

HR & Training

Managed Shared Services Centre Consulting Services (Pty) Ltd (MSSC) has a dynamic approach with the provision of effective education to the BPO&O and related industries, in order to overcome the challenges faced by this sector:

- incorporating knowledge, skills and behaviours into training programmes.
- building programmes that stretch and develop these qualities for use in the business world.
- building progressive, yet comprehensive learning frameworks.
- developing and extending the quality of teaching.
- assessing and certificating learners appropriately.
- sharing and promoting best practice standards in all the various fields of training.

The focus with the training of contact centre and related industry staff for Stellendale Park, is on overcoming the challenges in the BPO&O industry, for instance the high staff attrition rate, and to address the disconnect between the education systems and the business sector. The curriculum used offers, amongst other, the following:

- The full spectrum of contact centre training for agents, back office staff, sales staff, team leaders and management;
- A wide variety of best practices and ICT related training;
- Language training, accent neutralisation, voice and tone alignment, emotional intelligence, conflict management, life and business skills;
- Learnership programs;
- Coaching and mentorship programs.

A focus on the staff members

The human resource development approach at Stellendale Park is to enable businesses to become the employers of choice and to reduce the high attrition rate. Towards this end a variety of onsite convenience services will be established, such as:

- contracted transport services for contact centre staff to work and back.
- surface and undercover parking systems.
- crèches.
- canteen facilities.
- lifestyle operators.
- medical services.
- petrol loyalty systems.

It has been found that many of the performance/behavioural challenges of staff members are related to staff motivation. An important aspect therefore is for workers to be positively inclined towards their employers, to have the right attitude to their customers, to have a willingness to learn and to acquire an understanding of how to conduct themselves in the workplace. Training can play a key role in this process.

Every person trained at a MSSC facility has the following principles and ethics instilled in them during the entire training process: “I will strive to act with honesty and integrity. I will respect the rights and dignity of all people. I will strive to create sustainable prosperity worldwide. I will oppose all forms of corruption and exploitation. I will take responsibility for my actions. I will want my customers to enjoy pleasant experiences. And I will have a positive approach to everything I do and say. As I hold true to these principles, it is my hope that I may enjoy an honorable reputation and peace of conscience, and that I may be appropriately compensated for my work.”

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