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CAREER HIGHLIGHTS

- Transitioned the company from level 7 BBBEE rating to Level 4, generating more revenue for the organisation as 65% of revenue comes from tenders.
- Introduced the first wholesale and retail learnership for unemployed youths and acquired a 100% completion rate.
- Established an accredited trade test centre and generated more than 45 qualified artisans. Executed the 70-20-10 learning model that significantly reduced the company's call out rate.
- Passionate about community upliftment, driving career development and growth by coaching diverse young leaders through involvement as Director/Volunteer of an organisation, dealing with developing kids in technology and engineering, developing women in the hygiene sector, transforming the lift and elevator industry through a consortium of independent lift companies and developing young people and women in the Nuclear Energy fields.

CAREER OVERVIEW

Roche Diagnostics

Learning & Organisational Development Specialist
May 2021 – Present

Wurth SA

National Training & Transformation Manager
Apr 2019 – Mar 2021

Miway Insurance

Head of Training
Sep 2016 – Oct 2019

Kone Elevators

National Training & OD Manager: SA and sSA
Dec 2013 – Sep 2016

ATM Solutions

Technical Training Consultant
Apr 2011 – Nov 2013

First National Bank (FNB)

Learning Consultant
Oct 2007 – Mar 2011

LIFE PHILOSOPHY

**"Work while you have
the light. You are
responsible for the
talent that been
entrusted to you"**

– Henri Frederic Amiel

FAITH NYAYI

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Learning, Organizational Development and Transformation Specialist

Visionary Strategist • Natural Leader • Strategic Thinker • Trusted Advisor • Transformer

PROFILE

Record of bringing cultural transformations, driving organisational development, and building high-performance work environments by creating capability building strategies, leading high-impact development programmes, and executing talent management plans.

Well-reputed OD Specialist and Change Agent offering over two decades of global experience across industries, strategising transformation frameworks, development plans, and learning tools for large projects while providing strategic guidance around skills and knowledge management. Successful in recruiting highly talented professionals while driving professional growth of employees by spearheading mentorship, graduate recruitment, apprenticeship, and training programmes. Known for implementing leadership development initiatives that increase employee morale/retention, promote better decision-making, and build future leaders that drive business success. Recognised for introducing the first wholesale and retail learner-ship for unemployed youths along with success in applying the 70-20-10 learning model that reduced the company's call out rate. Strategic thinker and skills development facilitator with commercial business acumen and expertise in budgeting, operational planning, quality assurance, training material creation, and audits execution.

EDUCATION & CREDENTIALS

Master of Business Administration (MBA)

Regenesys Business School

2018

OD ETDP (Education and Training Development Practitioner)

Accredited Skills Development Facilitator (Registered with CHIETA)

2016

National Diploma in IT Software Engineering

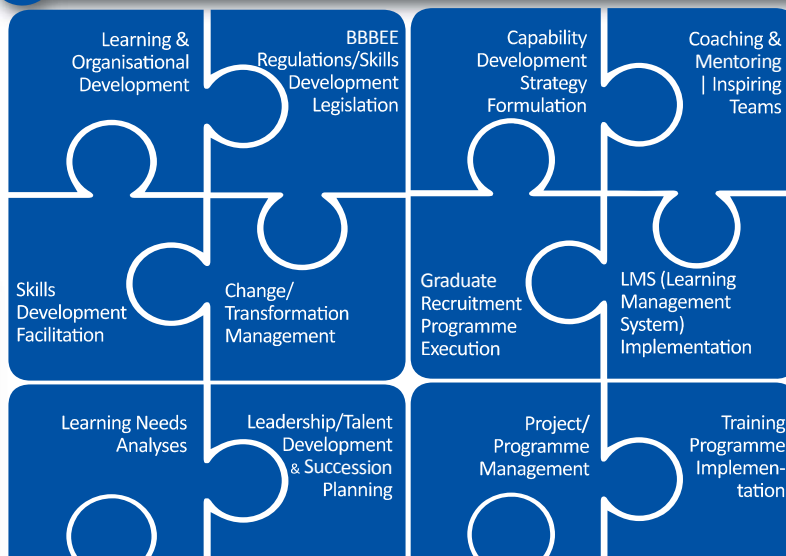
University of Johannesburg

2012

Technical Proficiencies: *Involvement as SDF at SETAs (CHIETA | MERSETA | SERVICES SETA | INSETA | BANKSETA | MICT SETA | ETDP SETA)*

- *Responsibility as SDF is to submit Organisation's WSP AND ATR (Work Skills Plan) and Annual Training Report.*

CORE COMPETENCIES





ROCHE DIAGNOSTICS

Swiss multinational healthcare company operating across all over the globe. <https://diagnostics.roche.com/global>

Learning and Organisational Development Specialist (Contract Role)

- Devise learning and knowledge management strategies to enhance organisational capability as well as meet business and talent development needs.
- Lead learning and development initiatives to train and develop 250 employees at all levels.
- Drive professional development for all employees by implementing learning processes and technologies.
- Capitalise on all funding opportunities with the relevant SETA while executing skills development and learning solutions by sourcing discretionary grants.
- Select and align service providers with Roche's development needs and procurement policies.
- Develop multi-year operational plans, manage budget, and control spending while steering overall learning and development programs.
- Develop a recruitment programme for healthcare graduates. Manage end-to-end recruitment process from sourcing and screening to hiring and onboarding graduates.
- Monitor graduates' development and learning areas by creating a dynamic training matrix tool.
- Stay abreast of industry changes by fostering partnership with external stakeholders, such as business schools and SETAs.
- Facilitate delivery of learning and development initiatives by deploying administration/management systems, creating schedules, and managing operational aspects.
- Contribute to the development of new leaders by coordinating global and regional learning initiatives while steering change management initiatives in collaboration with team members.
- Implement BBBEE, EE, and skills development strategy as well as consolidate/submit associated reports for the organisation annually while working together with P&C business partner.
- Establish diversity and inclusion initiatives aligned to the organisational strategy that foster an equitable environment.
- Oversee the execution of EE, skills, enterprise, supplier, and socio-economic development initiatives.

WURTH SA

World market leader in its core business, the trade in assembly and fastening material. <https://www.wurth.co.za/>

National Training and Transformation Manager

- Delivered leadership to plan and execute the mentorship programme for 200 salespeople in South Africa, Namibia, and Kenya in collaboration with DTI (EEIP) (ownership exemption program).
- Brought innovation to the learning and development processes by overseeing LMS implementation project.
- Developed capability development strategies and plans to ensure empowerment of teams while reducing skill gaps.
- Evaluated/audited overall skillset and aligned the training programmes with the company's succession plan, while determining skills deficiencies and future talent needs in liaison with departmental managers.
- Maintained and updated database of service providers regarding training while guiding the career growth of employees by conducting psychometric assessments.
- Implemented a buddy system (onboarding and knowledge sharing method) to orient new employees.
- Attracted diverse students/graduates from universities and TVETs towards the Wurth brand by executing marketing initiatives and actively participating in multiple events.

MIWAY INSURANCE

First South African-based direct insurance company to offer the purchase & admin of short-term insurance policies online. <https://www.miway.co.za/>

Head of Training

- Oversaw the implementation of the learning and development strategy to determine and enhance the workforce capabilities, skills, and competencies for maintaining a sustainable, successful organisation.
- Aligned learning and development plans with the business strategies and objectives to deliver the required outcomes.
- Enabled the training department to meet business needs by conducting assessments and driving process improvements.
- Led the execution of a comprehensive career management programme which involved career planning and development on an individual level or at an organisational level.
- Built continuous feedback loops between training, quality assurance, and operations department in coordination with Head of Quality and Coaching.
- Improved operational efficiency, increased flexibility, and reduced speed to competency by adapting new technologies across the departments.
- Ensured availability of capability and skills data to facilitate informed decisions regarding staff development and progression.
- Maintained highest employee performance level and improved onboarding and induction experiences while directing training and development processes.

KONE ELEVATORS

Multinational elevator engineering & service company operating across 60 countries. <https://www.kone.com/>

National Training and OD Manager: South Africa and Sub-Saharan Africa

- Formulated and executed capability development strategies that developed supervisors into area managers.
- Facilitated successful execution of KONE customer-centricity programme across SADC and sSA.
- Managed the apprenticeship programme nationally to develop useful job skills in individuals entering the work force.
- Served as a Skills Development Facilitator conducted skills audit, submitted WSP and ATR to MERSETA, and inducted newly appointed employees.
- Contributed to the creation of assimilated programmes that integrated academic learning with workplace application and met a requirement set by MERSETA in order for the apprentices to be competent.
- Maintained the accreditation status in close collaboration with NAMB and MERSETA.
- Carried out research on relevant field technician programs to be implemented in Africa by working closely with Finland office.
- Reduced the number of call-out rates (CoR) in Kone SA by applying the 70-20-10 learning model technique.

ATM SOLUTIONS

Payment solutions provider that owns and operates ATM estates in multiple countries. <http://www.atm-solutions.com/>

Technical Training Consultant

- Managed regulatory compliance for all training and skills development programs, acquiring funding, submitting grant applications, supported the company's accreditation process with Bankseta developed US-aligned learning material, compiled annual WSP and ATR company strategic objectives and held full accountability of BBBEE reports and audits.
- Facilitated the implementation of work readiness programs for the learners and administered the bursary process.

"Strong, driven, passionate, bold, fearless and professional... Empowers colleagues... Patient... Incredibly knowledgeable in her field... Transformational leader... Intentional in creating leaders... influential... Inspiring... Intelligent, kind and supporting."

Comments from Colleagues/ Clients