

# TSM CONSULTING BROCHURE 2020

We have the Expertise and Experience  
to deliver an Exceptional Service!



# Our Company

## Our Story

We are focused on delivering exceptional quality of work and extraordinary service.

*“Just don’t give up trying to do what you really want to do. Where there is inspiration and passion, I don’t think you can go wrong”.* Ella Fitzgerald

We have built our company on very specific value propositions that can be summarised as **Our Why, Our How and Our What.**

## Our Why

In April 2002 TSM Consulting was created out of a passion to add value through sound organisational development interventions as well as the implementation of best practice human resources processes and practices.

## Our How

- Integrity – being honest and open in everything we do
- Adding value through our organisational development interventions and effective and efficient human resource practices and processes
- Delivering excellent service – we will always walk the extra mile
- Building capacity – we don’t want to become a fixture in your company; we want to build capacity internally and therefore become a partner in your business

## Our What

### **We deliver the following services:**

- |  |  |
|--|--|
| ✓ Behavioural & psychometric assessments | ✓ Management of projects                   |
| ✓ Human resource services                | ✓ Training & development workshops         |
| ✓ Recruitment & selection service        | ✓ Labour relations                         |
| ✓ Response handling                      | ✓ Organisational development interventions |

## More about our services

**We want to partner with you to expand and grow your business sustainably.**

### **Behavioural & psychometric assessments**

- Identify the personality and behaviour qualities that drive performance

### **Human resource services**

- Let us help your human resource department with time consuming tasks

### **Recruitment & selection service**

- Build a winning team by making use of our expertise in finding the right candidates all year round

### **Response handling**

- Let us take the hassle of managing CV's and provide you with a verified shortlist of candidates

### **Management of projects**

- Initiate, plan, execute, and monitor projects as to deliver on time and in budget

### **Training & development workshops**

- Learn and do: not only are the fundamental principles of behavioural change embedded in our workshops but they are also practised through experiential learning exercises

### **Labour relations**

- Prevent problems and let us help you protect your business - at TSM we understand and appreciate the difficulty and sometimes the frustration that business experiences when dealing with labour relations issues

### **Organisational development interventions**

- Accelerate organisational performance through a variety of interventions that we develop and implement

## Behavioural & psychometric assessments



- A one-stop assessment service offering
- Provide professional recommendations with regard to assessments to ensure that our clients use the most appropriate tools to suit their specific needs
- Only use standardised assessment tools
- Licensed to use various test providers' assessments, e.g.,  
**SHL, The Talent Group, Psytech, Aprolab, JVR, Insights, GIOTTO SA, BLOSS SA & The Leadership Circle**
- Provide advice on the development and implementation of assessment centres for talent management, recruitment, selection and development purposes
- Write and validate different types of behavioural/simulation exercises, e.g., role-plays, in-basket, fact-find and analytical exercises
- Develop and validate competency frameworks

## Human resource service

TSM Consulting can manage your transactional human resources work for you on time and within budget while maintaining the required quality standards

### **We can assist you with:**

- ✓ Job profiling
- ✓ Salary benchmarking
- ✓ Criminal checks
- ✓ Reference checks
- ✓ Developing policies and procedures

## **Recruitment & selection service**

Let us assist you in building a winning team by making use of our expertise in finding the right candidates for your specific needs.

### **This service includes:**

- Advertising
- Shortlisting of candidates
- Reference checking
- Psychometric assessment of our three shortlisted candidates

## **Response handling**

Have you placed an advert but don't have the time to deal with the process?

### **This service includes:**

- Design of the advert
- Place adverts on top job portals
- Manage all calls relating to the advert
- Screen responses and compile a shortlist based on the minimum requirements
- Do background and detailed reference checks
- Assist with arranging interviews
- Assist with the development of a competency-based interview guide
- Send regret letters to the unsuccessful candidates

## **Management of projects**

TSM Consulting will assist you in applying the best practices, processes, methods, knowledge, skills and experiences to achieve your project objectives. We successfully deliver projects on time and within budget while maintaining the required quality standards.

## Training & development workshops



All TSM workshops are designed in such a manner that the fundamental principles of behavioural change are not only embedded but also practised through experiential learning exercises.

### **Workshops Offered:**

- Relationship selling skills
- Sustainable client services
- Performance management
- Business writing skills & etiquette
- Interpersonal relationships
- Time management
- Team work
- Thinking processes and decision-making
- Resolving interpersonal conflict
- Develop your emotional intelligence
- Personal mastery
- Debt collection
- Business process improvement
- Change management
- Employee engagement: as business partners with Mindset we utilise the Flow@Work model and system

## Labour relations

At TSM we understand and appreciate the difficulty and sometimes the frustration that business experiences when dealing with labour relations issues.

The arena and landscape of labour relations in South Africa is constantly changing making it difficult for the business owner to stay abreast of developments, not even to mention managing the daily challenges associated with staff management.

### **Services:**

- Chairing disciplinary hearings
- Facilitating grievance discussions
- Conduct investigations into employee transgressions
- Performance counselling
- Absenteeism management
- Drafting of disciplinary and grievance procedures and codes
- Advice and guidance on all disciplinary matters and dismissals
- Restructuring and retrenchment interventions
- Union relationship management
- Drafting of settlement agreements
- Facilitating separation discussions

## Organisational development interventions

**We are experienced in assisting organisations with:**

**Change management** - for any organisation to remain competitive, workplace processes, systems and strategies need to continuously change and evolve

**Performance management** – it's an organisation's responsibility to ensure that employees perform according to their full potential. Developing and managing employee performance is an integral process within today's progressive organisations

**Project management** - we successfully deliver projects on time and within budget while maintaining the required quality standards

**Employee engagement** – research indicates that employee engagement strategies reduce staff turnover and improve productivity and efficiency within organisations

**Organisational design** - enhances business performance by aligning an organisation's business structure and people to its strategy

**Leadership development** - these programs are critical to the long-term success of organisations

**Team effectiveness** - several different teams are responsible for the overall success of the organisation. Synergy rather than silo-thinking is essential

**Talent management** - this is a top priority within organisations: build a high-performance workplace by managing talent strategically

**Competency modelling** - defining skill and knowledge requirements of specific jobs as well as assessing competencies and performance helps set business strategy

**Business process improvement** – use this method to identify opportunities to streamline work and reduce waste

**Leader to leader development** – this interactive series of sessions in which high-potential individuals come together to learn and practice new leadership skills to increase both their leadership effectiveness and business performance.



## Our Partners



BIOSS is the only consulting organisation in Southern Africa that is licensed to use the CPA, MCPA, LPA, IRIS, ELDI, ORA and the Matrix of Working Relationships (also known as Levels of Work) <http://www.bioSS.co.za/>



SHL Talent Measurement Solutions, CEB helps thousands of organisations worldwide achieve measurable business results by assessing, selecting, and developing the right people for the right roles <http://central.shl.com/>



Insights Discovery helps to increase self-awareness and assist people perform at their highest level. We promote effective relationships at work by improving communication, decreasing conflict, and leaving more time to get the job done <https://www.insights.com/>



Aprolab assesses the person's potential ability to learn particularly those skills that are crucial to success in the workplace, training or educational programmes <https://www.aprolabservices.co.za/>



Lotte Payroll Services was established in 2019, and provides a complete range of payroll services. As a result of ever-changing employment and tax legislation framework, the management of payroll has become increasingly complex and time-consuming.

<https://www.lottepayroll.com/>



Giotto SA is a psychometric assessment company that advances Integrity and Business Ethics in the work place.

<https://www.giottosa.com/home.html>



Omicor develops talent management software solutions and offers consulting services. They provide a wide range of assessment solutions as well as best-in-class software solutions for organisations <http://www.omnicor.co.za/>



Psytech distributes Psytech International psychometric products in Southern Africa. The products are supported by extensive international and local research and development <https://www.psytech.co.za/>



JvR illustrates that synergy is only achieved when appropriate attention is given to understanding and managing the interaction between the elements that form part of the contextual reality of any company <https://jvrpsychometrics.com/>



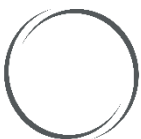
The Talent Group is a unique talent management solutions provider offering bespoke solutions that meet the specific HR needs of its clients <http://www.thetalentgroup.co.za/>



Mindset Management Programs (Pty) Ltd is South African based. As an HR tech company it specialises in SaaS-based engagement solutions that help organisations drive people engagement <https://www.mindsetmanage.com/>



Marc Johnson launched his company and brand in August 2016 – “**It’s a Breeze**”, His core offering is Financial Literacy Training and Practical Financial Tools and Systems, particularly for SMMEs and Entrepreneurs [www.coloraccounting.com](http://www.coloraccounting.com)



The Leadership Circle

The Leadership Circle Profile is a leadership assessment that measures and provides leaders feedback through the lens of the Universal Model <https://leadershipcircle.com/en/home/>



CHC Consulting offers a targeted range of Human Capital consulting services with the necessary passion, tools and expertise to help unlock potential in your your business. We are known for our creative, practical, authentic and partnering style that focuses on delivering outstanding outcomes that drive real value. <https://www.chcap.co.za/>

## Our Clients



*I don't build in order to have clients. I have clients in order to build*

*- Ayn Rand -*

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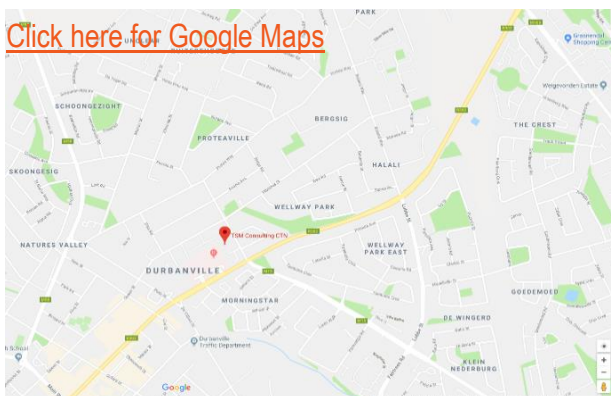
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### Map to Office - Swellendam

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