



Aart Bontekoning

Aart Bontekoning is an organizational psychologist: he supports the process during strategic, policy and organizational (cultural) development. He is designer and supervisor of workshops and management methodology and an investigator of organizational culture (specifically influences of generations). He often is a speaker on conferences on 'generations in organizations, the hidden powers of our evolution, also in organizations'. At about 2000 he started promotion research on generation influences on (enduring) development of organizations. The research was concluded in 2007 with a dissertation. Within this frame work he is looking for projects for sequel research. Research and supporting the process goes hand in hand.

His purpose: while at it looking for more opportunities to intensify generation-influences and cooperation between generations as a way of enduring development.

He is a teacher in the field of organizational science and cultural change

His motto: All generations want to renew in their own life stage. This brings on a evolutionary process, also in organizations. The quality of the process is of great importance to the quality of the outcome.

Jan Smit

Jan Smit is director at **Smit | Kempink**. A company that focuses on organizational, team and individual development. Together with Georgette Kempink, he started the company in 2003. Before that time Jan has been working for Nyenrode Business University for 10 years as Program Director. He developed and executed (international) Management Development courses, some of them worldwide. For Rabobank he developed Rabobank's Young Management Program, for Ernst & Young he was responsible 10 years for the Entrepreneur of the Year Program at Nyenrode Business University, a program for top entrepreneurs.

For **Smit | Kempink** the key in development lies in the quality of the learning process. In 2007 the company developed a high quality Talent Development Program for young professionals. Jan believes that all generation can contribute a lot to companies and companies have a lot to offer to all professionals. But the issue of generations has to be dealt with in real practice of departments and teams. Generations can and have a lot to learn from each other. If not, young talents and senior professionals both will soon lose their energy and organizations will lose inspirational and critical voices that will challenge them to adapt leadership and organizational concepts of 21th century. Developing organizations and leadership and talent programs is for Jan always an issue of co-creation: building something unique and sustainable for and together with the client.

Dr. Isolde R. van Roekel

Researcher and consultant, Kolkhuis Tanke / duurzaam leren in organisaties
Isolde van Roekel – Kolkhuis Tanke studied Pedagogy and Educational Sciences at Utrecht University. Afterwards she worked for 10 years at the Dutch Railways, at the education institute. In 1999 she started her own research and consultancy firm: 'Kolkhuis Tanke / duurzaam leren in organisaties'. The focus in her work is on 'permanent learning in organizations': what are the possibilities and impediments in the working environment, for continuous learning in daily practice? In 2008 she completed her PhD-study at Nyenrode Business University. Her dissertation is called: 'Competent at work in later career phases'.



Presentation : The influence of dynamics in the social context on permanent learning and development.

'Learning' or 'narrowing' in later career phases depends a lot on the choice of employees for a certain degree of challenge in their daily work. However, his choice is not only an individual one. It is strongly influenced by dynamics in the social context, that arise in accepted patterns of action and interaction between those involved; older as well as younger employees. In this patterns they create a working environment that is more or less a 'learning environment' for all.

David Jan S van Stolk

David Jan van Stolk is a senior consultant/coach/trainer with De Baak Management Centre VNO-NCW.

Since 1976 he is working as a trainer and coach and organization developer. He worked a lot with and on behalf of professionals and advisors in big organizations. In 1990 he joined De Baak and most of the time he is involved in developing and carrying out in-company projects.

The last couple of years he is involved in programs as "Professional as coach", Professional advisement and investment in the second half of your life'. What attracts him is the development in which people increasingly take command in their own living and working during the second half of their lives. The connection between who you are and what you do, is more important in that stage. The outside world is not going to be less complicated and you are your most important instrument!

Remmelt Veenkamp

Remmelt Veenkamp started as an executive social worker, he has educated himself to experienced manager in several organizations within the sector care and well-being. He has managed interesting projects in the field of digital aid and service. Now he is advising and coaching organizations in the non profit sector from its own training and recommendation agency 'Rezet'.

Workshop:

The digitalization of our society has unprecedented impact on all of us. With the current 'social software programs' (MSN, Face book etc), the internet proves to be an emancipating and powerful medium. This development goes right through generations, and is also continuously present in the implementation of the work. Nowadays our customers present themselves online, and they expect online interventions in return. What does this mean for care workers?

They also originate from several generations and not all of them grew up with the 'multi tasking' of the Einstein generation. How do the care workers cope in this area? Have they been sufficiently equipped with skills to qualitatively deal with this? This question is the challenge care workers are faced with at this moment.

The last decade already many online assistance initiatives have been taken. Meanwhile this form of assistance has proven itself to be effective and several initiatives have already been qualified with the predicate 'evidence based'.



In this workshop the development of the digital assistance will come up for discussion. You will gain insight into possibilities, and also train yourself.

Marion van Aalst

Marion van Aalst (1960) is philosopher and occupational social worker. Recently she has completed a training as philosophical consultant and is registered at the Association For Philosophical Practice (VFP). For 13 years she has worked as an occupational social worker at the Health & Safety Department of the ING.

Workshop

At the ING they are faced with an elderly generation; employees who are already 25 years or more in service. Especially by the changed culture and management style and always higher demands they no longer feel at home. " Do I have prescribed the law by such a young one? He could be my son! " A pronouncement we hear a lot. These employees feel squeezed, stressful and report the Health and Safety Department. They grew up in the organisation and they never thought of other work surroundings. Their colleagues are seen as their family. Outside the company they have very few contacts. The occupational social workers of the Health and Safety Department have searched for a solution for these employees. How these people prepare for changing? As an answer on this question two workshops have been developed: Verandering Inzicht en Werkstress & Balans. During the workshop on the ENOS conference we will present the process and contents of these workshops. Afterwards we gladly come in conversation with the participants and have been aroused curiosity to other experiences and solutions with these problems.

Hendrik-Jan van Tilburg & Josephine vd Berg

Major HCM van Tilburg (Hendrik-Jan)

Bc Social work

Hoofd sectie bedrijfsvoering DC BMW, RNLA Started as an logistic officer, during 2003-2008 study and executive social worker, since may 2008 staff member and manager of all logistic and supportive activities of the Dutch army social work.

Captain JM vd Berg (Josephine)

Bc Social work

Staf officier operaties DC BMW, RNLA

Started as an executive social worker. In the process of her Master of social work, primary objective, personal care for Social workers during their Missions abroad.

Currently occupied in het role as staff member operations, in close contact with family support, all defence partners in the process of missions.

Workshop:

Proces of (personal) notification

Start: Scene of "When we were soldiers"

Scene of our corporate clip DC BMW

Actual events Afghanistan, military social work in Afghanistan. At the present time, the Dutch contincency in Afghanistan is supported by 3 military social workers. These social workers work individually at out bases and deliver amongst all products the product of personal notification. All family matters, all social events which need to be told to soldiers



who are on their mission, including the personal care after the notification is the responsibility of the social worker.

How do we secure our process abroad? What do we do in the Netherlands concerning notification? Why is this different of the process in Afghanistan? How do we care for army personal in all other countries? When does it end en why do we spend so much effort in this specific process?

How do we train our social workers (civilian and military)? Can you compare our process with the average task of a Dutch police officer when involved with death or injury?

What do we learn of our mistakes, witch successes do we have? Can we be proud of our most delicate process, both political as well as social, when one enters a person or family at their weakest time, when they are the most vulnerable.

Concluding with the balance a social worker needs to have in fulfilling this task, in order to accompany a colleague of family member in dealing with the days after, in both emotional and material aspects.

The way our organisation takes care of our own social workers and accompanies them in carrying out their assignments.

Wendy Mackey Jones

'What I like most about solution focused coaching, is that it is so effective in a short amount of time, which means employees and people with busy lives don't have added pressure when taking time out for themselves. Being healthy and finding your own balance in life really helps you to feel good about yourself. This means that you can enjoy family, friends and all the other things you squeeze into your life!'

Solutions for Balance has been created by Wendy Mackey Jones. Wendy believes that being healthy and having good work-life balance is key to people being effective in their lives. With over ten years of supporting employees' health and work-life balance, Wendy has a wide range of experience of working with teams and individuals in various private and public sector organizations.

A post-graduate research project on Women and Work-Home Conflict gave Wendy the opportunity to investigate the health effects of work-home conflict, and examine the benefits of solution focused coaching in a multinational organization. This started Wendy's interest in combining health and work-life balance and she went on to work with the National Health Service, Local Government and then with GlaxoSmithKline in the UK.

Wendy moved to Amsterdam in 2003, shortly before the birth of her first son, where she has continued working freelance on projects for GlaxoSmithKline, as well as running workshops for HR professionals on presenteeism, wellbeing and work-life balance. It was since coming to The Netherlands that Wendy learnt the true meaning of balance.

Supporting your family, taking time to follow your own interests and work is a challenging exercise and one that we often need help with!

Wendy is on the editorial board for the forthcoming Journal 'Solution Focused Research Review'.



Saskia Tjepkema

Dr. Saskia Tjepkema (1970) has been working as a consultant and coach at Kessels & Smit, The Learning Company, since 1993. For a considerable number of years she combined that job with a position at the University of Twente, where she finished her PhD in 2003. The topic of her dissertation was learning within self managing work teams. Saskia is a learning facilitator at the Corporate Learning Course from the Foundation for Corporate Education (www.corporateeducation.com), and is director of that same foundation. She publishes in professional journals and books on a regular basis.

Topics that are of great interest to her are: workplace learning, learning organisation, knowledge productivity, leadership development, personal entrepreneurship, talent development, Appreciative Inquiry and work teams.

Workshop:

Different generations: making the most of it

It is difficult to provide general guidelines for 'making the most' of the younger generation, or the older generation for that matter... Situations differ in each organisational context. In this workshop we will use a tool, based on Appreciative Inquiry, to help you discover working principles for *your* organisation. There is room to focus on the objective or problem of your choice (e.g. How do we retain young talent? How can we increase the vitality of our older workers? Or: how do we bridge the gap between the generations in our organisation?). In a few focused steps, we will work toward some working principles and new ideas to tackle that problem.

Marinka Versteeg

Started her carrier as a sales representative. She decided to become a social worker and did the academy for social work in Leeuwarden. After her graduation she started to work for GIMD as an occupational social worker. In these eight years for GIMD she worked for a bank, the military and a telecom company. Most important issues in these companies were outsourcing, dismissal, older employees and change, the personal contract and empowering teams. Beside social work, she gave workshops, lectures and trainings. She left GIMD for almost a year to become a manager in a social work organization. In 2009 she returned to GIMD as a staff member. She is Project leader product innovation. Her current projects involve ict solutions, a leadership development program and personal branding.

Workshop:

'Age is a mind of matter'

In time of economic crisis employees are too old to get the job or have no experience because they are too young. Also in better economic times age is at work in organizations. In this workshop Marinka Versteeg of the GIMD Kenniscentrum will show how age is important in the working environment. She will show two different models and than show why a focus on age is important to occupational social work. She will take out two specific roles that social workers have, counselor and advisor.