



## INTRODUCTION

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## INTRODUCTION

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### LOUISE BERETTA – Profile

My career started within the HR & Training environment in 1990 in the franchise industry. I studied Human Resource Management, Training and Development, Personnel Management, Diploma in Franchise Management and Business Management at various institutes (RAU, IPM, Unisa). I have always believed in ongoing self-development – Never too old to learn! I am an accredited SDF, Facilitator, Assessor, Member of South African Institute of Management (SAIM), Human Resource Practitioner with the SABPP as well as Western Cape Board Member, and an Associate with SAPTA. I am a licenced facilitator for Laboratory Management in Practice.

I provide consulting in the areas of Human Resources, from Recruitment, Competency based profiling, Learning and Development (Skills Auditing) and facilitation.

I have an absolute passion for people. Highly motivated individual and enjoy and thrive on new challenges. I enjoy all aspects of Human Capital development

“If you can't measure it, you can't manage it.” Edwards Deming. An organisations measurement system strongly affects the behaviour of both people internal and external to the organisation. – Hence importance of open communication and development.

I am so excited and look forward to an awesome journey in building best business through the transformation of lives.

Thank you – “If it's to be, it's up to me” Dr Chris Faul

### QUALIFICATIONS

Master Certificate Human Resources Management  
Assessor

Registered Assessor with Services Seta – Awaiting re-registration from both ETPD and Wholesale & Retail Seta.

Skills Development Facilitator

OD-ETP (Facilitator process)

Moderator

Personnel Management

Diploma in Franchising

Management and Leadership Certificate

Life Coach Certificate

Attended and accredited against numerous programmes – Ranging from IR, Disciplinary codes, MBA, Project Management etc.

## COMPUTER SKILLS

MS Office, Micro Dos, Pastel, Ulead Photo Express, Outlook Express, Lotus Notes, MicroSoft Project, Basic Quick Books (Home base), Microsoft CRM and LMS, Power Point of Sale (In own Business)

## MEMBERSHIPS

SABPP HR Associate, Generalist (2016)

SABPP Board Member WC 2018-2019

SAIM (South African Institute for Management) 2013

Association for Skills Development South Africa 2017

Private Security Industry Regulatory Authority (PSIRA)

Cape Chamber of Commerce 2016-2017

Please note I have an association with various fully accredited institutions. Any requirements out of the scope of my offerings, I can source a suitable solution.

## COURSES FACILITATED

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- Women in the Workplace
- Authentic Leadership
- Leading from the Front
- Emotional Intelligence
- Communicating for Success
- Be Your Own Confidence Coach
- Conflict Management and Resolution
- Employee Engagement
- Building Trust Relationships
- Creating an Environment for Positive Change & Growth
- Creating your Own PDP (Personal Development Program)
- How to Succeed in the Boardroom
- The A-Z of starting Your Own Business

- Competency based alignment for Job Profiling
- HR & Recruitment
- HR Auditing
- Interviewing Skills
- Labour Law made Easy
- Optimizing Human Potential
- Facilitation Skills
- Management and Leadership Development
- Reception and Front-Line Skills
- Sales Skills
- Service Excellence
- Skills Auditing
- Team Building
- Train the Trainer
- Trainer Skills Development
- Assertiveness
- Business Management
- Business Reports
- Governance & Management of Documentation
- Mastering Minutes and Meeting Protocol
- Negotiation Skills
- Problem Solving
- Professional Office Management
- Project Management
- Project Management for Non-Project Managers
- Setting your Vision for Outstanding Results
- Team Empowerment
- Time Management and Control
- Supervisory Management
- Stress Management
- Crises Management
- Business Communication
- Business Writing
- Change Management
- Communicating for Results
- Communication for Influence
- Effective Presentation Skills
- EQ in the Workplace
- Handling Conflict in the Workplace

Facilitate full skills audits:

The process of a Skills Gap Analysis and Audit is designed for managers who are required to periodically assess the current skills within their business against those that are required by the organisation for current and future performance.

This process will provide managers/HR with the conceptual framework and practical tools to use in defining competencies and skills in their departments and to use this analysis to design

skills development plans at individual, business unit and ultimately organisational level. It will also allow for effective performance discussions.

Please do not hesitate to contact me if you require any clarity

Blessings

Louise Beretta

HRBPP HR Associate | SDF | Assessor

Constituent Facilitator | SAIM Full Member

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## CONCLUSION

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*I absolutely love what I do and do what I love.*

*Human Capital development is a core aspect of any business, and will ensure alignment to organisational vision, mission and goals, ensuring each individual is equipped and accountable for their output, in time, right quality and with a smile!*

*Prior to the above, I respectfully thank you for the time taken to allow me the opportunity to send through my information. I want to play a pivotal role in helping the team grow their business units with solid plans for sustainable growth and success.*