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## WHO ARE WE?

**DGMB Training Solutions Ltd** is a regional training and consulting firm whose clarion call is “**Learn, Internalize and Apply**”. Our target client network include private and government sector institutions, banks and financial institutions, Non-governmental Organizations, Multi-nationals, Small & Medium Enterprises, Micro-finance institutions and Research institutions in East Africa. The company was founded by two passionate executive trainers to serve as a pragmatic training & consultancy vehicle for advancing executive, professional and staff capacity development in the region.

**DGMB Training Solutions Ltd.** organizes interactive, practical, applicable and value-adding open and in-house training courses, seminars and workshops for all cadres of staff. Our events cover a wide range of topics from Strategic Management, Corporate Financial Management, Accounting & Auditing, Taxation, Institutional Risk Management, Project Finance, Treasury Management, Project Management, Economic Regulation, Supply Chain Management (Procurement), Customer Relationship Management, Leadership and Corporate Governance. Our company puts huge premium on practical principles and processes by designing programs that offer staff the knowledge, skills and practices they need to add value to their institutions. Aligning proven solutions with real-world challenges, we lead in equipping people to exploit their full potential in the workplace. We also support strategy execution through a range of Human Resource solutions.

Mr. David Kemei,



CHIEF EXECUTIVE LEADER

## CERTIFICATIONS AND ACCREDITATIONS



## SECTION ONE: TRAINING PROGRAMMES

CODE	PROGRAMME TITLE
<b>OA</b>	<b><i>Office Administration Courses</i></b>
OA01	Effective Business Communication & Report Writing Skills Workshop
OA02	The Ultimate Game Changing Skills for Executive PA, S and Administrative Professionals Workshop
OA03	Business Etiquette and Office Protocol Training
OA04	Electronic Document Management System (EDMS) Training
OA05	Executive Secretary Skills Training Course
OA06	Electronic Records, Document, Archives and Information Management Training Course
OA07	Board Paper writing skills training
<b>CS</b>	<b><i>Customer Service Courses</i></b>
CS01	Excellence in Customer Experience and Service Delivery Training
CS02	Customer Relationship Management (CRM) Training Course
CS03	Sales and Customer Service Training Course
CS04	Customer Retention and Loyalty Training
CS05	Customer Complaints Handling and Management Training Course
CS06	Customer Service and Communication skills Training Course
CS07	Innovative Customer Experience & Public Relations Skills
<b>HRM</b>	<b><i>Human Resource Management Courses</i></b>
HRM01	HR Metrics and Analytics Training
HRM02	Talent Management and Succession Planning Training
HRM03	HR for Non-HR Professionals Training
HRM04	Performance Management; Employee Coaching and Mentoring for performance
HRM05	Recruitment, Interview and Selection Training Course



HRM06	Developing Corporate and Organisational Culture Training Program
HRM07	Job Analysis and Job Evaluation Training Course
HRM08	Strategic Human Resource Management Course
HRM09	Industrial and Labour Relations & Labour and Trade Union Training Course
HRM10	Compensation and Benefits Management Training Course
HRM11	Training Needs Analysis (TNA) Course
HRM12	Career Development and Succession Planning Training Course
HRM13	Knowledge Management Training Course

## **LM** ***Leadership and Management Courses***

LM01	Culture, Leadership and Change Management Training Course
LM02	Advanced Supervisory Management Skills Training Course
LM03	Coaching Skills for Managers and Supervisors Training Course
LM04	Executive Leadership Development Program
LM05	Strategic Leadership for Senior Managers Course
LM06	Senior Management Development Training Course
LM07	People Management Skills Training Course
LM08	Corporate Social Responsibility (CSR) Training Course
LM09	Leadership, Communication and Interpersonal Skills Training Course for Managers
LM10	Creative Problem Solving and Decision Making Training
LM11	Emotional Intelligence (EQ) Training for Leaders and Managers

## **SP** ***Strategy and Strategic Planning Courses***

SP01	Feasibility Study Course: Preparation, Analysis and Evaluation
SP02	Strategic Thinking and Planning Training Course
SP03	Enterprise Resource Planning (ERP) Training Course



SP04	Business Continuity Management Course
SP05	Balanced Scorecard (BSC) Training Course
SP06	Business Process Reengineering (BPR) Course
SP07	Business Process Analysis and Modelling Training Course
SP08	Strategic Planning Training Course
SP09	Advanced Strategic Management Course
SP10	Corporate Strategy and Value Innovation Training Course
SP11	The Complete Business Plan Writing and Development Training Course

**PD** ***Personal & Professional Development Courses***

PD01	Applying Emotional Intelligence to inspire Higher Performance
PD02	Train the Trainer (TOT) Course
PD03	Professional Business and Corporate Etiquette Training Course
PD04	Personal Development and Productivity Training Course
PD05	Defensive Driving and People Etiquette Skills for Drivers
PD06	Interpersonal Communication and People Skills Training Course
PD07	Effective Presentation Skills Training Course
PD08	Stress Management and Stress Reduction Training Course
PD09	Work-Life Balance Training Program
PD10	Advanced Negotiation Skills Course
PD11	Creativity and Innovation Training Course
PD12	Entrepreneurship Skills Training Course
PD13	Time Management Skills Training Course
PD14	Soft Landing After Retirement Training



**CW*****Communication and Writing Skills Courses***

CW01 Public Speaking and Presentation Skills Training Course

CW02 Business Communication Skills Training Course

CW03 Advanced Business Writing Skills Training Course

CW04 Report Writing Training Course

CW05 Creative Communication and Time Management Skills

CW06 Board Paper Writing Skills

**SM*****Sales and Marketing Courses***

SM01 Sales Management Training Course

SM02 Business Development Manager Training Course

SM03 Brand Management Training Course

SM04 Marketing Strategy and Planning Training Course

SM05 Internet and Social Media Marketing Training Course

SM06 Marketing Communications and Media Planning Training Course

SM07 Product Management Training Course

SM08 Market Research and Intelligence Training Course

SM09 Practical Guide to Social Marketing & Relationship Management

**QCRM*****Quality Control & Risk Management Courses***

QCRM01 Risk Management Training Course

QCRM02 Enterprise Risk Management Training Course

QCRM03 Quality Risk Management Training

QCRM04 ISO 9001 Lead Auditor Course

QCRM05 Root Cause Analysis Training Course



**AF*****Accounting and Finance Training Courses***

AF01	Advanced Financial Statement Analysis Course
AF02	Cash Flow Management, Analysis, Modelling and Forecasting Course
AF03	Advance Budgeting and Forecasting
AF04	Cost Estimation, Budgeting and Cost Control Course
AF05	Financial Risk Management Course
AF06	Finance for Non-Finance Managers Course
AF07	IFRS (International Financial Reporting Standards) Course
AF08	Understanding Finance for Strategic Decision Making
AF09	Integrated Financial Management Information System (IFMIS) Training
AF10	Forensic Accounting and Auditing Course
AF11	Budgeting and Forecasting Process, Tools and Techniques
AF12	Financial Planning and Analysis (FP&A) Course
AF13	Public Financial Management and Administration Training
AF14	Debt Management Course
AF15	Anti-Money Laundering (AML) Compliance Course
AF16	Public Sector Accounting Course
AF17	Credit Management and Debt Collection Course
AF18	Treasury Management for Modern Organization Training
AF19	Investment Management to Magnify Returns Training

**HSE*****Health, Safety and Environment Courses***

HSE01	Occupational Health and Safety Management Training Course
HSE02	Environmental Management System (EMS) Training Course
HSE03	Workplace Health and Safety Training Course





HSE04 Safety Leadership and Safety Culture Training Course

HSE05 HIV/AIDS Workplace Management Training

HSE06 Employee Health and Wellness Training

HSE07 Alcohol and Drug Abuse Training

HSE08 Disability and gender mainstreaming

**PLS** ***Procurement, Logistics and Supply Chain Management Courses***

PLS01 Purchasing and Supply Management Course

PLS02 Advanced Warehouse Management Course

PLS03 Inventory and Stock Control Specialist

PLS04 Logistics Management and Operations Course

PLS05 Negotiation Skills for Purchasing Professionals

PLS06 Purchasing, Logistics Operations, Inventory & Supply Chain Management

PLS07 Supplier Relationship Management Course

PLS08 Successful Fleet and Transport Management

PLS09 Effective Purchasing, Tendering & Supplier Selection Process

**PM** ***Project Management Courses***

PM01 Agile Project Management Course

PM02 Advanced Negotiation Skills for Project Managers

PM03 PRINCE2 Practitioner Course

PM04 Project Planning and Control

PM05 Project Assessment and Evaluation Course

PM06 Project Monitoring and Evaluation (M&E) Course

PM07 Project Quality Management Training

PM08 Project Risk Management Training



## **ACG** ***Audit, Compliance and Governance Courses***

ACGo1	Anti-Corruption and Anti-Bribery Compliance
ACGo2	Fraud Detection, Investigation Audit and Corrective Action in Government Accounting
ACGo3	Corporate Governance Code, Principles, Models, Policies and Best Practices
ACGo4	Corporate Governance Training for Board Members & Directors
ACGo5	Anti-Corruption and Anti-Bribery Compliance
ACGo6	Anti-Money Laundering (AML) Training Course for Board of Directors & Senior Management
ACGo7	Corporate Compliance, Audit, Monitoring and Risk Management Course
ACGo8	Financial Crime, Fraud Risk Management and Prevention of Economic Crime

## **BDC** ***Board of Directors and Committees Courses***

BDCo1	Executive Leadership & Governance Programme
BDCo2	Board Induction Training Course
BDCo3	Maximizing the Effectiveness of the Board of Directors
BDCo4	Corporate Governance Training
BDCo5	Finance for Non-Finance Directors Course
BDCo6	Strategy, Audit & Risk Oversight Workshop
BDCo7	Strategic Planning Course for Board Members
BDCo8	Cyber Hygiene and the Data Protection Regulations for Directors
BDCo9	Audit Committee Training

## **PSM** ***Public Sector Management Courses***

PSMo1	Corporate Governance, Business Ethics and Social Responsibility in the Public Services
PSMo2	E-Government and E-Governance: Digital Government in Public Service Course
PSMo3	Governance and Leadership in Public Sector Management Course
PSMo4	Alternative Dispute Resolution (ADR), Legal Mediation and Arbitration Certificate Course



PSM05	Performance Management System in Government and Accountability of Public Officers
PSM06	Policy Development and Analysis in Public Sector
PSM07	Public Administration, Policy Analysis and Governance Course
PSM08	Government and Organizational Transparency in Information, Communication and Business

## **HD** ***Humanitarian Development Courses***

HDO1	Fundraising and Grants Management Training Course
HDO2	Monitoring and Evaluation of Humanitarian Programme and Projects Training Course
HDO3	Grant and Proposal Writing Training Course
HDO4	Grants Management Training Course
HDO5	Child Protection in Emergencies (CPIE) Training Course
HDO6	International Human Rights and Humanitarian Law Course
HDO7	Impact Evaluation of Projects and Programmes Training Course

## **DM** ***Data Management & Business Intelligence Courses***

DM01	Big Data Analytics and Management Course
DM02	Data Analysis Training
DM03	Data Capture, Collection and Analysis Course
DM04	Data Protection and Freedom of Information (FOI) Training
DM05	Data and Information Governance Course
DM06	Business Intelligence Analyst and Data Science Course
DM07	Enterprise Content Management Training

## **ICT&AI** ***Information and Communication Technology and Artificial Intelligence Courses***

ICT&AI01	Advanced Excel Training
ICT&AI02	Technical Support Fundamentals Course
ICT&AI03	The Bits and the Bytes of Computer Networking



ICT&AIo4	IT Security: Defense against the digital dark arts Course
ICT&AIo5	Cyber security Management and Prevention Course
ICT&AIo6	Digital marketing Training
ICT&AIo7	CISCO networking course
ICT&AIo8	Artificial Intelligence Demystified
ICT&AIo9	Artificial Intelligence cloud and edge implementations course

## **BII** ***Banking, Investment & Insurance Courses***

BIIo1	Currency Management (Risk, Strategy & Asset Management)
BIIo2	Fraud and Risk Management System in Banking Sector
BIIo3	Agency Banking Model, Strategy and Solutions
BIIo4	Loan Structuring, Pricing and Leveraged Acquisition Finance
BIIo5	Bank Modelling and Valuation Program
BIIo6	Banking Arbitration, Disputes Resolution and Contracts
BIIo7	Credit Risk Evaluation, Modelling and Management
BIIo8	International Central Banking Models and Legal Framework
BIIo9	Pension Fund Risk Management and Risk Associated with Pension Schemes
BIIo10	Investment Portfolio Management Course

## **NSM** ***National Security Management Courses***

NSMo1	Counter Terrorism Training for Law Enforcement Officers
NSMo2	Security Threat, Risk and Vulnerability Assessment Course
NSMo3	Preventing and Countering Violent Extremism (PVE & CVE) Program
NSMo4	Security Risk Assessment and Management Training
NSMo5	Security Threat, Risk and Vulnerability Assessment Course
NSMo6	Preventing and Countering Violent Extremism (PVE & CVE) Program
NSMo7	Security Management and Asset Protection Training



## SECTION TWO: HUMAN RESOURCE CONSULTANCIES

AREAS OF INTEREST	SERVICES
<b>Research</b>	<ul style="list-style-type: none"> <li>• Institutional surveys- Customer Satisfaction Survey, Employee Satisfaction Survey, Work Environment Survey, Corruption Perception Survey, Alcohol and Drug Abuse Survey, etc.</li> <li>• Human Resource surveys such as Competence Needs Assessments;</li> <li>• Market Research – Brand tracking and strategy research, Consumer Behavior Surveys, Product Research, Communications Audit, Market Evaluation and Feasibility studies;</li> </ul>
<b>Strategy</b>	<ul style="list-style-type: none"> <li>• Development of strategic plans (SP)</li> <li>• Monitoring implementation of strategic plans</li> <li>• Review of strategic plans</li> <li>• Monitoring, control and reporting on strategy related matters</li> </ul>
<b>Recruitment and Selection</b>	<ul style="list-style-type: none"> <li>• Developing job descriptions for new positions</li> <li>• Developing advertisements</li> <li>• Advertising vacancies</li> <li>• Long listing</li> <li>• Conducting initial interviews on long listed candidates</li> <li>• Thorough background checks on shortlisted candidates</li> <li>• Shortlisting and submission of briefs on each candidate</li> <li>• Planning, organizing and coordinating interviews on shortlisted candidates with the client</li> <li>• Developing Personnel files for new employees</li> </ul>
<b>Organizational Review</b>	<ul style="list-style-type: none"> <li>• Development/review and implementation of organograms</li> <li>• Organizational restructuring</li> <li>• Job evaluation, analysis and reporting</li> <li>• Job grading structure development and implementation</li> <li>• Automation of HR functions and processes using end to end HR module</li> </ul>
<b>Employee Assistance Services</b>	<ul style="list-style-type: none"> <li>• Confidential counselling services</li> <li>• Wellness services – holistic health and fitness talks</li> <li>• Personal development counselling</li> <li>• Stress management</li> <li>• Crisis counselling</li> <li>• Trauma counselling</li> <li>• Dependency addiction counselling</li> </ul>
	<ul style="list-style-type: none"> <li>• Project needs identification</li> </ul>



<b>Project Cycle management (PCM)</b>	<ul style="list-style-type: none"> <li>• Participatory planning</li> <li>• Development of project concepts</li> <li>• Proposal development</li> <li>• Project implementation</li> <li>• Monitoring and evaluations</li> <li>• Exit strategy development</li> <li>• Training related to PCM</li> </ul>
<b>Team Building</b>	<ul style="list-style-type: none"> <li>• Fun activities – indoors or outdoors</li> <li>• Team conflict resolution moderation</li> <li>• Purpose and goal setting moderation</li> <li>• Personality traits assessment and reporting</li> </ul>
<b>Other HR Interventions</b>	<ul style="list-style-type: none"> <li>• Change Management</li> <li>• Training Needs Assessment</li> <li>• Performance Management</li> <li>• Knowledge Management</li> <li>• Succession Management</li> <li>• Workload Analysis</li> <li>• Talent Management</li> <li>• Culture Change Management</li> </ul>

