



GLOBAL TRAINING INSTITUTE

TRANSNATIONAL PLAZA, 5TH FLOOR, MAMA NGINA STREET

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1. PROJECT MANAGEMENT SKILLS

Overview & Objectives:

With the help of this Course, participants after attending it will be able to:

- Initiate, plan and implement a project
- Calculate the resources required for a project
- Build project teams and make them work effectively
- Establish practical systems for monitoring and evaluating projects
- Assess risk factors and develop contingency plans
- Train, develop and deploy project team leaders
- Build a motivated project team

Course Content:

The following will be covered during the training:

- The scope and purpose of project management
- The five phases of project management
- Initiation, Planning & Execution
- Monitoring, evaluating & control
- Review & close
- Dealing with risk and uncertainty
- Getting projects back on track
- Organizational role of project management
- Using computer software
- Project communication needs
- Training & development of project leaders and teams

By the end of the course, participants will be able to:

- Set up and manage projects effectively
- Formulate project specifications, terms of reference and time-scales
- Calculate the resources required for a project
- Build project teams and make them effectively
- Establish projects

Who Should Attend?

Project Managers, Members of Project Management Units or Committees, Project Planners and Managers



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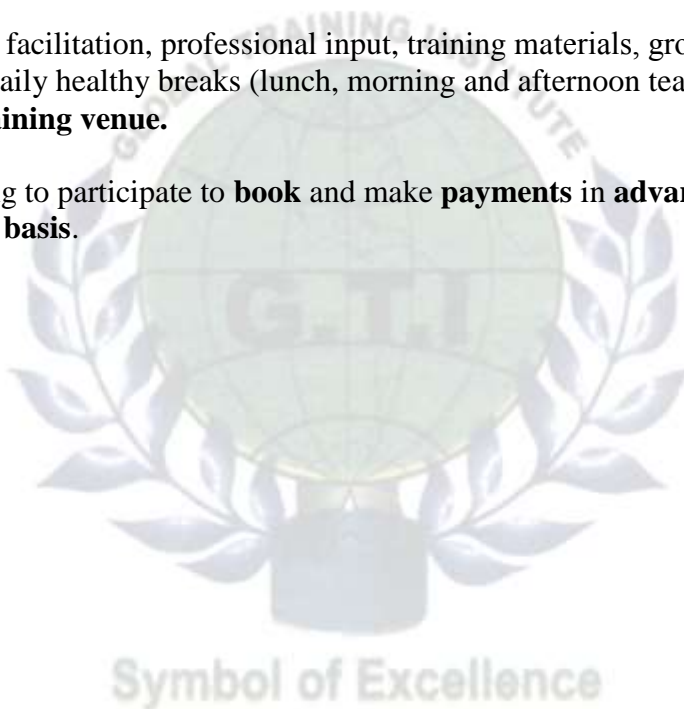
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
24 th – 26 th January, 2018	3 Days	Maanzoni Lodge, Machakos	69,990.00 <i>Plus</i> VAT for three days	129,990.00 <i>Plus</i> VAT for Four Nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

The professional fee covers: facilitation, professional input, training materials, group photo, GTI's Certificate of attendance & daily healthy breaks (lunch, morning and afternoon tea/coffee). **It excludes transport to & from the training venue.**

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2. EFFECTIVE CUSTOMER SERVICE/CARE

Do you impress your customers every time you interact with them? You must go beyond simply delivering your service/product, and develop strong relationships with your customers. It is essential that you provide a unique customer experience by proactively anticipating your customers' needs and expectations, exceeding them every single time.

Who Should Attend?

This Customer Service/Care training course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

Course Overview:

Who we are and what we do

- Who are customers (internal/external)
- What is Customer Service?
- Who are Customer Service Providers?

Establishing your Attitude

- Appearance counts! (even if not in person)
- The power of the smile
- Staying energized
- Staying positive

Identifying and Addressing their Needs

- Understanding the customer's problem
- Staying outside the box (not jumping to conclusions)
- Meeting basic needs
- Going the extra mile

Generating Return Business

- Following up
- Addressing complaints
- Turning difficult customers around

In-Person Customer Service

- Dealing with at-your-desk requests
- The advantages and disadvantages of in-person communication
- Using body language to your advantage

Giving Customer Service over the Phone

- The advantages and disadvantages of telephone communication
- Telephone etiquette
- Tips and tricks



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Providing Electronic Customer Service

- The advantages and disadvantages of electronic communication

Recovering Difficult Customers

- De-Escalating anger
- Establishing common ground
- Understanding netiquette
- Tips and tricks
- Examples: chat or e-mail
- Setting your limits
- Managing your own emotions

Understanding when to Escalate

- Dealing with vulgarity
- Coping with insults
- Dealing with legal and physical threat.

Delivering Exceptional Customer Service through Soft Skills

- What the industry, organization and customer wants
- Importance of soft skills
- Communication skills as a soft skill
- Presentation skills
- Team work
- Professional ethics
- Diversity and Interpersonal skills
- Time management
- Stress management
- Leadership skills





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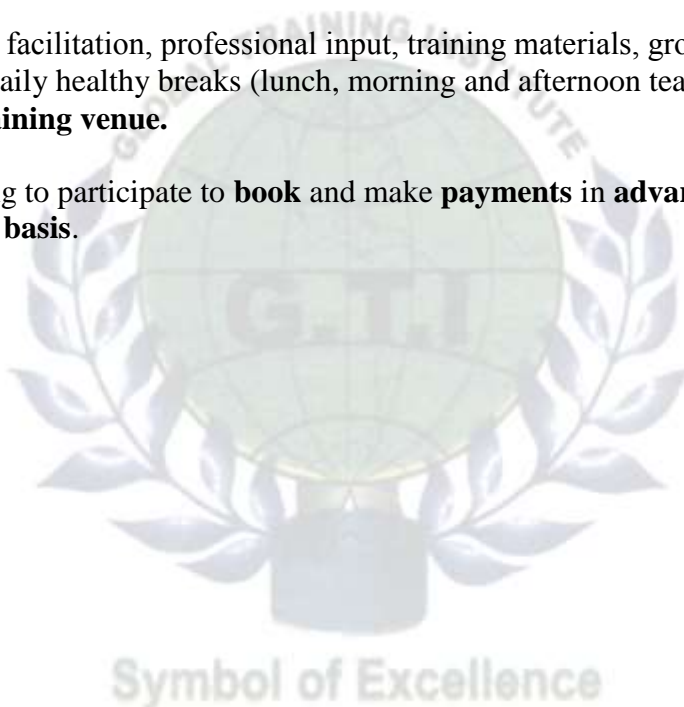
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
24 th – 26 th January, 2018	3 Days	Nairobi Safari Club, Nairobi	65,970.00 <i>Plus</i> VAT for three days	125,790.00 <i>Plus</i> VAT for four nights

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3. ADMINISTRATIVE DEVELOPMENT SKILLS FOR SUPPORT STAFF

Overview

This workshop is intended to help those in support positions to understand their roles and responsibilities in today's modern office environment.

They will learn new strategies in handling workload through enhancing organizational skills and prioritizing the workload for positive results.

Participants will explore ways to work effectively in a team, enhance critical communication skills, learn new assertive behaviours and explore self-management techniques for the workplace.

Outcomes

Upon completion of this workshop, participants will be able to:

- Understand the important roles and functions of today's office in business
- Understand the changing role of the office administrator and their contribution
- Increase productivity in the office and appreciate the use of appropriate communication tools in the office
- Manage and handle information for maximum results so as to help the organization to achieve its business goals

Who Should Attend

Administrative Assistants, Clerical Officers, Junior Secretaries, other Office Staff who serve in a support role.

What Will Be Covered

- The Office
- The Role and Functions of the Office
- Productivity and the Administrator's Evolving Role
- Planning and Improving Work Processes
- Matching Business Goals with Administrative Support Goals
- Managing Information for Office Productivity Excellence
- Office Productivity
- Office Productivity through Effective Task Management
- Planning and Scheduling of Office Work
- Increase Your Administrative Effectiveness through Organized Methods and Systems
- File and Find Information Fast
- Dealing with Information Overload in the Office
- Limiting Interruptions in the Office
- Communicating Positively for Better Results



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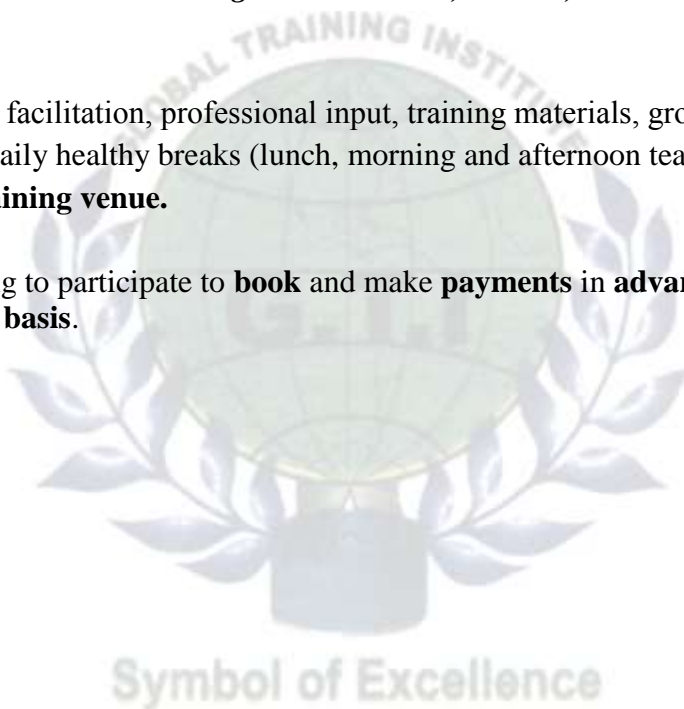
COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
24 th – 26 th January, 2018	3 Days	Sarova Woodlands, Nakuru	60,900.00 Plus VAT for three days	120,900.00 Plus VAT for four nights

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4. RECORDS, REGISTRY & INFORMATION MANAGEMENT

Course Description:

This course aims at introducing participants to the dynamics of records management in organizational settings in general. The course seeks to equip the participants with critical skills relevant to the management of records in the world of work.

Course Objectives:

On completion of the course, participants should be able to:

- Discuss records management policy
- Explain records management justification
- Illustrate principles of records management
- Outline records retention and disposition schedules and scheduling
- Describe reformatting
- Analyze electronic records
- Appraise records center
- Discuss records disposal and destruction
- Application of ICTs in Records and Archive Management
- Describe vital records
- Explain forms, directives and reports management
- Discuss confidentiality and access
- Discuss disaster preparedness, response and recovery

Course Outline:

Defining key concepts, Records management policies, Justification of Records Management, Principles of records management, records retention and disposition schedules and scheduling.

Delivery Methods:

Lectures, discussions, case studies, and simulations will be used.

Target Group:

Officers charged with responsibility of managing records. These include officers working in Accounts, Stores, Registry, Human Resources and the Library/Resource Center.



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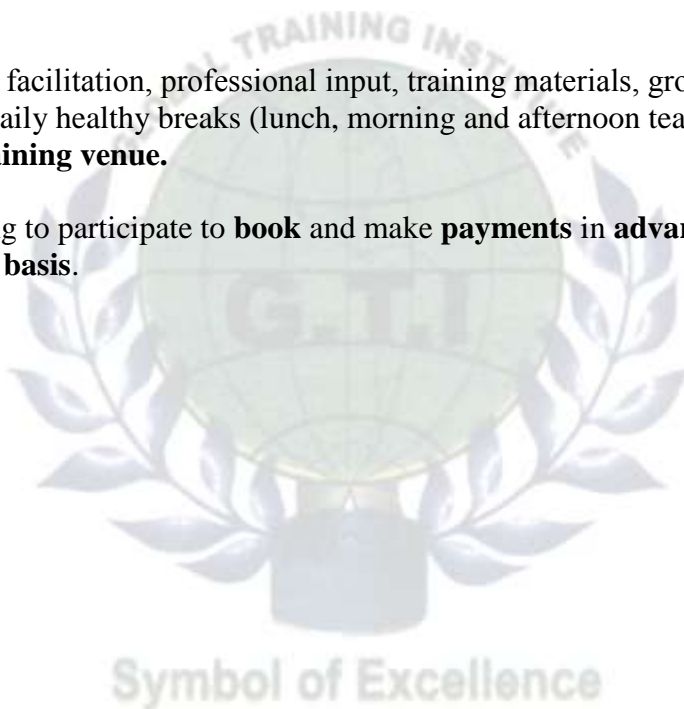
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
24 th – 26 th January, 2018	3 Days	Lake Naivasha Panorama Park & Lodge, Naivasha	58,500.00 <i>Plus</i> VAT <i>for three</i> <i>days</i>	113,500.00 <i>Plus</i> VAT <i>for four</i> <i>nights</i>

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5. DEFENSIVE DRIVING

Course Overview:

When driving we sometimes take on a different personality, and unfortunately that personality is often a reckless risk taker, or someone overly aggressive. The Safe and Defensive Driving training discusses tips and techniques for avoiding risks and aggression. The course also identifies numerous factors that appear as innocent actions, but have the potential to cause accidents and injuries.

Who Should Take This Course?

Employees who must drive automobiles (cars, vans, pickups) as part of their job. Positions like field sales personnel, field technicians, or personnel visiting offsite locations including delivery of small parts or equipment will benefit from this course.

Course Objectives:

After successful completion of this training module, students will understand:

- Recognize external factors that inhibit drivers' ability to concentrate
- Apply techniques for focusing attention to the task of driving
- Detect behaviors and situations that may weaken driving ability
- Employ stress-reducing actions to avoid unsafe driving
- Complete a pre-trip checklist to ensure vehicle safety
- Recall procedures for contingency plans, in case of emergency situations

Topics:

- Self-assessment of driver's mental and physical status.
- The importance of keen observation and quick anticipation.
- Rules relating to stopping distances under varied driving conditions.
- Problems taking place in the front (head on Collision), at the rear and on the sides of the vehicle.
- Information on accident causing blind spots on road.
- Emergencies that confront drivers on highways.
- Techniques of safe driving: during night, on hilly and curvy roads, on rain soaked/slippery surfaces to avoid skidding.
- Laws of Physics related to Vehicle dynamics.
- On the impact of time and space factors in the prevention of accidents.
- The role played by the road markings towards safe motoring.
- On efforts required to coordinate speed, visibility, and stopping distance.
- On tackling problems related to slow moving vehicles, liquid carriers, and unfavorable weather conditions.
- On helping the drivers to maintain HIGH ALERTNESS through meditation.
- Understanding the Importance of Customer Service
 - Personal Attributes
 - Self-Awareness and Self-Esteem
 - Personal Hygiene



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- Professional Appearance (Dress Code & Grooming)
- Managing your Work Hours
- Positive Work Attitude
- Good Manners & Basic Office Etiquette
- Commitment & Strong Work Ethic
- Excellent Communication Skills
 - Assertiveness
 - Listening & Hearing
 - How to Greet?
 - The Art of Small Talk
 - Dealing with Unhappy Customers
 - Handling Customer Complaints
 - Body Language

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
23 rd -26 th January, 2018	4 Days	Lake Naivasha Panorama Park & Lodge, Naivasha	101,650.00 Plus VAT for four days	151,650.00 Plus VAT for four nights

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6. RISK MANAGEMENT

Overview:

The importance of risk management can hardly be overstated. Awareness of risk has increased as we currently live in a less stable economic and political environment. The purpose of this course is to provide delegates with a solid understanding of business risk and how to manage it.

Risk Management course looks at risk from different perspectives and analyses the possibilities for managing it in each situation. It focuses primarily on operational, financial, project, and reputation risk management.

Objectives:

The objectives of Risk Management course are to:

- Appreciate the need for the management and review of risk
- Provide a framework & process for the management of risk
- Understand a variety of techniques to identify, assess, manage & monitor risks
- Enable the delegates to have experience in using some of these techniques
- Understand the importance of planning and implementing identified risk management actions
- Understand the overall management of risk process

Course Content:

Understanding Risk Management

- The need for risk management and its benefits to the business
- Importance of the effective identification, assessment & management of risk
- Definition of what constitutes a risk
- Difference between risks, issues and assumptions
- Requirements for effective risk management
- Barriers to effective risk management and how to address them

The Five Elements of Risk Management

- Scope and intensity of risk management:
 - Degree of application of risk management based on level of risk in the business and environment
- Awareness of degree of risk tolerance considered acceptable by the organization
- The risk management process:
 - The stages of the risk management process
- Roles & responsibilities in risk management
- The documents and products that are used during risk management

Identifying all Credible Risks

- Different types & categories of risks that can be present in specific business areas
- Methods of capturing all types of relevant risks for the business area, and how to use them:
 - Prompt Lists – Checklists – Questionnaires – Team Based Activity
- Describing each risk in a way that it enables the effective analysis of the risk:
 - Risk statement to contain a condition and the consequence



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- Identifying the causes of risks
- Classifying the identified risks in 3 classes to aid analysis
- Identifying the residual risk that remains in place for each identified risk after the existing controls in the business have been taken into account

Assessment of all Identified Risks

- The three business reasons for analyzing risk
- How analysis of each risk converts the statement of the risk into decision making information
- Process of analyzing each risk:
 - Classifying risks – merging of similar risks – assessing value of each risk – prioritizing of risks
- Assessment of each risk in terms of:
 - Probability of it occurring
 - Severity of impact
 - Proximity of risk occurring from the present moment in time
- Need for having established criteria for determining probability & severity of impact, so that each risk is assessed in a consistent way
- Using a Risk Assessment Matrix
- Determining whether a risk is high level, medium level or low level overall

Action Planning For Risk Management

- Process of risk management action planning focusing on high level risks:
 - Identification of approach to managing each high level risk – selecting risks for action – developing actions – creating a fall back plan
- The five major types of actions for managing risks:
 - Reduction of probability of occurrence – reduction of severity of impact – avoidance of risk – transference of risk – acceptance of risk
- Examples of each of the five major types of actions for managing risks

Using a Risk Register

- The details for each risk that need to be included in a Risk Register
- The purpose of recording these details for each risk
- Importance of allocating an owner for each risk
- The responsibilities of the owner of each risk, and the support required by each risk owner
- How a Risk Register is used in the monitoring and control of each risk
- Updating of the contents in the Risk Register

Risk Monitoring & Control

- The steps and actions involved in monitoring and controlling each risk
- The use of the Limit Testing Method to monitor and control the medium and low level risks
- The frequency of monitoring & controlling risks
- Communicating the results of monitoring the risks with key staff & stakeholders
- Managing stakeholders perceptions
- Tracking changes in risks

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CREATING A NEW VISION IN H.C.D



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Closure of Management of Each Risk

- Recording of closure or passing of risk on the Risk Register
- Recording of action taken to mitigate and manage the risk
- Capturing of learning from the management of risks for future use in managing other risks

Who should attend?

- Senior Managers
- Managers
- Heads of Departments
- Supervisors

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
7 th – 9 th February, 2018	3 Days	Hotel Waterbuck, Nakuru	69,000.00 <i>Plus</i> VAT for Three Days	105,000.00 <i>Plus</i> VAT for Four Nights

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7. FINANCE FOR NON-FINANCE PROFESSIONALS

This training Course teaches non-finance staff the basics of financial reports, as well as the fundamentals of business valuation and the creation of stakeholder/shareholder.

Course Overview:

In the competitive world of global business in the 21st century, executives at all levels need to develop a good appreciation of basic financial reports, as well as the fundamentals of business valuation and the creation of shareholder value.

You may be an expert in your own technical or business field, but if you're given a position of greater responsibility where understanding and talking the language of finance becomes a significant part of your job, you'll also be able to make better business decisions with the right financial skills.

Global Training Institute's Finance for Non-finance Managers and executives course quickly teaches you the basics of financial accounting, how to build a good understanding of financial reporting and to develop a good foundation in business valuation.

Key Topics:

- Balance sheets
- Cash flow statements
- Financial ratios
- Tracking business expenses
- Income statements
- Accounting and financial reporting
- Budgeting and forecasting techniques
- Cash management and planning for value growth
- Managing accounts receivable

What you will learn:

- Understand basic financial accounting terms and concepts
- Understand the financial statements-balance sheet, income statement, statement of cash flows that firms use to describe their businesses
- Use the correct approach to construct the financial statements
- Use the correct approach for simple ratios that capture key elements of the firm performance.

Target Audience:

Any manager or executive with a non-financial background looking to learn the fundamentals of finance will benefit from this course. They include: Business Managers, Profit Center Managers, Department Heads & Managers, Accountants, Corporate Treasury Managers and Investment Professional



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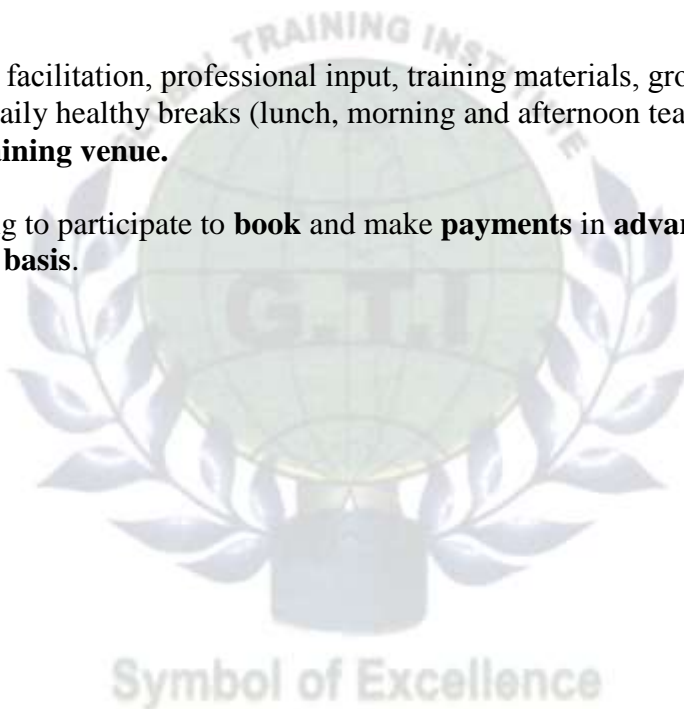
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
7 th – 9 th February, 2018	3 Days	Gelian Hotel, Machakos	69,000.00 <i>Plus VAT for three days</i>	105,000.00 <i>Plus VAT for Four Nights</i>

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8. CONFLICT MANAGEMENT & NEGOTIATION SKILLS

Course Objectives:

Welcome to the exciting world of conflict management. In the rapidly changing and global context we live in, conflict is a feature of our current reality. Private and public sector organizations, find that they have to be more equipped to deal with different types of conflict.

Personal conflicts, inter-personal conflicts and structural conflicts all point to the need for more effective tools for lasting problem solving. Conflict management and negotiation skills are critical skills for any manager to be effective in the workplace.

Conflict situations are common in the work situation. It is thus important for managers to become familiar with the principles, processes, and techniques of conflict management and negotiations.

Course Outcomes

- Recognize how our own attitudes and actions impact on others
- Find new and effective techniques for managing negative emotions in others and self
- Describe the main sources of conflict
- Describe appropriate techniques to manage conflict
- Explain the appropriate techniques in inter-personal conflict management
- Describe the appropriate action plan and strategies to manage inter-group conflict
- Explain the attributes of an effective conflict manager
- The steps needed to resolve conflict
- Negotiations and other strategies to resolve conflict
- Prepare for, engage in and conclude negotiations

Course Content:

- **What is conflict?**
 - Causes of conflict
 - Why people can seem difficult
 - Differences, diversity and opportunity
- **Communication skills for conflict resolution**
 - Active listening
 - Effective questioning
 - Rapport building
 - 3 perspectives
 - Saying 'No'
 - Assertive behaviour
 - Effective promising
- **Win-win negotiating**
 - 10 tips for negotiating
 - Aligning conflicting or competing outcomes
 - Effective behaviour for successful negotiating



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- **Handling customer complaints**

Turn complaint into compliment

Establishing the issue

Determining a course of action

Following up

- **Managing stress**

Identifying signs of stress

Keeping your cool

Venting appropriately

- **Planning into action**

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
12 th – 16 th February, 2018	5 Days	Bamburi Beach Hotel, Mombasa	122,680.00 <i>Plus</i> VAT for Five Days	170,680.00 <i>Plus</i> VAT for Six Nights

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9. SALES AND MARKETING SKILLS

About the Course

The Sales & Marketing Skills Training programme is designed for individuals who want to gain a thorough understanding of the principles and practice of marketing and sales. Ideally suited for sales and business development executives, this course offers a superb grounding in the practice of these two disciplines.

Sales & Marketing are important skills which allow you to engage with all types of people and buyers. Marketing provides you with the skills to increase brand awareness, develop your target market, as well as create the necessary leads and enquiries through targeted marketing campaigns. The key to success in any business is Sales and during the course there is a strong focus on developing your sales skills, so that you can apply what you learn to your current position.

Course Aims & Objectives

The aim of the Sales & Marketing training programme course is to give you an appreciation of what is required to succeed in a role that requires good sales and marketing skills. Participants learn how to use proven sales and marketing techniques and apply them to their own industry and organization.

Marketing is about identifying potential customers, researching their needs, developing products to suit customer requirements, organizing marketing programmes and promotional activities, branding products and services, managing distribution and providing customer satisfaction. The course aims to increase your skills in all these areas and aims to advance your planning and strategic skills so that you can become an effective sales and marketing planner.

The sales and marketing skills acquired allows participants to gain an edge over competitors, as they learn how to apply marketing principles and techniques to their sales strategy. Most importantly the course allows you to discover new ways to penetrate new markets, developing existing accounts and increase sales. Finally the course will help you meet and exceed targets so that you can experience real job satisfaction and increased rewards.

Section I: Sales

Personal Selling involves communication with a prospect and existing customer. It is a process of developing customer relationships, discovering customer needs, matching the appropriate products with these needs, and communicating benefits and 'You Appeal' through informing, reminding and persuading. The Sales part of the course aims to advance your selling skills and provide a structure, so that you have a purpose to your contact with clients. You will also advance your communication skills so that you can meet your sales objectives and achieve success.

Sales Skills – Course Content

- Managing a sales territory
- Identifying and targeting new business
- Personal selling, Identifying and targeting new business
- Exploiting new areas of opportunity
- Defining call objectives, Time/territory management & Journey Planning



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- Planning and prioritize meetings
- Sales Milestones, Identify various milestones that lead to your objective
- Sales Situations & Selling Styles
- Sales Strategies, Self-Analysis
- Sales Preparation & Research
- Information Gathering - Questioning Techniques
- Sales presentation skills and stages in the sales process
- Structured Sales Model
- Sales People with the wrong approach
- Getting Attention & Opening the call
- Prospecting and Business development
- Sales presentation skills and stages in the sales process
- Opening the Call, Investigating customer needs – asking the right questions
- Use effective questioning and listening techniques to uncover customer needs
- Analyzing your Offer, How to answering customer objections
- Handling Customer objections effectively, Preparing answers
- The Customer Motivation Model
- Handling & Communicating with Buyers
- Ways to Handle Difficult Buyers
- Using products to solve Clients problems
- Closing the Sale in a professional manner, Gaining Commitment
- Key Account Management
- Presentation Planning Project
- Customer Service
- Personal Action Plan

Section II: Marketing

Participants learn the theory and practice of marketing and learn how to segment markets, put together a marketing programme and apply marketing techniques to achieve agreed objectives. Participants gain a thorough understanding of the purpose and practice of marketing and you are equipped with the necessary knowledge for further study in this area.

Marketing Skills – Course Content

- Introduction to Marketing
- Marketing environment
- Macro and Micro Environment
- Consumer buyer behavior
- Market research process
- The Marketing mix,
- Market Segmentation, Targeting Consumers
- Positioning Products & Brands
- Market segmentation, targeting and positioning
- Developing a marketing plan

• Training • Recruitment • Consultancy • Research

CREATING A NEW VISION IN H.C.D



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- Product & Services Branding
- Consumer-Brand relationship
- Brand equity and value
- Pricing decisions
- Developing and implementing marketing programmes
- Internet: Managing & Marketing web-sites
- Cyber Marketing
- Direct Marketing, Sales Promotion, Customer Service
- Marketing Distribution and channel decisions
- International Marketing
- Case Studies

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
14 th – 16 th February, 2018	3 Days	Weston Hotel, Nairobi	57,000.00 <i>Plus</i> VAT for Three Days	96,000.00 <i>Plus</i> VAT for Six Nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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10. EXECUTIVE SECRETARIES & PERSONAL ASSISTANTS LEADERSHIP

Key Objectives:

- Discover practical tools and techniques that will help you manage your workload and relationships more successfully and improve productivity
- Explore strategies to reduce conflict and learn to deal effectively with difficult situations and people
- Provide a high level of administrative support by enhancing your ability to manage change, plan and coordinate workflow and build an effective team
- Enables delegates to expand their managerial & leadership duties
- Prepares them to take on more advanced areas of responsibility

Course Content:

- The current role of the Executive Secretary and PA
- Leadership and office management
- Beyond time management
- Communicating for results
- Interpersonal relations and motivation
- Effective presentation skills
- Assertiveness
- Managing work, personal emotions and stress
- Problem-solving and decision-making in the modern office
- Organization ability and confidentiality
- Managing change
- Managing conflict
- Diary management and self-development for the future
- Summary, review and action planning

Who should attend?

The course is suitable for administrative professionals in all industries who lend secretarial support or manage an office environment, or work as a personal assistant within the organization including:

- Executive PAs
- Office Managers and Administrators
- Senior Office Administrators
- Management Secretaries
- Executive Secretaries and Assistants
- Senior Secretaries



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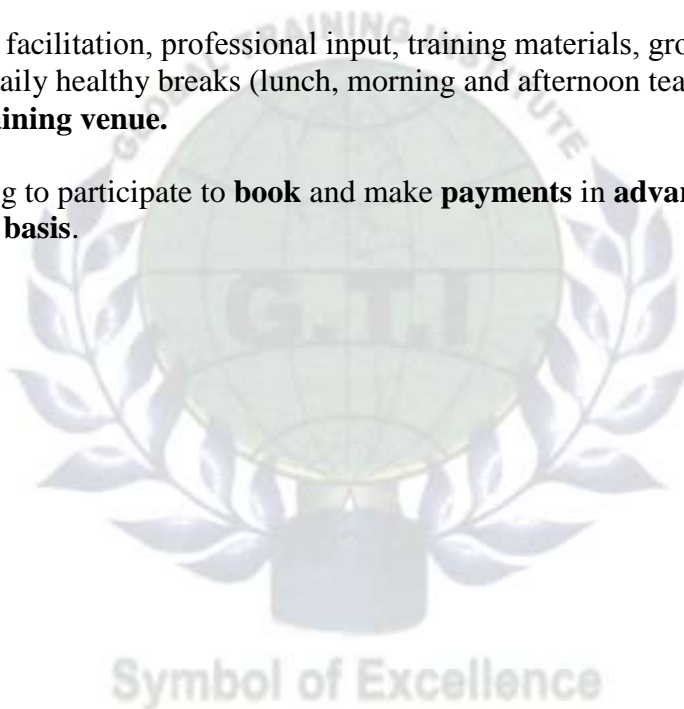
COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation	Professional cost with accommodation
19 th – 23 rd February, 2018	5 Days	Lake Naivasha Sawela Lodge, Naivasha	Ksh. 111,650.00 <i>Plus VAT for five days</i>	Ksh. 198,650.00 <i>Plus VAT for Six Nights</i>

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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11. HUMAN RESOURCES MANAGEMENT SKILLS FOR NON-HR PROFESSIONALS

An organization's Success lies in its Human Resources' Success!

More effective management of Human Resources (HR) increasingly is being seen as positively affecting performance and the competitive success in organizations, both large and small. As human resources have become viewed as more critical to organizational success, many organizations have realized that it is the people in an organization that can provide a competitive advantage.

This comprehensive three-day training workshop which is geared towards helping organizations to ensure the effective and efficient use of their human capital in order to accomplish their organizational goals and objectives. This course offers a unique, affordable, cost-effective opportunity for learners to ensure they meet the competitive market demands for modern HRM skills.

Outcome:

This training will help you to:

- Understand the importance of regarding people as the organization's most important asset.
- Learn how an organization should manage its Human Resources.
- Confidently recruit the right person with the right package of benefits.
- Workforce planning.
- Use the most effective recruitment options and modern tools.
- Understand appropriate reward philosophy and strategy.
- Non-monetary benefits and how to maximize their effectiveness.
- Organizational leadership.
- Human Resources development and its benefits.

Course Content:

This training covers:

People are the most important asset of an organization

- Workforce planning
- Specifying Jobs and Roles
- Recruiting
- Outsourcing and distance employment
- Job grades, steps and salary scales

Benefits and Compensation

- Career development
- Leadership Development
- Team equality and diversity
- Human resources change management strategies

Training and Development

- Personnel Policies and Records
- Employment policies
- Ethics - Practical Toolkit
- Relating performance and competency to rewards



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The Drivers and Enablers of Employee Engagement

- Diversity Management
- Employee Assistance Programs
- Ergonomics: Safe Facilities in the Workplace
- Personal Wellness
- Preventing Violence in the Workplace
- Managing promotions and regular employee engagement
- Employee involvement in strategic management
- Labor unions and professional associations

Performance Evaluation

- Behavioral and 360 appraisals
- Interpersonal Skills
- Retaining Employees
- Global Good practices

Target Audience:

All levels of management, executives, team leaders, HR Managers, Front line and Middle Managers, Consultants, and Management Officers with no HRM background.

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
21 st – 23 rd February, 2018	3 Days	Nairobi Safari Club, Nairobi	69,000.00 Plus VAT for three days	129,000.00 Plus VAT for four nights

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12. DEBT RECOVERY – MASTERING CREDIT MANAGEMENT PROCESS

If you want to keep your organization financially sound, proper debt recovery and credit management is essential.

This course provides participants with a core understanding of international and local Credit Management issues.

Objectives:

- Confidential credit assessment/ratings on sample debtors/prospects.
- Design effective Terms and Conditions (T & C's) and Credit Application (CA) forms for prompt payments.
- Focus on improvement in Company Receipts and Cash Flows.
- Appreciate the essential features of a legally binding contract.
- Outline the main considerations in getting paid in a sales contract.
- Understand the issues involved in pursuing slow payers and debtor recovery.
- Understand the Legal Processes in the Collection of Debts.
- Utilize the international banking payment methods to minimize credit risks.
- Ensure Credit Management is seen as a positive influence in Customer Relations.

Course Outline:

Doing Business in a Global Environment

- Assessment
- Collections
- Terms and Conditions
- Administration & Controls
- Teamwork
- Key Performance Indicators

Credit Control & Collections

- Assessing the Financial Risks
- Assessing Credit Terms
- Terms and Conditions of Sale
- Credit application Form
- Credit Limits
- Accounts Receivables
- Debtor aged analysis, days outstanding
- The Currency Market and Exchange Rates
- Debtor Management



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- Basics of Civil Litigation
- Late Payments legislation.
- Legal Proceedings
- Making Decisions on Legal Action
- Court Processes

Target Audience:

Directors, Finance/Credit Managers and Senior Accounts Staff

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
21 st – 23 rd February, 2018	3 Days	Sarova Woodlands, Nakuru	58,800.00 <i>Plus</i> VAT for three days	98,800.00 <i>Plus</i> VAT for four nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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13. REPORT WRITING AND PRESENTATION SKILLS

The need for skilled report writing has increased in the last 20 years. Companies increasingly seek training for technical staff, however, technical writing skills are not only necessary for engineers and alike; these skills are critical in any technically-oriented professional job. Technical communications—or technical writing—is not writing about a specific technical topic such as computers, but about any technical topic. The term "technical" refers to knowledge that is not widespread, that is more the territory of experts and specialists.

Technical communications is the delivery of technical information in a manner that is adapted to their needs, level of understanding and background. One of the challenges in writing about highly technical subjects is to do so in a way that a non-specialist could understand. This ability to translate technical information to non-specialists is a key skill to any technical communicator.

Good technical reports can serve the purpose of effective communications, motivating the implementation of recommended actions and gaining the respect of the organization.

This comprehensive two-day workshop covers technical report writing principles. Participants will be able to tackle and present technical reports with confidence, skill and enthusiasm.

Learning Objectives

After successful completion of the workshop, participants should be able to:

- Employ the most effective writing techniques to enhance clarity and coherence
- Apply the principles of effective business communication and report writing to compose high quality reports
- Produce technical reports which reflect coherence, clarity, conciseness, accuracy, and completeness.
- Present technical information in a clear, concise, and persuasive manner.
- Turn the most technical presentation into one that is exciting and memorable

Programme Outline

Topics covered in this workshop include:

- The various types of reports utilized in an organization
- The elements of the writing process
- The different modes of writing
- The specific elements of technical writing
- Achieving clarity and coherence in their technical writing
- The different elements of a technical report: how to organize segments, and how to achieve emphasis and clarity through use of headings, fonts, bullets, and other devices available.
- Professional Presentation
 - Planning
 - Preparation
 - Delivery



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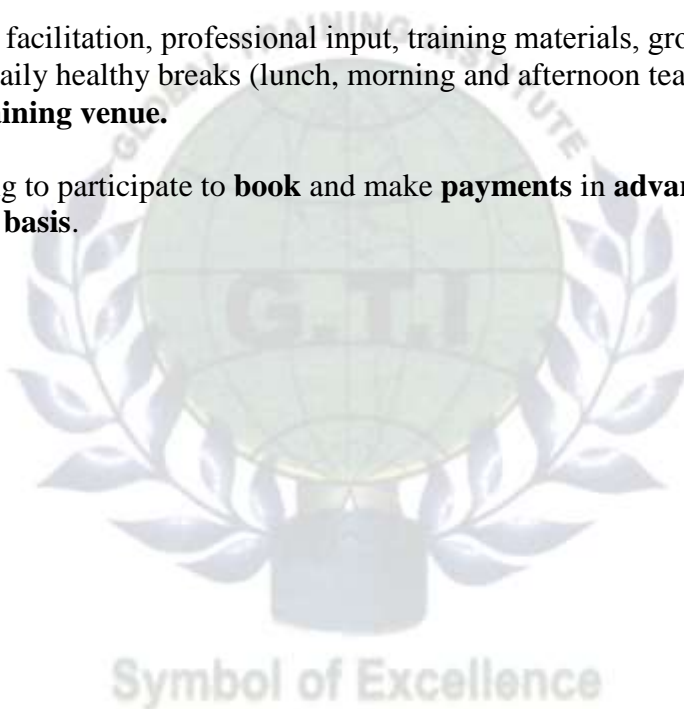
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
21 st – 23 rd February, 2018	3 Days	Maanzoni Lodge, Machakos	69,990.00 <i>Plus</i> VAT for three days	109,990.00 <i>Plus</i> VAT for four nights

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14. TRAINING THE TRAINER (TOT)

Part I: Facilitation Skills

The objective of this part is to prepare a professional trainer who has effective presentation and facilitation skills. Participants will practice delivery through several rounds of short presentations and training sessions. Participants will learn how to use advanced training aides and tools including case studies, role-plays, surveys, self-assessments, and Audio/Visual tools. Key topics covered are:

What makes a Good Trainer

- Introductory presentation: Assessing your delivery skills
- Characteristics of an Effective Trainer
- Elements of a successful training program
- Common Errors in Training

Tuning Your Facilitation Skills

- The Art of Facilitation
- Developing your training style
- Tuning your presentation skills
- Planning and preparing your training session
- Focusing your energy on the training session
- Overcoming Nervousness

Creating a relaxing and interactive training environment

- Your Role as an Effective Communicator
- Using non-verbal communication and effective body language
- Setting the climate – Icebreakers
- Managing the Question and Answer Period
- Dealing with Difficult Trainees
- Handling Difficult Situations when delivering training

Using Training Aides Effectively

- Using Visual Aids effectively
- Selecting suitable audio visual tools
- Practicing the use of case studies in training: Cassettes, short cases and Harvard-style long cases
- Practicing the use of role plays in training
- Using in-class hands-on exercises, self-assessments and surveys

Practice Sessions

- Second Presentation: Practicing Delivery



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Part II: Instructional System Design

The objective of this module is to teach participants how to develop a training course. They will know the key concepts related to adult learning, writing learning outcomes, training course design and training evaluation. Key topics covered are:

How do adults learn?

- Principles of Adult Learning
- Motivating the adult learner

Training Program Design and Planning

- Designing the training program
- Writing learning objectives based on Bloom's taxonomy
- Planning a Workshop
- Preparing a Lesson plan
- Designing and conducting on-the-job-training

Assessing and evaluating training

- Assessment of learning objectives
- Evaluation of training

Final Assessment

- Final Assessment Presentation





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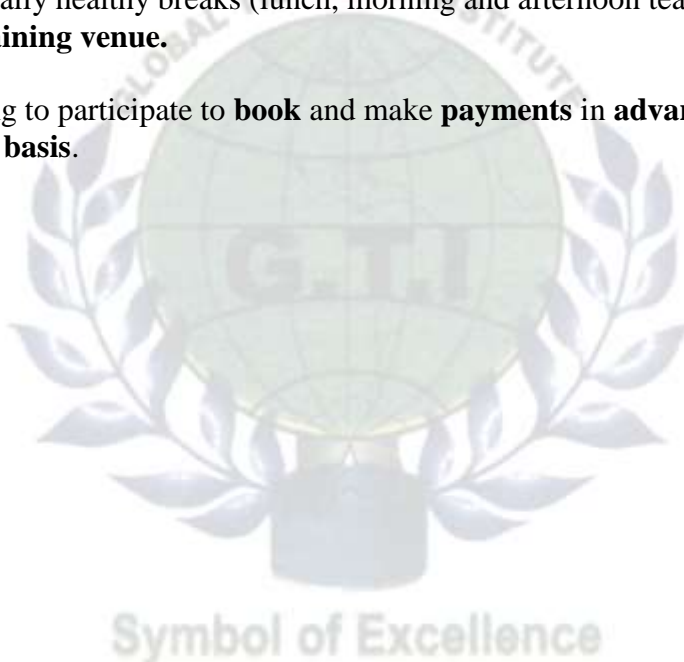
COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation	Professional cost with accommodation
5 th – 9 th March, 2018	5 Days	Lake Naivasha Panorama Park & Lodge, Naivasha	111,890.00 Plus VAT for five days	150,890.00 Plus VAT for Six Nights

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15. ORGANISATIONAL CULTURE CHANGE – MANAGEMENT SKILLS

What you will Learn

- Learn how to implement culture change and manage the change process
- Identify key actions and plans you need to create an action plan
- Learn how to create and define goals that get implemented
- Perform a current state analysis on present cultural conditions
- How to tie culture change to specific business objectives
- Identify why you need culture change
- How to adopt a positive organizational approach to culture change
- Learn how to identify and measure a culture
- Understand the different behaviour measurement methods you can use to measure culture change
- Learn why culture management is an important part of change management
- Learn the principles of positive culture change in a business
- Learn how to change a culture in your organization.

Culture Change

Culture change is one of the biggest challenges any business will ever face!

Getting culture right can revolutionize a business, increase creativity and profitability!

Good Culture/Bad Culture

A good business culture can lift your business to the top of its sector.

A bad business culture can put a business on the scrap heap!

But how do you create a good culture?

How do you remedy a bad culture?

How do you measure a culture?

Course Overview

In this course you will learn how identify culture change opportunities

You will learn how to tie them to higher business objectives.

And you will also learn how to implement that culture change.

Course Description

Implementing and adopting positive culture change in any organization is often a massive challenge if you don't have the right skills and tools to initiate that change, in this course we will help you gain those skills and show you tools that will help you manage culture change.

You will learn why culture management is an important part of creating successful organizational structure and integrity.

Culture change without a clear objective aligned to high level business goals, is extremely difficult to implement, so we help you to identify the reasons why you need culture change and how to match them to business objectives.

You will also learn how to identify and measure the health of a culture in an organization by using current state analysis techniques and tools.



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We will also show you how to define and create goals that can be implemented within the culture change process.

By learning how to identify key actions and plans, you will be able to create an action plan that helps ensure your culture change project gets carried out.

Planning is fine in and of itself, but in this course we will also guide you through the implementation stage and show you how to manage the change process as it is being rolled out within your organization.

We will also show you how to implement a review process so that you can make sure your changes are achieved in the short term and maintained in the long term.

Target Audience

- This course is suitable for charities who want to improve their operational culture
- This course is suitable for public sector organizations
- This course is suitable for private sector business
- This course will also help managers and HR professionals who want to improve their employment prospects by deepening their management skills
- This course is suitable for CEO's and Directors who want to understand how culture change can improve the overall profitability of their business
- This course will benefit Human Resources Professionals who are tasked with managing and implementing positive culture change
- This course is suitable for managers who need to create a high quality culture in their area of influence
- This course is suitable for business owners who want to create positive culture change in their business

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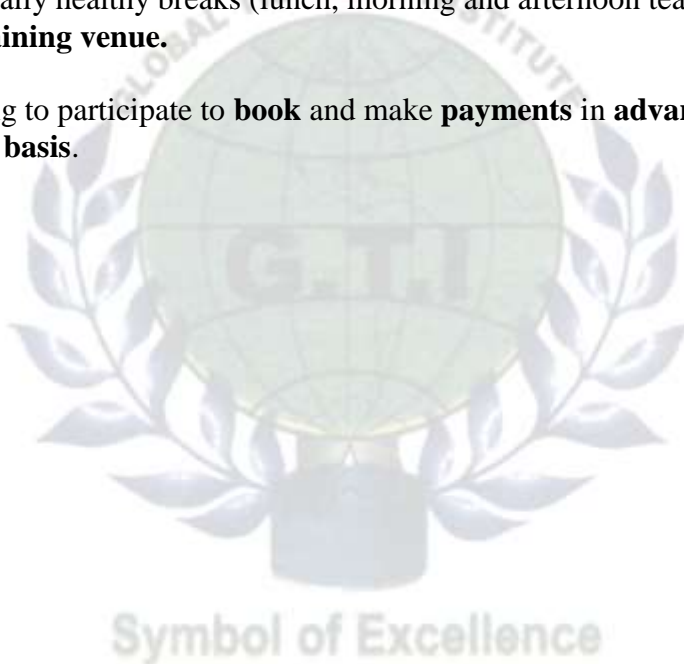
COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation	Professional cost with accommodation
7 th – 9 th March, 2018	3 Days	Bamburi Beach Hotel, Mombasa	69,900.00 Plus VAT for three days	105,900.00 Plus VAT for Four Nights

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16. EFFECTIVE CUSTOMER SERVICE/CARE

Do you impress your customers every time you interact with them? You must go beyond simply delivering your service/product, and develop strong relationships with your customers. It is essential that you provide a unique customer experience by proactively anticipating your customers' needs and expectations, exceeding them every single time.

Who Should Attend?

This Customer Service/Care training course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

Course Overview:

Who we are and what we do

- Who are customers (internal/external)
- What is Customer Service?
- Who are Customer Service Providers?

Establishing your Attitude

- Appearance counts! (even if not in person)
- The power of the smile
- Staying energized
- Staying positive

Identifying and Addressing their Needs

- Understanding the customer's problem
- Staying outside the box (not jumping to conclusions)
- Meeting basic needs
- Going the extra mile

Generating Return Business

- Following up
- Addressing complaints
- Turning difficult customers around

In-Person Customer Service

- Dealing with at-your-desk requests
- The advantages and disadvantages of in-person communication
- Using body language to your advantage

Giving Customer Service over the Phone

- The advantages and disadvantages of telephone communication
- Telephone etiquette
- Tips and tricks



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Providing Electronic Customer Service

- The advantages and disadvantages of electronic communication

Recovering Difficult Customers

- De-Escalating anger
- Establishing common ground
- Understanding netiquette
- Tips and tricks
- Examples: chat or e-mail
- Setting your limits
- Managing your own emotions

Understanding when to Escalate

- Dealing with vulgarity
- Coping with insults
- Dealing with legal and physical threat.

Delivering Exceptional Customer Service through Soft Skills

- What the industry, organization and customer wants
- Importance of soft skills
- Communication skills as a soft skill
- Presentation skills
- Team work
- Professional ethics
- Diversity and Interpersonal skills
- Time management
- Stress management
- Leadership skills





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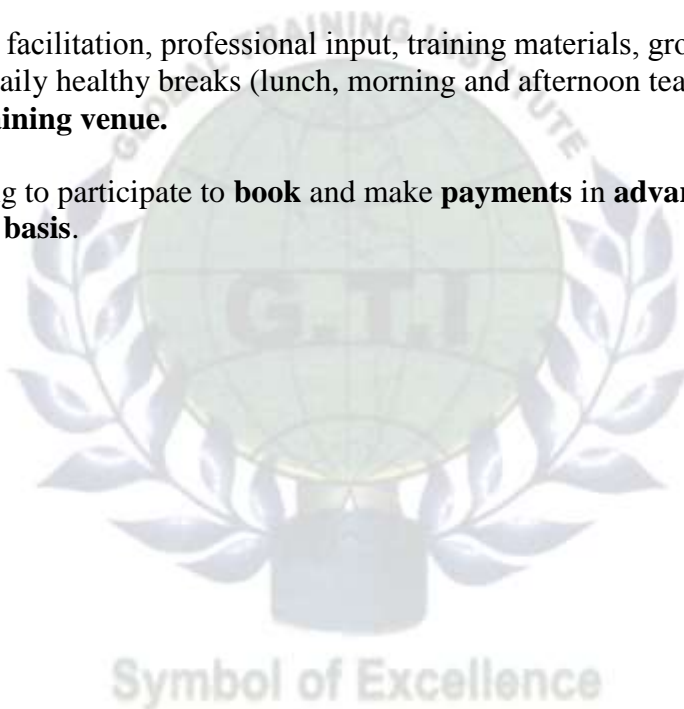
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
14 th – 16 th March, 2018	3 Days	Nairobi Safari Club, Nairobi	65,970.00 <i>Plus</i> VAT for three days	125,790.00 <i>Plus</i> VAT for four nights

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17. ADMINISTRATIVE DEVELOPMENT SKILLS FOR SUPPORT STAFF

Overview

This workshop is intended to help those in support positions to understand their roles and responsibilities in today's modern office environment.

They will learn new strategies in handling workload through enhancing organizational skills and prioritizing the workload for positive results.

Participants will explore ways to work effectively in a team, enhance critical communication skills, learn new assertive behaviours and explore self-management techniques for the workplace.

Outcomes

Upon completion of this workshop, participants will be able to:

- Understand the important roles and functions of today's office in business
- Understand the changing role of the office administrator and their contribution
- Increase productivity in the office and appreciate the use of appropriate communication tools in the office
- Manage and handle information for maximum results so as to help the organization to achieve its business goals

Who Should Attend

Administrative Assistants, Clerical Officers, Junior Secretaries, other Office Staff who serve in a support role.

What Will Be Covered

- The Office
- The Role and Functions of the Office
- Productivity and the Administrator's Evolving Role
- Planning and Improving Work Processes
- Matching Business Goals with Administrative Support Goals
- Managing Information for Office Productivity Excellence
- Office Productivity
- Office Productivity through Effective Task Management
- Planning and Scheduling of Office Work
- Increase Your Administrative Effectiveness through Organized Methods and Systems
- File and Find Information Fast
- Dealing with Information Overload in the Office
- Limiting Interruptions in the Office
- Communicating Positively for Better Results



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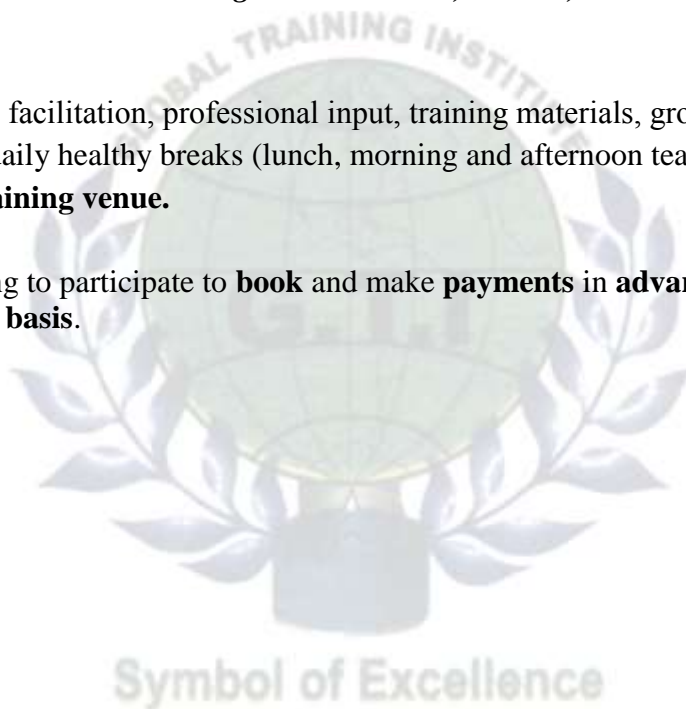
COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
14 th – 16 th March, 2018	3 Days	Sarova Woodlands, Nakuru	60,900.00 Plus VAT for three days	120,900.00 Plus VAT for four nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

The professional fee covers: facilitation, professional input, training materials, group photo, GTI's Certificate of attendance & daily healthy breaks (lunch, morning and afternoon tea/coffee). **It excludes transport to & from the training venue.**

We urge organizations willing to participate to **book** and make **payments** in **advance** & early since we'll apply **first come, first serve** basis.





18. EXECUTIVE SECRETARIES & PERSONAL ASSISTANTS LEADERSHIP

Key Objectives:

- Discover practical tools and techniques that will help you manage your workload and relationships more successfully and improve productivity
- Explore strategies to reduce conflict and learn to deal effectively with difficult situations and people
- Provide a high level of administrative support by enhancing your ability to manage change, plan and coordinate workflow and build an effective team
- Enables delegates to expand their managerial & leadership duties
- Prepares them to take on more advanced areas of responsibility

Course Content:

- The current role of the Executive Secretary and PA
- Leadership and office management
- Beyond time management
- Communicating for results
- Interpersonal relations and motivation
- Effective presentation skills
- Assertiveness
- Managing work, personal emotions and stress
- Problem-solving and decision-making in the modern office
- Organization ability and confidentiality
- Managing change
- Managing conflict
- Diary management and self-development for the future
- Summary, review and action planning

Who should attend?

The course is suitable for administrative professionals in all industries who lend secretarial support or manage an office environment, or work as a personal assistant within the organization including:

- Executive PAs
- Office Managers and Administrators
- Senior Office Administrators
- Management Secretaries
- Executive Secretaries and Assistants
- Senior Secretaries



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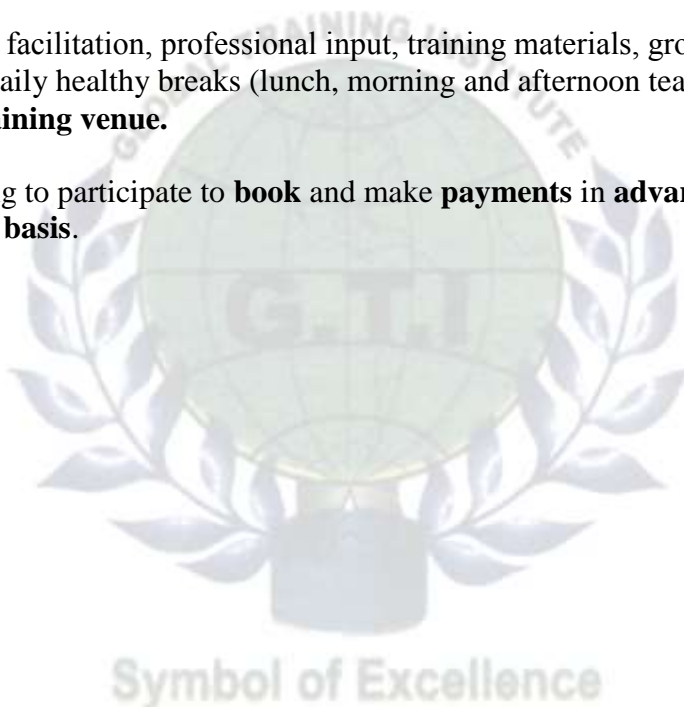
COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation	Professional cost with accommodation
26 th – 30 th March, 2018	5 Days	Bamburi Beach Hotel, Mombasa	Ksh. 111,650.00 <i>Plus VAT for five days</i>	Ksh. 165,650.00 <i>Plus VAT for Six Nights</i>

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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19. PERFORMANCE MANAGEMENT

Introduction

It is important, if not vital, that managers at all levels and across all functions must manage themselves and their subordinates, peers and superiors in order to achieve performance goals, both of the individual and the organization.

This course focuses on awareness and competency-building in the assessment of individual performance management, performance appraisal systems and processes and motivation for improved performance—all geared towards the manager getting the best performance from the people they are trusted to lead by managing people, priorities and quality more productively.

Target Group

All middle and senior managers.

Course objective and outcomes:

The overarching objective of this course is to provide participants with the tools to properly understand implement and manage performance management of individuals.

After attending this course, participants should be able to:

- Clarify the legal and contextual framework of performance management;
- Understand individual performance management criteria, systems and processes;
- Understand the appraisal process and responsibilities;

Course Content:

- Creating and sustaining high performance teams
 - Key characteristics of a high performing team Stages of group development
 - Role of team leader in achieving high performance
- The principles of performance management
 - Core elements, principles and benefits of an effective performance framework
 - Performance management cycle and purpose of the annual performance review
 - Organization's performance appraisal process
- Setting performance measures
 - Objective setting process
 - Setting and communicating performance objectives
 - Identifying core behaviors that drive high performance
- Reviewing and assessing performance
 - Reviewing differing levels of performance
 - Objectively assessing and rating performance
- One to one performance review meetings
 - Structuring performance review meetings
 - Giving constructive and motivational feedback
 - Using questions to help employees review their own performance



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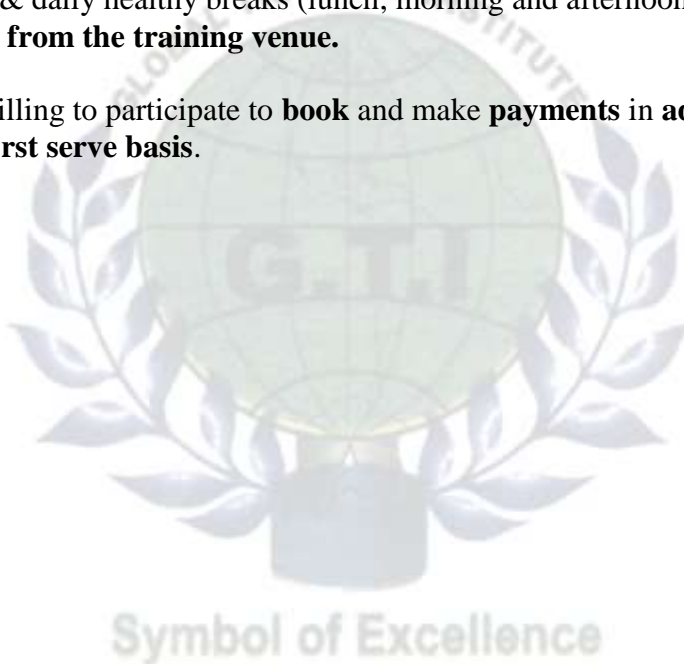
COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation	Professional cost with accommodation
27 th – 30 th March, 2018	4 Days	Lake Naivasha Salewa Lodge, Naivasha	92,000.00 Plus VAT for three days	127,000.00 Plus VAT for Five Nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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20. PROJECT MANAGEMENT SKILLS

Overview & Objectives:

With the help of this Course, participants after attending it will be able to:

- Initiate, plan and implement a project
- Calculate the resources required for a project
- Build project teams and make them work effectively
- Establish practical systems for monitoring and evaluating projects
- Assess risk factors and develop contingency plans
- Train, develop and deploy project team leaders
- Build a motivated project team

Course Content:

The following will be covered during the training:

- The scope and purpose of project management
- The five phases of project management
- Initiation, Planning & Execution
- Monitoring, evaluating & control
- Review & close
- Dealing with risk and uncertainty
- Getting projects back on track
- Organizational role of project management
- Using computer software
- Project communication needs
- Training & development of project leaders and teams

By the end of the course, participants will be able to:

- Set up and manage projects effectively
- Formulate project specifications, terms of reference and time-scales
- Calculate the resources required for a project
- Build project teams and make them effectively
- Establish projects

Who Should Attend?

Project Managers, Members of Project Management Units or Committees, Project Planners and Managers



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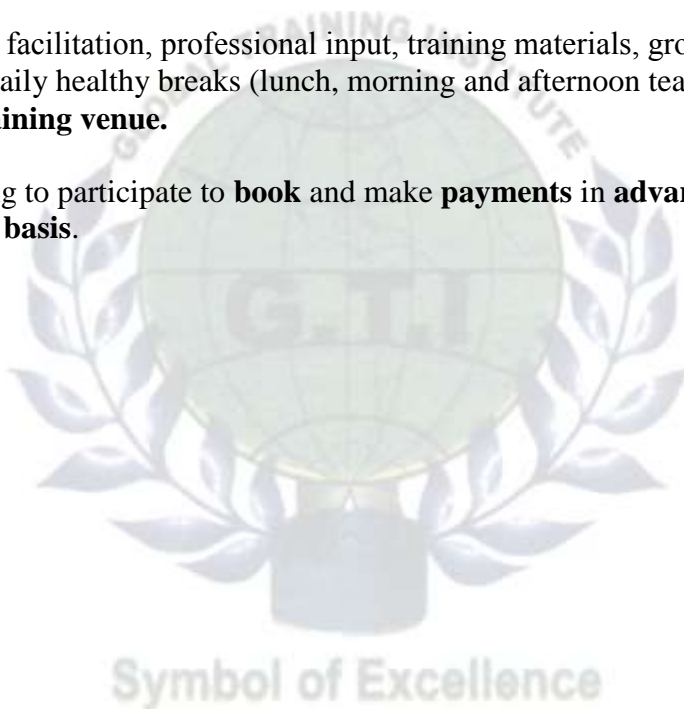
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
4 th – 6 th April, 2018	3 Days	Maanzoni Lodge, Machakos	69,990.00 <i>Plus</i> VAT for three days	129,990.00 <i>Plus</i> VAT for Four Nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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21. EFFECTIVE CUSTOMER SERVICE/CARE

Do you impress your customers every time you interact with them? You must go beyond simply delivering your service/product, and develop strong relationships with your customers. It is essential that you provide a unique customer experience by proactively anticipating your customers' needs and expectations, exceeding them every single time.

Who Should Attend?

This Customer Service/Care training course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

Course Overview:

Who we are and what we do

- Who are customers (internal/external)
- What is Customer Service?
- Who are Customer Service Providers?

Establishing your Attitude

- Appearance counts! (even if not in person)
- The power of the smile
- Staying energized
- Staying positive

Identifying and Addressing their Needs

- Understanding the customer's problem
- Staying outside the box (not jumping to conclusions)
- Meeting basic needs
- Going the extra mile

Generating Return Business

- Following up
- Addressing complaints
- Turning difficult customers around

In-Person Customer Service

- Dealing with at-your-desk requests
- The advantages and disadvantages of in-person communication
- Using body language to your advantage

Giving Customer Service over the Phone

- The advantages and disadvantages of telephone communication
- Telephone etiquette
- Tips and tricks



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Providing Electronic Customer Service

- The advantages and disadvantages of electronic communication

Recovering Difficult Customers

- De-Escalating anger
- Establishing common ground
- Understanding netiquette
- Tips and tricks
- Examples: chat or e-mail
- Setting your limits
- Managing your own emotions

Understanding when to Escalate

- Dealing with vulgarity
- Coping with insults
- Dealing with legal and physical threat.

Delivering Exceptional Customer Service through Soft Skills

- What the industry, organization and customer wants
- Importance of soft skills
- Communication skills as a soft skill
- Presentation skills
- Team work
- Professional ethics
- Diversity and Interpersonal skills
- Time management
- Stress management
- Leadership skills





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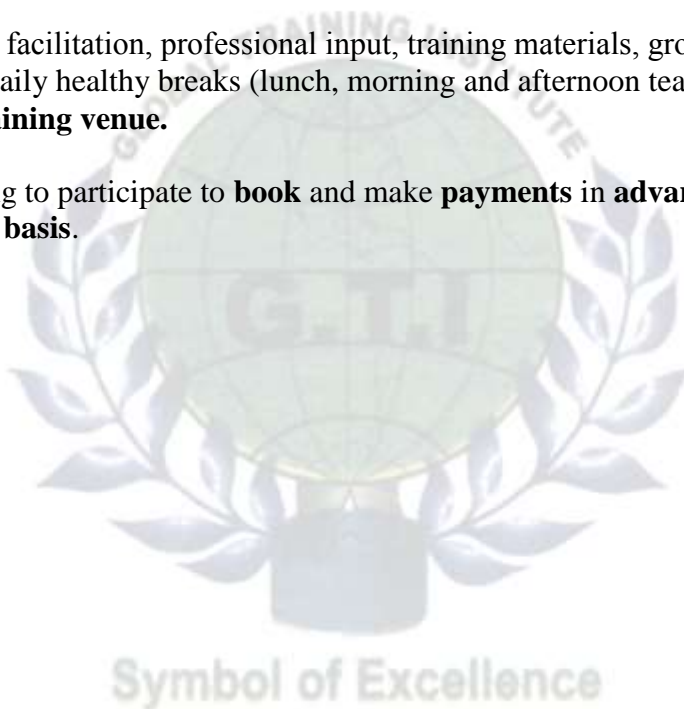
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
4 th – 6 th April, 2018	3 Days	Weston Hotel, Nairobi	65,970.00 <i>Plus</i> VAT for three days	125,790.00 <i>Plus</i> VAT for four nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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22. MANAGEMENT & LEADERSHIP DEVELOPMENT SKILLS

The goal of this comprehensive three day **Management & Leadership Development Course** is to provide managers with a range of essential skills that will help them to reduce the stress and improve the effectiveness of their role.

Course Objectives:

- To set clear guidelines for effective management
- To work through key management skill areas identifying the managerial role
- To raise self-awareness, recognize limitations, and identify areas for improvement
- To fully appreciate the 'tool-kit' required for the first class manager, e.g. delegation, leadership, motivation, time management, communication skills, teambuilding skills, etc.
- To understand the contribution managers make in the development of others
- To learn to work in a 'proactive' manner, whilst staying aware of the parameters within which you must operate
- To identify your strengths as a manager... and what are your development needs... and to try to do the same for those you manage
- To develop action plans for continuous development in the workplace
- To provide a comprehensive framework for future development

Programme Contents:

- What Do Managers Do?
- How Do We Define 'Management'?
- The Management Wheel
- The Functions & Responsibilities Of Management
- Key Management Tasks & Competencies
- Being A Proactive Manager
- 'Managing' Vs 'Doing' - What's The Difference?
- Understanding The Concept Of Competencies
- Management Theories
- Leadership
- The Challenge of Leadership
- Understanding Motivation
- Communication
- Introduction to Time Management
- Stress Management
- Managing Yourself & Others Effectively
- Delegation & Work Allocation: When & How To Delegate
- Meetings
- The Problem Solving Process
- Teambuilding - How to Build a Successful Team
- Understanding Different Behavioral Styles - Submissive, Aggressive & Assertive



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- Human Resources: The Key Result Areas
 - Recruitment & Selection
 - Job Descriptions
 - Person Specifications
 - The Selection Process
 - Guidelines For Interviewing
 - Conducting Effective Appraisals
 - Training & Developing Staff - The Manager's Role
 - A Guide To Successful Counseling
 - Disciplinary Procedures

Who Should Attend?

Department Heads, Managers, Senior Supervisors, Team Leaders, and others who need to develop their managerial and leadership skills for enhanced performance and career progression.

COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation	Professional cost with accommodation
18 th – 20 th April, 2018	3 Days	Lake Naivasha Panorama Park & Lodge, Naivasha	Ksh. 67,800.00 <i>Plus VAT for three days</i>	Ksh. 107,800.00 <i>Plus VAT for Four Nights</i>

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

The professional fee covers: facilitation, professional input, training materials, group photo, GTI's Certificate of attendance & daily healthy breaks (lunch, morning and afternoon tea/coffee). **It excludes transport to & from the training venue.**

We urge organizations willing to participate to **book** and make **payments in advance** & early since we'll apply **first come, first serve basis**.



23. DEFENSIVE DRIVING

Course Overview:

When driving we sometimes take on a different personality, and unfortunately that personality is often a reckless risk taker, or someone overly aggressive. The Safe and Defensive Driving training discusses tips and techniques for avoiding risks and aggression. The course also identifies numerous factors that appear as innocent actions, but have the potential to cause accidents and injuries.

Who Should Take This Course?

Employees who must drive automobiles (cars, vans, pickups) as part of their job. Positions like field sales personnel, field technicians, or personnel visiting offsite locations including delivery of small parts or equipment will benefit from this course.

Course Objectives:

After successful completion of this training module, students will understand:

- Recognize external factors that inhibit drivers' ability to concentrate
- Apply techniques for focusing attention to the task of driving
- Detect behaviors and situations that may weaken driving ability
- Employ stress-reducing actions to avoid unsafe driving
- Complete a pre-trip checklist to ensure vehicle safety
- Recall procedures for contingency plans, in case of emergency situations

Topics:

- Self-assessment of driver's mental and physical status.
- The importance of keen observation and quick anticipation.
- Rules relating to stopping distances under varied driving conditions.
- Problems taking place in the front (head on Collision), at the rear and on the sides of the vehicle.
- Information on accident causing blind spots on road.
- Emergencies that confront drivers on highways.
- Techniques of safe driving: during night, on hilly and curvy roads, on rain soaked/slippery surfaces to avoid skidding.
- Laws of Physics related to Vehicle dynamics.
- On the impact of time and space factors in the prevention of accidents.
- The role played by the road markings towards safe motoring.
- On efforts required to coordinate speed, visibility, and stopping distance.
- On tackling problems related to slow moving vehicles, liquid carriers, and unfavorable weather conditions.
- On helping the drivers to maintain HIGH ALERTNESS through meditation.



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- Understanding the Importance of Customer Service
 - Personal Attributes
 - Self-Awareness and Self-Esteem
 - Personal Hygiene
 - Professional Appearance (Dress Code & Grooming)
 - Managing your Work Hours
 - Positive Work Attitude
 - Good Manners & Basic Office Etiquette
 - Commitment & Strong Work Ethic
- Excellent Communication Skills
 - Assertiveness
 - Listening & Hearing
 - How to Greet?
 - The Art of Small Talk
 - Dealing with Unhappy Customers
 - Handling Customer Complaints
 - Body Language

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
17 th – 20 th April, 2018	4 Days	Sarova Woodlands, Nakuru	101,650.00 Plus VAT for four days	151,650.00 Plus VAT for five nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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24. CONFLICT MANAGEMENT & NEGOTIATION SKILLS

Course Objectives:

Welcome to the exciting world of conflict management. In the rapidly changing and global context we live in, conflict is a feature of our current reality. Private and public sector organizations, find that they have to be more equipped to deal with different types of conflict.

Personal conflicts, inter-personal conflicts and structural conflicts all point to the need for more effective tools for lasting problem solving. Conflict management and negotiation skills are critical skills for any manager to be effective in the workplace.

Conflict situations are common in the work situation. It is thus important for managers to become familiar with the principles, processes, and techniques of conflict management and negotiations.

Course Outcomes

- Recognize how our own attitudes and actions impact on others
- Find new and effective techniques for managing negative emotions in others and self
- Describe the main sources of conflict
- Describe appropriate techniques to manage conflict
- Explain the appropriate techniques in inter-personal conflict management
- Describe the appropriate action plan and strategies to manage inter-group conflict
- Explain the attributes of an effective conflict manager
- The steps needed to resolve conflict
- Negotiations and other strategies to resolve conflict
- Prepare for, engage in and conclude negotiations

Course Content:

- **What is conflict?**
 - Causes of conflict
 - Why people can seem difficult
 - Differences, diversity and opportunity
- **Communication skills for conflict resolution**
 - Active listening
 - Effective questioning
 - Rapport building
 - 3 perspectives
 - Saying 'No'
 - Assertive behaviour
 - Effective promising
- **Win-win negotiating**
 - 10 tips for negotiating
 - Aligning conflicting or competing outcomes
 - Effective behaviour for successful negotiating



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- **Handling customer complaints**
Turn complaint into compliment
Establishing the issue
Determining a course of action
Following up
- **Managing stress**
Identifying signs of stress
Keeping your cool
Venting appropriately
- **Planning into action**

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
16 th – 20 th April, 2018	5 Days	Panorama Hotel, Naivasha	122,680.00 Plus VAT for Five Days	170,680.00 Plus VAT for Six Nights

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25. SUPERVISORY MANAGEMENT SKILLS

Course Objectives:

With the help of this Course, participants will be able to:

- To evaluate methods of achieving supervisory skills in personnel being prepared for higher management appointments
- To simulate the practice of effective supervisory skills through discussion and role-playing exercises

Course Content:

Leadership Skills

- Leadership styles
- Motivating individuals & groups
- Influencing & Negotiating Skills
- Inter-personal relationships

Planning & Decision Making

- Planning & organizing work
- Setting objectives & targets
- Problem solving & decision-making
- Creative thinking

Staff Induction & Appraisal

- Staff induction procedures
- Subordinate appraisals
- Coaching & counseling
- Disciplinary procedures

Organization

- Organization & job structures
- Beyond time management
- Delegation & empowerment
- Team-building

Human Resource Management Skills

- Introduction to human resource management
- Managing performance
- Leadership and change management
- The nature of professionalism and ethics

Who Should Attend? New supervisors, supervisors or those with supervisory roles



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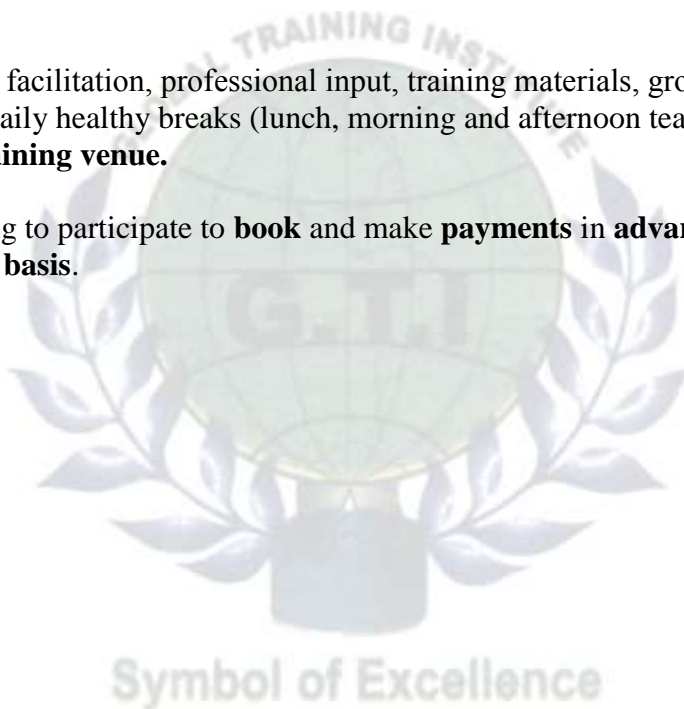
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
23 rd – 27 th April, 2018	5 Days	Maanzoni Lodge, Machakos	123,300.00 Plus VAT for Three Days	174,300.00 Plus VAT for Six Nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

The professional fee covers: facilitation, professional input, training materials, group photo, GTI's Certificate of attendance & daily healthy breaks (lunch, morning and afternoon tea/coffee). **It excludes transport to & from the training venue.**

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26. EXECUTIVE SECRETARIES & PERSONAL ASSISTANTS LEADERSHIP

Key Objectives:

- Discover practical tools and techniques that will help you manage your workload and relationships more successfully and improve productivity
- Explore strategies to reduce conflict and learn to deal effectively with difficult situations and people
- Provide a high level of administrative support by enhancing your ability to manage change, plan and coordinate workflow and build an effective team
- Enables delegates to expand their managerial & leadership duties
- Prepares them to take on more advanced areas of responsibility

Course Content:

- The current role of the Executive Secretary and PA
- Leadership and office management
- Beyond time management
- Communicating for results
- Interpersonal relations and motivation
- Effective presentation skills
- Assertiveness
- Managing work, personal emotions and stress
- Problem-solving and decision-making in the modern office
- Organization ability and confidentiality
- Managing change
- Managing conflict
- Diary management and self-development for the future
- Summary, review and action planning

Who should attend?

The course is suitable for administrative professionals in all industries who lend secretarial support or manage an office environment, or work as a personal assistant within the organization including:

- Executive PAs
- Office Managers and Administrators
- Senior Office Administrators
- Management Secretaries
- Executive Secretaries and Assistants
- Senior Secretaries



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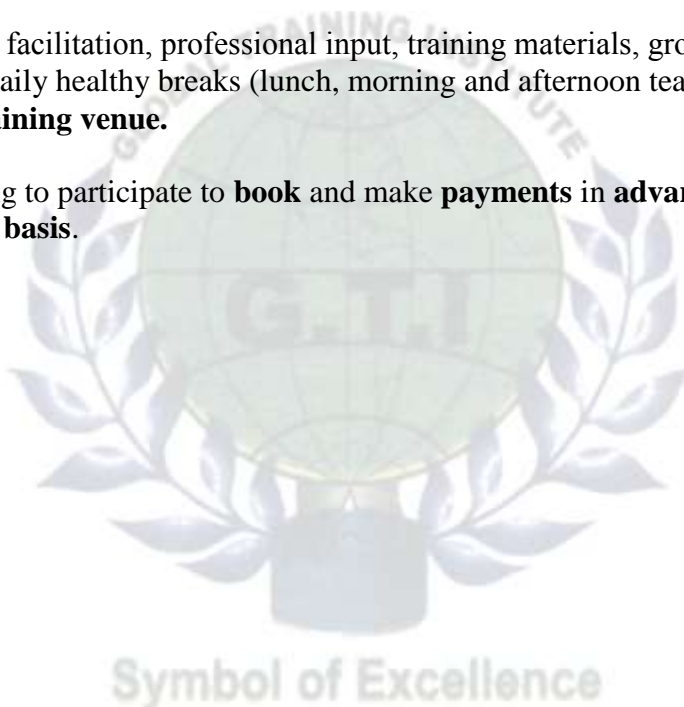
COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation	Professional cost with accommodation
23 rd – 27 th April, 2018	5 Days	Lake Naivasha Panorama Park & Lodge, Naivasha	Ksh. 111,650.00 Plus VAT for Five days	Ksh. 165,650.00 Plus VAT for Six Nights

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27. RECORDS, REGISTRY & INFORMATION MANAGEMENT

Course Description:

This course aims at introducing participants to the dynamics of records management in organizational settings in general. The course seeks to equip the participants with critical skills relevant to the management of records in the world of work.

Course Objectives:

On completion of the course, participants should be able to:

- Discuss records management policy
- Explain records management justification
- Illustrate principles of records management
- Outline records retention and disposition schedules and scheduling
- Describe reformatting
- Analyze electronic records
- Appraise records center
- Discuss records disposal and destruction
- Application of ICTs in Records and Archive Management
- Describe vital records
- Explain forms, directives and reports management
- Discuss confidentiality and access
- Discuss disaster preparedness, response and recovery

Course Outline:

Defining key concepts, Records management policies, Justification of Records Management, Principles of records management, records retention and disposition schedules and scheduling.

Delivery Methods:

Lectures, discussions, case studies, and simulations will be used.

Target Group:

Officers charged with responsibility of managing records. These include officers working in Accounts, Stores, Registry, Human Resources and the Library/Resource Center.



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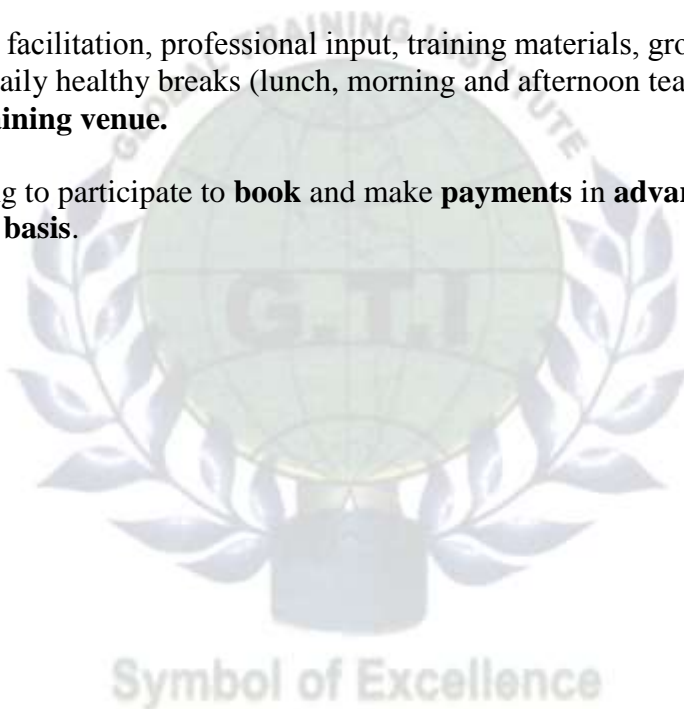
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
25 th – 27 th April, 2018	3 Days	Nairobi Safari Club, Nairobi	58,500.00 <i>Plus</i> VAT for three days	113,500.00 <i>Plus</i> VAT for four nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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28. RISK MANAGEMENT

Overview:

The importance of risk management can hardly be overstated. Awareness of risk has increased as we currently live in a less stable economic and political environment. The purpose of this course is to provide delegates with a solid understanding of business risk and how to manage it.

Risk Management course looks at risk from different perspectives and analyses the possibilities for managing it in each situation. It focuses primarily on operational, financial, project, and reputation risk management.

Objectives:

The objectives of Risk Management course are to:

- Appreciate the need for the management and review of risk
- Provide a framework & process for the management of risk
- Understand a variety of techniques to identify, assess, manage & monitor risks
- Enable the delegates to have experience in using some of these techniques
- Understand the importance of planning and implementing identified risk management actions
- Understand the overall management of risk process

Course Content:

Understanding Risk Management

- The need for risk management and its benefits to the business
- Importance of the effective identification, assessment & management of risk
- Definition of what constitutes a risk
- Difference between risks, issues and assumptions
- Requirements for effective risk management
- Barriers to effective risk management and how to address them

The Five Elements of Risk Management

- Scope and intensity of risk management:
 - Degree of application of risk management based on level of risk in the business and environment
- Awareness of degree of risk tolerance considered acceptable by the organization
- The risk management process:
 - The stages of the risk management process
- Roles & responsibilities in risk management
- The documents and products that are used during risk management

Identifying all Credible Risks

- Different types & categories of risks that can be present in specific business areas
- Methods of capturing all types of relevant risks for the business area, and how to use them:
 - Prompt Lists – Checklists – Questionnaires – Team Based Activity
- Describing each risk in a way that it enables the effective analysis of the risk:
 - Risk statement to contain a condition and the consequence



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- Identifying the causes of risks
- Classifying the identified risks in 3 classes to aid analysis
- Identifying the residual risk that remains in place for each identified risk after the existing controls in the business have been taken into account

Assessment of all Identified Risks

- The three business reasons for analyzing risk
- How analysis of each risk converts the statement of the risk into decision making information
- Process of analyzing each risk:
 - Classifying risks – merging of similar risks – assessing value of each risk – prioritizing of risks
- Assessment of each risk in terms of:
 - Probability of it occurring
 - Severity of impact
 - Proximity of risk occurring from the present moment in time
- Need for having established criteria for determining probability & severity of impact, so that each risk is assessed in a consistent way
- Using a Risk Assessment Matrix
- Determining whether a risk is high level, medium level or low level overall

Action Planning For Risk Management

- Process of risk management action planning focusing on high level risks:
 - Identification of approach to managing each high level risk – selecting risks for action – developing actions – creating a fall back plan
- The five major types of actions for managing risks:
 - Reduction of probability of occurrence – reduction of severity of impact – avoidance of risk – transference of risk – acceptance of risk
- Examples of each of the five major types of actions for managing risks

Using a Risk Register

- The details for each risk that need to be included in a Risk Register
- The purpose of recording these details for each risk
- Importance of allocating an owner for each risk
- The responsibilities of the owner of each risk, and the support required by each risk owner
- How a Risk Register is used in the monitoring and control of each risk
- Updating of the contents in the Risk Register

Risk Monitoring & Control

- The steps and actions involved in monitoring and controlling each risk
- The use of the Limit Testing Method to monitor and control the medium and low level risks
- The frequency of monitoring & controlling risks
- Communicating the results of monitoring the risks with key staff & stakeholders
- Managing stakeholders perceptions
- Tracking changes in risks

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Closure of Management of Each Risk

- Recording of closure or passing of risk on the Risk Register
- Recording of action taken to mitigate and manage the risk
- Capturing of learning from the management of risks for future use in managing other risks

Who should attend?

- Senior Managers
- Managers
- Heads of Departments
- Supervisors

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
2 nd – 4 th May, 2018	3 Days	Hotel Waterbuck, Nakuru	69,000.00 Plus VAT for Three Days	105,000.00 Plus VAT for Four Nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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29. FINANCE FOR NON-FINANCE PROFESSIONALS

This training Course teaches non-finance staff the basics of financial reports, as well as the fundamentals of business valuation and the creation of stakeholder/shareholder.

Course Overview:

In the competitive world of global business in the 21st century, executives at all levels need to develop a good appreciation of basic financial reports, as well as the fundamentals of business valuation and the creation of shareholder value.

You may be an expert in your own technical or business field, but if you're given a position of greater responsibility where understanding and talking the language of finance becomes a significant part of your job, you'll also be able to make better business decisions with the right financial skills.

Global Training Institute's Finance for Non-finance Managers and executives course quickly teaches you the basics of financial accounting, how to build a good understanding of financial reporting and to develop a good foundation in business valuation.

Key Topics:

- Balance sheets
- Cash flow statements
- Financial ratios
- Tracking business expenses
- Income statements
- Accounting and financial reporting
- Budgeting and forecasting techniques
- Cash management and planning for value growth
- Managing accounts receivable

What you will learn:

- Understand basic financial accounting terms and concepts
- Understand the financial statements-balance sheet, income statement, statement of cash flows that firms use to describe their businesses
- Use the correct approach to construct the financial statements
- Use the correct approach for simple ratios that capture key elements of the firm performance.

Target Audience:

Any manager or executive with a non-financial background looking to learn the fundamentals of finance will benefit from this course. They include: Business Managers, Profit Center Managers, Department Heads & Managers, Accountants, Corporate Treasury Managers and Investment Professional



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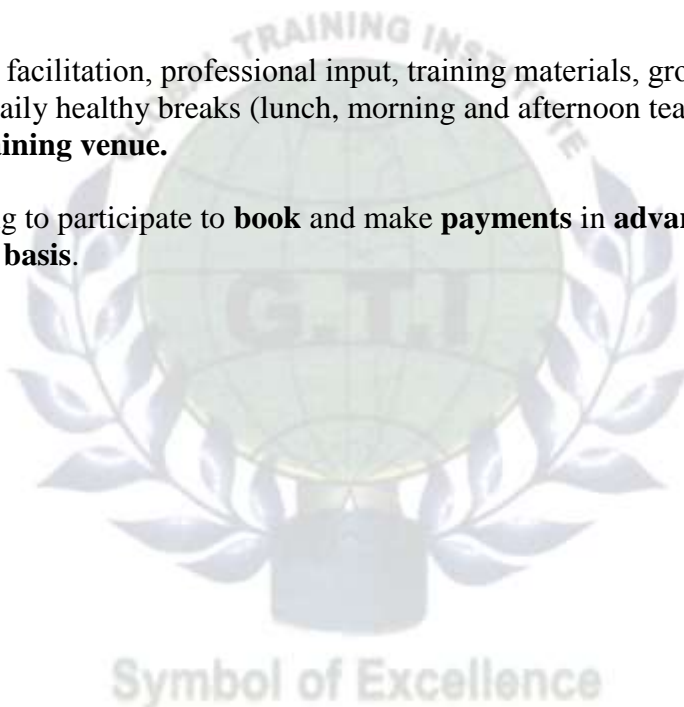
COURSE DETAILS

Date	Duration	Location	Professional Fee without Accommodation	Professional Fee Accommodation included
2 nd – 4 th May, 2018	3 Days	Maanzoni Lodge, Machakos	Ksh. 69,000.00 Plus VAT for three days	105,000.00 Plus VAT for Four Nights

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30. SALES AND MARKETING SKILLS

About the Course

The Sales & Marketing Skills Training programme is designed for individuals who want to gain a thorough understanding of the principles and practice of marketing and sales. Ideally suited for sales and business development executives, this course offers a superb grounding in the practice of these two disciplines.

Sales & Marketing are important skills which allow you to engage with all types of people and buyers. Marketing provides you with the skills to increase brand awareness, develop your target market, as well as create the necessary leads and enquiries through targeted marketing campaigns. The key to success in any business is Sales and during the course there is a strong focus on developing your sales skills, so that you can apply what you learn to your current position.

Course Aims & Objectives

The aim of the Sales & Marketing training programme course is to give you an appreciation of what is required to succeed in a role that requires good sales and marketing skills. Participants learn how to use proven sales and marketing techniques and apply them to their own industry and organization.

Marketing is about identifying potential customers, researching their needs, developing products to suit customer requirements, organizing marketing programmes and promotional activities, branding products and services, managing distribution and providing customer satisfaction. The course aims to increase your skills in all these areas and aims to advance your planning and strategic skills so that you can become an effective sales and marketing planner.

The sales and marketing skills acquired allows participants to gain an edge over competitors, as they learn how to apply marketing principles and techniques to their sales strategy. Most importantly the course allows you to discover new ways to penetrate new markets, developing existing accounts and increase sales. Finally the course will help you meet and exceed targets so that you can experience real job satisfaction and increased rewards.

Section I: Sales

Personal Selling involves communication with a prospect and existing customer. It is a process of developing customer relationships, discovering customer needs, matching the appropriate products with these needs, and communicating benefits and 'You Appeal' through informing, reminding and persuading. The Sales part of the course aims to advance your selling skills and provide a structure, so that you have a purpose to your contact with clients. You will also advance your communication skills so that you can meet your sales objectives and achieve success.

Sales Skills – Course Content

- Managing a sales territory
- Identifying and targeting new business
- Personal selling, Identifying and targeting new business
- Exploiting new areas of opportunity
- Defining call objectives, Time/territory management & Journey Planning



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- Planning and prioritize meetings
- Sales Milestones, Identify various milestones that lead to your objective
- Sales Situations & Selling Styles
- Sales Strategies, Self-Analysis
- Sales Preparation & Research
- Information Gathering - Questioning Techniques
- Sales presentation skills and stages in the sales process
- Structured Sales Model
- Sales People with the wrong approach
- Getting Attention & Opening the call
- Prospecting and Business development
- Sales presentation skills and stages in the sales process
- Opening the Call, Investigating customer needs – asking the right questions
- Use effective questioning and listening techniques to uncover customer needs
- Analyzing your Offer, How to answering customer objections
- Handling Customer objections effectively, Preparing answers
- The Customer Motivation Model
- Handling & Communicating with Buyers
- Ways to Handle Difficult Buyers
- Using products to solve Clients problems
- Closing the Sale in a professional manner, Gaining Commitment
- Key Account Management
- Presentation Planning Project
- Customer Service
- Personal Action Plan

Section II: Marketing

Participants learn the theory and practice of marketing and learn how to segment markets, put together a marketing programme and apply marketing techniques to achieve agreed objectives. Participants gain a thorough understanding of the purpose and practice of marketing and you are equipped with the necessary knowledge for further study in this area.

Marketing Skills – Course Content

- Introduction to Marketing
- Marketing environment
- Macro and Micro Environment
- Consumer buyer behavior
- Market research process
- The Marketing mix,
- Market Segmentation, Targeting Consumers
- Positioning Products & Brands
- Market segmentation, targeting and positioning
- Developing a marketing plan

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- Product & Services Branding
- Consumer-Brand relationship
- Brand equity and value
- Pricing decisions
- Developing and implementing marketing programmes
- Internet: Managing & Marketing web-sites
- Cyber Marketing
- Direct Marketing, Sales Promotion, Customer Service
- Marketing Distribution and channel decisions
- International Marketing
- Case Studies

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
16 th – 18 th May, 2018	3 Days	Bamburi Beach Hotel, Mombasa	57,000.00 <i>Plus</i> VAT for Three Days	96,000.00 <i>Plus</i> VAT for Six Nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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31. HUMAN RESOURCES MANAGEMENT SKILLS FOR NON-HR PROFESSIONALS

An organization's Success lies in its Human Resources' Success!

More effective management of Human Resources (HR) increasingly is being seen as positively affecting performance and the competitive success in organizations, both large and small. As human resources have become viewed as more critical to organizational success, many organizations have realized that it is the people in an organization that can provide a competitive advantage.

This comprehensive three-day training workshop which is geared towards helping organizations to ensure the effective and efficient use of their human capital in order to accomplish their organizational goals and objectives. This course offers a unique, affordable, cost-effective opportunity for learners to ensure they meet the competitive market demands for modern HRM skills.

Outcome:

This training will help you to:

- Understand the importance of regarding people as the organization's most important asset.
- Learn how an organization should manage its Human Resources.
- Confidently recruit the right person with the right package of benefits.
- Workforce planning.
- Use the most effective recruitment options and modern tools.
- Understand appropriate reward philosophy and strategy.
- Non-monetary benefits and how to maximize their effectiveness.
- Organizational leadership.
- Human Resources development and its benefits.

Course Content:

This training covers:

People are the most important asset of an organization

- Workforce planning
- Specifying Jobs and Roles
- Recruiting
- Outsourcing and distance employment
- Job grades, steps and salary scales

Benefits and Compensation

- Career development
- Leadership Development
- Team equality and diversity
- Human resources change management strategies

Training and Development

- Personnel Policies and Records
- Employment policies
- Ethics - Practical Toolkit
- Relating performance and competency to rewards



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The Drivers and Enablers of Employee Engagement

- Diversity Management
- Employee Assistance Programs
- Ergonomics: Safe Facilities in the Workplace
- Personal Wellness
- Preventing Violence in the Workplace
- Managing promotions and regular employee engagement
- Employee involvement in strategic management
- Labor unions and professional associations

Performance Evaluation

- Behavioral and 360 appraisals
- Interpersonal Skills
- Retaining Employees
- Global Good practices

Target Audience:

All levels of management, executives, team leaders, HR Managers, Front line and Middle Managers, Consultants, and Management Officers with no HRM background.

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
16 th – 18 th May, 2018	3 Days	Nairobi Safari Club, Nairobi	69,000.00 Plus VAT for three days	129,000.00 Plus VAT for four nights

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32. DEBT RECOVERY – MASTERING CREDIT MANAGEMENT PROCESS

If you want to keep your organization financially sound, proper debt recovery and credit management is essential.

This course provides participants with a core understanding of international and local Credit Management issues.

Objectives:

- Confidential credit assessment/ratings on sample debtors/prospects.
- Design effective Terms and Conditions (T & C's) and Credit Application (CA) forms for prompt payments.
- Focus on improvement in Company Receipts and Cash Flows.
- Appreciate the essential features of a legally binding contract.
- Outline the main considerations in getting paid in a sales contract.
- Understand the issues involved in pursuing slow payers and debtor recovery.
- Understand the Legal Processes in the Collection of Debts.
- Utilize the international banking payment methods to minimize credit risks.
- Ensure Credit Management is seen as a positive influence in Customer Relations.

Course Outline:

Doing Business in a Global Environment

- Assessment
- Collections
- Terms and Conditions
- Administration & Controls
- Teamwork
- Key Performance Indicators

Credit Control & Collections

- Assessing the Financial Risks
- Assessing Credit Terms
- Terms and Conditions of Sale
- Credit application Form
- Credit Limits
- Accounts Receivables
- Debtor aged analysis, days outstanding
- The Currency Market and Exchange Rates
- Debtor Management



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- Basics of Civil Litigation
- Late Payments legislation.
- Legal Proceedings
- Making Decisions on Legal Action
- Court Processes

Target Audience:

Directors, Finance/Credit Managers and Senior Accounts Staff

COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
16 th – 18 th May, 2018	3 Days	Bamburi Beach Hotel, Mombasa	58,800.00 <i>Plus</i> VAT for three days	98,800.00 <i>Plus</i> VAT for four nights

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33. REPORT WRITING AND PRESENTATION SKILLS

The need for skilled report writing has increased in the last 20 years. Companies increasingly seek training for technical staff, however, technical writing skills are not only necessary for engineers and alike; these skills are critical in any technically-oriented professional job. Technical communications—or technical writing—is not writing about a specific technical topic such as computers, but about any technical topic. The term "technical" refers to knowledge that is not widespread, that is more the territory of experts and specialists.

Technical communications is the delivery of technical information in a manner that is adapted to their needs, level of understanding and background. One of the challenges in writing about highly technical subjects is to do so in a way that a non-specialist could understand. This ability to translate technical information to non-specialists is a key skill to any technical communicator.

Good technical reports can serve the purpose of effective communications, motivating the implementation of recommended actions and gaining the respect of the organization.

This comprehensive two-day workshop covers technical report writing principles. Participants will be able to tackle and present technical reports with confidence, skill and enthusiasm.

Learning Objectives

After successful completion of the workshop, participants should be able to:

- Employ the most effective writing techniques to enhance clarity and coherence
- Apply the principles of effective business communication and report writing to compose high quality reports
- Produce technical reports which reflect coherence, clarity, conciseness, accuracy, and completeness.
- Present technical information in a clear, concise, and persuasive manner.
- Turn the most technical presentation into one that is exciting and memorable

Programme Outline

Topics covered in this workshop include:

- The various types of reports utilized in an organization
- The elements of the writing process
- The different modes of writing
- The specific elements of technical writing
- Achieving clarity and coherence in their technical writing
- The different elements of a technical report: how to organize segments, and how to achieve emphasis and clarity through use of headings, fonts, bullets, and other devices available.
- Professional Presentation
 - Planning
 - Preparation
 - Delivery



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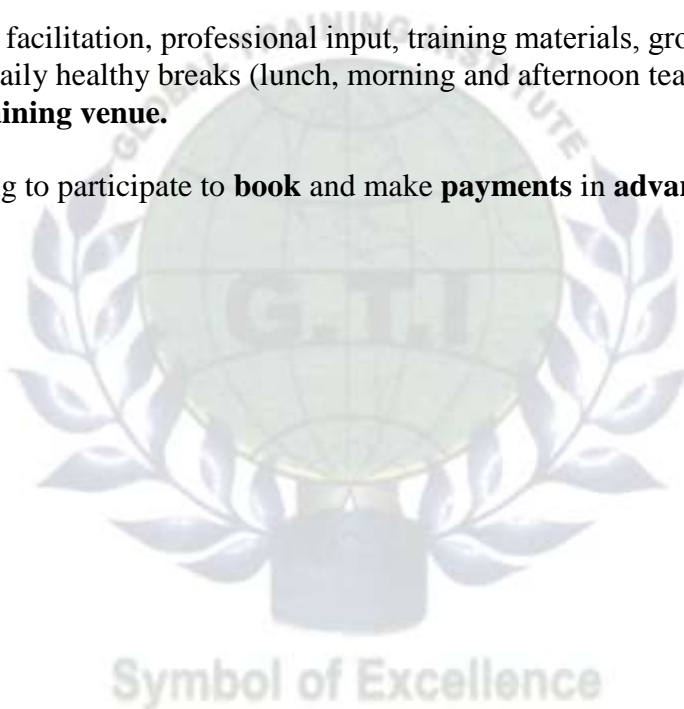
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
16 th – 18 th May, 2018	3 Days	Weston Hotel, Nairobi	69,990.00 Plus VAT for three days	109,990.00 Plus VAT for four nights

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34. TRAINING THE TRAINER (TOT)

Part I: Facilitation Skills

The objective of this part is to prepare a professional trainer who has effective presentation and facilitation skills. Participants will practice delivery through several rounds of short presentations and training sessions. Participants will learn how to use advanced training aides and tools including case studies, role-plays, surveys, self-assessments, and Audio/Visual tools. Key topics covered are:

What makes a Good Trainer

- Introductory presentation: Assessing your delivery skills
- Characteristics of an Effective Trainer
- Elements of a successful training program
- Common Errors in Training

Tuning Your Facilitation Skills

- The Art of Facilitation
- Developing your training style
- Tuning your presentation skills
- Planning and preparing your training session
- Focusing your energy on the training session
- Overcoming Nervousness

Creating a relaxing and interactive training environment

- Your Role as an Effective Communicator
- Using non-verbal communication and effective body language
- Setting the climate – Icebreakers
- Managing the Question and Answer Period
- Dealing with Difficult Trainees
- Handling Difficult Situations when delivering training

Using Training Aides Effectively

- Using Visual Aids effectively
- Selecting suitable audio visual tools
- Practicing the use of case studies in training: Cassettes, short cases and Harvard-style long cases
- Practicing the use of role plays in training
- Using in-class hands-on exercises, self-assessments and surveys

Practice Sessions

- Second Presentation: Practicing Delivery



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Part II: Instructional System Design

The objective of this module is to teach participants how to develop a training course. They will know the key concepts related to adult learning, writing learning outcomes, training course design and training evaluation. Key topics covered are:

How do adults learn?

- Principles of Adult Learning
- Motivating the adult learner

Training Program Design and Planning

- Designing the training program
- Writing learning objectives based on Bloom's taxonomy
- Planning a Workshop
- Preparing a Lesson plan
- Designing and conducting on-the-job-training

Assessing and evaluating training

- Assessment of learning objectives
- Evaluation of training

Final Assessment

- Final Assessment Presentation





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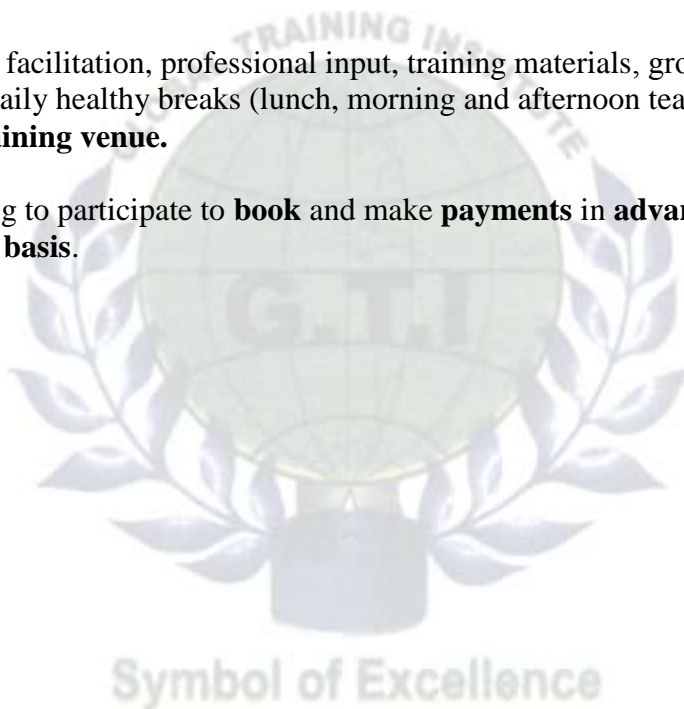
COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation	Professional cost with accommodation
4 th – 8 th June, 2018	5 Days	Lake Naivasha Panorama Park & Lodge, Naivasha	Ksh. 111,650.00 Plus VAT for five days	Ksh. 165,650.00 Plus VAT for Six Nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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35. ORGANISATIONAL CULTURE CHANGE – MANAGEMENT SKILLS

What you will Learn

- Learn how to implement culture change and manage the change process
- Identify key actions and plans you need to create an action plan
- Learn how to create and define goals that get implemented
- Perform a current state analysis on present cultural conditions
- How to tie culture change to specific business objectives
- Identify why you need culture change
- How to adopt a positive organizational approach to culture change
- Learn how to identify and measure a culture
- Understand the different behaviour measurement methods you can use to measure culture change
- Learn why culture management is an important part of change management
- Learn the principles of positive culture change in a business
- Learn how to change a culture in your organization.

Culture Change

Culture change is one of the biggest challenges any business will ever face!

Getting culture right can revolutionize a business, increase creativity and profitability!

Good Culture/Bad Culture

A good business culture can lift your business to the top of its sector.

A bad business culture can put a business on the scrap heap!

But how do you create a good culture?

How do you remedy a bad culture?

How do you measure a culture?

Course Overview

In this course you will learn how identify culture change opportunities

You will learn how to tie them to higher business objectives.

And you will also learn how to implement that culture change.

Course Description

Implementing and adopting positive culture change in any organization is often a massive challenge if you don't have the right skills and tools to initiate that change, in this course we will help you gain those skills and show you tools that will help you manage culture change.

You will learn why culture management is an important part of creating successful organizational structure and integrity.

Culture change without a clear objective aligned to high level business goals, is extremely difficult to implement, so we help you to identify the reasons why you need culture change and how to match them to business objectives.

You will also learn how to identify and measure the health of a culture in an organization by using current state analysis techniques and tools.

We will also show you how to define and create goals that can be implemented within the culture change process.



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By learning how to identify key actions and plans, you will be able to create an action plan that helps ensure your culture change project gets carried out.

Planning is fine in and of itself, but in this course we will also guide you through the implementation stage and show you how to manage the change process as it is being rolled out within your organization.

We will also show you how to implement a review process so that you can make sure your changes are achieved in the short term and maintained in the long term.

Target Audience

- This course is suitable for charities who want to improve their operational culture
- This course is suitable for public sector organizations
- This course is suitable for private sector business
- This course will also help managers and HR professionals who want to improve their employment prospects by deepening their management skills
- This course is suitable for CEO's and Directors who want to understand how culture change can improve the overall profitability of their business
- This course will benefit Human Resources Professionals who are tasked with managing and implementing positive culture change
- This course is suitable for managers who need to create a high quality culture in their area of influence
- This course is suitable for business owners who want to create positive culture change in their business

COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation	Professional cost with accommodation
6 th – 8 th June, 2018	3 Days	Sarova Woodlands, Nakuru	69,900.00 Plus VAT for three days	105,900.00 Plus VAT for Four Nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

The professional fee covers: facilitation, professional input, training materials, group photo, GTI's Certificate of attendance & daily healthy breaks (lunch, morning and afternoon tea/coffee). **It excludes transport to & from the training venue.**

We urge organizations willing to participate to **book** and make **payments in advance** & early since we'll apply **first come, first serve basis**.



36. EFFECTIVE CUSTOMER SERVICE/CARE

Do you impress your customers every time you interact with them? You must go beyond simply delivering your service/product, and develop strong relationships with your customers. It is essential that you provide a unique customer experience by proactively anticipating your customers' needs and expectations, exceeding them every single time.

Who Should Attend?

This Customer Service/Care training course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

Course Overview:

Who we are and what we do

- Who are customers (internal/external)
- What is Customer Service?
- Who are Customer Service Providers?

Establishing your Attitude

- Appearance counts! (even if not in person)
- The power of the smile
- Staying energized
- Staying positive

Identifying and Addressing their Needs

- Understanding the customer's problem
- Staying outside the box (not jumping to conclusions)
- Meeting basic needs
- Going the extra mile

Generating Return Business

- Following up
- Addressing complaints
- Turning difficult customers around

In-Person Customer Service

- Dealing with at-your-desk requests
- The advantages and disadvantages of in-person communication
- Using body language to your advantage

Giving Customer Service over the Phone

- The advantages and disadvantages of telephone communication
- Telephone etiquette
- Tips and tricks



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Providing Electronic Customer Service

- The advantages and disadvantages of electronic communication

Recovering Difficult Customers

- De-Escalating anger
- Establishing common ground
- Understanding netiquette
- Tips and tricks
- Examples: chat or e-mail
- Setting your limits
- Managing your own emotions

Understanding when to Escalate

- Dealing with vulgarity
- Coping with insults
- Dealing with legal and physical threat.

Delivering Exceptional Customer Service through Soft Skills

- What the industry, organization and customer wants
- Importance of soft skills
- Communication skills as a soft skill
- Presentation skills
- Team work
- Professional ethics
- Diversity and Interpersonal skills
- Time management
- Stress management
- Leadership skills





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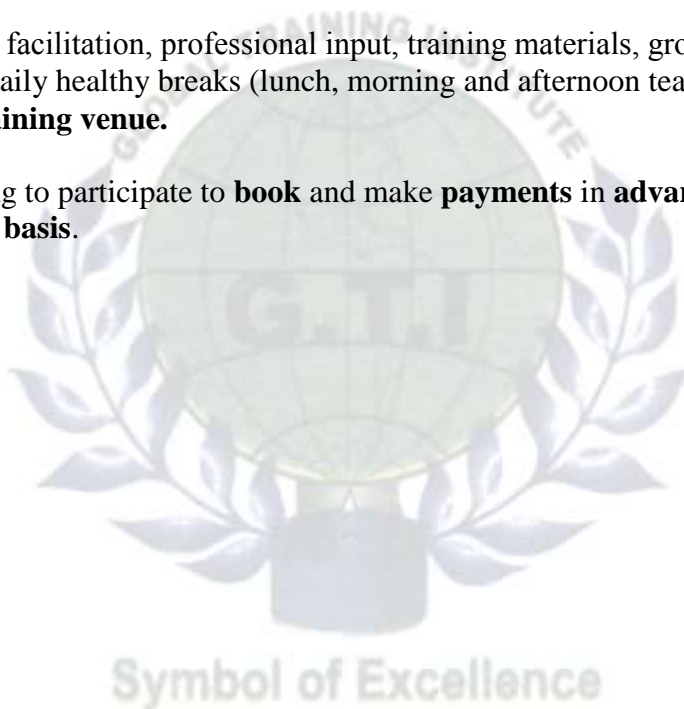
COURSE DETAILS

Date	Duration	Proposed Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
13 th – 15 th June, 2018	3 Days	Nairobi Safari Club, Nairobi	65,970.00 <i>Plus</i> VAT for three days	125,790.00 <i>Plus</i> VAT for four nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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37. ADMINISTRATIVE DEVELOPMENT SKILLS FOR SUPPORT STAFF

Overview

This workshop is intended to help those in support positions to understand their roles and responsibilities in today's modern office environment.

They will learn new strategies in handling workload through enhancing organizational skills and prioritizing the workload for positive results.

Participants will explore ways to work effectively in a team, enhance critical communication skills, learn new assertive behaviours and explore self-management techniques for the workplace.

Outcomes

Upon completion of this workshop, participants will be able to:

- Understand the important roles and functions of today's office in business
- Understand the changing role of the office administrator and their contribution
- Increase productivity in the office and appreciate the use of appropriate communication tools in the office
- Manage and handle information for maximum results so as to help the organization to achieve its business goals

Who Should Attend

Administrative Assistants, Clerical Officers, Junior Secretaries, other Office Staff who serve in a support role.

What Will Be Covered

- The Office
- The Role and Functions of the Office
- Productivity and the Administrator's Evolving Role
- Planning and Improving Work Processes
- Matching Business Goals with Administrative Support Goals
- Managing Information for Office Productivity Excellence
- Office Productivity
- Office Productivity through Effective Task Management
- Planning and Scheduling of Office Work
- Increase Your Administrative Effectiveness through Organized Methods and Systems
- File and Find Information Fast
- Dealing with Information Overload in the Office
- Limiting Interruptions in the Office
- Communicating Positively for Better Results



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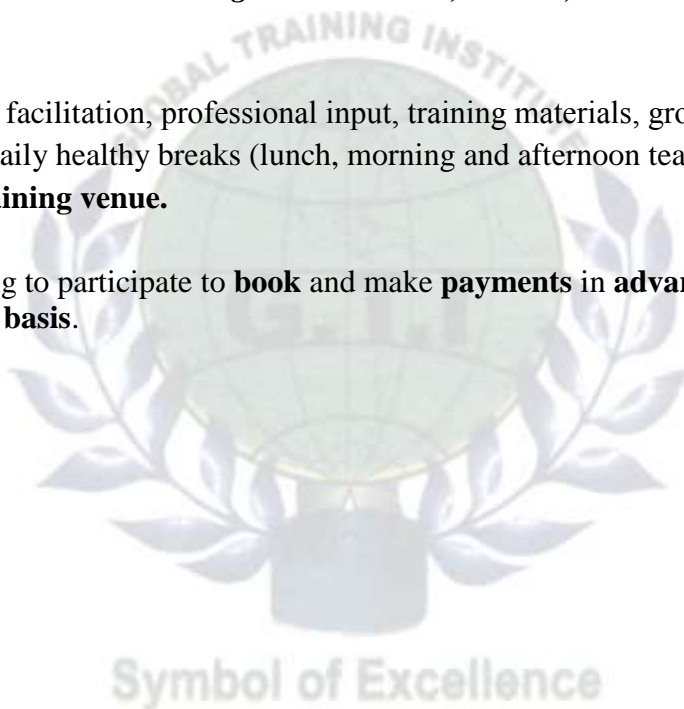
COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation (Kshs)	Professional cost with accommodation (Kshs)
13 th – 15 th June , 2018	3 Days	Sarova Woodlands, Nakuru	60,900.00 <i>Plus</i> VAT for three days	120,900.00 <i>Plus</i> VAT for four nights

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38. EXECUTIVE SECRETARIES & PERSONAL ASSISTANTS LEADERSHIP

Key Objectives:

- Discover practical tools and techniques that will help you manage your workload and relationships more successfully and improve productivity
- Explore strategies to reduce conflict and learn to deal effectively with difficult situations and people
- Provide a high level of administrative support by enhancing your ability to manage change, plan and coordinate workflow and build an effective team
- Enables delegates to expand their managerial & leadership duties
- Prepares them to take on more advanced areas of responsibility

Course Content:

- The current role of the Executive Secretary and PA
- Leadership and office management
- Beyond time management
- Communicating for results
- Interpersonal relations and motivation
- Effective presentation skills
- Assertiveness
- Managing work, personal emotions and stress
- Problem-solving and decision-making in the modern office
- Organization ability and confidentiality
- Managing change
- Managing conflict
- Diary management and self-development for the future
- Summary, review and action planning

Who should attend?

The course is suitable for administrative professionals in all industries who lend secretarial support or manage an office environment, or work as a personal assistant within the organization including:

- Executive PAs
- Office Managers and Administrators
- Senior Office Administrators
- Management Secretaries
- Executive Secretaries and Assistants
- Senior Secretaries



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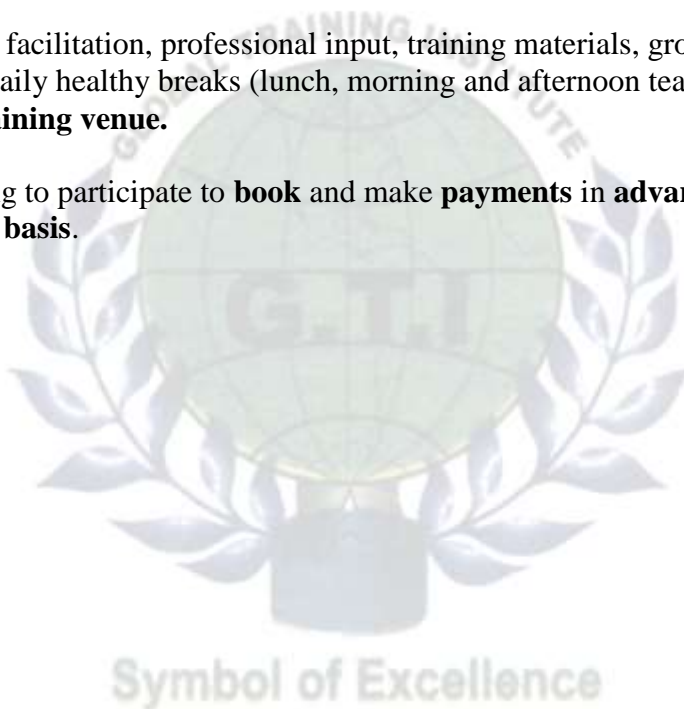
COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation	Professional cost with accommodation
25 th – 29 th June, 2018	5 Days	Bamburi Beach Hotel, Mombasa	Ksh. 111,650.00 <i>Plus VAT for five days</i>	Ksh. 150,650.00 <i>Plus VAT for Six Nights</i>

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39. PERFORMANCE MANAGEMENT

Introduction

It is important, if not vital, that managers at all levels and across all functions must manage themselves and their subordinates, peers and superiors in order to achieve performance goals, both of the individual and the organization.

This course focuses on awareness and competency-building in the assessment of individual performance management, performance appraisal systems and processes and motivation for improved performance—all geared towards the manager getting the best performance from the people they are trusted to lead by managing people, priorities and quality more productively.

Target Group

All middle and senior managers.

Course objective and outcomes:

The overarching objective of this course is to provide participants with the tools to properly understand implement and manage performance management of individuals.

After attending this course, participants should be able to:

- Clarify the legal and contextual framework of performance management;
- Understand individual performance management criteria, systems and processes;
- Understand the appraisal process and responsibilities;

Course Content:

- Creating and sustaining high performance teams
 - Key characteristics of a high performing team Stages of group development
 - Role of team leader in achieving high performance
- The principles of performance management
 - Core elements, principles and benefits of an effective performance framework
 - Performance management cycle and purpose of the annual performance review
 - Organization's performance appraisal process
- Setting performance measures
 - Objective setting process
 - Setting and communicating performance objectives
 - Identifying core behaviors that drive high performance
- Reviewing and assessing performance
 - Reviewing differing levels of performance
 - Objectively assessing and rating performance
- One to one performance review meetings
 - Structuring performance review meetings
 - Giving constructive and motivational feedback
 - Using questions to help employees review their own performance



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COURSE DETAILS

Date	Duration	Venue	Professional cost without accommodation	Professional cost with accommodation
26 th – 29 th June, 2018	4 Days	Gelian Hotel, Machakos	92,000.00 <i>Plus</i> VAT for three days	127,000.00 <i>Plus</i> VAT for Five Nights

Note: *Global Training Institute reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

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