

'Helping you excel'

FNB People

Talent Identification Process at FNB

Nicolene de Beer, Head of Reward

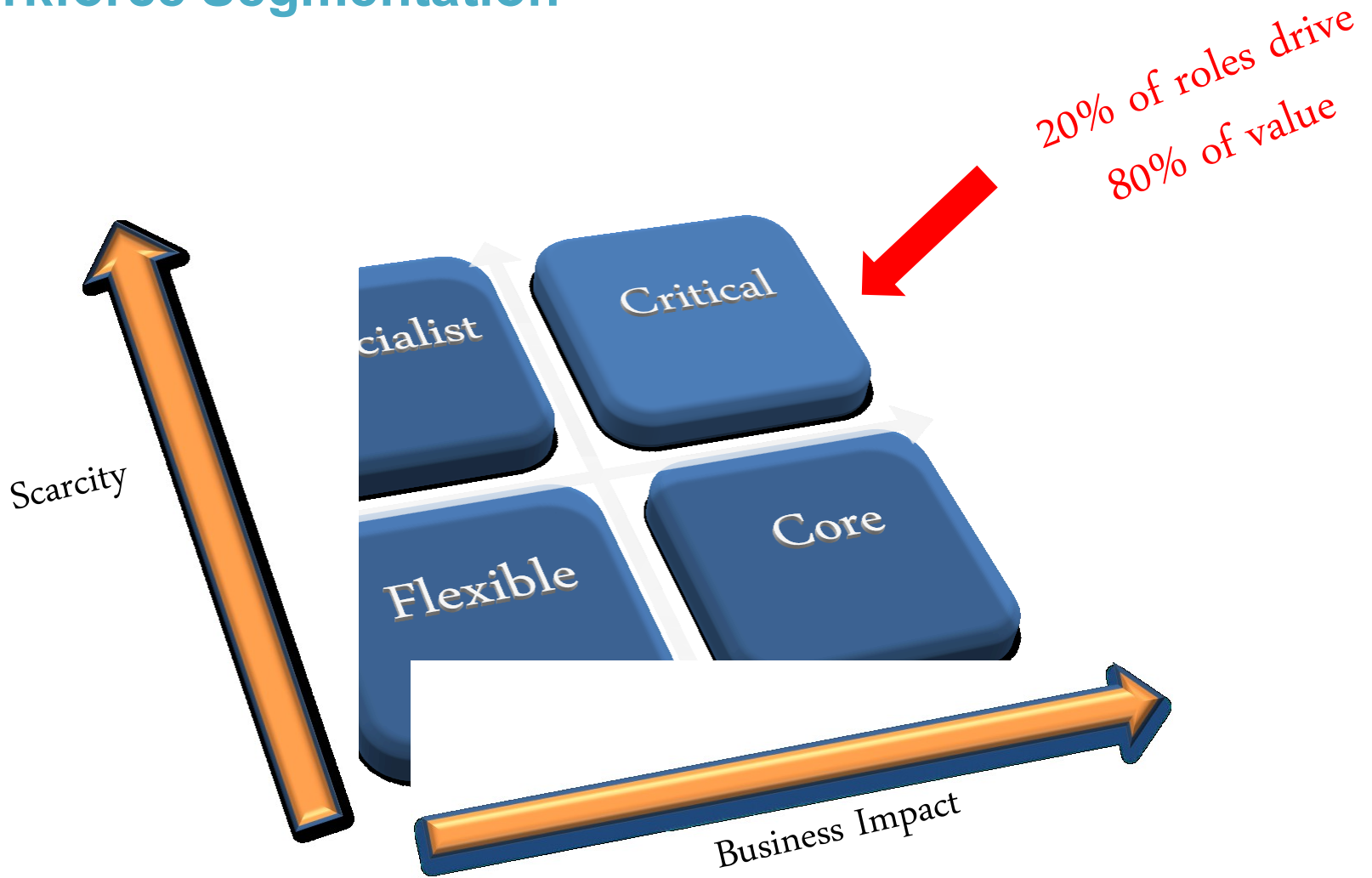


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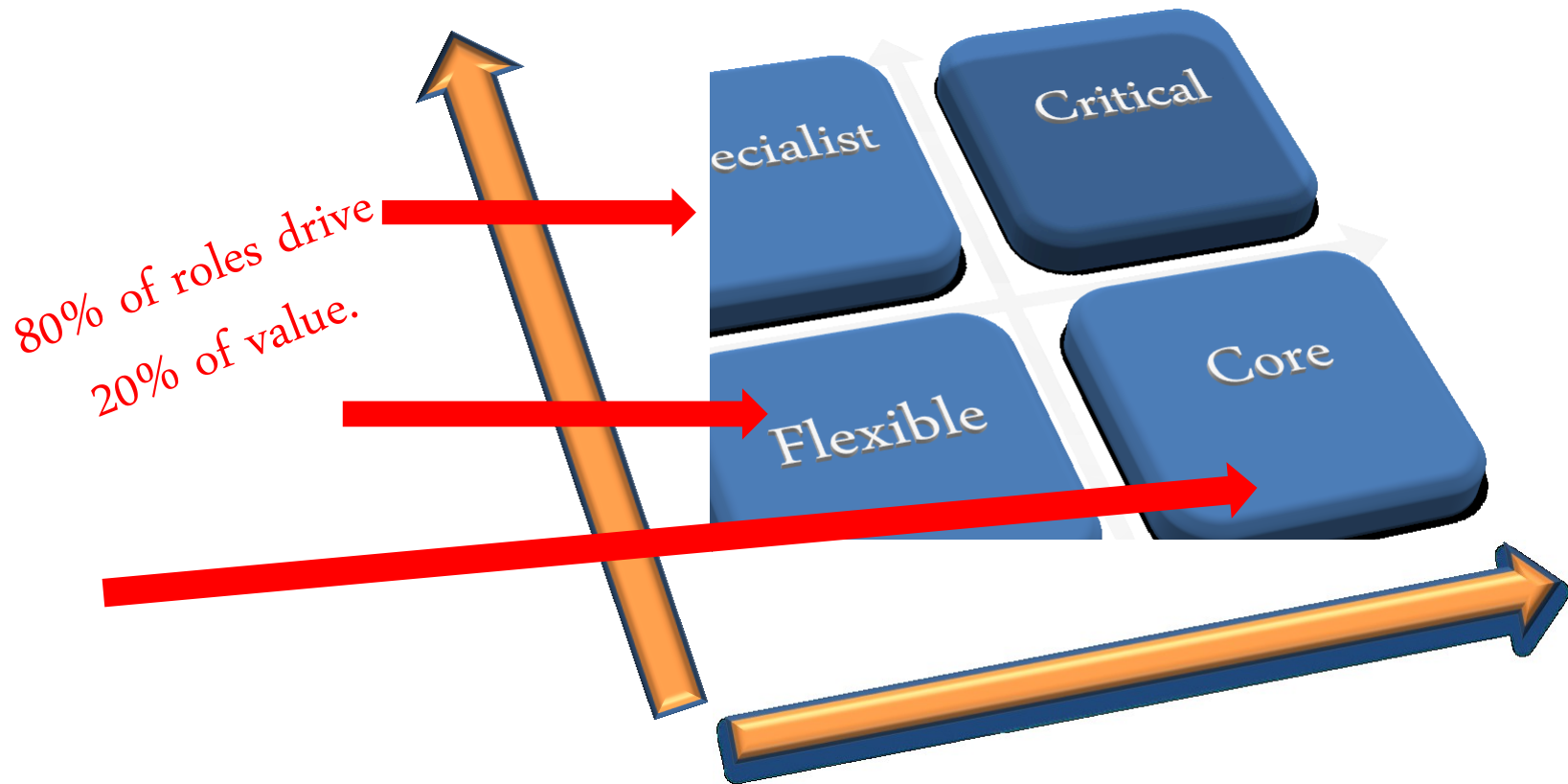
First National Bank - a division of FirstRand Bank Limited.
An Authorised Financial Services and Credit Provider (NCRCP20).

How can we help you?

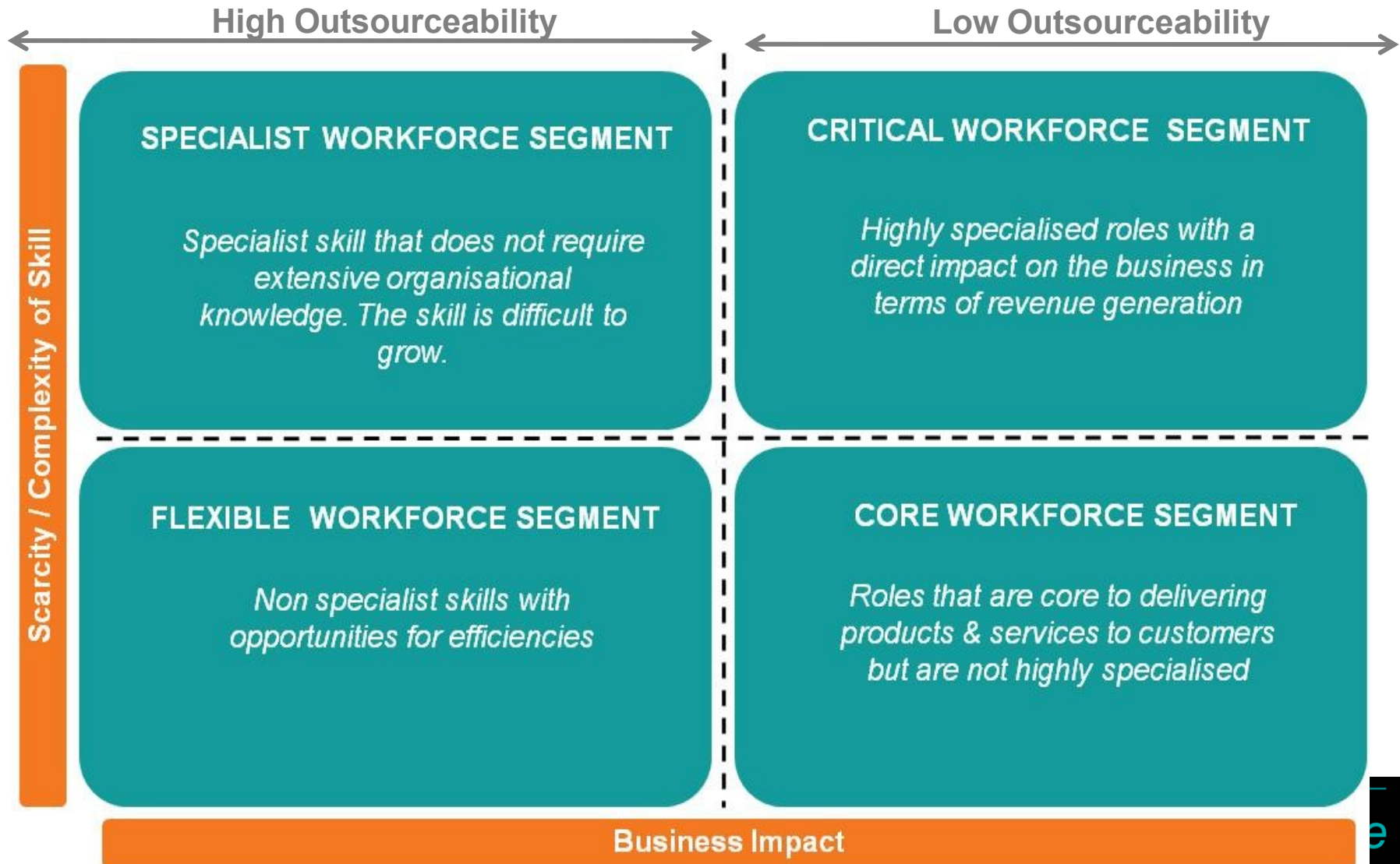
Workforce Segmentation



Workforce Segmentation



Workforce Segmentation Grid



Detailed Description of the Workforce Segments

Workforce Segment	Detailed Description	Examples
Critical	<p>Roles with a direct impact on the business in terms of revenue generation. The skill is usually highly specialised and differentiates the organisation in the market place.</p> <p>It is impractical & risky to outsource. Requires fair to extensive organisational knowledge. The skill is difficult to learn / transfer / build and supply in the market is low while demand is high.</p>	Head of Sales
Core	<p>Roles that are necessary for the execution of the business strategy thus core to delivering products & services. These represent the “engine” of the organisation.</p> <p>Requires fair amount of organisational knowledge but field knowledge is easily replaced.</p>	Tellers
Specialist	<p>Specialist skill that is difficult to grow. It can be outsourced but at a high price. Does not require extensive organisational knowledge.</p>	Economist
Flexible	<p>Roles that do not require specialist skill / knowledge and have no significant impact on the business. The skill is outsourceable and little organisational knowledge is required.</p>	Contact Centre Consultant