



HUMAN RESOURCES PORTFOLIO COMMITTEE

LEADING AND MANAGING HUMAN RESOURCES ***Reflections on Some Current Challenges***

Whether you keep abreast of the economic world regularly or occasionally get an update on the news, you will know that the constant topic in the global economy is the success or failure of small to large businesses. From government shut downs, to the sale of one of the (formerly) most successful cell phone companies in the world, there is never a dull moment. Words like, "mismanagement" and "poor leadership" are used loosely. The media have a field day and social media is at its most cruel with the public being able to express their opinions however they please.

If you're not the CEO of Blackberry or the person responsible for a non-essential government department in the United States, you can breathe a sigh of relief!

So what does any of this have to do with leadership and management you ask? You don't compare yourself to large corporation or even a government department?

Good leadership and management within any company comes from a successful recipe, with ingredients such as product, competitive strategy, and strong management and leadership skills to name but a few.

Entrepreneurs start their businesses with a product and a vision. Over the course of time, a few are able to build their businesses into the successes they envisioned. Some of the challenges business owners face along the way is coping with growth and change. There are those entrepreneurs, whose hands on approach works well until they are overwhelmed by the demands of the day to day to operational requirements. After a while it becomes evident, that wearing the hats of director, finance manager and sales can prove to be too many balls to juggle – the last thing you want to do is let some of those balls fall.

That's what supervisors, team leaders and managers are for. Enter the hard working employee whose commitment, loyalty and knowledge of the company shows potential for growth. They are placed in roles as team leaders or supervisors with job descriptions including the same responsibilities as their previous position, but expected to perform at higher level and become responsible for managing staff.

At this point few companies see the need to equip new managers with the proper training to fulfil these roles to their full potential. A promotion is never a bad thing, but if it comes with working longer hours and dealing with problems that seem to have no solutions – this could be setting up the employee for failure.

Training interventions for leadership and management, improve efficiency and productivity across all levels, from junior to senior management. Effective organisations empower their management teams with the correct tools and knowledge to improve quality, organisational procedures and provide superior products and services. Other benefits include improved management of performance and staff morale.

The success of any business small or large is highly dependent on developing the skills of the workforce, setting the standards and providing the tools to deal with an ever-changing economy.

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