

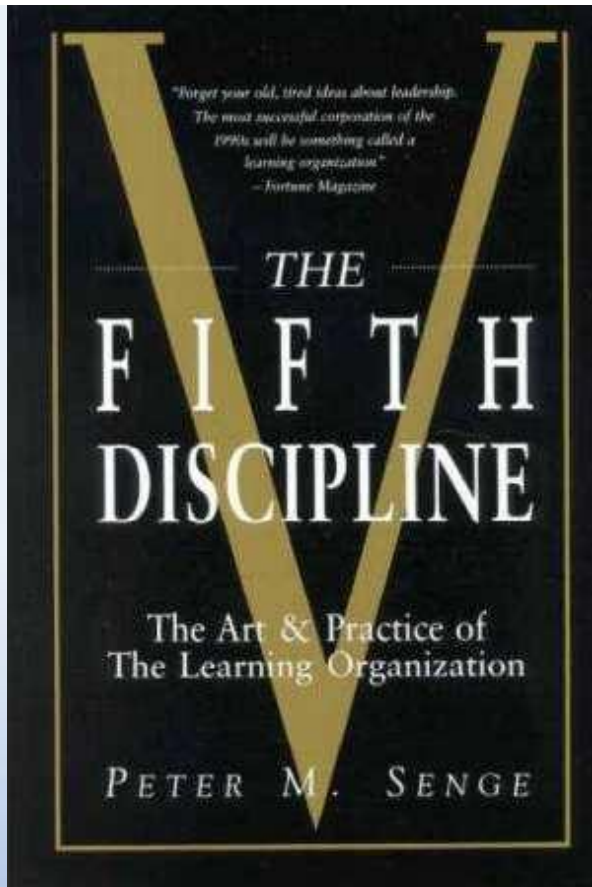
HR INDABA
AFRICA

ACCELERATE CAPABILITY DEVELOPMENT
IN YOUR ORGANISATION

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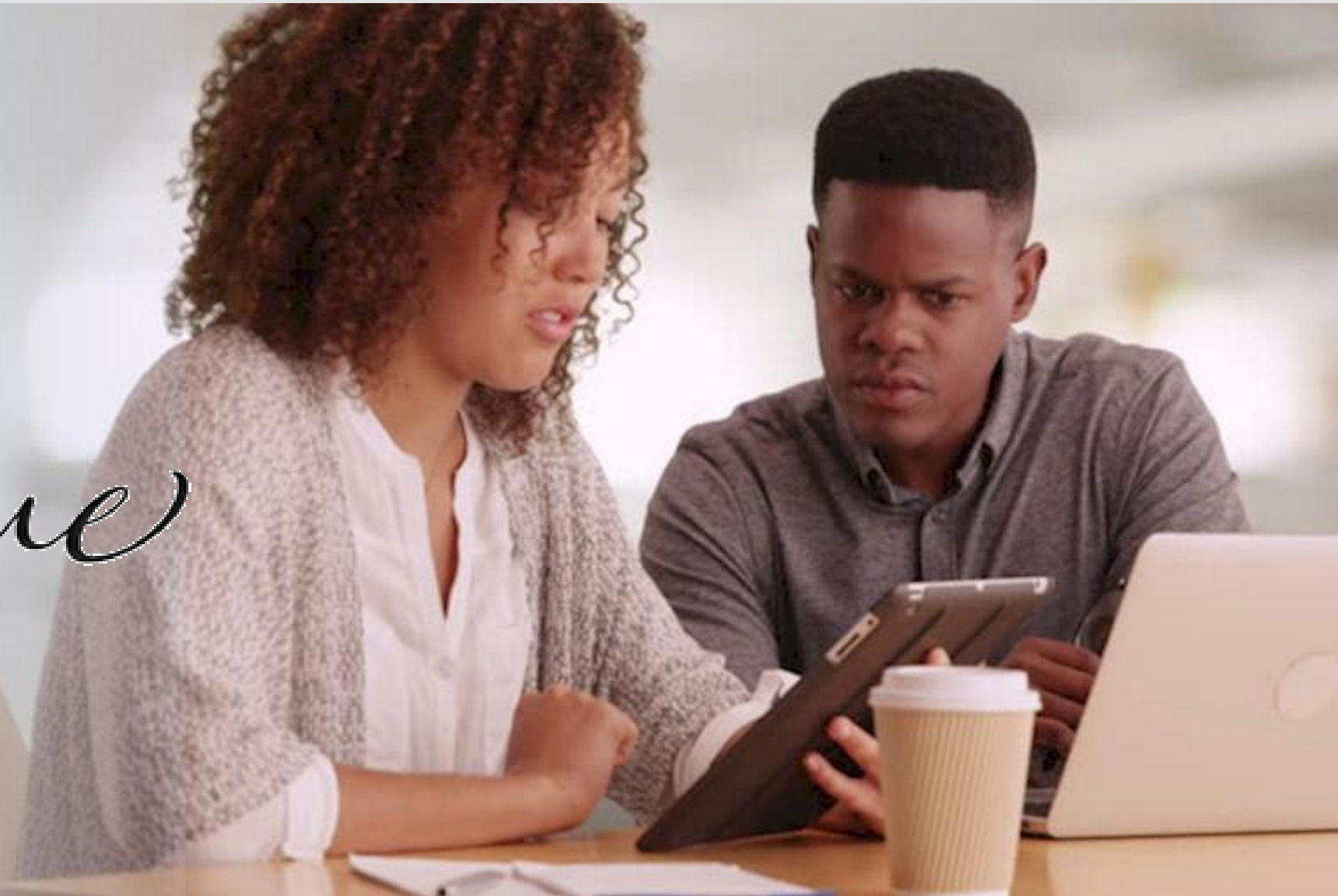


1. Shared Vision
2. Team Learning



A Demand for Learning

Dialogue



- Courses are not that effective
- E Learning is expensive and there is limited interaction
- Employees have less time to learn off the job
- We need to create a demand for Learning
- Capability is generally not well managed
- Managers generally don't have accountability for Development





Discuss...

Explain...

Demonstrate...

Utilises diversity knowledge to approach and manage customers and staff in an acceptable and appropriate manner

Continually evaluates the quality of relationships with customers to build, repair or grow relationships

Communicates in a warm, impactful and professional manner

Easily builds rapport with others and maintain relationships through personal contact and interest. Addresses escalated concerns or complaints timeously

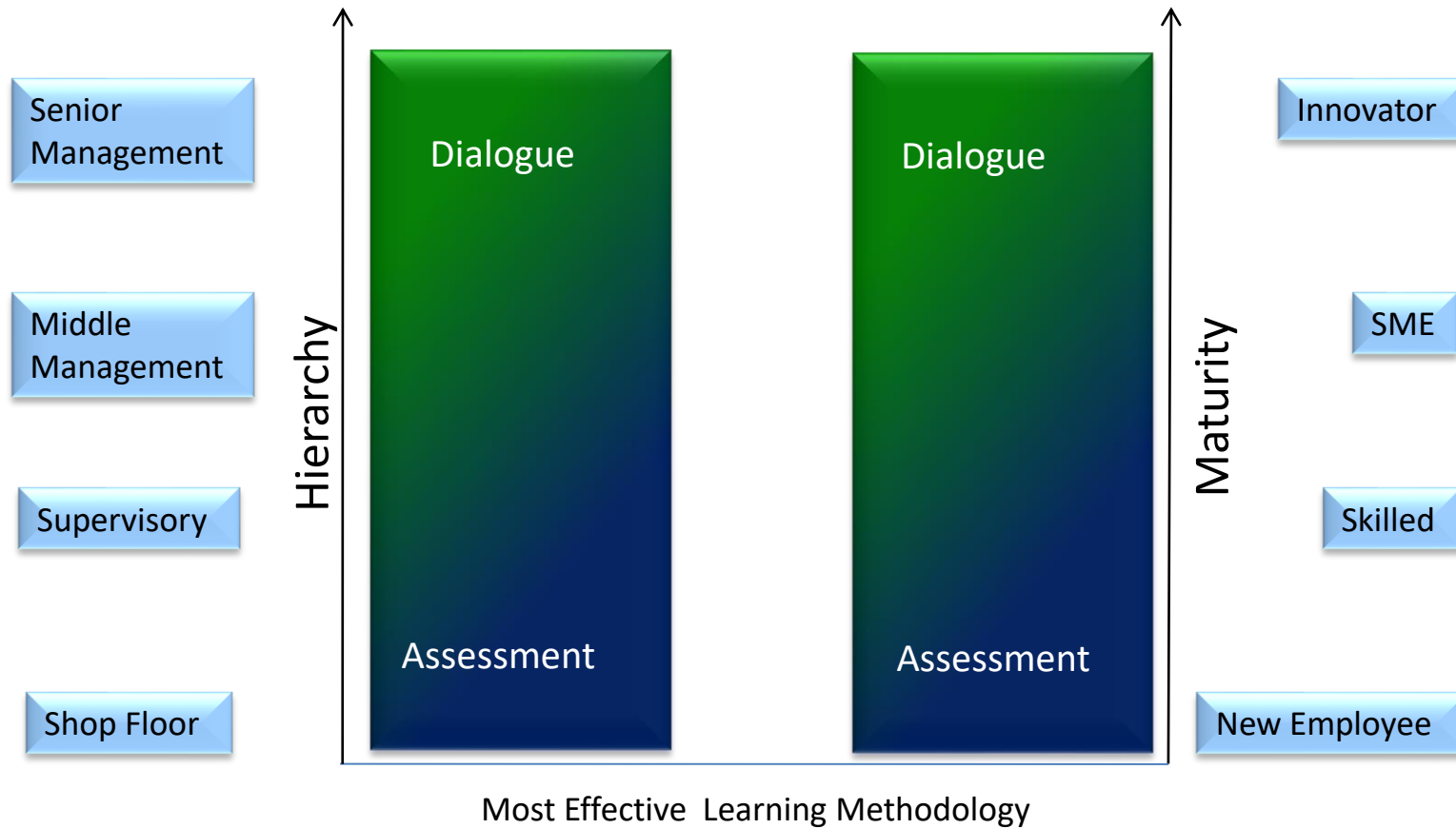
Discuss the diverse nature of your customers and explain how you would change your approach to manage customer and staff in an acceptable and appropriate manner.

When approaching your customers what are the most important aspects you need to consider and how does this differ from customer to customer? Explain using examples how you deal with different personalities.

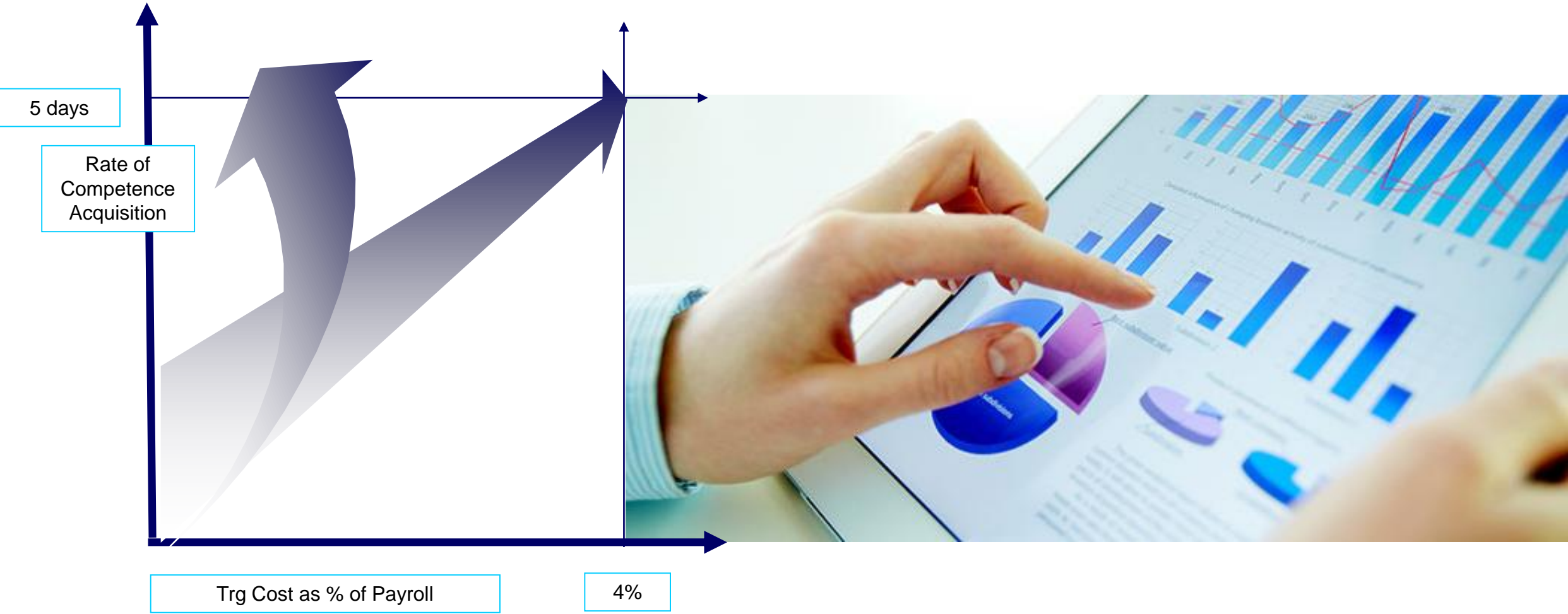
Demonstrate how to communicate in a clear and logical manner and explain why this is important when talking to customers and other stakeholders.

Discuss the importance of empathy in order to understand others that you relate to on a day to day basis. How does empathy help you to build relationships? Discuss how you would change your approach depending on the type of customer that you interact with.

Individual Competence Maturity Model



Capability Cost Model



Line Manager Accountability



How most managers view their accountability for coaching and assessing their employees and taking ownership of people management and development

The Pizza represents your job
Each slice is a different focus for the job
You are under pressure to eat all the slices



The ice cream dessert represents HR and capability building activities.
You will eat the dessert once you have finished the main course (Pizza) providing you are still hungry enough
If not you will leave the dessert





System Demo

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THANK
You

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