



ENGAGEMENT & RETENTION MASTERCLASS

Create a workplace that all generations find attractive

THURSDAY, 10 OCTOBER 2019 · BYTES CONFERENCE CENTRE · **JOHANNESBURG**



To book, contact Brittany: Tel: (011) 888 8914 • Email: brittany@hrfuture.net

TELL ME

WHY IS THIS MASTERCLASS NEEDED?

Never before has there been such a need to increase employee engagement and retention. According to a 2018 Gallup survey, only 15% of employees are engaged. That means 85% of your employees are not engaged – and are eating up the value that the 15% work so hard to create! Imagine what your company could achieve with more engaged employees, who stay with the company longer ... This Masterclass will give Team Leaders and Managers the knowledge, insight and tools to increase engagement and retention!

IMPRESS ME

WHAT'S SO SPECIAL ABOUT THIS MASTERCLASS?

This Masterclass is designed to take delegates through a carefully designed process that does more than impart information. The process imparts insights to delegates that greatly enhance the learning experience, causing long term behavioural change.

WHAT'S IN IT FOR ME?

WHAT WILL I BE ABLE TO DO AFTER ATTENDING THIS CLASS?

After attending this class, you will:

- increase the number of engaged workers and reduce the number of disengaged workers;
- increase the level of commitment and retention in your team;
- know how to reduce the levels of disengagement in your team or company; and
- ensure that you retain engaged workers for as long as possible so you no longer train the talent you hire for someone else to poach.

Implementing the techniques and tricks you will learn will result in engaged employees who do a lot more than they need to do, not because they have to, but because they WANT to!

“Highly engaged employees
make the customer experience.
Disengaged employees break it.”

Timothy R. Clark



WHAT WILL I LEARN ABOUT ENGAGEMENT?

WHAT YOU WILL LEARN ABOUT ENGAGEMENT

- 1 What employee engagement really is;
- 2 Why employee engagement is so critical;
- 3 The hidden costs and consequences of disengaged employees;
- 4 How to recognise the three types of employees on the “engagement spectrum”;
- 5 Engagement diagnostics: identifying the symptoms of engaged and disengaged employees;
- 6 Identifying and understanding the four Engagement Flight Paths;
- 7 Understanding the alienating events that cause employees to disengage;
- 8 Seven factors that influence engagement;
- 9 Key reasons why employees leave a company;
- 10 How to use eight key engagement tools;
- 11 Practical tips to increase engagement among employees.

WHAT WILL I LEARN ABOUT RETENTION?

WHAT YOU WILL LEARN ABOUT RETENTION

- 1 What causes talent to leave a company;
- 2 What makes talent stay at a company;
- 3 How to identify and eliminate the problems that cause you to lose talent;
- 4 How to create a Retention Strategy that works;
- 5 No cost tips to actively retain your talent.

CAN I CLAIM A SETA GRANT FOR THIS?

Very few companies know that it is not necessary for a training programme, workshop or event to be accredited in order for a company to claim a SETA grant.

According to Government Gazette No. 9867, Vol. 570, of 3 December 2012, No. 35940, a SETA must allocate a mandatory grant to a levy paying employer who:

- has submitted a Workplace Skills Planning (WSP) and Annual Training Report (ATR) by the regulated date;
- has provided all the information required in the regulated template; and
- is up to date with their Skills Levy payments.

Employers are referred to “Section C: Skills Development” in the Regulations. This provides for employers to include ALL PLANNED TRAINING in the report and not only accredited training programmes.

IMPORTANT TIMES



HOW WILL THE DAY RUN?

Registration: 08:00 – 08:30

Session 1: 08:30 – 10:00

Refreshments: 10:00 – 10:30

Session 2: 10:30 – 13:00

WHO SHOULD ATTEND



WHO WILL BENEFIT FROM ATTENDING THIS MASTERCLASS?

- HR Directors;
- HR Managers;
- General Managers;
- Team Leaders; and
- Line Managers.

METHODOLOGY USED



WHAT ARE THE 3 COMPONENTS OF THIS MASTERCLASS?

1. Input;
2. Interaction; and
3. Implementation.

FACILITATOR



WHO IS ALAN HOSKING?

Alan Hosking is an internationally recognised, multiple award winning thought leader on the Future of Work. He imparts future-focused leadership skills to Executives and Senior Business Leaders to help renew their leadership skills. US-based website Disruptordaily.com named him as one of their "Top 25 Future of Work Influencers to Follow on Twitter".

Managers must be well trained in **relationship skills** and **general conduct**, or continue to have employees quit.





REGISTRATION FORM

Engagement and Retention Masterclass



JHB

10 October 2019

Bytes Conference Centre

REGISTRATION FEE
R 2 250 ex VAT per person

Delegate details

Please type your details in the appropriate fields.

First name: _____

Surname: _____

Job title: _____

Office no: _____

Cell no: _____

Email: _____

Date completed/submitted: _____

Payment details

Company name: _____

VAT no. of company: _____

Postal address: _____

Code: _____

Person responsible for payment: _____

Email address: _____

Landline no.: _____

How to submit form

1. Complete the form on screen.
2. Save the form on your PC.
3. Attach the form to an email and send to Elvira (elvira@hrfuture.net).
4. Alternatively, you can print the form, complete the form, and scan it to your computer and email the scan to elvria@hrfuture.net

DISCOUNTS
available for
group bookings!

For enquiries, call Elvira on 011 888 8794 or email her.

Note

- Attendance fees are due and payable upon receipt of the Registration/Attendance Form by Osgard Media and presentation of the invoice to the delegate.
- All cancellations must be made in writing and sent to Osgard Media/HR Future before the cancellation date cut off.
- Cancellations after 26 September will incur a 100% cancellation fee.
- "No shows" are liable for full payment.
- Confirmation of bookings are sent upon date of invoice.