

ANNUAL TRAINING CALENDAR



Business Partner Consultants

Strategy • Organization • People

HR & Business Solutions

Growing You, Growing Business!

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Ever thought of a one stop Human Resource Business Solutions Center?



Our vision is to deliver best value that business and people can find through partnering in HR & Business Solutions. We provide flawless consulting to meet and exceed our clients' needs and expectations. Our team has an edge in both theory and application with deep experience, skills and competencies in our core areas globally and locally.

We would like to work closely with you to design simple yet meaningful practical business and people solutions in a number of areas that you wish to undertake better, realign and find best solutions in order to drive the much needed profitability, growth and overall value creation.

Strategy

- Formulation, Sharpening and Realigning Organization's Vision, Mission and Values
- Business Strategy and Transformation
- Strategy into Action
- Balanced Scorecard

Organization

- Organization Design and Structure
- Organization Development and Culture
- Corporate Governance
- Job Evaluation
- Salary Surveys and Designs
- Employee Engagement Surveys
- Customer Satisfaction Surveys
- HR systems & Application
- HR Audit
- Service Delivery Model (Expertise)

People

- Leadership Integration
- Recruitment & Executive Selection
- Training and Conferencing
- Management/ Graduate Trainee Programme
- Change Management
- Performance Management
- Learning and ROI
- On-line Assessment
- Career Pathing, Coaching and Mentorship
- Team Building & Integration
- Customer Service Excellence

	Course Title	Course Objective	Focus Group	Course Contents	Dates	Venue	Fee
QUARTERLY	HR for HR & HR for Line	<p>HR transformation has become significant in contributing to the organizations growth hence appropriate know-how in the effective and efficient leadership & management of human resource is a core capability for individuals holding positions of high responsibility and impact.</p> <p>This course is intended to sharpen existing knowledge and practice of HR and transform it to the appropriate focus embracing the emerging trends and the demand on business performance through HR.</p>	<p>Business Leaders/Senior Managers</p> <p>Heads of HR Line Managers</p> <p>New Managers</p>	<ol style="list-style-type: none"> 1. The Role of Human Resource function in an organization 2. Managing Human Resource - The required Change 3. Transforming Human Resource Function for business growth 4. Human Resource management for HR 5. Human Resources management for Line 6. Human Resource Management and HR Service delivery 	2 day programme	Partner* Hotels	<p>Kshs 15,000/= + VAT PP per day</p> <p>{In-house @Kshs 195,000/= + VAT per day (25 pax)}</p>
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QUARTERLY	HR for Line	Line management capability in managing and unlocking human capital potential is a key responsibility and requirement. It is a core capability for individuals holding positions of high responsibility and impact in a Line responsibility. This course is intended to sharpen existing knowledge and practice of HR for Line and transform it to the appropriate focus embracing the emerging trends and the demand on business performance for Line Managers	Business Leaders/Senior Managers Line Managers Newly appointed line Managers.	<ol style="list-style-type: none"> 1. The Role of Human Resource function in an organization 2. Taking HR to Line 3. Key Responsibilities of Line Managers 4. Key HR Competencies for Line 5. Matters of the Law & Company policy 6. Discipline, Performance Management amplified. 7. Coaching & mentorship 8. HR Self Service and Service delivery 	2 day programme	Partner* Hotels	<p>Kshs 15,000/= + VAT PP per day</p> <p>{In-house @Kshs 195,000/= + VAT per day (25 pax)}</p>
	TALENT MANAGEMENT Models, Principles & Tools	Organizations today are faced with immense pressure to ensure organizations' talent and their performance in order to achieve targets and win in the local, regional & international markets. A successful manager must be able to manage in a way that ensures delivery of results for the organizations through efficient application of performance principles and relevant tools.	Heads of Human Resource Senior Line Managers Learning & Talent Manager New Managers	<ol style="list-style-type: none"> 1. Trends and practices in Talent management 2. Principles and models in Talent Management – THE TALENT DEVELOPMENT MATRIX 3. Skills and Competencies assessment – Methodology 4. Reward management & Performance differentiation 5. Career Management including succession planning tools 	2 day programme	Partner* Hotels	<p>Kshs 17,500/= + VAT PP per day</p> <p>{In-house @Kshs 225,000/= + VAT per day (25 pax)}</p>

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QUARTERLY	ENHANCING PERFORMANCE CONTRIBUTION & CULTURE	The performance management challenge in organizations has many dimensions in today's business environment and creating focused initiatives to overcome these challenges is not easy. There is need for effective Performance Management to ensure that organizations integrate & align their resources, systems and employees to strategic objectives and priorities. This course is aimed at ensuring that goals are consistently being met in an effective and efficient manner.	Heads of Human Resource Senior Line Managers Learning & Talent Managers New Managers	<ol style="list-style-type: none"> 1. Building & sustaining a productivity culture 2. Principles and models in performance management 3. Target setting and performance assessment 4. Overview - Skills and Competencies 5. Practical & Activation Session Performance tools and their application 6. Benchmarking for best practice in performance management 7. Best practice in People Development 	2 day programme	Partner* Hotels	<p>Kshs 12,800/= + VAT PP per day</p> <p>{In-house @Kshs 175,000/= + VAT per day (25 pax)}</p>
QUARTERLY	CREATING AND LEADING A WINNING CULTURE CHANGE	Organizations must change constantly in response to global, regional and local demands. Organizations which fail to master change are unlikely to meet the requirements their stakeholders place on them. The need to change and managing change successfully has become the art of managing businesses. The need to change, know when and how to react, develop appropriate strategic plans, motivate and empower staff to embrace change has become an essential skill.	Business Leaders Change Managers/Leads Senior Line Managers	<ol style="list-style-type: none"> 1. Understanding business and its environment 2. Understanding the internal strengths and weaknesses of the business 3. Setting the agenda for change and understanding the need for that change 4. Tools to drive and manage successful change 5. Measuring and monitoring change 	2 day programme	Partner* Hotels	<p>Kshs 17,500/= + VAT PP per day</p> <p>{In-house @Kshs 225,000/= + VAT per day (25 pax)}</p>

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QUARTERLY	INTERVIEWING SKILLS	<p>Poor selection decisions waste company resources through:</p> <ul style="list-style-type: none"> – employee ineffectiveness – wasted training time and costs – expenses of replacement hiring – efficiency loss while replacement is trained – poor service levels to customers – defense of legal challenges – deterioration of company image and reputation 	<p>Heads of Human Resource</p> <p>Senior Line Managers</p> <p>Learning & Talent Managers</p> <p>New Managers</p>	<ol style="list-style-type: none"> 1. Context and overview of Recruitment Process and your role as the manager or recruiter 2. Job and person Matching and webbing 3. Framework for Selection- using Competencies, Skills and Experience 4. Process and guidelines for using the Selector’s toolkit 5. Skills required for conducting competency-based interviews effectively 	2 day programme	Partner* Hotels	<p>Kshs 12,500/= + VAT PP per day</p> <p>{In-house @Kshs 175,000/= + VAT per day (25 pax)}</p>
QUARTERLY	WINNING WITH COACHING AND MENTORSHIP	<p>As organizations develop and change at a much faster phase than before, they are increasingly looking for flexible, cost effective and tailored learning activities for busy senior managers and executives. Consequently, organizations are turning to creating and implementing strategic coaching and mentoring to support training and aid career planning and succession planning. This course equips managers with skills necessary to design and deliver effective Coaching and Mentoring (C & M)</p>	<p>MDs</p> <p>Business Unit Leaders</p> <p>GMs</p> <p>Senior Managers</p> <p>HR Managers</p> <p>Leaning & Talent Managers</p>	<ol style="list-style-type: none"> 1. Coaching and mentorship defined and differentiated 2. Principles of C & M 3. Coaching methodologies 4. Leadership and Coaching 5. Coaching to Win 6. Practical Sessions 	2 day programme	Partner* Hotels	<p>Kshs 17,500/= + VAT PP per day</p> <p>{In-house @Kshs 225,000/= + VAT per day (25 pax)}</p>

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QUARTERLY	CUSTOMER SERVICE EXCELLENCE	<p>Connecting to your customers on an emotional level is the key to establishing a lasting relationship with your brand. Beyond simply delivering your product, you must develop strong bonds with your customers. It is essential that you provide a unique customer experience by proactively anticipating your customers' needs and expectations and exceeding them, every time.</p> <p>Your customer doesn't care how much you know until they know how much you care. ~ Damon Richards</p> <p>You'll never have a product or price advantage again. They can be easily duplicated, but a strong customer service culture can't be copied. ~ Jerry Fritz</p>	<p>Customer & Marketing Team</p> <p>Supervisors,</p> <p>Coordinators</p> <p>HoDs</p> <p>Line managers</p>	<ol style="list-style-type: none"> 1. Learn listening skills 2. Handle difficult customers face to face 3. Communicate effectively with both internal and external customers over the phone 4. Identify the different personality types-what clients like/what clients hate 5. Focusing on Service- giving best experience possible 6. Listening to your customers and taking appropriate action 7. Changing your customers attitudes, and fixing their problems 8. Understand the key principles to effective service delivery 9. Identify problems and barriers to communication 10. Understand different Verbal & non-verbal communication 	2 day programme	Partner* Hotels	<p>Kshs 12,500/= + VAT PP per day</p> <p>{In-house @Kshs 175,000/= + VAT per day (25 pax)}</p>

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LEADERSHIP & TEAM INTEGRATION	The pressure on managers to lead, develop and sustain high performing team is increasing every day. In addition, Change is constant in our environment and meaningful partnerships are required in order to improve business performance. Managers need to gain an improved insight, understanding and knowledge of how to lead. They need to understand themselves, develop and manage their teams. Leadership is key in delivering high performing teams hence outstanding performance in organizations.	Members of leadership teams in organizations & Managers who need to lead high performing teams.	<ol style="list-style-type: none"> 1. Inspirational Leadership 2. Leadership cohesion and team effectiveness 3. Understanding self and others 4. High performing leadership 5. Leadership actions 6. Leadership results 7. Experiential indoor and outdoor TEAM BUILDING activities 	2 day programme	Partner* Hotels	<p>Kshs. 18,000/= + VAT PP per day</p> <p>Kshs. 250,000/= + VAT (25 Pax)</p>
CORPORATE GOVERNANCE	Organisations are no longer taking chances on Governance. Organizations, including blue chip, have been forced to ensure that there are policies, systems and tools for good Governance. Risk management from a positive assurance perspective is fundamental. This interactive and network opportunity shall bring to the table best-in-class governance policies and systems and best practice.	Chairman & Board Members, Leadership team Members, Head of Functions, Committee members in an organization.	<ol style="list-style-type: none"> 1. Governance defined 2. Company policies and Code of business Principles 3. Business Risk Assessment 4. Leading from the front in management of Business Risks 5. Driving accountability culture in organizations 6. Governance – Systems and tools 	3 day programme	Partner* Hotels	<p>Kshs. 18,000/= + VAT PP per day</p> <p>Kshs. 250,000/= + VAT (25 Pax)</p>

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QUARTERLY	<p>BUSINESS LEADERSHIP & MANAGEMENT PROGRAM (BLMP)</p> <p></p> <p>YOUNG LEADERSHIP BRAND</p> <p></p> <p>GROWTH INTO LEADERSHIP</p> <p><i>(A 4module programme)</i></p>	<p>Module 1 Business report writing and presentation skills</p> <p>The objective of the one day in-house course is:</p> <ul style="list-style-type: none"> - To communicate effectively through reports, both internal and external stakeholders - To use a systematic, structured approach to report writing - To write clearly and concisely - To structure reports in a logical way <p>Through attending this one day course all trainees will be able to:</p> <ul style="list-style-type: none"> - Be more confident in speaking to groups - Prepare more thoroughly before making a presentation 	Young Professionals	<ol style="list-style-type: none"> 1. Self-grooming and image 2. Organization & Influencing skills 3. Writing and presentation skills 4. Understanding verbal and non-verbal communication 5. Structures for report writing 6. Preparation and delivery of effective presentations 	1 day programme	Partner* Hotels	<p>Kshs 8,500/= + VAT PP per day</p> <p>{In-house @Kshs 175,000/= + VAT per day (25 pax)}</p>
QUARTERLY		<p>Module 2 Negotiation skills</p> <p>This is a one day in-house course. The objective is to improve the negotiating performance by:</p> <ul style="list-style-type: none"> - Understanding the structure of the negotiation - Identify skill used in negotiating - Practicing these skills in a learning environment. 	Young Professionals	<ol style="list-style-type: none"> 1. Business negotiations – MAKING THE DEAL 2. Theories and practice of negotiation 3. Ethics of negotiation 4. Win-win negotiation 5. Strategy tools and skills for influence and negotiation 	1 day programme	Partner* Hotels	<p>Kshs 8,500/= + VAT PP per day</p> <p>{In-house @Kshs 225,000/= + VAT per day (25 pax)}</p>

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		<p>Module 3 Business Appreciation Programme</p> <p>The objective is to equip all trainees with basic management techniques: - Management by objective - Basic accountancy concepts - Planning and budgeting - Time management - Interpersonal skills - Self and subordinate development - Decision making and problem solving - Action centered leadership - Motivation - Effective communication - Discipline and disciplinary action pro</p>	<p>New managers & Young Professionals</p>	<ol style="list-style-type: none"> 1. Appreciating modern business techniques and application 2. Leadership attributes and behaviors 3. Leading people for results 4. Understanding business culture and its environment 5. Understanding self and others 6. Time & cost management skills Communication & Interpersonal skills 	<p>1 day programme</p>	<p>Partner* Hotels</p>	<p>Kshs 8,500/= + VAT PP per day</p> <p>{In-house @Kshs 175,000/= + VAT per day (25 pax)}</p>
		<p>Module 4 Project management skills</p> <p>Project management techniques and project planning tools are useful for any tasks in which different outcomes are possible - where risks of problems and failures exist - and so require planning and assessing options, and organizing activities and resources to deliver a successful result.</p> <p>Any business process or activity needs to be managed from a project perspective for high impact and world class results and outcomes. The young professionals need this skill at the early stages of their career.</p>	<p>Young Professionals</p>	<ol style="list-style-type: none"> 1. Leading and managing a project 2. Project planning & management 3. Analytical Skills 4. Project time & cost management 5. Project execution 6. Project monitoring & evaluation. 7. How to nature creativity and originality in a business/project 8. Project tools and application 	<p>3 day programme</p>	<p>Partner* Hotels</p>	<p>Kshs 8,500/= + VAT PP per day</p> <p>{In-house @Kshs 175,000/= + VAT per day (25 pax)}</p>

Tailor-made, In-house programmes can be discussed, agreed and re-aligned to specific business and individual needs: including costing, attendance, datelines and delivery methodology

Now open for booking



Business Partner Consultants Limited (BPC)

Heidelberg House, 1st Floor Mombasa Road
P.O Box 17352 – 00100
Nairobi, Kenya.

Tel: +254 (0) 20 2182 899; +254 712316888/877;
+254 (0) 738643714

E-mail: info@bpc.co.ke

Website: www.bpc.co.ke



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