

TRAINING CALENDAR

 COURSE

 PARTICIPANTS

 VENUE

 DATE

Training of Trainers

HR Professionals
Training Managers,
HODs,
Individuals interested
in being trainers.

Nairobi 15th & 19th Jan

Building Customer Loyalty

Managers,
supervisors and
Customer Care
Executives

Nairobi 30th & 31st Jan

The Voice of Leadership

Organizational Leaders,
Senior Managers,
Head of Departments
etc

Naivasha 6th & 7st Feb

Developing your Negotiation Skills

Senior Managers, HODs,
Relationship Managers
& those whose work
requires the skills

Nairobi 13th & 14th Feb

For more information:



Martin: 0729 633 029
0713 400 326



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Expanding your Influence:

Understanding the Psychology of Persuasion

Senior Managers,
Head of Departments
& Emerging Leaders

Mombasa 20th & 21th Feb

Corporate Governance

CEOs, Board of Directors,
Senior Managers,
County Governors
& County Executives

Naivasha 27th & 28th Feb

Establishing Positive Relationships & Managing Conflict

Managers & Supervisors

Naivasha 6th – 7th March

I-M-Possible Sales

Sales Managers,
Marketing
Managers, Business
Development Managers

Nairobi 14th, 15th & 16th
March

Effective Personal Assistants Training

PAs & Executive
Assistants

Nairobi 29th & 30th March

For more information:



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Strategies of Dealing with Dissatisfied Customers

Customer Service Executives & Front Line Staff

Nairobi 3rd & 4th April

Developing Team Creativity & Initiative

Senior Managers & Middle Level Managers

Mombasa 10th & 11th April

Stress Management at the Workplace

All those that work in high pressure jobs/positions

Naivasha 17th & 18th April

Raising the Customer Service Crossbar

Customer Care Executives, Relationship Managers & Branch Managers

Naivasha 24th & 25th April

Coaching a Service Team

Team Leaders HODs, Customer Service Managers, Line Managers etc

Nairobi 8th & 9th May

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**Leading with
Emotional
intelligence**

Senior Managers
& Head of
Departments

Mombasa 15th & 16th May

**Using Strategic
Planning to
Improve Strategic
Execution**

CEOS and Senior
Management

Naivasha 22nd & 23rd May

**How to Exceed
Customers'
Expectations**

Frontline staff,
Customer Care
Reps, Receptionists
& Switchboard staff

Nairobi 5th & 6th June

**Increasing
Productivity through
Motivated People**

Mid-level Managers
and Emerging
Leaders

Naivasha 12th & 13th June

**Training of
Trainers**

HR Professionals,
Training Managers,
HODs, Individuals
interested in being
trainers

Nairobi 19th & 20th June

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Project Team Leadership

Project Managers & Project Coordinators

Nairobi 4th & 5th July

Ultimate Loyalty: Build Teams that "WOW" the Customer

Managers, Customers Service Executives, Service Team Leaders

Naivasha 10th & 11th July

Advanced Leadership Communication Strategies

Communication Managers, PR Professionals, Head of Departments & Senior Managers

Mombasa 17th & 18th July

Effective Sales Management Techniques

Sales Managers, Marketing Managers & Business Development Managers

Mombasa 25th & 27th July

Attitudes for Customer Service

Frontline Staff & Switchboard Staff

Nairobi 2nd & 3rd August

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**Executive Presence
for Women**

Women Executives,
Women in boards,
Women Business
Owners etc.

Naivasha 7th & 8th August

**Executive Public
Speaking**

Organization
Leaders
Senior Managers &
Public Officers etc.

Nairobi 30th & 31st August

**Coaching Yourself &
Others for Peak
Performance**

Emerging Leaders
& Mid Level
Managers

Nairobi 4th & 5th September

**Achieving
Leadership Success
through People**

Head of
Departments and
Senior Managers

Naivasha 27th & 28th September

**Organizational
Transformation &
Change**

Senior Managers,
Middle Level
Managers, Team
Leaders, Head of
Departments etc

Nairobi 4th & 5th October

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**High Impact
Communication
Skills**

Emerging Leaders,
Managers and
Supervisors

Nairobi 16th & 17th October

**Leadership
Development Skills**

County Executives,
Team Leaders,
Project Managers,
Middle Managers &
Supervisors

Naivasha 23rd & 24th October

**Developing High
Performance Teams**

Managers and
Senior Supervisors

Naivasha 20th & 21st November

**Training of
Trainers**

HR Professionals,
Training Managers,
HODs, Individuals
interested in being
trainers

Nairobi 26th & 30th November

**Creating Leaders
through Mentorship**

Senior Managers
and Team Leaders

Naivasha 6th to 7th December

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