



FWA

ORGANISATIONAL DEVELOPMENT

People Make  
it Happen

Company Profile



At FWA, we collaborate with businesses to help bring out the best in their people.



With a team comprising of registered industrial psychologists, psychometrists and business experts as well as specialists in various fields of expertise, commitment to professional excellence is our philosophy.

In **1982**

Dr Frank Watson founded FWA Organisational Development and currently fulfills the position of Chairman. The company is headed by **Ms Jacqueline Rosslee**, who has been involved in every facet of the company since 1995.

Over a lifespan of more than three decades, FWA has executed a range of work in the organisational development field (industrial psychology), **specialising in various elements of human development, such as psychometric assessments, training and development, coaching, implementation of organisational structures, business consulting and surveys.**

With a spectrum of consulting work accumulated over the years, FWA has a holistic portfolio of experience and knowledge, assisting clients to improve productivity and subsequently their bottom-line results.

These results are obtained by **working closely with each client to gain an in-depth understanding of them and their employees.** In particular, FWA assists in reviewing current operating styles of teams and individuals, structures / processes and providing relevant recommendations to assist in achieving improvement. At the same time, working with clients to implement the necessary changes.

**These services are offered as a holistic service offering or as individual products and services, tailored to meet the client's specific needs.**

## BEE STATUS



FWA Organisational Development has a BBBEE Level 4 Status, 100% BEE compliant.

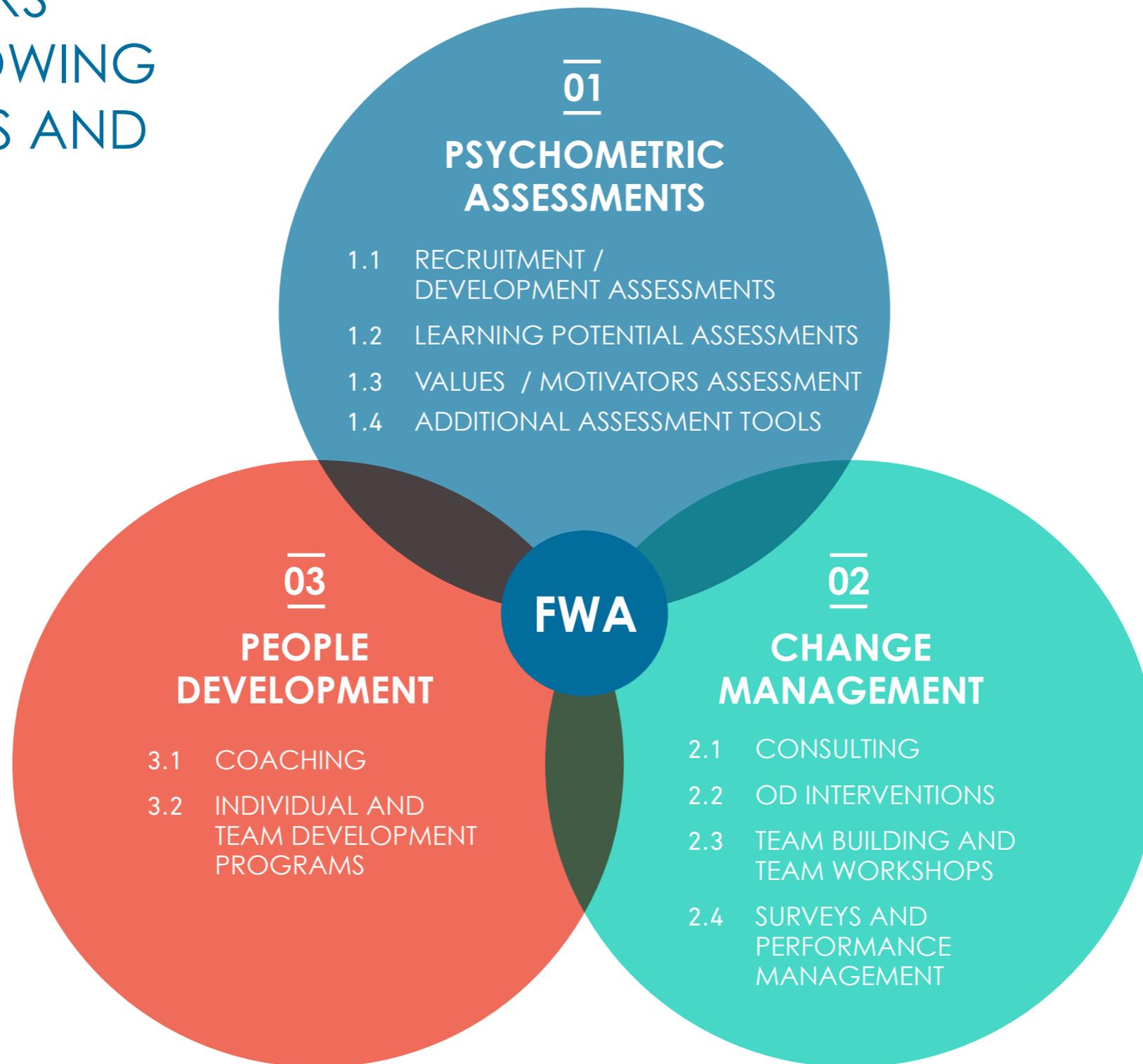
VAT No // 4540251826

Web // [www.fwa.co.za](http://www.fwa.co.za)

At FWA we specialise in assisting clients in various industries to achieve higher levels of productivity, through the right selection; understanding and development of their personnel.

Since 1982 we have partnered with clients in the fields of **engineering, IT, entertainment, banking, media/publishing, accounting, financial services, civil construction, retail, environmental, FMCG, telecommunications and manufacturing** to name a few.

## FWA OFFERS THE FOLLOWING PRODUCTS AND SERVICES

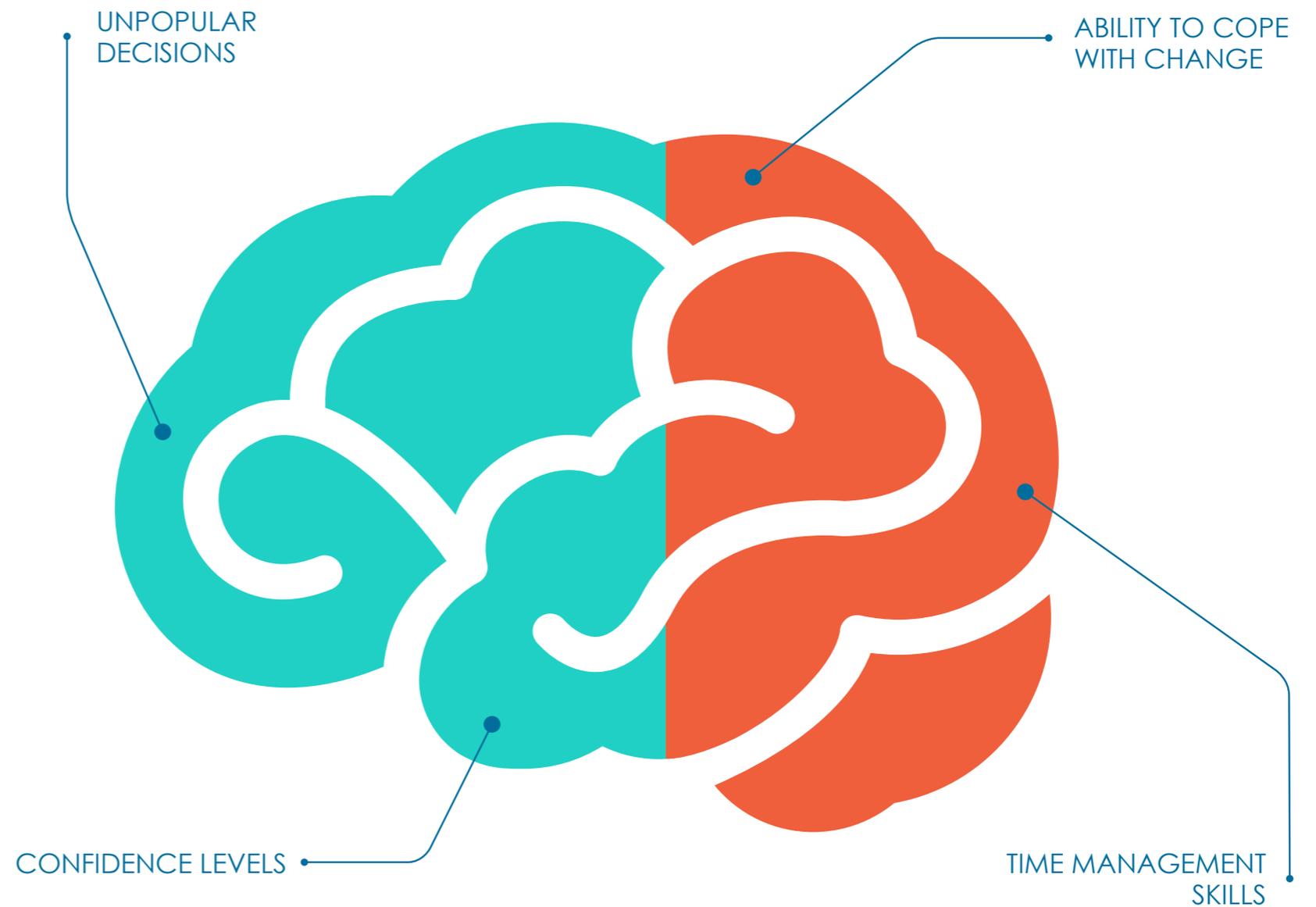


FWA has assessments that measure various **PERSONALITY TRAITS** for example, ability to make unpopular decisions, ability to cope with change, time management skills, confidence levels.

## PSYCHOMETRIC ASSESSMENTS

We employ a range of specialized South African and International psychometric assessments to aid clients in optimising their investments through the people they employ.

FWA has a battery of online and hand-written assessments. By identifying the strengths and development areas that people possess, these assessments play an important role in our undertaking of developing the individual and helping them reach their potential.

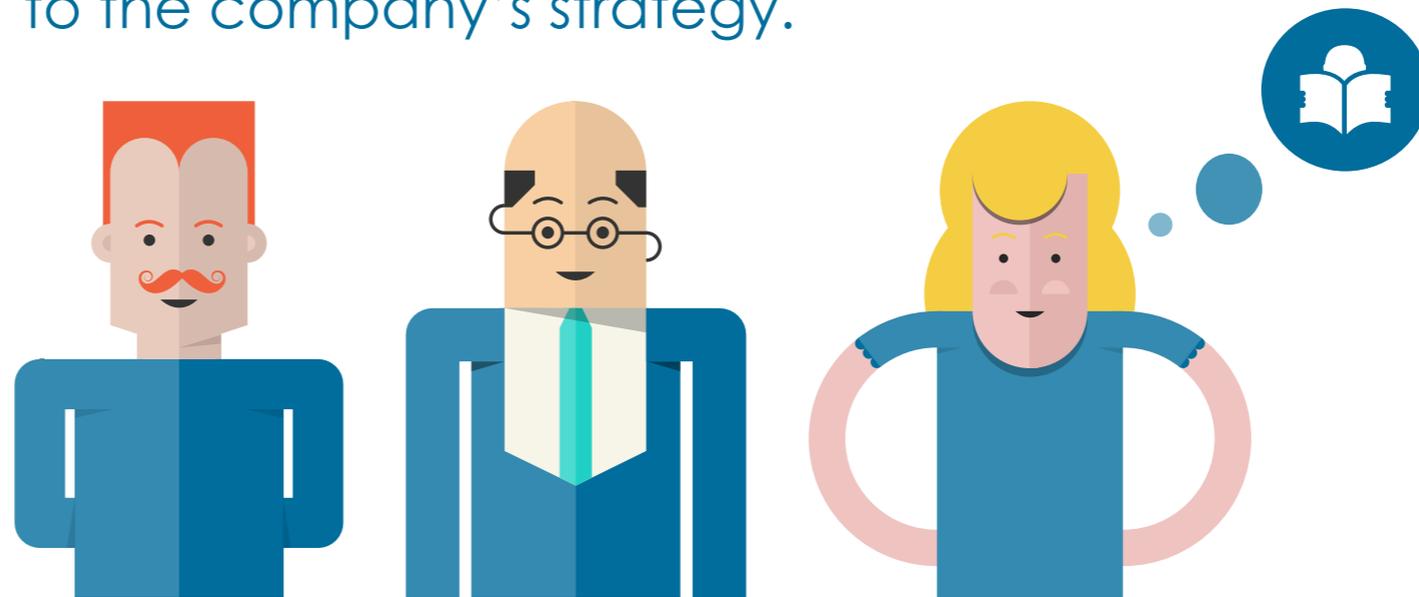


## 1.1

**RECRUITMENT /  
DEVELOPMENT  
ASSESSMENTS****Potential Assessment  
Profile (PAP)****Functional Core  
Assessment (FCA)**

PAP is used to recruit the right person, develop the person to the fullest capability and obtain a holistic understanding of the individual by exploring preferred operating and interpersonal styles, interests and learning abilities. The PAP measures three key areas, Personality, Cognitive learning ability and Occupational Interests. Therefore, providing you an overall picture of the person.

These assessments enable us to build on the strengths and areas for development of the individual, with the aim of reaching an optimum level of success and thereby becoming integral to the company's strategy.



Results from the PAP have been standardised through Industrial Psychologists and Statisticians from the University of the Witwatersrand.

The FCA is a condensed version of the PAP, for more junior level positions below management. The FCA incorporates overall operating style of a person and the cognitive ability.

## 1.2

## LEARNING POTENTIAL ASSESSMENTS

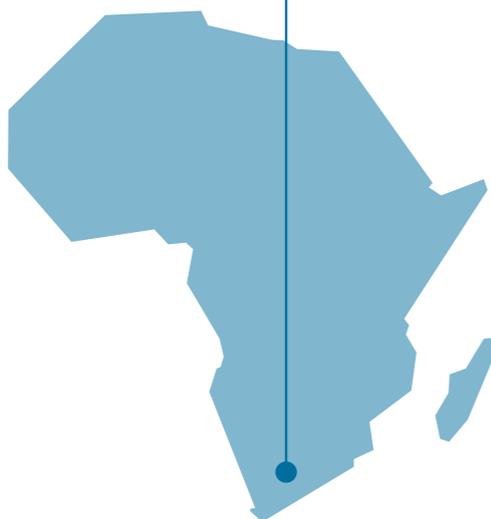


### Cognitive Processing Profile (CPP)



### Learning Potential Assessments

SPECIFICALLY  
DEVELOPED FOR  
THE SOUTH AFRICAN  
CONTEXT



The CPP (cognitive Assessment) measures the cognitive processes and the means by which individuals deal with information when solving problems. It assesses current levels of work capability and identifies an individual's optimal career level and future potential. The CPP is ideally suitable for Office Staff through to Executive Management.

#### LEARNING POTENTIAL (SITE / OPERATIONAL LEVEL)

This standardised assessment tool is **specifically developed for the South African context**. Unlike other assessments which measure the candidate's verbal, mathematical or knowledge-based intelligence, these assessments make use of **drawings and symbols** to measure conceptual learning, speed, accuracy of work, memory and understanding.

1.3

## VALUES / MOTIVATORS ASSESSMENT



The Values Assessment can measure your company's culture and values. In addition, we can identify individual values. Values drive our behaviours and is invaluable in assisting teams to understand how to work more effectively together and for businesses to drive processes.

The results of the Values Assessment reflect an individual's world views, assumptions about life and how they establish their priorities, all of which act as decision-making frameworks.

## What drives your Business?

The Values Assessment identifies motivation, culture and values and potential opportunities for improvement within a team.

1.4

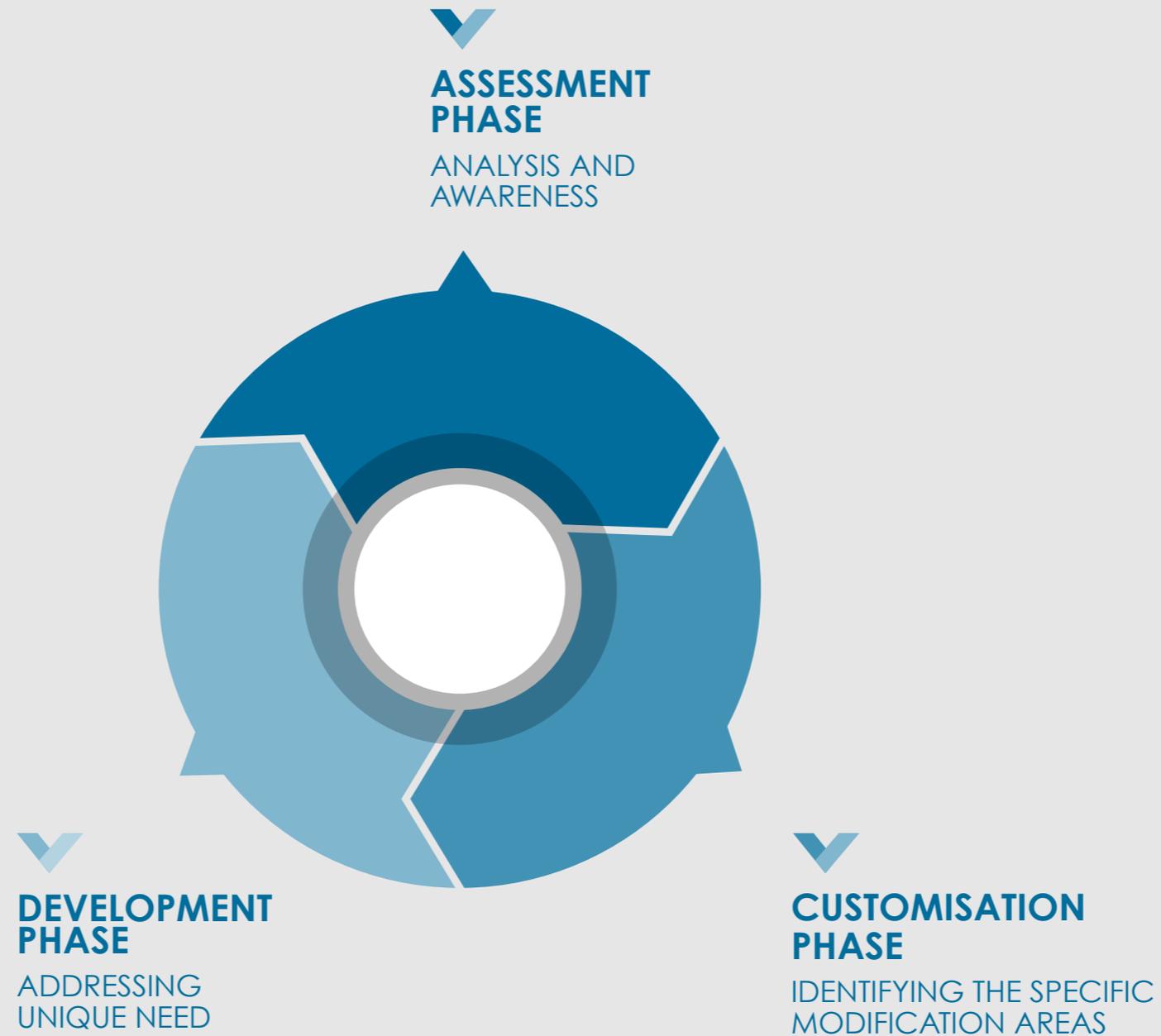


## ADDITIONAL ASSESSMENT TOOLS

- **Mechanical Aptitude Assessment**

The Mechanical Aptitude Assessment evaluates how an individual performs in technical and operational work activities, ie; production / manufacturing

- **MBTI** Measuring psychological preference within preception and decision making
- **EQI** Measuring Emotional Intelligence, resilience and stress management
- **Giotto** Measuring deviant behaviour and integrity.
- **Additional Assessments available upon request**



## CONSULTING AND OD INTERVENTIONS

At FWA, our consulting objectives include:

### 2.1

- > Profiling the **right person for the right job**
- > Reviewing attitudes and behaviours to achieve **greater levels of performance**
- > Working with individuals and teams through **hands-on consulting** to evaluate and oversee implementation of change management initiatives
- > Delivering **integrated human capital solutions**
- > Clarifying **job accountabilities** and job profiles for each individual's needs
- > Holistically **implementing structural solutions** to assist companies and employees in achieving their potential.

### 2.2

#### OD Intervention examples:

- > Intergrated Strategic Change
- > Merger / Acquisition integration
- > Structure optimisation and effectiveness
- > Culture Change
- > Improved Performance
- > Team Strategy / Direction / Goal formation.



Achieving  
greater levels  
of performance

## TEAM BUILDING AND WORKSHOPS

**Team Building** is designed to offer real and valuable insight, incorporating team awareness activities and practical activities and solutions to improve work dynamics, whilst being stimulating and motivating.

### 2.3

**Team Building initiatives are customised to meet your specific team's requirements and can include the following focuses:**

- Team Workshops
- Change Management
- Conflict Pro solution
- Resolving tensions / gaps
- New Team Building Dynamics
- Workflow and Organisational Structure.



Designed to  
offer real and  
valuable insight

## SURVEYS

With a portfolio of multi-rater surveys, FWA can help leverage strengths and develop some of the following close-knit teams. These surveys include:

### 2.4

#### ➤ CLIMATE SURVEY:

The Climate Survey (Employee Satisfaction) survey **evaluates the viewpoints and opinions of staff members within nominated areas**. This aims to access the company's perceived areas of strength as well as to address the frustrations related to aspects that could be improved upon.

#### ➤ LEADERSHIP INTELLIGENCE AND MANAGEMENT STYLE SURVEY:

Emotional Intelligence-based questionnaires facilitated on **identifying the Leaders/Managers strengths and areas for development within the workplace**. These surveys prove to be highly effective in assisting teams with communication challenges and conflict management.



#### ➤ MOTIVATIONAL CULTURE SURVEY:

This survey holistically **evaluates the broader characteristics and values within an organisation**. Key drivers are measured within the business to determine motivations and culture of the business", which gives indication of the benchmarks within the work environment, as well as requirements for employee compatibility within a company, such as achievement cultures and security needs.

## COACHING

At FWA we employ various and specialised approaches to coaching for both individuals and companies, such as:

### 3.1

- > Assisting organisations to **grow and guide their staff** through various obstacles and challenges in the work place
- > Encouraging people to find realistic levels of capability and **success** within their current workplace and beyond
- > Identifying **developmental opportunities** that will give the individual a greater sense of accomplishment
- > Developing clear and quantifiable **performance measures**
- > Developing **behavioural attitudes and behaviours** to enlighten both the individual and company
- > **Growing leadership** through developing company - specific coaching capabilities
- > Management **Development Programs.**



Coaching for  
both individuals  
and companies

## INDIVIDUAL AND TEAM DEVELOPMENT PROGRAMS

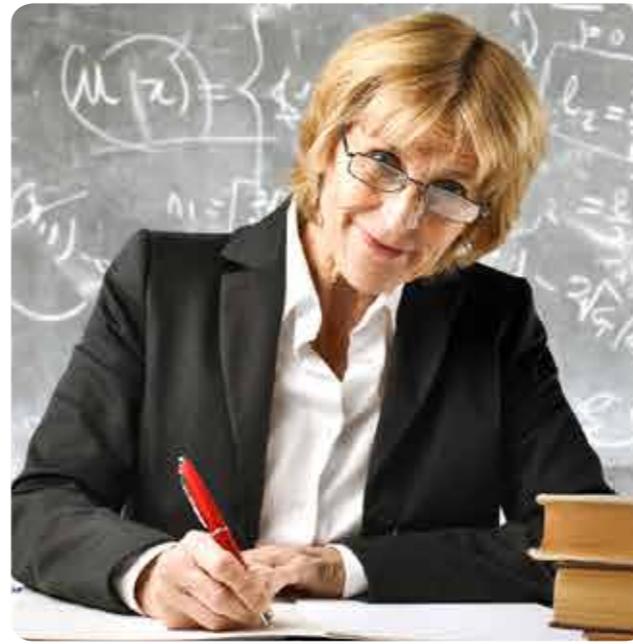
FWA acknowledges the importance of Skill Development for the growth of both individuals and organisations. FWA offers individual and team training programs in the following areas:

### 3.2

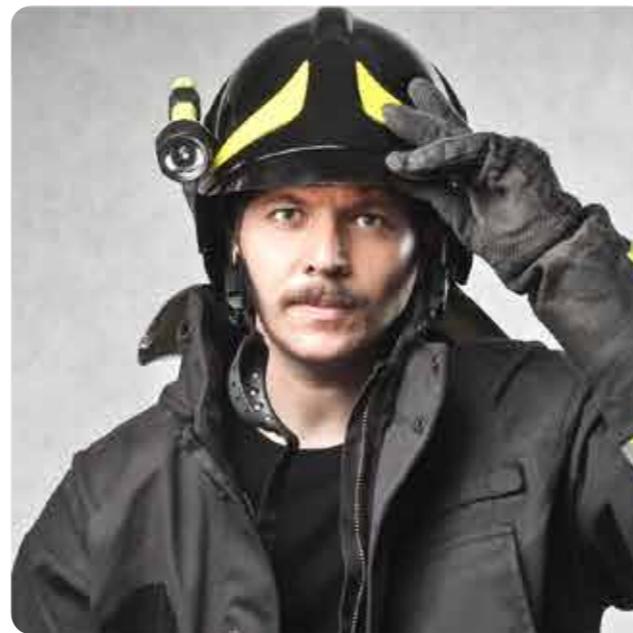
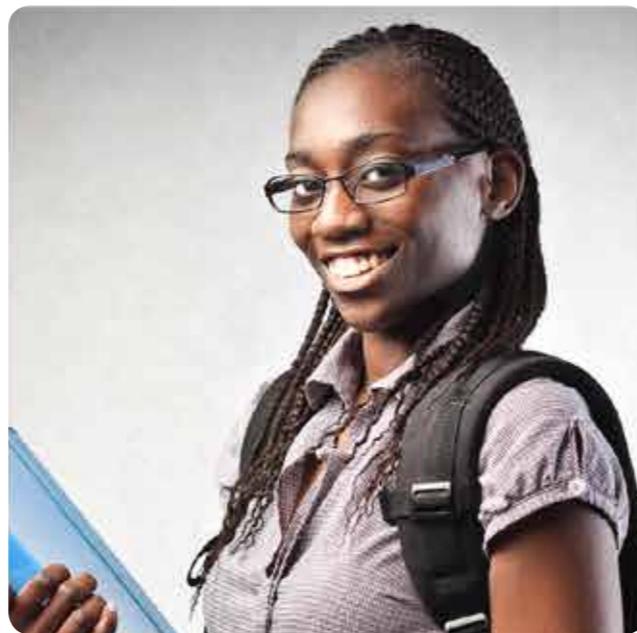
- > Assertivness (**Self-confidence**) Development
- > **People Skills** Development
- > Leadership and **Management Development**
- > **Empowering Supervisors** towards Leadership
- > **Coaching** and Guidance of People
- > **Conflict Resolution**
- > Effective **Sales Training**
- > **Sales Management**
- > **Motivational Insights**
- > Difficult Discussions **Skills Development**
- > Emotional **Intelligence Development**
- > **Customised Programs**



Skill development  
for individuals and  
organisations



People Make it Happen





FWA

# ORGANISATIONAL DEVELOPMENT

People Make it Happen

[www.fwa.co.za](http://www.fwa.co.za)

T// +27 11 262 0580/1/2  
F// +27 86 592 0032  
E// [info@fwa.co.za](mailto:info@fwa.co.za)

**Mailing address:**

P.O. Box 5894,  
Rivonia,  
2128

**Physical address:**

Design Quarter Business Centre  
Leslie Avenue  
Fourways

Copyright © 2013 FWA Organisational Development. All rights reserved.

