

Testimonial on Reaching Resolution Process conducted for Transnet Rail Engineering

Aubrey Moyo and Linda Smith conducted an intervention process, called "Reaching Resolution" for Transnet Rail Engineering during November 2011 and concluding in January 2012.

This process involved engaging with approximately 78 participants made up of shop stewards from 3 different unions within Transnet and a combination of Transnet Management and HR.

The process initially started with a programme of 'sensitisation' held separately with each of the groups to outline the objectives of the process and to help create a climate of trust. Each group was sensitised separately so that they would feel free to speak out about particular concerns and issues.

The process then brought all the groups together and they worked through the "7 steps" in a methodical and deliberate manner.

A smaller group was then nominated to work draft an agreement in principle, resulting in a new agreement on resolving conflict going forward. This New Agreement was then fed back to the main group for their approval and signatures.

After initial reservations, the process was trusted by all parties and has resulted in the three groups engaging with each other in a meaningful way; and by the end of the process I could see a real commitment to reaching resolution on the issues. This has also produced enduring results in the way the three groups engage with each other since the intervention.

Yours faithfully

Nkosi Chonco