

WEBINAR TOPICS 2022/23

Topic 1:	Business Process Reengineering: It's Back and More Important Than Ever
Description:	Business Process Reengineering (BPR) aims at rethinking and reimagining critical processes to achieve breakthrough business results. According to Dr Michael Hammer, "BPR is about rethinking work, not fixing the workers." In the wake of the C-19 pandemic a large number of organisations are battling to find a new rhythm. This presents an ideal opportunity to apply the principles of BPR in creating sustainable operations for the future; operations where processes will perform significantly better and cost less.
Presenter	Cobus Terblanche
Date	10:00 on Friday 1 July 2022

Topic 2:	Management Services and Entrepreneurship: Exploring the space for entrepreneurial practitioners for the future
Description:	<p>This webinar explores the space between Management Services and Entrepreneurship. The topic speaks to the necessity to inculcate a culture of entrepreneurship within Management Services/Work study/Industrial Engineering. It is common knowledge that employment is a thorny issue with current unemployment at +32%. The aim is to show the link between these two concepts.</p> <p>Does Management Services allow for members/graduates to enter the business sector based on what is gained via SAIMAS and what is taught in Higher Education? It will feature the theoretical underpinnings of these two concepts, and its impact on organisations. Included will be the determination of where Management Services reside within the Triple Helix/Quadruple model of innovation.</p> <p>Furthermore, the topic will speak to efficiency and effectiveness, a brief overview of the 2021 Quarterly Labour Force Survey by Statistics SA, the 4th Industrial Revolution, Sustainable Development Goals and the webinar concludes with a discussion of the role of government.</p>
Presenter	Prof Barnes Sookdeo
Date	10:00 on Friday 25 August 2022

Topic 3:	Preparing for the 2030 workplace – 6 challenges for managers
Description:	<p>Current trends in business and technology show that the way employees work — where, when, why and with whom — will change completely over the next decade and bear little resemblance to work as it stands today.</p> <p>Likely changes include:</p> <p>1. "We Working" will eliminate middle management Organisations will move toward a new work philosophy called We Working. This philosophy involves designing small and flexible teams in response to fluctuating workloads, shrinking time frames, and intense bursts of</p>

	<p>information exchange and coordination. We Working will encourage businesses to create small, autonomous and high-performing teams that form, converge, act and dismantle as assignments change.</p> <p>Challenge: how do we manage these temporary distributed teams?</p> <p>2. Constant upskilling and digital dexterity will outweigh tenure and experience</p> <p>By 2030, the most high-value work will be cognitive in nature. Employees will have to apply creativity, critical thinking and constant digital upskilling to solve complex problems. A growing proportion of jobs will require postgraduate education. HR will have to establish and promote a continuous learning environment, meaning knowledge acquisition and transparency across the organisation must become a part of the day-to-day operations.</p> <p>Challenge: how do we facilitate this constant unlearning and learning in the workplace?</p> <p>3. Extreme work choices will blur boundaries</p> <p>Digital business, built on vast networks and ecosystems, will increase the distribution of work across communities of people and across businesses globally. By 2030, employees will use avatars, language software, conversational interfaces and real-time dialect translation to work and speak with team members across languages, borders and cultures, with almost no loss of context or meaning. In this kind of system — where people may not know one another — everyone will be rating each other on trust, competence and ethical behaviour, much as people rate buyers and sellers on purchasing platforms.</p> <p>Challenge: what does management control look like in this blurred environment?</p> <p>4. Smart machines will be our co-workers</p> <p>Smart machines are getting smarter and more common, not only completing tasks previously reserved for humans, but also what was thought to be impossible for machines. It is estimated that 1 in 3 people will lose their jobs to machines by 2030.</p> <p>Challenge: how do we prepare our people to work with smart machines and AI?</p> <p>5. We will work for purpose and passion, not just money</p> <p>Increasingly, employees want to make a meaningful social impact, and they will do this earlier in their lives instead of waiting for retirement. In 2030, people will actively seek opportunities to tie their impact and value in their work to their mission, purpose and passions. Viewing others' posts on social media will motivate people to get more involved and contribute to social innovation and equitability.</p>
Presenter	Dr John Eliastam
Date	10:00 on Thursday 24 November 2022

Topic 4:	Developing and using a Value Chain to gain competitive advantage
Description:	A value chain is a set of activities that an organisation carries out to create value for its customers. Understanding how an organisation creates value, and looking for ways to add more value, are critical elements in developing a competitive strategy. The way in which value chain activities are performed determines costs so this tool can help you understand the sources of value for the organisation.

Presenter	Cobus Terblanche
Date	10:00 on Friday 27 January 2023

Topic E:	Overcoming Unconscious Bias
Description:	<p>Our traditional paradigm has generally assumed that patterns of discriminatory behaviour in society are conscious: that people who know better do the right thing and those who don't are prejudiced and act in a biased manner. As a result, we have developed somewhat of a "good person/bad person" paradigm of diversity: a belief that good people are not biased but inclusive and that bad people are the biased ones. Consequently, one of the core drivers behind diversity and inclusion work, almost since its inception, has been to find the "bad people" and fix them; to eradicate bias. There is good reason for this. If we are going to create a just and equitable society it clearly is not consistent for some people to be discriminated against based on their identification with a particular group. There are certainly many cases of conscious bias, prejudice, and discrimination that still exist.</p> <p>But what if, more often than not, people make choices that discriminate against one group and in favour of another, without even realising that they are doing it, and, perhaps even more importantly, this happens while they are holding a conscious belief that they are being unbiased in their decision-making? And what if we can make these kinds of unconscious decisions, even about people like ourselves?</p> <p>Unconscious biases are social stereotypes about certain groups of people that are formed by individuals outside of their own conscious awareness. Left unattended these biases hamper individuals and organisations' capability to build inclusive environments where diversity and inclusion can thrive.</p> <p>Our webinar utilises research-based findings to facilitate the development and implementation of strategies that will disrupt bias in individual lives and organisations.</p> <p>Objectives:</p> <p>The overall objective is to learn how to manage bias in interpersonal and organisational interactions. Following participation in the program individuals should be able to apply research-based solutions for improving self-awareness and begin to take the first steps towards developing culturally intelligent strategies to make sure they do not act on biases.</p> <p>Develop an understanding of unconscious bias, why it matters and how Cultural Intelligence can help disrupt bias.</p> <p>Recognise sources and influences of explicit and implicit bias and learn Cultural Intelligence strategies for interrupting these everyday influences.</p> <p>Identify systemic bias in their organisations and learn strategies to manage bias across the employee lifecycle based on the developed understanding of how bias affects organisational systems and practices.</p> <p>Commit strategies to manage bias on an ongoing basis including the development of a personal action plan to manage and challenge bias.</p>
Presenter	
Date	

Topic F:	Ergonomic interventions in the office - towards eliminating work-
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	related injuries
Description:	Evidence of ergonomic interventions to prevent musculoskeletal injuries in the workplace is lacking. Current poor occupational practices show that the potential for injuries do exist in the workplace. Organisations do not consider ergonomic solutions to prevent these injuries. This webinar speaks to the creation of awareness and subsequent guidelines to show how simple/basic interventions can prevent long-term injuries. This phenomenon is not restricted to the manufacturing sector alone as it is prevalent in all places where is conducted. The results of the study indicate a need for management intervention to alert employees and to implement necessary initiatives to prevent injuries. It is recommended that the study guidelines are utilised to practice safe working habits and convert offices to an accident-free zone.

Topic G:	Building a Winning Team Culture
Description:	<p><i>“Behaviours are rooted in the spoken and unspoken agreements we make with each other. Our interactions with others change when we decide to be together in a different way.”</i></p> <p>- Margaret Wheatley</p> <p>In new and growing organisations groups of people are often brought together to achieve results. Often there is minimal trust, no shared goals, no history of past performance, and roles are unclear. Despite this lack of clarity, members are eager to jump into the task at hand. The single most critical success factor in high performing teams is having a shared understanding of why a team exists and what it is trying to accomplish. A team charter is a document that defines the purpose of a team, expected outcomes and how the team will work together for results. It is a set of agreements created to ensure that everyone is on the same page and working together in the most effective way possible.</p> <p>A team charter includes things like team vision and purpose; team values; goals, roles and responsibilities; mutual expectations; communication; decision-making; and dealing with differences conflict.</p> <p>We use an interactive process of discussions, self-assessments on things like strengths and team roles, and training on key tools and team processes, such as effective meetings, decision making, and resolving conflicts to ensure that your team has razor sharp clarity on what it needs to deliver, and the interpersonal skills to deliver these results.</p>