



Organisational design, development and change management

Increasing the effectiveness of people

Ulwembu Business Services offers end-to-end organisational design, development and execution services. These services align with the human resources function and focus on increasing the effectiveness of people.

Operational change management is applied to enhance overall organisational performance sustainably using proven techniques and methodologies.

Change management

Some of the most successful companies today have a corporate culture that is characterised by flexibility. They adapt quickly and effectively to changing business and technology demands.

At Ulwembu Business Services our change management approach is designed to support and meet our client's requirements through strategic planning and tactical interventions.

We focus on high-level people support by understanding and aligning to our clients' culture, values, people and their behaviour in a way that supports feasible organisational change.



People and cultural change. A shift in organisational culture often necessitates comprehensive interventions, in particular if an organisation has a fundamental change that needs to be embraced, or if changes in the organisation need to be communicated and adopted across the business.



Project implementation. In order for our projects to deliver results, we monitor our employee performance and implement quality controls to ensure that the project stays on track and that organisation-wide acceptance takes place. Our success in projects implementation is embedded in how we align our change management to our projects methodology, which is executed by expert change managers.



Project rescue interventions. Where change management is not part of the project initiation, and as a result, lack of acceptance is threatening the success of the project – then project rescue interventions are introduced to salvage the change efforts.



Performance management. Performance management interventions require changed behaviour from management and employees where new or changed systems and processes demand a shift in behaviour and culture.

Training

Equipping our clients to achieve top-level performance is a high priority at Ulwembu Business Services. We offer skills development and training in a variety of competency areas to help clients improve their capability and capacity to perform.

Our accredited training encompasses:

- ▶ Prosci change management training;
- ▶ Soft skills and business training;
- ▶ Basic computer skills;
- ▶ Compliance to South African Government legislative requirements;
- ▶ Unions empowerment;
- ▶ Training assessments;
- ▶ The development and customisation of learning management system (LMS) applications; and
- ▶ Consultation with regards to obtaining ISO certifications for IT processes, such as quality assurance and disaster recovery.

Key partners

Technology is an enabler of transformation. Our solutions are customised according to the specific requirements of our clients. We apply our expertise in advising and selecting the most appropriate technologies from renowned vendors that are best suited to the client's needs.

About Ulwembu Business Services

Ulwembu Business Services is a black-owned management consulting and information and communication technology services company that facilitates the transformation of private and public enterprises to optimised, digitised organisations.

We offer integrated, strategic corporate services and client-specific business solutions that leverage technology, people and processes to enable sustainable value creation.

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Human Resources

Our human resource (HR) services are designed to support clients in maximising employee productivity and performance in line with the organisation's strategic objectives. These services are primarily concerned with organisational change and centre on systems, structures and enabling people to achieve successful outcomes.

The HR component of organisational design and development focuses on the following services:

Organisational design, strategy development and execution. Our team assists clients to identify gaps in their organisational structure and helps to plan the redesign in line with strategic, development or technological changes that will enhance the deployment of resources.

Strategy review interventions. We assist our clients with reviewing and realigning their business strategy to adjust to the evolving requirements of the business and technology environments.

Performance management. In organisations where the structure is in place, but the culture of the organisation does not support high performance – performance management tactics are employed to incentivise and increase productivity, ranging from job and incumbent-centred approaches to strategy implementation.

Talent management. Attracting, retaining and incentivising quality skills are fundamental activities to the success of any business. Organisations are able to support their efforts in skills development, career planning and succession planning by developing and implementing processes and practices that allow on-going talent categorisation and assessment.

Coaching and mentoring. Coaching helps to develop business leadership skills and drive people management and engagement capabilities at a management, supervisory and team leader level.



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