



# I-CCG Njengeqhawe



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## Ama-CCG njengamaqhawe omphakathi

Njenge-CCG uyahlonishwa emphakathini futhi abantu abaningi bayothembela kuwe ukuze bathole usizo neseluleko. Umphakathi ulindele i-CCG ukuba iziphathe ngendlela ethile:

- Bonisa inhlonipho kumaklayenti akho ngaso sonke isikhathi
- Tshela iklayenti lakho iqiniso njalo mayelana nempilo yalo
- Gcina imfihlo njalo ngokungatsheli wonke umuntu ulwazi olumayelana nekhasimende lakho, ngaphandle kwalapho likunikeze imvume yokutshela abanye
- Uma ungavunyelwa ukungena emzini othile, khumbula ukuba uhlale uzithobile futhi ungangeni ngenkani. Bika indaba kumphathi wakho ngokushesha
- Yakha ubudlelwane obuhle namaklayenti akho
- Yiba umlaleli umuhle
- Gqoka ngendlela efanele futhi ubukeke ngendlela eyamukelekayo kumakhasimende akho
- Ziphathe kahle emphakathini. Abantu bahlale bebhokile. Kufanele ube isibonelo esihle
- Uma kunokuthile okukukhathazayo, kubike kumphathi wakho noma kumhlengikazi emtholampilo noma kusonhlalakahle uma kunesidingo

## CCG Ethandekayo

### Siyakuhlaliselisa! Usuziphothulile Izifundo Eziyisisekelo Ze-CCG.

Uma uphindela emphakathini, uyobe usunolwazi oluningi ozohamba nalo. Ake sibheke izinto eziyinhloko okudingeka uzenze lapho uphindela emsebenzini njengoba uhamba l wolu hambo lokusiza umphakathi wakho.

## Uhambo lwe-CCG

### 1. Ukungena emphakathini

Khumbula ukuthi ukungena emphakathini ngendlela efanele kubalulekile ukuze ukwazi ukwenza umsebenzi wakho kahle. Ngakho-ke khumbula ukuthi kudingeka uyazi indawo yakho futhi ugqoke ngendlela eyamukelekayo emphakathini. Yakha ubudlelwane nabaholi bendabuko futhi uzibandakanye nomphakathi. (Yiba khona emihlanganweni, yiya emikhankasweni yezempilo ney ezenhlalakahle, hlela abantu endaweni ukuze babe khona emikhankasweni yezempilo ney ezenhlalakahle).

### 2. Ukuzethula emzini

Yiba nesimilo futhi uhloniphe futhi wethenjwe amaklayenti akho.



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## 3. Thola iminingwane yamalungu ekhaya

Gcwalisa ithuluzi Lokuthola Imininingwane Yekhaya bese uliyisa ku-War Room.



## 4. Ukubona amalungu ekhaya, ukuhlonza, ukufundisa, nokuthumela endaweni efanele

Ngesikhathi sokugcwalisa ithuluzi lokuthola Imininingwane Yekhaya, uyobe usuwabonile amalungu ekhaya okudingeka ahlonzelwe izinto ezihlukene. Wahlonze, uwafundise bese uwathumela ezindaweni ezithile emphakathini.



## 5. Landelela amakhaya ubheke ukuthi balutholile yini usizo oluthile

Vakashela ikhaya inyanga ngayinye ukuze ubheke ukuthi balutholile yini usizo oluthenyelwe kubo kubo, ubasekele futhi uqaphe inqubekela phambili.

## 6. Yiba khona emihlanganweni ye-War Room, uma ukhona osemphakathini wakini, noma imihlangano ye-CCG, ukuze nicobelelane ulwazi

Yiya emihlanganweni ye-War Room neye-CCG. Kuwusizo kakhulu ukukhuluma nabanye ngalokho oye wabhekana nakho, ukucela usizo kanye nokuchitha isikhathi nama-CCG angozakwenu abhekana nezinto ezifanayo.



## 7. M&E (rekhoda futhi ugcwalise amafomu akho e-M&E)

Ungakhohlwa ukugcwalisa futhi uthumele wonke amafomu inyanga ngayinye. La mafomu anolwazi olubaluleke kakhulu olusiza ekuhleleni izindawo zosizo ezanele emphakathini.

## 8. Ukunakekela umnakekeli

Njalo zinakekele wena kanye namanye ama-CCG aseqenjini lakho futhi wenze ukuzihlola okungenani kanye ngenyanga, ukuze uqiniseke ukuthi uhlale uphilile emzimbeni nasengqondweni. Ungakhohlwa ukufuna usizo uma ungasakwazi ukubhekana nesimo.



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## Amacebiso namaphuzu abalulekile:

- Sebenzisa amakhono akho owafundile ukuze ukwazi ukubuza imibuzo futhi wakhe ukwethembana namaklayenti akho. Amakhono okulalela, okunaka, okusiza, okumelela abantu nawokuxhumana. [bheka iSifundo 1.1 Amakhono E-CCG Ohlelweni Lwe-OSS]
- Gcina lonke ulwazi luphephile futhi ungashiya noma yiluphi ulwazi luhleli budedengu. Ukugcina imfihlo kubalulekile
- Phatha bonke abantu ngenhlonipho, kuhlanganise nawe
- Zinakekele wena njengomnakekeli
- Uyisibonelo, ngakho beka isibonelo esihle. Ukuze unikeze abanye amandla, kufanele uzinikeze amandla wena kuqala
- Qokomisa ukubaluleka kokuthi ukuvimbela kungcono kunokwelapha. Izifo nezinkinga eziningi zingase zivinjelwe uma siphila ngendlela enempilo
- Ushintsho luthatha isikhathi; yingakho kubalulekile ukulandelela namaklayenti uwasize ekwenzeni noma yiluphi ushintsho oludingekayo ukuze athuthukise ukuphila kwawo nokuphila kwemikhaya yawo
- Hlala unombono omuhle. Ushintsho lwenzeka kancane kancane kodwa akufanele uphonde ithawula



## Ukukwenza ngempumelelo

Kubalulekile ukuba uziqonde wena njenge-CCG. Lokhu kusho ukwazi lapho wenza kahle khona nalapho ungenzi kahle khona. Lokhu kuyonisiza njengoba nisebenza emaqenjini enu lapho nibuyela emphakathini ngoba ningakwazi ukwakhela ezintweni omunye anamandla kuzo futhi nisizane ninqobe lezo eziwubuthakathaka. Lokhu kubalulekile futhi lapho usebenza namaklayeti.

### Isivivinyo Seqembu

Umuntu ngamunye kufanele akhethe isilwane esimchaza kahle. Dweba lesi silwane ephepheni. UNGALIBHALI igama lesilwane. Umuntu ngamunye kufanele abe esebonisa ikilasi isithombe sakhe. Ikilasi kufanele liqagele ukuthi silwane sini lesi. Ngemva kokuba sebeqagele bashaya khona, umuntu kufanele achaze ukuthi kungani ekhethe lesi silwane futhi asebenzise lesi silwane ukubonisa amaphuzu akhe amahle kanye nalawo 'angemahle kangako'.

Ofundisayo uyofingqa lesi sivivinyo ngokuchaza ukuthi sonke asiphelele. Ngamunye wethu unezici ezinhle kanye nezici okudingeka sizithuthukise. Uma sibuyela emuva emiphakathini, kufanele sikhumbule ukuthi ozakwethu banezici ezinhle kanye nalezo ezingezinhle kangako nokuthi amaklayenti ethu nawo anezici ezinhle kanye nezici okudingeka azithuthukise kodwa noma kunjalo kufanele sihloniphane futhi sisebenzisane ukuze senze lolu hlelo luphumelele. Ubuntu busho ukuthi abantu bayanakekelana. Buthi 'ngiyilokho engiyikho, ngenxa yalokho esiyikho'. Singanqoba kuphela empini yokulwisana nobubha nezifo uma sibambisene njengethimba, nanjengomphakathi.

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*Isifungo Sokuzibophezela KoMnakekeli Womphakathi*

*Ngiyafunga ukuthi:*

- *Ngizozihlonipha mina kanye namaklayenti ami*
- *Ngizomela amalungelo ami kanye nawamaklayenti engiwanakekelayo*
- *Ngizolwa nesihlamba nokucwaswa*
- *Ngizoghubeka ngifunde futhi ngisebenzise ithuluzi lokuhlonza ukuze ngithuthukise ukuphila kwabantu emphakathini engikuwo*
- *Ngizozinakekela mina nethimba lami*
- *Ngizoba umenzi woshintsho emphakathini wami*
- *Ngizoba yisibonelo esihle (ngizokwenza lokho engikushoyo)*

*Isayinwe:.....*

*Usuku: .....*

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## Isifungo sokuzibophezela

Njenge-CCG, uzibophezele ekuthuthukiseni ukuphila kwabantu basemphakathini okuwo. Lona akuwona umsebenzi olula kodwa unomvuzo kakhulu lapho usubona ukuthi ikhaya ngalinye lithuthuka kanjani nokuthi umphakathi uthuthuka kanjani. Njalo nje khumbula ukuthi, uyiqhawe lomphakathi, usiza abantu ukuba bazisize. Ukuze sisize ama-CCG akhumbule lokhu ezikhathini ezinzima, sayina lesi sifungo.

## Isiphetho

Manje-ke, sesifike esiphethweni salezi zifundo. Kumele ukuba kucacile ukuthi ama-CCG abaluleke kangakanani empilweni nasekuthuthukisweni kwemiphakathi yethu nokuthi anikezwe umsebenzi omkhulu kanjani. Ungasiza unikeze umphakathi wakini amandla ngokusebenza nekhaya elilodwa ngesikhathi. Siyabonga ngokuba nengxenywe kulezi zifundo. Ukuxoxa ngalokho enibhekana nakho nokuxoxa nganoma yiziphi izinselele eningase nibhekane nazo noma izinto ezingasiza ama-CCG lapho niphindela emiphakathini kuyoniqinisa nonke ngabanye nanjengeqembu. Ukuze niwenze kahle umsebenzi wenu, nidinga imfundo, amakhono kanye nokuzibophezela. Nisayine isifungo sokuzibophezela futhi nazibophezela ekuthuthukiseni ukuphila kwabantu abasemiphakathini yenu.

*Siyabonga ngokuhlanganyela nathi phakathi nalezi zifundo lokho eniye nabhekana nakho!*



# Umshwana Wokungabi Nasibopho

## Umshwana Wokungabi Nasibopho we-USAID

Ukwakhiwa kwale ncwadi kwenzeka ngenxa yokusekela kwaBantu BaseMelika nge-U.S. Agency for International Development (USAID) ngaphansi kweSivumelwano Sokubambisana No. AID-674-A-12-00016. Okuqukethwe kuyo kuwumthwalo we-BroadReach Healthcare futhi akuvezi imibono ye-USAID noma uHulumeni Wase-United States.

## I-BroadReach Healthcare

I-BroadReach Healthcare yinkampani yezixazululo zokunakekelwa kwempilo emhlabeni wonke ezibophezele ekwakheni nasekuthuthukiseni izixazululo ezinkulu ukuze kwandiswe ukufinyelela kosizo lwezempilo emhlabeni jikelele. Sisebenzisa ubuchule bethu empilweni yomhlaba wonke ezinsizakalweni eziyisihlanu eziyisisekelo: amanethiwekhi okuphakela; ukuqinisa izimiso zezempilo; ukufundisa isiguli nokuhlela umphakathi; ubumbano lukahulumeni nezinhlangano ezizimele; nokuxhumana nabanye ukuze kutholakale amasu. Emkhakheni ngamunye kulolu sizo, umsebenzi wethu uhlanganisa imikhuba engcono kakhulu evela kuhulumeni enokuphumelela ebhizinisini kanye nokusebenza kahle kwemboni ezimele ukuze ibhekelele izinselele namathuba ezempilo emazweni ngamazwe. Le nhlanganisela yethu kahulumeni nezinhlangano ezizimele iye yasiza i-BroadReach ukuba yakhe iphothifoliyo yamaphrojekthi ezempilo aqala izinto ezintsha zamaklayenti ahlukehukene kuhlanganise izinhlangano zamazwe ngamazwe, amabhizinisi amancane naphakathi nendawo, ama-ejensi abanikelayo anezingxenywe ezimbili, amabhange okuthuthukiswa kokuthile anezingxenywe eziningi, kanye nezinye izinhlangano zomphakathi.

I-BroadReach Healthcare inamahhovisi eWashington, DC; eKapa naseGoli, eNingizimu Afrika; eNairobi, eKenya; eShanghai, eChina; naseZurich, eSwitzerland.

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## Umshwana Ovamile Wokungabi Nasibopho

Le ncwadi iye yenziwa kusetshenziswa imithombo eqashelwa emhlabeni wonke ebonisa ulwazi olungcono kakhulu olutholakalayo namuhla mayelana neNgculaza Negciwane Layo kanye nezihloko ezihlobene nayo, ngesikhathi inyatheliswa. I-BroadReach Healthcare LLC noma iyiphi enye inhlangano ebihlangene nokulungiselelwa nokushicilelwa kwale ncwadi, ngeke iqinisekise ukuthi ngokuya ngolwazi olusha lwezesayensi noma intuthuko ezinqubweni zalo mkhakha, lolu lwazi luyohlala lunembile futhi/noma luphelele njalo esikhathini esizayo. Le ncwadi ayithathi indawo futhi ayedluli noma yiluphi ulwazi olunikezwe ngumnakekeli wakho wezokwelashwa.





Indlela evumelekile yokucula iculo lesizwe, ehlanganisa *Nkosi Sikelel' iAfrika/God Bless Africa* kanye *Die Stem/The Call of South Africa*, nencazelo yesingisi esekeliwe:

isiXhosa  
and isiZulu

Nkosi Sikelel' iAfrika

(God Bless Africa)

Maluphakanyisw' uphondo lwayo,

(Raise high Her glory)

Yizwa imithandazo yethu,

(Hear our Prayers)

Nkosi sikelela, thina lusapho lwayo

(God bless us, we her children)

Sesotho

Morena boloka setjhaba sa heso,

(God protect our nation)

O fedise dintwa le matshwenyeho,

(End all wars and tribulations)

O se boloke, O se boloke setjhaba sa heso,

(Protect us, protect our nation)

Setjhaba sa South Afrika - South Afrika.

(Our nation South Africa - South Africa)

Afrikaans

Uit die blou van onse hemel,

(Ringing out from our blue heavens)

Uit die diepte van ons see,

(From the depth of our seas)

Oor ons ewige gebergtes,

(Over our everlasting mountains)

Waar die kranse antwoord gee,

(Where the echoing crags resound)

English

Sounds the call to come together,

And united we shall stand,

Let us live and strive for freedom,

In South Africa our land.







