

DEVELOPING MANAGERS FOR OPTIMUM SUCCESS

The first intake of employees to complete the BANKSETA Generic Management qualification, piloted among Grindrod Bank employees, recently completed the year-long learnership.



▶ Durban – Kaviren Govender, Aneesa Mohamed Osman, Mohammed Hassim, Remofilwe Ngakane, Roshnee Naidoo, Ahmed Kadir, Kim Ferguson, Mohil Subban, Simone Ramkissoon, Deneka Pillay, Nikeel Maharaj, Noxolo Mngadi, Jeremy Naidoo, Clare Williamson and Yathishen Naidoo.

Good managers are, without a doubt, the nerve centres of any organisation. Management training is, therefore, essential for their success. BANKSETA developed the learnership to meet the need for well-trained managers within the banking industry and Grindrod Bank took up the opportunity to develop its staff during the pilot phase. The employees commenced the learnership, facilitated by Felix Risk Training Consultants (FRTC), on 14 October 2015 and completed it on 13 September 2016.

The National Certificate in Generic Management covers five domains – leadership; managing the environment; managing relations; managing knowledge and the practice of management and consists of several face-to-face and interactive sessions.

Roxanne Kuppen, Head of HR at Grindrod Bank said she was pleased that the scope of the learnership covered all aspects of management within a corporate sector. *“This includes the ‘how to’ with regard to managing a diverse workplace, improving organisational culture, leadership strategies, financial and people management.”*

“It is vital for managers to be trained and empowered with the skills and knowledge they need to do a great job,” she added. Bernadette Felix of FRTC commented that although the qualification taught generic competencies, it allowed learning programmes to be contextualised for specific sectors and industries. *“A person acquiring this qualification would be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers and section heads,”* she said.

The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes and values including:

- Initiating, developing, implementing and evaluating operational strategies, projects and plans
- Innovation and intervention through monitoring and measuring performance
- Leading a team of first line managers
- Building relationships using communication processes
- Applying the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks
- Enhancing the development of teams and team members

For more information on FRTC learnerships, skills programmes and short courses, visit <http://frtc.co.za/>



▶ Cape Town – Sandi Venn, Lindie Mintoor, Melissa Robert, Franklin Phillips

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