



Training | Talent Search | Consultancy





## About Us

Cauldron Consulting Limited™ is an accomplished consultancy with years of experience. Specialising in delivering expert tuition and support, we assist organisations in maximising efficiency by providing staff from graduate to board-level with new skills and practical techniques that can be confidently applied to improve performance and delivery.

Our specialist training and consultancy services and development programmes can help drive business growth and change. We achieve this by working with your staff to build on existing strengths and develop the skills they need to drive your company forward.

Whether you are interested in our consultancy services or our training and development courses, our first priority is always the same, to get to know you and your business intimately. We do this by conducting a thorough objective evaluation of your organisation and its aims. Once this is done we will make recommendations on how to achieve your goals. This could involve further consultancy, training or a combination of the two.



## Consultancy

Our consultancy services are designed to be effective at all levels within an organisation from senior management through to new starters. We'll work through processes and performances, inspiring individuals to take ownership of their behaviour and results by clearly communicating your corporate needs.

## Selling Skills

We recognise the need for the sales profession to have a body that has credibility amongst senior practitioners to represent the profession to Business and Consumer levels, and leading the thinking of Ethics, Standards and their implementation. We also aim to develop the understanding of sales and creating a destination for those unaware of sales as a career option.

Another critical selling skill is listening. Listening is the ability to concentrate on meaning. Salespeople who really understand their client need to have a competitive edge. How well they question determines how strong the competitive edge is. When questions are structured well, they are powerful.





## Management

Cauldron Consulting Limited™ training enables sales managers (and business owners who must assume a sales management role) to establish a management framework built on productive behavior, cooperation, collaboration, and accountability. Sales Management is a training program that provides proven skills, knowledge and tools they need to drive bottom line performance.

Our depth program covers five critical sales management abilities: behavior-based interviewing, managing sales performance, managing the sales pipeline, sales, and sales leadership.

## Talent Management

Organizations recognize that they do better business when their people are engaged, motivated, and yes, talented. Having the right people in place at the right time is a key aspect to continued growth, success, or even just stability. This course will provide you with just what it takes to have the right people ready.



## Customer Service

When developing a Customer Service Training Programme, there are a number of simple training approaches you can take. This article offers some useful tips and advice, covering the main considerations and principles.

The importance of high quality customer service and effective complaint handling can't be overstated. If customer service quality is low, then business outcomes, company reputation and the bottom line will be negatively impacted.

Providing a high level of customer service, to both external and internal clients, is a top priority of many organizations. Further, embedding that mindset into the culture of the organization is an effective way to ensure that teams will continuously strive for excellence in their service levels.

While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experiences that outdo the competition.





## Personal Finance

Our membership covers all disciplines within the insurance profession (claims, broking, underwriting and sales), those working in the life and pensions sector, the mortgage advice market and financial planning (under the Personal Finance Society brand).

We are here to build trust in the insurance and financial planning profession. We believe this will be achieved by creating a genuine global profession where the best interests of the consumer are to the fore, where ongoing learning and expertise are cherished, and where the highest standards of ethical behaviour are embraced.

Through the support and advocacy of our members, specifically those within the various faculties, societies, boards and committees we are able to ensure that our activities remain relevant and reflect the needs of our members whilst at the same time serving the demands of the public.



## Insurance Product Knowledge & Practice

Customer Service for Insurers

Liability Insurance Practices

Selling Disability Income Insurance

Motor Claims Fundamentals

Health Insurance Concepts

Ethical Guidelines for the Insurance Professionals

Foundation Course in Risk

Management and Insurance

Communication Skills for Claims Professionals

Marine Claims Management

Underwriting Skills for Agents

Underwriting Practices

Claim Evaluation and Settlement

Risk Management for Insurers

Reinsurance for Insurance Practitioners

Life Concepts

Motor Claims Investigation

Motor Claims Practices

Agency Operations and Sales Management

Customer service for Insurance Professionals

Claim Handling Fundamentals

Marine Underwriting Management

General Insurance Underwriting Fundamentals

# Our Partners







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