

# Strategic Telecom Human Capital Management

26 - 29 March 2012

Cape Town, South Africa



COMMONWEALTH  
TELECOMMUNICATIONS  
ORGANISATION



## Overview

This 4-day programme focuses attention on the core activities that human resources staff need to pursue in order to provide an effective service to their organisation. The aim of the workshop is to provide participants with a range of concepts, frameworks and tools they can use in support of their everyday work and will enable them to be more closely aligned with their organisation's business.

For more programmes and courses run through CTO contact us at:  
Tel: +44 (0) 20 8600 3800 Fax: +44 (0) 20 8600 3819 Email: [programmes@cto.int](mailto:programmes@cto.int)

[www.cto.int](http://www.cto.int)



## Objectives & Outcomes

At the end of the 4 day programme delegates should fully understand

- The principles and practices of recruitment, talent management and succession planning
- Performance management - principle and practices, its value to organisations and the role of HR in the process
- The fundamental strategy of Human Capital strategy
- Human Resources versus Human Capital

## Target audience

Management Level HR Practitioners, Talent Management Executives,

## About the Programme for Development & Training (PDT)

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

The PDT has delivered over 3700 bilateral training and consultancy projects, covering every aspect of the telecommunications industry, training over 36,000 professionals in 33 countries of the Commonwealth.

## 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.

## Course Outline

### Day One

- Human Resources versus Human Capital - the conceptual shift
- The scope of Human capital management and development and the value they can provide for organisations
- Human Capital Management and Human Capital Development what are they & how do they differ?
- Measuring the value of Human Capital activities
- The role of Human Capital and Human Capital managers in organisations
- The line-manager's role in staff and talent management
- The Human Capital "business partner" role
- The challenges in overcoming misunderstandings of role

### Day Two

- The principles and scope of a Human Capital strategy
- The interaction between the Human Capital function and the organisation during the strategy development process
- Aligning Human Capital strategy with corporate strategy
- From Human Capital strategy to action plans
- Developing realistic/implementable action plans
- Communicating action plans
- Monitoring plans and taking remedial action

### Day Three

- Performance management - principles and practices, its value to organisations and the role of HR in the process
- The general principles of performance management (focused on its development role)
- Line-management and Human Capital function roles in the performance management process
- Communicating performance management to staff
- Performance management outcomes
- Coaching - a key tool for performance improvement

## Course Outline

### Day Four

- The principles and practices of recruitment, talent management and succession planning
- Human Capital planning - an overview
- Planned recruitment - matching demand and supply
- The value of "internal" recruitment and role of promotion/advancement
- Systematic recruitment - including effective selection techniques
- Human Capital's role in the recruitment process
- Identifying talent and providing a framework for effective talent management
- Developing a succession plan
- Developing effective Human Capital policies
- The 5-step approach in developing and reviewing policies
- Turning policies into effective actions and processes
- Overcoming objections - stakeholder communication and engagement
- Developing an action plan for moving the Human Capital function forward
- Identifying personal objectives
- Identifying personal challenges and formulating actions to meet them
- Building the Human Capital team

## Expert profile

### Dr. Simon White

Dr. Simon White is a specialist in business environment reform, private sector development and local and regional economic development.

Since 1990, he has worked in over 25 countries across Africa and Asia, as well as in Australia, Europe and the Pacific. His clients include international development agencies, donor agencies, national governments, local government authorities, business membership organisations, consulting and research firms, and non-governmental organisations.

In addition to his extensive consulting activities, Simon is a Visiting Adjunct Professor at the Graduate School of Public Development Management, at the University of Witwatersrand, where he teaches on a number of courses and supervises student research on the MM in ICT.

Simon has a PhD in Political Science and International Relations (University of Western Australia), focusing on institutions for economic development, the role of the nation state, the political economy of development and local economic development.

He has an MA in Science & Technology Policy, from Murdoch University Institute of Science & Technology (Western Australia), focusing on local economic development models, informal economies, industrialisation of developing countries, and sustainable development. He also holds a Bachelor in Social Work degree, from Curtin University.



In partnership with:



## Registration form

Strategic Telecom Human Capital Management  
26 - 29 March 2012, Cape Town, South Africa

Course ID: 7288



Please fill in this application form and fax it back to +44 20 8600 3819 or return it to the CTO at the address below. Please use CAPITAL LETTERS.

### Personal details

Mr/Mrs/Ms/Other ..... First name ..... Last name .....

Job title .....

Organisation .....

Address .....

City ..... Postcode ..... Country .....

Tel ..... Mobile ..... Fax .....

Email .....

Authorising line manager's name .....

Authorising line manager's email .....

### Payment options

1) Select delegate rate (please refer to the list of CTO members/PDT Partners provided overleaf)

#### Standard rate

CTO members  £699  
Others  £1,099

2) Payment mode (choose one option only)

**Invoice** Invoice me at the above address (Discounts do not apply, payment must be received by us prior to event).  
 **Cheque** Cheque enclosed, payable to "CTO HQ"  
 **Bank transfer** Make payments to: Coutts & Co. 440 Strand, London, WC2R 0QS, UK  
A/C Name: CTO; A/C Number 083675071  
Bank Sort Code :18-00-02  
SWIFT Code: COUT GB22  
IBAN Reference: GB72COUT18000208367507

Credit Card: Visa / Mastercard (delete as appropriate)

Card holder's name .....

Card holder's billing address (if different from above) .....

Card number

Valid from / /  Expiry date / /  3 digit security code on back of card

### Signature

Date ..... Name ..... Signature .....

### Additional information

*To help us improve our services to you and your organisation, please tell us more about yourself and your organisation.*

#### Your role in the organisation

Strategic / executive  
 Planning  
 Control  
 Operational

#### Your area of work in the organisation

Business development  
 Corporate affairs  
 Customer service and care  
 Engineering and technical management  
 Financial, purchasing & investor relations  
 IT / IP management  
 Marketing and sales  
 Public relations and corporate communications  
 Regulatory and legal affairs  
 Telecoms network management  
 Human resources  
 Other

#### Your organisation type

Government  
 Regulator  
 Operator  
 Manufacturer  
 Other

#### Your organisation's service areas

Fixed network / services  
 Mobile / wireless network / services  
 Satellite network / services  
 Internet  
 Broadcasting  
 Value-added services  
 Support  
 Other services

### REGISTRATION DEADLINE

20th March 2012

### 3 SIMPLE WAYS TO REGISTER

Fill in and fax this form back to +44 20 8600 3819

Call the programme team at +44 20 8600 3800

E-mail the programme team at programmes@cto.int, quoting the course "ID" above.

### NEED HELP?

Call us now on +44 20 8600 3800  
or e-mail the programme team at programmes@cto.int

### Summary Terms and Conditions

The CTO will endeavour, as can be reasonably expected, to ensure that the course is delivered to meet delegates' expectations. Registration is subject to availability and payment received by the deadline where specified for each course. Dates may be subject to changes. Travel, accommodation, daily transportation to venue, subsistence and other costs are the sole responsibility of the delegate and are not included in the above fees. Applicants are responsible for their visa arrangements and other formalities wherever required. Course bookings may be cancelled at the discretion of the CTO or its partners. Applicants paying by bank transfer are responsible for bank charges and any other such costs and should ensure the exact amount in GBP Sterling is credited in the CTO bank account. Applicants requiring additional information prior to their booking should ensure they provide sufficient time before the booking deadline. Cancellation rules apply, as summarised below. For a full version of our Terms and Conditions, please visit our website at [www.cto.int](http://www.cto.int).

### Cancellations / Refunds

For delegate cancellations/withdrawals, the following refund rules apply:

- 31 days or more prior to event: the full amount less a handling charge of 10% or a minimum of £55, whichever applies
- 30 days or less prior to event: no refund

For CTO cancellations/withdrawals, delegates are entitled to a 100% refund within 60 days of the withdrawal/cancellation. Refunds will be made by bank transfer only.

### Data Protection / Privacy

The CTO does not sell, rent or lease its customer information to third parties. We may, from time to time, contact you on behalf of a third party/partner about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (email, name, address, telephone number) is not transferred to the third party/partner. In addition, we may share your information with trusted partners to help us perform statistical analyses, send you by e-mail or postal mail, provide customer support, or arrange for deliveries or other such services. All such third parties are prohibited from using your personal information except to provide these services to the CTO and they are required to maintain the confidentiality of your information. For more information about our privacy policy, visit our website at

[www.cto.int](http://www.cto.int)

## CTO Member Countries

### Bangladesh

Bangladesh Telecommunication Regulatory Commission

### Barbados

LIME

### Botswana

Ministry of Transport and Communications

### Cameroon

Telecommunications Regulatory Board

### Cyprus

Ministry of Communications and Works

### Fiji

Ministry for Justice, Electoral Reform, Public Enterprises and Anti-Corruption

### The Gambia

Public Utilities Regulatory Authority

### Ghana

Ministry of Communications

### Guyana

Ministry of Public Works and Communications

### India

Ministry of Communications and Information Technology

### Jamaica

Office of Utilities Regulation

### Kenya

Communications Commission of Kenya

### Lesotho

Lesotho Communications Authority

### Malawi

Malawi Communications Regulatory Authority

### Malaysia

Malaysian Communications and Multimedia Commission

### Malta

Ministry for Competitiveness and Communications

### Mauritius

Ministry of Information Technology and Telecommunications

### Mozambique

Instituto Nacional das Comunicações de Moçambique

### Nigeria

Ministry of Information and Communications

### Pakistan

Pakistan Telecommunication Authority

### Papua New Guinea

National Information and Communication Technology Authority

### Seychelles

Ministry of Information Technology and Communication

### Sierra Leone

National Telecommunications Commission

### Solomon Islands

Department of Transport, Works and Communications

### South Africa

Department of Communications

### Sri Lanka

Telecommunications Regulatory Commission

### Swaziland

Swaziland Posts and Telecommunications Corporation

### Tanzania

Tanzania Communications Regulatory Authority

### Trinidad & Tobago

Ministry of Public Administration

### Uganda

Uganda Communications Commission

### United Kingdom

Ofcom

### Vanuatu

Telecom Vanuatu Ltd.

### Zambia

Zambia Information and Communications Technology Authority

**Important:** Member rates apply to nominated CTO Full Member Country delegates, as well as delegates from CTO Sector Members as listed below.

With the exception of delegates from organisations listed under 'PDT Partners and CTO Sector Members' below, delegates from Associated National Member Countries (Antigua Barbuda, Dominica, Grenada, Maldives, St. Christopher Nevis, St. Lucia, St. Vincent and the Grenadines, Tonga) and Associated Territories (Anguilla, Ascension, Bermuda, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, St. Helena, Tortola, Turks Caicos Islands) do not benefit from CTO Member Country rates.

## PDT Partners and CTO Sector Members

### Bangladesh

Bangladesh Telecommunication Regulatory Commission

### Bermuda

Department of Telecommunications

### Botswana

Botswana Telecommunications Corporation

### Cameroon

Telecommunications Regulatory Board

### Canada

Alliances Consulting Group Inc, ESI

### Fiji Islands

Fintel

### Finland

Microtask, Nokia, NSN

### The Gambia

Gambia Telecommunications Company, Public Utilities Regulatory Authority

### Ghana

Kasapa, Ministry of Communications, Vodafone

### Gibraltar

Gibraltar Regulatory Authority

### India

BSNL, Eagle Photonics

### Jamaica

Office of Utilities Regulation

### Kenya

Communications Commission of Kenya  
Safaricom

### Malawi

Malawi Telecommunications Ltd.

### Malaysia

Telekom Malaysia Berhad\*

### Malta

Exigy

### Mauritius

Mauritius Telecom, Information and Communication Technologies Authority

### Mozambique

Telecomunicações de Moçambique

### Nigeria

Ministry of Information and Communications, Nigerian Communications Commission, Airtel\*

### Papua New Guinea

Telikom PNG

### Seychelles

Cable Wireless Seychelles

### Sierra Leone

National Telecommunications Commission, Sierra Leone Telecommunications Company

### Solomon Islands

Solomon Telekom

### South Africa

Independent Communications Authority of South Africa, Pygma Consulting, Sentech, Telkom South Africa, Universal Service and Access Agency of South Africa

### Southern Sudan

Government of Southern Sudan

### St. Vincent & the Grenadines

National Telecommunications Regulatory Commission

### Swaziland

Swaziland Posts and Telecommunications Corporation

### Sweden

Ericsson

### Tonga

Tonga Communications Corporation

### Trinidad & Tobago

Development Consulting Centre, Telecommunications Services of Trinidad and Tobago

### United Kingdom

GSMA, SGS International

### Vanuatu

Telecom Vanuatu Ltd.

### Zambia

Zambia Telecommunications Company\*