**CATEGORY OF TRAINING PROGRAMS BY LEVEL OF TRAINEES**

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| 1. **Training for Employees**

**Program One: Situation-Driven Operation**1. Mindset --------------------------5 days
2. Time management- ----------3 days
3. Managing Change —----------4 days
4. Noise in the public Sector

and Diversity Management--5 daysProgram Two: Lubricating Relationships1. Communication Skills------- ----4 days
2. Planning and reporting Skills-3 days
3. Basic computer skills------5 days
4. E-learning Skills- -----------------3 days

Program Three: Serving for Excellence1. Effective Teamwork- ----------3 days
2. Effective Service Delivery-- 3 days
3. Civil service values and

work Ethics ---------------------3 days**N.B**1. **Training for employees necessitates attachment to their respective organizations only.****2. They go back to their organizations after taking 50% of the course meant for the program.****3.Training for Middle Level Leaders****Program One: Transformation and Context**1. Mindset --------------------------5 days
2. Time management- ----------3 days
3. Managing Change —----------4 days
4. Noise in the public Sector

and Diversity Management--5 days**Program Two: Lubricating Relationships in managing jobs**1. Communication Skills------- ----4 days
2. Planning and reporting Skills-3 days
3. Basic computer skills------5 days
4. E-learning Skills- -----------------3 days
5. Leading and managing

operations --------------------------3 days | **2.Training for Experts**Program One: Situation-Driven Operation 1.Mindset ----------------------------5 days2. Time management- ----------3 days3. Managing Change —----------4 days4. Noise in the public Sector  and Diversity Management--5 daysProgram Two: Lubricating Relationships1.Communication Skills------- -4 days2.Planning and reporting Skills-3 days1. Basic computer skills----5 days
2. E-learning Skills- --------------3 days

Program Three: Serving for Excellence1. Effective Teamwork- ---------3 days
2. Effective Service Delivery--3 days
3. Civil service values and

work Ethics ---------------------3 days1. Innovativeness and

creativity - -----------------3 days1. Professionalism------------3 days
2. Competency Framework

Development -----------------7 days**N.B**1**. Training for experts necessitates both attachments to their respective organizations and other organizations.****4.Training for Senior Level Leaders****Program One: Situation-Driven Operation**1. Mindset --------------------------5 days
2. Time management- ----------3 days
3. Managing Change —----------4 days
4. Noise in the public Sector

and Diversity Management--5 days**Program Two: Lubricating Relationships**1. Communication Skills------- -4 days
2. Monitoring & Evaluation------3 days
3. Effective Service Delivery-- 3 days
4. E-learning Skills- ---------------3 days
5. Coaching & Mentoring---------3 days
6. Performance Management---5 days
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| **6.Monitoring & Evaluation-------------3 days****7.Performance Management- -------5 days****Program Three: Serving for Excellence**1. Effective Teamwork- ----------3 days
2. Effective Service Delivery-- 3 days
3. Civil service values and

work Ethics ---------------------3 days1. Innovativeness and

creativity - -----------------3 days1. Professionalism------------3 days
2. Customer Handling and

Satisfaction Survey------2 days**Program Four: Continuous Learning**1. Learning Organizations and Continuous Improvement--3 days
2. Building Employee Motivation

and Morale-------------------------3 days1. Strategic Thinking ---------------3 days
2. Problem Solving and Decision

 Making ----------------------------5 days1. Conflict Management- ---------3 days
2. Delegation /Principles and

 practices- ------------------------3 daysProgram Five1. Training of Trainers (TOT)- 5 days
2. Life Skills ---------------------5 days
3. Positivity Skills -----------------3 days

**N.B****1. Training for Middle Level Leaders is accompanied by a practical package to be carried out at both their respective organization and other organizations** | 1. Effective Teamwork- ----------3 days

**Program Three: Serving for Excellence**1. Effective Teamwork- ---------3 days
2. Delegation /Principles and

 practices- ---------------------3 days1. Negotiation Skills -------5 days
2. Positivity Skills ----------------3 days
3. Emotional Intelligence 3 days

**Program Four: Continuous Learning**1. Learning Organizations and Continuous Improvement--3 days
2. Leading and managing

operations ----------------------3 days1. Problem Solving and Decision

 Making ----------------------------5 days1. Strategic Thinking ---------------3 days
2. Appreciative Enquiry -----------3 days

**N.B.** 1. **Training for Senior Level Leaders is accompanied by a practice at their respective organization for a month.****2. Trainees leave for their organization after covering 50% of the intended training in each program.** |

**\*N.B. Class Size for Each Training Program:- Training Room Class Size 15-20 Trainees and 30- 40 Trainees in Training Halls.**