

OUR HEARTBEAT

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"Changing the heart
of the city"

OUR BLU-PRINT GUIDE TO MAKING
EMPOWERMENT SUSTAINABLE



MES HAS DEFINED A FORMULA FOR SUCCESS

MES has identified
TOP-LINE goals which
we dedicate ourselves to **ACHIEVE**

MES has identified
BOTTOM-LINE challenges -
**THAT WE HAVE TO WORK TOGETHER
TO OVERCOME**

These **ICONS** are reminders of our commitment to
each other and the community

If **WE** live by our Formula for Success
WE will grow stronger, healthier and even
more successful

This is what the **ICONS** mean,
LEARN THEM and **LIVE BY THEM** every day
to **“CHANGE THE HEART OF THE CITY”**



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Top Line Principles



Accountable & responsible

- Am part of building a high performance work environment
- Show ownership at all levels in the organisation
- Follow through with tasks and meet deadlines
- Am reliable and dependable
- Owning up to mistakes and “stopping the buck here”

Aanspreeklik en verantwoordelik

- Is deel van 'n hoë werkverrigtingomgewing
- Toon eienaarskap op alle vlakke in die organisasie
- Voltooi projekte en haal sperdatums
- Verantwoordelik en betroubaar
- Neem eienaarskap van foute en finale besluitneming

Ukuqonda nezibopho

- Ngiyinxenye yokwakha isimo sokusebenza esiseqophelweni eliphezulu
- Sikhombisa ubunikazi kuwo wonke amazinga enhlanganisweni
- Ukulandela imiklamo nemiqathango enqunyiweyo
- Sithembekile njalo siyathembeka
- Siyawavuma amaphutha ethu sithathe nezinqumo zokuwaqondisa



Ho ba le boikarabelo

- Ke karolo ya kaho ya tikoloho ya mosebetsi o hodimo
- Re bontsha boikarabelo ka nako tsohle mokgatlong
- Re ntshetsa pele diprojeke le ho fihlella makgaolagang
- Re a tshepahala
- Re nka boikarabelo le ho bona diphoso ka mosebetsi wa rona



Top Line Principles



Clear strategy & structure

- A strong sense of purpose in what we do, why we do it and how we do it
- Articulate our strategy for everyone to understand
- Know and understand the bigger picture and organisational structure
- Formulate goals and strategies clearly and SMARTLY
- Help maintain structured and controlled organisational growth

Duidelike strategie en struktuur

- 'n Sterk bewussyn van wat ons doen, hoekom ons dit doen en hoe ons dit doen
- Artikuleer ons strategie sodat almal dit kan verstaan
- Ken en verstaan die groter prentjie en die organisatoriese struktuur
- Formuleer doelwitte en strategieë om aan "SMART" (spesifiek, meetbaar, haalbaar, realities en tydsgebonde) vereistes te voldoen
- Onderhou gestruktureerde en beheerde organisatoriese groei

Isakiwo ngenhloso ezicacile

- Injongo eqinile kuloko esikwenzayo, nokuthi sikwenzelani, nokuthi sikwenza kanjani
- Cachisa imigomo yethu wenzele bonke abantu babone baphinde bazi
- Yazisi uphinde uqonde iphupho elikhulu nokuhleleka kwenhlanganiso
- Hlanganisa inhloso namacebo ngokushoshozela
- Siza ukugcina ukuhleleka nokhuphatheka kokukhula kwenhlanganiso



Leano le poheho e hlakileng

- Ho ba le maikemisetso ho seo re se etsang, hobaneng re se etsa le hore re se etsa jwang
- Ho bua ka leano la rona hore batho bohle ba utlwisise
- Tseba le ho utlwisisa poheho ya mokgatlo
- Ho bopa sepheo le leano le hlakileng hantle
- Ho thusa ho baballa poheho le kgolo ya mokgatlo e laolehang



Top Line Principles



Christian - a voice of righteousness

- Be a voice of righteousness for the disempowered
- Practise Christian disciplines
- Show compassion for people
- Create a servant and service culture in the Lord
- Adopt the "Hands and feet of Jesus" attitude in your daily life

Christen – 'n stem van regverdigheid

- Wees 'n stem van regverdigheid vir die ontmagtigdes
- Pas Christelike dissiplines toe
- Wys empatie vir mense
- Skep 'n dienskneg en dienskultuur in die Here
- Wees die hande en voete van Christus in jou daaglikse lewe

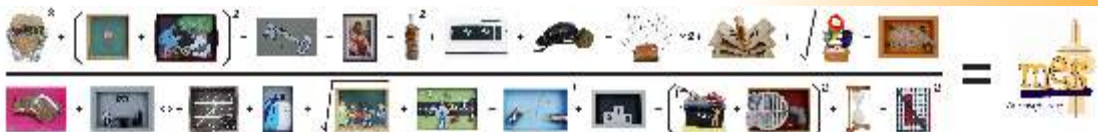
Isakhiwo namasu achacile

- Yiba yizwi elimqotho lalabo abangenawo amandla
- Phila ngendlela yobukristu
- Khombisa uthando kubantu
- Phila ngesoko lokumsebenzela ubuye umkhonze unkulunkulu



Modumedi - lentswe le buang ditaba tse lokileng

- Ho ba lentswe le buang ditaba tse lokileng ho ba senang matla
- Etsa ketso tsa bodumedi
- Eba le mohau bathong
- Dula o sebeletsa Mmopi ka nako tsohle
- Itlwaetse ho phela ka mokgwa wa "Matsoho le maoto a Jesu" bophelong



Top Line Principles



Attract & retain competent key skills

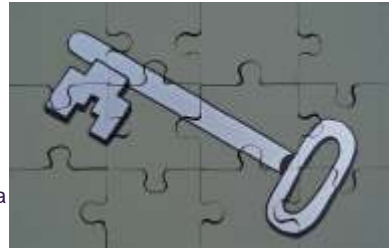
- Attract & retain staff with the right skills and motivation for the right job
- Keep talented staff in the business with a clear retention strategy
- Create a high performance, enjoyable environment so that MES becomes the employer of choice for job seekers.
- Make managing capacity and competency an ongoing effort
- Aspire to fair remuneration packages within the NGO market sector

Lok en behou bevoegde sleutelvaardighede

- Lok en behou personeel met die gepaste vaardighede en voldoende motivering om die regte werk te doen
- Hou talentvolle personeel in die besigheid d.m.v. 'n duidelike retensiestrategie
- Skep genotvolle, hoë werkverrigtingomgewing sodat MES 'n gesogte organisasie word vir moontlike werknemers
- Maak bestuurskapasiteit en bevoegdheid 'n voortdurende doelwit
- Streef na regverdigde vergoedingspakette binne die welsynsindustrie

Ukudonsanokugcina amakhono abalulekile

- Ukuheha nokugcina abasebenzi abanamakhono abalulekile nogozi lomsebenzi
- Ukugcinwa kwabasebenzi abanamakhono ebhisininini nohlelo olusobala lokubagcina.
- Sakhe iqophelo eliphezulu lokwenziwa kwenzinto okuzokwenza iMES ibengumqhashi wekhethelo kubantu afuna umsebenzi
- Ukugcina ukuzisondeza ebantwini ngamakhono ethu
- Senze ukuphatha nekhono kubeyimizamo equbekayo Silangazelele



Hohela o boloke bokgoni ba basebelets

- Hohela mme o boloke basebelets ba nang le bokgoni le tjantjello ya mosebetsi
- Boloka basebelets ba nang le talente ya mosebetsi
- Boloka tikoloho ya mosebetsi e be ya maemo a phahameng, hore MES e be mohiri wa kgetho ya batho ba batlang mosebetsi
- Etsa hore boetelli pele bo be mosebetsi o tswelang pele
- Kgothalletsa mokgolo o loketseng ka ho buisana le di NGO kgwebong



Top Line Principles



Monitoring & evaluation

- Show an attitude of constant measurement and analysis to show gaps and place for improvement
- What gets measured gets done and improved
- Ensure that the real needs are addressed
- Continuously monitor to stay on target for programmes and actions (targets/programmes/actions)
- Ensure that we do the right things in the right manner
- Make sure we're always seeking growth opportunities

Monitering en evaluering

- Wys 'n houding van die konstante meting en analisering om gapings en geleenthede vir verbetering aan te dui
- Wat gemeet word, word gedoen en verbeter
- Verseker dat die werklike behoeftes geadresseer word
- Voortdurende kontrole om te verseker dat doelwitte vir programme en aksies bereik word
- Maak seker dat die regte goed op die regte manier gedoen word
- Soek altyd na groeigeleenthede

Ukuqaphelisa nokuhluzisisa

- Khombisa isimo esingaguquki ekulinganiseni nokuhlaziya okuzokhomba izikhala lapho okudinga ukuthuthukiswa khona
- Lokho okuhlaziwayo kuyenziwa kuphinde kuthuthukiswe
- Kuqinise ukuba izidingonqongi ziyabonelwa
- Kuyaqutshakwa ngokuqapha inhlelo zokusebenza ekufezeni izibopho nezenzo
- Kuqinisekiswa ukwenziwa kwezinto ezinhle ngehlelo eqondile
- Kuqinisekiswa ukuba sohlala sifuna amathuba okuba sikhule



Taolo & tekodiso

- Bontsha thahasello ya tekanyo le hlophollo ho bontsha dikgeo le sebaka sa ntlafatso
- Se lekantshwang se atisa ho etswa hantle le ho tswela pele
- Ho etsa bonnete ba hore ditlhoko di a ananelwa
- Ho dula taolong ka nako tsohle ho maano (phihlello/maano/nka karolo)
- Ho etsa bonnete ba hore re etsa tse nepahetseng ka mokgwa o nepahetseng
- Ho etsa bonnete ba hore re dula re batla mekgwa ya ho hola



Top Line Principles



Commitment & dedication

- Be fully present and involved - know your own value in the value chain
- Buy into the vision
- This is not just a job - it's a passion and a calling
- Make sure everyone delivers on promises and takes pride in MES
- Stick to our principles and values at all times

Verbintenis en toewyding

- Wees ten volle teenwoordig en betrokke – weet wat jou waarde in die waardeketting is
- Koop in tot die visie
- Hierdie is nie net 'n werk nie – dis 'n passie en 'n roeping
- Maak seker almal voldoen aan beloftes gemaak en is trots op dit waarvoor MES staan
- Konstante toepassing van beginsels en waardes ten alle tye

Ukuzimisela Nokuzinikela

- Ubukhona nokuzibandakanya ngokuphelele wazi igalelo lobukhobakho kugalelo lenhlanganiso
- Yiba khona kuleliphupho
- Akuwona umsebenzi nje kuleliphupho, wubizo nothando
- Qiniseka ukuba uyazifeza izithembiso, uyaziqhenya ngokuba se MES
- Hlala ngaphansi kwemigomo nenkolo yethu ngaso sonke izikhathiizikhathi



Boitelo & boinehelo

- Nka karolo - tseba molemo wa hao lenaneng la melemo
- Eba le tjhebelopele
- Sena ha se mosebetsi feela - ke lerato le pitso
- Etsa bonnete ba hore e mong le e mong o phethahatsa ditshepiso tsa hae hape a be motlotlo ka MES
- Tsepamisa ditheo le melemo ya rona ka nako tsohle





Honesty & integrity

- Can be trusted 100%
- Ethical in all our dealings
- True to our word and values
- Always credible and trustworthy
- Open to constructive criticism - say what needs to be said with a positive, practical attitude
- Work with open agendas

Eerlikheid en integriteit

- Kan 100% vertrou word
- Is eties tydens alle onderhandelinge
- Is getrou aan ons beloftes en waardes
- Is altyd geloofwaardig en betroubaar
- Is oop vir konstruktiewe opbouende kritiek – sê wat nodig is om gesê te word op 'n positiewe, praktiese wyse
- Werk met oop agendas

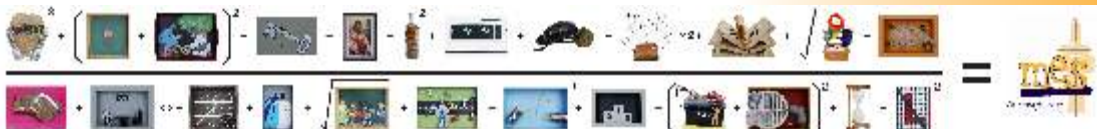
Ukuba neqiniso nokuthembeka

- Ngiyethembeka ngokuphelele
- Inkambo eziqondile kukho konke ukuphatha kwethu
- Siqinisekile emagameni ethu nase mikubeni yethu
- Sohlala sikholeka njalo sithembeka
- Siyakwamukela ukegxe kwa okwakhayo- ukusho okumele kushiwo ngendlela enhle eyakhayo
- Sebenza ngenhloso evulelekile engenakho ukwenzelela



Botshepehi le bokgabane

- Nka tshetjwa 100%
- Re a tshpahala ho dintho tsohle tseo re di etsang
- Re boloka seo re se buang le melemo ya rona
- Re tshpahala ka nako tsohle
- Re amohela ditlitlebo - mme re bue seo re hlokehang ho se etsa se, ka boitshwaro bo botle
- Re sebetsa ka lenane le bulehileng



Top Line Principles



Living and developing the brand

- Living our brand - be brand ambassadors by being a walking talking MES brand (during and after working hours)
- Create strong brand awareness in our communities
- Actively promote our brand
- Guard the brand

Uitleef en ontwikkel van die handelsmerk

- Die uitleef van ons handelsmerk – wees handelsmerkambassadeurs deur 'n lewende voorbeeld van die MES-handelsmerk te wees (tydens en na werksure)
- Skep 'n sterk handelsmerkbewussyn binne ons gemeenskappe
- Bevorder ons handelsmerk aktief
- Beskerm die handelsmerk

Incebo,inqubo.indlela yokwenza nenhlelo ezingenelisekile

- Ukuphila nokuthukisa uphawu yiba yisibonelo esihambayo esiphilayo sase MES ngazo zonke izikhathi
- Bonisa uphawu olunamandla emphakhathini.
- ukukhuthala ekukhuliseni uphawu lwethu
- Vikela uphawu lwethu

Ho phela le ho hodisa letshwao

- Re phela letshwao la rona - re be baemedi ba MES ka ho tsamaya le ho bua ka letshwao (ka nako le kamora tshebetso)
- Re tsebise setjhaba ka letshwao la rona
- Re phahamise letshwao la rona ka motlotlo
- Re sireletse letshwao la rona



Top Line Principles



Teamwork and integration

- Optimisation of resource utilisation through integration
- Be a strong team that has a common vision and the ability to work together effectively
- To work together, one must also have fun together
- Cohesiveness across divisions, teams, programmes, cities
- Be a team player and not a lone wolf

Spanwerk en integrasie

- Optimalisering van die gebruik van hulpbronnbestuur deur integrasie
- Wees 'n sterk span met 'n gemeenskaplike visie en die vermoë om doeltreffend saam te werk
- Werk saam, maar speel ook saam
- Skep samewerking en kohesie tussen afdelings, spanne, programme, stede
- Wees 'n spanspeler en nie 'n alleenloper nie

Ukusebenzisana nokubambisana

- Ukuba lithimba elinamandla nembono afanayo nekhono lokusebenzisana, ngobuqotho
- Ukusebenzisana, ukubanenjabulo ngokuhlanganyela ukwenza ngamandla nokusebenzangamandla
- Ukubambisana lapho kunokwahlukana kunhlelo zokwenziwa kumatimba
- Ukusebenzisana nabanye ungabi ngudlayedwa



Tshebetsommoho le kopanyo

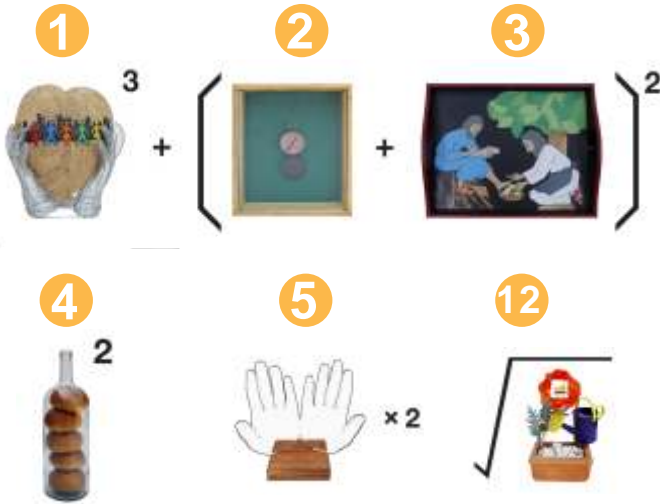
- Tshebediso ya disebediswa ka mokgwa wa kopanyo
- Ho ba sehlopha se matla se nang le tjebelopele le bokgoni ba ho sebetsa mmoho
- Ho sebetsa mmoho, motho o lokela ke ho thaba mmoho
- Tshebedisano dikarolong tse fapaneng, dihlopheng, maanong le setjhabeng
- Eba karolo ya sehlopha o seke wa iqheella thoko



Weighted Top Line Principles



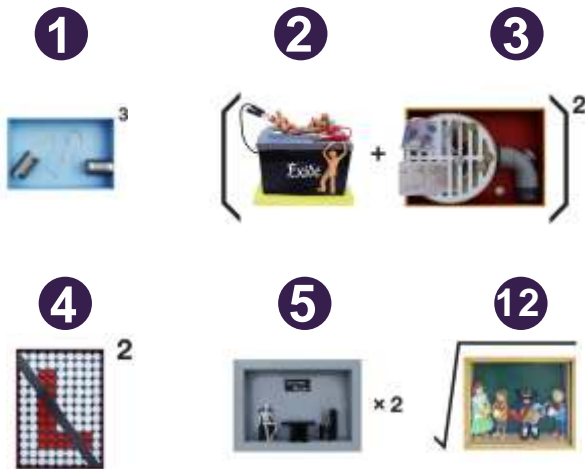
Ranked in order of importance



Weighted Bottom Line Principles



Ranked in order of importance





Inadequate processes, procedures, systems and resources

- Accepting inadequate, below standard equipment to perform tasks with as a norm
- A lack of understanding of what needs to be done and how it should be done
- A lack of the necessary standard operational procedures (SOPS)
- Too much red tape and paperwork to be effective and productive
- Processes not reviewed annually and adjusted organically with organisational growth

Onvoldoende prosesse, prosedures, sisteme en hulpbronne

- Om onvoldoende substandaardtoerusting as norm te aanvaar om take te verrig
- Om nie te verstaan wat en hoe take verrig moet word nie
- Die gebrek aan noodsaaklike gestandaardiseerde operasionele prosedures
- Te veel burokrasie en administrasie om effektief en produktief te wees
- Prosesse wat nie jaarliks hersien word om by die organisasie se groei aan te pas nie

Ukungabiko Imigomo, imiqathango indle Indlela yokusebenza and nezinsiza kusebenza

- Ukuvumela ukungenelisi, izinto zokusebenza ezingaphansi kwezinga lomsebenzi
- Ukungabi nokuqonda ukuthi yini okumele yenziwe nokuthi kumele yenziwe kanjani
- Ukuswelakala kwenqubomgomo yokusebenza
- Ukubakhona kwemiqathango eminingi nomsebenzi obhalwa phansi anduba ukuze uphumelele uveze nemiphumela
- Indlela yokusebenza engahlolwa njalo ngonyaka njalo engaguquki no kukhula kwenhlangano



Ditshebetso tse sa fellang, ditsamaiso & mokgwatshebetso le disebediswa

- Ho dumella disebediswa tsa boemo bo tlase , ho ka ntshetsa pele mosebetsi ka tlwaelo
- Ho se be le tsebo ka se hloka halang hore se etswe
- Ho se be le mekgwa ya tshebetso e boemong bo loketseng
- Ditshukudiso le mesebetsi e mengata e lokelwang ho etswa
- Mekgwa e sa lekodisweng selemo ka seng bakeng sa kgolo ya mokgatlo

Inadequate processes, procedures, systems and resources

Bottom Line Principles





Favouritism

- Inconsistency in the treatment of staff leading to unacceptable double standards
- Unfair promotions linked to nepotism
- Applying the correct policies and procedures only to certain staff

Partydigheid

- Inkonsekwente behandeling van personeel wat lei tot onaanvaarbare dubbele standaarde
- Onregverdig bevorderings gekoppel aan nepotisme
- Om die korrekte beleid en prosedures net op sekere personeel toe te pas

Ukwenzelela

- Ukungaphathwa ngokufanayo kwabasebenzi okukhokhela kumigomo engamukelekile
- Ukuthuthukiswa kwabanye okuhambisana nenkambiso zemiqathango yabasebenzi
- Ukulandelwa kwemigomo ngendlela eziqondile kwabanye

Ho nka leeme

- Ho sa be le teka-tekano boetelling pele ba basebetsi bo baka dikgohlano
- Ho phahamiswa ho nang le leeme ho tsamaisanang le ho kenya ba leloko mosebetsing
- Ho sebedisa melao le ditsamaiso tse nepahetseng ho basebeletsi ba bang



Favouritism





Bad Communication

- Sending inaccurate and inconsistent messages
- Following assumptions rather than direct messages equals disaster
- Not asking follow-up questions to avoid misunderstandings
- Not giving feedback on information received
- Accepting a lack of awareness concerning body language and cultural differences/perspectives
- Assuming everyone knows and understands helps no one but yourself

Swak kommunikasie

- Om onakkurate en teenstrydige boodskappe uit te stuur
- Om aannames in plaas van direkte boodskappe te volg, lei tot rampspoedige gevolge
- Om nie opvolgvrage te vra om misverstande te voorkom nie
- Om nie terugvoer op inligting te gee nie
- Om onsensitief teenoor lyftaal en kulturele verskille te wees
- Om te aanvaar dat almal weet en verstaan, help niemand behalwe jousef nie

Indlela engalungile yokukhulumisana

- Ukuthumela imiyalezo engahlangene nengalungile
- Ukulandela ukugabadela kune miyalezo eqondile kukipha ingozi enkulu
- Ukungabuzi imibuzo elandelayo ngenhloso yokugema ukungezwani
- Ukunganikezi ingcazelo ngolwazi olutholakeleyo
- Ukuvumela ukungaqondi izenzo nokuhlukana kwamasiko/nemibono
- Ukucabangela ukuthi wonke umuntu uyazi ngaloko ungalekeleli muntu ngaphandle kwakho qa



Dipuisano tse fosahetseng

- Ho romela melaetsa e fosahetseng
- Ho latela mehlala e fosahetseng ho ka baka mathata
- Ho sa netefatse ka ho botse dipotso ho ka baka ho se utwisane
- Ho sa fane ka pehelo tlhaiso-leseding
- Ho sa be le tsebo e felletseng mabapi le puo ya mmele ha mmoho le ditso le menahano e fapaneng
- Ho nahana hore batho kaofela ba na le tsebo ha ho thuse mang kapa mang

Bad communication

Bottom Line Principles





Disempowered Employees

- Not enough staff support in the form of debriefing opportunities (employee assistance programme)
- Not taking responsibility for myself, my life, my health, my colleagues, my family and my community
- A negative collective spirit & seeing oneself as the victim
- A serious inability to deal with disappointments - low resilience
- A pessimistic attitude leading to the suffering of the organisation's values
- Not openly listening with appreciation to staff

Ontmagtigde werknemers

- Nie genoeg personeelondersteuning in die vorm van werknemerondersteuningsprogramme nie
- Om nie verantwoordelikheid vir myself, my lewe, my gesondheid, my kollegas, my familie en my gemeenskap te neem nie
- 'n Negatiewe kollektiewe gesinheid en om jouself as 'n slagoffer te sien
- 'n Ernstige onvermoë om teleurstellings te hanteer – lae veerkragtigheid
- 'n Pessimistiese houding wat die organisasie se waardesisteen ondermyn
- Om nie openlik met waardering na personeel te luister nie

Abaqashava abangamelww/ abangenamalungelo

- Uhlelo lokuncedisa abasebenzi
- Ukungagqiziqakala ngempilo yami, ozakwetho,umndeni wami, no mphakathi wakithi jikelele
- Ukuzithathela phansi futhi uzibone njengomuntu ohlutshwayo uzithathela phansi futhi uzibone njengomhlutshulwa
- Ukululeka kokubhekana nezimpoqo zakho
- Ukuyibona unefu elimyama elikhokhela ekulimaleni kwesithunzi senhlanganiso
- Ukungalaleli ngemfanelo

Basebelets ba se nang matla

- Ho se be le tshehetso ho basebelets ka mogwa wa ho botsa dipotso (lenane la tshehetso ya basebetsi)
- Ho sa nke boikarabelo ka bophelo ba ka, basebetsi-mmoho, lelapa le setjhaba sa ka
- Ho ba le monahano o fosahetseng le ho ipona o le lehlatsipa
- Ho se ikamohele ha o swabisitswe
- Boitshwaro bo bakang tshotleho ya melemo ya mokgatlo
- Ho se mamele basebelets ka kananelo



Disempowered Employees

Bottom Line Principles





Unhealthy financial & procurement controls

- Poor commitment to high levels of governance and corporate citizenship
- An unhealthy tolerance for fraud, corruption and stealing
- Dishonesty & deception
- Careless when we are working with money intended to relieve others' suffering and not being careful enough to manage it
- Loopholes in financial and procurement controls
- Inadequate standard operational procedures and supervision thereof

Ongesonde finansiële en aanskafbeheer

- Swak verbintenis tot hoë standaarde van bestuur en korporatiewe eienaarskap
- 'n Ongesonde toleransie vir bedrog, korrupsie en diefstal
- Oneerlikheid en bedrog
- Agterlosig wanneer daar met geld gewerk word wat bedoel is om ander se pyn te verlig en nie versigtig genoeg om dit te bestuur nie
- Skuiwergate in finansiële- en aanskafbeheer
- Onvoldoende gestandaardiseerde operasionele prosedures en die kontrole daaroor

Imigomo engmihle kwzeezimali nezo kwebo

- Ukwehla kokuzinikezela ngokwezinga eliphezulu ekubusweni nasekusebenzisaneni kwenhlanganiso
- Ukubekezelela laba abephula umthetho, abakhwabanisayo nakulabo abatshontshayo
- Ukungathembeki nokukhohlisa
- Ukungacopheleli lapho kusetshenzwa ngezezimali zihlose ukusiza labo abaswele nokungacopheleli ngokwanele.
- Inkinga ezimalini nokusetshenziswa kwazo
- Ukungalandeli inqubomgomo nangohlelo lwazo



Ditsamaiso tsa ditjhelete le diphumano tse seng hantle

- Boinehelo bo fokolang ho mafapha a hodimo hammoho le boahi bo kopaneng
- Ho se mamelle boqhekanyetsi, manyofonyofo le boshodu
- Ho se tshepahale le ho tsietsa
- Bohlaswa ha ho sejetswa ka tjhelete e lokelang ho thusa batho ba hlopheliheng le ho se ele hloko
- Ho ba le dikgoketso tsamaisong tsa ditjhelete le diphumanong
- Metjha e sa lekanang ya tshebetso le tlhokomelo

Unhealthy financial & procurement controls





Absenteeism and lax time management

- Being late without valid reason and having no respect for time
- Allowing a culture of absenteeism and bad time management
- Letting my team down when I do not arrive on time or am late
- Wasting of money/resources due to poor timing

Afwesigheid en onverskillige tydbestuur

- Om laat te wees sonder enige geldige rede en om geen respek vir tyd te hê nie
- Om 'n kultuur van afwesigheid en swak tydsbestuur toe te laat
- Om my span in die steek te laat wanneer ek nie betyds opdaag nie
- Om geld en hulpbronne te mors weens swak tydsbeplanning

Ukuphutha noku xhekethisa ekuhlelweni kwesikhathi

- Ukufika emva kwesikhathi kungeko isizathu esibambekayo nokungasihloniphi isikhathi
- Ukuvumela umkhuba omubi wokuphutha nokuxhekethisa ekuhlelweni kwesikhathi.
- Ukwenzela phansi ozakwethu ngokungafiki ngesikhathi noma ukufika ngemva kwesikhathi
- Ukuchithwa kwemali nezinsiza ngokungahleleki kwesikhathi

Bolofa le ho se kgathalle nako

- Ho fihla lata ntle le lebaka le utlwahalang le ho sa hlomphe nako
- Ho dumella moetlo wa bolofa le tshebediso-mpe ya nako
- Ho swabisa sehlopha sa ka ha ke sa fihle ka nako kapa ha ke fihla lata
- Tshenyho ya tjehelete/disebediswa ka lebaka la nako



Absenteeism & lax time management

Bottom Line Principles





Lack of training and development

- Not striving to be a true learning organisation
- Poor commitment to staff development (training, development, coaching, mentoring)
- Not looking after my own personal development and training
- Irrelevant training & unrealistic training expectations
- Inadequate staff needs assessments
- Absence of succession plan

Gebrek aan opleiding en ontwikkeling

- Om nie daarna te streef om 'n ware leerorganisasie te wees nie
- Swak verbintenis tot personeelontwikkeling (opleiding, ontwikkeling, afrigting en mentorskap)
- Om nie aandag aan my persoonlike ontwikkeling en opleiding te gee nie
- Irrelevante opleiding en onrealistiese opleidingsverwagtings
- Onvoldoende personeelbehoeftebepalings
- Die afwesigheid van opvolgplanne

Ukungaqeqeshwa nokungathuthukiswa kwabasebenzi

- Ukungazami ukuba yinhlanganiso ezithuthukisayo ngokolwazi
- Ukungazinekeli okwanele ekuthuthukiseni kwabasembenzi.
- Ukungazinikeli ekuthuthukisweni nasekuqeqeshweni kwakho
- Ukuqeqeshwa okhungalungile no kunganasiqiniseko
- Ukungeniseleki ekungqunyweni kwezidingo zabasebenzi
- Ukungabikho kahlelo hokwelamana ngekomsebenzi



Ho hloka thupello & ntshetsopele

- Ho sa phehelle ho ba mokga wa thuto ya nnete
- Ntshetsopele e fokolang ho basebeletsi (thupello, ntshetsopele, kwetliso, ketellopele)
- Ho se shebane le ntshetsopele le thupello ya ka
- Thupello e sa nepanang le ho lebella thupello e seng ya nnete
- Basebeletsi ba sa fellang ba hloka ho lekolwa
- Ho se be le leano le leng le ka thusang

Lack of training & development

Bottom Line Principles





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