

## Working Smart

*A one-day course for all staff*

**DATES** 15 Jan 2021; 07 May 2021; 02 Sep 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### 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

## Analytical Skills for Managers

*A one-day course for managers & supervisors*

**DATES** 27 Jan 2021; 20 May 2021; 08 Sep 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### 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

## Effective Communications Skills

*A one-day course for all staff*

**DATES** 04 Feb 2021; 26 May 2021; 17 Sep 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### 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 communication barriers:** The 7 stages of communications
- ✓ **Oral Communications:** Turning ideas and images into words; Active listening; Choosing the right words; Effective telephone skills
- ✓ **Making a presentation:** Preparing an effective presentation; Ensure your words are always understood; Using visual aides

## Effective Business Writing

*A one-day course for managers*

**DATES** 05 Feb 2021; 04 Jun 2021; 23 Sep 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### INTRODUCTION

In this course, participants are shown how to streamline the writing process and how to apply simple principles in composing effective business letters, emails, memos, and minutes of meetings.

### HIGHLIGHTS

- ✓ **General writing skills:** 7Cs of effective writing; Using proper language for business writing
- ✓ **Business letters:** getting to the point quickly
- ✓ **Memoranda (memos):** What makes them different from letters?
- ✓ **Effective emails:** Some do's and don'ts
- ✓ **Minutes of meetings:** What to write down and what to leave out
- ✓ **Effective proposals:** Language, structure and format
- ✓ **Effective reports:** Language, structure and format of proposals

## Effective Leadership

*A one-day course for directors & managers*

**DATES** 11 Feb 2021; 10 Jun 2021; 29 Sep 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### INTRODUCTION

Leadership is “the art of getting someone else to do something you want done because he wants to do it.”

– Dwight D. Eisenhower (former US President)

"Leaders are people who do the right things; managers are people who do things right."

– Prof. Warren G. Bennis

### HIGHLIGHTS

- ✓ **Understanding leadership & Power:** The 4 roles of a leader; The 5 types of leadership power
- ✓ **Finding the passion to lead:** What discourages people from taking up leadership? What are the benefits of being a leader?
- ✓ **Leadership styles:** Authentic and ethical leadership;
- ✓ Different leadership styles – Using the right one for the right situation

## Improving Management Acumen

*A one-day course for managers & supervisors*

**DATES** 17 Feb 2021; 16 Jun 2021; 01 Oct 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### 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.

### 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

## Performance Management

*A one-day course for managers & supervisors*

**DATES** 26 Feb 2021; 25 Jun 2021; 07 Oct 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### 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

## Managing Change

*A one-day course for managers*

**DATES** 04 Mar 2021; 01 Jul 2021; 13 Oct 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### INTRODUCTION

Change is inevitable and the rate of change is increasing. Businesses, business processes and business models have to constantly adapt to the economic climate, competitive pressures, and the opportunity to create through change and innovation.

This workshop shows the key elements of managing the change process from the point of realization of the need for change to the implementation and review phases.

### HIGHLIGHTS

- ✓ **Understanding Change** For better, for worse: Why do organisations undergo change?
- ✓ **Understanding change management:** what it is and what it is not
- ✓ **Change Management Model:** The “ADKAR” process of managing change
- ✓ **Making a Smooth Transition:** The process of adapting to change

## Managing Difficult Staff

*A one-day course for managers & supervisors*

**DATES** 10 Mar 2021; 07 Jun 2021; 22 Oct 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### INTRODUCTION

80:20 rule: 80% of management difficulties come from 20% of the staff. In other words; 80% of the staff are hard working, self-driven and committed to their work.

This course helps to identify the common types of difficulties that managers encounter with employees and how each can be dealt with.

### HIGHLIGHTS

- ✓ **Self-motivation:** The ingredients necessary for it to happen
- ✓ **Common management difficulties:**
  - Underperformance
  - Indiscipline
  - Sloppy work
  - Disruptions
  - Pessimism
  - Rumour mongering
  - Discrimination
  - Bullying
  - Staff conflicts

## Principles of Project Management

*A one-day course for managers*

**DATES** 19 Mar 2021; 16 Jun 2021; 28 Oct 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### 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.

## Improving Financial Knowhow

*A one-day course for directors & managers*

**DATES** 25 Mar 2021; 22 Jul 2021; 03 Nov 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### 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

## Improving Profitability

*A one-day course for directors & managers*

**DATES** 31 Mar 2021; 28 Jul 2021; 12 Nov 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### INTRODUCTION

Profit is not the same thing as profitability. Profit is the oxygen that sustains a business; preventing it from failing. Profitability is the fuel, the fertiliser that grows the business.

A business with low profitability stagnates, no matter how high the profits are!

This course shows how to measure profitability and gives ideas on how it can be improved.

### HIGHLIGHTS

- ✓ **Understanding profit and profitability:** Measures of profitability.
- ✓ **Improving return on capital:** Increasing asset turn, increasing return on sales, managing the trade-offs
- ✓ **Keeping the business in shape:** Investing in fixed assets; Deciding whether to make or to buy assets; Profit-cost-volume analysis

## Managing Costs

*A one-day course for directors & managers*

**DATES** 09 Apr 2021; 06 Aug 2021; 18 Nov 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### 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

## Exceptional Customer Services

*A one-day course for all staff*

**DATES** 15 Apr 2021; 12 Aug 2021; 24 Nov 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### 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

## Proactive Selling Skills

*A one-day seminar for sales staff*

**DATES** 21 Apr 2021; 18 Aug 2021; 03 Dec 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### 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

## Managing Service Queues

*A one-day course for service managers*

**DATES** 30 Apr 2021; 27 Aug 2021; 09 Dec 2021  
**VENUE** Hilton Hotel, Nairobi  
**CHARGES** KSh15,000+VAT

### INTRODUCTION

Queues are everywhere! In banks, in hospitals, in supermarkets and so on. They frustrate customers and demoralise staff.

This workshop elaborates the dynamics of queues in simple practical terms. It shows participants the key factors that influence the queue lengths and demonstrates how a little extra effort can go a long way in achieving shorter waiting times.

### HIGHLIGHTS

- ✓ **Why manage queues?** How long queues affect: Customer care; Employee motivation; Security & Safety
- ✓ **How queues get out of control:** An experimental demonstration
- ✓ **Characterising a queue** – the key parameters and how they relate to one another
- ✓ **Queuing dynamics:** a simplified but realistic model
- ✓ **Strategies for managing queues:** turn-around time is NOT everything