

Convergence and talent management

31 August - 4 September 2009
Gaborone, Botswana



COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION

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Overview

Convergence and talent management is the process of developing and retaining current workers while attracting highly skilled workers. Investing in the right human resources with the capacity to perform duties is key to the success of any organisation especially in a competitive environment. The convergence of learning and performance management plays a crucial role in developing talents and it is widely known that the term of talent Management is associated to competency based human resources practices.

Talent Management practiced in any modern organisation should include:

- Performance Management
- Leadership development
- Workforce planning, identifying training needs and talent gaps
- Recruitment and evaluation

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Course programme may change due to unforeseen circumstances

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Learning outcomes

On course completion, participants will have the opportunity to:

- Appreciate the role and importance of talent management
- Be equipped with the necessary skills to understand the basic concepts of convergence and talent management
- Put in place techniques and skills in managing resources
- Understand the process of conflict management
- Develop skills in recruitment and identification of talents
- Understand the role of planning, motivation, mobilisation and leadership in managing talents

Key objectives

- Discuss the experiences of countries relating to new technology adoption and key challenges to talent management in a competitive market
- Help develop policies and strategies for talent management
- Use the knowledge acquired to obtain competitive advantage
- Involve participants to share experiences taking account of their specific expectations in the evolution of managerial thought

Who should attend

Professionals in the following functions:

- Human resource managers
- Specialist, senior and middle line managers
- New managers with limited experience in HR management
- Anyone else interested in learning how to effectively attract and retain talents in an organisation

Learning environment

- Interactive discussions supported by workshops and assignments.
- Participants will be encouraged to share experiences to allow for cross-fertilisation of ideas.

Pre-requisites

Basic knowledge in management will be an advantage. Participants should bring the following information to class:

- Organisational structure
- Some job description samples
- Vision and mission of their organisation

Course content

Module 1

Introduction to convergence and talent management

- Concepts and definitions
- What is convergence and talent management?
- What are the benefits of talent management?
- Tips and strategies for talent management
- Talent management implementation considerations
- Best practice and benchmarks in talent management

Module 2

Introduction to the concept of competency

- Concepts of competency and origin
- Competency across regions and organisations: Europe, Latin America, America, Australia and the ILO
- Models of competency
- Competency based system
- Competency standards
- Training needs analysis (TNA)
- Role of information and communication technology (ICT) in developing talents

Module 3

The Manager in an organisation: functions and tools

- Role and functions of a manager in relation to convergence and talent management
- Appraising talents of employees
- Situation analysis in talent development (workshop)
- Decision making (workshop)
- Formulating an action plan(workshop)
- Potential problem analysis in managing talent (exercise)
- Assignment of responsibilities (exercise)



Course content

Module 4

The Manager and organisational resources

- Identifying different type of resources
- Process of managing resources (exercises)
- Performance appraisal and evaluation including evaluation of individual work units (exercises)
- Change management
 - o Types of organisational changes in relation to talent management
 - o Process of introducing, effecting and evaluating a change operation
- Recruitment and identification of training needs (exercises)

Module 5

The Manager and human aspects of the organisation

- Group dynamics in the context of developing talents (workshop)
- Perception and communication of convergence in talent management
- Next generation of leadership, motivation, mobilisation of existing and potential talent
- Conflict in managing talent within and outside of an organisation

Course leader



John Egbe- Ebai

John Egbe-Ebai has recent direct expertise with the UNDP as a national expert for ICT Cameroon and has been involved in the training of senior civil servants. He has over 20 years of managerial and teaching experience in information systems and disaster recovery, project management and systems design. He recently completed a project for the UNDP on an e-government Ticad III initiative for the Cameroonian government.

He has also been involved with implementation of sectoral programmes such as e-education with the Ministry of Education in Cameroon.

John also has recent experience with the training of senior staff of the Ministry of Justice in human resource management. In the past 15 years, he has been actively involved in training programmes in the Advanced Institute of Public Management and the National Advanced School of Public Works in Cameroon, where he is an associate professor/ consultant.

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Telecommunications Regulatory Board of Cameroon

About the CTO

The Commonwealth Telecommunications Organisation (CTO) is an international development partnership between Commonwealth and non-Commonwealth governments, business and civil society organisations.

It provides the international community with effective means to help bridge the digital divide and achieve social and economic development through the use of Information and Communication Technologies (ICT) in the specific areas of Telecommunications, IT, Broadcasting and the Internet.

About the programme for development and training (PDT)

Managed by the CTO, the PDT is a unique low-cost membership programme providing needs-based professional training and capacity building courses on telecommunications policy, regulation, technologies and telecoms business management.

The PDT has delivered over 3600 bilateral training and consultancy projects, covering every aspect of the telecommunications industry, training over 35,000 professionals in 33 countries of the Commonwealth.

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