

# London 2018

## Jan 16: Developing Your Strategic Intelligence: Your Future Depends on It

Based on detailed research into macro-economic, political and social trends, this program will improve your understanding of the forces that are reshaping your industry's landscape and your personal world. We shall focus on five key disruptive forces that are going to change the way we live and work in the next decade. As an attendee you will also gain confidence in your ability to identify key areas of change in your own world and career, and be equipped to contribute to the strategic success of your team and your organization.

Dr. Graeme Condrington is an expert on the new world of work. He is a keynote presenter, author, futurist, facilitator and strategy consultant working across multiple industries and sectors. He blends cutting-edge research, thought leading insights with humor, a conversational style and multimedia-driven presentations to create unforgettable experiences that add real value. Graeme is the co-founder and a international partner of TomorrowToday, a global firm of futurists and business strategists. He is also a guest lecturer at four top business schools, including the London Business School and Duke, NC. He is a professional member of a number of associations, including the World Future Society, The Institute of Directors, the International Association for the Study of Youth Ministry, the Global Federation of Professional Speakers and MENSA. He has a Doctorate in Business Administration, a Masters in Sociology, an Honours in Youth Work and two undergraduate degrees in Arts (Theology/Philosophy) and Commerce. He has four best-selling books published by Penguin, including the award winning, Mind the Gap and Future-Proof Your Child. He is currently writing a book on Strategic Leadership Intelligence.

## Feb 08: The Resilient Leader: Seven Skills to Boost Your Leadership Abilities and Strengths

In this session you will learn about 7 ways to grow your leadership abilities and foster resilience on the part of yourself and those you lead. You will receive a personal profile of your strengths and weaknesses across the 5 strengths that make an excellent and resilient leader Integrity, Mentoring, Aligned Values, Results, & Connection to the job. We will evaluate your top leadership priorities and learn if the time allocated to each is a match. We will assess your self rating of your leadership abilities and determine whether you tend to overestimate those abilities. And then we'll delve into 5 concrete skills to boost each of the 5 strengths of resilient leadership. Participants will learn how to convey integrity to direct reports, about the Optimism Gap that exists between leaders and employees (and how to bridge it); and how to align personal values with the values of your organization for optimal performance on the part of both individuals and teams.

Dr. Andrew Shatté is the founder and President of Phoenix Life Academy. He is a fellow with the Brookings Institution where he facilitates programs for high-level audiences from the Department of Defense, Homeland Security, the IRS, NASA, the CIA, and all branches of the military. He served as adjunct Assistant Professor of Psychology at the University of Pennsylvania from 2000 to 2006, and was a highly decorated teacher in 2003, he was voted the best professor by students in the School of Arts and Sciences and in 2006 he received the Dean's Award for Distinguished Teaching. Dr. Shatté has devoted his career to understanding the psychological aspects of motivation, leadership, and resilience and to developing programs to optimize human performance in a wide array of arenas - the workplace, in health, in academics, and in sports. Dr. Shatté is co-author of meQuilibrium and The Resilience Factor.

## Mar 21: Becoming the Leader that Others Want to Follow: Essential Skills for Building Engagement, Teamwork, and Results

Leaders are challenged to not only recruit and select top talent but also to retain their best in an environment of uncertainty and change. As 'A players' search for the best companies - and continually hone their resumes - a key strategy to retain them is to fully engage them. This session will share the state of engagement in today's workplaces including how each generation views work and their place in it. Strategies and techniques will include enhancing your leadership acumen, building effective and trusting teams, engaging all generations of employees by understanding their needs and maintaining your personal resilience to be the very best leader that you can be.

Dr. Jan Ferri-Reed is a seasoned consultant and President of KEYGroup, a 28-year Pittsburgh-based speaking, education and assessment firm. She has presented a variety of programs to thousands of managers and employees in a diverse range of organizations across the globe. She provides guidance, wisdom and wit to leaders who want to create productive and profitable workplaces.

## Apr 17: Persuasion: How to Sell Ice to Eskimos

Participants will gain insight into how different persuasive styles work and which ones work best for them. The persuasion techniques to be discussed were extracted by Pacelle van Goethem and her team, among others, by extensively studying the most successful influencers in speeches, meetings and conversations. Some of the techniques will be presented as ultra-short exercises so that participants can quickly and easily try them out. In the end you will better understand how persuasion works, what persuasive style you have, and how quickly you can learn various persuasion techniques.

Pacelle van Goethem, president and founder of Pacelle van Goethem Persuasion, is recognized as the leading Dutch expert in the field of Persuasion, Influence and Voice. Her bestselling book on the psychology of persuasion, IJs verkopen aan Eskimos, is considered to be the Dutch standard work on persuasion. She is working on a new book on influence. Pacelle lectures in Holland and throughout Europe and is regularly asked to appear as an expert on persuasion on national radio and television, and in many other on- and offline media.

## May 18: Powerful Communication: How to Craft and Deliver your Message with Authority and Authenticity

Effective communication can impress people but powerful communication can move people to action. This course identifies the elements of powerful communication and teaches the participants how to harness and utilize their own individual skills to become a communicator that persuades, inspires, and transforms. The course will be highly interactive with group exercises, skills assessment, demonstrations, critiquing and opportunity for on-site application.

Dr. Debbye Turner Bell is a veterinarian, journalist, minister, motivational speaker, wife, and mother. For three years, she served as the lead U.S. news anchor for Arise News, a global cable news network. She hosted a daily evening news broadcast called Arise America. Currently, she can be seen as an expert contributor to the show DOGS 101 on Animal Planet. For 11 years, Turner Bell enjoyed her role in broadcast journalism as a staff correspondent for CBS News starting in 2001. She covered a variety of subjects, and was from time to time called upon to cover breaking and developing news.

## Jun 12: Effective Coaching Skills for Busy Managers

In this highly interactive program participants will: (1) Learn how to create ownership and urgency from those they lead; (2) practice specific coaching skills and tools to bring out the best in others; (3) learn keys and a format to managing their coaching time; (4) explore a 12-minute coaching model that creates positive accountability and results; (5) coach each other on real issues that impact their business; (6) work with specific tools to help blocked or stuck employees; and (7) learn how to coach different personalities on their team.

Dr. Tim Ursiny, founder of Advantage Coaching & Training Inc., is a speaker and certified business coach specializing in helping individuals reach peak performance and life satisfaction. His areas of expertise include communication skills, team building, confidence, coaching skills and dealing with change. He has written or co-written 13 books including *The Cowards Guide to Conflict* which is in its fourth printing. Dr. Tim is a frequent speaker on a variety of topics that benefit individuals in the workplace and personal life. He has spoken for firms such as Wells Fargo Advisors, Raymond James, Morgan Stanley Wealth Management, UBS, LPL, and Invesco. Tim has been interviewed and appeared in *The Bottom Line*, *The Chicago Tribune*, *People Magazine*, *Readers Digest*, *First for Women* and other periodicals. He has also appeared on CNN radio news, VH-1 News, and Total Living.

## Jul 05: Leadership Presence: Sending All the Right Signals

Leadership presence, frequently called the "wow factor", is a blending of personal and interpersonal skills that when combined, send all the right signals. Backed by neuroscience and based on research from Harvard, Stanford, UCLA, MIT Media Lab, and Columbia School of Business, this interactive session gives participants tools and strategies they can put into action immediately.

Carol Kinsey Goman, Ph.D., is an international keynote speaker and leadership presence coach. Carol has been cited as an authority in media such as *Industry Week*, *Investors Business Daily*, *CNN's Business Unusual*, *PBS Marketplace*, *MarketWatch* radio, and the *NBC Nightly News*. She is a leadership blogger for *Forbes* and the author of twelve business books, including *"The Silent Language of Leaders: How Body Language Can Help - or Hurt - How You Lead."* Carol has published over 300 articles in the fields of organizational change, leadership, innovation, communication, collaboration, employee engagement, and body language in the workplace. She can be reached by email: [Carol@CarolKinseyGoman.com](mailto:Carol@CarolKinseyGoman.com), phone: 510-526-1727, or through her website: [www.CarolKinseyGoman.com](http://www.CarolKinseyGoman.com).

## Aug 31: Managing Competing Demands: Getting It Done and Having a Life

Work-Life Balance is no longer a luxury. It's a necessity for good health, energy and productivity. The objectives of this dynamic, interactive session are to help participants: (1) develop a clear picture of the Work-Life Balance they would like to achieve (2) identify obstacles that stand in the way of achieving their desired balance (3) develop a repertoire of action strategies and tools for overcoming current obstacles and any that may arise in the future and (4) develop their own personal action plan which is concrete, practical and achievable.

David Posen, M.D. is the author of three best-selling books: *"Always Change a Losing Game"*, *"Staying Afloat When the Water Gets Rough"* and *"The Little Book of Stress Relief"*, now in its twelfth printing and translated into seven languages. His clients have included University of Michigan, Warner Brothers, US Steel, Chevron, IBM, Verizon, Allstate Insurance, Federated Investors, American Express, Microsoft, Cisco Systems, McKinsey.

## Sep 18: How to Lead in a Complex, Global Environment

The world of business and work has changed: business is volatile and complex; teams and organizations are often hyper-connected and dispersed. Global work from everywhere becomes a norm. Many business professionals struggle at times with how to optimally work and lead in such an environment, especially with how to create an engaging and effective work environment. The session tackles key practical management tools in a highly actionable and engaging manner.

Lars Sudmann is the managing partner of Sudmann & Company, a consulting and management training firm. He draws upon his business experience (e.g. as CFO Belgium of Procter & Gamble) as well as his consulting experience with Fortune500 companies to help companies achieve better business and organizational results. He is the 6-time Belgian and 2-time European Champion of Public Speaking and has spoken at a variety of major international events in the US and Europe such as TEDxFlanders. Additionally, Mr. Sudmann is a lecturer at the University of Braunschweig (Business Leadership) as well as the RWTH Aachen University (Innovation in Communication).

## Oct 10: The Art of Diagnosis: Solving the Right Problem the First Time

The Art of Diagnosis provides new insights into how individuals and teams can solve the right problem the first time. The critical challenge is that all too often when tackling problems, individuals and teams suffer from a set of biases and impediments that cause them to focus prematurely on problem solving and "jump to solutions". In contrast, this program focuses on the art of comprehensively formulating problems before solving them. Participants will learn a variety of specific and proven processes to help them and their teams solve the right problem the first time.

Dr. Jackson Nickerson is the Frahm Family Professor of Organization and Strategy at Washington University in St. Louis Olin Business School. He also is the Associate Dean and Director of Brookings Executive Education and a Senior Non-resident Scholar in Governance Studies at the Brookings Institution. A prior systems engineer at NASAs Jet Propulsion Laboratory with a BSME from Worcester Polytechnic Institute and an MSME from U.C. Berkeley, Jackson combines his engineering systems knowledge with an MBA and Ph.D. in Business Strategy both from U.C. Berkeleys Haas School of Business. Jackson has published numerous papers in leading academic journals and is the author or editor of four books. His latest book is entitled *Leading Change from the Middle: A Practical Guide to Building Extraordinary Capabilities* (Brookings, 2014). He consults with business, government, and nonprofits on problem diagnosis, strategy, and leading change. In addition to serving on corporate boards, Jackson is a co-founder and business director of NFORMD.NET, a new media company that provides sexual assault prevention programs to universities and the U.S. Army.

## Nov 09: Managing AND Leading: 7 Strategies to Help You Excel at Both

This session will explore the essential strategies and techniques required to powerfully lead and manage simultaneously from the same role. Being a manager is one of the most arduous and yet most valuable roles in any organization. The challenge lies in dealing with the expectations of those above and below you while also contributing to people's success around you. When you master this, you will discover how to impact any organization from the middle. You will leave this class with the skills needed to powerfully evolve into a successful Manager.

Ms. Ann Tardy, a former Silicon Valley corporate attorney and a current leadership expert, speaker, and author, Ann has been studying how people impact organizations from the middle for over 25 years. As the author of four books, Ann serves as the Founder and CEO of LifeMoxie Mentoring & Leadership and the Founder and Director of The Mentoring Council. She has cycled from San Francisco to New Jersey and down each coast in a quest to discover what people love about their jobs. Her documentary *Work Matters* captured the interviews she conducted on the bike.

## Dec 04: The Science and Practice of Crafting Everlasting Customer Loyalty

This workshop explains how the latest Customer Experience Management techniques are used to develop and implement a business strategy that will deliver industry and/or sector leading business performance. It also shows how exceptional service delivery may be harnessed to drive cultural change, motivate employees and create worthwhile differentiation and sustainable competitive advantage.

Mr. Chris Daffy is one of the UK's best-known authorities on customer service. His book, *Once a Customer, Always a Customer*, was first published in 1996. There have since been four more print runs including one in India and the latest one in America in 2001. He is a founding partner of The Marketing Group, Managing Director of the Academy of Service Excellence and has served as a non-executive director on the boards of many UK companies.

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