



# Setting Trends in Higher Education, Research, Innovation & Entrepreneurship



## Leadership Training and Development Programmes

### 2023/2024 Programmes

In collaboration with



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Jomo Kenyatta University of Agriculture and Technology, Juja  
📍 P.O. Box 62000 - 00200, Nairobi, Kenya

# The JKUAT-CRID Partnership

The ICT-oriented Leadership Training and Development Programmes are an innovative initiative of the Research, Consultancy and Training Department of Jomo Kenyatta University of Agriculture and Technology, Kenya, and the Centre for Regional and International Development, Kent, United Kingdom. The initiative is born out of a commitment to meet current and future capacity development needs of public and private sector organisations.

We have carefully designed our training solutions for capacity development of personnel, including middle and senior level managers and executives. This novel partnership will empower public and private sector personnel to improve performance and growth for the benefit of their organisations. Our initiative means wherever organisations are in their business journey, we can accommodate them as a result of combining CRID's world class experience and JKUAT's academic excellence. In addition to multiple regions of Kenya, our target areas extend internationally to Kampala, Uganda; Arusha, Tanzania; and Kigali, Rwanda.

It is our wish to be seen as a consistent and perfect partner in the corporate life of public and private sector businesses, developing alongside them, and providing a ready support for their organisational development. We are at a time in which the corporate workflow is changing under the influence of new concepts and technologies, and we see these changes as an opportunity to develop perfect learning and development responses. The variety of soft management training programmes we are rolling out makes decision-making easier for attendees, and presents opportunities to boost their careers.

These will be offered in venues across Kenya including Nairobi, Mombasa and Kisumu. Our programmes will review latest trends, standards, best practices, and approaches as well as offer current, relevant and reliable information, utilising a customer-oriented approach, which is at the core of this collaborative initiative.

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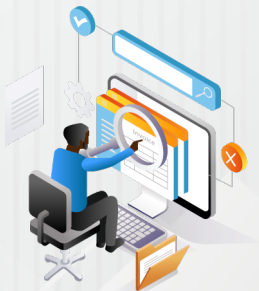
*Start dates are flexible and can be arranged according to your needs.*  
Local training venues are currently available in: **Nairobi - Mombasa - Kisumu**  
And internationally in: **Kampala - Arusha - Kigali**

**WhatsApp: +447 939 912 992 or +254 722 226 808**

# Administrative Skills

Whether you're an office administrator or a personal assistant, to achieve professional success and enhance the value of your role, you need to optimize your knowledge of administrative essentials. Mastering skills that every administrative professional needs to perform will prepare you for handling wide-ranging and ever-changing tasks.

Through these programmes, participants will learn the classification systems for sorting records, key tasks in arranging business travel, and the steps for planning, scheduling, and recording meetings. They will also develop renewed skills for managing administrative teams and their activities through developing processes and procedures that ensures organizational success.



**AS0101** Improving Office Procedural and Administrative Support Skills

**AS0102** Basic Accounting, Bookkeeping and Financial Reporting

**AS0103** Meeting Management Strategies and Organisational Improvement Skills

**AS0104** Managing Social Media in the Workplace

**AS0105** Supply Chain Management

*Are you looking for a programme that isn't listed above?  
For further details, custom training programmes and additional venues, please contact:*

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# Career Development

Effectively managing careers or creating career pathways for your team requires an understanding of career management strategies within your organization. To manage talent effectively, your organisation will need a workforce optimized for overall success in achieving its goals.

By attending these programmes, participants will learn about creating development oriented systems for everyone, from emerging employees through to experienced leaders, as they will become better able to consider key concepts of career development, leadership development, and mentoring.



**CD0101** Developing Interpersonal Skills, Assertiveness and Self-Confidence

**CD0102** Time and Stress Management Studies

**CD0103** Enabling Employees to Achieve their Potentials

**CD0104** Managing Social Media in the Workplace

**CD0105** Supply Chain Management

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# Human Resources

Human resources are the heart of every organization, and as such its professional delivery is key to organizational growth and performance.

HR unites every part of an organization and is responsible for more than just talent management, recruiting qualified employees, onboarding, and performance management.

In attending these HR programmes, participants will learn more about the competencies and skills required by Human Resources staff, from recruitment and development, business planning, performance management, compliance, and more.



**HR0101** Business Succession Planning

**HR0102** Hiring Strategies, Employee Onboarding and Talent Management

**HR0103** Health and Safety at the Workplace

**HR0104** Change and Human Resource Management

**HR0105** Train-the-Trainer Course with Measuring Training Results

**HR0106** Managing Workplace Diversity, Harassment and Violence

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# Personal Development

Taking a practical approach to managing change, personal development, achievement and fulfillment, these personal development programmes will concentrate on those interpersonal skills that help to make informed decisions, improve performance and effect personal growth.

Providing a new approach to effective business management from a personal development standpoint, these programmes offer a comprehensive package of ideas, best practices, strategies, and concrete tools to make a lasting difference in business teams.



**PD0101** Anger and Attention Management

**PD0102** Developing Critical Thinking Skills for Increased Performance

**PD0103** Improving Mindfulness and Self-Awareness at Workplace

**PD0104** Managing Workplace Anxiety and Personal Productivity

**PD0105** Effective Presentation Skills and Public Speaking

**PD0106** Understanding Social and Emotional Intelligence

**PD0107** Stress Management and Work-Life Balance

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# Sales & Marketing

By leveraging digital transformation in your marketing, sales, and public relations functions, you can gain insights into customer needs, customer satisfaction, increased efficiencies in your development cycles, and foster an environment of innovative capabilities.

Aiding professionals in working through objections effectively helps to convert prospects into sales. These programmes will enable participants to handle customers' concerns, reduce the number of objections encountered, benefit from critical objections, and improve averages at closing sales.



**SM0101** Call Centre Management and Event Planning Strategies

**SM0102** Internet Marketing Fundamentals and Creating an Effective Webinar

**SM0103** Marketing Basics, Motivation, and Overcoming Objections

**SM0104** Proposal Writing, Prospecting and Lead Generation Strategies

**SM0105** Sales Fundamentals and Telephone Etiquette

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# Supervision & Management

The way in which teams are built is an important factor in determining organizational growth and performance. Effective team management requires strong team leadership that clearly outlines goals and standards of behaviour.

These specialised programmes will provide professionals with the relationship-building skills they need to be stronger and more competent leaders — from communicating and delegating to coaching and motivating, hiring and leading and beyond.



**SU0101** Understanding Knowledge and Lean Process Management

**SU0102** Leadership and Influence Strategies for Senior Managers

**SU0103** Middle Manager Management and Office Politics

**SU0104** Performance Management and Supervising Skills

**SU0105** Virtual Team Building and Management

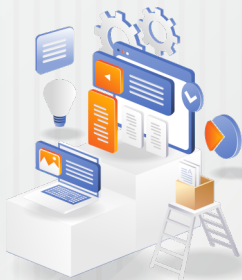
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# Workplace Essentials

Over the course of a career, not everyone you work with will be easy to get along with, which sometimes presents difficult situations. Professionalism and professional success relies on overcoming challenging situations/people, and being able to work with even those you wouldn't normally get along with. It requires tactfulness, creating and knowing the appropriate environment, determining appropriate timing, emotional and social intelligence, managing disagreements, and much more.

Our workplace essentials programmes will help participants will learn to navigate challenging situations with tact and diplomacy, as well as developing key skills for productively working well with others.



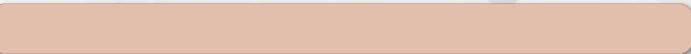
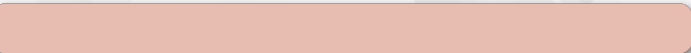
**WE0101** Workplace Ethics and Compliance Management

**WE0102** Managing Civility and Conflict Resolution at the Workplace

**WE0103** Improving Customer Service and Developing Corporate Behaviour

**WE0104** Risk Assessment and Management

**WE0105** Effective Teamwork and Team Building for Managers



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Research, Consultancy & Training Department

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## 2023/2024 General Programme Training Schedule – All Start Dates Negotiable

Local Venues Available In: Nairobi – Mombasa – Kisumu / Internationally In: Kampala – Arusha – Kigali

### Administrative Skills

Programme Code	Programme Title	Nairobi Start Dates	Mombasa Start Dates	Kisumu Start Dates
ASO101	Improving Office Procedural and Administrative Support Skills	03 Apr 2023	05 Jun 2023	07 Aug 2023
ASO102	Basic Accounting, Bookkeeping and Financial Reporting	17 Apr 2023	19 Jun 2023	21 Aug 2023
ASO103	Meeting Management Strategies and Organisational Improvement Skills	01 May 2023	03 Jul 2023	04 Sep 2023
ASO104	Managing Social Media in the Workplace	15 May 2023	17 Jul 2023	18 Sep 2023
ASO105	Supply Chain Management, etc.	05 Jun 2023	07 Aug 2023	02 Oct 2023

### Career Development & Improvement

Programme Code	Programme Title	Nairobi Start Dates	Mombasa Start Dates	Kisumu Start Dates
CD0101	Developing Interpersonal Skills, Assertiveness and Self-Confidence	19 Jun 2023	21 Aug 2023	16 Oct 2023
CD0102	Time and Stress Management Studies	03 Jul 2023	04 Sep 2023	06 Nov 2023
CD0103	Enabling Employees to Achieve their Potentials	17 Jul 2023	18 Sep 2023	20 Nov 2023

### Human Resources

Programme Code	Programme Title	Nairobi Start Dates	Mombasa Start Dates	Kisumu Start Dates
HR0101	Business Succession Planning	07 Aug 2023	02 Oct 2023	04 Dec 2023
HR0102	Hiring Strategies, Employee Onboarding and Talent Management	21 Aug 2023	16 Oct 2023	18 Dec 2023
HR0103	Health and Safety at the Workplace	04 Sep 2023	06 Nov 2023	01 Jan 2024
HR0104	Change and Human Resource Management	18 Sep 2023	20 Nov 2023	15 Jan 2024
HR0105	Train-the-Trainer Course with Measuring Training Results	02 Oct 2023	04 Dec 2023	05 Feb 2024
HR0106	Managing Workplace Diversity, Harassment and Violence	16 Oct 2023	18 Dec 2023	19 Feb 2024

### Personal Development

Programme Code	Programme Title	Nairobi Start Dates	Mombasa Start Dates	Kisumu Start Dates
PD0101	Anger and Attention Management	06 Nov 2023	01 Jan 2024	04 Mar 2024
PD0102	Developing Critical Thinking Skills for Increased Performance	20 Nov 2023	15 Jan 2024	18 Mar 2024
PD0103	Improving Mindfulness and Self-Awareness at Workplace	04 Dec 2023	05 Feb 2024	01 Apr 2024
PD0104	Managing Workplace Anxiety and Personal Productivity	18 Dec 2023	19 Feb 2024	15 Apr 2024
PD0105	Effective Presentation Skills and Public Speaking	01 Jan 2024	04 Mar 2024	06 May 2024
PD0106	Understanding Social and Emotional Intelligence	15 Jan 2024	18 Mar 2024	20 May 2024
PD0107	Stress Management and Work-Life Balance	05 Feb 2024	01 Apr 2024	03 Jun 2024

### Sales & Marketing

Programme Code	Programme Title	Nairobi Start Dates	Mombasa Start Dates	Kisumu Start Dates
SM0101	Call Centre Management and Event Planning Strategies	19 Feb 2024	15 Apr 2024	17 Jun 2024
SM0102	Internet Marketing Fundamentals and Creating an Effective Webinar	04 Mar 2024	06 May 2024	01 Jul 2024
SM0103	Marketing Basics, Motivation, and Overcoming Objections	18 Mar 2024	20 May 2024	15 Jul 2024
SM0104	Proposal Writing, Prospecting and Lead Generation Strategies	01 Apr 2024	03 Jun 2024	05 Aug 2024
SM0105	Sales Fundamentals and Telephone Etiquette	15 Apr 2024	17 Jun 2024	19 Aug 2024

### Supervision & Management

Programme Code	Programme Title	Nairobi Start Dates	Mombasa Start Dates	Kisumu Start Dates
SUM0101	Understanding Knowledge and Lean Process Management	06 May 2024	01 Jul 2024	02 Sep 2024
SUM0102	Leadership and Influence Strategies for Senior Managers	20 May 2024	15 Jul 2024	16 Sep 2024
SUM0103	Middle Manager Management and Office Politics	03 Jun 2024	05 Aug 2024	07 Oct 2024
SUM0104	Performance Management and Supervising Skills	17 Jun 2024	19 Aug 2024	21 Oct 2024
SUM0105	Virtual Team Building and Management	01 Jul 2024	02 Sep 2024	04 Nov 2024

### Workplace Essentials

Programme Code	Programme Title	Nairobi Start Dates	Mombasa Start Dates	Kisumu Start Dates
WE0101	Workplace Ethics and Compliance Management	15 Jul 2024	16 Sep 2024	18 Nov 2024
WE0102	Managing Civility and Conflict Resolution at the Workplace	05 Aug 2024	07 Oct 2024	06 Mar 2025
WE0103	Improving Customer Service and Developing Corporate Behaviour	19 Aug 2024	21 Oct 2024	02 Dec 2024
WE0104	Risk Assessment and Management	02 Sep 2024	04 Nov 2024	16 Dec 2024
WE0105	Effective Teamwork and Team Building for Managers	16 Sep 2024	18 Nov 2024	06 Jan 2025

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For further details, custom training programmes and additional venues, please contact us (details above)



# Introducing the ICT-oriented Leadership Training and Development Programmes from Jomo Kenyatta University of Agriculture and Technology...



...a collaborative endeavour of Jomo Kenyatta University of Agriculture and Technology, Kenya, and the Centre for Regional and International Development, United Kingdom.

Combining CRID's world class experience, and JKUAT's academic excellence, the ICT-oriented Leadership Training and Development Programmes have been developed to empower public and private sector personnel to improve performance and growth for the benefit of their organisations.



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