Our programs fall in 3 main Divisions:
 i.Corporate Staff Development Training
 ii.Personal Development
 iii.Team building

Corporate Staff Training
 Our Staff Development programs are in two broad categories:

1.In-House programs
 These are customized to fill specific training gaps and are offered at your preferred time and venue.
 Programs in this category include but are not limited to:

A.Excellence in Customer Service
 In today's competitive market, Customer Service determines the Winners and the Losers
 This module will incorporate to a large extent, aspects of Effective Communication and Public Relations which forms an integral part of providing Customer Service and is tailored to be industry specific and offered by experienced Customer Service professionals.

B.Escalate and Grow - A Personal and Professional skills Development Program
 Consistent staff development has been found to be directly related to output and profitability
 This program is designed to consistently upskill your team and optimize their performance by supplying both the practical work and life skills necessary to stay above the competition on a personal and corporate level.
 Working with industry experts in each field, we take the team through a tailor-made program to address the following areas

 1)Personal branding and Self-awareness
 2)Goal setting
 3)Communication
 4)Interpersonal Skills and problem solving / Conflict management
 5)Professional Etiquette
 6)Teamwork and Team leadership
 7)Change management
 8)Personal Finance management
 9)Emotional Intelligence
 10)Personal health and fitness
 11)Career development and growth
 12)Experiential training / Team building

C.Communication Skills Training
 Individual and team success depends upon the ability of individuals to communicate with others, face to face, as well as virtually. Every interaction with another person determines how you are perceived and every interaction is an opportunity to develop trust and exert positive influence.
 This program covers spoken as well as written communication offering practical sessions on presentation and public speaking, report writing as well as online content creation and management.

D.Professional Business Etiquette - Soft Skills to Make you Welcome:

 These are the Written and unwritten laws of acceptable Social behavior, Decorum, those things we are expected to know except no one has told us.
 In this Module we address:
 -Communication Etiquette
 -Dress Etiquette
 -Dining Etiquette
 -Online Etiquette

E.Editorial Team Success Program
 Newsletters, Periodicals, Bulletins, Journals and Annual Reports are a function of Public relations and are a vital source of information from the organization to its stakeholders. They provide a crucial channel by which the Organization creates and maintains its desired Profile and character. It is therefore vital that the utmost care be taken to make these as relevant and professional as possible.
 And yet a majority of Editorial Committee members are not professional Journalists. They have the technical knowledge of the Organization and its operations but lack the skills required to disseminate such information in an interesting and relevant format to capture and retain the attention of their audience
 The Editorial Team Success Workshop is an intense hands-on boot camp to bridge this gap. In it we shall equip participants with the skills required to make every Publication a must-read thus raising the profile of the Organization as a whole.

2.Open Entry Training Programs

(2023-24 Training Calendar overleaf)

ii Personal Development
 This Division was created of necessity in June 2020 after the Covid19 Pandemic and the subsequent lock-down that made physical training impossible. Personal Development Training is mainly offered online. The programs offerings under this unit are:
 - Wealth Messenger Program – in partnership with UK based Action Wealth Inc. This is a 6 week program that teaches professionals how to build a business
 around their areas of expertise and passion. The majority of participants go on to get their books and materials published by our Partner Action Wealth Publishing.
 We have published numerous people and allowed them to set up online based business to build wealth and create time freedom.
 ·Learning Aloud Our YouTube channel - Life Lessons by Christine

iii Team Building
 Team building is a great tool for enhancing staff skills transfer, building cohesive work teams, enhancing the development of Soft Skills and above all, eliminating status and other differentials that may have an effect on the teams' cohesion and effectiveness. It is more effective than class based training as it allows staff to learn experientially. It engages all the senses and provides realistic explanations of rather difficult concepts. If anything, team building is fun way to learn and its impact lasts longer as it is quite memorable.
 After a comprehensive Training needs assessment, we create unique experiential programs that are both highly educational and memorable fun experiences.

 Details on all our programs are easily accessible on our website www.softskills.co.ke
 For quotes and any other details reach us on mail@softskills.co.ke

Soft Skills Ltd
Cost Effective, Professional Training

TRAINING CALENDAR 2023-2024

About Soft Skills Ltd.
Soft Skills Ltd is a Training and Consultancy firm based in Nairobi Kenya that was founded in May 2014. The Company is Certified by the National Industrial Training Authority (NITA) since March 2016. We are located Brookside Westlands Nairobi.

At Soft Skills Ltd. we believe that your technical skills can only get your foot in the door. How far and how fast you rise in your chosen field is almost entirely dependent on your 'Soft' Skills,your ability to relate to people.

Working with only the best and most experienced training consultants we offer continuous Training and Personal Development for individuals as well as teams to up-level their professional skills and output.

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Program	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
1. Soft skills programs												
Internal Relations and Communication Skills	17th-28th						8th-19th					17th-28th
Interpersonal Skills and Conflict management		7th - 18th			6th-17th				18th-29th			
Public Speaking and Presentation skills			4th - 15th					5th -16th			20th-31st	
2. Personal Assistants and Administrative Professionals Programs												
Strategic Communication for Administration Professionals		7th - 18th					8th-19th				20th-31st	
Best practices in Administration and Essential Management Skills	17th-28th			16th- 27th					18th-29th			17th-28th
Management Skills for Adminstration Professionals		7th - 18th			6th-17th				18th-29th			
3. Finance Management Programs												
International Financial Reporting Standards (IFRS)			4th - 15th			4th-15th			18th - 29th			
Public Expenditure Analysis and Management		7th - 18th				4th-15th					20th-31st	
Finance for non-Finance Managers				16th- 27th			8th-19th					17th-28th
4. Human Resources Management Programs												
Change management and Organizational Development	17th-28th					4th-15th						17th-28th
Performance Management, Employee Engagement and Motivation		7th - 18th					8th-19th			15th-26th		
Balanced Scorecard for Performance Management			4th - 15th					5th -16th		15th-26th		
5. Management and Leadership												
Enhancing the Woman Leader				16th- 27th				5th -16th			20th-31st	
Transformation Leadership Skills for Senior and upcoming Managers		7th - 18th			6th-17th				18th - 29th			
360 Degree Leadership Program	17th-28th					4th-15th						17th-28th
6. Career Progression Programs												
Pre-Retirement Planning and Management Training	17th-28th			16th- 27th				5th -16th			20th-31st	
Gender Mainstreaming in Development Planning		7th - 18th				4th-15th					20th-31st	
Emotional Inteligence and Self Management			4th - 15th					5th -16th			20th-31st	
7. IT and Records Management												
Best practices in Information Security Management			4th - 15th					5th -16th			20th-31st	
Electronic Records Management and Information Security		7th - 18th			6th-17th				18th - 29th			
Audit and Fraud Detection for Information Systems	17th-28th						8th-19th					17th-28th
8. Project Management Programs												
Project Monitoring and Evaluation Masterclass						4th-15th			18th - 29th			17th-28th
Budget Analysis and Evaluation in Project Management				16th- 27th				5th -16th			20th-31st	
Risk Evaluation and management in Project Management			4th - 15th						18th - 29th			17th-28th
9. Environmental Awareness and Management Programs												
Climate Change and Development Planning						4th-15th			18th - 29th			
Occupational Health and Safety in the Workplace		7th - 18th			18th - 29th							17th-28th
Environmental Impact Assessment for Project Implementation				16th- 27th				5th -16th			20th-31st	
10. Communications and Public Relations Programs												
Strategic communication and Media Relations		7th - 18th					8th-19th				20th-31st	
Crisis Management and Communication			4th - 15th					5th-16th			20th-31st	
Public relations and image management	17th-28th				6th -17th					15th-26th		

Venues:

Nairobi	(green)
Arusha	(yellow)
Mombasa	(cyan)
Nakuru	(magenta)
Dubai	(orange)

COST	
1 Week	1,750
2Weeks	2,850
3Weeks	3,350
4Weeks	3,950