



Vacancy Analysis & HR Related Studies



performance driven people solutions

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# ABOUT US

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Established as a recruitment company in 1980, the **DMA Group** has evolved to offer a comprehensive selection of HR related solutions to clients. By engaging the knowledge and expertise of specialists in their respective fields, we are able to provide effective and innovative outcomes to satisfy client needs in sourcing, retention and outplacement.



As the sole South African representative of the Cornerstone International Group, a leading global HR Search Practice, DMA Global offers access to a worldwide network as well as a significant local base to source key executives. The company specialises in executive search operating at senior and board level and also offers unique mentoring, coaching and extended outplacement programmes, tailor-made to address the specific requirements of each client.



The founding company in the group, DMA People has established itself as a leading management selection consultancy. Employing highly experienced consultants we strive towards the successful appointment of outstanding candidates through an in-depth understanding of client needs. Services offered include advertised selection, graduate recruitment, behavioural assessments and various programmes to assist with staff retention strategies.



Our Employee Assistance Programmes (EAP's) are used to address a broad range of topics. DMA EAP's focus is to maintain a strict adherence to the concept of serving two clients - the Employer and the Employee. The Employer benefits from a more motivated and high-performance work force, whilst the Employee is able to address personal problems that negatively impact on their work-life balance.



Offering an efficient and personalised recruitment service based on 18 years experience, Ridge Personnel assists a broad spectrum of clients in the appointment of administrative and support level staff.



Established as a division of the DMA Group in 2005, DMA Research provides ongoing insights to the demand for skills in South Africa through the DMA JOTS (Job Opportunity Tracking Study), information on recruitment advertising activity in both print and online media and a range of employee studies aimed at determining levels of staff satisfaction within the organisation.

*“As a level 4 B-BBEE contributor, our clients can claim 100% of their expenditure with us towards Procurement, one of the 7 pillars of B-BBEE”*

# SERVICES



					
<b>Sourcing</b>					
Executive Search	✓				
Advertised Selection – Middle to Senior Management		✓			
Advertised Selection – Admin & Support				✓	
Enhanced Response Management				✓	
Graduate Recruitment		✓			
Contract & Interim Management	✓	✓			
Behavioural Assessments	✓	✓			
<b>Retention</b>					
Executive and Senior Manager Coaching	✓				
Mentoring	✓				
360-Degree Feedback	✓				
Employee Assistance Programmes			✓		
Post Staff Training Assessments					✓
Staff Climate Surveys					✓
Discus Team Analysis		✓			
B2B Customer Satisfaction Studies					✓
<b>Outplacement</b>					
Group Programmes	✓				
Consolidated Programmes	✓				
Extended Programmes	✓				
<b>Research</b>					
DMA Jots (Job Opportunity Tracking Study)					✓
Recruitment Advertising Research					✓

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# SOURCING

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## **Executive Search**

As the South African representatives of the Cornerstone International Group, DMA Global is dedicated to providing service beyond the traditional executive search and evaluation process. Inspired to provide our clients with superior 'value added' results, we have established a 'real-time feedback' system for continuous improvement in the quality and user-friendliness of our service. In addition, through our association with respected researchers, as well as our extensive network of selected contacts, we are able to offer a unique Search Campaign process – specifically designed to suit each client's individual needs. It will be designed to identify and attract exceptional candidates from senior management to executive/board level appointments.

## **Advertised Selection**

Our advertisements, which are specifically designed and worded to attract the best candidates whilst retaining strict client confidentiality, are displayed in selected media that have been proved by market research to be widely read by our target markets. Our style, which is highly visible, elicits a high response rate from not only readers who are looking for a position, but also those who like to keep an eye on the market.

## **Enhanced Response Management**

Ridge Personnel has established robust systems enabling us to handle advertisement responses speedily and efficiently. We are able to assist clients by compiling and submitting advertisements to relevant publications, handling the response to these advertisements and identifying those applicants who most closely match the parameters of the position. We will coordinate the interviews, thoroughly brief the relevant candidates and advise unsuccessful candidates. Comprehensive behavioural and aptitude evaluations of those selected can be conducted and reference, criminal, credit and qualification checks can also be arranged, at cost, prior to final offers of employment being made.

## **Graduate Recruitment**

A significant aspect of our Graduate Recruitment Programme is the search for best young people with clarity of ambition and passion for excellence; young leaders who enter the market for the first time and have the drive and resilience to succeed. DMA People is well equipped to assist in the identification and attraction of these young champions and are able to design a Graduate Recruitment Programme custom-made to the specific needs of client organisations.

## **Contract & Interim Management**

Interim management focuses on the recruitment of highly qualified and experienced individuals who are able to work on a contract basis within client companies. Often a need exists for experts to come into the business temporarily to either fill specific roles, complete or implement projects or merely assist during peak periods. They are also able to serve in a mentoring capacity, transferring skills and expertise to developing staff. By providing a comprehensive support service starting from the identification and placement of the candidate, up to the completion of the assignment, we can assist you in sourcing Interim Managers who have a proven track record of achievement and of adding tangible value to the bottom line of the organisation. Comprehensive support is offered throughout the course of the assignment and we will also assist our clients with all their training, remuneration and pay needs.

## **Behavioural Assessments**

Behavioural Analysis now forms a fundamental part of the assessment, recruitment and teambuilding functions. Each day, more companies are integrating it as part of their process in both sourcing and retaining the right people for the job. Our trained consultants are accredited users of the DISCUS<sup>®</sup> behavioural profiling tools, which highlight and capitalise on people strengths. This enables us to match candidates to relevant positions, identify training needs and assist in building effective teams.

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# **RETENTION**

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## **Executive and Senior Manager Coaching**

With today's increasing pressure on executives and senior managers to improve their personal effectiveness, our confidential coaching programmes are designed to inspire individuals to reach their maximum potential, simultaneously transforming their enterprises and their lives.

## **Mentoring**

Great success has been realised in our mentorship process, particularly with entry level individuals and bursary students. These talented new employees, from diverse cultural backgrounds, have been selected for their skills and qualifications but are beset with fears and insecurity regarding basic business practice and etiquette. This is not generally covered during company induction and in presenting our programme as a supplement, the transition of these individuals is ensured, integrating them to become more productive, more rapidly and with less stress.

## **360-Degree Feedback**

This "Tool for Growth" is a tested method for improving productivity and job satisfaction whilst helping people to see themselves as others see them in an open and interactive forum. What makes 360-Degree so powerful is the fact that the process provides insight from Supervisors, Peers, Direct Reports and others, enabling individuals being assessed to capitalise on their strengths whilst at the same time identifying skill gaps and potential for improvement.

## **Employee Assistance Programmes**

Whilst our Employee Assistance Programmes (EAP's) can be used to address a broad range of topics, our research has shown that the most pressing needs are currently to be found in the area of financial wellness. The estimated 2-million garnishee orders currently effective in South Africa confirm the high level of employee debt, which has a negative effect on absenteeism, morale and theft. Administering these deductions also creates an additional workload for employers. Our focus is to maintain a strict adherence to the concept of serving two clients - the Employer and the Employee. The Employer benefits from a more motivated and high-performance work force, whilst the Employee is able to address personal problems that negatively impact on their work-life balance.

## **Post Staff Training Assessments (PSTA)**

Conducted anonymously amongst training programme delegates, PSTA's measure the usefulness of skills acquired, ways in which programmes improve performance, and potential for programme improvement.

## **Staff Climate Surveys**

Various studies have shown that staff turnover decreases when companies implement employee attitude initiatives. Staff Climate Studies bring to light satisfaction levels within client companies and provide insights into potential problem areas. Communication Channels, Cultural Diversity, Empowerment, Management, Work Environment and Performance Expectations are all topics that can be addressed.

## **B2B Customer Satisfaction Studies**

Business to Business research amongst current, lapsed and prospective customers identifies discrepancies between customer expectations and service delivery. These studies identify wasted resources, problem areas of low and high importance, and elements of service to be maintained.

## **Discus Team Analysis**

With the aid of sophisticated technology, the 'DMA People One-Day Team-Build' identifies, highlights and acknowledges complementary strengths and potential contributions of each team member. More specifically, outputs of the Team-Build include:

- **Basic Characteristics** - information on the team members' natural behaviour
- **Work Characteristics** - how each team member sees his/her required behaviour in their present work environment
- **Value to the Team and Organisation** – how their values are most important to the team and the organisation
- **Effective Communication** - a list of things to do (and not to do) when communicating with other team members
- **Action Plan** - the information required to establish, develop and implement action plans focused on achieving objectives

- **Perceptions** - providing information on their self-perception and how, under certain conditions, others may perceive their behaviour
- **Descriptors** - describing how they solve problems, meet challenges, influence people, respond to the pace of the environment and to rules and procedures set by others

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## OUTPLACEMENT

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The effective and speedy transition of a separated employee to a desired outcome depends on many things. Well-defined goals and realistic objectives are essential and their achievement is largely dependent upon the approach of the individual and his/her interaction with our trained consultant. Ours are comprehensive programmes commencing at the 'pick-up stage' of retrenchment, working through the career progression process and culminating in the achievement of defined objectives. Focusing on the career transition phases of Separation, Preparation, Communication and Negotiation, we offer:

### **Group Programmes (Support and Shop Floor Staff)**

Up to five individuals take part in our four-day Group Outplacement Programmes, during which time discussions are held and exercises are completed, relating to the career transition phases. In addition to group exercises which allow for an element of synergy and support, 'one-on-one' time is set aside for each participant, to assist them with personal issues and address concerns that arise during this phase of transition.

### **Consolidated Programmes (Supervisory and Middle Management)**

Our Consolidated Outplacement Programmes are made up of four meetings, held between one of our consultants and the separated employee (either one meeting per week over a four-week period or the four modules packed into two days).

### **Extended Programmes (Senior Management and Executive)**

Our Extended Programmes are designed for more senior members of staff and typically last around three months. They deal with the same phases of career transition as the above programmes, but in a more complex and personalised manner.



Managerial & Specialist  
Placements



**DMA GROUP**



**DMA EAP**

Employee Assistance  
Programmes



Administrative &  
Support Staff




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