

08 August 2004

Dear (*Branch manager's Name*)

We at the ***Retail Learning and Development*** department are looking for ways to improve and encourage greater levels of learning within the Retail Branch network. In order to do this, we need to identify how staff feel about the issue of learning, and what the current situation is in the line, (i.e. is learning working/ not working?)

We have developed a questionnaire, to obtain this information, which we are asking both managers (including Service Centre Heads), and non managers to complete, to see how each group currently perceives learning.

Once we have received the feedback, we will collate this information and analyse the results to determine the nature of the 'learning culture' within the SBSA Retail Branch network.

Your branch has been randomly selected to participate in this survey. All together, **74 branches** countrywide, are partaking, with a total of **435 staff members** being asked to give their views. The survey is to begin in about 1 weeks time, and staff will be asked to complete it within 5 days.

What I would like to ask from your side, is to assist us in ensuring that the necessary staff are identified to complete the questionnaire, and that they do it within the necessary time frames. The questionnaire does not take long to complete, (maximum 30 minutes), and it can be completed electronically, via a link on the SBSA Intranet Site, which I will forward to you on the day that the survey goes live. Of your staff, I would like to ask you to help ensure that every manager in your branch, (RTB 11 and above), as well as Service Centre Heads complete the "Managerial Questionnaire", and (XXX) non-managers, complete the Non-managerial questionnaire. The selection of the non-managers is at your discretion.

Should you have any questions regarding the survey, please feel free to contact me on 011 631 2502, or alternatively on [craig.godbeer@standardbank.co.za](mailto:craig.godbeer@standardbank.co.za). Your assistance in this regard is greatly appreciated.

Kind Regards  
Craig Godbeer  
Retail Learning and Capability