

CAREER PROSPECTS LIMITED

TRAINING BROCHURE



Participants at in-house Customer Care Workshop

FEBRUARY TO SEPTEMBER 2008

***QUALITY IMPLEMENTATION BEGINS AND IS SUSTAINED
WITH TRAINING.***

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VISION

To be a World Class human resource management, recruitment and consulting firm, recognised for commitment to putting our customers' needs first.

MISSION STATEMENT

In pursuance of our vision we will;

- Contribute to the development of a positive work culture in the region.
- Promote an environment in which staff release their full potential
 - Identify with the corporate objectives of our customers by providing them with staff that will contribute to the realisation of our customers' corporate goals.
 - Handle all assignments with professionalism, accuracy and speed.
- Endeavour to exceed the expectations of all our stakeholders.

▪ CORE VALUES;

- To discharge our responsibilities with complete integrity by carrying out our work to the highest standard
- To provide a professional service with a Total Quality Management approach
- To provide unrivalled value for money to our clientele
- To regard in high esteem every individual or corporate entity that contributes to helping us meet our customers' needs.

OBJECTIVES

- Assist in the selection of employees whose values are compatible with those of the organization, through an exhaustive screening process
- Understand our client's business and provide constructive advice on a proactive basis, to help businesses grow successfully and profitably
- Help individuals find more challenging career opportunities locally and internationally.
- Help change the working culture in Zambia, through continuous training, to a level where employees will contribute to the best of their abilities.

PLACING THE RIGHT PEOPLE IN THE RIGHT PLACES.

STAFF DEVELOPMENT PROGRAMMES - 2008

| COURSE TITLE | DATES | VENUE | COURSE FEES ZMK |
|--|---------------|--|--------------------|
| Quality Education Seminar – Foundation Course for Frontline Staff (Drivers, Office Orderlies/Janitors, Gardeners, Cleaners and Messengers) | 21 June | Tecla Lodge, Lusaka | 500 000.00 |
| | 28 June | Holy Wood Lodge, Mongu | 500 000.00 |
| | 24 May | Mukuba Hotel, Ndola | 500 000.00 |
| | 7 June | Floriana Hotel, Solwezi | 500 000.00 |
| | 14 June | Chrismar Hotel, Livingstone | 500 000.00 |
| | 26 July | Tuskers' Hotel, Kabwe | 500 000.00 |
| | 12 July | Nakila Lodge, Chipata | 500 000.00 |
| Customer Care for Senior Managers | 13 – 17 Oct | Kafue Gorge Regional Training Centre (KGRTC) | 6 000 000.00 |
| Customer Care for Front Office Staff | 21 – 23 May | Mukuba Hotel, Ndola | 3 000 000.00 |
| Customer Care for Front Office Staff | 11 – 13 June | Chrismar Hotel, Livingstone | 3 000 000.00 |
| Customer Care for Front Office Staff | 4 – 6 June | Floriana Lodge, Solwezi | 3 000 000.00 |
| Customer Care for Front Office Staff | 25 – 27 June | Holy Wood Lodge, Mongu | 3 000 000.00 |
| Customer Care for Front Office Staff | 9 -11 July | Nakila Lodge, Chipata | 3 000 000.00 |
| Credit Management and Debt Collection Strategies | 16 – 18 April | Mwiza Corporate, Lusaka | 3 000 000.00 |
| Performance Management & Development | 17 July | Manda Hill Lodge, Lusaka | 900 000.00 |
| Quality Education Seminar for Frontline Staff – Level Two | 23 Aug | Tecla Lodge, Lusaka | 500 000.00 |
| Financial Management for Non-Finance Managers | 11 – 13 June | Kafue Gorge Regional Training Centre, Kafue | 6 000 000.00 |
| Introduction to Total Quality Management | 28 - 30 May | Manda Hill Lodges | 3 000 000.00 |
| Customer Care for Executive Secretaries | 16 - 18 July | Lake Kariba Siavonga | 6 000 000.00 |
| Quality Education Seminar for Frontline Staff – Advanced | 18 Oct | ZCAS, Lusaka | 500 000.00 |
| Office Administration Skills for Administrators | 27 – 29 Aug | Chaminuka Lodge, Lusaka | 6 000 000.00 |
| Change Management | 20 – 21 June | Aninas Executive Lodge, Lusaka | 2 500 000.00 |
| Strategic Human Resource Management | 10 – 12 Sept | Lake Kariba Inns, Siavonga | 6 000 000.00 |
| Strategic Management | 24 – 25 July | Protea Hotel, Chisamba | 4 000 000.00 |

- ❖ All above fees include; Course material, tuition, certificate, tea, snacks, lunch and local transport where necessary. Fees quoted do NOT include accommodation and lodging expenses except for courses to be held in Siavonga, at KGRTC, at Chaminuka and in Chisamba.
- ❖ In-house courses, tailor-made to suit organisation requirements, can be arranged on request.
- ❖ Venue in all cases is subject to change.

TO MAKE A RESERVATION SIMPLY COMPLETE AND RETURN THE ENCLOSED NOMINATION FORM.

FOR MORE ENQUIRIES contact;

Career Prospects Limited, P O Box 30673, LUSAKA
 Plot 2281 Great East Road, Rhodes Park
 Telephone no; 255305 Fax no; 01-256069
 Mobile nos; 0977-800905, 0955/0966-762568
 E-mail; career@coppernet.zm <http://www.careerprospectszambia.com>

1.0 QUALITY EDUCATION SEMINAR

COURSE OBJECTIVES:

To help participants understand the role they play in contributing to the service level of quality in their organisation. By the end of the programme participants should be able to see how their attitude and conduct reflects on the customer's general impression of an organization and can assist in helping a customer decide whether to seek services/products from the organisation or go somewhere else.

TARGET GROUP:

Receptionists, Telephone Operators, Drivers, Security Officers, Office Orderlies, Office Assistants, Janitors, Messengers, Gardeners, Attendants and Cleaners.

YOUR FRONT-LINERS MAY BE DRIVING AWAY POTENTIAL CUSTOMERS!!



COURSE OUTLINE - FOUNDATION

- Attitude Change
- Understanding Corporate Vision, Mission & Values
- The Four Absolutes of Quality
- Promoting a Clean Environment
- Handling Difficult People and Situations
- Working with Assertiveness

DATE: 21 June, 2008
VENUE: Tecla Lodge, Lusaka

DATE: 12 July, 2008
VENUE: Nakila Lodge, Chipata

DATE: 7 June, 2008
VENUE: Floriana Lodge, Solwezi

DATE: 24 May, 2008
VENUE: Mukuba Hotel, Ndola

DATE: 14 June, 2008
VENUE: Chrismar Hotel, Livingstone, 2008

DATE: 26 July, 2008
VENUE: Tusker's Hotel, Kabwe

DATE: 28 June, 2008
VENUE: Holly Wood Lodge, Mongu

FEE: ZMK500 000.00 per person

COURSE OUTLINE - LEVEL TWO

- Service Quality Dimensions
- Effective Communication
- Screening Visitors
- Security Consciousness
- Confidentiality
- Time Management
- Stress Management

DATE: 23 August, 2008
VENUE: Tecla Lodge, Lusaka
FEE: ZMK500 000.00 per person

COURSE OUTLINE - ADVANCED

- The Service Chain (Managing Internal Customers)
- Personal Commitment
- Projecting a Professional Business Image
- Telephone Etiquette
- Quality Customer Care – Going the Extra Mile

DATE: 18 October, 2008
VENUE: ZCAS, Lusaka
FEE: ZMK500 000.00 per person

2.0 CUSTOMER CARE FOR SENIOR MANAGERS



COURSE OBJECTIVES:

To help participants see how they can demonstrate commitment to Customer Care by formulating and/or implementing company policy on quality and customer care for results.

TARGET GROUP:

Customer Relations Managers, Account Managers, Public Relations Managers, Senior Managers, General Managers, CEOs, Directors, Heads of Department, Quality Managers, Sales & Marketing Managers and Administration Managers.

COURSE OUTLINE:

- Attitude Change
- Building Quality into Service
- Commitment to Vision, Mission and Values
- Effective Communication
- Handling Difficult People and Situations
- Internal Vs External Customers
- Kaizen Management (Continuous Improvement)
- Managing Customer Relations
- Projecting a Professional Business Image
- Quality Customer Care – Going the Extra Mile
- Stress Management
- Time Management
- Walking the Talk
- Working with Assertiveness

VENUE: Kafue Gorge Regional Training Centre

DATES: 13 – 17 October, 2008

PARTICIPATION FEE: K6 000 000.00 p.p.

.....

ARE YOUR FRONT-LINERS CHASING AWAY YOUR CUSTOMERS?



OR UPSETTING THEM?

SEND THEM TO US FOR;

3.0 CUSTOMER CARE FOR FRONT OFFICE STAFF

COURSE OBJECTIVES:

To help participants understand better their role in customer care and general organizational effectiveness by enhancing their knowledge of the meaning of Quality Customer Care. By the end of the workshop, participants should understand how individual attitudes affect bottom-line results and should begin to think of changing their attitude for the better.

- **TARGET GROUP:** Bank Tellers, Cashiers, Office Assistants
- Counter Sales Staff
- Office Assistants
- Receptionists
- Sales Representatives
- Secretaries
- Switchboard operators
- Telephone operators
- Senior Security Officers
- Marketing Executives

COURSE OUTLINE:

- Attitude Change
- Effective Communication
- Handling Difficult People and Situations
- Personal Commitment
- Projecting a Professional Business Image
- Quality Customer Care – Going the Extra Mile
- Security Consciousness and Confidentiality
- Telephone Etiquette
- Time Management
- Introduction to Total Quality Management
- The Japanese 5S (Cleanliness & Hygiene)
- Stress Management
- Understanding Corporate Vision, Mission and Values
- Working with Assertiveness
- Service Quality Dimensions
- The Service Chain (Managing Internal Customer Care)

VENUE

Mukuba Hotel, Ndola

Floriana Lodge, Solwezi

Chrismar Hotel, Livingstone

Holy Wood Lodge, Mongu

Nakila Lodge, Chipata

DATES

21 – 23 May, 2008

4 – 6 June, 2008

11 – 13 June, 2008

25 – 27 June, 2008

9 – 11 July, 2008

PARTICIPATION FEE: ZMK3 000 000.00 p.p.

4.0 CREDIT MANAGEMENT AND DEBT COLLECTION STRATEGIES

COURSE OBJECTIVES: To enable participants establish an effective credit control policy, speed up cash collections, improve cash flow and understand how credit management interfaces with other functions while upholding customer care.

TARGET GROUP: Accountants, Credit Controllers, Debt Collectors, Tax Inspectors

COURSE OUTLINE:

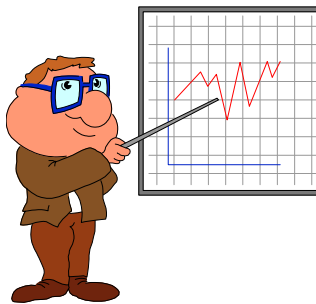
- Overview of Credit Management
- Assessing your Current and Future Market Conditions
- Measurement of Risk and Detecting Signs of Customer Insolvency
- Effective Cash Collection Policy, Strategies and Methods
- Measurement of Collection Efforts
- Balancing Credit Control and Customer Care
- Monitoring and Evaluation of Credit Portfolio
- Improving your Liquidity through Effective Credit Control
- Bad Debts and Legal Proceedings

VENUE: Mwiza Corporate Lodge, Lusaka

DATES: 16 – 18 April, 2008

PARTICIPATION FEE: ZMK3 000 000.00 per person

5.0 PERFORMANCE MANAGEMENT AND DEVELOPMENT



COURSE OBJECTIVES: Participants will be able to plan, monitor and control individual productivity at all levels of the organisation in relation to organizational performance on a continual basis.

TARGET GROUP:

Human Resource Practitioners, Supervisors, Departmental Heads, CEOs, General Managers

COURSE OUTLINE:

- The Basis of Performance Management
- Competence based Personnel Management
- The Process of Performance Management
- Managing Performance Throughout the Year
- Introducing and Evaluating Performance
- Handling Performance Review

VENUE: Manda Hill Lodges, Lusaka

DATES: 17 July, 2008

PARTICIPATION FEE: K900 000.00 p.p.

6.0 FINANCIAL MANAGEMENT FOR NON-FINANCE MANAGERS



OBJECTIVES:

To introduce participants to the basics of financial management so that they will be able to interpret and analyse basic financial information and use it to manage their portfolio better.

TARGET GROUP: Non-Finance Managers, Business Managers, Project Managers, Programme Managers, Entrepreneur

COURSE OUTLINE:

- Overview of Financial Management
- Management Accounting
- Interpreting Financial Statements
- The Budgetary Process
- Nature of Costs
- Investment Decisions

VENUE: Kafue Gorge Regional Training Centre, Kafue

DATES: 11 – 13 June, 2008

PARTICIPATION FEE: K6 000 000.00 p. p.

7.0 INTRODUCTION TO TOTAL QUALITY MANAGEMENT



COURSE OBJECTIVES:

To give participants a working understanding of Total Quality Management (TQM) and give them suggestions of how it can be applied for results in the work place in a country like Zambia. Participants will be exposed to modern trends in the combination of human and financial resources for profit maximization. They should be able to start applying some aspects of TQM immediately after the workshop and should also be able to educate their subordinates and peers on the importance and application of Quality Customer Care (leading to total customer satisfaction and repeated business), taking operational costs into account as a measure of quality and seeking continuous improvement in all work processes.

TARGET GROUP:

General Managers, Heads of Department, Directors, Sales and Marketing Executives, Production Managers, Quality Assurance Managers, Account Managers, Human Resource Managers, Engineers, Accountants, Surveyors, Training Managers, Administrators, Entrepreneur

COURSE OUTLINE:

- Attitude Change
- Commitment and Leadership
- Implementing TQM in the Organisation
- Introduction to Total Quality Management (TQM)
- Kaizen Management (Continuous Improvement)
- Problem-solving Techniques
- Success Habits
- Stress Management
- The Japanese 5S' System – The Principles of Industrial Housekeeping
- The Power of Goal Setting
- TQM and the Management of Strategic Change
- TQM Vs ISO 9000:2000
- Understanding Corporate Vision, Mission and Values
- Wealth Creation Through Financial Literacy

VENUE: Manda Hill Lodges, Lusaka

DATES: 28 – 30 May, 2008

PARTICIPATION FEE: K3 000 000.00

8.0 CUSTOMER CARE FOR EXECUTIVE SECRETARIES



COURSE OBJECTIVES

To enable participants appreciate the role of a secretary in the modern business environment and the importance of caring for customers – both internal and external, while still maintaining professionalism.

TARGET GROUP:

- Office Managers
- Executive Secretaries
- Confidential Secretaries
- Personal Assistants

VENUE: Lake Kariba Inn, Siavonga

DATES: 16 - 18 July, 2008

PARTICIPATION FEE: ZMK6 000 000.00

COURSE OUTLINE:

- Attitude Change
- Effective Communication
- Handling Difficult People and Situations
- Introduction to Total Quality Management
- Managing Your Boss
- Projecting a Professional Business Image
- Quality Customer Care – Going the Extra Mile
- Security Consciousness and Confidentiality
- Telephone Etiquette
- The Japanese 5S (Principles of Industrial Housekeeping)
- Understanding Corporate Vision, Mission and Values
- Working with Assertiveness

9.0 OFFICE ADMINISTRATION SKILLS FOR ADMINISTRATORS

OBJECTIVES

Rapidly changing technology and working practices mean that job roles today are different from those encountered five-ten years ago. Multi-skilling and high level information technology skills and a keen appreciation of the need to control both costs and quality in business are paramount for administrators. This workshop is aimed at enhancing the participant's modern administrative skills, especially those who have just moved into a new role and help him or her contribute more effectively to achieving Corporate Goals.



TARGET GROUP

Administrators, Administration Managers,
Administrative Assistants, Executive
Secretaries/Assistants, Personal
Secretaries/Assistants, Office Managers

COURSE OUTLINE

- Attitude Change
- Aligning your Personal Goals with Corporate Objectives
- Career Prospects – Upwards and Onwards
- Change Management
- Group Dynamics
- Introduction to Total Quality Management
- Stress Management
- The Administrative Function
- The Information Function
- Understanding Office Procedures (Purchasing, Stock Control and Financial Matters)

VENUE: Chaminuka Lodge, Lusaka

DATES: 27 – 29 August, 2008

PARTICIPATION FEE: K6 000 000.00 p.p.

10.0 CHANGE MANAGEMENT

COURSE OBJECTIVES: To help participants take a proactive approach to change by anticipating it, understanding it and helping implement it in order to take charge of the future. Participants will enhance their skills of being effective change agents in their organizations.

TARGET GROUP: All managers of human, financial and other resources and their assistants.

COURSE OUTLINE:

- The Significant Phenomenon of Change
- The Change Process
- Sources & Types of Change
- Planning for Change
- Guidelines for Change Management
- Getting Commitment to Change
- Implementing Change
- Coping with Resistance to Change
- Changing the Work Culture in a Zambian Institution
- Consolidating Change

VENUE: Aninas Executive Lodge, Lusaka

DATES: 20 - 21 June, 2008

PARTICIPATION FEE:

ZMK2 500 000.00 per person

11.0 STRATEGIC HUMAN RESOURCE MANAGEMENT

"DO YOU HAVE TO SHOUT TO GET WORK DONE?"



COURSE OBJECTIVES: To help participants enhance their business management skills and get the best out of a combination of their human and financial resources. Participants are, after the workshop, expected to work towards helping their staff release their full potential.

TARGET GROUP:

Human Resource Practitioners,
Production Managers,
Heads of Department,
Accountants, Engineers,
General Managers,
Entrepreneur

COURSE OUTLINE:

- Attitude Change
- Introduction to Total Quality Management
- Managing Change
- Performance Management
- Strategic Planning
- Effective Leadership and Team Building
- Problem Solving Techniques
- Effective Communication
- Stress Management
- Time Management
- Career Management and Development

VENUE: Lake Kariba Inns, Siavonga

DATES: 10 – 12 September, 2008

PARTICIPATION FEE: K6 000 000.00 p. p.

12.0 STRATEGIC MANAGEMENT

COURSE OBJECTIVES: By the end of the workshop, participants will be able to examine the process of strategic planning. They should be able to demonstrate the ability to explain the role and setting of objectives in the planning process and be able to formulate and implement strategic plans in their organization and actualize their plans.

COURSE OUTLINE:

- Attitude Change
- Overview of Strategic Management
- Formulation/Review of Vision, Mission, Goals and Objectives
- Strategic Environmental Analysis
- SWOT Analysis
- Strategic Management and Staff Development
- Strategy Planning Vs Strategic Management
- Strategic Planning & Budgeting

VENUE: Protea Lodge, Chisamba

DATES: 24 - 25 July, 2008

PARTICIPATION FEE: K4 000 000.00 p. p.

CAREER PROSPECTS LIMITED

Telephone no: 255305, Fax no; 01-256069 Mobile; 097-800905, 095-762568 e-mail; career@coppernet.zm

NOMINATION FORM

WORKSHOP TITLE: _____

VENUE: _____

DATES: _____

ORGANISATION; _____

We hereby nominate the under listed persons to attend the above workshop,

| | NAME | JOB TITLE |
|----|-------|-----------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |
| 3. | _____ | _____ |
| 4. | _____ | _____ |
| 5. | _____ | _____ |

Please find attached, our cheque, in the amount K_____ being participation fee for the same.

Authorised Signatory

Date

Official Stamp