



Business Transformation Services

Background Information

Integrated Transformation is a **Training Product** developed to assist, coach and mentor Small business as well as entrepreneurs in South Africa and Africa. The training material, training methods and the unique **Learning Integration Game®**, was developed by **South Africans for South Africa and Africa – incorporating world best practices to enhance the success and sustainability of these businesses and entrepreneurs’**.

We do: -“Enterprise Development through Integrated Transformation”



- The concept of integrated transformation was developed from our motto

“Passion for Life”

- Years of work and business experience evoked two particular passions that we consider vital in life
 - A passion for personal transformation and development
 - A passion for business development and training
- We developed a transformation system that creates an environment of personal experience and shared responsibility.
- We believe transformation is *the unlocking* of the potential that empowers individuals **to create their own reality and future.**



Business Transformation Services

General Overview

- We provide an exciting 12 day Management Development Program for Entrepreneurs, SMME owners and senior management:
- A Full training course consists of 6 Modules, two days per module. (Two days every 3rd week)
 - Sales and Marketing
 - Financial management
 - IR and HR Management
 - Operational Management
 - Supplier Management and Procurement
 - Manage Governance
- **We integrate all the business skills required to sustain and grow an effective a profitable passionate business, the theory is integrated through the concept of “learning by doing” and it makes the learning process easier to understand and implement.**
- **We use our unique “Learning Integration Game™” Integrated Transformation™” and are the only training service provider that can provide you with this unique tool.**
- **Following is a brief overview of the content of the modules**



Business Transformation Services

Training Program – 6 months – 1 Module every Month

Each delegate get an assignment between modules – this assignment is a practical application of the module on his / her business – the assignment are handed in before the next module and are part of the portfolio of evidence at the end of the program.



- Total of 24 Learning hours per module consisting of :
 - 14 Learning hours
 - Technical training theory
 - Technical experiential training case studies and discussions
 - 2 Integration game hours
 - Technical assessment training board games
 - Portfolio of evidence homework assignment = 8 hours
- Total of 144 hours training



Business Transformation Services

Feedback from E - Union and SEDA on the programme that they sponsored – Press Release

- Legadimane Phahlamohlaka, the EU representative, expressed his appreciation for the MDP.
 - He said that it is a risky decision to approve funding in terms of EU rules, and so he was grateful for the commitment of the trainees, the Palabora Foundation and SEDA.
 - He was positive about the possibility of future funding, and was applauded when he said that he would send EU people to visit the Palabora Foundation if they wanted to see an example of well-used funding.
 - He finished his speech by urging the participants to contact the Palabora Foundation when they are highly successful businesses that are earning so much money, they want to fund projects themselves; he was confident that their time will come.
- Mandla Sibiyi from SEDA in Polokwane thanked the Palabora Foundation and commented to the graduates, “The champions are you”.
 - He went on to wish them all the best and promised that SEDA would be calling on each business to see how they are implementing the training.
 - In this way, they will see whether their funding is bearing fruit, and will be able to make a decision about future MDP funding.



General Feedback Received by Small Business owners and entrepreneurs who attended our training and coaching

- This is the best workshop ever attended!
- The workshop was extremely good, *the language they used is clearly and easy to understand!*
- *Please be invited to all corners of Africa to have a better Africa for all!*
- *Reach out to the masses, motivate, educate and train people!*
- The workshop was hands on, practical, experience exchange and easy to follow!
- *Presenters....Highly experienced, good motivators and well prepared!*
- *We love every moment – you guys are excellent! Keep it up!*
- *The methods of mentoring were fantastic!*
- *Easy to absorb information and understand!*



Module 1: -Sales and Marketing

Content: Integrated Skills, Competencies and Attributes that are covered in this module

- Background on sales and marketing
- Develop company profile
 - Company Vision
 - Company Mission
 - Services offered
- Collaboration with other service providers in the same industry
- Collaboration with other service providers in the other industries
- Understanding the market
 - Market segmentation
 - Understanding the opposition and competitors
 - Market drivers
- Understanding and applying the basic sales techniques
- How to prepare tender documents
- Basic fundamentals of negotiations
- Costing of services offered
- Costing and cost drivers
- Tender Preparations and client negotiations

1

Feedback from some Delegates who attended this module

- *Learned how to present my company and products to the outside world!*
- *I understand competition in the same market!*
- *It was brief and straight to the point!*
- *I experience how to do market research and the importance of marketing and sales!*
- *The lecture is an eye opener as always!*
- *Interesting, well informed – all the steps up to making a sale!*
- *I will be able to identify all the problems in Sales/ Contracts and tenders!*



Module 2: HR and IR Management

Content: Integrated Skills, Competencies and Attributes that are covered in this module

- Background on Industrial Relations (I.R)
- Create an I.R Policy
 - Basic framework
- Statutory requirements
 - Basic conditions of employment
 - Labour relations Act
 - Unemployment insurance Act
 - Workmen's Compensation
- Employee contracts
 - Full Time employee contracts
 - Temporary Employment contracts
 - Contractors
- Employee benefits and administration thereof
 - Provident Funds
 - Pension funds
 - Medical Aid
 - Leave – annual leave, sick leave, special leave, etc.
 - Union Membership
- Disciplinary hearings
 - Management Guidelines – how to design and implement
 - Performance Management and KPI's

Feedback from some Delegates who attended this module

- *Working as a team!*
- *Exposure to handling situations!*
- *Disciplinary actions and investigations!*
- *UIF and compensation exposure!*
- *How to handle cases and disputes to final stages of CCMA*
- *Delegation of tasks and team work!*
- *Performance management!*
- *This module exceeded my expectations!*
- *Many people are doing things in their business in the wrong way – I wish they could meet these guys!*
- *I learn how to run my company and I know the legal requirements!*



Module 3: Financial Management

Content: Integrated Skills, Competencies and Attributes that are covered in this module

- Broad understanding of the economy of SA
- Understanding the economy in their specific geographical -area and the economy of their specific industry.
- Basic understanding of:
 - Budgets, how to do it and how to manage budgets
 - Cost control
 - Fixed and variable costs
 - Reporting
 - Debtors – sales and invoicing
 - Creditors – order placement, budgets, how to manage your creditors book. (the procurement portion is handled in detail during the procurement module)
 - Cash Book
 - Petty Cash
 - Payroll
 - Banking – cash flow management
 - Profit margins
 - General accounting best practices and bookkeeping
 - SARS and associated legal requirements

Feedback from some Delegates who attended this module

- *If you have to summarize your experience in two sentences.....?" Understand Finances at large and the cash flow & the importance of business and books & keeping records & approaching bank manager globally “*
- *I have learned a lot of things I did not know before and this will help me to control and update my books as well!*
- *This is an eye open to the finance side of the company and will make a person aware of the cash flow side of the company!*
- *Very interesting and especially the exercises!*
- *I enjoyed every moment, it was my eye opener, I am positive!*
- *How to operate my own financials!*
- *Through the workshop I did get the knowledge & experience to run the business on my own, I can even work on the books myself!*



Module 4: Operational Management

Content: Integrated Skills, Competencies and Attributes that are covered in this module

- Planning
 - Short term planning
 - Medium term planning
 - Long term planning
 - Timekeeping and time management
- Human resources planning
- Production Planning
 - identify and develop solutions for business constrains and bottlenecks
- Logistics – inbound and outbound
- Transport , fleet management ,in-house versus hire
- Procurement planning
- Time Management
 - Daily planning – business owners
 - Daily planning - line management
 - Daily planning operational staff
- Project management in a nutshell

Feedback from some Delegates who attended this module

- *The module was easy to follow; I am going to implement knowledge of the workshop!*
- *The operations management was clearly understood by the participants, it addressed real business problems faced daily. The assimilation game played a major role in emphasizing most aspects!*
- *Knowledgeable, Stimulating, Exciting, very understandable as I am much into operations!*
- *I have learned how to operate business and to control!*
- *It was excellent and the mentor was very - very good!*
- *I did gain a lot of experience that I will be able to run the business without any assistance!*
- *I have the knowledge to plan a project from the right starting point – Have clear objectives!!!!*
- *Thank you very much for this course; it was an excellent section of the course!*



Module 5: Supply Chain Management and procurement

Content: Integrated Skills, Competencies and Attributes that are covered in this module

- Develop procurement policy and Strategy
- Procurement fundamentals:
- All aspects of
 - Procurement
 - Buying,
 - Sourcing,
 - Tendering
 - Negotiations
 - Supplier management
 - Warehousing, logistics
 - Contract management, SLA's, etc
- Corporate Governance – approval, order placement, supplier payment, terms and conditions and trade requirements, sourcing methods, benefits of a sufficient procurement process.
- Managing Total cost versus price
- Supplier and client Negotiations

Feedback from some Delegates who attended this module

- *The workshop was exactly spot on for what we need for BEE companies, the module will assist me in the areas where I was Lacking*
- *Through this workshop I can negotiate a new deal without any person helping me!*
- *Always innovative!*
- *You are just excellent, you know your work!*
- *I learned how to present my company to the outside world and negotiate deals for my company!*
- *Learned a lot from this workshop, how to do procurement and how to negotiate!*



Module 6: Manage Governance

Content: Integrated Skills, Competencies and Attributes that are covered in this module

- Occupational Health and Safety Act
- Risk Management, methods and best practice
- Quality assurance across the company value chain, methods and best practice
- Contract management
- Insurance – short and long term and/or self insurance
- Methods to reduce insurance cost
- Methods to reduce risk exposure and claims
- Integration of all the modules into profitable business value chain
- Security
- Crime prevention
- Cash handling

Feedback from some Delegates who attended this module

- *Very good & challenging and related to our work environments and improve our skills!*
- *I have enjoyed the workshop and learned more skills of how to run my company and to comply with Government Act!*
- *I have understand what you teach me and I will use it!*
- *Know I will continue with the knowledge you have teach me, thank you very much!*
- *This workshop is very good and we learnt a lot!*
- *The workshop was always excellent, eye opener and made us fully armed for the business world!*
- *This section is very enjoyable and makes the risk identifiable in the workplace!*



Business Transformation Services

This was the first MDP Program presented in Phalaborwa for the Palabora foundation

Follow Up Survey: Did they benefit from the program?

Press Release Press Release - 6 June 2008 – six months later

- **Follow –up survey on the Entrepreneurs showed that the training had far reaching effects**
- Obviously their progress comes down to hard work and determination, but the graduates have achieved notable successes in a very short time after the completion of the programme
- They have created a additional **150 new jobs** after the first MDP Programme
- Cyfrance Matsane owns 30% in Rimiro – he reports that the company is expanding rapidly as a result of the MDP and that the company is enjoying the benefits of larger contracts, for example with the Phalaborwa Mining company
- Regina Shokoane was sought after by the Mopani PET College and is now heading up there business unit
- Flower Raner, previously working as a supervisor in her company has now been promoted to Stock Manager
- David Chauke left Coteie and started his own company “Bahlangwe” and have already shown a profit at the end of his first month
- Thomas Lekwado of Thabo Investments has secured a large contract at Sasol Nitro.
- Those who have not experienced a dramatic change in their business turnover have reported that the MDP program has opened there eyes and has helped them individually to grow within there business.