

ZTE CONSULTING

PERFORMANCE | INTEGRITY | RESULTS



COMPANY PROFILE

OUR VISION

Our vision is to contribute to building strong, sustainable and accountable organisations by providing expert support in the areas of our experience and speciality.

OUR VALUES

Performance: we do what we promise, and more

Integrity: our reputation is our currency

Results: we deliver plausible, sustainable and auditable solutions

WHAT WE DO

STRATEGY & OPERATIONAL PLANNING

We assist organisations review and formulate strategic and operational plans. We ensure that the plans we draw are realistic and actionable, at both the enterprise and departmental levels.

Our technical facilitation in organisations includes crafting of Integrated Development Plans (municipalities) and Annual Performance Plans (other state organisations).



STRUCTURAL DESIGN AND JOB DESCRIPTIONS:

We facilitate structural design and reviews, and conduct workforce planning with a purpose of positioning functional roles in line with operational and strategic goals.

We have facilitated OD projects in support of:

- business process reengineering initiatives,
- strategic restructures,
- technology installations and
- productivity improvement programmes



PERFORMANCE MANAGEMENT:

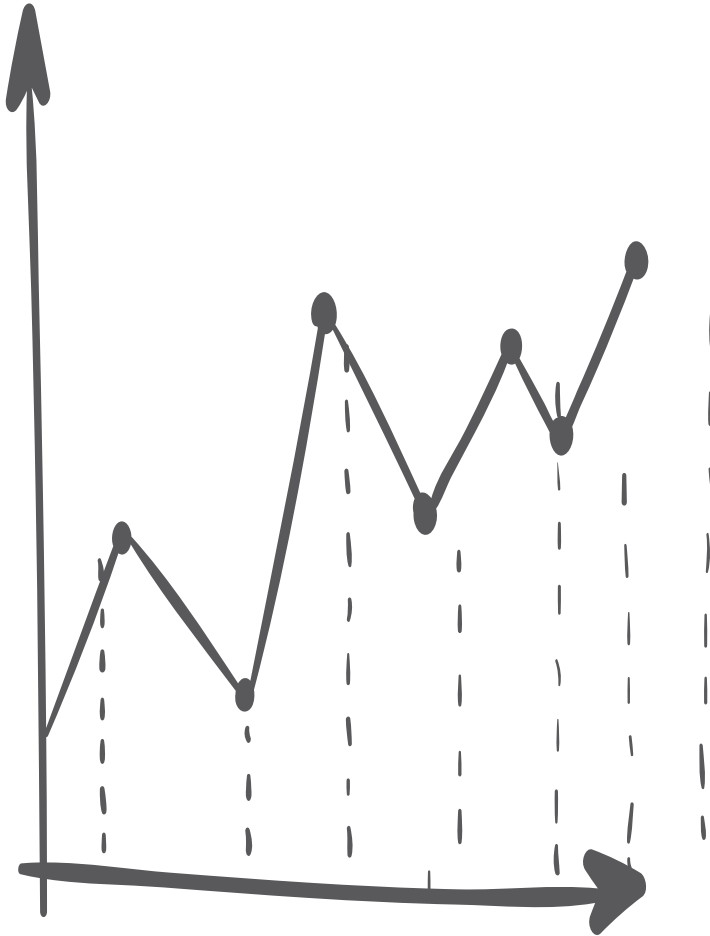
Our clients benefit from our indepth insights derived from first-hand involvement in organisational strategy and performance planning.

We therefore serve as implementations expeditors when organisations introduce or cascade performance practices to all functional levels.

TALENT MANAGEMENT:

We assist organisations establish:

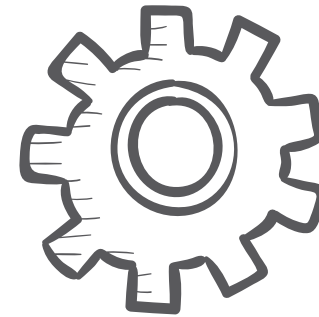
- talent strategies linked to corporate strategic imperatives;
- critical skills and critical talent,
- career maps and candidate development paths;
- succession pools and retention strategies.



CHANGE MANAGEMENT:

Interventions we deliver enhance reception of change by employees during:

- organisational cultural changes (e.g. performance culture, customer-centric culture)
- technology installations (e.g. ERP roll-outs)
- organisational restructures
- work process improvements
- customer service transformation



We design and deliver:

- change and communication strategies
- change readiness surveys
- capacity development for management and change champions
- post-implementation surveys

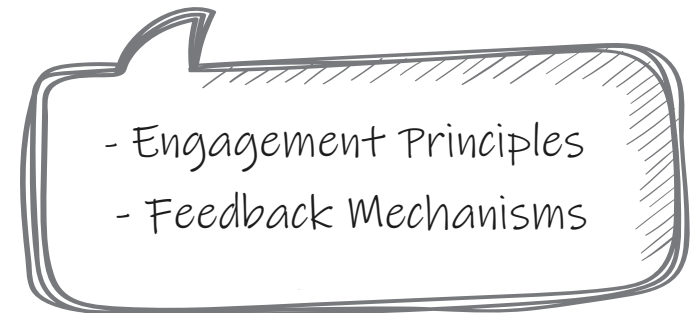
COACHING, TEAM BUILDING & DIVERSITY

We facilitate Integral Coaching which offers a transformational framework. It addresses self-awareness, emotional intelligence, and personal growth. Our bespoke programs are tailored to individual and organizational needs, fostering a deep understanding of contextual requirements.

Our team-building and diversity management interventions break emotional and psychological barriers and create team accessibility and unity.

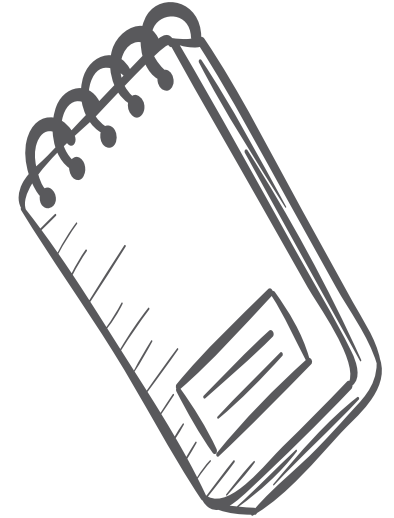
We lead establishment of ground rules for teams, including how members should hold each other accountable and improve performance.

We design and coordinate employee and customer surveys, giving advice on essential improvements in organisational policy, culture and leadership.



SKILLS AUDITS:

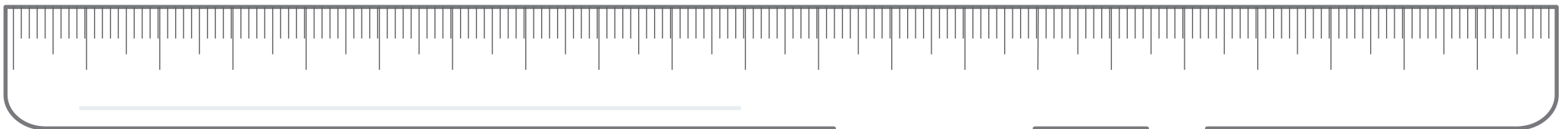
- our skills audit approach is strategic and risk-based
- competency profiling activities have a current and future focus
- skills gaps are prioritised against organisation's strategic imperatives
- interventions identified are mapped to WSP and other development plans



ORGANISATION WORK STUDIES:

Using work study techniques we are able to determine over-staffed or under-staffed functions and advise on required improvements, supervision and control, structural and systemic optimisation.

Ultimate goal is achieving productivity and gainful occupation of workforce.



HR TEAM TURNAROUND INTERVENTIONS

We workshop and hold one-on-one interventions with HR professionals to enhance their competencies towards becoming effective:

- Strategic Partners,
- Change Agents,
- Administrative Experts and
- Employee Champions

Our call is to guide HR practitioners into becoming more proactive in engaging their line departments. We coach them on how to influence client engagement agenda and meaningfully handle client communication using professional interviewing and consulting skills .



OUR TEAM

CLIENT ENGAGEMENT SKILLS:

Our client engagement is founded on our company's competitive value system: Performance, Integrity & Results.

THEORETICAL KNOWLEDGE AND EXPERIENCE:

Our team is strong in its application of tools and techniques applicable to the disciplines we support. Each of the consultancy members possesses over 20 years in the specialist fields of their practice. We have a strong track record in operations, projects and consulting work.

SKILLS TRANSFER:

We ensure skills transfer to resident teams through our direct inputs, observations and guided implementations.

CONTACT INFORMATION

ZTE CONSULTING

Address: 108 Baldersani Estate, 18 Simba Road, Sunninghill, 2191

Tel: 082 476 8500 / 073 513 2702

Email: phiwa.zulu@zteconsulting.co.za

Website: www.zteconsulting.co.za