



# TRAINING CALENDAR 2025

We offer world-class short courses on industry-relevant skills which will give you the edge that you need to be an industry leader.

[www.ljkconsultancy.org](http://www.ljkconsultancy.org)





# About Us.

## Introduction

**LJK Research & Development Consultancy** is a consultancy firm registered in Kenya that provides expertly-tailored professional trainings to organizations seeking to enhance the technical and operational capacity of their personnel, provides project management and monitoring and evaluation of their projects, and supports the growth of their partnership and fundraising portfolio through expert-led fundraising or investment initiatives..

Our unique approach to training is rooted in market research and context needs assessment, ensuring that our clients receive the latest result-driven top-tier strategies to address their specific challenges and goals.

This training calendar outlines some of the short courses that we have scheduled for the year 2025. Our courses are usually designed in consultation with the client taking their specific needs into account. The courses are short and immersive and are delivered by highly qualified experts and authorities in the relevant fields.

## MANAGEMENT &amp; LEADERSHIP SERIES

## CUSTOMER SERVICE SERIES

	Course	Targeted Participants	Brief Course Overview	Dates	Venue	Cost
MANAGEMENT & LEADERSHIP SERIES	1. Management Skills for Newly Appointed Managers	• All Newly Promoted Managers, Supervisors, High Performing Staff, Potential Managers, Personnel being groomed for promotions	• Management Skills that every manager must have to achieve Team Synergy drive bottom-line performance and drive organization success.	24 & 25 January 14 & 15 March 2 & 3 May 4 & 5 July 3 & 4 October	Nairobi Nairobi Nairobi Kigali Nairobi	Kshs. 34,500/= USD 300 Kshs. 34,500/= USD 450 Kshs. 34,500/=
	2. 360 Degree Management & Leadership Skills Training	• Heads of Departments, Line Managers, HR Managers, Supervisors, Unit heads, Project Managers, Team Leaders, Change Managers	• Skills and Behaviors required to be outstanding Leader-Managers. This course gives a blend between crucial Leadership and Management Skills needed in driving both leadership and overall performance	21 & 22 March 27 & 28 June 15 & 16 August 5 & 6 September	Nairobi Kampala Kigali Nairobi	Kshs. 34,500/= USD 450 USD 450 Kshs. 34,500/=
	3. Supervisory Skills Training	• Supervisors, Team leaders, Line Managers, Operations Managers, Other staff in supervisory roles	• What are the Critical roles of a Supervisor? What are the challenges faced during Supervision, and how do you as a Supervisor overcome these challenges? How to achieve High Performance from teams and self.	7 & 8 November	Nairobi	Kshs. 34,500/=
	4. Project Management Training	• Project Managers, Project Officers, practicing professionals who manage, plan, execute or sponsor projects, R&D Staff & IT staffs.	• The course covers the basics of project management and establishes a common “project” language. It introduces the concepts of project management to individuals and teams who work together on or in support of projects	20 & 21 June	Nairobi	Kshs. 34,500/=
	5. Product Development Training	• Marketing Managers, Product Development Managers, Sales Manager, Business development Managers, Research & Development Managers, Product/Portfolio Managers & Experienced officers with responsibility for managing products.	• Concepts of New Product Development, New Product Development Strategies, New Product Marketing Strategies, Portfolio Management, Market Research & Teams, People & Organisational Issues	29 & 30 August	Nairobi	Kshs. 34,500/=
	6. Monitoring and Evaluation for middle-level professionals.	• Project Managers, Project Officers, Quality Assurance Officers and Managers, Finance officers, Supervisors, Team leaders, Line Managers, Operations Managers, Other staff in supervisory roles, practicing professionals who manage, plan, execute or sponsor projects, R&D Staff & IT staffs.	• Introduction to M&E, Research approaches and methods, Quantitative research methods, Qualitative research methods, Data management, processing and analysis, Quantitative data analysis software (Excel, SPSS, ODK-KONA etc.) Qualitative data analysis software, Research reporting and dissemination.	16 <sup>th</sup> & 17 <sup>th</sup> January	Nairobi	Ksh 30000/= USD 250
CUSTOMER SERVICE SERIES	1. Stellar Customer Service	• Customer Service Staff, Relationship Officers, Sales Staff, Administration Staff, HR Practitioners, All Front Office Staff, Back Office Staff (Internal Customers), Heads of Departments, Supervisors, Managers, PR Practitioners	• Critical Customer Service Fundamentals necessary to enable employees appreciate, practice and embed Stellar Customer Service Practices at every point of interaction with the Customer	28 & 29 March 11 & 12 April 30 & 31 May 6 & 7 June 26 & 27 September 17 & 18 October 24 & 25 October	Nairobi Kampala Kigali Nairobi Kampala Nairobi Kigali	Kshs. 34,500/= USD 450 USD 450 Kshs. 34,500/= USD 300 Kshs. 34,500/= USD 450
	2. Customer Service for Back Office Staff	• All Staff dealing with Internal Customers especially back office staff in support departments such as - Accounts Staff, IT Staff, HR Staff, Finance Staff, Admin Staff, Sales & Marketing officers, Floor Managers, Operations, Procurement Staff.	• Focus on interdepartmental communication and cooperation. Processes and procedures, and negotiate expectations, align goals, harmonize processes and procedures, boost employee morale. Paints the picture between internal customer service and your happy customers	21 & 22 February	Nairobi	Kshs. 34,500/=

<b>HUMAN RESOURCE MANAGEMENT SERIES</b>	<b>SALES AND MARKETING SERIES</b>		1.	High Impact Sales Training	<ul style="list-style-type: none"> <li>Field Sales People, Sales Managers, Client Relationship Managers / Officers, Business Development Managers, Product &amp; Brand Executives &amp; Managers, Marketing professionals, Business Unit Managers, Account Managers.</li> </ul>	<ul style="list-style-type: none"> <li>Sales fundamentals that guarantee consistent success</li> </ul>	7 & 8 February	Nairobi	Kshs. 34,500/=
	<b>MANAGEMENT SERIES</b>		1.	Labour Laws & Tax Compliance	<ul style="list-style-type: none"> <li>HR Managers, Finance Managers, Administration Managers, HODs, Unit Heads, Supervisors.</li> </ul>	<ul style="list-style-type: none"> <li>All 5 Labour Laws. Highlight of key risk areas. Case laws and Precedents.</li> </ul>	16 & 17 May	Nairobi	Kshs. 34,500/=
			2.	Performance Management	<ul style="list-style-type: none"> <li>HR Managers &amp; Officers, HODs, Managers, Unit Heads.</li> </ul>	<ul style="list-style-type: none"> <li>Performance Measurement, Reviews, Individual Performance Management</li> </ul>	25 & 26 July	Nairobi	Kshs. 34,500/=
			3.	Training for Trainers	<ul style="list-style-type: none"> <li>Any staff charged with Training or Championing training other Staff:- Training Managers, Training Champions, Unit and Departmental heads, HR Managers &amp; Officers.</li> </ul>	<ul style="list-style-type: none"> <li>Skills and tools that ensure effective learning. Training Needs Analysis, Trainer Characteristics, How to Train Adults, Modes for Learning, Training and Learning Styles, Training environment &amp; Classroom Management, Presentation Skills, Training Barriers, Training tools, Training Review and Evaluations</li> </ul>	25 & 26 April	Nairobi	Kshs. 34,500/=

***Book now and enjoy an early-bird discount!***

**Phone: +254 720 032 052.**

**E-mail: [info@ljkconsultancy.org](mailto:info@ljkconsultancy.org)**