



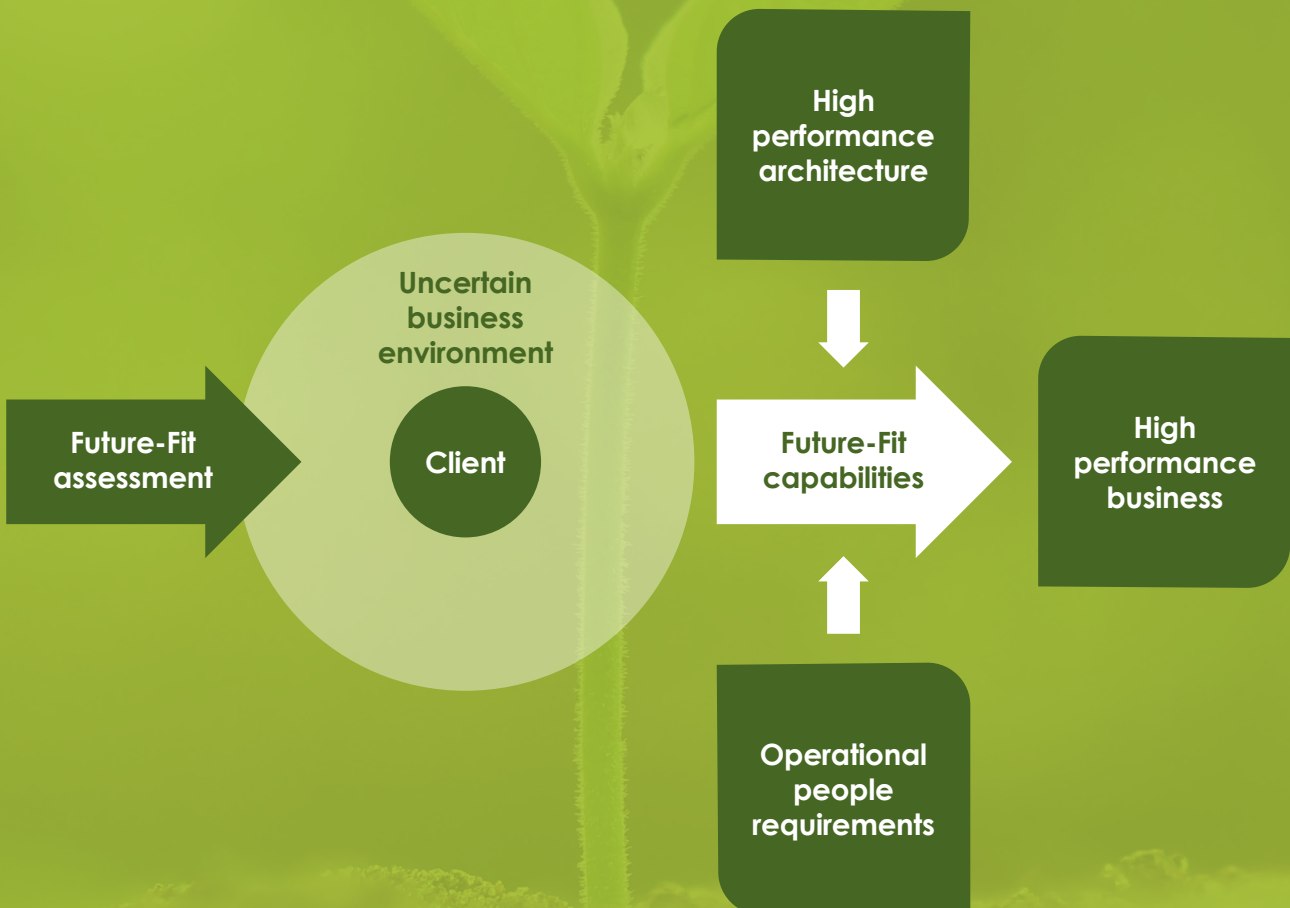
Our unique service offering for holistic  
business performance



The ability to manage the uncertainty of the environment in which businesses operate has become a competitive advantage. The higher the uncertainty and the more dynamic the situation, the more problematic is the idea of 'the best strategy' and the greater the emphasis on acquiring the right tools to manage the uncertainty.

We provide our clients with this competitive advantage through our unique service offering that extends beyond traditional people practices. Our process allows our clients to identify the capabilities they need to manage their business for high performance in an uncertain environment.

Our business model is aimed at the holistic performance of your business. We assess your business and its environment using our Future-Fit process, which allows you to manage the risk and opportunities for your business in an uncertain future. This results in identifying the required Future-Fit capabilities that are supported and enhanced with a high performance architecture. At the same time, we understand that you need to manage the day-to-day running of your business and thus we offer you the peace of mind of knowing your operational people requirements are taken care of.



## How we add value to your business

### We follow a three-tier approach

#### 1. Future-Fit assessment and capabilities

Significant time is spent on assessing your current business model and the future requirements to improve or sustain business performance within your specific business environment. This enables us to gain in-depth insight into your business and its challenges.

The assessment allows us to identify the crucial capabilities that will allow you to seize growth opportunities or manage the risk of an uncertain future. Thus, our Future-Fit assessment is the first step in building a Future-Fit strategy or the ideal means of assessing your current business strategy against future uncertainties.

Based on our in-depth knowledge of your business, employees and culture, we design a customised solution for your business. Your required capabilities are supported by our human capital tiers of high performance architecture and operational people (HR) offering.

#### 2. High performance architecture

Numerous academics and business studies that are supported by business leaders, highlight two crucial contributing factors to the performance of a business as leadership and the culture of the business.

Therefore, leadership development and business culture form the two pillars of our high performance architecture for your business. Our experienced

professionals utilise their expertise in leadership coaching and culture development to support and sustain your business and Future-Fit capabilities.

#### Professional coaching

Today's managers and leaders are expected to operate effectively in an increasingly complex business environment. Professional coaching assists individuals to gain personal and business insights that contribute to their personal development and leadership capabilities. It has become a well accepted and valuable development practice that contributes to improved decision-making that benefits the individual, team and business.

#### We provide:

- Professional coaching for individuals;
- Advice and training on the coaching style of leadership.

#### Development of a high performance culture

The business culture is the beliefs and values that are pervasive within the business and should be consciously developed and nurtured and not just allowed to "happen".

#### We provide:

A holistic approach to developing a high performance culture at organisational, team and individual level.

### 3. Operational people (HR) requirements

In keeping with our holistic business performance approach, we are able to take care of all your general people requirements.

#### Legal compliance

The fact that South Africa has such a liberal constitution and labour legislation can be both a blessing and a curse. With our free labour compliance audit we make it possible for you to get on with your core business with the peace of mind that you are fully compliant with all relevant legislation and best practices. We visit potential clients' sites and complete a comprehensive audit on compliance with labour regulations and accepted best practices. Once the audit has been completed, we provide you with a comprehensive report and recommendations.

#### Attracting talent and retention

Attracting and retaining talent are crucial to sustain and develop your business and Future-Fit capabilities. We follow a holistic approach to attracting and retaining talent by implementing a targeted selection recruitment process and developing your employer value proposition (EVP). Your EVP is a portfolio of tangible and intangible benefits your business offers employees and potential employees. The development of your EVP markets you as an employer of choice to prospective employees as well as current employees.

#### We provide:

- Advice on employment provisioning i.e. the number of employees needed to meet your business requirements;
- Competency based recruitment and selection processes;
- Fair and accurate job grading;
- The development of your employer value proposition (EVP).

#### Employee relations

The relationship between employees and employers must be actively managed because poor employee relations stunts growth and leads to poor work performance and disciplinary issues. Healthy employment relationships and the pro-active management of discipline and poor performance are important for a stable and productive working environment.

#### We provide:

- Advice on all employee relations matters including disciplinary and poor performance matters;
- Development of job profiles and key performance indicators;
- Development of performance review tools and processes;
- Chairing disciplinary and incapacity hearings;
- CCMA advice and representation.

### People administration

All people administrative functions need to be handled effectively and legislated reporting needs to be complied with, to ensure the efficient management of your people and prevent costly fines issued by the department of labour.

#### **We provide:**

- Advice and implementation of people processes such as leave administration and policies;
- The full Skills Development Facilitator role;
- The completion and submission of annual Workplace Skills Plans;
- The completion and submission of Employment Equity reports.

### Management and Leadership Development

We provide customised learning and development workshops that address client-specific needs. Our focus is on management and leadership development that empower individuals to manage and lead people effectively. We also advise on how to get the best ROI through increased productivity and retaining your well-trained employees through good people practices.

Our training programs include:

- Managing discipline and performance;
- HR basics for line managers;
- Building a high performance culture;
- Leader as a coach;
- Recruitment and selection.

*‘Great things in  
business are never  
done by one person,  
they’re done by a  
team of people’*

*– Steve Jobs*



## Contact us

We look forward to meeting with you to discuss how we can add value to your business through:

- Managing uncertainty in your business environment;
- Building Future-Fit capabilities;
- Building a high performance business;
- Taking care of your operational people requirements.



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