim) and has held management consulting positions in Deloitte Consulting and IBM Consulting Group. Until end 2006, he worked for 9 years at Absa's head office, heading up the Group Change department, which ran most of the group's large, enterprise-wide projects and strategic programmes, and which also housed the group's enterprise project office and change competency centre. He was also the project leader for Absa's Process Optimisation Core Capability, driving the optimal management of processes across the group, including the driving of process-improvement projects, enhancing process capabilities, and driving a more process-centric culture. As part of this role, John served as the group's chief process "architect"; he developed a comprehensive process model for the group; and he personally trained over 500 people in business process mapping, analysis and redesign. Since January 2007, John has been managing his own business, focused on business-change enablement, including consulting, training and mentorship. He has a Masters in Industrial Engineering from Wits.



Richard McCarthy

Director

TLC GLOBAL

Rick McCarthy brings his experience as a Six Sigma Black Belt and strategic business advisor to his role as Managing Director of Training Leadership Consulting. His primary responsibility is to advise clients about how to leverage their Lean, Six Sigma, and other process improvement deployments to return maximum, sustainable results. In addition to Six Sigma, Rick's areas of expertise include business strategy, organizational development, developing an organizational Standard Operating Model and curriculum design, development and deployment. Before moving to South Africa in 2001, Rick was with PricewaterhouseCooper's Strategic Change Division out of Denver Colorado. He specialized in change management, and organizational and operational change strategy, which he brings to bear as a Change Leadership instructor and curriculum developer.

Performance Management 2008

25, 26, 27, & 28 November 2008

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Accepted applications to attend the IQPC conference or training course ("Event") are in every case subject to these terms and conditions:

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- any cancellations received less than 10 working days before the Event start-date, do not entitle the canceling delegate to any refund or credit note and the full fee must be paid;
- non attendance without written cancellation, the Customer Services Director at customerservices@iqpc.co.za, is treated as a cancellation with no entitlement to any refund or credit.

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