



Effective Business leadership skills

Balteum Consultants conducts its program in leading hotels in the country and other convenient training venues. Clients preferred venues are acceptable based on training needs.

Effective Business leadership skills

The purpose is to guide participants about different leadership styles and models, and the importance of a leadership vision. The best leadership courses that let you work on your own business leadership challenges and develop your own leadership style. An effective business leadership skill training includes practice and leadership coaching.



Who
Should attend

Project managers, government officials, CBO operatives, NGO leaders employees, HOD's, Line supervisors. Duration: 3 days course.

Effective Supervisory Clout Training

This program aims at introducing supervisors and team leaders to the essential elements of creating a productive and efficient work environment. Supervisors will be trained to communicate more effectively with their subordinates, lead their teams more effectively, resolve workplace conflicts, better manage their time, and hence enhance their and their team's productivity.

Who
Should attend

Project managers, government officials, CBO operatives, NGO employees, HOD's, Line supervisors. Duration: 3 days course



Gender Mainstreaming Training

Balteum Consultants conducts its program in leading hotels in the country and other convenient training venues. Clients preferred venues are acceptable based on training needs.

Through affirmative action provisions such as those in Articles 27 and 81, has incorporated the one-third gender rule. The same rule is also being applied across private company boards and in public bodies amid an urgent need to ensure employment and management. Opportunities are also set at par Gender mainstreaming.

This aimed at resulting in more effective service on the part of operations of the organizations. The course is designed to equip participants with gender mainstreaming skills for better management of assignments. The focuses on key gender mainstreaming perspectives, strategies, and steps; Ways and Mean of Reducing Gender Inequality in Project Management; Gender Perspective at Different Stages of Projects; Gender Analysis in Pre-project Planning; Gender Equality & Project Stages; Sample checklist for assessing gender mainstreaming strategies in project design and implementation among others. *The course can be used to establish/strengthen gender mainstreaming strategies; management policies and practices both in the public and private sector*



Project managers, government officials, CBO operatives, NGO employees, HOD's, Line supervisors. Duration: 5 days course



HR Risk & Compliance Training

The compliance program's training targets the risks that matter to the organization, and addresses the risks that individual employees face in their day-to-day work. Effective training addresses major enterprise compliance risks for the employees most affected by those risks. And cushions the employer as well on mitigating costly noncompliance occurrences.



Project managers, government officials, CBO operatives, NGO employees, HOD's, Line supervisors. Duration: 5 days course



Employee Due Diligence & Onboarding Training



Globally in 2017-2019 there was a 53% increase in the number of staff fraud recorded, also attempts to obtain employment fraudulently (e.g. by withholding or falsely declaring information such as qualifications, employment records or previous convictions) doubled, and in the same year there was a 22% rise in the number of dishonest actions by staff to gain a benefit by theft or deception and corruption. This is a red flag for the employer in regards to security, talent sourcing teams, HR teams and line managers to embrace employee entry compliance standards. The training is designed Successful change management requires thoughtful planning and sensitive implementation achieved via consultative communication.

The change management course will provide leaders and managers with clear insights on how to effectively motivate people through corporate culture or organizational change. It will equip them with some effective skills and knowledge for managing and communicating change during the transition. Lead transition by becoming a change catalyst Overcome resistance and negativity, successful manage change.

Who
Should attend

Team leaders, managers and supervisors who need to transition their team through change.

Duration: 2- 3 days

Change Management Training

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Who
Should attend

Team leaders, managers and supervisors who need to transition their team through change.

Duration: 2- 3 days

Change
Management
Recalibrate
Mindfulness
People
Leadership
Collaborate
Goals
Confidence
Behaviour
Options
Creativity
Respect
Honesty
Conversation
Safety
Agreement



Coaching & Mentorship Training

There is increased need by employers today to retaining and growing star performers as value agents for competitive advantage. The cost of employee exit, replacement and the lead time for learning is quite huge and derails organization's sustainable progress. This Coaching and Mentoring training course will equip leaders with the tools to implement a mentoring and coaching approach/programme to help unlock potential, reinforce strengths and counteract any negative behavior, all with the aim of maximizing the individual's performance.



Senior Management teams; HOD, Supervisors; Team leads; Project leads.
Duration: 2 days

HR Metrics & Analytics Training Skills

The cost of human capital is rising rapidly and those organizations that will be successful and competitive yet derive return on investment in the VUCA environment would be required to leveraging on their human capital by identifying and implementing measurable, impactful and sustainable Human Capital value.

HR function needs to develop better metrics and analytics if it is to become a valued strategic partner, the metrics should be predictive and action oriented insightful for effectively managing employees to efficiently attain the strategic objectives.

This course will provide the participants with conceptual understanding of the HR metrics and analytics process, as well as hands-on training on practical HR metrics and analytics implementation. The participant will be able to understand the importance of HR metrics and analytics in measuring HR's impact and drive business results; Identify the right HR metrics; aligning HR and business goals; turn metrics into analytics for better decision making.



Human Resources Directors; HR Specialists and Generalists;
Internal Audit and Compliance Duration: 4 days

(Duration: 2 weeks)



Outplacement Services

The primary goal of outplacement services is to provide the training, skills and support necessary for them to become re-employed. It's important to understand the area of improvement and employability opportunities for workers, workers' to develop proactivity in their job search, advise workers with regards to their selection processes.

The training will focus on Preparation; Job Search •Techniques and Job Interview Skills; Psychometric assessment of each worker using the MPA (Master Person Analysis) tool and individual interviews and Prospecting and Individual Monitoring Actions.

Conflict and conflict resolution training

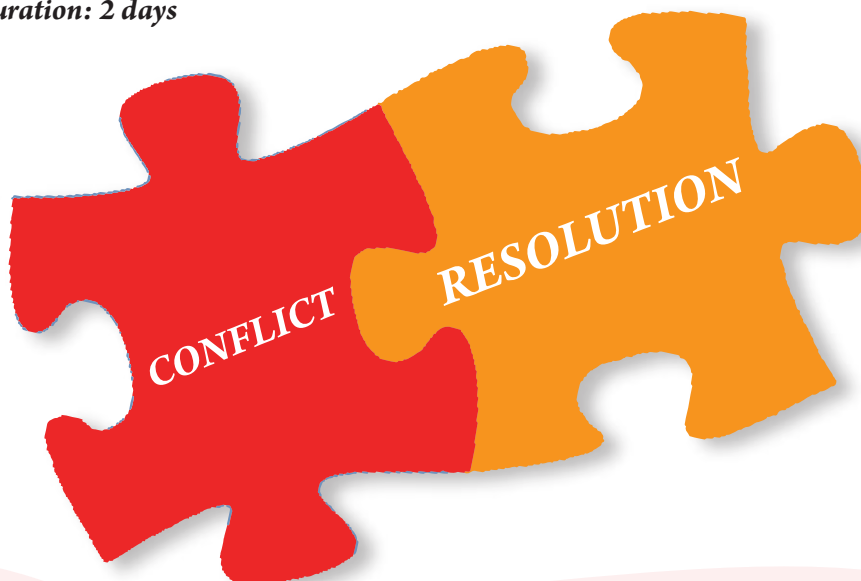
The challenge is for practioners, leaders, managers and employees to identify functional conflict as a force to build both the company's valued culture and its competitive advantage. This training program will impart the learner with skills and knowledge needed to assess, and diagnose issues arising as a result of friction at workplace, understand different personality styles, and implement pragmatic problem-solving strategies resolutions that strengthen relationships and results and results at workplace.

Conflict, arguments, and change are natural and inevitable occurrence both at individual level (intra), interpersonal level, team, group level, and organizational level. Conflict can be constructive/functional or destructive and dysfunctional.



Anyone managing teams, supervising employees, and interacting in professional settings who needs to resolve conflict effectively.

Duration: 2 days



Robust PAs and Admin Professionals

Behind every great leader is a great executive assistant/ admin. PA/admin is the CEO of all things that happen in our offices, in our executives' work day and everything else in-between. Their commitment to the service of others is vital in ensuring service excellence to the leadership they support. A great PA/admin is an asset most executives don't know that they are missing, until they find the perfect match.

To ensure quality PA/Admin, this intensive, interactive course has been designed specifically to give participants a comprehensive understanding of the management skills that will increase their effectiveness and productivity. The learners will come away with key management techniques that will help them perform their role confidently, whilst maximizing their value as an employee by proactively contributing to the overall effectiveness of their department or organisation.



*Senior Management teams; HOD, Supervisors;
Team leads; Project leads
Duration: 5 days course*

Human Resource for Non-Human Resource Managers

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, performance management, and employee development or engage in discipline process.

Operational Line Managers have varying degrees of involvement in HR related activities and it is critical that they understand, and operate within best practice and comply with Legislation.

This course is designed to enable the participant's gain better understanding of employee life cycle as well as the key employment legislation that affect the employer – employee relationship within the work environment.

Who should attend?

*Senior Management teams; HOD, Supervisors; Team leads; Project leads
Duration: 3 days course*



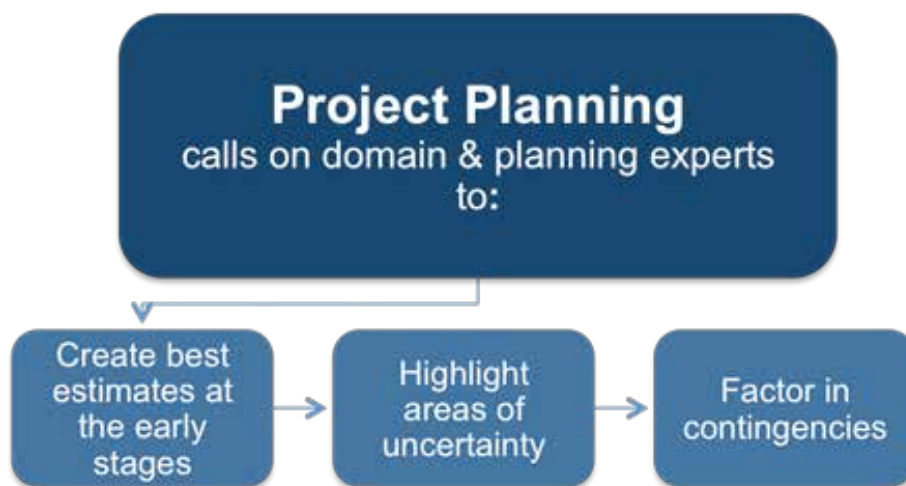
Project Planning Management

Professionals, whether they are working in the sciences, business, engineering, information technology, health or education, typically work in teams to complete projects. This course introduces and examines the technical and socio-cultural dimensions of Project Management focusing on schedule management, time scheduling, resource scheduling, Planning Tools & Techniques, Planning & Teamwork, Resource Management, Project Mobilization, Project Control, Project Change Control, Project fund management.

Participants will experience all aspects of the Project Life Cycle through the completion of practical case exercises and experiential team building exercises.

Who should attend?

Senior Management teams; HOD, Supervisors; Team leads; Project leads, government officials, CBO operatives, INGO & NGO employees



Customer Excellence Experience Skills

An amazed customer is a loyal customer this implies that the relationships developed through a single great customer service experience not only can help deliver a sale, it can create a loyal customer that ensures repeat sales for years to come. Plus, with the state of the social and digital age, one incredible customer experience can immediately translate to thousands more. That's why proper customer service training can help deliver a long-term increase in sales and customer loyalty.

By the end of this course participants will be able to: identify what good and bad customer service behavior looks like; quickly build rapport with customers; take a positive approach to problems; learn how to manage your emotional responses in challenging conversations; manage your customers' emotional temperature; use appropriate techniques

to control the conversation; use effective questioning and listening techniques to clarify customer requirements and expectations; take responsibility to achieve customer satisfaction.

Target Audience

For individuals who deal with external or internal customers either face-to-face, by email or over the telephone

Duration: 2 days course

Experiential Learning

Our experiential team building activities are typically longer, more immersive events that can take anywhere between two and four days, depending on the content or debrief. When conducting the event, participants: Build personal conviction that individual behavior matters; actively engage in an immersive experience; participate in an activity that serves as a metaphor for a real-world challenge;

Learn new skills and behaviors by practicing them; absorb the benefits of behavior change by experiencing failures and successes; and Link the training activities to the real world through a skilled debrief. The benefits of experiential team building are learning that lasts; creates motivation to change individual behaviors to improve overall team and organizational performance. When done right, this approach; potential impacts the company's goals and culture.

Who
Should attend

Professionals at all career levels.

Duration: 3-4 days course

Performance Management (customized)

The aim is to equip and guide on techniques that recognize and implement solutions to support organization's long-term, medium term and short-term performance outcome. Help clients develop the tools to create a culture of trust and high impact performance.

Who
Should attend

Executives, senior managers or leaders, line managers, supervisors, planners and analysts

Duration: 4 days

Balanced Score card training

The aim is to improve focus on strategy, results and the drivers of future performance for our clients. Improve organizational performance by measuring what matters. By the end of the course, the participants will be able to build, implement, and sustain a balanced scorecard planning and management system in their organization. The program includes in-depth study of strategic thinking, strategic planning, organization assessment, strategy mapping, performance measures and target setting, strategic initiatives, automation, cascading and strategic management.

Who
Should attend

Executives, senior managers or leaders, line managers, supervisors, planners and analysts

Duration: 4 days

Emotional Intelligence

The aim is to improve focus on strategy, results and the drivers of future performance for our clients. Improve organizational performance by measuring what matters. By the end of the course, the participants will be able to build, implement, and sustain a balanced scorecard planning and management system in their organization. The program includes in-depth study of strategic thinking, strategic planning, organization assessment, strategy mapping, performance measures and target setting, strategic initiatives, automation, cascading and strategic management.

Who
Should attend

Executives, senior managers or leaders, line managers, supervisors, planners and analysts

Duration: 4 days

Monitoring and Evaluation

In project management M&E is crucial and sought at within public service, non-governmental sectors and multilateral development agencies to help ensure that resources are put to optimum use and that citizen and benefit ciaries are assured of receiving the benefits. This course will gives participants a clear understanding of the process of initiating sustainable intervention projects planning, management and implementation. The course will focus on the following modules, Concepts of M&E , Problem analysis, M&E readiness assessment, results chain and logical framework, Selecting indicators, Outcome statements, Data-related considerations, Techniques for monitoring and evaluating designs and types of evaluation and M&E reporting.

Who Should attend

Project Managers, Project Officers, Project Assistants, Quality Assurance Officers, Administrators, Human Resources and Finance officers



Fundraising and Resource Mobilization

The course aims at developing knowledge and skills for effective mobilization of human and other resources for enhancing the organization's capacity to implement the programme and projects. The training will help participants improve organization's long term financial sustainability. Some of the major modules are building a case for support and present to potential donors; applying a variety of fundraising techniques; format for targeting both private and public money; fundraising auditing; write a fundraising strategy; major donors fundraising formats.

Who Should attend

Project managers, Officers, Assistants, grants officers, all officers with supervisory roles in government or non-governmental institutions.
Duration: 5 days



Integrative Leadership for Implementing Public Sector Reforms in Africa

Public Sector Reforms in Africa has become one of the major wheels of development. This is because effective and inclusive institutions are important for sustainable growth and poverty reduction and respond to the direct demands from citizens for better governance. With integrative leadership in play, the implementation of reforms becomes viable. This course is aimed at equipping participants with strategies of coping with challenges and opportunities for public sector reforms, understand the emerging issues in PSR while embracing integrative leadership. The course will highly emphasize on Core leadership and management competencies necessary to implanting PSR such as Strategic capability and leadership; Programme and project management; Financial management, Change management, Knowledge management, Service delivery innovation, Problem solving and analysis, People management and empowerment, Client orientation and customer focus, Communication, Honesty and integrity.



Who
Should attend

Permanent/principal secretaries; Directors/Commissioners/Assistant commissioners; Chief executive officers and senior managers in public enterprises; Executive agencies and local government Institutions.

Duration: 1 Week

Enterprise Risk Management

Risk management is an essential element of the strategic management of any organization and should be embedded in the ongoing activities of the business. ERM are the assessment of significant risks and the implementation of suitable risk responses. Risk responses include: acceptance or tolerance of a risk; avoidance or termination of a risk; risk transfer or sharing via insurance, a joint venture or other arrangement; and reduction or mitigation of risk via internal control procedures or other risk prevention activities.



HIV/AIDS Counseling

AIDS is caused by the human immunodeficiency virus (HIV), which is usually spread through unprotected sex with an infected partner. HIV damages the immune system, leaving infected individuals unable to fight off other viruses and bacteria. This disease can be of great negative ripple effect on the performance of staff infected with it. The aim of this course is to sensitize participants, train on HIV prevention strategies and effective behavioral interventions.

Who?
Should attend

All Categories of Staff
Duration: 1 Day



AIDSLINE

TALK :: TEST :: TREAT

Competence Profiling In Organizations

Competency Profiling is a process that allows an organization to develop core leadership and functional competencies to compete now and in the future. The competency model identifies the success criteria (i.e., behavioral standards of performance excellence) required to be successful in their role. Support a more specific and objective assessment of the strengths and specify targeted areas for professional development. Provide development tools and methods for enhancing staff skills. This course will provide insight and learning opportunity to the learners to grasp the concepts and the framework of Competency Profiling; appreciate the impact of having a successful and competency-based HR program; implement and define the structure within your organization the concepts learned from the course and monitor and maintain a competency-based performance management and its continual improvement.

Who should attend?

Human Resources Directors; HR Specialists and Generalists, Line Managers

Duration: 4 Days

Designing Human Resource Policies



Fundamental components of Human Resources Management are clear and effective HR Policies and Procedures and detailed Terms and Conditions of employment. These components protect the rights of the employer and employees perceived as fair and reasonable. Most of the time policies, procedures and terms and conditions of employment are taken for granted.

Rather than make changes, HR generalists and professionals try to fit the ever changing needs of their employees into a structure of policies and procedures that may not have been reviewed for many years. This course will touch on all areas of HR policies and procedures, including employee relations, employment contracts, HR manuals and employee communications.



HR specialists, Supervisors, HR professionals at all career levels
Duration: 4 Days

Designing Human Resource Policies

Other Training Programmes

Training Course	Duration	Target Group
Industrial relations	5 Days Package	Senior employees in Employee Relations- Human Resources or Personnel and Administration who are directly or indirectly responsible for supporting employees while protecting the organization
Transformative Leadership	5 Days Package	Wide range of Professional in the capacity of supervisors, middle
Office Administration Skills	5 Days Package	All administrative personnel and people newly appointed to supervisory roles, along with Secretaries and PA's within the office environment, who want to build on their skills and knowledge
Service Delivery Innovations	5 Days Package	Top, middle and lower level leaders and professionals managing and working in the public sector organizations.
Team Building	3-5 Days Package	All Staff In The Organisation (From CEO To Support Staff).
Stress Management and Wellness Programme	2-3 Days Package	All Employees In The Organisation Within Departmental Units.

Other Training Programmes

Training Course	Duration	Target Group
Selling skills	3 Days Packages	Field salespeople; Business to business salespeople; Sales people who have had no formal training on the subject before; Salespeople who need a refresher and need to get “back to basics” and refocus their time and effort; New salespeople Client relationship managers; Account managers; Business development managers; Commercial managers
Negotiation skills	3 Days Packages	This course is designed for anyone interested in learning about successful negotiation.
Record Management	5 Days Package	Records Managers; Registry staff IT staff involved in any aspect of records management; Business Unit managers who are responsible for records management; Units such as Human Resources or Finance who need to manage their units records; Company secretaries
Personal professional grooming and self-management	2 Days Package	Front Office staff, Marketing, Sales , Corporate Communication staff, Training Executives , Training & HR staff, Secretaries, Executive Assistants, Heads of departments, Managers, Senior Management, Directors and individuals who wish to project a professional image and communicate effectively.
Occupational Health and safety	5 Days Package	Members of a health and safety committee; Health and safety representative; Line supervisors; Foremen; Rank and file workers
Designing Employee Assistance Program	5 Days Package	HR Staff at all levels; Talent Management Specialists; HR Business Partners; Anyone involved in Staff Welfare or Support; Occupational Health and Safety Staff; Managers who need to develop their skills and expertise in the areas covered
Designing Performance Improvement Plan	3 Days Package	HR departments, Line Managers and supervisors
Result-Based Monitoring & Evaluation	5 Days Package	Representatives from government, project teams; NGOs; multi and bi-lateral development organizations, consultancies etc, that are typically employed as project managers and directors, M&E specialists, technical specialists, and researchers.