

Open Training programs

One Day Motivational Training Program

In a fast changing and competitive world, management has become a challenging task in most organizations. Sometimes, the situation becomes quite complicated for supervisors, middle managers and professional staff. Besides their own roles, they have expectations from the senior management and their subjects too. This course is designed to re-energize and keep the participants focused towards achieving best results under the prevailing circumstances.

Target Beneficiaries - Supervisors, Middle Managers and Professional Staff

Theme: Maintaining Performance at its Best

Content

The Management Challenge - Appreciating the conflicting expectations
Personal Strategy/Performance guides
Planning, Measuring and Monitoring Performance
Staying focused and responsive in a dynamic environment

Date: Friday, 14th October 2011

Time: 8.15 am (strict) — 4.45 pm

Venue: Bounty Hotel & Conference Centre, South B, Nairobi

Investment: KES 9,000.00 per person plus VAT (US \$ 95)
Includes full course Lunches/Teas and Materials

Special Year End Offer: Register 3 Persons; get one absolutely free

DIT File Reference no DIT/TRN 651

Pin No. P051202839V

VAT No. 0110384 A

Past and continuing beneficiaries of our Training/Consulting Solutions

Pacific Insurance Company Ltd, CIC Insurance Group Ltd, Kenya Tourist Development Corporation, Dunlop Industries Ltd, Sasini Ltd, Corporate Insurance Company Ltd, Assa Abbloy E.A. Ltd, Barclays Bank Kenya Ltd, GIMCO Limited, Kenya Reinsurance Corporation, Simbi Roses, Thika, RIDO Savings & CR Sc (UG) and Kenya Wildlife Services etc.
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Truly Transforming Business: From GOODNESS to GREATNESS

"In fact, It is not just about acquiring new skills; It is experiencing a complete new beginning," previous training participant.

Browse for Testimonials, Pictorials and Video clips @ <http://www.newtimesconsultants.com>

Welcome!!!!

Open Training programs

One Day Communication and Teamwork Skills Training Program

In highly multi-ethnic and multi-cultural working environments, it is not uncommon to encounter organizational challenges with regard to communication and teamwork. In the end, this results to reduced productivity which naturally affects the bottom line. This course is designed to not only enable the participants to appreciate the foundations of these challenges, but also acquire practical competencies that will help them to continually overcome the same as they arise.

Target Beneficiaries - Organizational Managers, Supervisors and Professional Staff

Theme: Communicating Effectively

Content

Dynamics of diversity and how they affect organizational communication and therefore productivity

Effective communication process

Organizational communication and behavior

Reducing conflicts through effective communication
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Successfully Building and Managing Effective Teams
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Date: Friday, 21st October 2011

Time: 8.15 am (Strict) — 4.45 pm

Venue: Bounty Hotel & Conference Centre, South B, Nairobi

Investment: KES 12,000.00 per person plus VAT (US \$ 120)

Includes full course Lunches/Teas and Materials

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Open Training programs

Course title: Organizational Leadership and Performance Management Training

Theme: *Unleashing and Exploiting Employee and Management Development Potential*

Target Beneficiaries - Business Executives, Managers, Supervisors and Professionals

About the program

Most Organizational Managers, Middle Management as well as Professionals come from different technical backgrounds and orientations. This high impact program is aimed at empowering the participants with holistic skills that will enable them to maximize on their existing proficiencies. It will also empower them with leadership skills which will facilitate achievement of best results from the rest of the team members while employing minimum efforts. This eventually leads to 'planned' optimization of the overall organizational performance.

Course Benefits

After the course the participants will be expected to have acquired **practical** competencies on

- Blending managerial and leadership skills that help in building strong organizational working relationships
- Effective communication techniques which lead to efficient information flow as well as reduced conflicts in the workplace
- How to neutralize sometimes deeply entrenched intercultural/inter-ethnic rivalries that often affect organizational communication/performance
- People management techniques with regard to setting, implementing, monitoring and measuring performance standards and expectations that result to optimum personal and organizational productivity
- Effective time management that leads to optimum execution of individual roles and responsibilities for middle management staff
- Effective delegation including the underlying principles and concepts that lead to optimum utility of time and efforts for all team members
- How to remain passionate and motivated and continually help subordinates likewise. Special emphasis is laid on attitude management skills.
- Becoming effective and harmonious team players who embrace unity of purpose and direction at work
- Working around and coping with changing business environment while at the same time taking advantage of ensuing opportunities
- Blending strong personal and organizational brands for enhancement of mutual benefits

Date: Friday, 27th — 28th October 2011

Time: 8.15 am (Strict) — 4.45 pm

Venue: Bounty Hotel & Conference Centre, South B, Nairobi

Investment: KES 36,000.00 per person plus VAT (US \$ 360)

Includes full course Lunches/Teas and Materials and Certificates

Training Methodology

It is highly experiential and motivational. We always target a retention of at least 80%. That is besides immediate application of the lessons Learnt

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One Day Excellent Customer Service Skills Training Program

The adage saying that ‘the customer is king’ holds today just like has been always the case. He s/he is the reason for existence of any business. In fiercely competitive markets such as Kenya and the entire East African region, where products and services are largely similar, “putting the customer first is a realistic strategy for building a successful business. Satisfied customers return and send others; dissatisfied customers do not. How can a good management ensure that good customer care will prevail throughout an organization? This course is designed to not only enable the participants to acquire practical skills on how to treat but also retain the customer .

Target Beneficiaries - All Staff who relate with customers in any way

Theme: Excellence in customer service

Content

Effective Customer communication systems and processes
How Organizational Behavior relates to Excellent Customer Service
Customer Service Strategy
The internal customer— Team working & sharing work
Overcoming customer service related stress

Date: Friday, 4th November 2011

Time: 8.15 am (Strict)— 4.45 pm

Venue: Bounty Hotel& Conference Centre, South B, Nairobi

Investment: KES 12,000.00 per person plus VAT (US \$ 120)

Includes full course Lunches/Teas and Materials

Special Year End Offer: Register 3 Persons; get one absolutely free

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