

# Circle of Peers

22<sup>nd</sup> May 2014

# Our Vision

- We are a consultancy company that aims to enable organisations and individuals to develop their full potential by using technology to develop a “needs led” approach” to aim higher and not just to be the best.



*Aiming Higher*


# Our Values

- Needs led
- Customer focussed
- Ethical
- Value for money
- Honest
- Respecting difference
- Encouraging innovation
- Always striving to improve

# The sectors we work in

- Commercial
- Voluntary
- Public
- Sports including elite athletes to aim higher

# The approach

- We use technology to identify development needs.
- Building relationships
- We use enterprise technology  to underpin the approach, one database, many solutions
- There are over 220,000 users in three continents, Europe, Africa and Australia
- Clear visually attractive reporting
- Rapid reporting – results usually available on-line within 24 hours
- Needs led not provision based

# The framework

## The 3 essentials:

To inspire people and business performance you need to:



### **VISUALISE** - Begin with the end in mind

*Intelligent reporting through smart reports and dashboards.*

1.

### **INTEGRATE** - All on one platform

*Key management information in one central area.*

2.

### **EMPOWER** - Apply best practice

*Best Practice People and Business Management Tools and Applications.*

3.

# What keeps our clients awake at night?

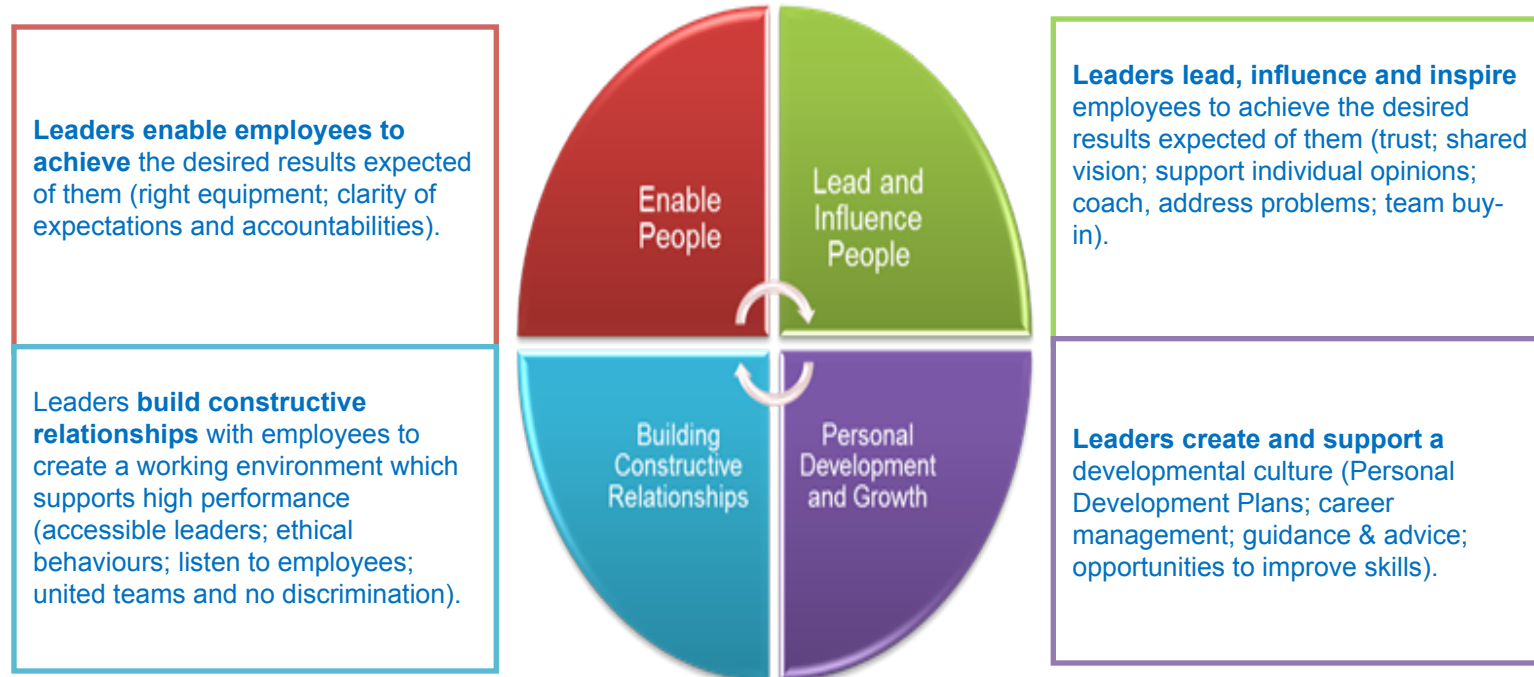
- Performance (role clarity)
- Staff engagement
- Resilient teams and teamwork
- Optimal customer service
- Leaders who inspire and have impact
- Governance
- Talent management
- Skills & career development
- Retention

# Some solutions

- Staff engagement surveys
- Leadership Engagement Index
- 360 Degree assessments
- Board evaluations
- Internal customer satisfactions surveys
- External customer satisfaction surveys
- Exit surveys
- Integrated performance management



# Leadership Behaviours

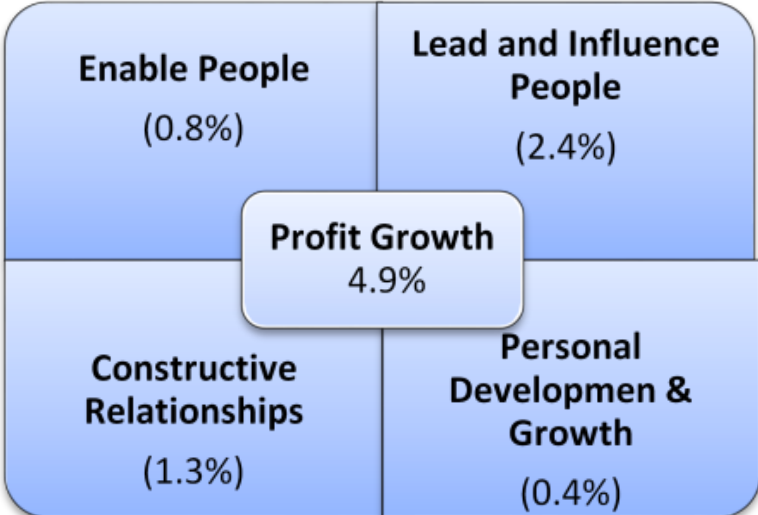
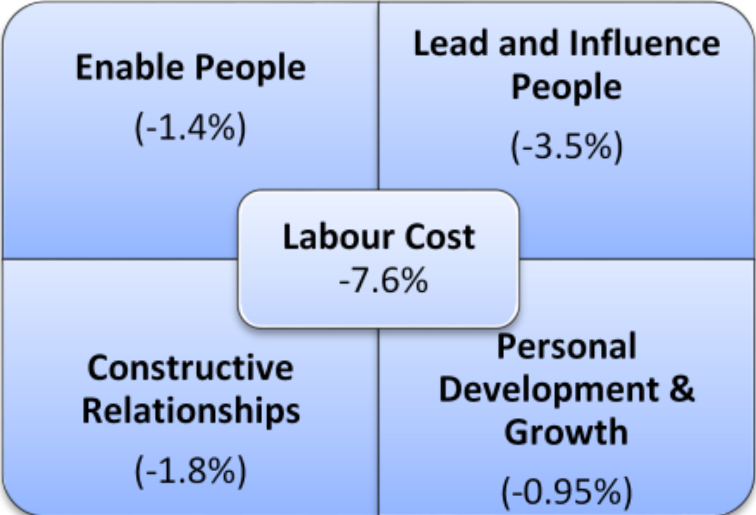


# Relationship to leadership

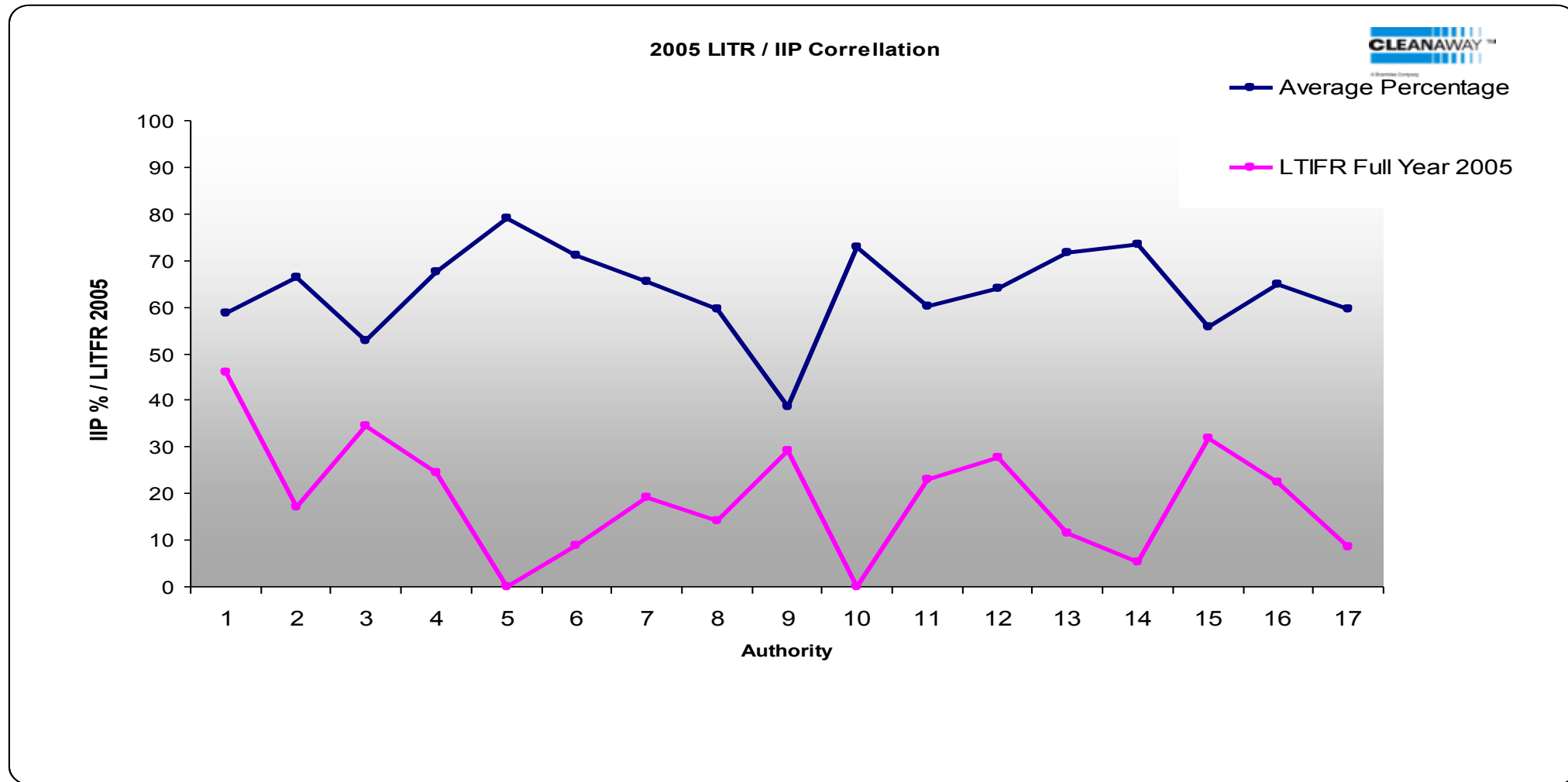
The various elements of the LEI (Enabling People; Leading and Influencing People; Building Constructive Relationships; and Personal Development and Growth) have a strong relationship with the business drivers on their own as shown below:

3.5% LEI Improvement = 4.03% Saving on Total Labour Cost

5% LEI Improvement = 4.9% Profit Growth



# Return on investment



BUSINESS UNITS: Demo | Directorate A | Team 2

**Select Surveys**

**Survey Details**

Start Date: 21/01/2010  
 End Date: 05/12/2013  
 Survey Type: ESS  
 Participants: 72  
 Overall Score: 68.83%

**Business Unit:**  
**Team 2**

Score: 60.50%  
 Participants: 12

**Scale Legend**

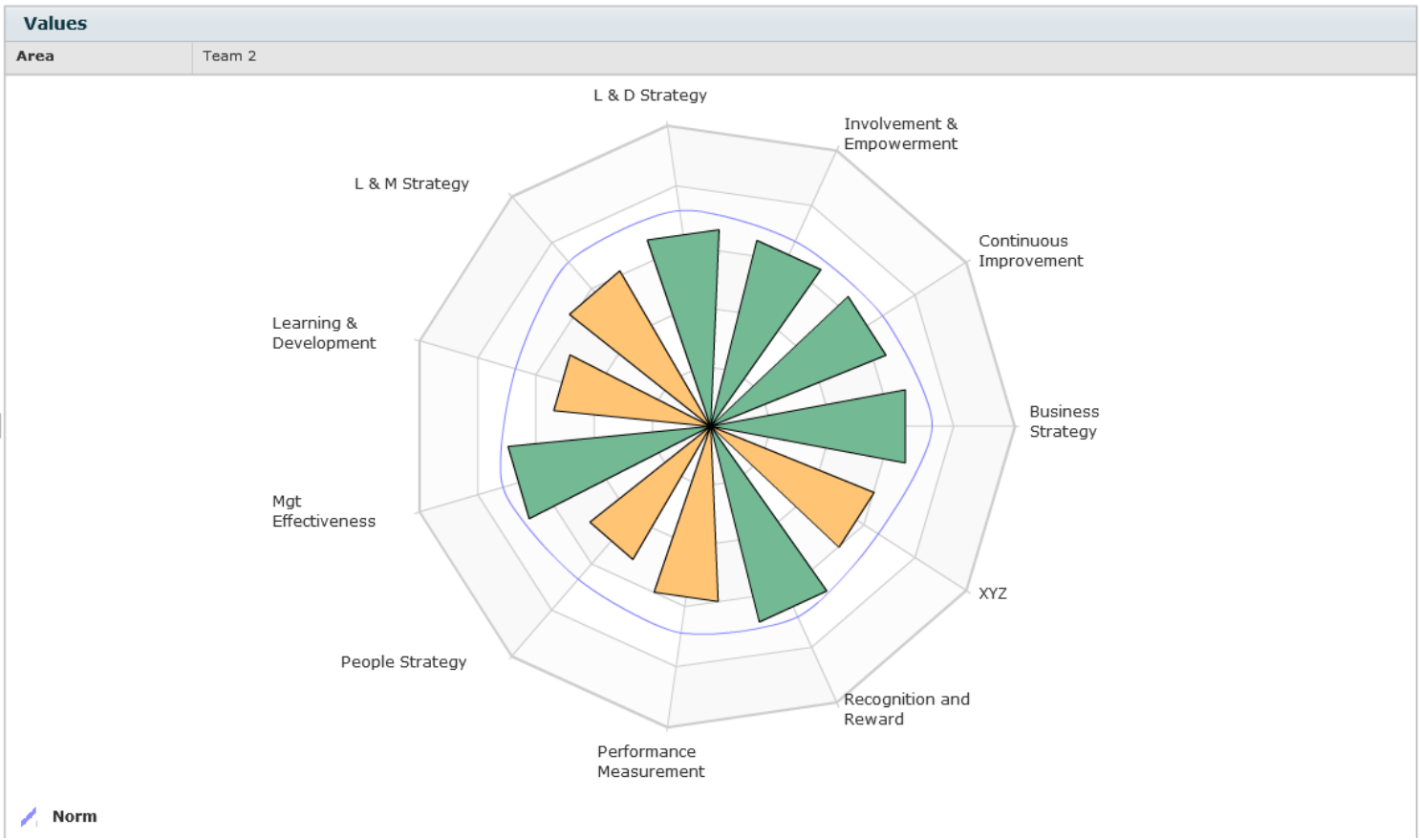
- 75 - 100%
- 60 - 75%

**IBP Demo 2012**

**Business Units**

OVERALL SCORE:

Mgt Role		Gender	
	Score		Score
I do not manage people	47.54%	Female	66.44%
I manage people	66.84%	Male	53.82%



Overall **Team**

- Overall
- Finance
- People
- Customer
- Talent

**Company Scorecard**

Performance against Key Business Measures

Select Month: February 2013

Legend: On Target Below Target

Number of Employees: 25

**Financial**

Turnover Year to date: R302,000.00  
 Expenses Year to date: R102,050.00  
 Unpaid Creditors:(6): R56,000.00  
 Outstanding Debtors:(7): R205,000.00

**Customer**

Customer Satisfaction: 75%  
 Customer Retention: 76%

**Internal Processes**

Projects Delivered On Time: 85%  
 Production Days vs Budgeted Days: 90%  
 Quarterly Audit against key processes: 95%

**People**

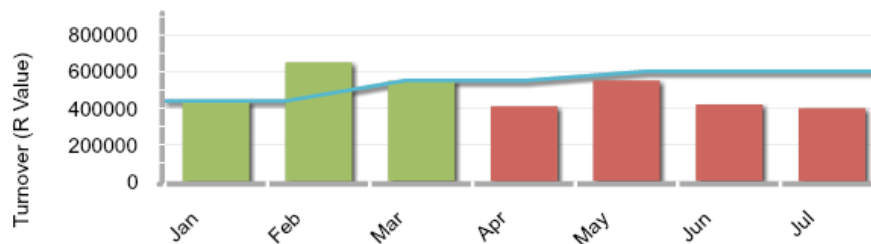
Turnover in key positions last 12 months: 12%  
 Absenteeism in the past month(19 days/3 people): 3%  
 Employee engagement skills levels: 65%

**Turnover in Rands: Year to Date**

Total turnover per month

Select Year: 2014

Legend: Budget Below Budget Budget Met



**Customer Satisfaction**

Overall Customer Satisfaction

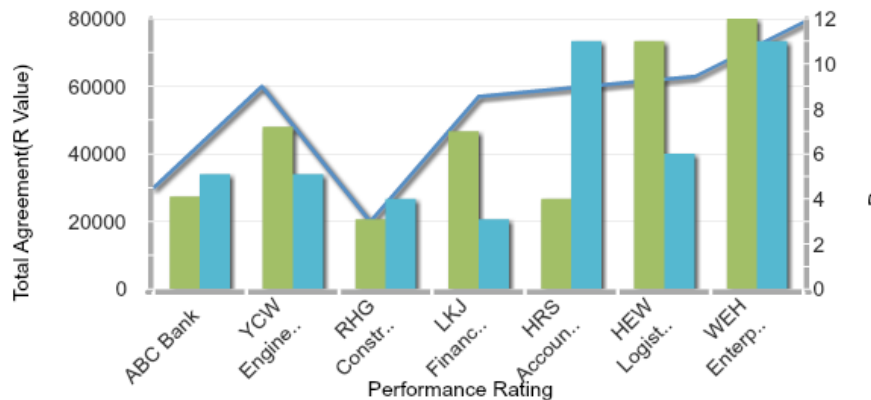
Total: 65.45%



**Operations Management**

Actual Cost of producing the service versus budget(in days)

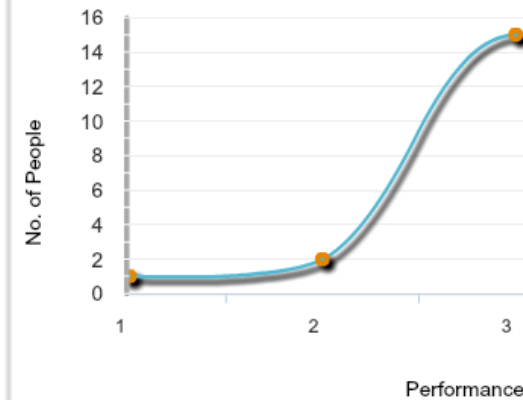
Legend: Actual Days Budgeted Days Value of Product



**People: Performance Review Results**

Latest Performance Review Results: Distribution

Legend: No. of People



# Features

- Statistically validated
- Rapid reporting – results usually available on-line within 24 hours
- Reporting available as .pdfs for saving and distribution
- Expert design and project management team with 20 years of experience in Organisational Development
- Highly experienced team of consultants to help in implementation
- Brings innovation