



### Brief Company PROFILE

With 20 years experience in the Tourism & Hospitality Industry, Nationally and Globally based in Mpumalanga, varying from Service Provider, Product Owner & Supplier to the trade, it is an uncompromising calling to **“make a difference”** and I look forward to this journey with you. Your product will be served via Parallel Careering, facilitating growth by respectfully challenging all to superior performance.

Woema Promotions was conceptualised in the Kruger National Park during my stay there from 1987 – 1994. The creative, tenacious, energetic little beetle, rolls, and even in some cases, drags at this ball shaped “challenge” that is larger than itself. In this proactive, mystical process it creates a safe space to store food, mate, feed, breed & nest. No wonder it was declared sacred in ancient Egypt.

Identifying with the persistence of the beetle, WoemaLIVE impacts on individuals and teams as Business & Life Coach.

This document is merely a point of departure on our joint journey to improve your quality of life and the standards in your company. Your agenda would be our indication of activities. **Your** active contribution will enhance the hours we spend together and I invite you to debate the above at any time. As with any map, we need to be navigated and in that I respectfully abdicate to the Lord.

### THE AIM

Determining what the current challenges in your Business / Life are. Formulating the desired outcome. Planning methodically and strategically to reach the set goals. If necessary, conducting an in-depth evaluation of the situation in order to evaluate shortfalls, if any, of both individuals and infrastructure. Evaluating all interactions with staff, colleagues and the broader public. Determining potential, eliminating problem factors and developing long term solutions to ensure personal growth for all individuals. In so doing, the individuals will, in time, significantly increase productivity.

Coba Wilsenach  
Transitional Coach University of Johannesburg & Orion Business School  
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### PHASE ONE - SURVEY & M.R.B

Section 1 - Evaluation of current situation  
Section 2 - Report Writing  
Section 3 - Management Report Back (M.R.B)

#### Section 1 - Evaluation of current situation

- Management meeting to establish the nature and severity of problems as they experience it.
- Needs assessment
- Incognito gathering first hand information and treatment as rendered by unsuspecting staff.
- Evaluating existing systems and procedures.
- Defining problem areas.

#### Section 2 - Report Writing

- Compiling detailed documentation and visual analyses of all findings.

#### Section 3 - Management Report Back (M.R.B)

- Detailed reporting and debating of all the intricate facets.
- Recommendation of options

#### Section 4 - Implementing systems and procedures

- Comprehensive Planning. (Short, Medium & Long-term)
- Implementation, Continued Evaluation and Problem Solving with follow-up consultations.





## PHASE TWO – ONGOING MENTORSHIP & TRAINING

- Needs analysis and joint trouble shooting.
- 10 – 12 Weekly or Bi weekly visits

## STANDARDS IMPROVEMENT

### COACHING FOCUS AREAS

<u>AREA</u>	<u>STAFF</u>	<u>MANAGEMENT</u>	<u>OPERATIONS</u>
<u>ACTION</u>	© INVOLVEMENT	© MEASRUABLE REALITY	© PRACTICAL SYSTEMS
<u>OUTCOME</u>	AMPLIFIED PRODUCTIVITY	IMPROVED BOTTOMLINE	INCREASED EFFECTIVENESS

## TOOLS / METHODS

1. Chairing of Disciplinary Enquiries
2. Special attention to Heads of Departments ( Coaching , Workshops & Showcasing)
3. Discovering & Developing existing skills

## SERVICES

1. Creating relationships of growth, respect support & trust
2. Reflective journals to designated management after each intervention
3. Feedback meetings determining multifaceted needs
4. Induction and introduction to comprehend big picture
5. Coaching problem solving
6. Implementation of new products / systems / methods if needed
7. Cellular and e-mail access to WoemaLIVE during office hours

## POSSIBLE OUTCOME

1. Installing confidence and passion
2. Empowering your Employees to render a better service
3. Creative problem solving and crisis management
4. Growth in turnover
5. Improving human capability & capacity
6. Improved Customer satisfaction
7. Enforcing measurable, sustainable well planned systems



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*Coaching the Gap!*

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**PHASE ONE**

R 4 250-00

Two days

**PHASE TWO**

**Option A**

**Consultation Time**

R 2000-00 per day (Average 8 hours)

**PAYMENT**

Within 7 days of invoice

**Option B**

**Monthly Retainer**

R 1800-00 per day ( x amount of Diarized visits)

**Specialised Interventions (Contracted 6 Month)**

R 400-00 per hour

- Coaching ( Individual & Group)
- Narrative Therapy (Individual)

**Disciplinary Hearings – R325.00 per hour**

**Travelling:**

Distance -R3.00 per km traveled by road

Time –R62.50 @ 15min

Booking & Payment of Airfare for your account

**Meals and Accommodation:**

For your account

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**Exclusions:**

The above amount does NOT include VAT @ 14%

Tollgates are not included

Other expenses to be billed separately

NOTES for discussion:

Be Abundantly Blessed!

*Transitional Coach & Hospitality Consultant*



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