

2020 Training Calendar

The following courses are scheduled to run in Nairobi between October and December 2020. All will be held at the Villa Rosa Kempinski Hotel, Nairobi on the dates indicated. Each is a one-day session running from 8am to 5pm.

COST: The cost for attendance is KSh15,000 + 14% VAT = KSh17,100 per person per course.

	COURSES	OCT	NOV	DEC
1	Proactive Selling Skills	2 Oct		
2	Exceptional Customer Services	16 Oct		
3	Effective Communications Skills	23 Oct		
4	Working Smart	30 Oct		
5	Improving Financial Know How		6 Nov	
6	Effective Cost Management		13 Nov	
7	Improving Management Acumen		20 Nov	
8	Analytical Skills for Managers		27 Nov	
9	Performance Management			4 Dec
10	Fundamentals of Project Management			11 Dec

IN-HOUSE TRAINING is available at discounted rates depending on the number of participants as follows:

NUMBER	COST	NUMBER	COST
Up to 5	KSh60,000+VAT	13	KSh108,000+VAT
6	KSh66,000+VAT	14	KSh114,000+VAT
7	KSh72,000+VAT	15	KSh120,000+VAT
8	KSh78,000+VAT	16	KSh126,000+VAT
9	KSh84,000+VAT	17	KSh132,000+VAT
10	KSh90,000+VAT	18	KSh138,000+VAT
11	KSh96,000+VAT	19	KSh144,000+VAT
12	KSh102,000+VAT	20	KSh150,000+VAT

Proactive Selling Skills

A one-day seminar for sales staff

VENUE Villa Rosa Kempinski Hotel, Nairobi
CHARGES KSh15,000+VAT = KSh17,100 per person

INTRODUCTION

This course aims at developing the selling skills of all staff who regularly interact with customers. Starting from an understanding of the value of customers, the course explores how they buy and shows a structured sale process.

Finally, participants are shown how to prepare effective sales reports that highlight important information that helps in improving their individual and team performance

HIGHLIGHTS

- ✓ **Is it marketing or selling?** Where do we draw the line?
- ✓ **Appreciating the value of customers:** selling to serve and to satisfy
- ✓ **The psychology of selling:** how to persuade prospects to buy
- ✓ **IMPACT selling process:** a structured approach to selling
- ✓ **Keeping the customer happy:** avoiding the 5 things that annoy customers
- ✓ **Effective sales reports:** collecting, collating and presenting only the relevant data

Exceptional Customer Services

A one-day course all staff

VENUE Villa Rosa Kempinski Hotel, Nairobi
CHARGES KSh15,000+VAT = KSh17,100 per person

INTRODUCTION

Solving problems and handling complaints is NOT what customer service is all about! Real customer service is doing things that ensure that problems don't arise and that customers have no reason to complain.

This training seminar shows practical and immediately applicable ideas that turn any business into a customer-centred organisation which everyone (customers, employees and shareholders) is proud to be associated with.

HIGHLIGHTS

- ✓ **Back to basics:** the core purpose of business... it's about customers, NOT profits!
- ✓ **The Golden Rule:** how to love your customer as you love yourself
- ✓ **(Re-)designing your services:** the ordinary, the good and the exceptional
- ✓ **Classifying services:** What annoys, what pleases and what excites
- ✓ **Causes of bad service:** avoiding the pitfalls

Effective Communications Skills

A one-day course for all staff

VENUE Villa Rosa Kempinski Hotel, Nairobi
CHARGES KSh15,000+VAT = KSh17,100 per person

INTRODUCTION

Effective communication skills are essential for the success of both individuals and the organizations that they work for. This workshop will help participants to communicate their messages in the best possible way. After completing this training, delegates will have a better understanding of how to communicate effectively – to individuals and groups, via spoken communications, written communications, and even electronic communications.

HIGHLIGHTS

- ✓ **Opening game:** Discovering how well we communicate
- ✓ **Identifying and removing barriers to communications:** The seven stages of communications
- ✓ **Oral Communications:** turning ideas & images into words; active listening skills
- ✓ **Making a presentation:** Preparing an effective presentation; Using visual aides

Working Smart

A one-day course for all staff

VENUE Villa Rosa Kempinski Hotel, Nairobi
CHARGES KSh15,000+VAT = KSh17,100 = KSh17,100 per person

INTRODUCTION

In this training, participants learn simple and practical techniques that help them identify and focus on the activities that give the greatest returns. By using these techniques, workers become more effective and efficient.

The immediate benefit of this seminar is a more **confident** workforce with greater **productivity**, higher **motivation** and that is **happier** with their work.

HIGHLIGHTS

- ✓ **Smart goal-setting:** making clear plans before getting started
- ✓ **Smart time management:** dealing with lateness, time-wasters, interruptions & distractions
- ✓ **Smart work plans & scheduling:** using activity logs & checklists to overcome procrastination
- ✓ **Smart priorities:** distinguishing urgency from importance and identifying the activities that yield greatest benefit

Improving Financial Know-How

A one-day course for directors and managers

VENUE Villa Rosa Kempinski Hotel, Nairobi
CHARGES KSh15,000+VAT = KSh17,100 per person

INTRODUCTION

This course explains the major financial statements of a business in layman's language. It shows how transactions in one statement affect the records in another.

HIGHLIGHTS

- ✓ **The balance sheet:** What it says about a business; What and how amounts are entered in a balance sheet
- ✓ **The income statement:** How to calculate profit in a business; How the income statement affects the balance sheet
- ✓ **The cash flow statement:** Understanding cash and cash equivalents; How to track down movement of cash; How it relates to the balance sheet and the income statement; Making cash flow projections

Effective Cost Management

A one-day course for directors and managers

VENUE Villa Rosa Kempinski Hotel, Nairobi
CHARGES KSh15,000+VAT = KSh17,100 per person

INTRODUCTION

Do you suspect that some of your business expenses are going to waste? Wastage creeps into organisations unnoticed and if you simply cut costs, you are likely to do more harm than good. This seminar shows a systematic method of determining which activities to OUTSOURCE; which to AUTOMATE; which to TERMINATE; and which to RETAIN.

HIGHLIGHTS

- ✓ **Understanding wastage and its sources:** How cost reduction affects profits; The Gorilla Principle; The 7 key sources of wastage
- ✓ **Analysing business expenses:** The Truth Table of costs – “sorting the wheat from the chaff”; Deciding what to TERMINATE, what to AUTOMATE and what to OUTSOURCE
- ✓ **Prioritising expenditure:** Importance versus Urgency matrix – deciding what to pay first...and what to delay; The Priority Slide – weighing success versus gain

Improving Management Acumen

A one-day course for managers & supervisors

VENUE Villa Rosa Kempinski Hotel, Nairobi
CHARGES KSh15,000+VAT = KSh17,100 per person

INTRODUCTION

So, you are now “the manager”: what are you going to do differently? What new duties will you have?

This seminar helps newly appointed managers / supervisors / team leaders get into their new roles smoothly by highlighting the most important and most common duties they will need to undertake.

Experienced managers will also gain insights that will help them improve their effectiveness and improve the productivity of their teams.

HIGHLIGHTS

- ✓ **Settling into the new position:** the key functions of a manager
- ✓ **Task Allocation & Effective Delegation:** assigning duties, monitoring & evaluating
- ✓ **Workplace Discipline:** instilling proper work-ethics in the team
- ✓ **Conflict management:** Resolving conflicts positively
- ✓ **Team motivation:** getting your team to perform at its best

Analytical Skills for Managers

A one-day course for managers & supervisors

VENUE Villa Rosa Kempinski Hotel, Nairobi
CHARGES KSh15,000+VAT = KSh17,100 per person

INTRODUCTION

Managers face many challenging scenarios where decisions need to be made quickly, fairly and objectively. This course shows several techniques that can help in analysing different situations without allowing personal biases and gut-feelings interfere with the process.

Each technique is illustrated with practical examples drawn from real life situations.

HIGHLIGHTS

- ✓ **Making choices:** comparison techniques and weighing relative importance of choices
- ✓ **Deciding the best way forward:** Go/No Go decisions; choosing the best path to take after a decision is made
- ✓ **Making decisions as a group/team:** when a simple vote does not give the best result – better ways to make group choices

Performance Management

A one-day course for managers & supervisors

VENUE Villa Rosa Kempinski Hotel, Nairobi
CHARGES KSh15,000+VAT = KSh17,100 per person

INTRODUCTION

You cannot manage what you cannot measure; and you cannot measure what you don't know!

Performance management is concerned with identifying the important elements of an organisation and designing appropriate measurement standards for them.

This seminar demystifies performance management and helps managers to improve the productivity of their teams.

HIGHLIGHTS

- ✓ **Understanding “performance”** – who are high- and low-performance individuals?
- ✓ **Bench-marking performance** – the critical success factors
- ✓ **Measuring performance** – deciding which indicators to focus on
- ✓ **Performance appraisal** – getting the most out of them
- ✓ **Improve productivity** – identifying the root of poor performance

Fundamentals of Project Management

A one-day course for managers & supervisors

VENUE Villa Rosa Kempinski Hotel, Nairobi
CHARGES KSh15,000+VAT = KSh17,100 per person

INTRODUCTION

Organisations achieve goals by completing series of projects. Often, managers are not even aware that they are involved in a project!

This seminar covers the essential elements of projects management and illustrates important tools that managers should use in order to be successful in all their undertakings.

HIGHLIGHTS

- ✓ **The project planning cycle:** steps to take from beginning to end.
- ✓ **Scheduling project activities:** efficient utilisation of time, personnel, finances and other resources.
- ✓ **Project execution:** getting things moving effectively and efficiently.
- ✓ **Monitoring and evaluation:** making sure that everything is going according to plan and assessing the outcomes.