

About FutureWorks! Training



FutureWorks! Training develops competent and capable people for better environmental, economic and social sustainability.

FutureWorks! Training is the training division of **FutureWorks!**, a group of professionals practising in the fields of integrated environment management, development planning and design, environment economics and sustainable commercialisation of indigenous natural resources. The main focus of **FutureWorks!** is on creating case specific, innovative and highly effective plans and strategies that enhance, protect and sustainably develop our natural, social and economic capital for a healthier, more sustainable and prosperous future for everyone.

FutureWorks! Training is a key element of this integrated service, specialising in building the capacity of the people who will need to own and implement the ideas, technologies, plans, projects and businesses that are developing in response to the need for a better future for our nation's people.

Our passion is to make a positive difference in a world that faces significant social, economic and ecological challenges. We subscribe to the following principles in our work:

- ➔ Maintaining a high level of professionalism and integrity at all times,
- ➔ Consistently delivering top quality products and services,
- ➔ Openly confronting challenges by creating positive and innovative solutions,
- ➔ Being responsive to changing needs.

We aim to:

- Enhance the ability of our nation's people to achieve improved quality of life, health and prosperity in a sustainable way through delivering top quality, accredited skills programmes.
- Promote economic development and environmental sustainability, champion integrity, citizenship and cultural identity through quality needs-based training programs.
- Assist business and the public sector to improve productivity and service delivery through motivational and skills training for all levels of staff.
- Provide customized training designed to meet the specific needs of different clients.

We are committed to building people for sustainability!

Training Products

FutureWorks Training! offers both accredited and non-accredited training products. We regularly develop and deliver specific training materials and course materials where clients have specific needs, which can be submitted for accreditation should this be necessary. Current available training products include:

Accredited

- Customer Service (NQF Level 4)

Non-Accredited

- Institutional Development for Small Businesses & Associations
- CHOOSE Motivational Training
- Entrepreneurship Skills – Shell Livewire
- Tourism Exhibition Preparedness
- Environmental Control Officer & Contractor Training for Environmental Management Plan implementation
- Understanding and Managing for Ecosystem Services

Customer Service – Unit Standard Number: 10025 - NQF Level 4

Accredited course by the Services Seta (accreditation number 2240).

Who Needs this Course?

- All small and large businesses that have staff who interact regularly with customers (retail, wholesale sectors)
- All telesales-based businesses
- Small businesses in urban and rural areas promoted / supported by government / donor projects

Course Purpose:

The purpose of this course is to develop the required skills and knowledge for the provision of excellent customer service.

It teaches participants to identify and understand customers' needs and expectations, and how these can be fulfilled. It explains the various mediums of customer contact that occur, and how the handling of these different types of interactions by staff can affect the customer. Further to that, this course teaches practical skills in the effective handling of customer complaints, as well as self-evaluation in levels and effectiveness of Customer Service delivery.

Modules Covered:

- Understanding your customers,

- Understanding yourself,
- Improving Customer Service through handling customer complaints.

Specific Outcomes:

- Identifying the customer's problem,
- Commit to solving the customer complaint,
- Provide practical business solutions,
- Arrange correct planning and solution to the customer's problems,
- Communicate with all stakeholders.

Course Duration: 2 Days

Institutional Development for Small Businesses & Associations

Who Needs this Course?

- Small rural and urban business enterprises,
- Voluntary associations, clubs and co-operatives established for development, management production or trading purposes.

Course Purpose:

The course is aimed at small groups of people with a common purpose, teaching them to establish and manage an appropriate institutional structure that serves their needs.

The course develops capacity around choosing the correct institutional structure to suit the specific needs of the group (and may facilitate the process of identifying the correct structure with the group), assists the participants to identify and develop terms of reference for the different roles and responsibilities within the institutional structure to ensure effective delivery on the intended purpose of the institution. The course also covers conflict management and resolution within the institution.

Modules covered:

- Vision , mission and strategy development
- Constitution development, Roles & Responsibilities of Committee
- Communication skills
- Meetings & minute recording
- Team Work

Specific Outcomes:

- Understanding the importance of sharing the same vision
- Better organized community structures to facilitate development, production, trading etc
- Effective communication on all levels
- Understanding the importance of meetings.

Course Duration: 2 Days

CHOOSE Motivational Training

Course Purpose:

CHOOSE is a motivational programme that helps individuals to think positively, to see the good from the bad and to live an optimistic life. It aims at building South Africa into a winning nation. It helps people face important issues in their lives and in South Africa, and do something about them. It is about getting the nation to take action NOW!

To build our nation we need to motivate our people! They are our most valuable asset. Their strength and potential is dependent on their attitude about themselves, about their families, about their work and about their country.

Topics Covered:

- Assess their own attitude profiles
- Recognise important life issues
- Identify where they can make a difference
- Identify where they can take action

Course Benefits:

- Improved **personal** goal setting, organisation skills, time management, self esteem, health and lifestyle
- Improved **family** communications, household budgeting, and more cohesive relationships
- A decisive, solution orientated, focused, creative, and accountable **workforce** who are committed, enthusiastic and motivated team players
- Action oriented, understanding, tolerant, helpful, assertive and proud **SOUTH AFRICAN CITIZENS.**

Duration: 1 Day

Shell LiveWIRE - Entrepreneurship Skills

Course Purpose:

Shell *LiveWIRE* has over 21 years experience encouraging young people to start and develop their own businesses. The Service has enabled:

- ✓ 600,000 young people to explore starting their own businesses since 1982
- ✓ approximately 16% of all enquirers each year to start a business
- ✓ an average of 2-3 new jobs created by each new business start up
- ✓ 65% of new start ups to still be trading 4 years later

✓ Over 300 export businesses to break into over 35 markets worldwide, generating £5.1 million in sales and creating over 200 new jobs.

Modules covered:

- Generating business Ideas
- Basic Business Principles
- Business Plan Development
- Marketing
- Costing and Pricing
- Selling
- Financials
- Business Legal Aspects

Specific Outcomes:

- Understanding of business principles
- Capacity to start and run a business
- Ability to source business contracts
- Ability to access markets
- Ownership of sustainable and viable businesses

Duration: **5 Days**

Exhibition Preparedness – Tourism Enterprise Programme

Course Purpose:

Exhibitions provide a great forum to stimulate trade and growth in vital sectors of the economy. Exhibitors can achieve success through proper planning and integration with other sales and marketing efforts. Exhibitors should see exhibitions not only as being a part of the marketing communications mix but as a vital component of their business as a whole. If used effectively exhibition marketing can generate more sales and achieve marketing objectives. This course aims at preparing exhibitors so that they can maximize their attendance potential in Exhibitions.

Modules covered:

- Introductions to Exhibitions
- Product Versus Markets
- Communications Professionalism, Business Ethics & Selling Skills
- Participating at an exhibition
- Post-Exhibition Review

Specific Outcomes:

- Understanding of exhibitions
- Ability to compare products vs markets

- Improved Business skills
- Understanding of exhibition preparations
- Ability to review exhibition results

Duration: 3 Days

Environment Control Officer (ECO) & Contractor Training for Environmental Management Plan (EMP) Implementation

Who Needs this Course:

- Building / construction contractors working on sites where EMP's are in place
- Project managers for construction contracts
- Estate / facilities managers
- Site Engineers
- Environmental Control Officers

Course Purpose:

The purpose of this course is to provide a broad understanding of the legal context and mandate of Environmental Management Plans, and how these are implemented and audited. The course covers the environmental and occupational safety regulatory environment that establishes the legal need for EMP's, and the implications for non-compliance with EMP's. It teaches participants about the general structure and components of an EMP, roles and responsibilities for implementation of the EMP, and how to conduct EMP audits. The course includes a range of practical exercises and a virtual-audit of a construction site.

Modules covered:

- Legal framework for EMPs
- Structure and components of an Environmental Management Plan
- Environment Control Officer (ECO) – Roles & responsibilities
- ECO reporting & auditing
- Virtual Audit

Specific Outcomes:

- Understanding of the legal context of EMPs and legal ramifications of non-compliance
- Understanding EMP's, how they are structured & where they fit into contract documentation
- Understanding ECO position within the project team
- Understand ECO powers, functions, limitations & accountability
- Understanding basics of auditing, ability to plan an audit, handling issues of non-compliance, ability to complete audit & format for record keeping.

Duration: 1 Day

The Training Team

FutureWorks! is a Close Corporation (cc) comprising 4 Directors. The firm has a 25% Black South African ownership and all directors are involved in management, technical, marketing and operational aspects of the firm. Women make up 50% of ownership.

In order to ensure that the best possible solutions are delivered for each project we undertake, *FutureWorks!* hand-picks specialists from our wide network of collaborators to include as partners on our service delivery teams, trainers and materials developers.

FutureWorks! is also a member of Commercial Products from the Wild, a natural plant products research and development group working throughout Africa to facilitate the establishment of rural SMME's based on sustainable natural resource use. Other members of this group include the University of Stellenbosch, University of Pretoria, Forestwood cc and Ukwazisa Consulting.

KHULILE MAVUNDLA

Khulile leads the FutureWorks! Training division. She is a dynamic, talented trainer and social facilitator who has worked in a wide range of community development and natural resource management contexts. Her ability to harmonise and peoples' person character has assisted in stakeholder facilitation and engagement in a range of projects. Having started off working as a school teacher, Khulile has a working knowledge of the Skills Development Act, SETA's and Labour Act. She has facilitated and coordinated a number of learnerships and skills programmes that have lead to job creation. Training and capacity building skills offered include:



- Management of skills / training / learnership programmes
- Development of training materials
- Training facilitation and coordination
- Skills plan development
- Training monitoring and evaluation

NICCI DIEDERICHS

Nicci is the Managing Director of FutureWorks! She works throughout southern Africa specialising in urban environmental management, environmental design, management, rehabilitation and natural resource commercialisation for rural SMME development. Having started off working for the eThekweni Municipality as an Environmental Officer, Nicci has now been consulting successfully for 9 years and has established a wide network of collaborators and partners. She offers training / capacity building products and services in the following fields:



- Environmental design, management and rehabilitation course material development

- Specialised courses in catchment and coastal management, environmental systems and strategic environment assessment
- Environmental Control Officer Training
- Development of popular documents, books and educational materials pertaining to environmental sustainability, natural products, ecosystem services and environmental management systems

TONY MARKEWICZ

The CHOOSE! motivational training programme is directed by Tony Markewicz who is committed to making and keeping South Africa a great place to live in. He has worked with urban and rural communities, corporates and the public sector and has managed large multi disciplinary teams of professionals. Tony provides the following training and capacity building services:



- Choose! Motivational Training
- Integrated Development Planning and Design
- Coastal Management Plans
- Stakeholder Consultation and Participation Processes
- Workshop Facilitation

MYLES MANDER

Myles is an innovative thinker working throughout the world as a natural resource economist. He is best known for solving strategic environmental management problems at the local level. His area of focus includes developing new approaches to management of natural resources through creating an understanding of the value of the goods and services provided to people by the natural environment. Myles leads FutureWorks! Training services in ecosystem goods and services, and natural resource management. He offers teaching / training in the following fields:



- Understanding and Managing for Ecosystem Services
- Practical Environment Resource Economics
- Payment for Environmental Goods and Services
- Sustainable Commercialisation of Natural Resources
- The Medicinal Plants, Natural Fibres and Indigenous Fruits Trades

ASSOCIATES:

FutureWorks! Training has formed associations with other professionals that play an important role in the business through offering core services such as implementation of training courses, course evaluators and course accreditation facilitators.

Nonhlanhla Gampushe: Nonhlanhla is a well experienced trainer and facilitator. She has been involved in a number of rural SMME's training programmes which alleviate poverty. Her administrative skills have assisted in collating useful information relevant to designing and implementing training programmes.

Cindy-Lee Van Niekerk: Cindy has been in the training field for a number of years as a facilitator, marketer and quality controller. She has vast experience in Accreditation Assistance, External Skills Development Facilitator (Services SETA, ETDP SETA, ISETT SETA & SASETA), Internal Skills Development Facilitator duties, Facilitation of NQF level 2 – 5 courses, Manual Research and Development according to unit standards, Development of Formative and Summative assessments, Developing of Total Quality Management System (ISO 9001:2000), Aligning Course Materials to Unit Standards, Applying for Programme Accreditation, Research, Networking, Public Relations, Client Liaison,, Marketing, Mentoring & coaching. Her passion for education has developed out of her own experience of skills development. Cindy's vision is to provide a 360° solution to education and training requirements.

Zimisele Ndawo: Zimisele is an accredited skills development facilitator, material developer, moderator and assessor who has achieved these qualifications locally and abroad. Her HR Training background has equipped her with the necessary skills to identify training needs for different communities.

Jane Troughton: Jane is a director of MJT Consulting, a human resources and learning consultancy dedicated to the work of whole system transformation. She is an accredited skills development facilitator, moderator and assessor with various SETA's. She also designed outcomes based learning programme and currently own 13 accredited learning programmes.