

STAFFICE TRAINING AND CONSULTANCY LIMITED



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VISION

We envision in delivering sustainable human capital for the future

MISSION

Our mission is to design and deliver high impact training programs, a wide range of consultancy services and research that produce outstanding human performance in your organizations

GUIDING PHILOSOPHY

Staffice Tranning and consultancy Limited is a training and consultancy company in the areas of human resource management, research and general management. The company is registered and recognized by National Industrial Training Authority (NITA) -It is a firm based on the principles of effectiveness, devotion and integrity. We are committed to create a strong and continuous improvement in human capital performance.

We create a smart partnership to fully understand your unique business strategy, goals, needs, objectives and culture. Following that, your needs will be studied and a tailor-made solution will be designed for your organization. The core aims of our services is to build and sustain the skills and behaviours that are essential to your business successes.



INTRODUCTION

Training is one of the largest investments a company can make for its future success. It is an activity that should give returns to investment that are considerably huge, in the short and long term.

Our training programs are designed to help sustain performance of the organization, teams and individuals and enable the organization to compete effectively in today's turbulent business world. We tailor our training to the specific needs of the client and through a long term relationship, ensure there is transfer of appropriate knowledge and skills and change towards desired behavior and attitudes.

RESOURCE PERSONS

We have a pool of competent, trained, experienced and fully trained facilitators who are drawn from all the areas of training. They are experts in their areas and have in-depth practical knowledge (Most of them have been and are practicing managers) and up to date practical knowledge and research. The facilitators are exposed to regular in-service programs to sharpen their skills and knowledge and are assigned duties that draw from their immense expertise.

VENUES

Our seminars and workshops are either residential or non residential. A number of training modules demand residential training for effective transfer and acquisition of skills. Others would do with either residential or nonresidential arrangements. We do advise the client on the best mode of training on identification of a program.

SEMINAR FEES

We charge a very modest fee for our training programs. The fees include all seminar materials, stationery, lunches, teas and snacks. The client is responsible for all transport arrangements and accommodation for the entire team, including the facilitators. Our clients are expected to make payment prior to the commencement of a course to facilitate successful preparation.

TRAINING APPROACH

Our training approach is participant centred. Our facilitators seek to draw up on the experiences of the participants and link this to desired learning outcomes. A number of methods are used for instruction and include; role play, discussion, management games, lectures, team tasks, leaderless group discussions, case studies among others

The facilitators make use of quality teaching and learning equipment including; audio visual aids, TV and Video among others.

Our training programmes are designed for groups of not more than 25 participants. This ensures maximum interaction between the participants and between the participants and the facilitator.



WHAT YOU CAN EXPECT

We'll listen to what you need and want and we'll create a programme to provide it; we're not run of the mill; we're really clear and we don't use jargon; we will honour and respect your company's values and ethos. We ensure that every programme we create is totally and specifically tailored to the client we are working with, rather than handing them an off-the-peg workshop.

Our work usually includes a look at what is already being done well; recognizing and acknowledging people for the work they do day in and day out. We seek to create a sense of good self-esteem, combine it with personal insight and add an understanding of how communication really works. Only from that position of 'feeling good' is it possible to look at how to move things forward.

We take a highly specific brief from our client, spend time talking to some of the people who will be involved and 'fish' around for what they really want. Then we use all our knowledge and experience to create a programme that fits each client to a 'T' Even then, the tailoring isn't complete, since once we get into a room with a new group of people, we will still continue to shape, adapt and change the material as new issues or requests arise. In terms of Professional Personal Development you really can have whatever you want.

THE COURSE

The following are some of the courses we are offering to our clients. We have the capacity to design client specific courses to answer their unique identified training needs. We encourage our clients to give us at least a two-week notice for ample preparation before commencement of training.



- Achievement-driven performance management
- Performance appraisal as an employee development tool.
- Managing the difficult worker.
- Designing effective performance management systems.
- Developing appraisals for a win-win situation.
- Performance improvement planning.
- Motivating managers to review performance.
- Conducting effective performance review meetings.
- Successfully managing a performance management culture.
- The balanced scorecard.
- Developing standards that increase performance.
- Creating performance development systems.
- Staff motivation & improved performance.
- Dealing with emotional workers.

THE BALANCED SCORECARD

This Balances Scorecard training course is a lively mixture of theory and work on case studies. This course will show how to build and implement a balanced scorecard strategic management system for your organization. It will include activities to allow the participants to get started in developing the balanced scorecard for their firm. At the end of the Balanced Business Scorecard training course students will be able to:

- Describe the structure and typical content of a Balanced Business Scorecard.
- Translate an organization's strategic themes and objectives into a Balanced Scorecard.
- Develop Strategy Profiles, strategy maps, and key performance measures for monitoring organization strategy and processes.
- Begin building a balanced scorecard for your organization
- Use a Balanced Scorecard in a management-for-results environment.
- Know how to use the Balanced Scorecard to align operational activity with strategy.
- Use best practice approaches to overcome obstacles and challenges.
- Understand the Change Management implications of implementing a Balanced Scorecard
- Explain how a scorecard system can drive a performance-based budget and employee accountability.





Participants to this course will learn to:

- Define the multi-rater scheme.
- Identify the key stakeholders for a multi-rater scheme for their organization.
- Explain the purpose of a multi-rater scheme.
- Identify the characteristics of the multi-rater scheme.
- Analyze organizational culture settings where such schemes would succeed.
- Demonstrate how to develop a win-win multi-rater scheme.
- Identify the main obstacles to the success of a multi-rater scheme.

CHANGE MANAGEMENT

- How to effectively manage change.
- Combating employee resistance.
- Building executive support for the project.
- Develop effective change management team structures.
- The change management process.
- Building change competency - making change to be “business as usual”
- Transition Management Team (TMT) training.
- Determining effective change strategies.
- Executive support & leadership in change processes.
- Strategic planning for effective change management

CUSTOMER CARE

- Effective use of the telephone in customer service.
- Using customer care tools / techniques effectively.
- Striving to achieve customer intimacy.
- Defining quality service for good customer care.
- Establishing an effective customer care culture.
- Instituting a Customer Care Culture.
- Learning to manage customer expectations.
- Effectively handling customer complaints.
- Introducing quality standards in customer care.
- Dealing with difficult customers.
- Effectively managing customer care through team-work.



ENHANCED SELLING SKILLS TRAINING

(Selling Skills Development)

- Overview of professional selling.
- Desired qualities of a sales person.
- Identifying & understanding customer needs.
- Effective prospecting skills.
- Sales meeting preparation.
- Negotiation skills in selling.
- The Art of persuasion.
- Effective sales presentation.
- Effective handling of sales objections.

- Effectively closing the sale.
- Learning to spend more face-to-face time with the customer.
- Effective communication & listening for good negotiations.
- The sales process.
- Handling sales resistance.
- Developing goodwill & building future sales.

SUCCESSFUL NEGOTIATION SKILLS TRAINING

By the end of this negotiation training course, participants will:

- Have the knowledge and tools necessary to be able to conduct any negotiation as a competitive and collaborative negotiation
- Understand how to make the most effective use of time available for negotiation preparation
- Be aware of the most commonly used tricks, traps and ploys used in negotiation and, more importantly, how to deal with them
- Demonstrate how to plan and prepare a strategy for successful negotiations
- Use effective negotiation skills and behaviour to gather information
- Explain how to manage conflict and deadlocks.
- Demonstrate how to influence and persuade both colleagues and clients

TRAINING OF TRAINERS

- Understanding the audience.
- Developing materials and aids.
- Understanding your subject or topic.
- Presentation techniques - key success factors.
- Preparing notes.
- Effective opening in training activities
- Motivating the participants for effective skills transfer.
- Facilitating learner involvement in training activities.
- Adult learning theories and how they influence learning.
- The learning and training cycle.
- Effective training methodologies.
- Developing effective programmes.
- Attributes of an effective trainer.
- Secrets of successful facilitators.

- Building & harmonizing an acceptable organizational culture.
- Using appropriate leadership action to increase personal effectiveness.
- Building interpersonal confidence & appreciation.
- Reducing conflict at the workplace.
- Identifying appropriate team roles; and the strengths, weaknesses and devising improvement strategies.
- Providing administrative support for teams.
- Making participants understand their contribution for effective corporate teamwork.
- Creative thinking for successful performance

PRESENTATION SKILLS

- Achieving better results through effective presentations.
- Using less time to communicate effectively.
- Better presentations through appropriate planning.
- Recognizing and managing sources of speech anxiety.
- Successful Report writing skills.

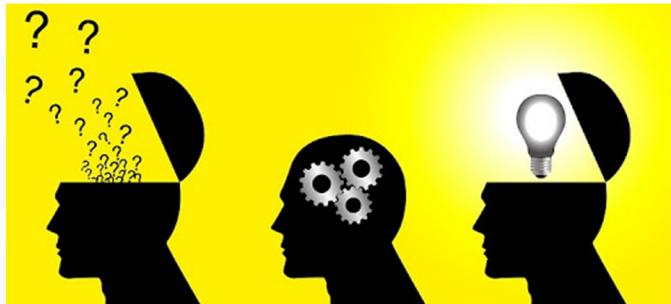


- Achieving better results through effective planning & clarifying of objectives.
- Spending more time on high value tasks.
- Learning to say ‘No’ to unreasonable requests.
- Effectively planning and organizing of paperwork.
- Gaining a balance between Professional goals and personal time.
- Using time management tools more effectively.
- Applying the Critical Path Network System to estimate time and activities for effective objectives achievement.
- Delegating effectively.
- Discarding a majority of paper that crosses the desk.
- Implementing effective resource management.
- Learning how to prioritize tasks for effective implementation and reduced stress.
- Creating time for play and for the family and friends
- Gaining a balance between professional goals and personal time.
- Making meetings to work and give results.
- Learning to manage interruptions.
- Appreciating stress minimization techniques.
- Management of time wasters.



PROBLEM SOLVING, DECISION MAKING AND CONFLICT MANAGEMENT

- Effectively applying problem solving techniques.
- Qualities of effective problem solvers.
- Decision making skills.
- Conflict management - the successful approaches.
- Characteristics of a well managed conflict.
- Conflict as a healthy activity in the organization.
- Managing conflict in teams.



CREATIVITY, INNOVATION AND PERSONAL EFFECTIVENESS

- Developing a learning culture.
- Habits of effective people.
- The multi-disciplinary manager.
- personal self development and renewal.

LEADERSHIP CAPACITY AND SKILLS DEVELOPMENT

- People management skills for managers & supervisors.
- How to move from management to leadership.
- Motivating others towards desired performance.
- Effective leadership skills
- Effectively managing time.
- How to be an effective leader and team player.

- Taping the skill, ability, talent and enthusiasm of others.
- Empowering others to take increased responsibility.
- Handling diversity effectively.
- Desired interpersonal and communication skills for leaders.



- The Role & Responsibility of the Supervisor
- Perception of the Role
- Planning & Organization (Prioritizing)
- Leadership Skills (Open or Closed Door)
- Performance & Motivation (Transactional Analysis & Stroking)
- Time Management (Time Wasters & Added value)
- Breaking the Delegation Barrier (Good & Bad Reasons to Delegate S.M.A.R.T)
- Communication Skills (Questioning & Listening Skills)
- Interpersonal Skills (Empathy)

PROJECT MANAGEMENT

- Principles of project management.
- The 5 step project management model
- Setting realistic and measurable goals
- Establishing roles and responsibilities.
- Project planning and scope.
- Project positioning.
- Thinking business achievements, not technical details.
- Using clear assignments to cope with the team.

- Effective project status reports.
- Negotiating to gain commitment.
- Designing effective work breakdown
- Using PERT, CPA and GANTT charting techniques.
- Project strategic decision making and planning.
- Prioritizing projects and allocating resources.
- Effective project budgeting, monitoring and evaluation.



- Introduction to marketing.
- Defining your company's USP's (Unique Selling Propositions).
- Allocating an appropriate marketing budget.
- Identifying market opportunities as they arise.
- Knowing when to go to outside suppliers for marketing services.
- Controlling costs.

FINANCE FOR NON-FINANCE OFFICERS

- Fundamental accounting concepts.
- Accounting reports.
- Using ratios to interpret and analyse performance.
- Management information systems.
- Inventory valuation and investment appraisal.
- Compiling a realistic budget.
- Profit centre and cost centre reporting.
- Establishing a pricing policy.
- Breakeven analysis.
- Understanding financial statements

- Benefits of successful TNIA.
- Role of managers (senior, training, line managers and the trainer) in TNIA.
- Sources of Data for TNIA.
- Methods to use for skills assessment.
- Designing training objectives and content in line with the TNIA.
- Turning identified needs into measurable targets for training.
- Conducting the actual TNIA exercise (Consultancy)



MODERN OFFICE MANAGEMENT

- Introduction to basic management functions.
- Professionalism and assertiveness.
- Indexing and filing system.
- Information Communication Technology for today's workplace.
- Communicating with internal & external customers.
- Workshop organization - Key Logistic Aspects.
- Positive image building for receptionists and telephonists.
- The executive secretary: Emerging challenges

MANAGEMENT SKILLS DEVELOPMENT

- Introduction to management
- Key concepts in management: Leadership, delegating, planning, organizing, controlling & management controls.
- Developing talent at the work place.
- The soft skills of management-motivation, Interpersonal, influencing persuading others towards derived goals.

THE HUMAN RESOURCES FUNCTION: AN OVERVIEW

THE NEW LABOUR LAWS 2007

- Which Laws got amended?
- What is new in the Employment Act, The Labour Relations Act and The Labour Institutions Act 2007?
- What are the challenges likely from the new Laws: What is good, what is ugly and what is unclear?
- Review of HR policies and procedures to align to the Laws.

Define human resource management.

- Understand & outline aims of HRM
- Explain the main function of HRM
- Appreciate the role of HRM and Personnel Management
- Identify the major HR trends impacting on HRM and Development



HUMAN RESOURCES CONSULTANCY

Consultancy is the creation of value for organizations, through the application of knowledge, techniques and assets, to improve business performance. This is achieved through the rendering of objective advice and/or the implementation of business solutions. We offer the following consultancy services;

- Human resources documentation - HR Manual, Job Descriptions
- Organizational structure design and development
- HR Research - Skills audit, employee Satisfaction Survey,
- Training Needs Analysis
- Facilitation in Strategy Design and Development
- Performance management systems - Balanced Scorecard, Performance management (policy, procedures, tool development).



INDEPTH OF CONSULTANCY SERVICES

A well-used term - but for us, it's the key within the structure of our range of services. Our long-time international experience in management and human resources allows us to define the term Consulting in a practical sense. In consulting, a holistic approach and sustainability are the bases of our work. Our consultancy approaches are tried and tested, and designed for practical experts. We work with you within the following domains:

- Talent Management and staff Development
- Strategic Planning and review
- Job placement Services
- Job Evaluations and Compensation Structures
- Training Needs Assessment (TNA)
- HR Audits and Metrics
- Productivity Improvement Services
- Organizations Restructuring & Change Management
- Board Evaluations, Leadership and Management Development

INDUSTRIAL RELATION

- Foundations of IR in Kenya
- Industrial relations and its importance in an organization
- Key actors in industrial relations, sources of industrial relations law and the Industrial Relations Charter and its role in industrial relations
- The role of the Government/Ministry of Labour, Federation of Kenya Employers (FKE) and COTU in industrial relations and responsibilities of the union
- The role and responsibilities of management and of shop stewards in Industrial relations
- Grievance & disciplinary procedures

GENDER AT WORKPLACE/MAINSTREAMING

- Gender terms
- Employment & Gender related laws
- Sexual harassment at workplace
- Gender based violence
- Role of management and employees in managing gender issues at workplace

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Staffice Tranning and Consultancy Limited

CONTACT US

P. O. Box 1206-00200, Nairobi
Tel No. +254711922328