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SMME Clinic Masterclass

TRAINING vs COACHING & MENTORING

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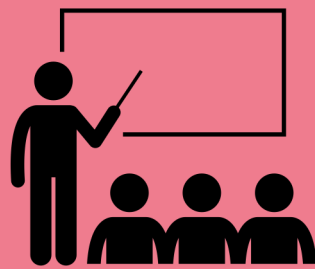
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DEFINITIONS



TRAINING

Structured, skill-based instruction.



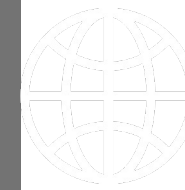
COACHING

A relationship-based approach focusing on long-term personal and professional growth



MENTORING

Development process focused on improving specific skills and achieving goals





KEY DIFFERENCE BETWEEN TRAINING, COACHING & MENTORING

TRAINING

Training is task-oriented and skill-specific

- Increased employee performance.
- Stronger workforce.
- Alignment with organisational goals.
- Boosts motivation and engagement.
- Expand knowledge sharing.
- Fosters innovation in the workplace.
- Improves company processes.

COACHING

Coaching is goal-oriented and performance-specific
The benefits of coaching are many; 80% of people who receive coaching report increased self-confidence, and over 70% benefit from improved work performance

MENTORING

Mentoring is relationship-oriented and development-focused





IMPORTANCE OF TRAINING

Investing in employee training is crucial for organizational success. Ongoing learning and development helps improve job performance, increase productivity, and foster a more engaged and motivated workforce.

Effective training equips employees with the necessary skills and knowledge to adapt to evolving business needs, stay competitive, and provide exceptional customer service.





TYPES OF TRAINING

ONBOARDING TRAINING

This training helps new hires get up to speed on company policies, procedures, and their specific job responsibilities. It's crucial for setting them up for success from day one.

TECHNICAL SKILLS TRAINING

Employees need ongoing training to learn new software, tools, and technologies related to their roles. This ensures they can perform their duties effectively and adapt to a changing work environment.

SOFT SKILLS TRAINING

Communication, problem-solving, leadership, and other interpersonal skills are important for employees at all levels. Soft skills training helps develop these key competencies.

COMPLIANCE TRAINING

Mandatory training on topics like workplace safety, anti-discrimination, and data privacy ensures employees understand and adhere to important policies and regulations.





TRAINING DELIVERY METHODS

CLASSROOM TRAINING

Instructor-led training in a classroom setting allows for interactive learning, hands-on practice, and immediate feedback from the trainer.

ELEARNING

Self-paced online courses, videos, and interactive modules enable employees to learn at their own convenience and pace.

ON-THE-JOB TRAINING

Pairing new hires with experienced employees for job shadowing and one-on-one guidance helps reinforce skills in a real-world context.

“

A goal
without
a plan is
just a wish.

ANTOINE DE SAINT-EXUPÉRY



Moriwadunai
Group

WHAT IS COACHING

Coaching is a practice in which a qualified professional helps an employee understand their goals and further their career. They may help these individuals understand their short-term and long-term objectives, implement strategies to reach these objectives, identify and fill skill gaps and grow their network



“

EMPOWERED
WOMEN

EMPOWER
WOMEN

– Unknown



moriwadunai



TYPES OF COACHING

PERFORMANCE COACHING

This type of coaching is focused on helping employees improve their performance and reach their full potential. Effective performance coaching can improve employee satisfaction, boost productivity and ensure each employee builds a skillset that helps them achieve

LEADERSHIP COACHING

Leadership Coaching is the systematic process of assessing & enhancing the leadership abilities of leaders across an organization, from individual contributors to mid-level managers, senior executives and the CEO

BUSINESS COACHING

Business coaching is a process in which a professional coach guides a businessperson in the pursuit of their work goals. A business coach might help their client build leadership skills, create business strategies, or improve their mindset

TEAM COACHING

Team coaching helps teams work together, with others and within their wider environment, to create lasting change by developing safe and trusting relationships, better ways of working and new thinking, so that they maximise their collective potential, purpose and performance goals

LIFE COACHING

Life coaching is the process of helping someone find the path between where they are now and where they want to be. It is about setting and achieving goals in many areas of life including business, health and wellbeing, career, relationships and work-life balance

CAREER COACHING

Career coaching is the engagement of an external expert, most often a dedicated coach, to guide an employee in their career choices and help them with challenges in the workplace. Some career coaches can also be used for advice about resumes, negotiations, and interviews.

INTEGRAL COACHING APPROACH

INTEGRAL COACHING IS THE AMALGAMATION OF DIVERSE COACHING MODELS AND TECHNIQUES; INCLUDING FRAMEWORKS, PRACTICAL METHODOLOGIES, AND PERSONAL AUTHENTICITY THAT MEETS A CLIENT WHERE THEY'RE AT





IMPORTANCE OF MENTORSHIP

Mentor encourages mentees, helps with problem solving, and uses active-listening techniques. Mentor serves as a guide for mentees' behavior, values, and attitudes. Mentees benefit from engaging with mentor who shares values and deep-level similarity with them.

Effective training equips employees with the necessary skills and knowledge to adapt to evolving business needs, stay competitive, and provide exceptional customer service.





BENEFITS OF CONTINUOUS DEVELOPMENT

CONTINUOUS LEARNING

Employees who engage in ongoing training stay up-to-date with industry trends, emerging technologies, and best practices. Coaching is a powerful tool that improves self-awareness which leads to long term knowledge gathering

ORGANISATIONAL AGILITY

Investing in continuous people development keeps the workforce adaptable and prepares the company to respond quickly to changing market conditions.

CAREER PROGRESSION

Regular training and development opportunities allow employees to acquire new skills and advance their careers within the organisation.

KNOWLEDGE SHARING

Encouraging employees to share their expertise through cross-training and mentorship programs fosters a culture of collaborative learning.



MEASURING PEOPLE DEVELOPMENT EFFECTIVENESS

The World Economic Forum predicts that 42 per cent of tasks will be automated by 2027.

60 percent of workers will require training by 2027, with a particular emphasis on skills like analytical thinking.

Companies recognise that one of the biggest obstacles they will face in the coming years is a widening skills gap. More than two thirds of companies say they have a skills gap but lack the training resources to address it.

A 2023 LinkedIn report found that 93 per cent of companies are concerned about employee retention and they cite the availability of learning opportunities as the primary way they can keep employees around

The benefits of coaching are many; 80% of people who receive coaching report increased self-confidence, and over 70% benefit from improved work performance, relationships, and more effective communication skills. Institute of Coaching

The International Coaching Federation (ICF), in partnership with PwC, estimated the global revenue from coaching to be over \$4.56 billion. (Approx R80) as of Mar 2024.

60%

TRAINING REQUIREMENT

Needed in analytical training by 2027 to cater for the impact of AI

90%

ENGAGEMENT

When constant training is offered to employees

70%

IMPROVEMENTMENT

In work performance due to coaching

**\$4.56B
(+R80B)**

GLOBAL VALUE OF COACHING

With substantial benefits in value added to organisations income or potential thereof



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Thank You!

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