

e-Tools

- e-Appraisal
- e-Assessments
- e-Coaching
- e-Recruitment
- e-Surveys
- e-Training

How Mentors' suite of online tools - Coach in the Corner - helps companies

Easy to use and access, cost effective and keeps a record of all results

One example and case study of how our e-Tools improved business performance

- A company employed 65 people, including 6 Middle Managers and a General Manager; their annual turnover was R 27 million.
- Business was good, however, management felt there was room for improvement.
- What needed to be improved, and how to gain the greatest impact from the improvements?
- Mentors were asked to assist using its online suite of tools - Coach in the Corner.

Read on to see how

Mentor's e-tools

succeeded to:

- improve
- grow and
- rejuvenate this business

Use one or more of our e-tools to: increase, rejuvenate and grow your business

Step 1 e-Survey

This was used to determine the overall feelings and perceptions of the staff. Management maintained that in order to have a productive workforce, the employees needed to be happy and to feel that their opinions matter. It was further believed that the people who perform the daily functions would have the best input on how to enhance their work environment.

The survey considered the following in the business:

- Accountability
- Empowerment
- People Focus
- Results Focus
- Communication
- People Development

Every employee anonymously completed the survey and the results provided management with an action plan going forward.

Step 2 e-Recruitment

One area identified in the survey was the need to employ 2 additional skilled individuals in 2 divisions.

From a pool of over 200 applicants, 5 CV's were shortlisted for each position. Coach in the Corner e-Assessments enabled the decision makers to compare assessment results and to identify the best possible candidate for each position.

Step 3 e-Assessment

Some of the existing employees were unsure of their person-job fit. Were their skills and personality profiles better suited to different positions and work tasks? Customised assessments were designed for each position to see the suitability of current and potential jobs. Based on the assessment results, 3 people remained in their current positions, with development plans designed to enhance their performance, and 5 people were transferred to tasks which were better suited to their skills set and personality profiles. Rigid appraisal and monitoring systems were implemented to ensure the success of these transfers.

Step 4 e-Appraisal

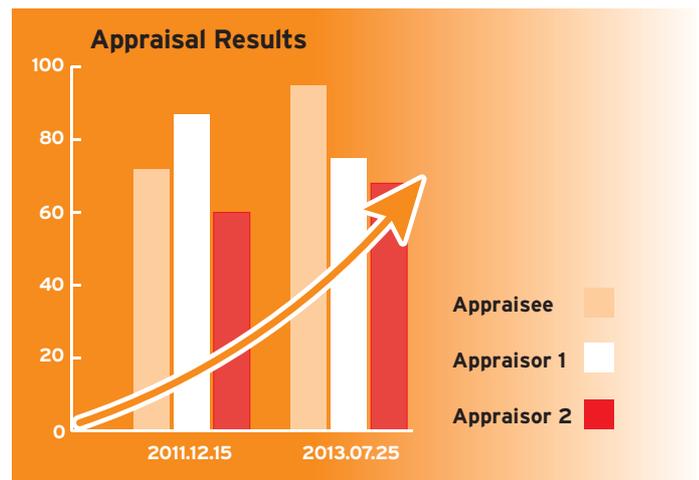
- Both management and the sales teams felt: "how do I know if I'm doing a good job, if no one tells me"
- Managers participated in 360° appraisals. They fed back on their own performance; and 2 colleagues and 2 subordinates gave anonymous feedback. A meeting was then set up with each manager and feedback was given privately, with an action plan for development. The appraisal was repeated on a quarterly basis to monitor development.
- The sales team underwent an observation appraisal, meaning that someone accompanied them on a sales call to a real client. The sales person then ranked him or herself on the 7 areas of a sales presentation, and the sales expert also ranked the rep. The two scores were then compared to one another, with areas for improvement identified and strengths highlighted.
- Tracking over time ensured continual improvement.

Step 5 e-Training & e-Learning

- e-Training consists of defining what areas need to be focused on and then creating an online course to assess an individual in defined time intervals.
- Training must be done on a regular basis. e-Learning compares the assessment results over time and a personal dashboard shows progress made.

Results

- **Financial**
23% profit growth over 18 months was achieved
- **Mood**
A second survey was conducted indicating happier and more engaged employees



What happens now?

call us or visit our online shop

at, www.coachinthecorner.co.za

View testimonials, a client list, case studies from various industries and a host of useful links, online tools and our online shop. Or simply call 011 807 0075 or email info@mentors.co.za and we'll get right back to you.

Human and Mentor Consulting (Pty) Ltd t/a Mentors
3 Woodview Office Park
1 Humber Street, Woodmead, Sandton
PO Box 5499 Rivonia 2128
Tel: 011 807 0075 Fax: 086 633 2825