Welcome to our 2017 Catalogue!

For organisations to grow so must their people. Commitment to continuing professional development and 21st century skills is the mark of those looking to the future realities of the local and globalised economy. We understand this.

British Council has more than 75 years’ experience in teaching and training worldwide. We develop cutting edge content in our centres of excellence and adapt it to meet local aspirations.

Our unique training methodology puts learning and learners at the centre of everything we do. The approach is practical, experiential and highly enjoyable ensuring maximum benefit in the workplace.

Our personalised approach to partnership includes updating, refining and adapting our training programmes to ensure they are cutting edge and practical. This means sourcing and adapting content being constantly developed in British Council centres of excellence worldwide as well as developing local bespoke material. Our interactive approach is highly regarded and feedback from participants is extremely positive. I am also personally very keen to listen to all suggestions that ensure we remain relevant and the partner of choice.

‘You surpassed my expectations ....high quality course, interactive and very useful.’

Our team is highly experienced both locally and internationally. We look for, recruit and develop only the best practitioners available. As well as qualifications and accreditation they have expertise garnered from a rich variety of organisational backgrounds and roles.

We use a training methodology where learning and the learner, are at the centre of everything we do. Our experiential methods are informed by up to the minute research into learner-centred and interactive approaches. This means we take on-board differing learning styles, learners’ expectations and the effectiveness of training room techniques on each.

Our overarching approach is based on a cycle of acknowledgment of current practice – reflection and critique – lessons learned – action. Participants are guided towards their own learning outcomes which fosters sustained behavioural impact and transferability of skills absorbed. The pre-course assignments orientate the learners towards meaningful engagement and our post-course follow through cements learning.

‘The practical tasks highlighted new and rarely used tactics to apply during presentations.’

‘The facilitator was .... Knowledgeable, listened to participants and made everyone feel important. He was fantastic’

Join our public workshops, all listed in this catalogue, and benefit from valuable opportunities to share your training and network with learners from a wide range of sectors. Alternatively, have a workshop customised to your company’s needs by our team of well-qualified and experienced trainers and content writers worldwide. This approach works well for organisations that want to train their people together with content tailored meet your workplace or industry’s specific needs.

Check out our courses this year and if you would like to talk to us about your training and development needs, please feel free to contact me or the team.

Best Regards,

Alan Shepherd
Head of Exams and Training
British Council, Nairobi
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Management Skills

These workshops aim to provide participants with the skills they need to organise their work, lead their teams and manage their staff.

This ranges from the full five day management course to two day workshops on specific themes. Whether new to management or experienced old hands, participants will leave these courses feeling more confident and competent and ready to lead with inspiration and by example.

Management Skills

- Management Development Programme
- Leadership and Building Your Team
- Problem Solving and Decision Making
- Time Management & Organisational Skills
- Managing Staff Performance
- Coaching & Mentoring
- Assertiveness & Emotional Intelligence
- Change Management
- Conflict Resolution
- Teambuilding Events and Facilitation
Management Development Programme

Duration 5 days

Few individuals are born as perfect managers and even the most natural have room for improvement. This five day course covers the essentials of self, staff and team management and is an ideal introduction for employees who have just assumed the role of manager or supervisor. The five days are split up over a calendar month, causing minimum disruption to your ongoing work.

Course Outline

Leadership & Teambuilding
- Manager or leader which one are you?
- Characteristics of the ideal leader
- Skills for successful leadership
- Golden rules for team working
- Explore your leadership style

Manage Time
- Differentiating between urgent and important
- Shrinking time spent on tasks
- Delegation

Problem Solving & Decision Making
- practise creative problem solving
- learn how to be an effective brainstorm leader
- learn how to develop a criteria for choosing a solution

Managing Staff Performance
- What is a performance review? What is performance management?
- How do we measure performance?
- Giving and receiving feedback

Coaching & Mentoring
- What are coaching and Mentoring
- Coaching: The GROW model
- Coaching: ALF = Always Listen First
- Mentoring: Helping people to change
- Mentoring: Developing effective action plans
The authoritarian management style doesn’t work anymore. Managers need to empower their team and utilise every available talent to meet the expectations of their customers and stakeholders. This programme will help managers create a work environment where their team can work most effectively together and develop the skills necessary to get the most from their team and to lead by example.

**Course Outline**

**Leadership**
- Problems, problems
- What kind of boss would you like to work for?
- The characteristics of the ideal leader

**You as the Leader**
- Are you a manager or a leader?
- Barriers to effective leadership
- Define and project your vision

**Building the Team**
- Holding hands
- Golden rules for team-working
- Belbin’s team roles
- Team role self-perception inventory

**Managing the Team**
- Resolving Conflict
- Understanding your team
- Delegation
- Dealing with difficult behaviour
Problem Solving & Decision Making

Duration 2 days

This is a highly practical course for those who want a more dynamic way of resolving problems and making decisions. The workshop gives staff the opportunity to discover and develop skills that are often seen as lacking. Participants learn powerful creative techniques that will help them in their work both as individuals and team members.

Course Outline

Introduction
- What is decision making and different kinds of decision making
- What kind of decision maker are you?
- Why everyone is responsible for making decisions
- Understanding the role the company plays in promoting creativity

Creative Problem Solving
- The specific stages of problem solving
- The pros and cons of using groups to solve problems

Defining the Problem
- Identifying the root cause of a problem
- How to define a problem clearly
- How to find information relevant to a problem

Brainstorming
- How to be an effective brainstorm leader
- Brainstorming as a means of generating possible solutions
- The importance of looking at things differently
- How past experience can hinder creative thinking

Solving the Problem
- Using seemingly unrelated sources comparisons to generate solutions
- Developing criteria for choosing a solution
- Presenting your solution so it will be accepted
- How to implement a solution
- Reviewing the success of a solution
Time Management & Organisation Skills

The phone is ringing; the boss needs that report and your inbox is overflowing. Delivering the service customers and colleagues expect requires organisation and time management techniques. This programme will help you focus on the essential purpose of your job, eliminate wasted time and find time for yourself to stay in control, your boss satisfied and customers happy.

Course Outline

Time Management
- Obstacles to Time Management
- Differentiating between urgent and important
- Shrinking time spent on tasks

Efficient Time Use
- Dealing with interruptions
- Cutting time spent on meetings
- Shortening phone calls
- Delegation

Organisation Skills
- Work planning techniques
- Effective organisation
- Dealing with phone calls

Organising Yourself
- Self Management skills
- Assertiveness
- Prioritizing Tasks
- Positive behaviour
Managing Staff Performance

Managing performance is a key skill in affecting organisational change but is often not well understood or implemented. Merely assuming that managers can manage the performance of colleagues is risky. This course helps participants understand what performance management means, why it is important and develop skills that lower the risk. We will work with your own performance management system to develop a team of competent people managers.

Course Outline
Introduction
- What do you think of performance reviews?
- What is a performance review?
- What is performance management?

What is Performance and why manage it?
- Why do organisations measure performance?
- Where does performance come from?
- What factors affect the way you do your job?
- What do people say about you?

Measuring Performance
- How do we measure performance?
- How can you measure your own performance?
- Do we need performance standards? What do they look like?
- What performance standards are relevant for your job?
- What can go wrong when we evaluate performance?

Performance Review Meetings
- How do we prepare for the performance review meeting?
- What should the performance review meeting cover?
- Giving and receiving feedback
- How to communicate in the performance review meeting
Coaching & Mentoring

Duration 2 days

This workshop explores the core skills and attitudes needed by managers in providing support for growth and performance. It defines the requirements of a person-centred approach to building a learning team. Participants can expect to broaden awareness of performance improving techniques, practise the core skills of coaching and mentoring and get feedback on their own performance.

Course Outline

Definitions and how we learn
- What are coaching and Mentoring
- The master plan
- How we learn

Coaching
- The GROW model
- 5 W’s & H
- GR Questions
- ALF = Always Listen First
- Questions – OW
- Force Field Analysis
- Motivation and Barriers

Mentoring
- Expressing your opinions
- Case study: Helping people to change
- Your own Case Study
- Developing effective action plans
- Action Plan
Emotional Intelligence & Assertiveness

Duration 2 days
Do your employees think that you don’t understand them and don’t want to? Do you have trouble getting what you need without pressing your staff? This workshop explores what Emotional Intelligence and assertiveness mean, how they affect you and how you can help yourself to develop these areas and become a more effective manager.

Course Outline
What is Emotional Intelligence?
- What is emotional intelligence?
- How can it help me at work?
- The 4 key competencies
- What the scientists say

Self Improvement
- Self assessment
- 360 degree feedback
- Self awareness
- Self management
- Social awareness and social skills

Introduction to Assertiveness
- What is aggressive behaviour?
- What is passive behaviour?
- What is assertive behaviour?

The Outcomes of Assertiveness
- Achieving win-win relationships
- Building and maintaining self-esteem
- Becoming more effective in your professional and personal life
- Developing a proactive mindset

Techniques for Building Relationships and Dealing with Criticism and Anger
- Making contact and building rapport
- Maintaining the relationship
- Probing to understand
- Clouding to avoid confrontation
- Acknowledging and accepting responsibility
Change Management

Duration 2 days

We continuously have to adapt. Coping successfully with change in the workplace is essentially about seeking, seeing and grasping the opportunities that change brings, rather than focusing on what we think we have lost. This workshop is for participants that want to become change champions. They will minimise their fear of change and improve their ability to see opportunities and generate innovative solutions to challenges of change.

Course Outline

Introduction to Change
- what happens if change does not take place
- how to make change happen
- how to break change down into different areas
- the impact of change in an organisation

Planning Change
- Challenging complacency
- First steps
- Choosing the right change programme
- The three stages of change

Leading Change
- What makes a good change leader
- Involving people
- What makes bad communication?
- Putting it together

Changing Your Team
- How does your team feel?
- Dealing with negative reactions
- The Kubler-Ross model
- Dealing with resisters
Conflict Resolution

Duration 2 days

Conflict happens. Conflict is a natural part of working together but poorly managed conflict is a disaster for organisations. Well managed conflict can be healthy and make your team stronger. This programme will help you understand the causes of conflict and devise ways to handle and benefit from the conflict that arises between you and your team.

Course Outline

What is conflict?
- The causes of conflict
- The uses of conflict
- What should have happened?
- What irritates you?

People and Conflict
- What are you like?
- What are your team like?
- Has conflict been useful for you?
- Personality types and conflict

Behaviour in conflict
- Sorry is the hardest word
- Passive and aggressive
- What are your assertive rights?
- Push and pull behaviours

Resolving conflicts
- Mediating Personal disagreements
- The morning after
Project Management

Duration 3 days

Course Outline

What is a project?
- Why do some projects fail?
- Who defines success?
- The project environment
- Does it fit the strategy?

Plan
- Why plan?
- Problems, problems
- Project specification
- How long will it take?
- Justification
- Project impact
- Initial planning
- Risk Analysis
- The risk matrix
- What’s needed?

Detailed planning
- Top down method
- Bottom up method
- Key stages
- Project logic diagram
- Work breakdown structure
- The budget

Monitoring
- Milestones
- The Gantt Chart
- Meetings
- Reports
- How do you know you are finished?
Business Communication Skills

Take advantage of every opportunity to practice your communication skills so that when important occasions arise, you will have the gift, the style, the sharpness, the clarity, and the emotions to affect other people. (Jim Rohn)

These workshops aim to provide participants with the skills they need to communicate effectively verbally and in writing.

They are some of our trusted favourites with many organisations running repeat sessions. Inspiring presentations and reports that get to the heart of the matter are skills that all members of staff in all organisations should have in their armoury.

Workplace Communication Skills

- Presentation Skills & Public Speaking
- Oral Communication Skills
- Write Effective Reports
- Written Communication Skills
- Write Winning Proposals
Presentation Skills & Public Speaking

Duration 3 days

Do you want your audience to remember you after making a presentation? Do you want to elicit positive responses and desired action from your audience?

The late Steve Jobs (former Apple CEO) was a genius in technical inventions, yet he spent hours on end to prepare the perfect presentations. Jobs realised that how he presented the invention, how he begun and closed, how he made the people feel and what they remembered would make all the difference in sales success.

You will be able to identify what makes a good presentation, analyse and address their audience, prepare the content, structure and match it to the audience, get tools on how to begin and end with a bang, enliven their presentations, add feelings to their words, emphasise on words, body language and handle questions.

Course Outline

Before the presentation
- What presentations do you give?
- Who are you speaking to?
- Analysis of your audience
- What content?

The presentation
- Start by getting their attention
- Outline your presentation
- What’s the point of the ending?
- Enliven your data presentation

Delivery
- What you don’t say, speaks louder than words
- How you say a word has more impact
- Persuasion
- Handling questions

Public Speaking
- Humour and anecdotes
- Organizing your speech
- Start by getting their attention
- End with Impact
Oral Communication Skills

Duration 2 days

When you say to your customers: “I will send you the document, but…” The word “but” gets interpreted as “I won’t make the effort.” ...“I give up.” or you say: “We will put our experts on your project” It sounds like the rest of your company is the non-expert team.

Verbal slips and wrong body language can cost you enormously by sending the customer packing! You may have the right intentions but poor communication with colleagues and customers leads to failure.

You will improve your customers’ experiences as participants will sharpen their listening skills, improve on their vocal, visual, body language and persuasion, show empathy, and check understanding.

Course Outline

How well do you communicate?
- What kind of shop assistant are you?
- What are you going to do about it?
- Are you listening?
- How we communicate

Instructions and feedback
- What did you say?
- What makes good instructions?
- Receiving criticism
- Giving criticism

Clarity and Persuasion
- What makes you mad?
- If you don’t tell people, they will make it up
- Communication is 90% persuasion
- On the phone

Meetings and Briefings
- Brief your team
- Why go to meetings?
- What makes meeting fail?
- Do you really understand?
Write Effective Reports

Duration 3 days

Research shows that readers of reports spend an average of 30 seconds on the executive summary and if the report survives that, they spend an average of 3 minutes on the report itself. How can you make the most of your 30 seconds and 3 minutes?

Participants will be able to structure reports, write with a terms of reference in mind, use writing styles that are easy to read and understand, use diagrams appropriately, derive conclusions, and write appealing executive summaries and proof read.

Course Outline

Aims and objectives
- Why write reports?
- Horror Stories
- What is a good report?
- Terms of Reference

Focus and Structure
- Focussing on the reader
- Structuring your reports
- Sections of a report
- Organising a short report

Style and clarity
- What writing is difficult to read?
- Writing style
- How to write plain English
- The look of the report

Diagrams
- Types of diagrams
- Using diagrams
- Selecting diagrams
- Findings

Conclusions, Recommendations and the Executive Summary
- Conclusions and Recommendations
- How to write a summary
- How to write the executive summary
- How to polish the final document
Written Communication Skills

Duration 2 days

How many of your emails and letters are actually read by your customers or colleagues? Bad writing causes confusion and costs money. You need to write effectively to achieve the results you want. This programme will help you to utilize the best writing techniques to control the language you use and develop the skills necessary to implement an effective approach to writing. Increase the chances of your emails and letters being read…and acted upon!

Course Outline

What is good writing?
- Consequences of better writing
- Advantages for you and your organization
- How long do you write?
- What stops people reading?

Grammar and Modern Register
- What’s wrong with the grammar?
- Old fashioned phrases
- What do you say?
- If you can cut a word, cut it

What do you write?
- What’s the purpose?
- They see the words second
- Who are your readers?
- But I don’t know my readers

How do you plan?
- A planning system
- Blade
- Questions and answers
- Check it!

E-mails
- E-mail do’s
- E-mail do nots
- E-mail chains
You have just figured out a great idea that will benefit your target customer. However, how you write your proposal: how you write the executive summary, how you present the proposed solution, benefits and costs could either win or lose you the potential engagement.

Can you convince your target customer with your proposal? This workshop demonstrates how to write proposals that present your ideas clearly and help you sell your ideas to people that matter.

**Course Outline**

**Introduction to Proposals**
- Proposal or report?
- The writing process
- Sections of a Proposal

**Writing for your Reader**
- Baseline logic
- Your Reader
- The organization’s evaluation criteria

**Making an impact**
- Countering objections
- Communication styles
- Hot buttons

**The Polished Proposal**
- Questions
- Rhetorical Techniques
- Presentation and layout
Sales & Customer Service Skills

These workshops aim to provide participants with the skills they need to deal with clients and customers in an efficient way while projecting the right image for your organisation.

Whether on the telephone or face to face we aim to turn your staff into ambassadors for the organisation that you can be proud of. We also want to help your staff to negotiate good deals and sell more. It is win-win all round!

Sales and Customer Service Skills

- Selling Skills
- Negotiation Skills
- Customer Focussed Telephone Skills
- Face to Face with the Customer
- Call Centre Customer Care
Sales and Negotiation Skills

The changing business landscape and an ever increasing product similarity require good negotiators. Benefits of being skilled in negotiation are enjoyed by both the individual (career enhancement) and the organisation (activity / bottom line).

Learning negotiation skills develops better employees: they become more effective in whatever capacity they are in. They become better problem solvers, persuaders and learn how to navigate their way through conflict and disputes with greater ease - accomplishing better business results as a result.

Negotiation skills will enable you achieve a more powerful rapport with your customers.

Course Outline

Introduction to Negotiation
- A competitive negotiation
- Types of negotiations in organisations
- Your workplace negotiations
- Cultural differences

Preparing for Success
- Principled Negotiation
- Wants and Needs
- Preparation exercise

Inside the Negotiation
- Making opening work
- Questioning
- Managing emotions

Sealing the Deal
- Proposals
- Bargaining
- Closing
Sales and Negotiation Skills

Duration 3 days

Professionally trained sales people and sales managers impact profitability. Selling skills are critical to the success of many organisations. These enable effective client relationships and repeat business. You will learn how to work with customers to clearly establish what they want and to find ways to close deals that lead to delighted customers and increased loyalty.

Give yourself an edge with this workshop which focuses on understanding the way you sell and how you could improve on it.

Course Outline

The Worst Sales Person Doesn't Know the Answer!
- Your product knowledge
- Your market
- Your customers

The Role of the Sales Person
- Positive and negative sales experiences
- Selling solutions or benefits?
- You and the competition

How can you make it easier to sell your product?
- Evaluate your product
- Elevator pitches
- Sales meeting preparation
- Sales mind matrix

In the Sales Meeting
- Opening techniques
- FAB
- Handling objections
- Closing techniques

The Science of Sales
- Costly mistakes
- Magic words and negative words
- Qualifying potential customers
- Buying signals
Customer Focused Telephone Skills

Duration 2 days

Dealing with customers over the telephone can sometimes be frustrating for both parties. This course will allow participants to understand the need for good customer care on the telephone. We aim to develop a range of voice skills for creating a professional telephone manner that will improve ability to organise calls and deal with difficult callers.

Course Outline

You, Your Customer and Your Organisation
- Relating to customers
- Identifying your company
- Your and your voice

Dealing with the enquiry
- Being proactive
- Identifying callers’ needs
- The questioning funnel
- Handling complaints

Good and Excellent Service
- Going beyond the initial enquiry
- Excellent customer service
- Sounding friendly
- Being friendly

It’s About More Than Just You
- Promoting the image
- Taking messages
- Handling calls for others
- Voicemail
Customer Service Excellence

Duration 2 days

Customer service is centre-stage of successful businesses. Every interaction with a customer (or potential customer) can affect the business’ bottom line. Customer service separates companies that thrive from those that fail.

Offering customer service training to your employees doesn’t just add-value for the customer; it can drive sales and give you a strong competitive advantage.

Reap the benefits of investing in customer service training for your staff!

Course Outline

Introduction to Customer Service
• What do we mean by customer service?
• What’s the point of customer service?
• What’s good customer service?

You and Customer Service
• What do you do?
• Challenge me
• Pros and cons

Your Customers
• What do your customers want?
• Who are your customers?
• Your attitude and behavior
• Advantages and disadvantages

Obstacles to Communication
• What’s bad communication?
• How about you?
• Sorry that’s the system
• Why do customers complain?

Good Feelings
• ‘How are they feeling?
• How did it make you feel?
• The Internal customer
Call Centre Customer Care

Duration 2 days  Private Courses only

Call centres and the Business Process Outsourcing industry is a lucrative business for those who have excellent language skills and even more importantly excellent customer service skills. This workshop helps equip your staff with the basics of excellent customer care, specifically in the call centre context and also helps with clarifying the standards of international English necessary to communicate appropriately with the whole world.

Course Outline

Creating a Positive First Impression and Creating Rapport
- Good and bad behaviour for first impressions
- Inappropriate Language
- Attitude is everything
- Tone and attitude
- Showing empathy

Exchanging Information
- Giving instructions and asking for clarification
- Listening Skills and barriers
- Genuine listening

Controlling Calls and Communication Breakdown
- Signposting
- Asking the right questions
- Barriers to communication
- An awful call

Dealing with Difficult Customers
- How do I like to be treated
- Why are my customers difficult?
- Strategies for dealing with difficult callers
- Dealing with Complaints
Formal education will make you a living; self-education will make you a fortune. (Jim Rohn)

These workshops deal with skills specific to certain jobs and positions or skills people need at different points in their working life.

Trainer training has been the business of the British Council for over 50 years and our expertise is acknowledged globally. Call centre training is a growing area of our business worldwide and many of us here can sympathise with the manager who has to take care of finance but has no background in this tricky field.

Self-Improvement Skills

- Personal Effectiveness
- Advanced Training of Trainers (How to Train)
- Professional Administration & Minute Writing
- Job Seekers Training
Professional Effectiveness

Duration 2 days

No matter how competent you are, lasting success may elude you unless you are able to effectively lead yourself, influence, engage, and collaborate with them and continuously improve your capabilities. These elements are at the heart of personal, team, and organizational effectiveness.

Course Objectives
By the end of this course, you will be able to:

- Execute critical priorities with laser-like focus and careful planning
- End self-defeating behaviour and gain the necessary security you need to change
- Develop strong relationships based on mutual trust
- Be prepared to deal with difficult circumstances before they happen
- Know how to increase team engagement, morale, and collaboration
- Apply a framework for developing core values and creating a highly effective culture
- Recognize how to develop high-potential leaders who model competence and character

Course Content

- Setting realistic goals
- Clearly and accurately communicate your message
- Time management
- Write good plans
- Stress Management
- Understanding Personal Style
- How to handle conflict assertively but fairly and calmly
- Inspire Self and develop self confidence
- Managing Expectations, Handling Conflict & ‘Difficult’ People
- Taking Initiative & Responsibility: Act or be Acted Upon!
- The Power of Vision: define, understand & embrace your destination
- Prioritisation & Time Management
- Seek Mutual Benefit in all your interactions
- Getting the world to walk with you: how to influence people
- The Power of Empathetic Communication
- The Power of the Team
- The Power of Personal Renewal
- From Effectiveness to Greatness: searching for meaning & creating the dream
Advanced Training of Trainers
(How to Train)

Duration 3 days

It is one thing to have the qualifications and expertise of a subject and quite another to be able to transfer your knowledge to an audience effectively! Many trainers lose the interest and respect of their audience despite their superior knowledge of the subject because they lack the skills to connect with their participants. This advanced level course equips you to examine the training needs of your team, design appropriate training and develop the skills necessary to change group behaviour and enhance performance.

Course Outline

Understand your Learners
- The Active Learner, the Reluctant learner
- The Passive Learner
- What makes a good learner
- Establishing need in the mind of the learner

Deciding what to Train
- Training Needs Analysis
- Let’s learn something about learning
- The hard cases
- Why are we doing this?

What to do!
- Activities in the training room
- Types of activity
- Sensory learning preference and task type
- Keep it real

Making it Work
- Demonstrations
- Giving instructions
- Presentations skills in the training room
- The dos and don’ts of delivery

Handling the participants
- Positive and negative feedback
- Organising the training room
- Handling groups
- Training Evaluation and reports
Minute Writing & Professional Administration

Duration 2 days

Professional administrators and secretaries are key personnel in all organisations. Very often it is these individuals who keep the organisation moving and present the first impression to clients, customers and partners. Taking minutes can be confusing – knowing what needs to be included and what can be missed out. You need to know how to get the right information down quickly, accurately and concisely. This workshop will help to organise your workload while being an ambassador for your organisation and simplify the process of minute writing.

Course Outline

Polishing Your People Skills
- First impressions
- The 3Vs and the telephone
- Understanding others
- Questioning and effective listening techniques
- Advanced impression management - assertiveness

Managing Multiple Priorities
- You can’t manage time...
- Dividing and conquering your workload
- Understanding what’s important
- The five-way stretch

Promoting a Great Impression of Your Organisation
- Telephone courtesy pays
- Handling problem calls
- Writing: email dos and don’ts
- Style and tone

Minute Writing
- The importance of minute writing
- What is good minute writing?
- The format
- Different types of minute writing

The stages of Minute Writing
- Before the meeting
- During the meeting
- After the meeting
- Writing concisely
Unemployed and looking for work? Have you agonised over how to structure your CV or what to say at interviews?
This training provides participants with skills of building an effective CV and having successful interviews.
It is aimed at those who wish to prepare for the job market for the first time and also at people who are considering a career change.

Course Outline
- CV writing
- Cover Letter Writing
- Interview Preparations
- Personal Branding
- Career Development
Intercultural Relations Foundations

Duration 1 days

Good relationships are at the heart of good business.

From first impressions to lasting partnerships, successful business in today’s globally interconnected world is all about effective intercultural engagement.

Building good foundations and rapport across cultures

This course explores how culture can affect what happens in multicultural situations, and recommends a range of strategies that will help participants build rapport in culturally diverse environments and workplaces.

Objectives
By the end of the course participants should be able to:

- understand the complex influences that make up cultural identity
- use greater awareness of self and others to better understand the different perspectives present in multicultural situations
- identify how their behaviour may help or hinder them in building rapport in multicultural and global contexts
- use a range of observation and active listening strategies to make effective connections with others in new multicultural situations.

Benefits
Participants will be better able to:

- make connections and overcome differences in multicultural and global situations
- respond more flexibly to new and complex cultural contexts
- feel comfortable and at ease in unfamiliar cultural settings
- build a strong foundation for lasting relationships with both internal and external stakeholders
- achieve their goals from an early stage in the relationship
- plan in advance to make a good first impression in different cultural contexts.
Intercultural Relations Communication

Duration 1 days

Good relationships are at the heart of good business.

From first impressions to lasting partnerships, successful business in today’s globally interconnected world is all about effective intercultural engagement.

<table>
<thead>
<tr>
<th>Communicating across cultures</th>
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<tr>
<td><strong>This course recommends ways of enhancing participants’ communication skills to make them more effective in multicultural and multilingual situations.</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Objectives</strong></th>
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</thead>
</table>
| By the end of the course participants should be able to: | • examine how cultural and other influences have shaped their workplace communication preferences and how these may be viewed by others  
• respond to others in an empathetic way, helping others feel at ease in complex situations  
• demonstrate flexibility in adapting their behaviour and communication style to a range of multicultural and multilingual contexts. |

<table>
<thead>
<tr>
<th><strong>Benefits</strong></th>
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</table>
| Participants will be better able to: | • effectively maintain relationships, leading to improved harmony and better engagement in the workplace  
• communicate clearly and concisely, avoiding miscommunication, saving time and enhancing productivity  
• communicate persuasively in complex, diverse and changing contexts to achieve business goals. |
<table>
<thead>
<tr>
<th>Skills Centre - Professional Training 2017</th>
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<thead>
<tr>
<th>Course</th>
<th>Duration</th>
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<th>Feb</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
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<th>Sept</th>
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<tr>
<td>Presentation Skills and Public</td>
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<td>17-18</td>
<td>1-2</td>
<td>10-11</td>
<td>6-7</td>
<td>15-16</td>
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<tr>
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<td>20-21</td>
<td>29-30</td>
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<td>Time Management and Organisational</td>
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<td>Professional Effectiveness</td>
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<td>7, 14</td>
<td>4, 18,</td>
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<td>1, 15</td>
<td>6, 13</td>
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<td>1, 22</td>
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TBC: To be confirmed
## Training Price List

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<tr>
<th></th>
<th>1 Day</th>
<th>2 Day</th>
<th>3 Day</th>
<th>5 Day</th>
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<tbody>
<tr>
<td><strong>Public Courses</strong></td>
<td>Ksh 20,000 per participant</td>
<td>Ksh 40,000 per participant</td>
<td>Ksh 60,000 per participant</td>
<td>Ksh 100,000 per participant</td>
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<tr>
<td></td>
<td>inclusive of catering</td>
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<td>inclusive of catering</td>
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<tr>
<td><strong>Private Courses</strong></td>
<td>Ksh 160,000 per group</td>
<td>Ksh 320,000 per group</td>
<td>Ksh 470,000 per group</td>
<td>Ksh 800,000 per group</td>
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<tr>
<td><strong>Private Course</strong></td>
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<tr>
<td><strong>Catering</strong></td>
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<tr>
<td>(British Council</td>
<td>Ksh 1700 per participant per day</td>
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<td>premises only)</td>
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<tr>
<td><strong>Training Outside</strong></td>
<td>The client is responsible for or</td>
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<tr>
<td><strong>Nairobi</strong></td>
<td>charged for the travel, accommodation</td>
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<td></td>
<td>and meals of the trainer during</td>
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<td>the course</td>
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<tr>
<td><strong>Sunday and Public</strong></td>
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<td><strong>Holiday supplement</strong></td>
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<td>Ksh 50,000 per day</td>
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<td><strong>New Materials</strong></td>
<td>Ksh 80,000 per course day for</td>
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<td><strong>development</strong></td>
<td>development of original course</td>
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<tr>
<td></td>
<td>content</td>
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### Payment Policy...

On **Public Courses** payments should be made by cash or corporate cheque payable to British Council. Payment can be made on or before the training dates or by invoice issued on the last day of the training.

On **Private courses** an invoice will be issued on the last day of the workshop with payment terms of thirty days.
Dear Customer,

Thank you for choosing to partner with British Council in meeting your staff professional development needs.

As part of our global policy, we are moving to engage with organisations on a contract basis. This is aimed to better protect both British Council and our partners in terms of transparency and audit compliance.

In recognition of clients who have chosen to partner with us, we have also introduced the following discount schedule.

<table>
<thead>
<tr>
<th>Private course</th>
<th>12 / 24 month contract</th>
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</thead>
<tbody>
<tr>
<td>5-10 courses (in any 12 consecutive months)</td>
<td>5%</td>
</tr>
<tr>
<td>11-15 courses (in any 12 consecutive months)</td>
<td>7.5%</td>
</tr>
<tr>
<td>16+ courses (in any 12 consecutive months)</td>
<td>10%</td>
</tr>
</tbody>
</table>

Discounts apply to clients who have agreed to and signed a contract. The policy is activated from date of signing. Discounts are offered on a percentage basis and do not circumvent base price rises. Discounts are applied at the end of the agreed engagement period.

Please don’t hesitate to get back to us with any queries.

Alan Shepherd
Head Exams & Training
British Council, Kenya
Our Customers

We are very grateful to our customers and look forward to delivering more training for you in 2016.

<table>
<thead>
<tr>
<th>ABB Kenya</th>
<th>MCE (Kenya)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACDI-VOCA</td>
<td>MCE (Tanzania)</td>
</tr>
<tr>
<td>Acorn Management</td>
<td>Mercy Corps</td>
</tr>
<tr>
<td>Action Aid International Kenya</td>
<td>Mhasibu sacco</td>
</tr>
<tr>
<td>AFREPREN</td>
<td>MIH Internet East Africa</td>
</tr>
<tr>
<td>Aggreko Power Ltd.</td>
<td>MTN Business</td>
</tr>
<tr>
<td>Amadeus East Africa</td>
<td>MUSONI DTM</td>
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<tr>
<td>AMREF Kenya</td>
<td>M &amp; M Consultant</td>
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<tr>
<td>AON Insurance Brokers</td>
<td>Mani Project</td>
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<tr>
<td>Aphia Plus Kamili</td>
<td>Nairobi Hospital</td>
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<tr>
<td>Australian High Commission</td>
<td>Nakumatt Supermarkets</td>
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<tr>
<td>Avenue Service Station Ltd</td>
<td>NGO Safety Program (NSP) Somalia</td>
</tr>
<tr>
<td>Axis Kenya</td>
<td>Oil Libya</td>
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<tr>
<td>AFA - Tea Directorate</td>
<td>Old Mutual</td>
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<tr>
<td>BAAM</td>
<td>Oxfam</td>
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<tr>
<td>Barclays Bank</td>
<td>PACIS Insurance</td>
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<tr>
<td>BD Africa</td>
<td>Pan African life</td>
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<tr>
<td>Bio Foods Products Ltd</td>
<td>PDM kenya</td>
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<tr>
<td>British American Tobacco (BAT)</td>
<td>Pinebridge</td>
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<tr>
<td>BRITAM</td>
<td>Prime Bank</td>
</tr>
<tr>
<td>Canadian High Commission</td>
<td>PKF Kenya</td>
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<tr>
<td>Central Bank of Kenya (CBK)</td>
<td>Riana Properties Ltd.</td>
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<tr>
<td>CFC Stanbic Bank</td>
<td>Royal Danish Embassy</td>
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<td>Rural Electrification Authority</td>
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<td>Safaricom</td>
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<td>European Union</td>
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<td>Solutions Telmec</td>
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<td>Somali Consortium</td>
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<td>FSD Kenya</td>
<td>Sovereign Group Ltd</td>
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<td>G4S Security</td>
<td>Sudanese Red Crescent Society</td>
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<td>SYNGENTA</td>
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<td>Tausi Haven</td>
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<td>Tescom Group</td>
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<td>The Monarch Group</td>
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<td>IFC</td>
<td>The Open Society Initiative for Eastern Africa</td>
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<td>Tile &amp; Carpet Centre</td>
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<td>Total Kenya</td>
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<td>TradeMark East Africa</td>
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<tr>
<td>Kenya Copyright Board</td>
<td>Tullow Kenya</td>
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<tr>
<td>Kenya Orient Insurance</td>
<td>UNAIDS</td>
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<tr>
<td>Kenya Paediatric Association</td>
<td>UNAMIS (UN mission to sudan)</td>
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<tr>
<td>Kenya Vision 2030 Delivery Secretariat</td>
<td>UNDP Somalia</td>
</tr>
<tr>
<td>KETRACO</td>
<td>University of Maryland (School of Medicine)</td>
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<tr>
<td>Kisii University</td>
<td>University of Nairobi</td>
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<tr>
<td>Knight Frank</td>
<td>Wananchi Group Ltd</td>
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<td>KPMG</td>
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</table>

www.britishcouncil.org
Tel.: +254-(0)20-2695586/9
Email: directorgeneral@nita.go.ke
Website: www.nita.go.ke

P.O Box 74494 - 00200
Commercial Street Industrial Area
NAIROBI, KENYA

When replying please quote:
Ref.No. NITA/TRN/185

16th March, 2016

The Chief Trainer
British Council
P.O. Box 40751-00100
NAIROBI

RE: RENEWAL OF REGISTRATION AS A TRAINING PROVIDER WITH THE NATIONAL
INDUSTRIAL TRAINING AUTHORITY (NITA) UPTO 15TH MARCH 2017.

Further to your application for renewal with the NITA as a training provider, we are pleased
to inform you that your application was approved and is now valid up to and including 15th
March 2017. You have been approved to train on the following courses:-

1. Report Writing Skills
2. Communication Skills
3. Proposal Writing
4. Presentation and Public Speaking
5. Train the Trainer
6. Negotiation Skills
7. Selling Skills

Your Resource persons approved to deliver the above courses are as follows:-

1. Alan Shepherd
2. Allan Baraza
3. Catherine Shimechero
4. John Kageche
5. Kathleen Vaughan
6. Anastasia Mutisya
7. Emily Jachai
8. Esther Gikonyo

Should you conduct any in-house training, please ensure that you endorse the NITA
evaluation form NITA/ITT 7 that will be issued to you by the employer.

Your participation in Industrial Training is highly appreciated. We wish you success in your
endeavours.

Irene Muraguri
For: DIRECTOR GENERAL

[Signature]