

Newsletter Of Grooming People For Better Livelihood Centre

# Grooming Centre



FIFTH EDITION

FREE

OCT. 2013



**Sharing The Joy  
Of Changing  
Lives**

## Grooming at a Glance: October 2013

<b>Number of States covered</b>	<b>18 States</b> (Lagos, Ogun, Oyo, Abuja, Nasarawa, Niger, Osun, Ondo, Ekiti, Kwara, Kogi, Abia, Akwa-Ibom, Imo, Benue)
<b>Number of Branches</b>	<b>250</b>
<b>Number of Staff</b>	<b>1237</b>
<b>No of clients served since inception</b>	<b>1,546,580</b>
<b>Number of Active Savers</b>	<b>304,434</b>
<b>Number of Active Loanees</b>	<b>279,397</b>
<b>Rate of Recovery</b>	<b>99.24%</b>
<b>Portfolio at Risk (1-30 Days)</b>	<b>0.93%</b>

### OUR VISION

To become a leading player in the microfinance market in Nigeria by rapidly expanding our market coverage on sustainable basis, and creating comparative wealth for our members/clients.

### OUR MISSION

To empower the economically active poor by taking a range of tailor made microfinance services to their door step using globally tested best practice methodologies.

### MEMBERSHIP

Membership is open only to economically active poor women and men, who are deprived, vulnerable and tend to engage in small economic activities which can be supported by small loans.

## CONTENTS



**Editorial Comment**  
**3**



**CLEAN ENERGY PROJECT**  
*-My Experience so far!*  
**4**



**My Experience as a Trainer**  
**5**



**STAFF STORIES**  
**6-7**



**Human Resources, Our Most Important Asset.**  
**8-10**



**TRAINING AND ORIENTATION: CATALYST FOR OPTIMUM STAFF PERFORMANCE.**  
**11**



**OUR PEOPLE'S**  
**15-16**



**ADESOJI TAYO**  
Editor and Executive Director

## Editorial Comment.

*"We cannot build our own future without helping others to build theirs." - Bill Clinton*

Dear readers,

I welcome you to the fifth edition of this newsletter! A special edition devoted to our staff, the vital spark of Grooming Centre for the past 7 years.

While not denying the importance of other resources in what we do, human beings are unarguably the most important assets of our organization. Man, the labour and the processor of information possesses limitless skill, knowledge and capabilities that can be developed, harnessed and managed to ensure national, sectoral or organizational survival and progress.

For us in Grooming Centre, following the best practices, we crave to employ the best team; good individuals who are willing to join our organization and are willing to help put our dreams to reality, stay with our organization, grow with our organization and importantly, contribute their quota to the success of the organization. We believe we have the TEAM!

From the first day our staff come in contact with us, we ensure that they identify with our mission and vision. We make sure they understand their roles, and how these contribute to the mission. We ensure they know what is expected of them as well as have the resources and environment which make success possible. Whenever it is needed, they receive encouragement, constructive feedback, and opportunities to develop and improve. Most importantly, we have built into the system, the understanding that the sky is the limit for any hard working, focused and honest staff. Maybe that is the reason why we consistently have low staff turnover.

As a social organization, we

serve the poorest segment of the financial pyramid. In the same vein, we ensure that children from the poor background have the opportunity to get jobs with us after completing post-secondary education. As an organization that has grown from initial staff strength of 4 to over 1,200 in 7 years, we have had our challenges with expeditious recruitments. We are also stretched through 17 States of the Federation and the FCT, so the challenge of recruitment across these States exists. The Grooming team is quite young and spread over many States, therefore the challenge of relocation after marriage also exists.

Ideally most organizations would love to hire people who already possess the exact skills the business needs, but in the case of Grooming Centre, there are very few institutions using our methodology. Hence, a ready-made pool to employ from does not presently exist. That is where training comes in. Not only do we arm our employees with needed professional and technical skills, we also show that they are our ambassadors and are interested in bringing them with us into the company's future. This helps keep them motivated and involved.

Whether through training, career development or aligning performance goals with business strategy, we try to foster an environment where our people feel included in the decision-making process that affects their daily lives. We also ensure that our employees are aware of how they contribute to the overall success of the company.

Well-trained employees are the key to our business success. We know that the most successful, productive employees are those who have received extensive training. They are the cream of the crop, often having the strongest stake in the company's

future. Providing a thorough orientation sets the stage for a satisfying experience for both the employer and employee. We always strive to welcome our staff warmly. We also know that recognition for a job well done, even more than money, is the top motivator of employee performance.

These young people are the bedrock and cornerstone on which this great and still budding institution is built on. Although we know that not all our staff have positive impact on our success and desired work culture, the largest part of our staff are the best performing employees ever and are our greatest asset.

***THIS EDITION IS DEDICATED TO THESE YOUNG GIANTS.***

I wish to further advise this great team by quoting from an unknown source: "Work as hard as you can, get as much as you can, give as much as you can".

I want to further motivate you by saying that "perseverance and tact are the two great qualities most valuable to all men who would mount, especially for those who will have to step out of the crowd" – Benjamin Disraeli.

To all our readers, we must know that all of us have the power to change our world and make it a better place than we met it. We do not necessarily do that by grandiose plans, or by being part of a vast movement but by the small day-to-day actions and decisions that when joined with the actions and decisions of millions of others, transform the world for the better.

Please read along with us as we share the experiences of some of these life changers as they SHARE THE JOY OF CHANGING LIVES.

