



**Innovation**

**Leadership**

**Business Acumen**

**Coaching**



**Training Solutions**

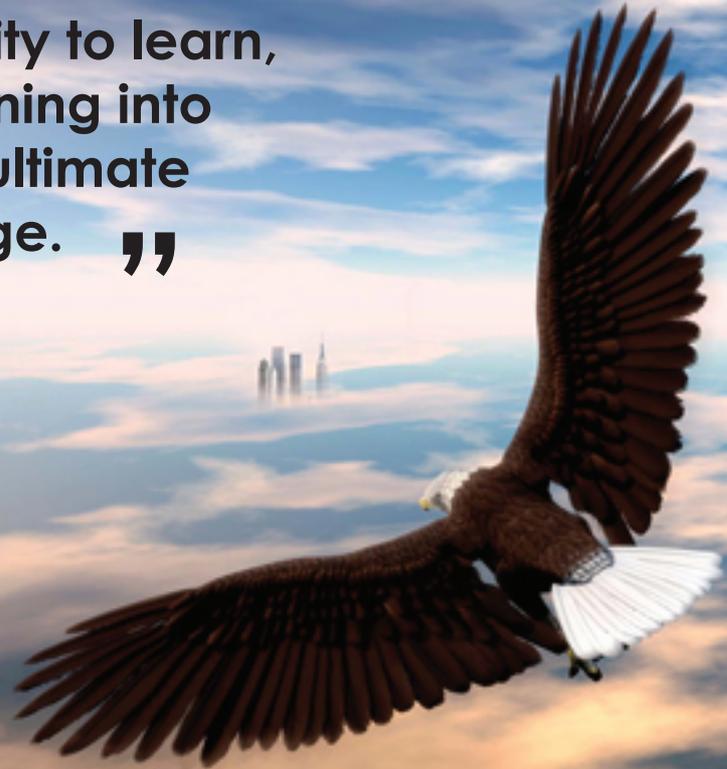
[www.trainingsolutions.co.ke](http://www.trainingsolutions.co.ke)

**Training  
Programs**

“

**An organization's ability to learn,  
and translate that learning into  
action rapidly, is the ultimate  
competitive edge. ”**

*Jack Welch*



# About Us

## Who We are

Training Solutions Limited ("TSL") is a leading training organisation in East Africa. We partner with organisations to develop employee competencies, with the aim of helping organisations achieve their desired objectives.

We are passionate about equipping organisations, as well as the people in our client's organizations, to become the best that they can be.

## Our Unique Approach

Organisations do not obtain superior performance simply by holding exceptional training events.

At TSL, we know there is difference between a successful "training event" and a successful "skills development initiative" – one that leads to improved performance over time.

Our courses are therefore designed to focus on specific skills that will deliver the required impact.

## Our Programs

With over 20 years' experience in training, our offerings can be broadly categorised as follows

### Leadership and Management

- Innovative Thinking 
- WOW Manager
- Lead 4 Success™ 
- New Managers and Supervisors
- Silega Expedition™ 
- Coaching for Line Managers
- Performance Management
- Change Management

### Banking and Finance

- Business Acumen
- Silega Pulse™ 
- Finance for Non-Finance Managers
- Banking 101
- Equipment Leasing for Commercial Banks
- Derivatives and Hedging Products
- Treasury Management
- Credit Management and Trade Finance

### Personal and Organizational Effectiveness

- Presenting with Confidence
- Sales Training
- Customer Service Excellence
- Negotiation Skills
- Communication Skills
- Train the Trainer
- Time Management
- The Effective Office Administrator
- Experiential Team Building
- WOW Departments
- The WOW Employee
- Best Foot Forward (Graduate Training Program)

# Leadership and Management

At TSL, we believe that leadership potential exists within each of us. Like any skill, the ability to lead successfully has to be developed and nurtured. Investing in leadership and management development is one of the foundations of an organisation success. Our Leadership and Management programs include:

## Innovative Thinking

Enabling Innovation across your organisation may seem like a daunting task, and it can be. TSL, in partnership with Value Centered Innovation can help you simplify your innovation efforts.

Our innovation program energises and educates people to innovative in their daily work across a wide range of functions and professional levels.

## WOW Manager Training

This course is designed to prepare management for the next level of leadership. The training provides managers with tools and techniques to propel their leadership potential subsequently driving productivity in the teams they lead. In doing so; the program helps organizations bridge the gap between strategy, and the ability to turn strategy into results through execution.



## Lead 4 Success™

TSL has partnered with the Center for Creative Leadership to bring you the Lead 4 Success™ Program. No matter the intelligence, experience, or drive, there are four core skills that transcend every leader at every level: self-awareness, learning agility, influence, and communication.

The Fundamental 4™ have endured the test of time and are the basis for Lead 4 Success™, where participants immerse themselves in development, adapt them to their own leadership contexts, participate with peers in learning, and develop and share ideas to apply leadership lessons to real-world challenges.

## New Manager and Supervisors Training

Great performers are often recruited into management and supervisory positions on account of their exceptional abilities. Unfortunately, without proper preparation, this transition from individual performance to team performance can be a new manager's greatest undoing; setting them up for a downward career spiral. This program is designed to prepare new managers and supervisors for effective performance in their new roles.

## Silega Expedition™

TSL has partnered with Silega™, to bring Silega Expedition™ to East Africa.

Silega Expedition™ is a one-day business simulation program that places participants in a challenging and inspiring experience of climbing Mount Everest in order to win a prize. Everest has always been the supreme symbol of man's personal struggle to achieve excellence, no matter the conditions. Succeeding on Everest depends totally on spirit, discipline, and will. Akin to real life, there are only two possible results: success or failure.

Through the simulation, participants develop the following competencies: Planning and Priority Setting, Managing Vision and Purpose, Strategic Agility, Decision Making, Managing and Measuring Productivity, Time Management, and Motivating Others

## Other Management Programs

- Coaching for Line Managers
- Performance Management
- Change Management

# Banking and Finance

Finance plays a crucial role for both individuals and organizations. The needs for finance and banking knowledge are diverse and cannot be covered in any single training. We have therefore packaged a number of courses whose content and objectives are suited to meet both individual and organizational needs. Our finance and banking programs include:

## Business Acumen

Business executives make tough decisions every day about product development, prices, research and development, HR, and administrative policies. All those decisions require that managers be aware of the impact they have on the company balance sheet. Good business acumen is critical for your company's success and will likely be the difference between you and the competition.

Based on this organisational need, TSL has partnered with Silega to bring you Silega Pulse™.

**Silega Pulse™** is a highly-customizable, powerful business simulation. This hands-on and engaging program simulates up to four business years in just five hours. It's a realistic live representation of a business in need of change. Participants must manage all parts of the business process: planning, operations, finance, and people development.

## Finance for Non-Finance Managers

This course is an intensive 3-day programme designed to equip today's managers with the necessary skills to understand and use basic financial information. Course objectives include:

- Demystifying accounting and financial terms and concepts;
- Understanding the origin and purposes of different financial information;
- Learning how to use financial tools;
- Improving communication between finance and other departments;
- Enabling the empowerment of modern managers; and
- Improving personal accountability and organisational performance.

## Other Finance Programs

- [Banking 101](#)
- [Equipment Leasing for Commercial Banks](#)
- [Derivatives and Hedging Products](#)
- [Treasury Management](#)
- [Credit Management and Trade Finance](#)



# Personal and Organizational Effectiveness

## Overview

People are the greatest resource to an organization; increasing their capacity through skills development is undoubtedly a worthwhile investment. Over the years, TSL has developed a distinguished reputation for delivering top quality tailor made programs to develop both individuals and organisations. These include:

- Presenting with Confidence
- Sales Training
- Customer Service Excellence
- Negotiation Skills
- Communication Skills
- Train the Trainer
- The Effective Office Administrator
- Time Management
- Experiential Team Building
- WOW Departments
- The WOW Employee
- Best Foot Forward (Graduate Training Program)

## Presentation Skills Training

The overall objective of this program is to help participants build their ability to create and deliver high-impact presentations that will deliver the required results. During the training, participants learn how to make stimulating business presentations to inform or persuade their audience. They do this with the necessary poise and eloquence; articulating key points and fine tuning delivery for maximum impact. The program is delivered in an interactive 'learn and practice' style, with video recorded sessions that ensure participants put into practice all concepts acquired on the course.



## Sales Training

Confidence in selling comes from understanding the business environment that includes the product, customer needs and demands, and the sales process. From this program, participants achieve the following:

- Confidence while engaging with customers;
- Improved prospecting and selling skills;
- Enhanced objection-handling and negotiating skills;
- Improved ability to close more deals; and
- Enhanced organizational relationships with customers.

“  
**Personal development is your springboard to personal excellence. Ongoing, continuous, non-stop personal development literally assures you that there is no limit to what you can accomplish.**  
”

Brian Tracy

**OUR NEW PROGRAMS  
& PARTNERSHIPS**

**2017**

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**Training Programs**

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# Innovation Styles®

Ninety-seven percent of CEOs consider innovation as a key priority for top and bottom-line growth, but only 10% of CEOs view their organizations as innovation leaders. [PwC Retail Banking Survey]. Organizations face the following challenges in driving successful innovation:

- Taking new innovative ideas to market in a rapid and scalable way
- Finding the best talent to make innovation happen
- Establishing a culture within which innovation can thrive
- Finding the right external partners to help make innovation happen

To meet the growing need for building innovation competencies throughout organizations in East Africa, TSL has partnered with Values Centered Innovation® to bring Innovation Styles® to East Africa.



*Unleash the power of innovation*

## Core Concepts

- Recognizing that the different ways we think innovatively is a key to successfully working together in a team and in an organization
- There are four distinct “languages” of innovative thinking: Visioning, Modifying, Exploring and Experimenting
- We each have our own approach to meeting an innovative challenge, using our own mixture of all four Innovation Styles®
- Each style makes an essential contribution to the innovation process, and all four are needed for comprehensive as well as creative solutions to work challenges

## Client Impact

- Become versatile in generating ideas by eliciting different Innovation Styles®
- Collaborate with others to expand the depth and breadth of innovative thinking
- Recognize the innovative thinking styles of others to connect and communicate more effectively
- Gain wider acceptance of ideas and concepts by appealing to all four styles of thinking
- Understand how to harness various strengths and innovation styles within your team to drive organisational success

# Lead 4 Success™

Leaders at different levels of the organization face different business challenges. Whether you're an individual contributor, a first-time manager, a senior executive or somewhere in between, there are four critical leadership skills you need to master.

**Self-Awareness**

**Communication**

**Influence**

**Learning Agility**



Lead 4 Success™ moves leaders from average to high performing by developing the four fundamental skills that leaders at any level need to master for success. These "Fundamental 4™" are timeless competencies needed by leaders throughout an organization, regardless of industry, location, or even leaders' education and experience. The most effective leaders continue to develop, adapt and strengthen these skills throughout their careers.

## Features and Benefits

- Real world application of the Fundamental 4™ skills to leadership challenges
- Personal Leadership Map: Drives self-awareness and goal attainment throughout the program
- Lead 4 Skills Assessment: Benchmarks behaviours across the Fundamental 4™ skills
- Interactive Role Plays: Practice applying the Fundamental 4™ skills with other leaders in realistic, challenging scenarios
- Experiential Exercises: Hands-on collaborative team activities to build self-awareness, learning agility, influence and communication
- Content derived from years of CCL research





According to a recent study by Silega™, 70% of organizations fail to achieve their annual objectives. Even the best-laid plans fail without proper alignment, change in culture, capable leaders, ongoing performance feedback and proper resource usage.

Silega Expedition™ is a one-day business simulation program that places participants in a challenging and inspiring experience of climbing Mount Everest in order to win a prize. Everest has always been the supreme symbol of man's personal struggle to achieve excellence, no matter the conditions. Succeeding on Everest depends totally on spirit, discipline, and will. And as in real life there are only two possible results: success or failure. Participants work and compete in teams of 5 or 6 people.

## Program Objectives

- Inspire and mobilize leaders to achieve outstanding results in tough times;
- Improve the leaders' business planning and strategic planning skills;
- Sensitize the participants to use all available resources in the best possible way; and
- Identify and discuss the kind of leadership required to survive and thrive in tough business conditions



## This simulation helps leadership teams unearth challenges in the following areas:

- Planning and Priority Setting;
- Managing Vision and Purpose;
- Strategic Agility;
- Decision Making;
- Managing and Measuring Productivity;
- Time Management; and
- Motivating Others



*"Ensure the best decisions for your organization "*

## Business Acumen and Finance

Business executives make tough decisions every day about product development, prices, research and development, HR, and administrative policies. All those decisions require that managers be aware of the impact they have on the company balance sheet. Good business acumen is critical for your company's success and will likely be the difference between you and the competition. To address this organizational challenge, TSL has partnered with Silega to bring you Silega Pulse™.

Silega Pulse™ is a highly-customizable, powerful business simulation. This hands-on and engaging program simulates up to four business years in just five hours. It's a realistic live representation of a business in need of change. Participants must manage all parts of the business process: planning, operations, finance, and people development. Silega Pulse™ was designed to address the specific challenges that most companies face today.

## Program Objectives

- Improve understanding of how and why businesses make and lose money
- Understand the difference between profit and cash
- Make smarter decisions to create long-term value
- Increase profitability by improving financial control and spending more wisely
- Improve business planning and control
- Align different departments towards common goals
- Create a common vision for success and a common language within the organization
- Reinforce organizational change
- Create a culture of constant improvement

*How would your business change if every member of the organization acted like a business owner?*





# Training Solutions

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