

PROFESSIONAL SKILLS TRAINING
BRITISH COUNCIL NAIROBI

CATALOGUE



Welcome to our 2016 Catalogue!

British Council has more than 70 years' experience in teaching, training and delivering professional examinations in over 100 countries. In Kenya we provide opportunities for young and professional people through the provision of UK expertise in professional development localised to the Kenyan context.

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 expectationshigh 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, is 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

Leadership & Building Your Team



Duration 2 days

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

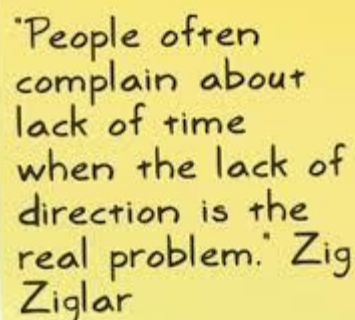
Brainstorming

- 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



"People often complain about lack of time when the lack of direction is the real problem." Zig Ziglar

Duration 2 days

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

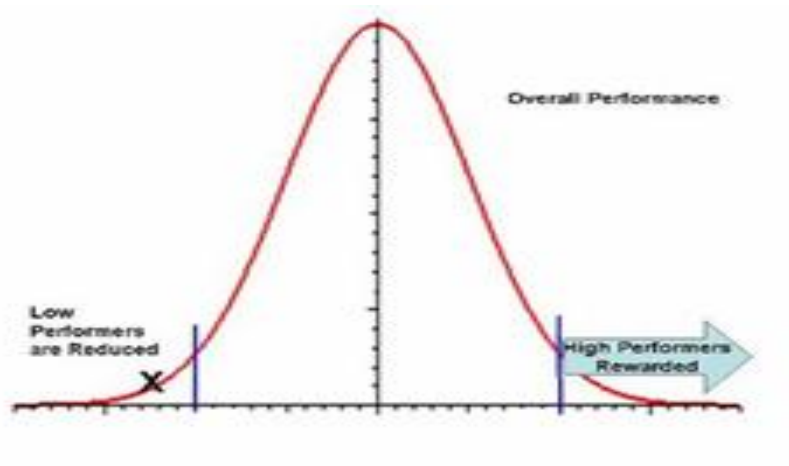
Organisation Skills

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

Organising Yourself

- Self Management skills
- Assertiveness
- Prioritizing Tasks
- Positive behaviour

Managing Staff Performance



Duration 2 days

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

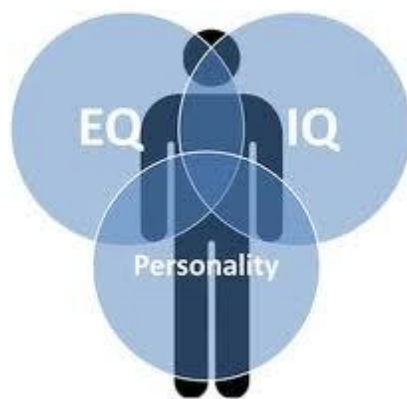
Coaching

- 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?

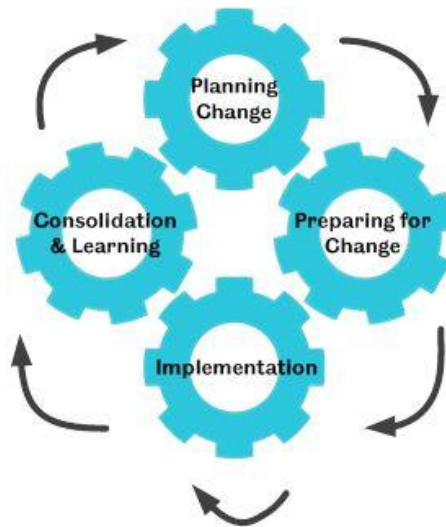
The Outcomes of Assertiveness

- 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

Workplace 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 began 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 not's
- E-mail chains

Write Winning Proposals



Duration 2 days

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

Negotiation Skills



Duration 2 days

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

Advanced Selling Skills



Duration 2 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

Self-Improvement Skills



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

Personal 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:

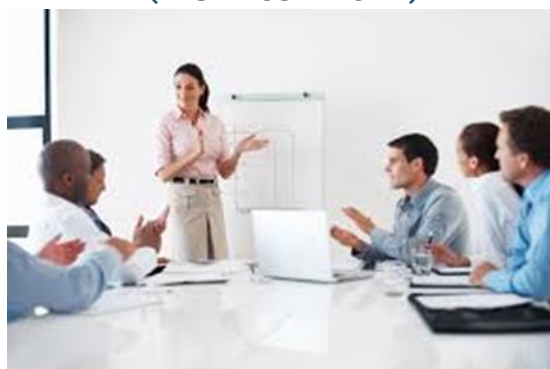
- Execute critical priorities with laser-like focus and careful planning
- End self-defeating behaviour and gain the necessary security you need to change
- Develop strong relationships based on mutual trust
- Be prepared to deal with difficult circumstances before they happen
- Know how to increase 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

Professional Administration & Minute Writing



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

Skills for Employability



Duration 2 days

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

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

PUBLIC WORKSHOP TRAINING CALENDAR 2016

2-day course = 36,000 Ksh per person 3-day course = 54,000 Ksh per person

		Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Business Communication Skills													
Presentation Skills & Public Speaking	3 days		23-25			4-6		13-15	17-19		26-28		5-7
Oral Communication Skills	2 days	21-22			4-5	4-5	13-14	25-26			5-6		
Write Effective Reports	3 days	27-29		1-3		25-27		4-6	8-10	26-28			5-7
Written Communication Skills	2 days		18-19			9-10			3-4		3-4	16-17	
Sales and Customer Service Skills													
Negotiation Skills	2 days			30-31		16-17			15-16			2-3	
Advanced Selling Skills	2 days		10-11		14-15				29-30		12-13		
Customer Service Excellence	2 days		15-16				22-23			7-8			5-6
Customer Focussed Telephone Skills	2 days							4-6			17-18		
Self-Improvement Skills													
Training of Trainers	3 days			14-16		11-13		20-22				21-23	
Time Management Skills	2 days		3-4		7-8		2-3			5-6			1-2
Personal Effectiveness	2 days	14-15		21-22		19-20		25-26		7-8		14-15	
Management Skills													
Management Development Program	5 days			14-18			6-10			12-16		7-11	
Leadership and Team Building	3 days			22-24			27-29			19-21		28-29	
Project Management	3 days		10-12		18-20		13-15		8-10		17-19		
Coaching and Mentoring	2 days					30-31			29-30				
Examination Skills													
IELTS Preparation	1 day	16	6	12	9, 23	14, 28	11, 25	9, 23	6, 27	3, 17	1, 22	12	3

Training Price List

	2 Day	3 Day	5 Day
Public Courses	Ksh 36,000 per participant inclusive of catering	Ksh 54,000 per participant inclusive of catering	Ksh 90,000 per participant inclusive of catering
Private (in house) Courses	Ksh 320,000 per group	Ksh 470,000 per group	Ksh 800,000 per group
Private Course Catering (British Council premises only)	Ksh 1700 per participant per day		
Training Outside Nairobi	The client is responsible for charged travel, accommodation and meals of the trainer during the course		
Sunday and Public Holiday supplement	Ksh 50,000 per day		
New Materials development	Ksh 80,000 per course day for development of original course content		

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.

Private course	12 month contract
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5-10 courses (in any 12 consecutive months)	5%
11-15 courses (in any 12 consecutive months)	7.5%
16+ courses (in any 12 consecutive months)	10%

Discounts apply to clients who have 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 engagement period.

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



Alan Shepherd
Head Exams & Training
British Council, Kenya

British Council Trainers' Profiles

The quality of the training depends as much on the trainer than anything else. We are very happy to introduce our team and hope that you will get a chance to meet them personally.



Catherine Shimechero

Trainer

Summary of Academic Qualifications

1. Certified Public Accountants Kenya (CPA(K))
2. Bachelor of Commerce Degree – Accounting (Hons), University of Nairobi
3. Master of Business Administration (Strategic Management), University of Nairobi

Summary of Work History

1. British Council Trainer
2. Conducted capacity assessments for organizations before donor funding approval
3. Carried out financial assessments on existing financial policies and procedures
4. Carried out pre-audit reviews and makes recommendations
5. Capacity built staff during pre-audit reviews to prepare draft accounts and improve skills
6. Performed mid-term evaluations on implementation in accordance to strategic plan
7. Finance Manager - streamlined financial processes and polices, dealt with back-log.
8. Successfully implemented a new accounting system that had initially failed



Anastasia Mutisya – Zeyhle

Trainer

Summary of Academic Qualifications

1. 2012 Certified International Professional Training Manager- American Certification Institute

2. 2011 Diploma Knowledge Management for Development- Australia Online
3. 2003-2004 Post Graduate in International Communications-University of Southern Queensland Australia
1. 1989-1993 B.A Communications-Daystar University Kenya

Summary of Work History

1. British Council Trainer
2. Ibandan School of Business, Nigeria-Trainer
3. Trained for several non-profit Organizations amongst them Supreme Management Nigeria, MSH, NEPHAK, ABANTU for Development, CLUSA, Plan International
4. Communication Consultant with various organisations amongst them Oxfam GB, FAWE, Plan International, Pathfinder International, ActionAid International, African Virtual University
5. Director, Kith Communications Consultants
6. Media & Communications Programme Officer - Oxfam GB
7. Communications Officer- African Medial & Research Foundation (AMREF)



Emily Jakaila

Trainer

Summary of Academic Qualifications

1. 2004 –2005 MBA – Human Resource Management - UON
2. 1995 -1999 B.ED Arts, Kenyatta University
3. Jan-Dec 2001 Diploma in Business Management - KIM

Summary of Work History

1. British Council Trainer
2. Founder and lead coach – Johari Centre
3. Administration Manager Plan Intl RESA
4. Country Administrator ICRISAT
5. Administration Manager Action Aid Intl Africa



Esther Wangui Gikonyo

Trainer

Summary of Academic Qualifications

6. Master in Business Administration- University of Nairobi-Project level
7. Bachelor of Commerce Degree-University of Nairobi (Business Administration Option)
8. 1993 Institute of Data Processing Management Diploma (UK)
9. 1996 Marketing Society of Kenya Certificate.

Summary of Work History

1. British Council Trainer
2. Fundraising Director-Kenya Community Development Foundation (KCDF) Kenya Community Development Foundation (a public philanthropic foundation that supports sustainable community driven development)
3. Head of Business Development-Africa Centre for African Family Studies (CAFS) (an international NGO dedicated to strengthening the capacity of organizations in the field of health and development through technical assistance and training).
4. Chief Executive Officer the Flying Doctors Society of Africa (FDSA)(an NGO, which supports the work of African Medical Research Foundation (AMREF)).



John Kageche

Trainer

Summary of Academic Qualifications

1. 1990 - 1995 Egerton University, *Bachelor of Science, Business Management*
2. Diploma: Chartered Institute of Marketing (CIM)-UK
3. Currently pursuing a Post Graduate Diploma from CIM
4. Certificate of Proficiency in Insurance

5. Neuro-Linguistics Programming (NLP) Practitioner
6. Certificate from Professional Trainers Association of Kenya's Training of Trainers
7. Member: Professional Trainers Association of Kenya
8. Member: Toastmasters International: Vice President, Education, Nairobi Toastmasters Club

Summary of Work History

9. British Council Trainer
10. NIC Bank Nairobi *Held various positions-* Relationship Manager, Product Manager, Sales Manager & Sales Executive
1. Sales Executive Express Travel Group Mombasa
2. Lead Consultant; Lend Me Your Ears: a firm specialising in speech writing, message development, coaching, presentation and sales
3. Columnist: Kageche contributes to intellectual capital through a weekly column in the Business daily, Sales Pitch
4. Director and Principal Officer: AVL Group (a one window financial shop)
5. Board member: Success Coaching

Our Customers

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

ABB Kenya ACDI-VOCA Acorn Management Action Aid International Kenya AFREPREN Aggreko Power Ltd. Amadeus East Africa AMREF Kenya AON Insurance Brokers Aphia Plus Kamili Australian High Commission Avenue Service Station Ltd BAAM Barclays Bank BD Africa Bio Foods Products Ltd Canadian High Commission Central Bank of Kenya (CBK) CfC Stanbic Bank Deacons Diakonia Embassy of Ireland (Tanzania) EU-ECHO European Union Fairview Hotel Faulu Kenya FSD Kenya G4S Security Hashi Energy Hillcrest School I & M Bank ICRC IFC ILRI Imperial Bank KASNEB Kenya Airways Kenya Copyright Board Kenya Orient Insurance Kenya Paediatric Association Kenya Vision 2030 Delivery Secretariat KETRACO Kisii University Knight Frank KPMG Kuehne-Nagel Libya Oil LTB Diakonia Mabati Rolling Mills Mada Hotels	MCE (Kenya) MCE (Tanzania) Mercy Corps Mhasibu sacco MIH Internet East Africa MTN Business MUSONI DTM Nairobi Hospital Nakumatt Supermarkets NGO Safety Program (NSP) Somalia Oil Libya Old Mutual OSIEA Oxfam PACIS Insurance Pan African life PDM kenya Pinebridge Prime Bank Riana Properties Ltd. Royal Danish Embassy Rural Electrification Authority Safaricom SBO Research Limited Serena Hotels Shared Interest Solutions Telmec Somali Consortium Sovereign Group Ltd Sudanese Red Crescent Society SYNGENTA Tausi Haven Tescom Group The Monarch Group Tile & Carpet Centre Total Kenya Toyota Kenya TradeMark East Africa Trocaire Tullow Kenya UNAIDS UNAMIS (UN mission to sudan) UNDP Somalia University of Maryland (School of Medicine) University of Nairobi Wananchi Group Ltd Weatherford Kenya Women Enterprise Fund World Food Program (WFP)
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Madison Insurance	World Vision World Vision Somalia
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