

LEAD TRAINING PROFESSIONALS

A Strategic Management & Leadership Consultant with vast experience. He is currently the CEO of Knowledge Resource Centre (EA) Ltd, a leading Consultancy & Training firm. He supports organizations in areas of strategy, management, leadership & Governance to enhance their performance. Peter is on a mission to impart and share knowledge, skills and positive attitude with fellow countrymen through his scholarly debates, research and publications and other business improvement components to enhance results.



Dr. Peter Nthigah, Ph.D



Raymond Ochieng'

He is currently a Public Sector Management Consultant and Trainer with a specialty in Results Based Management and Transformational outlook. He is the CEO of Sumdev Consulting Ltd, practicing at both the Public and Private Sector. He is a crusader of culture and perception paradigm at both the Government, Private Sector that will enhance results.

She is a qualified & Experienced Trainer of Trainers with many years of experience in her career. Monica is a seasoned educationist with unique pedagogical skills that empowers both youth and adult audience. She is a researcher and a trainer with great passion for training needs assessment, course design, training material development and outcome analysis. She commands a rare appeal to the youth and women in business and leadership.



Dr. Monica Ituma, PhD



Joseph Mwenda

He has a passion for traveling and adventure, being a qualified & experienced executive with 4 years of tours & travel management. He has 3 years exposure in hospitality industry with a leading hotels chain in Kenya. He is currently running KRCEA's monthly tours & travel programme for organized groups and team building outings for our clients.

Who we are:

Knowledge resource centre (EA) Ltd is a management & training company registered in Kenya under the companies act (CAP 486). We pride of 7 years of national and regional reputation driven by the passion, capacity building and transforming businesses.

Our Vision:

To be a reputable center for knowledge based solutions for organizations in East Africa, driven by a rich pool of experts and professionals.

Our Mission:

Achieve and sustain the set obligations through provision of quality consultancy and training services in East Africa through top-notch expertise for the benefit and delight of all stakeholders.

Our Core Values:

We meet our obligations and exceed customers expectations by practicing our core values abbreviated as the **PATH** :

- Prudence
- Accountability
- Trust
- Honesty

Our customers

we have a rich pool of reputable client references made up of national & County government, corporations, NGOs, learning institutions etc.

For Further Information contact:

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We Partner, Deliver & Delight

TRAINING SCHEDULE FOR IMPACT



What we do:

Strategy 

Leadership 

Business Mgt 

Team Building 

Policy 

Agri-business 



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Training Schedule For Impact

Training Schedule For Impact

	Course	Brief Description	Training Objective	Target Group	Expected Outcome	Duration
1	Customer Service-Care & Delight	A transformative training that manages customer perception through service, care & delight	<ul style="list-style-type: none"> Delivery of quality Anticipation of needs Customer convenience Customer retention 	<ul style="list-style-type: none"> CEOs & all Managers Sales Executives Entrepreneurs Self-employed persons 	<ul style="list-style-type: none"> Happier customer Repeat business Enhanced performance Decreased complaints Increased referral sales 	3 days
2	Team Building	It is premised that an individual can achieve his target but teams achieve exceptional results	<ul style="list-style-type: none"> Having fun & Learning Interaction & Bonding Team cohesiveness Corporate culture 	<ul style="list-style-type: none"> CEOs, BOD & BOM Senior management All departments Support staff 	<ul style="list-style-type: none"> Ease supervisory pressure Brand ambassadors Reduced workplace conflicts Team approach Benefit of synergy 	1 day
3	Effective Selling Skills	Equipping the sales team with skills of converting products & services into money	<ul style="list-style-type: none"> Improving sales volume Customer partnerships Empowering teams 	<ul style="list-style-type: none"> Sales Executives CEOs & All Managers HR Officers Sales Executives SME Managers Entrepreneurs 	<ul style="list-style-type: none"> Brand Awareness Delighted customers Increased sales volume Minimized supervision 	3 days
4	Finance Knowledge For Non Finance Managers	Making the non-financial managers able to understand and apply the financial knowledge	<ul style="list-style-type: none"> Efficient use of resources Financial statements Financial planning Financial management 	<ul style="list-style-type: none"> Sales Executives Debt Collectors Credit Controllers HR Officers Project Managers 	<ul style="list-style-type: none"> Proper bookkeeping Understanding of financial matters. Interpreting financial statements Managing organizational costs 	3 days
5	Effective Communication Skills	Transmission of information in a Holistic Manner, Accomplish the Purpose for Communicating and receive Feedback	<ul style="list-style-type: none"> Effective communication Use of feedback Managing Communication barriers Presentation skills Non-verbal communication 	<ul style="list-style-type: none"> Entrepreneurs School Leavers Self-Employed persons Micro Finance managers Project Managers SACCOs 	<ul style="list-style-type: none"> Increased sales Reduced complaints Reduced cost of reminders Improved corporate image Useful feedback 	2 days
6	SME – Start-up & Growth	Packaging business ideas into SME for socio-economic empowerment of citizens	<ul style="list-style-type: none"> Birthing business ideas SME start-up techniques Fund-sourcing Business planning Effective customer service Job creation 	<ul style="list-style-type: none"> Sales Executives CEOs & all Managers Entrepreneurs SME Managers 	<ul style="list-style-type: none"> Business success Job-creators not seekers Improved living standards Enhanced financial discipline Poverty alleviation Reduced crime 	2 days
7	Creating & Sustaining High Performance Culture	Inculcation of Corporate & High Performance Culture for individuals & Teams at workplace	<ul style="list-style-type: none"> Vision & purpose Individual performance Team performance Organization performance 	<ul style="list-style-type: none"> CEOs & All managers Senior Govt Officers Sales Executives Entrepreneurs Scholars BOM / BOD Political Leaders 	<ul style="list-style-type: none"> Self-motivated team Enhance employee retention Total culture change Reduced supervision Emotional intelligence 	2 days
8	Strategic Leadership	Gaining the ability to anticipate issues and offer long-term solutions by empowering others.	<ul style="list-style-type: none"> Understanding Strategy Persuasive skills Setting SMART goals Leading by influence Core-competence 	<ul style="list-style-type: none"> CEOs & all managers Church Leaders Senior Govt Officers Policy Makers Scholars 	<ul style="list-style-type: none"> Enhanced team spirit Solution oriented approach Scenario planning System driven organizations Minimized waste 	2 days
9	Powerful Public Speaking	Equipping leaders with ability to Inform, Inspire, Persuade, Entertain & Pay Tribute to their audience	<ul style="list-style-type: none"> Preparation of message Packaging public speech Offering solutions Causing social influence 	<ul style="list-style-type: none"> Church Leaders CEOs & all managers Senior Govt Officers Policy Makers Scholars 	<ul style="list-style-type: none"> Enhanced public image Reduced resistance Mentorship Improved professionalism Improved self-confidence 	3 days
10	Personal Management & Career Development	Equipping the participants with technical & life-skills for career & talent development	<ul style="list-style-type: none"> Talent Identification & Dev Life-Coping Skills Self-directed life Relationships mgt Inculcation of values 	<ul style="list-style-type: none"> Primary School Leavers Youth Leaders University students Secondary School Leavers Guidance & Counseling professionals 	<ul style="list-style-type: none"> Enhance self-confidence Solution oriented people Alignment of career path Discovery of one's uniqueness Prudent resource Time management 	2 days
11	Corporate Governance	Equip the BOD, CEO & managers with skills & competence of making excellent decisions.	<ul style="list-style-type: none"> Ownership and control BOD formation and functions Decision making Management of risks Accountability 	<ul style="list-style-type: none"> CEOs & all managers BOD & BOM SACCOs Sales executives 	<ul style="list-style-type: none"> Enhanced corporate culture Managing challenges Managing disclosures Strategic decision making Enhanced accountability 	3 days
12	Agri-Business Training	Equipping the farmers with skills of Commercial farming of Dairy, Poultry, Pig, Fish, Bee and Rabbit Farming	<ul style="list-style-type: none"> Food security Job creation Farming as a business Entrepreneurship Changing the mind set 	<ul style="list-style-type: none"> Entrepreneurs Farmers' groups SMEs Managers Youth groups Women groups Project Managers 	<ul style="list-style-type: none"> Improved nutrition Effective utilization of land Job creation Alleviation of poverty Prevention of petty crime 	1 day per category

Nb: The training charges depend on the programme, duration, prior planning, number of participants and specific needs of the client and are negotiable.