



الخدمات الاحترافية
KNOWLEDGE GRID
PROFESSIONAL SERVICES

technical learning & development

In-person
or online

1. pre-assessment

- Competence assessment
- Training requirement mapping and alignment

classroom | on-the-job
online | mentoring

2. competence assurance

- Oil & Gas Operations
- Mechanical
- Electrical
- Instrumentation
- Opencast Mining
- Underground Mining
- Mining Engineering
- Mineral Processing
- Mining Transportation
- Operations & Maintenance Leadership
- Operational Readiness
- Asset integrity
- Custom technical training

In-person
or online

3. post-assessment

- Competence framework assessment
- Certification

competence assurance revolutionised.

With increased operational intricacies, organisations require more than a conventional training approach; they require strategic, practical and tailored learning & development solutions that only experts in their own right can deliver.

We at Knowledge Grid Professional Services, advocate a waterfall approach to learning & development activities, where competencies are developed across the organisation to create common language, understanding and superior practice.

This method of alignment ensures transfer of knowledge, skills and behaviours to delegates in a manner most suited to their level of work and comprehension. Our learning content is packaged in a unique manner applicable to each organisational level, creating a golden thread of competence within your workforce.

Our approach allows you to tailor your learning and development initiatives by utilising various delivery vehicles to suit your operating model, minimizing impact on production and performance metrics.



classroom



on-the-job



online



mentoring

competence mapping & training library.

We work with our clients to evaluate their current competence areas against our frameworks. This allows us to accurately map staff's competence requirements as well as the learning & development initiatives associated with each competence.

Accuracy is key – for that reason, we implement pre-assessments in training interventions to determine gaps and personalise experience.

Post-assessments are conducted to quantify training success, document advancement as well as issue certification.

Our assessment and training is tailored to meet the unique needs of each client's competence framework and operational requirements.

Framework gap analysis & recommendations



Competence framework refinement



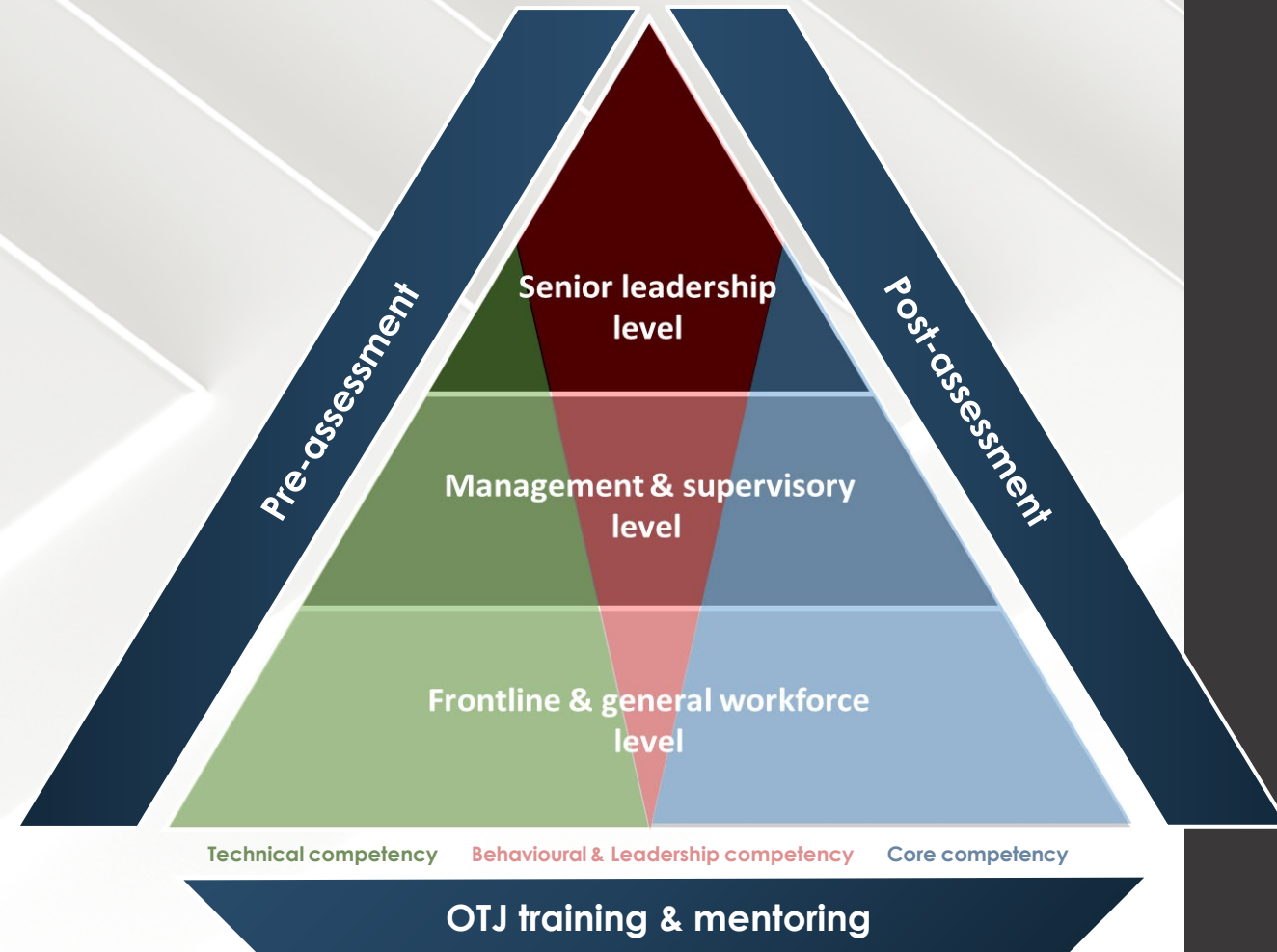
Candidate selection & pre-assessments



post-assessments & candidate certification



Learning & development execution



1. **commitment to change agility.**

Your commitment to agility is critical to the success of your transformation journey. Flexibility and adaptability will assist you to streamline implementation and adjust trajectory during implementation.

2. **acknowledge complexity.**

Organisations are complex systems, consequently you need to acknowledge that even subtle differences matter and need to be considered for comprehensive integration.

3. **understanding to the frontline.**

Your consideration, insight and understanding of your frontline workers and the nature of your operations.

4. **continuously monitor and improve.**

A minor lapse in implementation is only a symptom of a greater systemic challenge that needs to be addressed to ensure success.

5. **consider the communication spiral.**

Common language during transformation is a critical pillar to successful implementation. Great emphasis must be placed on the values & motivation of employees to align them to the vision of the organisation.

6. **inclusion of expertise.**

Leadership commitment and ownership of transformation will remain pivotal to the journey yet authority must be given to subject matter experts with experience and not necessarily those within the hierarchy with rank.

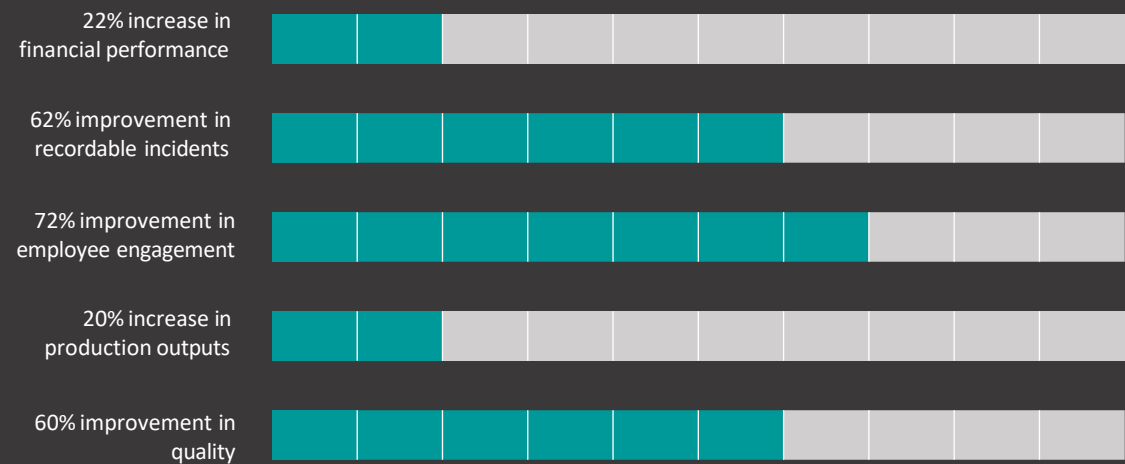
core to our approach: high-reliability theory.

When dealing with our clients, we recognize high-reliability theory as a core principle in our approach. This ensures that projects remain flexible, resilient, inclusive, skill-filled and practical to realise sustainable and successful project results.

We pride ourselves on asking the right questions, challenging thinking, inspiring people and unlocking potential to address the challenges of modern business operations successfully.

Our team has vast experience in mapping, integrating and analysing these critical areas to gain a three-dimensional understanding of our client in its current state, its desired/aspiring state, as well as its current trajectory.

our track record of superior results and success.



Change is a constant feature of the modern world of business: unprecedented disruption, political uncertainty and market turbulence. Companies are now faced with the reality of generating novel value, unlocking new opportunities, driving growth and delivering efficiencies whilst anticipating emergency response. Now, more than ever, to ensure continuity, survival and future success, organisations must be able to align operational assets, workforce competence, leadership practices, readiness culture and work-life experience to its corporate and business strategy.

Through our years of experience in the fields of Change Management & Organisation Development, we can share our evidence-based experience towards achieving sustainable transformation with measurable results. Consequently, we have developed a comprehensive methodology to address operational readiness by taking a multifaceted approach.

technical competence training	core competence training	behavioural competence training
operations & maintenance leadership	business continuity	leadership development
mechanical	HSE leadership	supervisory effectiveness
electrical	psychological safety	employee engagement
instrumentation	commercial mindset	applied emotional intelligence
operational readiness	customer relationship management	change leadership
asset integrity	customer centricity	custom behavioural training
opencast mining	business acumen	-
underground mining	organisation development	-
mining engineering	upskilling training	-
mineral processing	custom core training	-
mining transportation	-	-
custom technical training	-	-

our learning & development partnerships:



our solutions catalogue

people. operations. strategy.

Over the years, we have had the privilege to partner and collaborate with some of the leading companies in their respective fields and, as a result, have delivered superior project results, directly impacting

critical business metrics as well as the triple bottom-line. Our multi-sector involvement has given us the opportunity to apply our insights and experience gained across all industries we've worked in such as,

but not limited to Oil & Gas, FMCG, Mining, Agriculture, Logistics, Banking, Financial Services, Retail, Manufacturing & ITC.

lead	transform	enable	develop
board & advisory services	transformation	change management	Leadership development
operational readiness	organisation development	competence assurance	Personal mastery
operational excellence	operational review	human factor research	Executive coaching
asset management	governance	learning technology	Performance coaching
human capital management	organisational culture	psychometric assessments	Supervisory effectiveness
business continuity	employee engagement	climate surveys	Mining technical
feasibility studies	customer centricity	management systems	Oil & gas technical
merger & acquisitions	consumer behaviour	technology adoption	Maintenance technical
digitisation	safety culture	amalgamation management	Asset management
insights & analytics	employee wellbeing & wellness	emergency response	On-the-job training & mentoring

our reputable clientele



are you ready
to find out more?

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