



## COMPANY PROFILE

Email: [enquiries@themindspa.co.za](mailto:enquiries@themindspa.co.za)  
[www.themindspa.co.za](http://www.themindspa.co.za)



## ABOUT US:

The Mindspa Institute (*accredited by Services SETA: 4113*) was established in 2007 by Elmarie Pretorius. We specialise in soft skill development, business consulting and motivational interventions. With our many years of hands on experience gained in the corporate environment we are positioned to provide customised business and people solutions in a very practical and useful manner.



The Mindspa is focused on building long term relationships with businesses in order to understand their specific and unique needs.

## Clients:

We constantly strive to improve our service delivery and in doing so have developed and facilitated a wide variety of training courses and business interventions for major companies within South Africa such as:

- Sasol
- Iemas
- PwC
- KPMG
- Hitachi Power Africa
- SAA
- Macsteel
- Projectlink
- PSA
- Sunbake
- CSIR
- National Research Foundation
- Avbob
- Vermont Sales
- Servest Security
- Namwater (Namibia)
- Freitan SA
- Timken SA
- Canon SA
- SAAB EDS
- Powertech IST
- Armscor
- Vela VKE
- Khula
- NWU
- Hot Slots
- Omnia
- GIZ
- Mediclinic Nelspruit
- Easigas
- Optron Geomatrix
- Medihelp
- Citibank
- FNB
- Law Society of SA
- Spectrum
- Agrinet
- Optilog
- EOH Microsoft
- Brother
- Hygrotech
- Savannah
- Skye Distribution
- Rotek Engineering
- Danone Southern Africa

In addition we have been invited to deliver keynote addresses at numerous conferences including Bosphorus Conferences in Istanbul, Agrinet Landmark Conference, Exxaro, Geberit and Coschem.

## Our Services Include:

- Customised Business Training and Motivational Interventions
- Strategic Planning and Business Consulting
- Individualised Coaching and Mentoring

### **Our Mission:**

- To continue to grow a sustainable business with a focus on collective ownership between all internal and external stakeholders.
- To customise and deliver cost-effective, excellent training programmes and business consulting services in partnership with our clients.
- Our commitment to quality delivery is to add value to our customers' training requirements by fully understanding and meeting these requirements.
- To establish, organise and facilitate workshops and events geared for the South African reality.

### **Training Methodology**

The greatest gap in the world is between “knowing” and “doing” so The Mindspa Institute’s interventions focus on bridging that gap through interacting with the business and its management and employees and enabling them to take the lessons and practically implement the changes in their work and personal lives.

Our approach focuses on developing solutions to client requirements that are:

- Customised to reinforce and support your organisation’s values
- Relevant to and focussed on the topic matter and audience
- Practical and therefore implementable immediately
- Outcomes based focussed on your objectives
- Measurable to ensure return on your investment
- Interactive to ensure maximum learning opportunities
- Participative to get and hold everyone’s attention
- Motivational and enjoyable

Delegates are continually assessed and given feedback during the training interventions. Each delegate is required to explain their expectations of the training and individual areas requiring improvement at the start of the program to the trainer to ensure that their individual needs are met.

Each delegate receives a comprehensive training workbook covering all information related to the course. In addition each workbook contains problem-solving exercises, self-assessment exercises, topics for group discussions and questionnaires to ensure that learning is ingrained, practical and applicable.

## Trainers

The Mindspa Institute partners with trainers and facilitators who are subject matter experts to ensure that our training interventions are of the highest quality, relevant and up to date. The Mindspa Institute and our trainers are flexible as far as training venues are concerned and this gives our clients the freedom to choose either an internal or external venue for their training.

## BEE Structure

The Mindspa Institute is focussed on BEE and as such employs previously disadvantaged individuals in management positions within the company. We are currently a **level 4** contributor.

## What Benefits Can You Expect From Our Training Programmes?

- Your delegates will be newly focused on the vision and challenges of the business and of the future.
- You should expect a noticeable boost in motivation levels as the delegates will experience the fact that the company cares about the continued success of the business and the importance of their individual contribution and is prepared to invest in an intervention to train and assist them with their challenges.
- The delegates will have a renewed sense of what is important for the business, what are the current challenges in their team and will feel equipped with tools and renewed energy to tackle these challenges successfully.
- In-house training will improve teamwork and cohesion as the team will have an improved understanding of their roles in the organisation and the team and what they should accomplish to ensure sustainable success for the business.
- The delegates will better manage themselves, each other, their teams, clients and their projects as their development in terms of the training interventions continues.
- The training interventions are presented by quality facilitators with many years of hands-on experience in the business and training world. The course material is therefore not presented as boring slides, but is vibrant, practical and applicable and is blended learning (theoretical issues intermingled with practical applications, role playing, examples and exercises). The delegates will feel as if their personal challenges around the course material have been addressed and will be equipped with practical tools that they can implement immediately.

## TRAINING PROGRAMMES

### Office Professionals

- Advanced Secretary and PA Workshop
- Customer Care
- Effective Communication, Presentation and Negotiation Skills
- Meeting Management and Minute Taking
- Time and Stress Management
- Confidence and Assertiveness
- Anger and Conflict Management
- Emotional Intelligence
- Professional Call Centre Agent Programme
- Effective Business and Report Writing Skills
- Professional Office Administration
- Sales Training

### Supervisors and Middle Management

- Develop Your Leadership
- Effective Communication, Presentation and Negotiation Skills
- Emotional Intelligence
- Report Writing
- Change Management & Diversity Management
- Confidence and Assertiveness
- Time and Stress Management
- Anger and Conflict Management
- Successful Strategy Execution
- Attitude Is Everything!
- Finance for Non - Financial Managers

### Senior and Executive Management

- HD/3D Leadership for the Future
- Successful Strategy Execution
- Board Games – How to positively influence your stakeholders
- Effective Communication, Presentation and Negotiation Skills
- Coaching and Mentoring Skills

### **Other Programmes**

- Management Development Programme
- Office Professional Development Programme
- Employee Relations - Managing Discipline and Performance in the Workplace
- Game Plan – Living the Values
- Brain Profiling
- Team Building
- Train the Trainer

*All programmes are available for in-house training. This is more cost-effective for groups of seven and more. Public courses are available for most programmes. Please request the latest calendar from one of our sales consultants.*

## TRAINER PROFILES

### **Elmarie Pretorius**

Ms Elmarie Pretorius, international speaker, trainer and author obtained a BA (Hns) degree in Communications from the University of Potchefstroom and started her career as Public Relations Officer for Toyota Marketing. She held various marketing positions and steadily climbed the corporate ladder. At the age of 34 she was appointed MD of Primedia Publishing, a position she held for 3 years, before accepting the challenge of CEO of Cinemark. She turned Primedia Publishing around in the first year and won Primedia's Most Improved Company of the year.

After her promotion to CEO of Cinemark, Elmarie's highly skilled leadership and ability to change and motivate her team resulted in the company also being awarded "Most Improved Company" after the first year when the team grew the business bottom-line by 68% year on year, and after two years was nominated for Company of the Year.

After 21 successful years in the publicity, media and marketing industries Elmarie left the corporate world to concentrate on her own business. Her passion for business and people in particular has led her to apply her extensive experience and passion in the field of designing and delivery of innovative business and people solutions through strategic training interventions.

Elmarie has facilitated various strategic and training interventions for clients such as Sasol (with whom The Mindspa has an on-going contract) Iemas, Hitachi Power Africa, Bosphorus Conferences (Turkey), Exxaro, Matla Coal, MPC Recruitment, Law Society of SA, Sunbake, First Pro (Zimbabwe), APSO, Agrinet, Timken, ACSA, Powertech IST, Lake Technologies, SAAB Avitronics, ProjectLink, Spectrum VSN and Matlosane Medical Health Services.

### **Werner Pretorius**

Werner Pretorius (B-Acc, MBA) successfully earned his MBA at the University of Pretoria before his 27<sup>th</sup> birthday with a thesis entitled "The development of a strategic planning process". He has worked as a key accounts manager in the marketing field and as a business consultant for Perry and Associates. He spent some time working and training for the Development Bank of South Africa and also worked as a market researcher in Germany in the early 90's. He started his own business in 1995 and has been successfully self-employed in the field of advertising and marketing consulting. His qualifications coupled with many years of practical experience stands him in good stead as a trainer who can interpret information, answers questions from the floor and assist with practical tool and tips.

### **Yolandé van Heerden**

Yolandé obtained a B.Th.Psyc.Soc (Cum Laude) from Trinity International Bible University, a National Certificate (Cum Laude) in pastoral counselling (accredited by NWU) and a National Diploma (Cum Laude) in pastoral counselling (accredited by NWU). She is currently completing her international honours degree in Theopsycho Social Counselling. She has also completed a number of short courses, mainly in Human Resources Management, Training & Development and Creative Writing. She is also a qualified and accredited Brain Profiling Practitioner.

With 13 years' experience in training & facilitation, Yolande has facilitated many courses for a number of major organisations in South Africa. She has also facilitated numerous team building events with great success. She counts among her clients companies such as Pathcare, Liberty Life, SuperSport Health & Adventure Club, Department of Education (Free State) and Record Control Instruments. Yolandé is a firm believer in giving individual attention to each delegate and she knows the importance of fun & laughter as 'learning aids'.

Being a stickler for professionalism, Yolandé is also well known for her workshops on business etiquette and dress code. As a writer and moderator for the international business community through Mindtools.com, she manages to stay abreast of international trends and developments. She believes in building strong long-term partnerships with her clients and often gets requested to address staff on many social and professional topics. Yolandé has a special interest in women's issues and has a passion for making a difference in people's lives.

### **Taryn-Lee Vermaak**

Taryn-Lee obtained a Bachelor of Arts (Health Services and Social Sciences) in Applied Psychology for Professional Contexts. She is currently completing her Honours in Industrial Psychology. She has also attended and completed a course on Facilitate learning using a variety of Given Methodologies and is near to completing her full EDTP qualification. Taryn-Lee is also a qualified NBI Brain Practitioner and uses the tool to measure the traits that you share with others. With the knowledge gained from this measurement, you have the ability to adapt your thinking and reactions to be more adaptive to your environment.

Taryn-Lee excels in training individuals in a creative, fun and a gratifying manner. She believes that one can only accomplish best learning with maximum participation and enjoyment. Taryn-Lee delights in working with groups of people with much diversity. She specialises in training the following subjects: team building, innovation & creativity, communication, cultural diversity, problem solving, customer service, business writing, leadership and management.

### **Collen Mawire**

An experienced leadership coach, trainer and facilitator with over 20 years' experience in Business Leadership, Information Technology and Information Assurance, a seminar presenter and corporate speaker. Collen Mawire is a thought leader in the areas of Business Leadership, Information Technology, employee engagement, and connecting people practices to profit performance. Since 1992, Collen has delivered more than 2,000 training programs and conference presentations to corporations, governments and professional associations in Africa.

As a former Managing Director of a large Information Technology Group, Collen gained strong leadership, inspirational and motivational experience working as a member of the executive management. He has also been a member of a couple of Boards of Directors.

My purpose is to help people increase their self-awareness, focus, motivation and commitment to develop great self-management and inter-personal skills to build powerful teams, to recognise, manage and use their skills, knowledge and instincts more effectively in their pursuit of success. I engage people at all levels effectively and inspire people to develop themselves and their behaviours to enhance their success and that of the teams they are part of.

### **Dr. Esme van Dyk**

Dr. Esme van Dyk is an accomplished mediator, arbitrator and negotiator. She has Dip IR (IIR) Adv Lab Law (UNISA) MBA PhD Management (COU).

Esme has 35 years' experience in management in the corporate environment -HR at the highest level.

She has a solid background in dispute resolution including divorce mediation, commercial mediation, civil mediation, labour mediation, arbitration, facilitation as well as conflict resolution. Furthermore Esme has a background in Management

She has been accepted on the panel of The Africa Institute for Dispute Settlement (University of Stellenbosch) as mediator and arbitrator. A member of SAAM (SA Association of mediators), she has consulted with numerous clients on labour law matters.

Esme is also involved with various research projects and is an external examiner for various institutions' MBA programme.

Her lecturing services are used in Institutions including UP, MANCOSA, REGENT, MILPARK, REGENESYS. Esme also examine dissertations for MBA students for all these Institutions.

## **Twanette Fourie**

I studied Public Relations Management at Tshwane University of Technology. From B-Tech level my love affair with communication science grew stronger and deeper. Behavioural Intelligence was the underpinning rationale for my M-Tech Public Relations Management qualification which I obtained Cum Laude in 2010. Throughout my academic and professional career I have pursued an understanding of intrapersonal and interpersonal relations evident in the multi-disciplinary approach I found in the Certified Professional Coach programme I am currently enrolled in at International Coaching Academy. I have a thirst for knowledge and understanding of behavioural intelligence and best practice thereof which informs my decisions on academic and professional level.

My career in communication training and coaching started in 1999 when I was appointed as part-time lecturer in Communication Science and Public Relations Management at Tshwane University of Technology: Department Public Relations & Business Communication. Over and above my training portfolio at TUT, I also designed and presented workplace readiness courses and life skills courses for students from various departments and project managed the second-year students' Corporate Social Investment projects over a number of years. Parallel to my lecturing engagement at TUT, I embraced my role as independent communication specialist in 1999 as I guide individuals, groups and companies in their private and professional capacity to reach personal mastery through the practice of behavioural intelligence.

Speciality: Guide individuals and groups on a personal and professional level to elevate their level of self-mastery through the practice of behavioural intelligence through teaching, coaching and speaking. .

- Design and facilitate personal excellence interventions from graduate to management level.
- Coach individuals and companies on personal development journeys.
- Deliver inspirational speaking in workshop format for small and large groups in private and corporate capacity.

I believe life is intended to be beautiful and to support us to bring out the beauty in others, regardless if our physical reality and our inner beliefs are aligned. I believe my garden holds the same potential as people, if nurtured with wisdom, hope, love and expectation; you reap unexpected, unimaginable and deeply rewarding gifts.

### **Michelle Vercueil**

After University, Michelle pursued a career in Sales Management in the Travel industry where she gained extensive experience at a Regional, Divisional and National Management level in the New Business and Customer Service arenas.

Michelle then pursued a career abroad working with “Global-Nomadic Families” requiring psychotherapy, counselling and de-briefing. The programme was written, implemented and facilitated into The American International School of Bucharest by Michelle.

On returning to South Africa in 2001 she furthered her studies and in 2006 decided to pursue Life and Executive Coaching as well as Facilitation of many varied soft skills training programmes to a multitude of different industries and clients. The new learn of the soft skill is embedded through a coaching programme to ensure success of the new skill.

She has been facilitating for various companies a host of soft skills programmes since 2007 and has built her counselling practice as well as her coaching practice to a strong sound foundation of clients.

In November 2011 she successfully secured a sales training programme and a sales coaching programme for one of the leading banks in Africa. The roll out is over a nine month period with a penetration into 16 African countries, with a total of approximately 2500 people to complete or attend her training programme.

#### **Academic background:**

- Bachelor of Social Science (S.W.), UCT 1981-1984
- Psychological Counselling And Psychotherapy Diploma, Rau 2002-2005
- Life and Executive Coach (Accredited with the International Coaching Federation) 2006
- Seta Accredited Facilitator
- Accredited Assessor 2008
- Various Management and Sales Courses.

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#### **Contact Details:**

Tel: 087 754 6183 | enquiries@themindspa.co.za | www.themindspa.co.za