

COMPETENT & CONFIDENT!

By Cindi du Preez: National Training Manager

We often describe people as competent or, sadly, incompetent. In a customer centric environment such as ours, competence is an important cornerstone for building solid and trustful relationships with our clients. But what is competence, and how do we measure it?

Competence necessitates three elements: knowledge, skills and attitude.

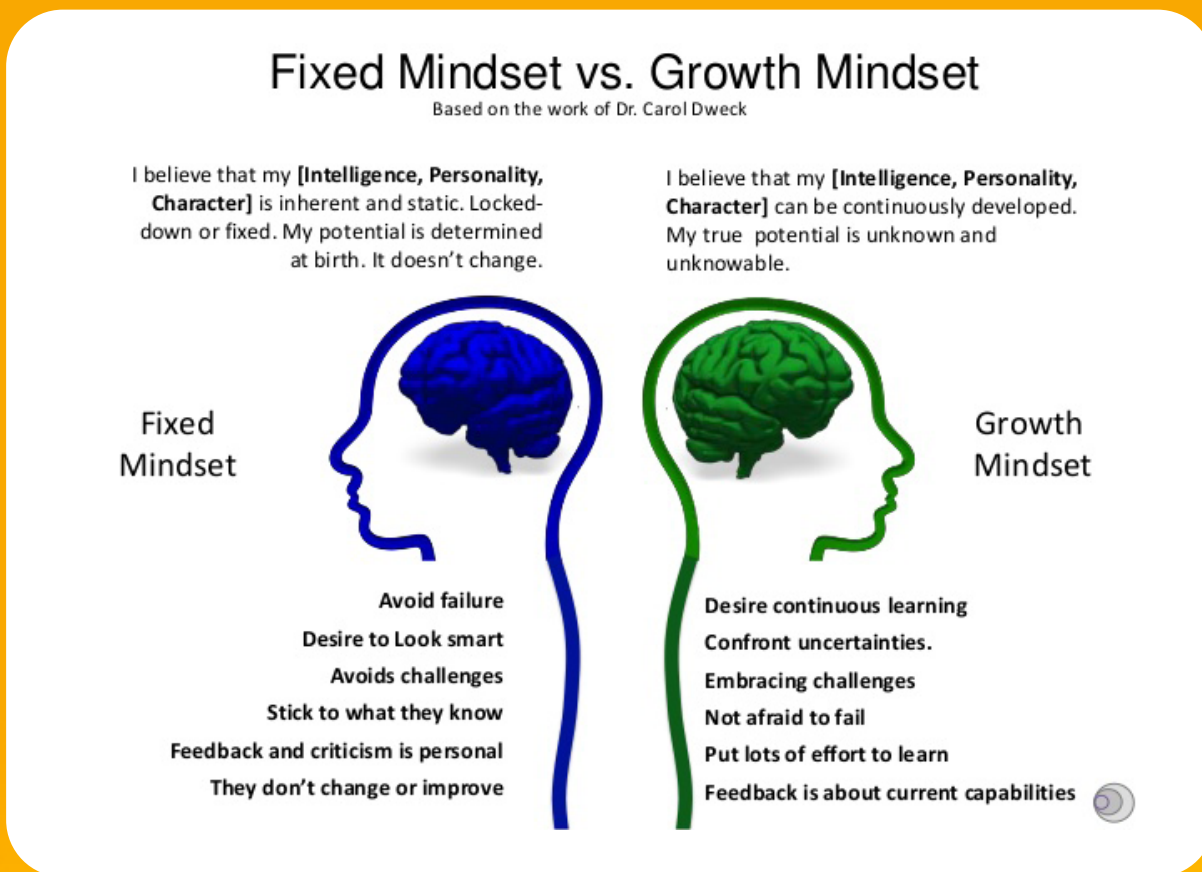
- Our employees must understand why they do what they do.
- As a business you need to ensure that your employees can do their work effectively.
- Employees ought to be excited about their contribution and proud of what they are doing.

These fundamentals are measured through a formal or informal assessment process. At Tsebo, we continually assess our employees as part of our training and management processes. We engage in formal learnership programmes where employees attend classroom training, followed by workplace integration and coaching by onsite management, and lastly, knowledge and observation assessments are done. This is a progressive way to build competence and an opportunity to spot those employees who truly possess a mindset focused on personal growth.



Growth is a necessity

According to American psychologist Dr Carol Dweck, who spends the bulk of her time researching why people succeed (or don't), as well as those resources within our control that help foster success, there are two types of mindsets. Her theory of the two mindsets, and the difference they make in outcomes, is powerful. The two mindsets are best described by the diagram below.



You will notice that people with a fixed mindset believe that their abilities, intelligence and personality are fixed at birth and cannot change, no matter what they do. Simply put, people with a fixed mindset are set in their ways. So, no amount of extra effort, research and involvement by other parties will change that. People with a fixed mindset always stick to what they know and avoid challenges at all costs in fear that people will discover that they are not smart or good enough. One mostly often see this trend when people enrol in a learnership programme. They give up and run away at the first sign of a hurdle.

Then there are those who stick it out, who press on and get past the hardships by embracing challenges, forming new relationships and expanding their minds. Dr Dweck refers to this as a 'growth mindset'. It comes with a desire to continuously learn and grow. These people are not ruled by fear of failure, in fact, failing becomes just another opportunity to learn. The qualities of people with a growth mindset are truly admirable:

- They thrive on challenges and do not treat failure as evidence of unintelligence, but as a springboard for growth and stretching existing abilities.
- They believe that qualities are cultivated through effort and deliberate practice. This creates a passion for learning in order to overcome deficiencies
- They always welcome feedback that helps them learn and grow.

Our beliefs, both conscious and subconscious, are powerful and even the simplest change can have a profound impact on every aspect of our lives.

Onwards and upwards!

When celebrating employees who successfully completed a learnership programme, we are in fact celebrating competence and those people who wholeheartedly embrace their growth mindsets. In 2019-20, we had a group of employees from our Secunda, Johannesburg and Pretoria areas on a Learnership in Hygiene and Cleaning, who have now graduated.

The Secunda group held their awards ceremony on 26 August 2022, and the Johannesburg/Pretoria group celebrated theirs on 29 August this year. Heartfelt congratulations to all! Well done to each of them on their tenacity and willingness to own their development!

We started with our next intake in July 2022, this time on NQF level 2:

Business Administration Learnership. We first considered and invited employees who already attended the NQF 1 Learnership in Hygiene and Cleaning and there were many of them who also enrolled for NQF 2: Business Administration Learnership. We wish them only the best and feel proud of them for their dedication and growth mindset!



Back, from left to right: Sithembile Myeni, Fikile Mathebula, Beauty Masilela, Piet Nkosi, Thulisile Khoza, Thuli Skosana

Front, from left to right: Nomusa Mthimunye, Susan Maliaga, Ellen Mashinini, Jumaimali Khumalo



Back, from left to right: Thabelo Ramabulana, Queen Twala, Xikombisa Bila, Kulani Mathebula, Maxwell Munzhedzi, Sekiwe Mbewu.

Front, from left to right: Kedibone Mohatsi, Hendrietta Mokoto, Stella Hlako, Nelly Mthenjane



Members of our Secunda group who graduated from the Hygiene and Cleaning Learnership and also enrolled for the NQF 2 Business Practice Learnership:

Back, from Left to right: Queen Twala, Xikombisa Bila, Kulani Mathebula and Sekiwe Mbewu

Front, front from left: Kedibone Mohatsi, Hendrietta Mokoto, Thabelo Ramabulana and Nelly Mthenjane



Members of our Johannesburg/Pretoria group who graduated from the Hygiene and Cleaning Learnership and also enrolled for the NQF 2 Business Practice Learnership.

From left to right: Susan Maliaga, Nomusa Mthimunye, Beauty Masilela, Ellen Mashinini, Jumaimali Khumalo