



TalentAlign OD

Organisation Performance
through People

Prospectus

Our Solutions, Services and Products

Selected and Developed to provide you with innovative, informative, and sustainable Organisation Performance through People





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Who we are, and what our purpose is.

2 Our Solutions

An overview of the specific solutions that we offer based on our specific areas of expertise

3 Our Services

Our tried and trusted services that we have been providing to our clients for over 16 years, brought up-to-date for the New Ways of Working

4 Our Products

Products that we use ourselves when providing our Solutions and Services, now available as stand-alone.

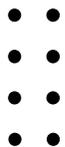
5 About Us

Who we are, and why our clients prefer to work with us.

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Introduction

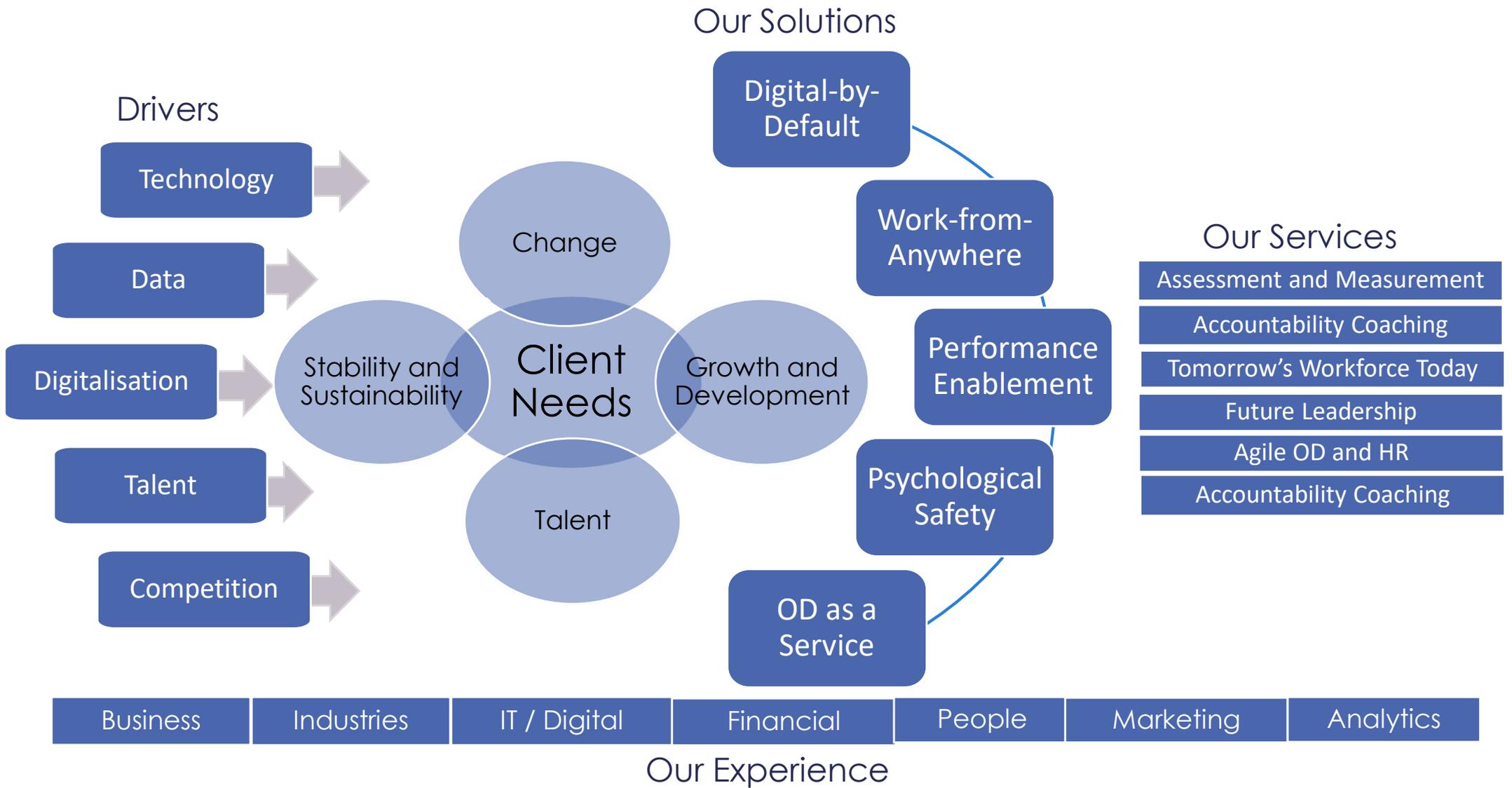
TalentAlign OD is a boutique, **full-service transformation service provider** for **IT, Digital, and People (HR) Transformation**. We work with organisations and institutions across all industries to make them **more resilient, adaptive, and innovative** – and **future-proof** them in the process.

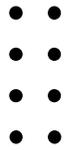
Our clients **leverage their potential** by reinventing and repositioning IT, Digital and People in a way that significantly **strengthens and energises their workforce and organisations** – leading to **higher value, impact, and continued success**.

IT, Digital and People Transformation is our business and our passion. We have proudly served the IT and HR community since 2006, and we look forward to being **your journey partner** on your discovery and transformation journey.

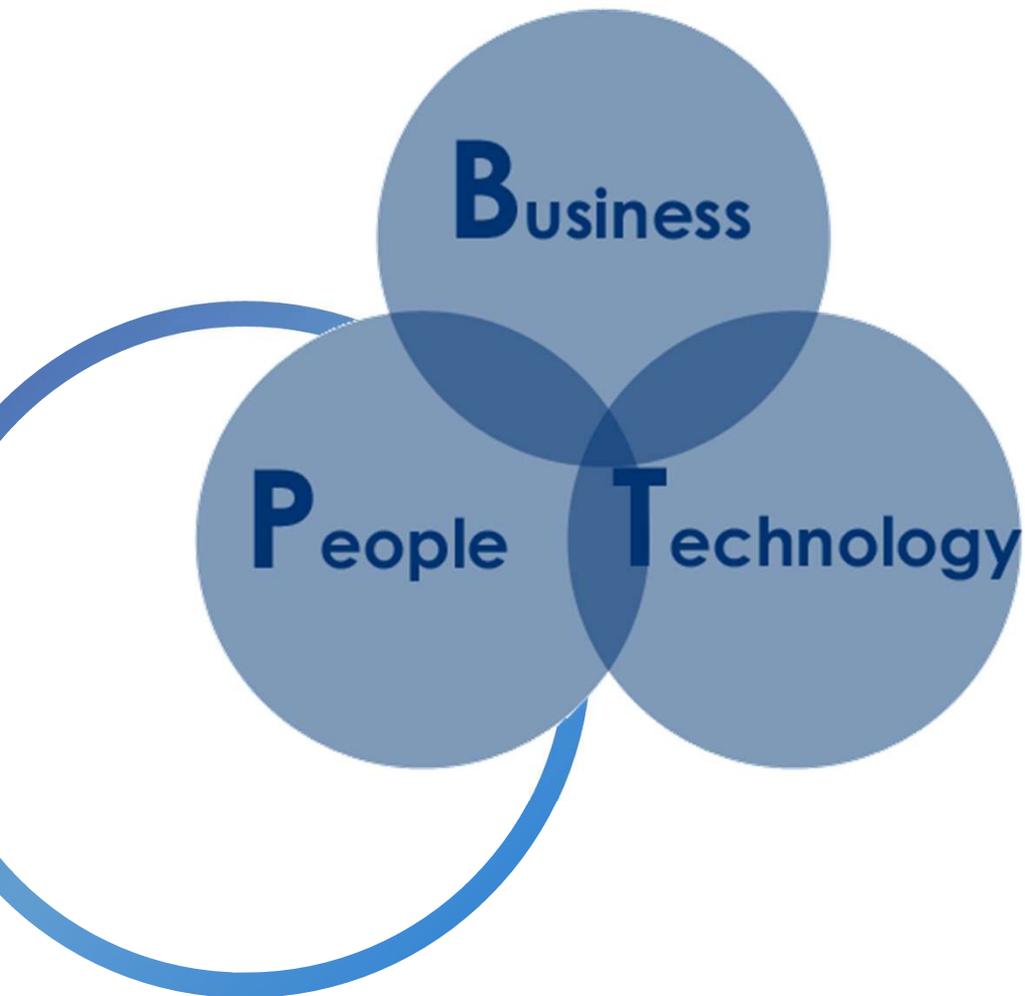


Introduction





Our Solutions



Our solutions each incorporate the 3 key aspects of transformation:

Business

People

Technology

and follow the “Sherpa” model of a combination of

Facilitation

Coaching

Consulting

an effective Change paradigm that works specifically well for Executive teams.



Our “Digital-by-Default” Solution

The World has Changed – We now live in a Digital World

Digital business is the modern form of business – a significant deviation from the traditional, established model.

This model is customer-centric and leverages data and technology for value creation and addition, thereby giving an entirely different customer and user experience.

It’s a shift from physical products, processes and locations, to digital products, automated processes and a global marketplace.

And, the way People Connect has Changed – Forever!

Our expectations have changed:

*Our world today is about **choices**, not rules*

*It’s about **customisation**, not generalisation*

*And, it’s about **freedom**, not conformity.*

The “Digital-by-Default” journey moves your organisation from the “Old Way” of profit-driven, stakeholder return obsessed, intolerant of failure and top-down hierarchies to the new way, driven by continuous change and improvement, customer-obsession, data driven, and a learning organisation not afraid of innovation, experimentation and failure.

So, the question being asked across all boardrooms in Europe and Africa today is ...

If you’re saying NO to “Digital-by-Default” ... What are you saying YES to?

This third-wave of digitalisation moves away from merely digitising the existing business. It is about disrupting the eco-system by accelerated automation of everything and gathering data to support decisions in the process.



Our “Digital-by-Default” Solution

Your Digital DNA

Our process focusses not just on achieving an outcome, it focuses on developing the critical DNA that makes “Digital-by-Default” successful and sustainable:

Digital Mindset – a mindset that is spearheaded, sold and supported by the Executive Team

Culture – accepting Digital as “the way we do things here”

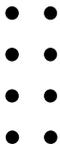
Talent – capacitating the organisation with a pool of digital talent

Clear Goals – starting with business goals based on the question “Why?”

Technology – researching and understanding the full technology stack and security requirements

Short Decision Timelines – having a goal and expectation, but understanding that things change and having the flexibility to change direction when necessary





Our “Work-from-Anywhere” Solution

The Largest Remote Work Experiment

The years 2020 and 2021 are being called the largest remote work experiment ever. And there is a lot of research coming from this “experiment”. What it’s telling us is, if managed effectively, remote workers are:

- More productive
- Produce more output
- Produce better quality output, and
- Have significantly less absenteeism.

And their organisations:

- Experience a reduction in staff turnover, and
- Higher profitability.

Besides all the other facts, those alone should be enough for leaders and managers to want to make remote work a more significant factor in their organisation’s business and operating models.



Our “Work-from-Anywhere” Solution

Drivers of Change

The thing is, you don’t achieve those kinds of results with policy - you need a Strategy. Because this change is being driven by changes in 7 core, interrelated areas of business.

Work is Changing - the way people work has changed for ever. We now have new and different expectations of work. Because technology is constantly improving – how and where we work is a moving target, not Status Quo

Digitalisation - and the impact that is and will continue to have on work. According to McKinsey research, 70% of job activities in 20% of occupations can be automated with currently available technologies

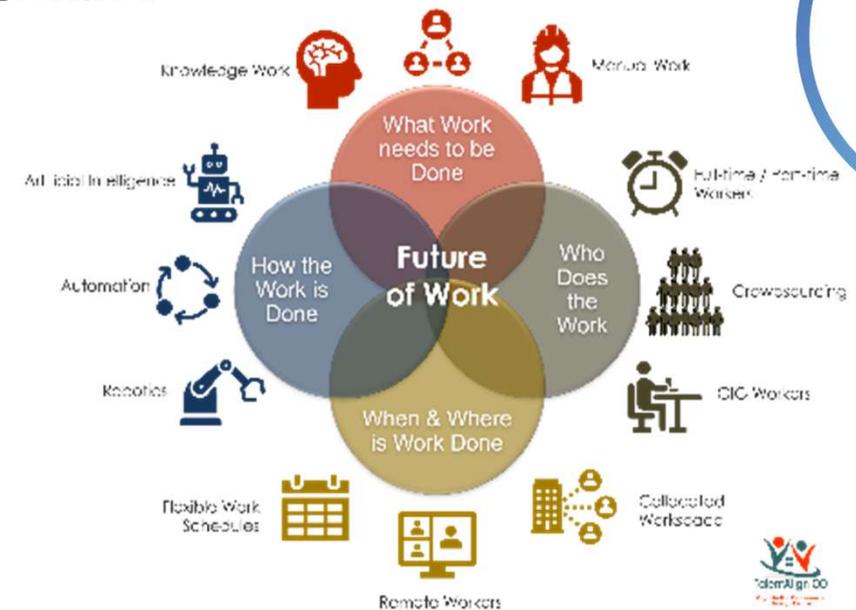
Structural Change - research also shows that two-thirds of organisations are considering moving from functional structures to value stream or product-based structures. This means a change from a well-organised structure of jobs, to structures capable of flexing when necessary which results in boosted productivity and internal mobility

Skills Change - there is also a move from educational credentials as “markers” for hiring talent, to intrinsic. Research in IT shows a 0% correlation between academic achievement and professional success. Newer skills needed, such as creativity and initiative are becoming less correlated with formal education

Jobs are Changing - according to the World Economic Forum 2020 Future of Jobs report, the robot revolution will create 97million new jobs. But those jobs need different skills than are being used in traditional jobs today, and as many as 50% of staff need to be retrained in a new set of core skills

Culture Change - simply transplanting processes from office to homes, or trying to use the same processes and communication methods with a remote workforce, does not work! As Deniz Caglar, partner at PwC said: “Your culture is not your office – it’s what you do as an organisation, how you work together”

Presence is not Productivity! - Being able to craft effective outcome metrics, rally your team around them, and manage your team to achieve them is a skillset many traditional managers struggle with. But we have to get it right.



Policy Alone cannot do This!

This complex environment of work today cannot be established by policy ... You need a Strategy!

The “Work-from-Anywhere” journey moves your organisation from the “Old Way” of manager-driven, presence-obsessed, intolerant of failure and top-down hierarchies to the new way, driven by continuous change and improvement, employee-focussed, data driven, and a learning organisation not afraid of innovation, experimentation and failure.





Our “Performance-Enablement” Solution

When it comes to Performance – Look forward, not backwards!

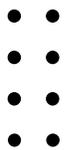
Organisations and economies everywhere have suffered severe, and sometimes critical blows as a result of the Covid-19 pandemic. There is hardly an organization that is not licking its wounds and working out ways to recover and get back to being successful.

But there is light at the end of the tunnel. For over 20 years, some of the most successful organisations around the world have adopted **Goal-oriented Performance Enablement** to drive growth and innovation and remain competitive in this fast-changing, unpredictable business environment.

Now it’s time that we all “follow suit.” We all need to fast-track our businesses back to growth and success. Cutting costs is a “holding pattern”, not a strategy for success.

Our Goal is to enable you to move **from Survival, to Stable to Soaring** in the quickest time possible.





Our “Performance-Enablement” Solution

The New Paradigm – Performance Enablement

If they can do it ... So can You!

*Traditional
 Performance
 Management Doesn't
 Work*



Use OKR's since 1999
 Grew from 40 to 60 000 employees
 10X Growth many times over



Propelled to \$20 Billion Company



8,5% increase in Sales
 26% increase in Revenue
 11,5% overall performance
 improvement

Others



Our “Psychologic Safety in the Workplace” Solution

What is Psychological Safety?

“A shared belief held by members of a team that the team is safe for interpersonal risk taking.”

Dr Amy Edmondson

It is the belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes

Why Psychological Safety?

Employees more engaged

Increase in productivity

Underpins high performance

Feeling of belonging regardless of race, gender, age, sexual orientation, or cultural heritage

Employees feel valuable, respected, and empowered in their well-being, no matter where they are located

Workplace is more innovative and competitive

Employees speak up when they see a problem

Help organization avoid potential failures

Saving time and money



Our “Psychological Safety in the Workplace” Solution

Psychological Safety in the Workplace

A study on team performance by Google found that the highest-performing teams have one thing in common: **psychologically safe workplaces.**

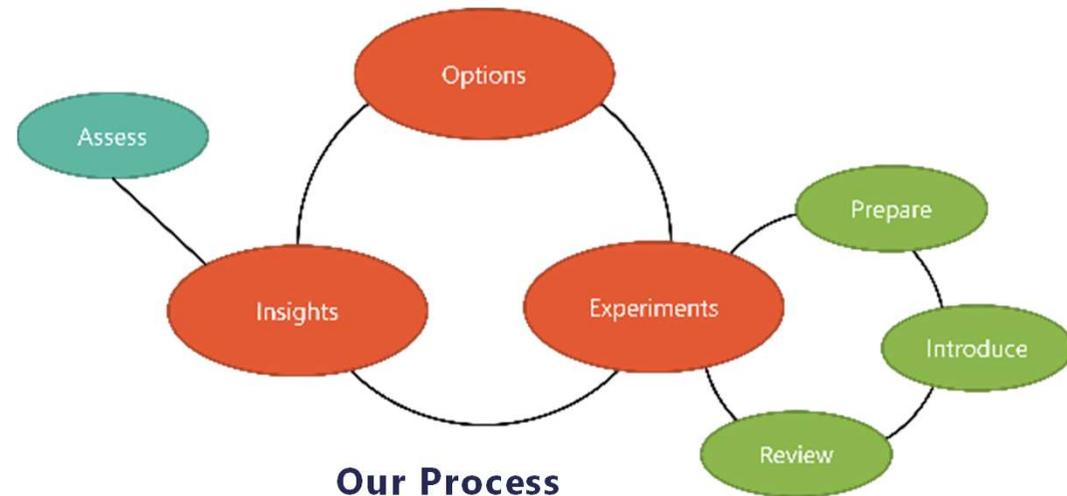
Whether your employees are office-based or work remotely, psychological safety is a must-have in any high-performing organisation.

Psychologically safe workplaces allow for **healthier, more productive and more inclusive workforces.**

They also provide the environments in which **innovation can thrive and people can perform at their best.**

As organisations navigate new and ever-increasing and diverse challenges, this **need for psychological safety is growing.**

That’s why we have created our “**Psychological Safety in the Workplace**” Solution - to help you develop and foster psychological safety within your workplace.



Our Process

The underlying characteristics of Psychological Safety are: Trust, Dignity, Respect, Rapport, Value, Inclusion, Safety, Empowerment, and Innovation. These characteristics are easy to understand, but not at all easy to develop and incorporate into the culture of the organisation.

For this reason we have created a process, based on the proven “Lean Change Management” to help you to develop and sustain Psychological Safety in your workplace.

We start with Assessments to understand what the current situation is, and what the task will be to transform. At a workshop we review the Insights gained, and select Options to meet your specific needs.

“Experiments” are the implementation of the Options, which are treated as Learning Experiences in order to improve what and how the different aspects of Psychological Safety are “landing”. “Experiments” are supported by Coaching so that the characteristics and methods become “habit” and part of the “the way we do things here”.

Our “OD as a Service” Solution

Our OD Advisory as a Service provides a tailored personal service, delivering outcomes and trusted advice when your business needs it, enabling you to focus on what you do best.

This unique subscription service can flex as per the size and needs of the business. It consists of 3 key components:

Initial Health Check

Our health check provides a no-obligation informative assessment to help understand your current People landscape and the challenges it is facing now or could encounter in the future. This also helps to shape the subscription to meet your unique needs.

Core Service

Advisory Support: Unlimited calls and emails to a client representative focused on providing you with access to a wealth of advice and guidance available across TalentAlign OD’s experienced consultants.

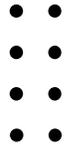
Monthly/Quarterly Service Review: A regular meeting to ensure your business is making the best use of our services and to identify any additional advisory support you may benefit from.

Elective Services

Specific tailored services, driven in part from the health check results, are selected providing you with targeted services to deliver the outcomes your business needs. Services can be provided in a wide range of areas including:

- Assessment and Measurement – range of assessments and measurements for you to decide where initiatives need to be focussed
- Structure, Roles and Careers – everything from defining role and competency profiles, to designing career paths and flexible organisations
- Leadership Reskilling – focussed on developing leaders to be able to manage for the New Ways of Working
 - Agile OD and HR – helping the HR team to become more agile, flexible and strategic
- Coaching – we focus on accountability coaching, helping you and your team to achieve your goals.





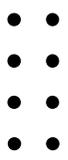
Our Solutions Methodology



We have a specific variant on the Executive Coach which we call the Executive Sherpa Program (ESP) – where the Lead Sherpa (“Sirdar”) has one objective – to ensure that the team reach their agreed goal to Summit and return to tell the story. The role of the Sherpa is to ensure that the right route is taken, the right support is in place, and most importantly, a Summit-reaching mindset is cultivated and tested on an ongoing basis.

Our Executive Sherpa’s have unique combinations of IT, Digital, Change Management, Organisational Development, and Implementation knowledge, skills and experience to help you create a roadmap of your transformation journey ensuring that you are clear on your strategic priorities and aligning all the pieces.





Our Approach

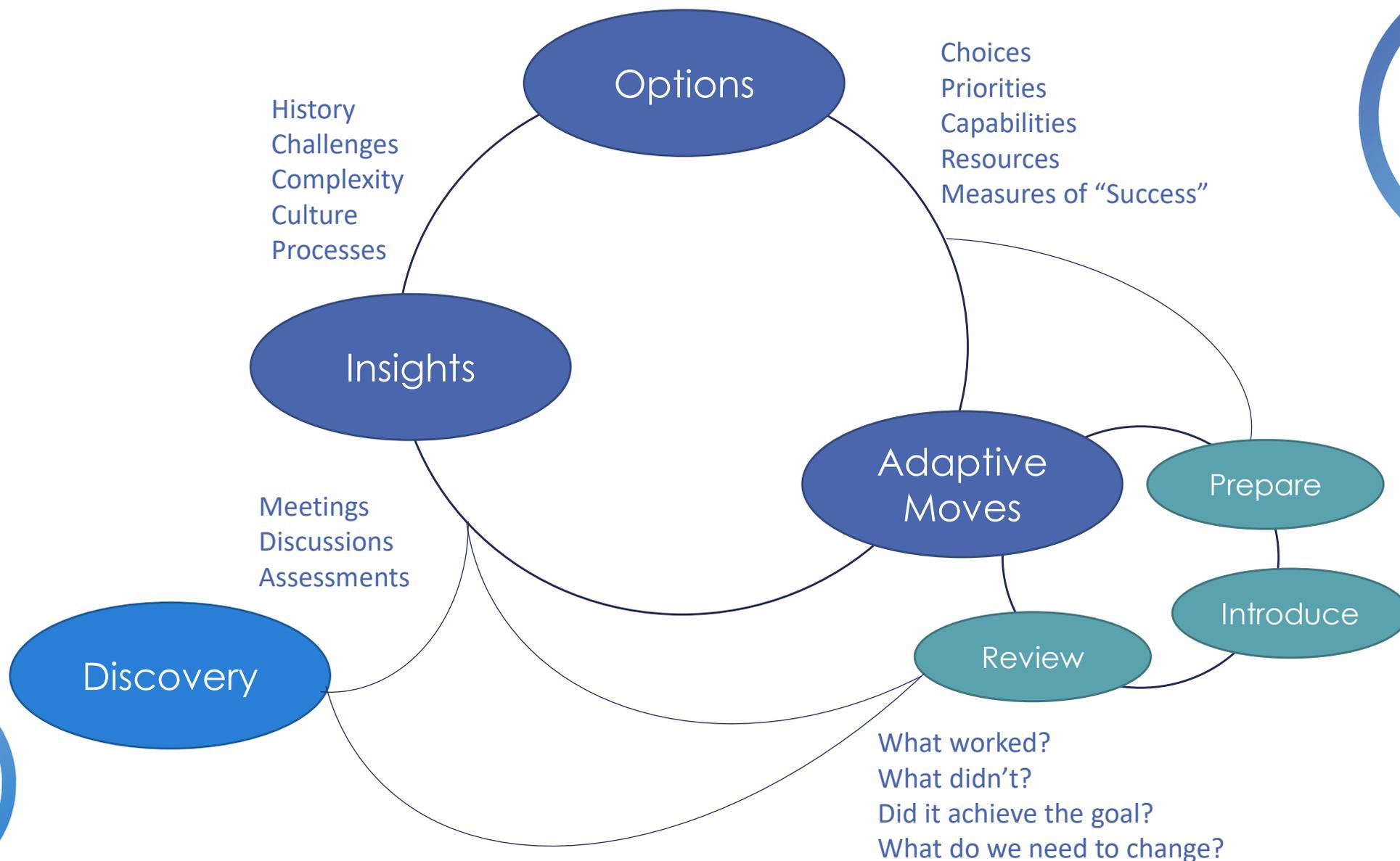
We Accept

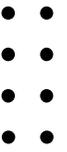
- More complexity
- “Done for You”
 - Simple, linear situation
- We don’t know everything
- Better solution
 - Short decision cycles
 - Collaboratively

Our 3C’s

- Commitment to help
- Care
 - Client
 - Client’s business
- Curiosity

Our Approach

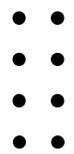




What You Get

At the end of the initiative, our clients not only have a successful initiative, but also have first-hand experience of the journey, from start to finish, with a qualified “Sherpa” by your side, and have the knowledge, skills and ability to repeat the exercise themselves for other initiatives.





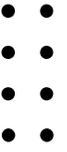
Our Services



Our products and services are incorporated into our solutions when and where relevant but, are also offered on a stand-alone basis.

We offer services in 5 different areas of Organisation Development:

- Assessment and Measurement
- Tomorrow's Workforce Today
 - Future Leadership
 - Agile OD and HR
- Accountability Coaching



Our Services – Assessment and Measurement

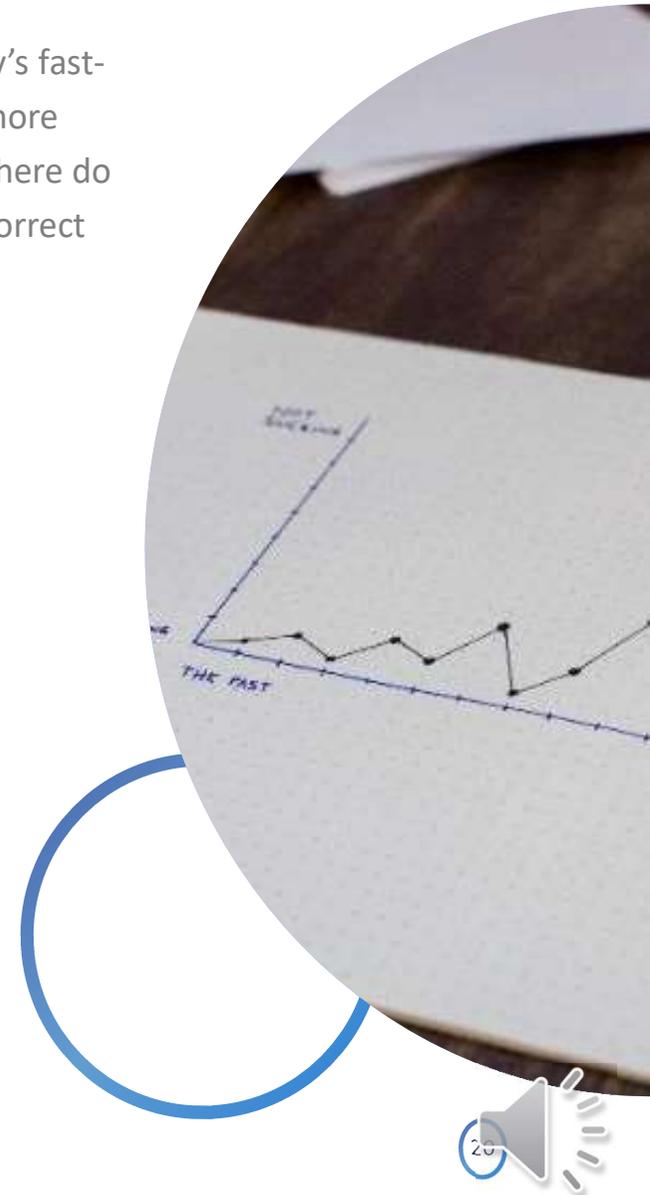
Peter Drucker said “What gets measured, gets managed”. In today’s fast-changing world, measurement and assessment become even more important. Leaders throughout the organisation need to know “where do we want to go” and “where are we now” in order to create the correct interventions for change sustainability.

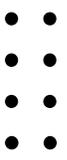
Organisational Change Capability Maturity Assessment

A scientific, Reference Model, Body of Knowledge; and Maturity Assessment toolset, underpinned by rigorous academic and industry research, and Organisation Science and Theory to enable greater success of change initiatives in organisations.

Human Capital Scorecard

A scorecard, designed with and for your organisation, for measuring the effectiveness of people practices on organisation performance (not an HR Scorecard)





Our Services – Tomorrow's Workforce Today



Structure, Roles and Careers has been our flagship over the past 16 years, and we have well-developed and proven data and methods for our work in this area.

Designing Reconfigurable Organisations (Structural Agility)

Designing a structure for the organisation that guides decision making, governance practices, and working methods, that enables it to adapt and respond to the pressures of a changing environment

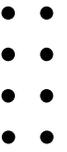
Work, Role and Competency Definition and Profiling

Work, roles and competencies are defined such that they can be used as the basic foundation for the Reconfigurable Organisation – the “lego” blocks, that can be used to form any structure.

Career Path Design and Implementation

An employee view of the Reconfigurable Organisation that empowers them to plot their development and growth in line with organisation requirements. Today, this is the most strategic structure in any organisation as it defines both current and future skills.





Our Services – Future Leadership



We don't hold ourselves out as Leadership Development specialists. We focus on just one area of Leadership Development and that is reskilling leaders and managers in the principles and practices to enable and empower them to be more effective in the New Ways of Working, including business agility and “Work-from-Anywhere”.

Managing a “Work-from-Anywhere” workforce

The pandemic threw the world into turmoil with global lockdowns and entire workforces “working from home”. We're never going back to the “old” model. The tools and processes cobbled together to work today are going to change. New styles of leadership and management are critical for organisations to grow and thrive through this turbulent time.

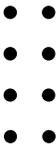
Leading in the “New Ways of Working”

The cries for “business agility” are growing and more and more businesses are looking at how they can adapt to not only survive, but to thrive and grow through difficult and challenging times. A new style of leadership and management is needed and new ways of managing how work is accomplished, is critical for the future of business.

Goal-oriented Performance Enablement

The most successful organisations today have something in common. They have moved away from “traditional” performance management and embraced Goal-oriented Performance Enablement using OKRs.





Our Services – Agile OD and HR

As organisations face more and more critical “transformations”, the role of OD and HR is changing. HR needs to become adaptable to change as volatile forces, external to the organisation, impose new ways and methods on the environment of business

Agile OD and HR

Empowering the People function to become more responsive and adaptive, and to support the business in becoming more responsive and adaptive.

Tailored to your specific organisational context and using a combination of Facilitation, Coaching and Consulting, we work with you to discover practical solutions to help you modernise your people practices and guide organisational wide business agility. We help you:

- Design innovative Agile HR products and services in areas like performance, reward, talent, recruitment, learning, engagement and leadership development
- Setup your strategic Agile HR portfolio, governance and team structure
 - Deal with dependencies, and evaluating different Agile HR operating models.
- Guide your teams in applying Agile mindset and practices to their everyday work to solve complex business problems and deliver value at speed to their people and the business.

We also offer strategic insights and guidance to help steer the people side of Agile and digital organisational transformation, building the collaborative networks and leadership necessary to scale Agile.



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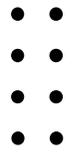
Our Services – Accountability Coaching

Coaching is incorporated into our processes wherever possible as we believe, for change and transformation to really be sustainable, people need to incorporate the new “habits” into their everyday work life. We also offer coaching as a standalone service when required.

Accountability Coaching

Much like “new year resolutions”, sometimes we set goals but somehow just don’t seem to achieve them. They get forgotten in the humdrum of everyday life. In business, when we set goals, the business is relying on us to achieve them. Our Accountability Coaching holds you accountable for achieving those goals, identifying blockages and helping you through them.





Our Products



Our products and services are incorporated into our solutions when and where relevant but, are also offered on a stand-alone basis.

We offer products in 3 different areas of Organisation Development:

- Assessments
- Organisation Design
- Diversity, Equity and Inclusion





Our Products – Assessments

OrgCMF – Organisational Change Readiness Assessment

The Organisation Capability Maturity Framework (OrgCMF™) is a set of Bodies of Knowledge, Reference Models, Techniques and Tools, based on the DSMT Capability Maturity Standard, that enables organisations and teams to continuously improve their capability and performance in line with the aims and ambitions for Change, Improvement and Transformation. OrgCMF™ is like a compass. It lets you know whether you're on track for success, and, if not, what you should do to get the transformation back on track in order to progress further. It's your method of measuring the continuous improvement of your transformation project and your roadmap to transformation success.

MyPeople – High Performance Teams

A specialist software tool that measures the environmental, behavioural, and psychological factors that affect teams and assesses this data alongside performance and capability reviews, to create better team environments and empower people to develop and perform to the best of their ability. MyPeople enables you to:

Understand and improve your teams

Grow, scale and protect your organisation's culture

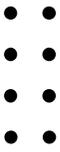
Help your people to become great

Be confident in your training plans

Enhance your hiring fit

Live and breathe your values – Don't just hang them on a wall





Our Products – Organisation Design

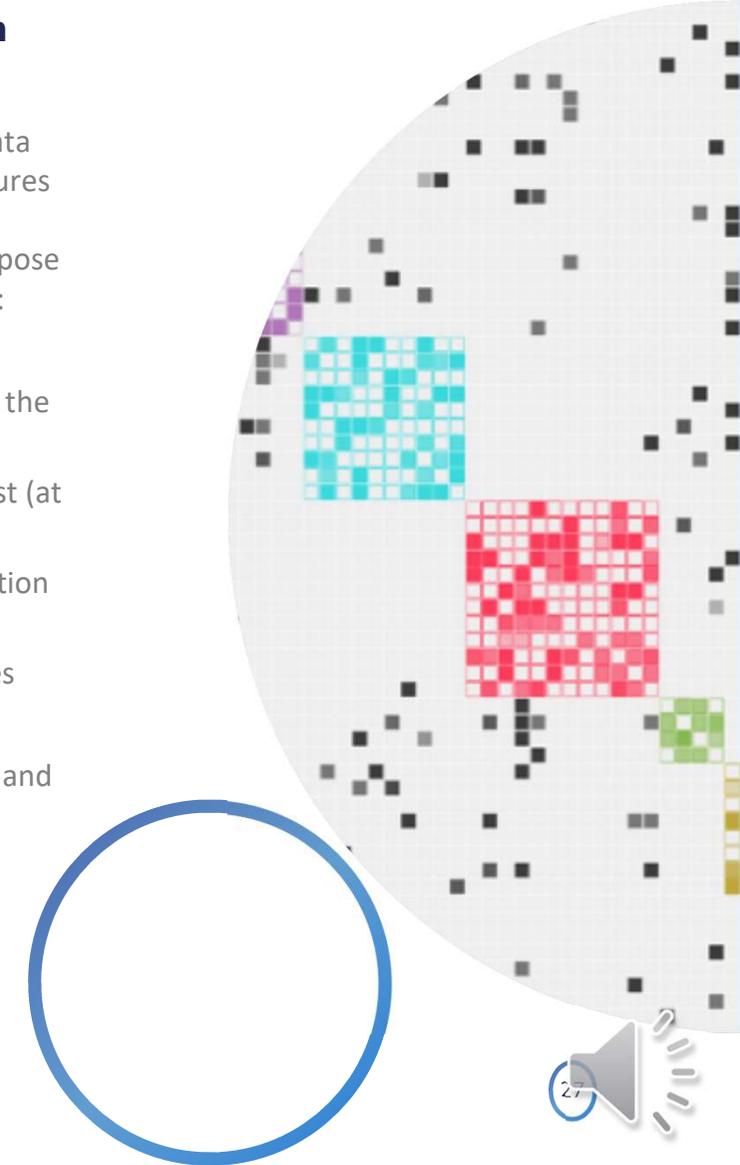
Reconfig – Data-driven Organisation Design

Reconfig is an AI (Artificial Intelligence) software tool for data collection, analysis and optimisation of organisational structures to help leaders design more effective, higher performing organisations through AI-powered decision support. The purpose is to help support decisions about organisation design by:

- Mapping the current organisation
- Identifying the best way to align the formal structure with the work processes
- Optimising the organisation by minimising coordination cost (at the team, sub-unit, or org. level)

Reconfig makes it possible to conduct a data-based organisation design process to:

- Align the organisation structure with the work processes
 - Reduce internal complexity
- Create flexible and focussed units to increase productivity and reduce cost.



Our Products – Enhance Diversity, Equity and Inclusion

Knockri – Enhance Diversity, Equity and Inclusion

Knockri is a ML (Machine Learning) tool that helps remove human bias in the hiring or internal mobility process. Diversity, Equity and Inclusion have become a goal that many organisations strive to achieve. Knockri addresses the issue of diversity in hiring by removing barriers for organisations and enabling candidate selection practices that predict performance and improve diversity.

Knockri uses sophisticated Natural Language Processing (NLP) models that only analyse the relevant behavioural content of each interviewee's transcript, and how it relates to performance on-the-job.

Knockri's NLP models take a different approach, grounded in scientific theory, which are transparent and enable purely objective scoring and go beyond "good psychometrics" and effectively drive DEI metrics for your organisation.

Using Knockri helps you hire Better, Faster, and Fairer.

or

••• ••• ••• About Us - Our “Collaborators”

We work as a flexible team of industry and solution expert collaborators. This gives us the flexibility to match expertise to the unique requirement of your task or project and the ability to scale up or down depending on your requirement.

Our Leads work with teams of relevant associate collaborators, enabling us to provide the skills needed for your specific solution or service need.



Neville Willemse

**Executive Advisor: Emerging
Technology, Innovation, Business
Transformation**

Passionate about working with business to solve complex problems, improve performance, deliver service excellence, innovation and efficient operations. Specialised in delivering effective digital and business transformation, efficient IT process and operations, and unlocking the value from existing assets and investments through automation, integration and innovative technology..



Willie Appel

**Futurist, digital, technology influencer,
Executive Coach, Mentor, Digital
Transformation Facilitator.**

Founder / Owner of Digital Mindz

Passionate about helping individuals and teams reach their ultimate potential achieve their stated objectives within the shortest time possible.

Coach and mentor to senior executives and their teams in over 130 global organisations across Europe, Africa, Middle East, Asia-Pacific and America in both the private and public sectors.

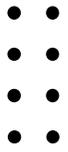


Gail Sturgess

**Agile OD Facilitator / Coach / Consultant
/ Owner of TalentAlign OD**

Passionate about working with business to achieve organisational effectiveness through people and create a workplace where people and the organisation grow and thrive together.

Experienced in IT, Business and OD, works with top organisations in South Africa and Africa, to define and implement business and people transformation projects leading to improved individual and organisation performance.



About Us - Our “Collaborators”

We work as a flexible team of industry and solution expert collaborators. This gives us the flexibility to match expertise to the unique requirement of your task or project and the ability to scale up or down depending on your requirement.

Our Leads work with teams of relevant associate collaborators, enabling us to provide the skills needed for your specific solution or service need.



Sue Morris

**Executive, Leadership & Team Coach /
Owner of Metaview**

Has leadership and consulting experience in corporate and medium-sized businesses in SA and the US with a strong focus on outcomes linked to organisational effectiveness.

Enables innovation through facilitated workshops and executive coaching to improve personal mastery, emotional intelligence, leading high-performance teams, and psychological safety.



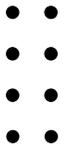
Terine Lott-Cupido

**Founder and Owner of EmpowerLink
Services**

Provides Strategic HR solutions and training to help Entrepreneurs and Business Leaders in small to medium-sized enterprises (SME's), in South Africa. Supports business leaders, so that they can strategically impact their businesses through their people. Offers bespoke quality-driven, professional HR solutions, to meet our clients' needs.

Passionate about empowering people and helping others to succeed
Offering Hope gives me great joy.





About Us - Why Us?



Personalised delivery

Delivering outputs that work for you by:

- **Understanding your challenges** and building on the work that you have already embarked on
- **Resolving your key challenges** to give you the space to focus on your priorities
- Being clear about our scope, but **remaining flexible to deliver the outcomes you need**

Change through people

Ensuring effective delivery by:

- Placing **people at the heart of our work** and understanding what the change means for them
- **Balancing the needs of all key stakeholders**, ensuring all aspects are incorporated and interdependencies considered
- Helping to **break down barriers and drive collaboration** through effective stakeholder engagement

Transfer of Capabilities

Making change sustainable through:

- Taking a **'one team' approach** with our clients' teams and stakeholders to ensure we understand their needs
- Including our clients on the journey and **sharing the tools and techniques** we use
- **Transferring knowledge to enhance our client's capabilities** at all times



Contact

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We look forward to meeting with you





TalentAlign OD

Organisation Performance
through People