Increase your profitability by building front-line leader capability
We are the experts in improving front-line leadership capability

With a PROVEN TRACK RECORD in operational optimisation

and we are THOUGHT LEADERS in front-line leader development

the differentiator

Tried-and-tested PERFORMANCE COACHING FRAMEWORK

We link COMPETENCIES + THEORY + COACHING to measure real operational improvement
more than **1,000**
**FRONT-LINE LEADERS**
have benefitted from our programme
We have delivered measurable, sustained improvement to the capability of over 1,000 front-line leaders.

**DEMONSTRATED RECORD** of sustainable improvement in supervisory competencies and capabilities

Focused on the **MINING, MANUFACTURING AND FINANCIAL SERVICES** industries

Throughout **SOUTHERN AND CENTRAL AFRICA**

- Anglo American
- Assmang Iron Ore
- Gold Fields
- Astral Food
- PPC
- Afrisam
- Manganese Metal Company
- Santam
- Liberty Life
It’s simple:
WHEN YOUR FRONT-LINE LEADERS DON’T PERFORM, YOUR PROFITABILITY IS AT RISK
Our clients risk loss of profitability because supervisors lack sufficient capability

Often front-line leaders are appointed for their technical proficiency, but they’re not prepared for, or capable in, a management role – as illustrated by the observed supervisory behaviours below:
OIM HAS A PROVEN SOLUTION TO THIS PROBLEM
We solve our clients’ problems by implementing our proven performance coaching process.

1. ASSESS
Benchmark Data

2. TRAIN
Classroom Teaching Content

3. STANDARDISE
Tools & Templates

4. COACH
Performance Coaching Expertise

5. MEASURE
Benefits Realisation Model

6. SUSTAIN
Standard Metrics & Audits

OIM EXPERTISE & METHODOLOGIES

- Benchmark Data
- Classroom Teaching Content
- Tools & Templates
- Performance Coaching Expertise
- Benefits Realisation Model
- Standard Metrics & Audits

BENEFITS & DELIVERABLES

- Assess current supervisor competency levels and measure gaps
- Establish theoretical leadership, problem-solving and operational management principles
- Clarify accountability and create day planner and operational tools for role execution
- Establish accountabilities, role, behaviours and adoption of tools
- Monitor improvement in competencies, role execution and operational performance outcomes
- Anchor operational tools and practices; establish line manager as coach; conduct competency and operational audit
Our first-line development programme TYPICALLY DELIVERS AN ROI OF 5-10 TIMES
Below are typical examples of return on investment

<table>
<thead>
<tr>
<th>Category</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Throughput</td>
<td>12-25% increase in throughput: Improve capabilities and competencies, allowing front-line leaders to execute their daily routines more effectively (e.g. R250m revenue increase at a manufacturer and an average of R500m revenue increase at two mines)</td>
</tr>
<tr>
<td>Competency</td>
<td>9-16% supervisor competency improvement by linking performance coaching to individual competency profiles</td>
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<tr>
<td>Routine Execution</td>
<td>59% improvement in the execution of daily routines (start of shift, team meetings, shift execution, end-of-shift procedures) by improving execution of daily management routines within each section</td>
</tr>
<tr>
<td>Confidence</td>
<td>Four-fold increase in the confidence levels that direct managers have (in the supervisors reporting to them) by improving management and leadership skills and ensuring consistent goal attainment</td>
</tr>
</tbody>
</table>
DON’T JUST TAKE OUR WORD FOR IT
OUR CLIENTS CONFIRM THE RESULTS
Our clients testify to the effectiveness of the programme

**Differentiator**
“OIM’s performance coaching is a differentiator”
Head of talent for large iron ore company

**Workplace application**
“Your front-line leader development approach focuses on practical application”
Head of production at a leading food manufacturer

**Result orientation**
“OIM’s programme achieves significant results”
MD of a manufacturing export company

**Collaborative**
“OIM follows a collaborative engagement style and maintains good relations”
Financial director of a multinational cement manufacturer

**Sustainability**
“The integration of competencies, classroom training and on-the-floor coaching provides a framework of sustainability”
HR director of a multinational mining company
We enhance our clients’ capabilities to ensure sustainable performance

An EXAMPLE OF SUSTAINABILITY at an IRON ORE MINE

An increase of 14% in tons per day was being achieved six months after project completion.

From baseline to post project, daily output increased by 14,000 tons.
CONTACT OIM if you want to INCREASE PROFITABILITY by building FRONT-LINE LEADER capability

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