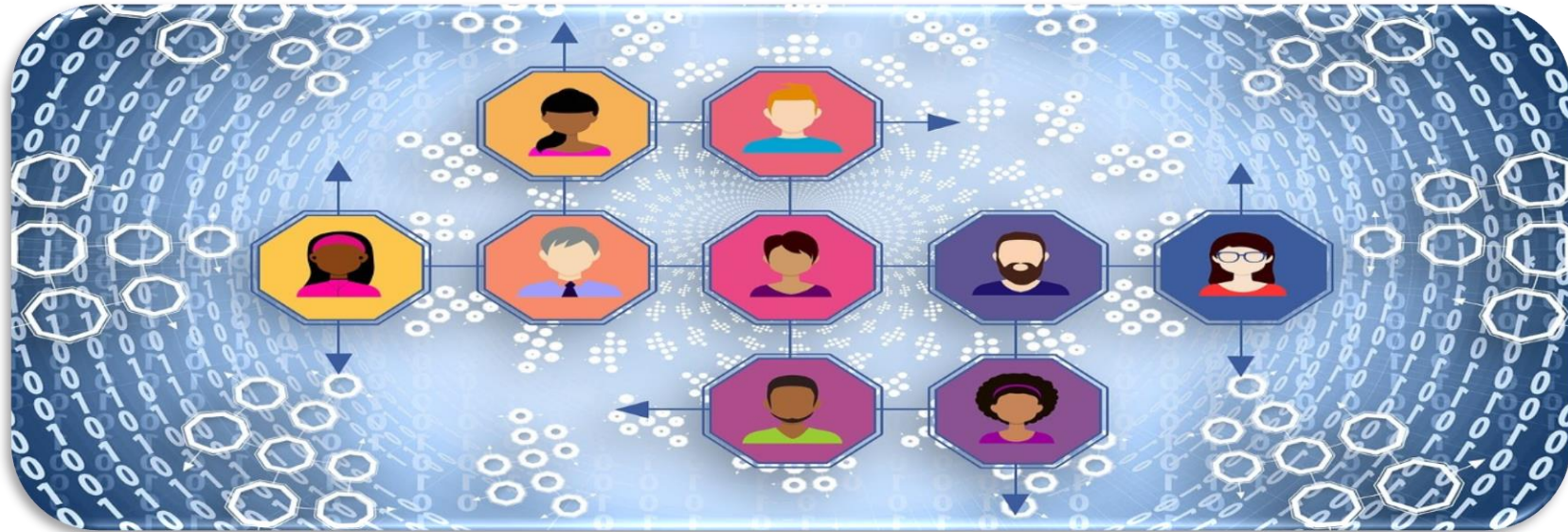


*Life is a succession of lessons which must be lived to be understood – Helen Keller*



### Program Objectives

- ❖ Create organizational data that can be used for staffing decisions.
- ❖ Identify and upskills employees with high potential
- ❖ Preparing next line to undertake higher responsibility
- ❖ Provide assignments and opportunities for high potential employees
- ❖ Improve employee loyalty and engagement

### Learning Modalities

- ❖ Interactive sessions of questions and answers
- ❖ Introduction to various concepts on succession
- ❖ Pragmatic Case studies from a selection of industries
- ❖ Application of the frameworks and tools
- ❖ Group presentations and debrief

### Learning outcomes

- ❖ Ensure business continuity
- ❖ Identify and fill critical positions in an organization
- ❖ Underline the organization's competency levels
- ❖ Identify potential and promote development
- ❖ Give valuable insight to workforce and departments

### Who should participate

- ❖ Professionals at all levels offering Customer Service or Support
- ❖ Internal customer facing organisational work groups
- ❖ Managers and Supervisors responsible for team outcomes
- ❖ Executives and Senior Executives dealing with high-level decisions
- ❖ People managers at all levels