

## ***Holistic Staff Training and Development Solutions***

### **Some Key Courses**

#### **1. Finance for Non Financial Persons – 2 days**

*Everything you need to know about finance as a non-financial person*

It is suitable especially for marketers and customer care staff of any institution

This is a popular course sometimes conducted as an open course. It enables staff to appreciate accounting concepts and techniques therefore acquiring some element of multi-skilling.

#### **About The Program**

This program is specially designed for non-financial oriented persons. It is recognized that they will benefit from a greater understanding of how the financial side of the business operates as they further their own careers. On the other hand Successful Managers, Marketing and Salespeople can be even more effective if they have a clear understanding of the financial and commercial considerations that impact on the business. This course is designed to fill this particular knowledge gap. The course takes a practical and pragmatic view of money matters and translates the jargon, conventions, and formats of accounting into simple, easy to understand language. This makes the delegates feel comfortable with the financial and accounting terms and get a clear understanding of what they mean. Case study and practical exercises as appropriate form an important part of this program and are reinforced by lively discussions.

#### **Course Objectives**

After the course the participants will

- understand the intricacies that surround business finance and also get a simple comprehension of finance and accounting matters
- have a clear overview of the various accounting methods used in industry
- comprehend basic accounting and finance matters that may impact in a commercial environment
- appreciate an insight into the workings of the accounting function within an organization
- acquire some ability to analyze and use financial tools as an aid to making better business decisions
- comprehend specific items of financial and accounting interest, specific to an organization

#### **Staff Motivation and Capacity Building - 2 days**

*Unleashing staff performance potential*

#### **About the program**

Many times the junior organizational members commonly referred to as clerical, support and floor shop staff feel like they are not part of the organization. They do not see their value in contributing to organizational goals. Their work on the other hand involves interacting with a wide range of stakeholders, sometimes accessing information that is useful or confidential to the organization.

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Organizations on the other hand perhaps inadvertently take them for granted and rarely considers their training or capacity building as a means for achieving better results. Organizations sometimes even go to extremes of disciplining them for mistakes which would have been otherwise corrected through training. This program is meant to motivate the participants to not only perform better but make them understand that without them the team can never be complete. These people are important and deserve recognition through not only appropriate but also effective training. It is even more critical given that they perform the bulk of the work.

### **Objectives**

After the training the participants will be able to

- On the overall unleash their performance potential
- Feel more accountable to the organization
- Be Better communicators and team players
- Change attitudes and behaviors towards work and the workplace
- Organize themselves and their time better

### **Performance and Productivity Management Training - 2 days**

*“ Vital tools for improving Organizational performance ”*

Knowledge of how to use competencies effectively is an important management tool of performance. The skills to manage individuality, maintain organizational goals, develop responsibility in others and deal productively with under-performers are critical to maximizing employee productivity. This course prepares the management on how to effectively extract desired results from their subjects.

#### **Who should attend?**

This course is valuable for supervisory staff and above especially those with responsibility for managing the performance of others.

#### **Course Objectives**

**After the course the participants will be able to**

- Develop the skills and techniques to maximize performance and value in organizational staff
- Work in partnership with employees to align individual development with organizational goals
- Prepare and conduct planning meetings meant to establish outcome-focused performance plans
- Foster commitment to success through effective communication and leadership
- Employ monitoring, gathering and feedback techniques to keep performance on track
- Deliver positive and productive performance appraisals

### **Customer care and management – 2 days**

*The skills of making sure that your staff and products are placed for maximum performance*

#### **Who Should Attend?**

Managers and supervisors of staff in customer-facing roles, and those with responsibility for ensuring

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that the service level offered to customers is a positive differentiator for the company that ensures you protect your bottom line.

### **About the Program**

In fiercely competitive markets such as in Kenya, where products and services are similar, 'putting the customer first' is a realistic strategy for building a successful business. Satisfied customers return and send others; dissatisfied customers do not! Surveys have found that it costs eight times as much to acquire a new customer as it does to keep an existing one. So it seems obvious that it should be the intention of most business people to provide outstanding service. But this is not easy to apply in practice. We are ALL customers, and most of us can tell horror stories about very poor customer service here in our own country. Rudeness, bad service and common neglect are too often encountered. This means that positive customer care does not occur naturally. In fact, it is extremely difficult to achieve. How can a manager ensure that good customer care service will prevail throughout his / her organization? What are the simple practical steps that lead to quality products and excellent service? This program is very interactive and allows participants to address issues in a practical way that clarifies the relationship between customer care and overall business strategy. Examples show how a customer care program is central to corporate planning. The course method involves tutor-led discussion, with a series of individual and syndicate exercises and case studies. Participants will be encouraged to build a personal action plan that can be applied to their own company's business.

### **Course Objectives**

**After the course the delegates will have**

- understood the components of successful customer care
- known how to develop a plan for implementing effective customer care
- known how to assess own company's, performance in customer service
- understood how to improve the standards of service to customers, by knowing them and knowing what they want
- Known how to identify obstacles to successful implementation of a company's customer care program.
- understood how to develop a customer-focused team

### **Strategic Thinking and Planning (STRATEGY WORKSHOP) - 2days**

*'How To Get In Front Of Your Competitors... And Make Sure You Stay There!'*

### **Who Should Attend?**

Experienced or up-and-coming leaders within an organization, at any level of management, who are required to contribute to the growth and success of their organization through enhancing its competitive advantage

### **About the Program**

Strategic thinking and planning is now an essential part of a leader's daily work. In order to maintain their organization's competitive edge leaders at all levels of an organization need to evaluate and prioritize work according to strategic goals. A successful strategic process engages everyone in the ongoing strategy of an organization, rather than leaving it to individual responsibilities. This program includes a series of highly participative activities which will help guide the participants in enhancing the long-term success of their organization. By the end of this program, participants will have acquired the thought processes, framework and analysis tools needed to engage others in the strategic thinking and planning process. They will be prepared to lead the broader strategic conversations

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required to outperform their competitors and reshape their organization for a successful long-term future.

### **Objectives: After the course, the participants will have**

- developed skills in evaluating opportunities and threats in the competitive environment
- enhanced the skills of diagnosing and managing the strengths and weaknesses within the organization
- understood how to assess current strategies
- gained the ability to develop new strategies and provide options for the organization
- developed confidence necessary for adapting and adopting the tools within the strategic process to different situations
- learnt how to effectively lead and communicate a strategic planning effort
- Understood how to balance the focus on process with an equal focus on people

### **Managing Change successfully – 2days**

*'Re-Engineering Your Business – Making Change A Positive Process'*

#### **Who Should Attend?**

This program is designed for senior managers, managers and other personnel including supervisors who are currently responsible for managing change within their organizations.

#### **About the Program**

The only thing that is permanent in our lives is change. It continually comes from the various business dynamics from both within and outside the workplace. It is sometimes controllable and other times it is not. The course covers all the fundamentals required to manage the process of change so that it is as smooth and effective as possible.

#### **Course Objectives**

##### **After the course the delegates will have**

- understood the strategies that will enable them to manage and overcome resistance to change
- acquired the knowledge and confidence to manage change within their organizations
- understood how to identify practical techniques allowing them to initiate, anticipate, and respond positively to the change process
- understood the pressures and opportunities of change and how people react differently to the same

### **Team Building & Effective Management Skills - 2days**

*'Strong Teams Means Strong Business Performance'*

#### **Who Should Attend?**

Managers, Supervisors, and Team Leaders who are responsible for building and maintaining effective teams in the work environment

#### **About the Program**

Successful teams are created when team leaders provide a sense of purpose, create an environment where team members are motivated and challenged, and where individuals feel their strengths are capitalized on. Leaders create a sense of 'uniqueness', which distinctly separates their team from

## **NEWTIMES BUSINESS SOLUTIONS – Staff and Management Development Programs**

others. Effective communication is central to this success. This course enables participants to explore key principles and techniques in a risk-free environment that will help them develop a winning formula with their teams.

### **Course Objectives**

**After the course, the participants will have**

- An understanding of leadership principles and techniques that build strong teams
- An insight into the behaviors of successful team leaders
- Self-awareness of own management style
- An understanding of team dynamics and how teams are formed
- An awareness of team roles and how they influence team performance
- Ability to discover their preferred team role and its influence on the team's performance
- An understanding about the essential processes of good team communication

### **Pre-retirement and Business Development Training – 3days** *Embracing the global strategy of employment and wealth creation*

Change is leading to retirement of employees at their prime age when they could still be useful in National economic development. To prepare them for this life, it is inevitable that they be adequately prepared with new and appropriate entrepreneurship skills which will enable them create employment not only for themselves but also other members of the society. They should also be adequately prepared on how to face the various challenges they are likely to encounter in their new situation.

### **Who should attend?**

This training is recommended for all employees after attaining age 50 or any employee facing the challenge of retirement

### **Objectives**

**After the course, the participants will have**

- Understood changes expected after experiencing early or normal retirement and how to cope with these changes
- Acquired skills necessary for successful own business management
- Understood the dynamics of Identifying business opportunities
- Appreciated the dynamics of choosing the right business
- Understood the business plan preparation process

### **Effective Interpersonal and Communication Skills – 2days**

*'Learn The Skills And Techniques Of How To Be A Much Better 'People Person'*

### **Who Should Attend?**

This course is for those people who want to understand how to communicate more effectively with their customers, their staff, their colleagues, and their bosses.

### **About the Program**

Research has shown that Managers spend on average over 75% of their time in one-to-one verbal communication i.e. face-to-face, or on the telephone. Therefore effective interpersonal skills are essential tools for today's modern manager. Most dissatisfied employees will blame poor motivation and poor communication as two of the major areas, which affect them in a very negative way in the workplace. In the multi-cultural work environments, being culturally sensitive is an essential element for successful management. It is only now that many organizations are realizing that 'people are their greatest asset'. Being able to deal effectively with people from different cultures and backgrounds is vital for success in today's competitive global business environment.

### **Course Objectives**

After the training the Participants will have

- Understood the role of effective interpersonal skills in the workplace
- Acquired clear guidelines for effective communication
- Understood different behavioural styles and learnt to modify behaviour to achieve best results
- understood how to give and receive constructive feedback
- gained an awareness of team building and recognize its importance in organizations
- Acquired knowledge on how to set action plans for ongoing personal and organizational development

### **Intercultural Communication and Cross -Cultural Management – 2 days**

*'A Program Specifically Designed For Managing in dynamic cultural environment'*

### **About the Program**

Our country is very culturally diverse. We are all aware that effective management depends on good communications. Therefore a workforce with a wide variety of cultural norms and behaviours can increase the chances of alienation or de-motivation within organizations. This course is designed to increase managerial awareness of the potentially negative impact of stereotyping, and how tact, and a flexible approach to communications, can develop a winning formula within teams composed of different nationalities or cultural backgrounds.

### **Course Objectives**

After the course the Participants will have

- Acquired a comprehensive understanding of the issues involved in cross-cultural management
- Understand culture, and its impact on different communication styles and how it affects people behaviours especially in the workplace
- Gained a clearer understanding of how to maximize interactions with others.

- Acquired skills of managing communication in a multicultural environment
- gained a good understanding of the key issues in managing people from different ethnic cultural, and religious backgrounds

### **Succession Planning - 2days**

*'A Failure to Plan = Planning to Fail'*

#### **Who Should Attend?**

Managers and Senior Managers involved in implementation of succession, planning, in their organizations..

#### **About the Program**

#### **Has your company recently had to address any of the following questions?**

- Who will move into key organizational positions should an immediate vacancy arise?
- Who can be spared right now to open a new office and new markets?
- Who can we promote into senior positions? Who will replace the people we have moved?
- Why do we not have more women employees in the management structure?
- Key Staff may not be quite ready for this assignment, but if we hire externally how will their reaction affect the company?
- How can we retain valuable employees?
- What skills do we need tomorrow to maintain our competitive advantage today?

The leading Companies credit part of their success to growing and choosing the right leaders. So, why not begin the journey to join them? This course provides participants with a full understanding of the process required to establish, plan for, and implement, a successful Succession Plan.

#### **Course Objectives**

After the course the participants will have

- Understood the key principles of Succession Planning
- Acquired skills on how to create, design and implement a workable Succession Plan
- understood the key issues in building a successful Succession Plan
- been able to comprehend how business objectives and values impact on Succession Planning
- Acquired an awareness of the importance of a competency-based framework
- Understood succession planning strategy which can apply to their business.

### **Supervisory and Management development Skills - 3days**

*'First Steps to Management - Organizing others, and Directing Work Effort Effectively'*

#### **Who Should Attend?**

Those new to supervisory positions including those who have received no formal training in Management Skills

### **About the Program**

This program is for people who are new to supervising, or who have not received formal management Skills training. It covers all the important areas a Supervisor or first line Manager will face in the workplace. Clear guidelines are given on each topic, together with comprehensive notes that for easy reference. Practical exercises and case studies are used to teach the skills and techniques a successful Supervisor and first line need to use every day in their working environment.

### **Course Objectives**

After the course the participants will have

- Understood clear guidelines for effective Supervisory Management
- learnt People Management techniques that result in maximum performance from their staff through pro-Active Leadership
- understood the principles of 'Effective Communication' and how to use Communication Skills to make sure things get done properly and on time
- Understood the principles of Time Management, Effective Planning and Self-organization
- Acquired greater self-awareness so that they can improve their relationship with both those who manage them, and with their subordinates.
- Understood the importance of building effective relationships with colleagues and external customers

### **Human Resource (HR) Management Skills – 3 days**

*'Learn the Skills Needed For Today's HR Professionals'*

### **Who Should Attend?**

This program is for all levels of people responsible for the Human Resources function of their company or organization, and is suited to not only people who are new to the HR function but also professionals with experience, but with no formal training, who would like to widen their knowledge.

### **About the Program**

Managing the HR function in an organization requires the use of many skills, including the ability to manage self, manage others, and the ability to make informed decisions and solve problems effectively. This program will enable HR professionals to know how to get employees on 'The Road to High Performance' and how to help keep them there!

### **Course Objectives**

After the training the participants will have

- Understood the different roles of Human Resources Managers, and the importance of each of them
- Acquired skills involved in managing people effectively especially planning and organizing, communication, assertiveness and motivation
- understood the recruitment and selection process and to practice the skills of effective interviewing and recruitment

- distinguished the key elements of employee relations, focusing specifically on the techniques of counseling, coaching and dealing with disciplinary matters
- Understood the areas of employee training and development and learnt how to plan and implement
- Understood the importance of appraisals and requisite skills of appraisal including interviewing

### **Effective Leadership Program – 5 days**

*'Keeping and Maintaining A Competitive Edge in A Rapidly Changing Global Economy'*

#### **Who Should Attend?**

- Chief Executives Officers
- Corporate Senior Managers working in all disciplines.
- Corporate Management, especially those in HR, financial & strategic planning and marketing strategy.

#### **About the Program**

Over time the world of the corporate senior manager has grown increasingly complex. Competitive strategy has now become increasingly global in context. As well as this, culturally sensitive and motivational management of people has become a vital component of day-to-day business activity. Above all, senior managers are now expected to be leaders, team builders, coaches and an inspiration to their staff, in addition to being decision makers and risk takers.

The business environment has on the other hand become increasingly judgmental of the senior management. They are held to account for company growth, identification of strategic risk, weakness and opportunity, creativity and innovation, and the strength of communication, both internally, and with the company's customer base. Indeed, customers, customer satisfaction, and intelligent analysis of customer trends, have now become one of the central operational concerns of all modern businesses. Truly, the task of modern senior management is complex, challenging and multi-faceted. Indeed, some thinkers are even beginning to argue that the era of “the manager as super hero” has arrived.

What resources should the manager turn to in his / her quest to build, maintain, and develop this 'super hero' status? This is the subject of this five-day program, focused specifically on the senior corporate manager. Each module will allow a significant time for analysis, self-assessment and debate of the issues, both in group and individual activities.

#### **Course Objectives**

After the course the participants will have

- understood leadership & vision in the entrepreneurial company
- Gained skills in leading assigned team and make it perform.
- Acquired skills on how to maximize performance and minimize conflict.
- Comprehension on strategic thinking and planning in a global context.

- Gained understanding in planning and management of strategic change projects.
- Understood Motivation and management of talent pool to get the best results possible

Many other Courses are available depending on organizational needs. All our courses can be customized to suit desired needs especially with respect to in-house training.

### **Newtimes SME Practitioners Course - 2 Days**

*"The secrets to making money without thinking about money"*

#### **About the program**

Many people venture into business out of lack of choice or without the right knowledge. They end up doing the wrong business or following the wrong objectives. In the end, the success rate of startup businesses is discouraging. Most of the time, it is only 30% in the first 3 years and 15% by the 5th year. Professionals are not any exception. Many of their businesses just survive without ever realizing their potential. Employees on the other hand may find this course useful. In any case no knowledge goes to waste especially in this era of institutional re-organizations. The main objective of this course is to arm the participants with the right business knowledge for continued success through employment and wealth creation not only for their own sake but also for the country too.

#### **The Beneficiaries**

- Potential and existing entrepreneurs
- Retirees and/or Retirement candidates
- Professionals e.g. Doctors, lawyers, Engineers, Marketers, Accountants etc

#### **Objectives**

After the course, the trainees will have understood

- The entrepreneurship process and concepts
- How to realign their businesses to match their own personal circumstances
- How to realign their business objectives in line with professional management practices
- How business dynamics affect the business
- How to cope with changing business trends
- The importance and process of preparing the strategic business plan