



Frequently Asked Questions

If you have a question about the programme, the trainers or the Bridge Professional Development Centre then have a look through our FAQs. Here you'll find answers to our most common queries and questions. If you can't find what you are looking for then call us on +251118538969/+251113210397 and speak to our Customer Service Officers or Director. Or alternatively contact us directly at info@bridgepdc.com

How useful are these workshops to me?

Very useful! Our training programmes are action oriented. We will help you with any skills gap.

You are finding more and more of your work – in administration, management, sales, marketing or HR is being done through English. Your success is not just about your level of English, your proficiency... it is also about *how* you use English. You have to read and write more documents in English, make calls, attend or lead meetings and do presentations with ease and skill.

These workshops have been designed with you, and the Ethiopian workplace in mind: they target the skills you need to communicate effectively and confidently in the world's business language and help you be more productive at work and increase your chances of personal success.

What language is the workshop delivered in?

The workshops are delivered mainly in English but we can also use Amharic if need be. For instance if you want to train security, cleaners and gardeners we can deliver the course in Amharic by customizing both the materials and delivery.

How do I know if my English is good enough?

The trainers are highly experienced and qualified to work with people whose first language is not English and are aware of your needs. If you can read this



document and the workshop descriptions with ease and you use English regularly in your work, you should be able to attend.

There are no pre-workshop tests to determine eligibility.

How do I know which workshops are for me?

Our offer is carefully designed to allow you to take a view of the range of issues you face when working through English in your job. They all connect with the theme of *communication* which include **interpersonal** communication, **nonverbal** communication, **written** communication, and **oral** communication. Having good communication skills at is all about being able to convey information to people clearly and simply, in a way that means things are understood and get done. It's about transmitting and receiving messages clearly, and being able to read your audience.

The choice is yours based on how you see your needs.

Full details of the content covered on the communication at work workshop programme can be found on our course outlines. Download the brochure on our website – Bridge soft skills mini descriptors.

If you are not sure which course is the right one for you then get in touch with Abayneh at abayneh@bridgepdc.com who can offer advice on the most suitable workshops depending on your learning needs and experience.

Who delivers the workshops

We have a range of facilitators who are responsible for the design and delivery of all the workshops in the programme. Our facilitators have extensive experience both in Ethiopia and overseas. Our colleague Liam takes the lead when it comes to design of our soft skills programme and also quality assurance. He has 'hands-on' experience as a trainer in various parts of the world so you can be confident that he has tried and tested tools to help improve your communication performance and he can draw upon his own



management experiences to enhance and enrich the training, making it relevant and interesting.

What materials do we use / receive?

You will receive a comprehensive personal Workshop File/Workbook which contains all the material, including hand-outs and tips sheet during the workshop.

Where is the workshop held?

A range of options are available for the delivery of the workshops. Our face-to-face workshops can be held at Bridge in Gurd Sholla, in your office or in a hotel. We can also deliver the same courses online via Zoom.

How do I connect with my sessions?

Following registration and fee payment, you will be given full instructions in how to connect with your programme, the full schedule and a detailed description of how the programme progresses.

How long are the workshops?

Workshops are either one day (7 hours) or two days (14 hours).

What time do the workshops begin and finish each day?

All workshops begin at 09.00 and end at 17.00. The number of sessions per day will vary according to the schedule.

Are breaks included?

Yes – there is an hour-long lunch break from 12:30 to 1:30 and also two breaks for coffee one in the morning and another one in the afternoon.

How much is a one-day workshop?

A one-day in-company course is **29,100 birr** for a maximum group of 16 people. We also run public courses which cost either 3,950 or 4,475 birr per person depending on the type of the course.



Are there discounts available?

We can also offer discounts to organisations wishing to make multiple bookings for an in-company course [minimum of 5 participants: 5 – 9 = 10%; 1—14 = 15%; 15+ = 20%] across all dates and workshops in the scheduled programme. Please contact us for more details.

For our public courses, you can make use of our amazing 3+1 deal which means if you send three people to a public course, you can send a fourth person for free.

To avail of these discounts, all participants must be registered and the fees paid at the same time.

Is there a schedule of workshops?

Yes. There is a schedule that covers all the Workshops running from October 2021 to June 2022. Please check our website www.bridgepdc.com

Is the schedule fixed, are other dates available?

The public courses schedule is fixed as published. However, additional workshops may be offered during the year to respond to demand if you need an in-company course. These additional workshops will be published on the BRIDGE PROFESSIONAL DEVELOPMENT CENTRE Facebook page, LinkedIn and email notifications will follow.

Are there other workshops not listed on the programme?

Yes. You may have other needs in the areas of management, writing, communication, personal effectiveness, administration or customer service. Please get in touch to discuss your needs and how we can help, at info@bridgepdc.com



Can the workshops be delivered at my company?

Yes all our programmes can be delivered any where in Addis and surrounds. This is often ideal for organisations which have multiple locations and a number of staff to train at the same time.

Can a workshop delivered at my company be customised?

Yes. We are able to customise a workshop and we often do this for organisations who want training that's more specific to them. We can take existing workshops and modify them to include sections specifically requested by an organisation.

We can also take our 14-hour workshop and reduce it to seven hours where needed – e.g. due to operational reasons. We can also completely tailor make and deliver a course entirely to your own requirements. The fees for customised programmes are higher than our standard ones.

Please contact us at us at info@bridgepdc.com for more details.

Do I get a certificate on completion?

Yes. Every delegate who attends and completes one of our workshops will receive a certificate of attendance. This certificate details the workshop title and the date(s) held.

How can I pay for a workshop?

Payment can only be made directly and in advance of the workshop. You can pay by using bank transfer or in cash. Our bank details are:



BRIDGE PROFESSIONAL DEVELOPMENT CENTRE PLC

Commercial Bank of Ethiopia

Lamberet Branch

Account number 1000404941945

Name: **BRIDGE PROFESSIONAL DEVELOPMENT CENTRE PLC**

Awash Bank S.C

Karl Adebabay Branch

Account Number: **01304224956900**

Alternatively, our admin assistant can come and collect the fees from your office.

What happens after I have booked?

Once a booking and payment for a workshop is taken, you will receive a confirmation email and an invoice. You will receive Joining Instructions and other Workshop information at this point.

Can I be invoiced?

Yes. Once you have placed your booking with us and received your booking confirmation via email, we will send you an invoice, along with our payment details. The invoice will be sent by email to the booker, unless you state otherwise on your booking form.

Can I pay on the day of the workshop?

Please note: Our terms and conditions request payment a week prior to the workshop date.

Can I cancel my place and still receive a refund?

Please be aware that we have strict terms and conditions. We try to be flexible where we can but once you've received your registration confirmation we assume that you will attend. If you cancel:



- between your registration and 14 days prior to the Workshop you will be liable for 50% of the course fee.
- within 14 days 100% of the fee.

What is your transfer policy?

If you have booked onto a Workshop but are unable to attend for any reason then you will need to notify us, in writing to abayneh@bridgepdc.com at least 48 hours before the start date.

It may be possible to transfer your booking. Once we have your cancellation or transfer request in writing we will respond to confirm what options are available to you. If you cannot attend, and are unable to substitute, there is no refund available.

What happens if the workshop is cancelled by BRIDGE?

We reserve the right to cancel any workshop at any time; we are not liable for this but will seek to provide you with the next, most suitable Workshop date. If this is not possible then we will issue a full refund. Happily, this is something that rarely occurs.

The Workshop I want to go on is full. How do I join the waiting list?

Please discuss this possibility with our team. There may be places available on a scheduled future run of the Workshop. If there is none, a waiting list will be started in case a new Workshop is entered into the schedules.

What do I need to bring to the virtual workshop?

Please bring along a copy of your Workshop confirmation and any other pre-course work or materials requested in your delegate information pack.

I haven't received my booking confirmation / details of the workshop / invoice, what do I do?



If you have not received any of the above materials, please contact us straight away.

How many participants are allowed on each workshop?

The maximum number of participants for Presentation Skills workshops is set at 12. For all other Workshops the maximum is 16.

How many people can I book onto a workshop?

Up to four delegates from one organisation can be booked onto the same Workshop. We limit this at four delegates to ensure that everyone attending the course gets the chance to learn from other delegates from other companies and in different industries.

If you have five or more delegates who would like to attend the same training course then we'd recommend our group Workshops. This is usually the most cost-effective and convenient option, with the Workshop being delivered to your 'closed group' and at a time to suit your delegates.

Contact our Customer Service officers for more info@bridgepdc.com

Is there an assessment?

There is no assessment of participants attending these programmes. However, a post-workshop action plan template is included and an additional in-company assessment formula can be provided if requested.

Are there any pre-workshop tasks I need to do?

Yes. There is a short task connected to each Workshop in the Programme. This may be a quiz, a survey, or a brief review. None is obligatory. All are helpful.



Are there any after workshops tasks / activities / connections to help me develop?

Yes. Please discuss this with your facilitator. He will provide you with a means to ensure you maintain a learning path after the Workshop.

What if I have a question after the workshop?

We want all of our workshop participants to get the most out of these workshops but we do understand that sometimes a new challenge will arise months after the course.

So we have our *keep-in-touch* service - it's free and it gives you the chance to get some advice or further information from your facilitator. Not everyone uses the service but it's useful to know it's there if you need the support.

All you have to do is email us at info@bridgepdc.com and let us know:

- which workshop you attended – plus dates, location etc
- a brief summary of your need or request

Your facilitator will then get in touch with you and talk through your issue via email.