



MAKARIOS
Coaching & Mentorship

COMPANY PROFILE

MAKARIOS COACHING AND MENTORSHIP (PTY) LTD



Supremely blessed to bless others

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INTRODUCTION

Makarios is a Greek given name. The old-Greek word Μακάριος makarios (mak-ar'-ee-os) is a prolonged form of the poetical μάκαρ makar (or the same meaning); supremely blessed; by extension fortunate, well off: - blessed, happy.

Having based ourselves on the requirements and needs of small, medium and large companies and organisations, Makarios Training and Development (Pty) Ltd was established in 2006 (changed from a Closed Corporation to a Private Company in 2012) specifically to bring to industry and commerce an ethical and high quality approach to strategic development and support, skills development, assessment and quality assurance. Being closely in touch with the action at policy levels, our services are never static, and are always informed by resourceful engagement with the latest developments. We have recently registered an additional company "Makarios Coaching and Mentorship (Pty) Ltd" focusing on customised programs.

We believe that developing the skills of employees and others result in increased productivity and empowerment.

We have been involved in successful community upliftment and development projects with the Nova Institute of South Africa, in various provinces and regions.

Accredited with a Level 4 B-BBEE certification.

Strategic thinkers with proven record of successes:

- Turning demoralised, run-down operations into profitable and productive units based on a strategic rethink and refocus.
- Competitive International Executive Management Consultants with focus on results through excellence in the Business Optimisation, Change Management, Holistic Transformation and Equity Partnership.
- Developing and Motivating management teams into a dynamic focused cohesive unit.
- Vast experience in negotiating and bargaining at Corporate Level, also at the National Forum for creating a new Constitution for South Africa.
- Creating user-friendly peoples' organisations through initiating effective employee communication programs to establish teamwork, excellence performance and a motivating driving spirit.

Makarios developed customised innovative training material for various companies. To mention some - Toyota SA, ANC's Progressive Business Forum (PBF). Furthermore, Makarios has trained and mentored companies individually according to their needs.

We have secured training with the PBF to develop and facilitate:

- Management Empowerment and Risk Management,
- Finance
- Foundations of HR Management,
- Sales and Marketing.

Our vast knowledge of the business environment, has equipped us to develop solutions that answer the needs of our current and prospective clients.

These allow:

- Increased productivity
- Confidence
- Taking ownership
- Generating income
- Better cash flow
- Customer Service

The facilitators used for the training have reputable facilitation and lecturing skills with other training providers such as GIBS, UniCollege (Ex Damelin), The Peer Group, ADAPT IT Group, Corporate Training, Corporate IQ and Steinser Alliance.

Our core focus is to assist you with solutions to every area of your business.

MISSION

To provide strategic solutions through turn-around strategies, training, coaching and mentorship to maximise human potential through applied knowledge, best practices and an innovative development.

VISION

To be a leader in human and organisational development.

METHOD OF OPERATION

We secure long-term success through skills development and facilitation, re-engineering, facilitation and structuring of transformation processes.

Skills development programs include instructor-led training, course material, facilitation and where required assessment and moderation.

TRAINING PROGRAM

Makarios have a range of 1, 2 and 3-day training programs to offer. These are subdivided under:

- Finance
- Workplace Essentials
- Train the Trainer
- Supervisors and Managers
- Sales
- Human Resources
- Career Development

We offer public and In-house training workshops Nationally. These have proven to be highly successful, and venues are selected to benefit all delegates, taking safety, travel time, catering and comfort into consideration to ensure our time with delegates to be a memorable experience.



In-house training is customised to suit your needs and material is adjusted to ensure desired outcomes as per client specification. In-house training, has proven to be more popular as the content of the workshops agreed on is customised to Client specification.

This is offered at your premises when most convenient to your company. Delegates are provided with training manuals and instructor lead facilitation by top level qualified trainers, matched to your company's culture and language. Client is then to provide catering and a venue.

Please refer to our training schedule at the end of this profile.

CONSULTATION APPROACH

Our unique approach to providing our clients with business support services include:

- Ensure to make a difference to the bottom-line of businesses and organisations
- Strive to meet transformation requirements by empowering and uplifting the previously disadvantaged
- Secure long-term business relationships
- Implement customised aligned business strategies
- Honour the dignity and worth of all people at all times
- Strive to deliver with excellence

METHODOLOGY

Makarios Coaching and Mentorship (Pty) Ltd secure long-term success through skills development and facilitation, re-engineering, coaching and mentorship.

To begin, a **strategy session** is proposed with Top, Middle and Line Managers and where necessary, the inclusion of other staff members as identified. Thereafter, a flow chart will be compiled and approved prior to commencement of the intervention program.

Our programs are customised according to the need of our Clients and potential Customers. Our diagram below presents some actions, not limited to, which are broken down further to include relevant activities.

Success is secured from a strategically fundamental re-thinking and radical re-design of all business and skills development processes to achieve performance improvement.

The following diagram presents a typical, but not limited to, intervention program:



OPTIONS

1. Includes all programs as above, and where necessary, other will be added according to the need's analysis. 6 – 12 Month contracts are proposed for this program.
2. A selection of program/s according to requirement. This will be quoted on separately as identified.

DURATION

Intervention, mentoring and coaching programs are customised according to Client request, with guidance from Makarios Coaching and Mentorship. Start and completion times will be agreed upon according to the needs identified.

Programs range from between 3 – 12 months.

An example of a workflow planning schedule, (content not limited to) is presented overleaf.

AN EXAMPLE OF A TYPICAL WORKFLOW PLANNING SCHEDULE

		MILESTONES				MONTH 1	MONTH 2	MONTH 3	MONTH 4	MONTH 5	MONTH 6
<i>Long-term Strategic Planning</i>	1. 1-day Strategic Session										
	2. Strategic Session Feedback										
	3. Set organisational targets and objectives										
<i>Compilation of Action Plans</i>	1. Implementation of succession planning										
	2. Improvement of profitability										
	3. Achieve a productivity of at least 80%										
	4. Comparisson of wastage levels to international										
	5. Optimisation of Cash Flow										
	6. Implement preventative maintenance system										
	7. Implement GP control mechanism										
	8. Reduce lost time										
<i>Management Structure</i>	1. Compilation of Productive Organogram										
	2. Recruit and appointment of Line Management										
	3. Action Plans, Objectives and KPI's										
	4. Incentive Bonus Scheme										
	5. Mentorship and Coaching										
<i>Sales Growth</i>	1. Restructure Sales and Admin Department										
	2. Set Organisational Targets and Measures										
	3. Develop and Implement the Sales Pipeline										
	4. Implement Reporting/Masurement Systems										
	5. Re-visit Lost Ulients										
	6. Evaluate New Diversifications										
<i>Planning and Control</i>	1. Weekly feedback meetings										
	2. Compile Budgets										
	3. Feedback on Action Plans										
	4. Weekly Cash Flow Accumulated Discussions										
	5. Gross Profit Analysis and Improvements										
	6. Ratios, Profitability and Corrective Action Feedback										
	7. Monthly Management Meetings										
	8. Expenses Reduction Exercise Projects										
	9. Management Accounts										
	10. Monthly Reporting and feedback										
<i>Human Resources Development and Implementation</i>	1. Develop and Implement Policies & Procedures										
	2. Develop and Implement Job Descriptions										
	3. Key Performance Indicators										
	4. Performance Appraisals										
	5. Action Plans per Department										
<i>Corporate Governance</i>	1. Develop Equity Plan										
	2. Develop Social Responsibility Plan										
	3. Develop Quality Management Policy										
	4. Develop Health and Safety Policy										
	5. Career Development Planning										

Makarios Coaching and Mentorship (Pty) Ltd (MCM) has been involved in various staff development programs incorporated into our Intervention Program.

Staff development refers to the processes, programs and activities through which every organisation develops, enhances and improves the skills, competencies and overall performance of its employees and workers.

Because job descriptions, individual goals and even the mission of the business, division or department may change, staff development plans will be reviewed on a regular basis.

Our staff development process:



Changes to the staff development plan shall be made as needed. Managers, supervisors and the staff member must agree upon changes.

Staff development should be directed toward the following objectives:

- Clarify expectations for the continued training, coaching and mentorship of each staff member
- Specify the options available for staff improvement
- Make clear the connection between continuous professional development
- Purposefully determine staff development activities based upon a careful assessment of staff member needs
- Employ accepted methods of teaching and learning in staff development activities

METHODOLOGY

The methodology used to assess staff is normally conducted as follows:

PERSONAL PROFILE ANALYSES

Personal profile analyses are conducted for selected staff to determine staff weaknesses and strengths and whether they are in positions best suited for them. This will also assist to identify possible training and development areas.

We use the Thomas International methodology to conduct a Personal Profile Analysis (PPA) has its original impetus from the writings of Marston (1928, 1931) who postulated a theory of human behavior as a function of two bipolar dimensions, one **external** and the other **internal**.

These two dimensions provided a matrix from which the individual's typical pattern of interaction could be described through four characteristics:

1. Dominance
2. Inducement
3. Submission and
4. Compliance

Marston's theory assumed that most people are capable of showing all four of these patterns at different times. However, individuals develop, through learning and reinforcement, a style of life which places particular emphasis on certain aspects of behaviour and less on others. Further research by others in the 1950s confirmed this proposal that behaviour can be measured along the two axis/four dimensions as suggested by Marston.

JOB DESCRIPTIONS

Job Descriptions are reviewed and adjusted accordingly. Where no job descriptions are in place, MCM will develop and implement these as needed.

KEY PERFORMANCE INDICATORS

Key Performance Indicators are reviewed and adjusted accordingly. These are based on the job descriptions where the most important functions are highlighted. We believe this is imperative and a necessity to be able to measure the productivity of each staff member.

PERFORMANCE APPRAISALS

MCM have developed a Performance Appraisal System which will be implemented where all staff are assessed according to their identified key performance indicators. Set parameters are set with Management and the Human Resources Department whereby staff will be measured.

TRAINING AND DEVELOPMENT NEEDS ANALYSIS

Training Needs will be assessed for selected staff according to their current positions as well as for their career development growth program.

COACHING AND MENTORSHIP

Mentorship and Coaching programs will be implemented as identified during the staff assessment phase.

POLICIES AND PROCEDURES

MCM offer additional assistance with the revision and development of Company Policies and Procedures.

A full set consists of around Disciplinary procedures with sheets to guide the Chairperson through any hearing as well as a set of 50 general policies according to the Labour Department's requirements. Furthermore, we include all the Disciplinary procedures and guidelines for the various disciplinary hearings.

Naturally, we will not re-invent those which are already in place. These will be reviewed and verified accordingly.

Some of our valued clients: (of which most are continual return clients)

- ANC - Progressive Business Forum (PBF)
- ACDP (African Christian Democratic Party)
- A M Consulting (Pty) Ltd
- Anglo American
- Bash Electrical
- Better Group Holdings
- BEX Construction
- Biza iAfrica
- Buhle Waste
- Calcamite Sanitary Services (Pty) Ltd
- Chembond International
- Clinipro
- Dake Solutions (Pty) Ltd
- Damelin
- Ekuhurleni Artisans and Skills Training Centre
- Eskom
- Eskom Enterprises
- Gauteng Legislature
- Integreur (Pty) Ltd
- Ingcweti Project Management (Pty) Ltd
- KAMA Industries
- Lavage Cleaning Services (Pty) Ltd
- Liquid Automation Systems
- Industrial Processing
- Jikijela Mining
- Kama Industries
- MolPro Construction (Pty) Ltd
- N O V A Foundation
- Ntlakohlaza Travel
- Nzalama Security
- Oribi Manpower (Pty) Ltd
- PTM – Witbank
- RCS
- Sasol Oil
- Safarmex
- Sky Events
- Specialised PVC
- Solgar
- SABC
- Toyota SA
- Velepa Holdings
- XL Oceanair Travel

Various companies attending our public and in-house training workshops nationally. We have approximately 100 – 150 companies actively involved in these programs.

2-day workshop *
3-day workshop **

Training workshops will be quoted on as per request or advertised sessions.

Public training workshops includes arrival snacks, lunch, teas and coffees, training manual and facilitator-led training.

In-house training workshops will be quoted on an ad-hoc basis according to needs and requirement. All in-house training is customised according to outcome of a need's analysis. Client to provide venue and catering for these sessions.

FINANCE	1.	** Dynamic Tendering	1.	CAREER DEVELOPMENT	Advanced Writing Skills
	2.	Procurement	2.		Building your Self Esteem and Assertiveness
	3.	Cash Flow	3.		Business Writing that Works
	4.	* Finance for Non-Financials	4.		Managing Anger
WORKPLACE ESSENTIALS	1.	Business Ethics for the Office	5.		Public Speaking
	2.	Celebrating Diversity in the Workplace	6.		Skills for the Administrative Assistant
	3.	Workplace Harassment	7.		* The 5-Star Personal Assistant
	4.	Safety in the Workplace	8.		Conquering Your Fear of Speaking in Public
	5.	*How to Manage Anger & Violence	9.		The Minute Takers Workshop
TRAIN THE TRAINER	1.	Facilitation Skills	10.		Time Management
	2.	Using Activities to Make Training Fun	11.		Use Technology to Work Smarter
	3.	* Advanced Skills for the Practical Trainer	12.		* Writing Reports and Proposals
	4.	* The Practical Trainer	13.		Business Communication Skills
	5.	Developing Your Training Programme	14.		Project Management
SUPERVISORS AND MANAGERS TRAINING	1.	Coaching – A Leadership Skill	15.		* Developing High Performance Teams
	2.	The Art of Delegating Effectively	16.		** Writing Business Plans
	3.	Training the Non-HR Manager	17.		Empowered Management
	4.	The Nuts and Bolts of Inventory Management	18.		Risk Management
	5.	Meeting Management – Making Meetings Work	19.		Telephone Skills
	6.	Motivating your Workforce	20.		** Event Management
	7.	* Negotiating for Results	21.		Call Centre Skills
	8.	* Supervisor Training	22.		Emotional Intelligence
	9.	** The Professional Supervisor	23.		Business Protocol
	10.	* Teambuilding	24.		Receptionist Skills
SALES	1.	** The Fundamentals of Sales	1.	EMPLOYEE WELLNESS	Managing Personal Finance
	2.	* Negotiation Skills	2.		Emotional Intelligence
	3.	* Customer Care	3.		Stress Management
	4.	* Key Account Management	4.		Managing Conflict
	5.	Cold Calling	5.		Personal Finance
	6.	Dealing with the Media	6.		Personal Coaching and Mentorship
	7.	Social Media			
	8.	* Dynamite Presentations			
HUMAN RESOURCES	1.	*Anger Management			
	2.	Change Management			
	3.	Conducting Effective Performance Reviews			
	4.	*Conflict Resolution			
	5.	Employee Dispute Resolution			
	6.	Hiring Smart			
	7.	Employee Orientation			
	8.	Performance Management			
	9.	Problem Solving and Decision Making			
	10.	Stress Management			
	11.	* Building Better Teams			

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