



# OUR TRAINING SOLUTIONS



## Corporate Training Services

Compliance & Health | Education & Training | Productivity | Effective Operations

PolyNew Training Services offers professional training and consultancy solutions for both public and private sectors. At PolyNew Training Services, you get the most out of your employees and hence creation of effective training solutions for your company. Smart techniques are integrated with modern technology that encourages comprehensive learning and deliver results oriented training experience.



Polynew Training Services is Botswana's most experienced and result oriented training company.

**Guaranteed** results!! through custom packaged courses

## Contact us

We do not do one size fits all, we assess your needs and tailor the training experience to meet your objectives, backed by the results you need.

### Cultivate your career

We help people gain life-changing skills while making the learning process fun and easy!

### Build world-class teams

We help organisations develop their staff and increase productivity with minimal disruption to operations.

**Guaranteed** results!!  
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### **Cultivate your career**

We help people gain life-changing skills while making the learning process fun and easy!



### **Build world-class teams**

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Each training group will have their training resources tailor made to meet their specific training requirements. The delivery method will be adjusted accordingly.



# For your TAILOR MADE Training Courses

## COMPLIANCE & HEALTH

- 1 Basic Occupational Health and Safety (BOHS)
- 2 First Aid Level 1 & 2
- 3 Effective Health Check on Non-Communicable Diseases (EHCNCD)
- 4 Work Place Fire Prevention and Management (FPM)
- 5 Food Safety and Hygiene (FSH)
- 6 Fraud Detection and Money Laundering (FDML)
- 7 Corporate Governance (CG)
- 8 Hazard Analysis Critical Control Point (HACCP)
- 9 Diversity and Inclusion in the Workplace (BIW)
- 10 Personal Financial Literacy (PFL)
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- 13 Gender Based Violence (GBV)
- 14 Poultry Meat Examination Skills (PMES)
- 15 Professional Drivers Etiquette Skills (PDES)
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## EDUCATION & TRAINING

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- 20 Train The Trainer (TTT)
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## PRODUCTIVITY

- 24 Inventory Management and Control (IMC)
- 25 Total Quality Management (TQM)
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- 27 Effective Time Management (ETM)
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- 29 Emotional Intelligence (EI)
- 30 Effective Performance Improvement (EPI)
- 31 International Public Sector Accounting Standards (IPSAS)
- 32 Financial Technology (FINTEC)
- 33 Leading Through Uncertainty (LTU)
- 34 Stress Management Strategies (SMS)
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## EFFECTIVE OPERATIONS

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- 44 Leadership and Management Skills (LMS)
- 45 Workplace Ethics (WE)
- 46 Entrepreneurship and Business Setup (EBS)
- 47 Sports Management (SM)
- 48 Corporate Supervisory Skills (CSS)
- 49 Microsoft Excel Level 1 to 3 (MSEXCEL)
- 50 Project Management Skills(PMS)
- 51 Effective Operations Management (EOM)
- 52 Effective Customer Care (ECC)
- 53 Change Management Skills (CMS)
- 54 Business Strategy Planning (BSP)
- 55 Business Intelligence (BI)
- 56 Effective Sales and Presentation Skills (ESPS)
- 57 Business Analysis & Data Visualisation (BADV)
- 58 Cyber Security in Modern Businesses (CSMB)
- 59 Stakeholder Management (SM)
- 60 Forklift Training (FT)
- 61 Public Relations and Crisis Management (PRCM)
- 62 Data and Information Management and Protection (DIMP)
- 63 Effective Document Archiving and Records Keeping (EDARK)
- 64 Purchasing, Supply and Chain Management (PSCM)
- 65 Interpersonal Communication and People Skills(ICPS)
- 66 Effective Revenue Collection & Maximisation Strategies (ERCMS)
- 67 Basic Computer Skills (BCS)
- 68 Effective Skills in Merchandising and Sales (ESMS)
- 69 Telephone Etiquette & Frontline Skills (TEFS)
- 70 Effective Report Writing Skills (ERWS)
- 71 Transport and Fleet Management (TFM)
- 72 Cost Reduction and Operational Effectiveness (CROE)
- 73 Work-Life Balance Training Program (WLBTP)
- 74 Strategic Thinking and Business Planning Program (STBPP)

A photograph of a man with a beard and mustache, smiling at the camera. He is wearing a bright yellow hard hat and a high-visibility yellow safety vest over a light blue button-down shirt. He is standing in front of a large, rusted metal structure, possibly part of a factory or industrial site. The background is slightly out of focus.

# Compliance & Health

To protect and guarantee growth plus maximum productivity all key areas should be protected, that is the organisation, suppliers, staff and clients. PolyNew Training Services provides you with the following short courses to make it possible;



## BASIC OCCUPATIONAL HEALTH & SAFETY (BOHS)

Why health and safety in the workplace is important and should not be underestimated? Apart from being a Law, it is part and parcel of being a good employer to make sure your staff is not at risk of any injury as a result of the work they do. Furthermore, it's not just your staff, that health and safety is important for, it's there to protect visitors, customers, sub-contractors and the general public who come into contact with the organisation in any way. Businesses that flout the laws face losing staff, higher recruitment costs, financial loss, risk losing business, lower retention rates, lower profitability, reputational risk and legal suits.

### LEARNING OBJECTIVES

- ▶ Understand the meaning of Health and Safety at workplace
- ▶ Appreciate the importance of safe working conditions
- ▶ Gain insight as to what are the right and wrong things to do when doing work.
- ▶ Understand the proper management of work to avoid accidents from happening
- ▶ Describe the right procedures in working effectively

### WHO SHOULD ATTEND?

This module is specially designed for both public and private sector employees.

### MODES OF DELIVERY

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## FIRST AID LEVEL 1 & 2

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Great safety planning and training can ensure that accidents are few and far between, but accidents and medical situations still happen, making First Aid skills a valuable asset to have. PolyNew Training Services First Aid courses give you the knowledge and confidence to provide effective first aid whenever it's needed. The good health and resulting productivity of employees is one area that is often overlooked as a means of improving a company's profitability.

### LEARNING OBJECTIVES

- ▶ Understand the meaning of First Aid
- ▶ Appreciate the importance of first aid at work when one is sick/ injured
- ▶ Knowledge of procedures to assist someone when they fall sick at home/work
- ▶ Understand the proper ways of handling sick patient and the procedures to call the relevant authorities
- ▶ Describe the right procedures to help people with fractures

### WHO SHOULD ATTEND?

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This course is designed for all members of staff from management, supervisors to the staff on the shop floor and general members of the community.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EFFECTIVE HEALTH CHECK ON NON-COMMUNICABLE DISEASES (EHCNCD)

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Non-communicable diseases (NCD) are defined as being slow in onset and progression, and long in duration. Diseases including heart disease, stroke, diabetes, chronic respiratory disease and some cancers form part of the definition of NCD. Non-communicable diseases (NCD's) accounted for nearly two-thirds of global deaths in 2008. Worksites and companies are directly affected by NCD's due to reduced employee productivity, increased absenteeism and increased likelihood of disability. The prime purpose of the course is to enlighten and introduce participants on the impact of non-communicable diseases to the general public. All employers and employees need to know the impact of NCDs on the organization and know how to deal the effects.

### LEARNING OBJECTIVES

- ▶ Understand the meaning of non- communicable diseases
- ▶ Appreciate the causes of non-communicable diseases
- ▶ Gain knowledge as to what the government is doing to prevent NCD
- ▶ Understand the role of the individual in preventing the non-communicable diseases
- ▶ Describe the right environment to make people work effectively through exercises

### WHO SHOULD ATTEND?

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Food handlers, Restaurant managers, General staff in hotels , Butchery staff, Food hygiene consultants, Government and Private Sector employees, Mining and General staff.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests





## FIRE PREVENTION & MANAGEMENT (FPM)

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Fires affect thousands of companies each year resulting in injury, lost customer trust, financial losses and building damage. By equipping personnel with fire prevention and preparedness skills, you can help avoid injuries to your employees and visitors, costly damages, and potential fines to your business. The module will impart practical skills to personnel on how to reduce chances of fire up to how to handle the situation should a fire start.

### LEARNING OBJECTIVES

- ▶ Understand the meaning of Fire and how it starts
- ▶ Appreciate the importance of safe working environment that does not cause fire
- ▶ Gain insight as to what are the media to use to prevent fire.
- ▶ Understand the proper ways of containing fire
- ▶ Describe the right procedures when evacuating

### WHO SHOULD ATTEND?

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This course is designed for all members of staff from management, supervisors to the staff on the shop floor.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations & Practicals
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## FOOD SAFETY & HYGIENE (FSH)

The principles of food safety aim to prevent food from becoming contaminated and causing food poisoning. Food safety and hygiene is of utmost importance for businesses, as it helps to protect the health of consumers from foodborne illnesses and food poisoning which can have severe financial and operational negative impact. Thus ensuring food is safe for human consumption is the critical part in the whole process of preparing or handling food. This ranges all the way from the farm to your plate, which means hygiene is important at home as well in the restaurant, retail store and/or food factory. The prime purpose of the course is to enlighten and introduce participants on the nature of food and the consequences attached to its mishandling.

### LEARNING OBJECTIVES

- ▶ Understand safe food hygiene processes
- ▶ Appreciate the importance of Hazard Analysis Critical Control Points (HACCP) in food handling
- ▶ Gain insight into kitchen organization and work practice
- ▶ Understand the nature of food-borne illness, food spoilage and food poisoning
- ▶ Describe the correct environment for the preparation, use and storage of food commodities

### WHO SHOULD ATTEND?

This module is specifically designed for anyone who working or have experience in a food related occupation.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## FRAUD DETECTION & MONEY LAUNDERING (FDML)

The world over, businesses are losing hundreds of billions due to fraud, which cheats the target organisation of its legitimate income and results in a loss of goods, money and even good will and reputation. The course will impart knowledge on types of fraud and money laundering, and on how to perform effective fraud detection and prevent losses. Also with government implementing instruments to curb fraud and money laundering as they have negative impact on the performance of the economy, this is an opportunity for staff, managers and business owners to acquire knowledge to safe guard their organisations against being caught on the wrong side of the law.

### LEARNING OBJECTIVES

- ▶ Explain the meaning of Money Laundering
- ▶ Appreciate the importance of detecting fraud and money laundering
- ▶ Insight as to what are the right ways to deal with money laundering
- ▶ Describe the right procedures to stop money laundering

### WHO SHOULD ATTEND?

This course is designed for everyone in organizations which deals with money, regardless of the position. The course is benchmarked against the vision of Botswana to have the knowledge based economy through transparency and sound policies.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## CORPORATE GOVERNANCE (CG)

The rapidly ever revolving corporate governance in Botswana, presents a series of challenges and un-due pressure on the board. The course will equip the board members with technical skills to keep up with compliance requirements, achieve a dynamic board composition, avoid director conflicts of interest and effective communication skills. The training process will broaden understanding of how companies are controlled, administered, directed and managed in a way which is consistent with set objectives.

### LEARNING OBJECTIVES

- ▶ Show understanding of basic principles of corporate governance
- ▶ Demonstrate understanding in responsibilities of the board and directors
- ▶ Distinguish the types of boards and their activities
- ▶ Outline the board structure, procedure and development process.

### WHO SHOULD ATTEND?

This module is specifically designed for anyone who is in corporate leadership or intends to be, that would be managers, supervisors and directors.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## HAZARD ANALYSIS CRITICAL CONTROL POINT (HACCP)

Hazard Analysis Critical Control Points (HACCP) is an internationally recognized method of identifying and managing food safety related risk and, when central to an active food safety program can provide your customers, the public, and regulatory agencies assurance that a food safety program is well managed. A food safety program however, does not just stop with HACCP. To be effective, prerequisite programs such as pest control, traceability & recall, hygiene and sanitation need to be developed and implemented. Additionally, the issue of ensuring that suppliers and distributors also have a food safety program needs to be addressed through development of ingredient specifications and a vendor assurance system.

### LEARNING OBJECTIVES

- ▶ Understand the meaning of HACCP
- ▶ Appreciate the importance of HACCP in food
- ▶ Identify food hazards and how you can prevent them
- ▶ Identification of the 7 HACCP principles
- ▶ Determine the critical control point
- ▶ Establish procedures for verification to confirm that the HACCP system is working effectively

### WHO SHOULD ATTEND?

This module is specifically designed for personnel working with food manufacturers, especially those with food safety, quality assurance, or quality compliance roles.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## DIVERSITY AND INCLUSION IN THE WORKPLACE (BIW)

Diversity is a big part of organizations and businesses and has been a high-profile issue since the late twentieth century — but much has changed in how we understand it.

This course explores diversity and inclusion in the workplace on many levels: How we define diversity and inclusion; the benefits and power of inclusivity; how to incorporate a diversity mindset into your organizational culture; and how to relate and communicate in a more collaborative and respectful way with everyone you interact with.

### LEARNING OBJECTIVES

- ▶ Explain the business case for inclusion and diversity
- ▶ Describe how diversity goes beyond race, gender, age, and other observable differences
- ▶ Identify unconscious bias
- ▶ Leverage tactics to reduce bias
- ▶ Explain various anti-discrimination laws
- ▶ Develop an action plan to improve workplace inclusion and employee engagement

### WHO SHOULD ATTEND?

This module is specifically designed for supervisors, managers and team leaders.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## PERSONAL FINANCIAL LITERACY (PFL)

This Cost Reduction Opportunities training course provides both strategic and practical insights into the concepts of Cost/Price/Value Analysis, Total Cost of Ownership, and Cost Saving Methods, all of which are critical skill sets in developing and implementing the strategies required for continuous cost savings improvements. This course will demonstrate a strategic and practical approach to setting and achieving cost-cutting objectives in the workplace.

### LEARNING OBJECTIVES

- ▶ Demonstrate knowledge in process analysis, and determine where excess resources are being used in a business process
- ▶ Demonstrate knowledge on how human capital acquisition, and development costs can be reduced
- ▶ Show how to create and use a spend management system to reduce procurement costs and related costs
- ▶ Shows how techniques can be applied to eliminate working capital and related costs

### WHO SHOULD ATTEND?

This module is specially designed for employees, and managers in; Supply Chains, Procurement, Materials, Stores, Logistics, Contracts, Projects, Constructions, Services, Accounting, Finance, Costing, Commercial, Mgt. Information System. Engineering, Production, Maintenance.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## ANIMAL WELFARE SKILLS (AWS)

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The concept of animal welfare includes three elements: the animal's normal biological functioning (which, among other things, means ensuring that the animal is healthy and well-nourished), its emotional state (including the absence of negative emotions, such as pain and chronic fear), and its ability to express certain traits.

### LEARNING OBJECTIVES

- ▶ In this way, animal welfare is synonymous with human control of animals. As a guiding philosophy for legislation and regulations, animal welfare attempts to mitigate the suffering of human-controlled animals and to ensure a minimum standard of living conditions and treatment.
- ▶ Animal welfare is important to meat production because poor animal welfare is associated with poor animal production or health, and because consumers' concerns may influence market access. Throughout the world, animal welfare is the topic of legislation, retailer standards, and codes of practice.

### WHO SHOULD ATTEND?

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This module is specifically designed for those who are looking after animals be domestic or wild.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests





## BASIC SECURITY SKILLS (BSS)

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The course focuses on impacting skills to learners which will operate mainly in the security sector, within a range of contexts, including rural, urban, corporate, mass, gatherings, homes and businesses. It will provide the learner with the competencies needed to undertake a range of security related processes and practices. This training will ensure that persons involved in the security environment will be able to practice the necessary knowledge, skills and attitudes to operate in a professional manner. Furthermore, enhance their career opportunities within the security environment.

### LEARNING OBJECTIVES

- ▶▶ Knowledge of different duties of a Security Guard
- ▶▶ Confidentiality and safekeeping of information
- ▶▶ Dealing with difficult or angry people
- ▶▶ Maintaining a professional appearance in public
- ▶▶ Using public relations principles
- ▶▶ Communicating without discrimination
- ▶▶ Developing observation skills

### WHO SHOULD ATTEND?

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This module is specifically designed for individuals who are pursuing a career in security industry.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## GENDER BASED VIOLENCE (GBV)

This course is aimed at building the capacity and commitment of participants to undertake programs targeted at eradicating and/or reducing gender-based violence and to develop a new movement for gender equality.

The course also features a number of exercises and reflective activities designed to examine the concepts of gender-based violence, sexuality, and rights. It will further explore the impact of gender-based violence on education, health and development.

The overall purpose of the training programme is to increase participant's knowledge and understanding of the concept of gender, and gender-based violence, sexuality, and rights.

### LEARNING OBJECTIVES

- ▶ Enhance the understanding of participants on issues of gender, rights, equality, and gender-based violence
- ▶ Differentiate the types of gender-based violence
- ▶ Analyse the approaches to gender, rights, gender-based violence, and equality
- ▶ Determine the effects of gender-based violence on health, development, and education

### WHO SHOULD ATTEND?

This module is specifically designed for all supporters, caregivers, and counsellors whose focal point of interest is on gender and developing methods that will facilitate in the permanent eradication of gender-based violence.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## POULTRY MEAT EXAMINATION SKILLS (PMES)

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The course is designed for staff working in poultry processing businesses that will be part of the team carrying out antemortem and post mortem inspection of carcasses and offal. It is based on the Occupational Standards developed to improve the sector skills for the food and drink manufacturing industry. Attendees to this course will be equipped with the skills, knowledge and understanding to carry out post-mortem inspection of the designated poultry and can apply the required food safety management procedures to their work. The training helps to inspect poultry carcasses to guarantee the safety of the poultry meat which is destined for human and animal consumption. They work in abattoirs under the supervision of a Poultry Meat Inspector.

### LEARNING OBJECTIVES

- ▶ Carry out post-mortem inspection
- ▶ Principles of Post-mortem inspection
- ▶ Understand how to use food safety management procedures for post mortem inspection of poultry.

### WHO SHOULD ATTEND?

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This module is specifically designed for those individuals who work in abattoirs and chicken farms, poultry meat processing plants and handling.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## PROFESSIONAL DRIVERS ETIQUETTE SKILLS (PDES)

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Professional driving describes the practice of drivers who consciously reduce the dangers associated with driving. Professional driving techniques reduce the likelihood of a collision or incident and can even save costs related to vehicle maintenance and fuel consumption, by driving smoothly and steadily. It is a set of driving skills that allows you to defend yourself against possible collisions caused by bad drivers, drunk drivers, and poor weather. If you look ahead and keep your eyes moving, you will spot potential hazards more easily.

### LEARNING OBJECTIVES

- ▶ Driving Dangers: how crashes happen, statistics and high-risk driving times
- ▶ Safe Driving: definition of Defensive Driving and key attitudinal and behavioral concepts for safety
- ▶ Risk Awareness: risk awareness, risk mitigation and why taking risks causes skill failures

### WHO SHOULD ATTEND?

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This module is specially designed for all the employees driving in the organization.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## SCAFFOLD HANDLING IN WORKPLACES (SHW)

This course discusses the general requirements of scaffold safety as well the components, erection use and dismantling of supported and suspended scaffolds. It details more specific guidelines for safety erecting, using, and dismantling each type of scaffold. It also describes important guidelines for conducting safety inspections of supported and suspended scaffolds.

### LEARNING OBJECTIVES

- ▶ Understand the rules and regulations in scaffolding erection and dismantling.
- ▶ Define the access and working platform.
- ▶ Identify the scaffold erection and dismantling planning.
- ▶ Apply the materials handling process, proper wearing of the equipment and PPE.
- ▶ Analyze the scaffolding parts and checklist.
- ▶ Evaluate the fall protection of scaffolding.
- ▶ Erect sample independent scaffold.

### WHO SHOULD ATTEND?

This module is specifically designed for the scaffolds team (construction and cleaning companies), Site Supervisors, Site Managers and HSE professional.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## WORKING IN CONFINED SPACES (WCS)

This Confined Space Training is ideal for those whose job involves working in poorly ventilated, confined spaces. Whether you work there all the time or only on some occasions, this Confined Space Training will equip you with the knowledge you need to spot hazards, properly follow safety instructions, and keep yourself and others safe whilst working in confined spaces.

### LEARNING OBJECTIVES

- ▶ Apply moderation expertise: Confidently utilize moderation practices in an outcomes-based assessment environment. (Highlights application)
- ▶ Build a robust system: Design and implement an internal assessment and moderation system for optimal effectiveness. (Focuses on creation)
- ▶ Master the moderation cycle: Navigate the planning, preparation, and execution of moderation activities across all necessary stages. (Emphasizes the process)
- ▶ Drive continuous improvement: Critically evaluate and refine moderation systems and processes to ensure ongoing effectiveness.

### WHO SHOULD ATTEND?

The course is designed for a range of professionals, including:

Underground engineer  
 Water distribution/Sewerage process operator  
 Water/Wastewater treatment plant operator  
 Boiler/plant room maintenance

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## PERMIT TO WORK (PW)

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Permits to Work (PTW) are a formal, documented way of controlling hazardous activities such as Hot Works; Confined Space Entry; Live Electrical Works; Work on Machinery; Work at Height etc. The permit to work is a key element of the safe system of work which employers can use to help control the works and therefore manage the risks and hazards associated with the specified activity.

### LEARNING OBJECTIVES

- ▶ Master Statutory Compliance: Confidently demonstrate adherence to relevant permit to work legislation.
- ▶ Navigate Permit Systems: Build a strong foundation in permit to work systems, complementing safe systems of work.
- ▶ Empower Teams: Understand and communicate the responsibilities of both employers and employees regarding permits.
- ▶ Craft Effective Permits: Learn to create comprehensive permits that effectively manage and control high-risk activities.

### WHO SHOULD ATTEND?

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This module is specifically designed for the employees in industries that deal with hazardous processes, such as construction and manufacturing. Other industries that handle a bigger risk and put employees in situations where they can potentially get hurt.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests

The background of the entire page is a photograph of a woman with dark, curly hair and glasses, wearing a grey short-sleeved top. She is smiling and looking towards the camera while holding a black pen over a tablet or piece of paper. In the background, a man in a white shirt and tie is seated at a desk, looking down at his work. The setting appears to be a classroom or training room.

# **Education & Training**





## COACHING AND MENTORING SKILLS (CMS)

Being a leader comes with many challenges, one of them being, not having anyone above your level to ask for guidance. For example; How can you make sure you are more effective? How can one introduce standards such as the ISO 9000 series in your processes? How do you get results when the leadership role keeps changing due to rapid changing demands? The corporate world today is in fast pace, and the new generation of workers change jobs more frequent, leaving you in constant retraining mode, demanding you to produce quality results with new staff all the time. This course will equip you with skills to be a more effective leader through building your coaching and mentoring skills. How? By communicating well enabling you to break down obstacles and misunderstandings to improve performance. Coach underachievers to levels in harmony with organisation policy and turn good workers into high achievers!

### LEARNING OBJECTIVES

- ▶ Understand the meaning of coaching and mentoring
- ▶ Appreciate the importance of coaching and mentoring
- ▶ Gain insight into the practical side of coaching and mentoring within the organization and work practice
- ▶ Understand the differences between coaching and mentoring
- ▶ Describe the correct environment for coaching and mentoring

### WHO SHOULD ATTEND?

The course targets individuals in an organisation who are tasked with supervision and managing teams in production or service provision.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## TRAIN THE TRAINER (TTT)

Today's ever evolving business processes thrive on teams which are always ready to provide the required new skillset. PolyNew Training Services course Train the trainer does not only prepare your corporate trainers, but also provides powerful skill sets and opportunity for growth and development for supervisors and managers who act as instructors in their respective roles. Enabling your organisation to stay competitive and relevant in the market.

### LEARNING OBJECTIVES

- ▶ Train the Trainer
- ▶ Training design and delivery
- ▶ Presentation
- ▶ Non-verbal communication
- ▶ Public speaking
- ▶ Rapport building
- ▶ Listening skills

### WHO SHOULD ATTEND?

This module is specifically designed for Officers, specialists, team leaders, business partners, line managers and trainers involved in classroom and on-the-job training.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## PRINCIPLES OF EARLY CHILDHOOD EDUCATION (PECE)

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The prime purpose of the course is to enlighten and introduce participants on how they can understand early childhood education and create the foundation for children to primary school education. Principles of Early Childhood Education is designed to highlight critical issues that arise from the work situation and what the early educators/ teachers need to know about improving education at the work stations.

### LEARNING OBJECTIVES

- ▶ Understand the meaning of Early Childhood
- ▶ Appreciate the importance of being Early Childhood Educator
- ▶ Gain insight as to what the early education foundation entails to the children
- ▶ Understand the proper ways of sharing and imparting knowledge to the children
- ▶ Understand the right ways for special education to children with disabilities

### WHO SHOULD ATTEND?

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This module is specifically designed for Early Childhood trainers, Pre-School and Primary School Teachers who are looking for continuing professional development, refreshing knowledge, or exploring a new area of interest.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## CULTURE AWARENESS AND SENSITIVITY TRAINING (CAST)

Cultural sensitivity training raises awareness of the nuances of cross-culture communication, and the importance of words, actions, gestures, and body language in cultivating relationships with different people and groups.

### LEARNING OBJECTIVES

- ▶ Explore different cultures and show how they compare and shape beliefs, practices and behavior in organizations and among people
- ▶ Investigate how dominant cultures relate with societal beliefs and apply developmental cultural competencies
- ▶ Identify different cultures and show how one may relate with them
- ▶ Manage intercultural conflicts and recognize enablers and constraints to effectively communicate
- ▶ Demonstrate an understanding of cultural interactions and daily contexts

### WHO SHOULD ATTEND?

This module is specially designed for both public and private sector employees.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## POST RETIREMENT PLANNING & INVESTMENT (PRPI)

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Participants are equipped with life skills that extend beyond the workplace, and they are psychologically prepared to deal with unexpected circumstances. For maximum fulfillment and satisfaction, the retirement journey must be navigated with appropriate knowledge, skills, and abilities.

### LEARNING OBJECTIVES

- ▶ Demonstrate understanding of how to evaluate retirement options and make informed decisions
- ▶ Investigate and apply techniques used in evaluating investment management options
- ▶ Demonstrate knowledge in risk management and estate planning techniques

### WHO SHOULD ATTEND?

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This module is specially designed for individuals employed in private and public sector.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



# Productivity

High productivity can lead to high profits for an organisation and high income for individuals. Bench marked on high Return on Investment in our operations, productivity is a priority to us, and we want the same for you! Below we have put together key course areas to help you achieve or exceed your production targets.



## INVENTORY MANAGEMENT AND CONTROL (IMC)

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Any business with inventory must ensure they never order too many or too few materials, and that they never place an order too early or too late. Making these inventory management mistakes can result in running out of products, or overspending on holding and ordering costs, unsatisfied customers and wasted time which is bad for business. PolyNew Training Services will equip with you the best inventory models available, to ensure your goods and services flow to your customers without delay.

### LEARNING OBJECTIVES

- ▶ Comprehend the dynamics of inventory management's principles, concepts, and techniques as they relate to the entire supply chain (customer demand, distribution, and product transformation processes).
- ▶ Understand the methods used by organizations to obtain the right quantities of stock or inventory.
- ▶ Familiarize themselves with inventory management practices.

### WHO SHOULD ATTEND?

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This course is designed for supply chain, purchasing and manufacturing professionals, as well as warehouse and production managers, transportation managers and industrial engineers.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## TOTAL QUALITY MANAGEMENT (TQM)

Businesses that want to grow in size and market share need a quality management system to remain economically relevant in the future. PolyNew Training Services will help you solve the following; product stagnation due to lack of continuous improvement processes, decreased productivity and increased skilled staff losses due to workforce becoming disengaged, losing customers due to poor client satisfaction programs, lack of business growth due to lack of document control measures and lack of access to top-tier clientele due to not having a formalised quality management system. All these are based on the idea that all “employees continuously improve their ability to provide on-demand products and services that customers will find of particular value.

### LEARNING OBJECTIVES

- ▶▶ Problem solving
- ▶▶ Applying quality tools
- ▶▶ Selecting quality models and systems
- ▶▶ Using Lean and Six Sigma applications
- ▶▶ Change management
- ▶▶ Understanding ISO systems
- ▶▶ Applying benchmarking

### WHO SHOULD ATTEND?

This module is specifically designed for individuals, managers, supervisors and all those who are engaged in quality models, awards, ISO and TQM implementation as well as improving organizational performance.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests





## CREDIT CONTROL AND MANAGEMENT (CCM)

Bad debts and cashflow issues are two critical reasons why most businesses fail, and it's vital to have skilled personnel to keep an eye on that area. Also many customers will not pay you until they are reminded to! It's human nature that's the way it is. It puts one in a tricky and uncomfortable conversation when the issue is left unattended for too long, making the debt difficult to collect this leaves you at higher risk of having a bad debt. PolyNew Training Services equips you with specialist skills together with knowhow on developing the right systems and processes to put in place at the business, to collect even from late paying customers whilst at the same time creating good relationships and rapport with them.

### LEARNING OBJECTIVES

- ▶ Explain the meaning of credit management
- ▶ Understand the importance of terms and conditions of contracts
- ▶ Make the trainees appreciate the ways of developing a contract
- ▶ Explain what needs to be done before giving credits
- ▶ Explain importance of proper finance management

### WHO SHOULD ATTEND?

This course is designed for all members of staff from management, supervisors to the staff on the shop floor.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EFFECTIVE TIME MANAGEMENT (ETM)

If you find yourself and colleagues consistently working overtime or having to contact clients just to push back deadlines, then it's time to re-evaluate how you work. Letting this situation continue is dangerous territory - a place where everything from job performance to employee psyche will suffer, resulting in time wasting and serious loss of money. PolyNew Training Services equip you with skills to eradicate lack of focus and prioritisation, missing deadlines and appointments, poor quality work, wasted time, lack of professionalism, strained relationships, wasted meeting time, financial penalties.

### LEARNING OBJECTIVES

- ▶ Time management challenges and assesment
- ▶ Improve the use of team time
- ▶ Personal effectiveness
- ▶ Stress symptoms and causes
- ▶ Stress management techniques

### WHO SHOULD ATTEND?

This course is designed for all members of staff from management, supervisors to the staff on the shop floor.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EFFECTIVE TEAM BUILDING SKILLS (ETBS)

To reap the rewards of higher productivity and high profits, one has to be exposed to effective teamwork with less internal struggles and coupled with a more enjoyable work experience. Without a functioning team, employee motivation decreases, conflicts emerge, and communication challenges wasting time, ultimately your organisation's success is jeopardised. PolyNew Training Services thrives to help you build better functioning teams enabling effective conflict resolution, innovation, clear communication to drive results and organisation profits.

### LEARNING OBJECTIVES

- ▶ Identify skills of effective team leaders
- ▶ Leading others
- ▶ Building a high performance team
- ▶ Inspiring teams to better performance
- ▶ Sustainable strategies for improving team relationships
- ▶ The team leader's role in managing change
- ▶ Understanding motivational needs

### WHO SHOULD ATTEND?

This course is designed for all members of staff from top management to members on the shop floor.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EMOTIONAL INTELLIGENCE (EI)

Today's business world demands that emotional intelligence skills be a vital component of management philosophy. This being shown by the fact that companies are no longer just competing with products anymore, but also with how well they use and manage their people. Why and how? High emotional intelligence helps individuals to communicate better, reduce their anxiety and stress, diffuse conflicts, improve relationships, empathise with others, and effectively overcome life's challenges. PolyNew Training Services focuses on improving these areas by enlightening and building self-awareness, self-regulation, internal motivation, empathy and social skills.

### LEARNING OBJECTIVES

- ▶ Understand the meaning of Emotional Intelligence
- ▶ Appreciate the importance of managing emotions
- ▶ Gain insight as to what will happen if the emotions are not solved effectively in the organization.
- ▶ Understand and manage negative emotions when working as group
- ▶ Describe the right ways to solve problems arise through different emotions

### WHO SHOULD ATTEND?

Food handlers, Restaurant managers, General staff in hotels, Butchery staff, Food hygiene consultants, Government and Private Sector employees, Mining and General staff.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EFFECTIVE PERFORMANCE IMPROVEMENT (EPI)

Effective performance management is essential to business, it helps the organisation align employees, resources, and systems to meet strategic objectives. You can think of it as a dashboard for providing an early warning of potential problems and allowing managers to know when they must make adjustments to keep business on track. With ever changing technologies, markets and competitive environments an organisation can be left numb not knowing how to respond. PolyNew Training Services through custom developed programmes can enlighten you on shortfalls of the current systems if any or help you have a clear understanding of the process of developing an Effective Performance Management Plan.

### LEARNING OBJECTIVES

- ▶ Understand the meaning of performance Improvement
- ▶ Appreciate the importance of performing well
- ▶ Gain insight as to what should be done to people who are not performing well.
- ▶ Understand the right and wrong things in the organization
- ▶ Describe the right procedures to increase productivity

### WHO SHOULD ATTEND?

The module targets accounts officers, purchasing officers, marketing officers, department heads, senior supervisors, managers and others who need to develop or sharpen their managerial skills.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## INTERNATIONAL PUBLIC SECTOR ACCOUNTING STANDARDS (IPSAS)

IPSAS has been developed to enhance the quality, consistency, and transparency of public sector financial reporting worldwide. Issued by the International Public Sector Accounting Standards Board (IPSASB), they are cash-based standards and accruals standards used for the preparation of general-purpose financial statements by governments and other public sector entities around the world.

This training course is intended to enable the participants to understand IPSAS and the framework for public sector accounting. The training course provides an overview of the most important requirements for preparing financial statements and disclosures under IPSAS, with specific insight.

### LEARNING OBJECTIVES

- ▶ Identify how IPSAS will fit with their organization
- ▶ Unpack the rationale of introducing IPSAS
- ▶ Comprehend the core IPSAS values
- ▶ Explain the key differences in the new standards
- ▶ Recognize what compliant statements will look like
- ▶ Deploy key strategies for migration to IPSAS standards
- ▶ Set clear steps towards implementation
- ▶ Adopt IPSAS disclosure requirements, including accounting policies

### WHO SHOULD ATTEND?

This module is specifically designed for personnel working in public sector finance and accounting, professionals responsible for auditing or working with public sector, corporate directors and compliance officers.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## FINANCIAL TECHNOLOGY (FINTEC)

This short course provides expert guidance and insight into the shifting nature of the financial sector. The course will enable you to understand, execute and possibly develop disruptive financial innovations using appropriate tools and techniques. You will be able to demonstrate analytical skills to create, manage and interrogate large data sets applicable to the finance sector and build up a critical awareness of current issues in the fintech landscape. A range of programming tools will facilitate live implementations of financial models and allow you to analyse and evaluate investment decisions and data.

### LEARNING OBJECTIVES

- ▶ Demonstrate knowledge of key theoretical finance and economic concepts underpinning financial markets
- ▶ Understanding the fundamentals of technologies
- ▶ Understand financial, economic and regulatory frameworks
- ▶ Knowledge of alternative forms of finance
- ▶ Critically compare, contrast and evaluate the different machine learning techniques in terms of their applicability to solving problems in finance
- ▶ Have an in-depth understanding of the relationships existing among the key global financial systems
- ▶ Demonstrate an appreciation of the role played by policies in shaping financial services delivery and financial markets
- ▶ Critically evaluate markets by being able to competently present arguments on the criticisms of the current set up
- ▶ Demonstrate an appreciation of the social dimensions of technology use in financial markets

### WHO SHOULD ATTEND?

This module is specifically designed for business decision makers, financial professionals, and senior management professionals to better contextualize, interpret, and respond to the transformed financial services industry

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## LEADING THROUGH UNCERTAINTY (LTU)

Disruptive change creates uncertainty and we resist it because it is uncomfortable. Uncertainty generates a range of emotions, polarises opinions and can lead to relationships breaking down. It requires great skill and flexibility to lead through uncertainty.

Uncertainty generates a range of emotions, polarises opinions and can lead to work relationships breaking down. It requires great skill and flexibility to lead through uncertainty. It is also an opportunity for leaders and teams to do meaningful work that makes a difference.

### LEARNING OBJECTIVES

- ▶ Support others through the times of uncertainty
- ▶ Identify patterns of response to uncertainty, looking at those that are agile
- ▶ Recognise how uncertainty impacts differently on different people
- ▶ Enable a growth mindset during periods of uncertainty
- ▶ Communicate hard truths and tough solutions honestly
- ▶ Develop imperfect solutions
- ▶ Reassure people appropriately during times of change or uncertainty
- ▶ Celebrate success to support positivity

### WHO SHOULD ATTEND?

This module is specifically designed for anyone in leadership or supervisory role in any organization or setup.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests





## STRESS MANAGEMENT STRATEGIES (SMS)

More and more people are encountering stress, overwork, and the pressure of time constraints in their lives. Some stress is actually good for you because it inspires you to meet life's challenges. Too much ongoing stress causes an almost continuous activation of your body's stress-response system. The overexposure to cortisol and other stress hormones can increase your risk of obesity, insomnia, digestive problems, heart disease, depression, memory impairment, and physical illness. It is important to recognize when we are in DISTRESS. This workshop will provide practical tips and techniques to help you achieve better results and health through the effective management of distress.

### LEARNING OBJECTIVES

- ▶ Support others through the times of uncertainty
- ▶ Identify patterns of response to uncertainty, looking at those that are agile
- ▶ Recognise how uncertainty impacts differently on different people
- ▶ Enable a growth mindset during periods of uncertainty
- ▶ Communicate hard truths and tough solutions honestly
- ▶ Develop imperfect solutions
- ▶ Reassure people appropriately during times of change or uncertainty
- ▶ Celebrate success to support positivity

### WHO SHOULD ATTEND?

Anyone under pressure who feels the negative impact of stress, and who wants to learn how to handle stress more effectively both in their work environment and personal lives.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## TALENT MANAGEMENT & SUCCESSION PLANNING(TMSP)

In this course, we discuss how to create value from an intangible asset that is measured as head count cost on the organizational balance sheet. We start with a brief overview of how Talent Management is more than a process of identifying high potentials for leadership development programs.

This leads to a conversation about how a large proportion of the employee population has unrecognized talent that is underutilized. Then, we explore how to put into place mechanisms to help employees explore, discover, and release their potential for the benefit of the organization. This course challenges the narrow focus of traditional talent management processes and provides practical steps line managers and Human Resource Managers can take to increase the utilization of human potential within their organization.

### LEARNING OBJECTIVES

- ▶ Demonstrate understanding of talent management and succession planning concepts and the activities and tools involved.
- ▶ Understand how companies approach TM and SSP in reality and challenges faced by HR practitioners.
- ▶ Adopt a process to develop a talent management strategy.
- ▶ Analyse employee data to identify talent risks.
- ▶ Develop a workable succession plan.
- ▶ Put in place implementable talent development plans.

### WHO SHOULD ATTEND?

Anyone interested in human resources, management, leadership, or related fields.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## COUNSELLING AND GUIDANCE(CG)

In Counseling and Guidance, we help individuals discover and develop their educational, vocational, and psychological potentialities and thereby to achieve an optimal level of personal happiness and social usefulness. Guidance is promotive and preventive whereas counselling is therapeutic. It helps your employees get a different view of their problems. This ultimately helps them understand things better and resolve issues quickly. Besides these, it also helps in better decision-making by employees, reduces attrition, and bring better employee engagement and experience.

### LEARNING OBJECTIVES

- ▶ Assess and diagnose the nature and intensity of day to day problems of the masses.
- ▶ Integrate psychological principles and therapeutic techniques.
- ▶ Develop skills to establish congenial “on the relationship” with the clients/ sufferers.
- ▶ Relate the circumstantial, environmental, social/organizational factors with ongoing problems.
- ▶ Have an understanding of and capacity to engage with issues relating to wider organizational & social contexts.
- ▶ Recognize the effectiveness of different practising techniques in sorting out the ongoing problems.

### WHO SHOULD ATTEND?

Trainers, community workers, and peer groups and general employees.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## ORGANISATIONAL-LEADERSHIP INDUCTION TRAINING(OLIT)

Labour relations can make or break an organisation and that is a simple fact. Without it, a chain of crippling events occur such as loss of skilled labour, low morale in staff leading to drop in production, wasted resources including legal risks. PolyNew Training Services brings on board principles which will assist the organisation build better relationships between employers and employees, build pleasant working environments, skills transfer programmes between new staff and long serving staff, empowerment and appreciation, and ways to investigate, mediate and resolve complains effectively.

### LEARNING OBJECTIVES

- ▶ How to dismiss an employee legally
- ▶ Implement proper procedures to manage labour effectively
- ▶ Explain the performance standards
- ▶ Understand the proper ways of conducting fair disciplinary processes
- ▶ Recognize the importance of motivation in the organisation.

### WHO SHOULD ATTEND?

This course is designed for all members of staff from management, supervisors to the staff on the shop floor.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## REMUNERATION STRATEGY FOR HR MANAGEMENT(RSHM)

The remuneration strategy differentiates the organization on the job market and builds the attractiveness of the company for the top talents. They love to be hired by the attractive organization; they do not like to be hired by the average company offering the same conditions as any other average organization in the industry. Establishing a remuneration strategy can also be important in promoting and rewarding those behaviors that the organization sees as critical for success.

### LEARNING OBJECTIVES

- ▶ Define remuneration strategy
- ▶ Importance of alignment in compensation
- ▶ Explore the importance of equity and fairness in compensation
- ▶ Explain the importance of performance management
- ▶ Explore the objectives of compensation
- ▶ Explain the ways of organizational commitment

### WHO SHOULD ATTEND?

This module is specially designed for every individual who needs to understand Remuneration Strategy for Human Resources management and achieving implications of their day-to-day decisions and the impact they have on their life when working with other employees.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## WORKFLOW SIMPLIFICATION TRAINING (WST)

The module will especially focus on producing and simplifying procedures. Simplification of Work Processes and Procedures course will provide the participants with international best practices which will help them understand the causes of complexity and identify areas for improvement by focusing on eliminating waste, simplifying procedures, and standardizing and automating opportunities. This module is also supported by views of stakeholders contained in needs analysis report.

### LEARNING OBJECTIVES

- ▶ Demonstrate understanding of how to design and implement simplification of work process and procedures that contribute to organizational performance
- ▶ Demonstrate in-depth knowledge of simplification of work processes and procedures
- ▶ Implement the end-to-end stages of work simplification
- ▶ Demonstrate an understanding of how to simplify complex processes and procedures
- ▶ Demonstrate an understanding of how to analyze process flow charts with the aim of simplifying the procedure

### WHO SHOULD ATTEND?

This module is specially designed for employees, managers, analysts, business and policy makers, auditors, and any professional handling process flow.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests

A high-angle photograph of four diverse business professionals (three men and one woman) leaning over a table, intently studying architectural blueprints. They are dressed in professional attire. The scene is brightly lit, and various office items like a laptop, a smartphone, and a coffee cup are visible on the table.

# Effective Operations

Operational effectiveness is a core objective of any enterprise or entity, where we seek to maximise the efficient use of resources at our disposal. This could be in areas such as; to improve quality, productivity, competitiveness growth and certainty. At PolyNew Training Services we will assist you attain all the above mentioned objectives through the turn key courses.



## FINANCE FOR NON-FINANCE MANAGERS (FNFM)

Effective money management is vital for organisation survival and growth, however a lot of companies always find themselves in cash flow problems due to mismanaged finances. This is due to lack of decision harmony between accounting staff and the rest of the managers. Therefore it is critical that non-financial managers acquire comprehensive understanding of the key concepts of business finance for them to make effective decisions and get them closer to their ultimate goals and objectives. Therefore the Finance for non-finance programme from PolyNew Training Services enables professionals in non finance areas to gain extensive working knowledge of critical financial principles in an easy to follow manner.

### LEARNING OBJECTIVES

- ▶ Show understanding of basic principles of finance and Bookkeeping
- ▶ Demonstrate understanding in preparation and interpretation of financial statements
- ▶ Explain the various aspects of working capital management and determine the relevant ratios for their evaluation
- ▶ Outline the budget preparation process, prepare relevant budgets to their organisations
- ▶ Demonstrate their understanding on the application of Capital budgets in risk management.

### WHO SHOULD ATTEND?

This short course is designed for managers who are working in non-finance managerial positions. It is intended for managers who need to broaden their understanding of financial implications in their day to day decisions and the impact they have on the business.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests





## EFFECTIVE ENTERPRISE RISK MANAGEMENT (EERM)

The recent uncertain economic times due to pandemics and other factors have had major effect on how companies should operate from now going forward. Even companies which used to operate smoothly with the help of mere forecasts and projects, should now refrain from making business judgements that are cast in stone. It's time for companies to renew focus to manage risk. PolyNew Training Services provides a deep insight on how to develop structures tailored to do more than just point out existing risk, but also how to calculate the uncertainties and predict their influence on a business.

### LEARNING OBJECTIVES

- ▶ Define Enterprise Risk Management (ERM)
- ▶ Risk management and corporate governance
- ▶ Risk management and corporate control environment
- ▶ ERM and its evolution
- ▶ Risk categories
- ▶ Explain the components of ERM

### WHO SHOULD ATTEND?

The module targets accounts officers, purchasing officers, marketing officers, department heads, senior supervisors, managers and others who need to develop or sharpen their risk managerial skills.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## ORGANISATIONAL LABOUR MANAGEMENT (OLM)

Labour relations can make or break an organisation and that is a simple fact. Without it, a chain of crippling events occur such as loss of skilled labour, low morale in staff leading to drop in production, wasted resources including legal risks. PolyNew Training Services brings on board principles which will assist the organisation build better relationships between employers and employees, build pleasant working environments, skills transfer programmes between new staff and long serving staff, empowerment and appreciation, and ways to investigate, mediate and resolve complains effectively.

### LEARNING OBJECTIVES

- ▶▶ How to dismiss an employee legally
- ▶▶ Implement proper procedures to manage labour effectively
- ▶▶ Explain the performance standards
- ▶▶ Understand the proper ways of conducting fair disciplinary processes
- ▶▶ Recognize the importance of motivation in the organisation.

### WHO SHOULD ATTEND?

This course is designed for all members of staff from management, supervisors to the staff on the shop floor.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## BUSINESS ETIQUETTE (BE)

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Simply put it's all about conveying the right image and behaving in an appropriate way. For business, this is more than important as it creates a professional, mutually respectful atmosphere and improves communication, which helps an office serve as a productive place. PolyNew Training Services will equip you with the skills to understand your industry so as to develop the right set of rules, that govern the way people interact with one another in business, with customers, suppliers, and with other stakeholders.

### LEARNING OBJECTIVES

- ▶ Understand the meaning of Business Etiquette
- ▶ Appreciate the importance of work Etiquette when working
- ▶ Insight as to what are the right and wrong things to do when doing work.
- ▶ Understand the right things and wrong things in the organization
- ▶ Describe the right procedures in working environment which will increase business

### WHO SHOULD ATTEND?

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This course is designed for all members of staff from management, supervisors to the staff on the shop floor.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## LEADERSHIP AND MANAGEMENT SKILLS (LMS)

The training will empower managers with skills to; eliminate conflicting priorities, build effective teams to remove interfunctional conflict, reduce honest conversation barriers, identify and resolve lack of coordination across the business functions. All areas which can severely affect the efficiency of the business process having negative impact on finances and productivity.

### LEARNING OBJECTIVES

- ▶▶ Planning and organizing
- ▶▶ Coordinating and controlling
- ▶▶ Managing and motivating employees
- ▶▶ Coaching employees
- ▶▶ Decision making
- ▶▶ Creative thinking and problem solving
- ▶▶ Defining mutual expectations and accountabilities

### WHO SHOULD ATTEND?

The module targets department heads, senior supervisors, managers and others who need to develop or sharpen their managerial skills.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## WORKPLACE ETHICS (WE)

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Without work place ethics an organisation is destined for disaster. Workplace ethics encompass how employees govern themselves and their overall work attitude, which can negatively affect production. . Thus, we will assist you to make sure employees feel a strong alignment between their values and those of the your business. Poly-New Training Services work ethics program will help you develop your ability to recognize and promote ethical decisions in the workplace, and identify ethical and unethical actions and behaviors.

### LEARNING OBJECTIVES

- ▶ Understand the meaning of Work Ethics
- ▶ Appreciate the importance of work ethics on the conduct of work
- ▶ Gain insight as to what are the right and wrong things to do when doing work
- ▶ Understand the right and wrong things in the organization
- ▶ Describe the right procedures in working effectively

### WHO SHOULD ATTEND?

---

This course is designed for all members of staff from management, supervisors to the staff on the shop floor.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## ENTREPRENEURSHIP AND BUSINESS SETUP (EBS)

There is nothing as frustrating as having the drive and all the greatest ideas, but not knowing how to start building your empire. This is usually overwhelming for new entrants as it has so many variables which cause so much confusion and frustration, sometimes to a point of quitting with heavy losses. That's where we come in. At Polynew Training Services we will break entrepreneurship into few simple and smaller units to deal with key factors such as how to raise enough capital, productive use of time, develop motivation strategies and know when to brainstorm without getting overwhelmed.

### LEARNING OBJECTIVES

- ▶ Understand the meaning of entrepreneurship
- ▶ Appreciate the importance of setting up of business
- ▶ Gain insight into the practical side of a bankable business plan
- ▶ Understand the different ways of marketing products
- ▶ Describe the correct ways to price the products and services
- ▶ Knowledge on registration and compliance processes

### WHO SHOULD ATTEND?

This course is designed for an entrepreneur or anyone thinking of setting up their own business.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## SPORTS MANAGEMENT (SM)

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Sport has evolved into a full-fledged and practical career option in this modern day. Thus, athletes need to take pro-active interest in their affairs holistically, during and after their career. During their career sportsman need to understand their finances, adopt good habits, exercise professionalism and also think about investment. At the same time developing a clear plan on how they are going to transition from active sports after their career. PolyNew Training Services will impart skills enabling sports men and women to prolong their active years, realise maximum value out of their active career and to prepare for transition after active years.

### LEARNING OBJECTIVES

- ▶ Physical and psychological aspects of sports performance
- ▶ Professionalism and dealing with pressure
- ▶ How to take control of own nutrition and injuries
- ▶ Career Transition – Preparing for Future Success
- ▶ Understanding finances and building good habits and clear solid investment approach

### WHO SHOULD ATTEND?

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This module is specifically designed for anyone who is active in sports or planning to build a career in sports.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## CORPORATE SUPERVISORY SKILLS (CSS)

History has shown time and again that bad management has caused organisations to permanently close their doors. The results of toxic, misguided leadership reach far and wide. Whilst from the positive end a good supervisor elevates team performance and encourage every member to perform well, effectively meeting company goals, and it's a skill which can be learnt with the right guidance. At PolyNew Training Services depending on the needs of the company, as well as the direction in which they want to take the business, we can tailor the training and create targeted, effective training that will offer not only results, but measurable Return on Investment (ROI).

### LEARNING OBJECTIVES

- ▶ Explain the meaning of corporate supervision to make employees effective
- ▶ Appreciate the importance of supervision in the organization
- ▶ Gain insight into the practical side of supervision
- ▶ Define the different ways of treating employees well in order to meet their expectation
- ▶ Explore the correct ways to handle the different problems experience by the employees

### WHO SHOULD ATTEND?

This course is suitable for those who are new to management or people who have been managers for some time but want to refresh themselves on core management skills and ensure that they are up-to-date with management techniques.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests





## MICROSOFT EXCEL LEVEL 1 TO 3 (MSEXCEL)

The world we live in is driven by data and important decisions are taken based on data. But, for all this to be possible the data has to have meaning and be properly presented for analysis. Microsoft Excel presents a handy solution to store and organise many data sets. As if that's not enough excel facilitates smooth and easy data entry compared to any other data entry and analysing tools.

### LEARNING OBJECTIVES

- ▶ Master the more advanced functions of Excel
- ▶ Should be able to produce more sophisticated and clear reports
- ▶ Perform complex mathematical calculations by using relevant and advanced functions, thereby saving time and improves productivity.

### WHO SHOULD ATTEND?

This module is specifically designed for accountants, teachers, record keepers, managers and any one who needs data to create reports.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## PROJECT MANAGEMENT SKILLS(PMS)

Good project managers know how to take control and lead others effectively. Project managers have to be able to take charge and maintain order and progress in a business. When prospective customers can see that there is clearly someone in control, they will be more apt to become active customers and ultimately their confidence will increase. PolyNew Training Services thrives to build successful project managers through coaching benchmarked on communication and interpersonal skills, ability to negotiate and resolve conflicts skills, team building and team leader skills.

### LEARNING OBJECTIVES

- ▶ Understand what is meant by a project
- ▶ Explain what project management means
- ▶ Identify benefits of projects
- ▶ Identify the phases of a project's life cycle and apply a simple lifecycle to a project in order to break in into easily manageable stages.
- ▶ Plan projects using statement of work and Work Breakdown Structure (WBS)
- ▶ Schedule projects activities and build the project network model
- ▶ Calculate project budgets and schedule variances using Earned Value (EV) techniques
- ▶ Select the right projects using capital budgeting techniques
- ▶ Relate to project stakeholders through better negotiation and communication skills

### WHO SHOULD ATTEND?

This module is specifically designed for those who are new to projects, or a non-project staff who wants to gain basic understanding of the project management systems, tools and processes.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EFFECTIVE OPERATIONS MANAGEMENT (EOM)

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Without Effective Operations Management decreased productivity across the board occurs, leading to lost revenue. Therefore, there is need for Effective Operations Management which helps the organisation achieve its sales and business objectives by producing goods and services that meet the need of consumers. Sales and profit will increase if the product satisfies the customers' needs. PolyNew Training Services, will enable you to effectively plan, organize, manage, control, and supervise the production and manufacturing processes of your organization.

### LEARNING OBJECTIVES

- ▶ Show understanding of operations management and how it can be improved
- ▶ Demonstrate understanding of the development of operations strategy and process design
- ▶ Demonstrate understanding of total quality and supply chain management principles
- ▶ Outline Just in Time (JIT) & Lean systems and inventory management techniques.

### WHO SHOULD ATTEND?

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This module is specifically designed for anyone who is in corporate leadership or intends to be, for example: team leaders, supervisors, executives, coordinators, specialists in operational related activities and managers.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EFFECTIVE CUSTOMER CARE (ECC)

No customer no business! Often most troubled businesses continue to focus on wrong things during their turn-around efforts, by focusing on money saving efforts neglecting the revenue side. How? By not starting from outside, the customer, and work in. PolyNew Training Services focuses on insights which bring about great customer experiences, bringing about many benefits to your organisation. Because happy customers will buy in more, recommend your business, increasing market share and revenue.

### LEARNING OBJECTIVES

- ▶▶ Defining and appreciating the customer.
- ▶▶ Importance of the internal customer.
- ▶▶ Customer service as a strategic imperative.
- ▶▶ Customer satisfaction surveys and other vital tools.
- ▶▶ Service Level Agreements (SLAs).
- ▶▶ Customer complaints and service recovery.
- ▶▶ Key performance indicators (KPIs) for customer service.

### WHO SHOULD ATTEND?

The module targets Accounts, Purchasing Officers, Marketing Officers, Public Relations, Human Resources, Frontdesk, Customer Support and members of staff who are in contact with clients.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## CHANGE MANAGEMENT SKILLS (CMS)

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The Change Management Skills course equips learners with a comprehensive toolkit for solution design in the form of sustainable change management. This course offers a theoretical and practical focus that ensures change becomes embedded at every level in any organisation. Learners will be exposed to a number of industry change management models, diagnostic tools, and real-world case studies. By the end of this course, learners will be equipped with the skills to successfully anticipate, articulate, and act with the goal of building your organisation's competency for change.

### LEARNING OBJECTIVES

- ▶ How the process of organizational change or transformation occurs.
- ▶ The roles needed to assemble teams most likely to achieve successful organizational change.
- ▶ How people react to organizational change and how to help them adapt.
- ▶ Developing strategies to keep people motivated while an organization undergoes change.
- ▶ The different types of change process e.g. planned and emergent change.
- ▶ How to keep stakeholders engaged while an organization undergoes change.

### WHO SHOULD ATTEND?

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This module is specifically designed for team members involved in organisational change, transition or transformation projects.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## BUSINESS STRATEGY PLANNING (BSP)

Every organization has an internal and an external environment that is interdependent. The continuous evolution and interaction of internal environment components and the dynamic and chaotic nature of the external environment occasioned by constant changes in socio-cultural-demographic factors, competition, political-legal aspects and technology have made strategic management popular in realizing a firm's strategic choices and strategic position in search of excellent performance. The contingency theory postulates that organizations are open systems and there is no one best way of managing an organization. Strategic planning is a competitive move and a business approach that managers make use of in order to achieve the targeted levels of performance, grow the business, conduct operations, attract and please customers and compete successfully.

### LEARNING OBJECTIVES

- ▶ Identify strategic planning issues in order to develop a unique competitive advantage
- ▶ Learn key analytical and conceptual approaches to expand your understanding of the marketplace
- ▶ Align your organization with your strategic planning goals by integrating strategy, objectives, metrics, and performance
- ▶ Identify evolving strategic patterns and generate ideas on how they can be applied to your organization
- ▶ Incorporate customer needs into your strategic planning
- ▶ Use a case study to examine the strategic planning process
- ▶ Recognize how the actions of customers, competitors, and your own company determine the outcomes in your markets
- ▶ Determine the best approach to effectively implement your strategic planning

### WHO SHOULD ATTEND?

This module is specifically designed for executives, senior managers, division leaders, and professionals who guide and implement strategic planning processes and write strategic business plans.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## BUSINESS INTELLIGENCE (BI)

This course will introduce the key concepts of business intelligence, data integration, data warehousing, data virtualisation and data mining through a case study of a fictitious retail company, consisting of multiple branches, that aims to consolidate its view of the business, establish a consistent way of reporting on key performance indicators, and gain a competitive advantage by leveraging the power of data integration and analysis.

### LEARNING OBJECTIVES

- ▶ Describe the concepts and components of Business Intelligence (BI).
- ▶ Critically evaluate use of BI for supporting decision making in an organisation.
- ▶ Understand and use the technologies and tools that make up BI (e.g. Data warehousing, Data reporting and use of Online analytical processing (OLAP)).
- ▶ Understand and design the technological architecture that underpins BI systems.
- ▶ Plan the implementation of a BI system.

### WHO SHOULD ATTEND?

This module is specifically designed for anyone with an interest in the effective use of business intelligence e.g. Project Managers, Business Analysts, Marketing Directors, Database Analysts and Database administrators.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EFFECTIVE SALES AND PRESENTATION SKILLS (ESPS)

The aim of this course is to take participants through the entire presentation process from a modern context in delivering business presentations. The course is practical and loaded with lots of examples and role-plays to get participants to stand and deliver an impressive keynote to get that business deal.

### LEARNING OBJECTIVES

- ▶ Identifying the key elements of a winning proposal and crafting your presentation around them
- ▶ Delivering your presentation in a way that is easy to understand and highlights key messages
- ▶ The essential elements of using presentations to win new business
- ▶ To learn the techniques of delivering a business presentation
- ▶ Understand the key messages and how to pitch them
- ▶ Understand the changing marketing strategies and corporate image
- ▶ Understand how to put together a well-crafted selling message

### WHO SHOULD ATTEND?

This module is specifically designed for anyone involved with presentations from sales team, new managers and executives.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests





## BUSINESS ANALYSIS & DATA VISUALISATION (BADV)

Business Analytics utilises data to draw insights, helping inform a business' decisions with improved accuracy and efficiency. In today's era of customer-centricity, it's vital that organisations use data to drive unique and valuable products and experiences for their customers and set themselves apart from the competition.

Our Business Analysis and Data Visualisation course helps remove the clutter of complex information and allows you to build powerful at-a-glance dashboards that tell your data's story and monitor the progress of your company performance at all levels: strategic, tactical and operational.

### LEARNING OBJECTIVES

- ▶ Introduction to data analytics
- ▶ Business applications
- ▶ Market research
- ▶ Spreadsheets, metrics, modelling in Excel
- ▶ Data visualisation Introduction to data analytics
- ▶ Business applications
- ▶ Market research
- ▶ Spreadsheets, metrics, modelling in Excel
- ▶ Data visualisation

### WHO SHOULD ATTEND?

This module is specifically designed for those who work in banks, tech, finance, healthcare, government, or any other industry.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## CYBER SECURITY IN MODERN BUSINESSES (CSMB)

The course introduces the key elements of cybersecurity management, from both a local and international perspective. Learn to become the defender of sensitive company data and learn how to make sound decisions to support your organisation in both thwarting attacks and responding appropriately to incidents. Those new to the industry or within administrative or information security roles will gain the latest knowledge of cybersecurity and develop a competitive edge within the growing job market. Management professionals will explore the regulations and legislation that affects cybersecurity, and learn to develop dedicated cybersecurity training programmes and incident policies.

### LEARNING OBJECTIVES

- ▶ An understanding of the fundamental principles of cybersecurity management and the relevant legislative environment.
- ▶ The ability to evaluate cybersecurity risks, and analyse corporate information security policies.
- ▶ The skills to design a secure network model and a suitable incident response plan for an organisation.
- ▶ Insight into cybersecurity software and hardware products, and knowledge of the measures that can be implemented to protect a business from cyber threats.

### WHO SHOULD ATTEND?

This module is specifically designed for employees at all levels, both technical and managerial, who currently work within cybersecurity.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## STAKEHOLDER MANAGEMENT (SM)

Stakeholder management creates positive relationships with stakeholders through the appropriate management of their expectations and agreed objectives. Stakeholder management is a process and control that must be planned and guided by underlying principles. The goal of the course is to give learners the tools to initiate a project plan, manage both internal and external stakeholders and relationships, organize their team, develop a project charter, and build a business case for a project.

Stakeholder Management will equip learners with the knowledge and capacity to correctly identify and analyse stakeholders, evaluate and prioritise vested interests, and manage relevant relationships in organisation's business environment. Given the increasing awareness and value of different publics, the knowledge that will be acquired through this course will lend itself to the maximisation of results and minimisation of problems in creating a sustainable organisational endeavour.

### LEARNING OBJECTIVES

- ▶ Perform a project assessment using information from previous projects and lessons learned
- ▶ Identify key deliverables based on business requirements while managing customer expectations
- ▶ Perform a stakeholder analysis and create a management plan
- ▶ Do a stakeholder mapping
- ▶ Create a project charter
- ▶ Explain the business case for a project and do the necessary work for each project.
- ▶ Inform stakeholders of the charter and ensure all parties know the deliverables and expectations

### WHO SHOULD ATTEND?

This course is ideal for you if you are a supervisor, manager or anyone involved in managing stakeholder relationships.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## FORKLIFT TRAINING (FT)

Forklifts are the most widely used pieces of equipment for lifting and moving heavy loads. Many industries such as agriculture, warehousing, and construction use one or more types of forklifts for handling heavy materials at the job site. However, operating a forklift requires a lot of skill as it can be dangerous to work with heavy equipment without specialized training, for the operator as well as others around them.

### LEARNING OBJECTIVES

- ▶ Forklift safety analysis and pre-operation checks.
- ▶ Job site awareness and hazard analysis.
- ▶ Principles of capacity, stability, and load management.
- ▶ Engine, motor, and other controls in the lift truck.
- ▶ Procedures to start and shut down the equipment safely specific to the forklift the operator will be authorized to operate.
- ▶ Best practices on steering control and manoeuvrability.
- ▶ Refuelling and recharging methods.
- ▶ Identifying warnings and preventative maintenance on the forklift.
- ▶ Hands on operating skills

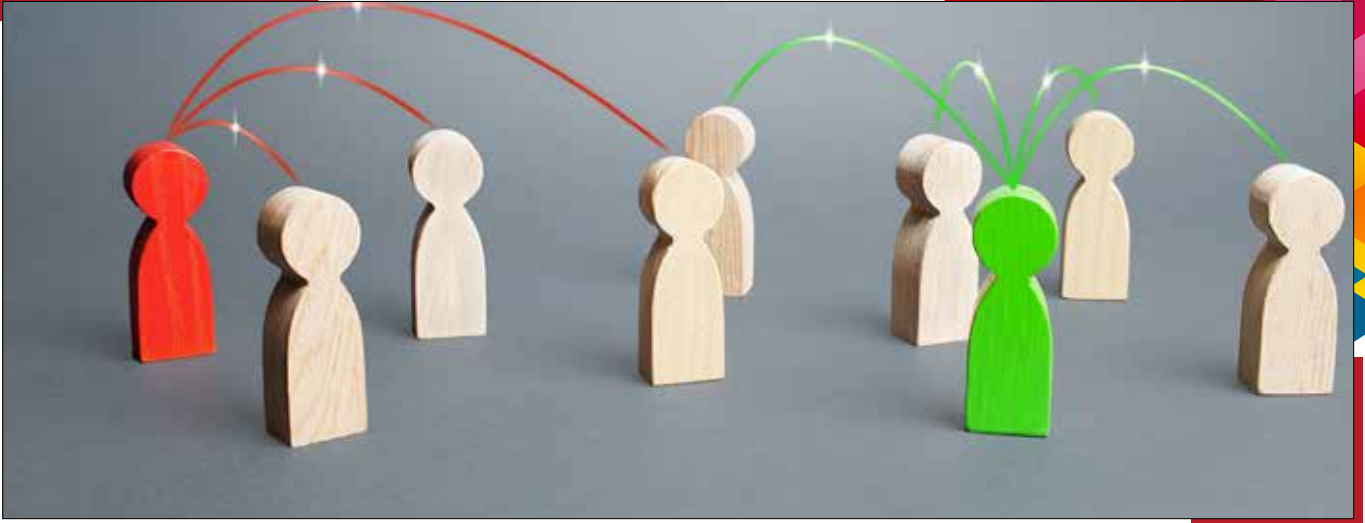
### WHO SHOULD ATTEND?

This module is specifically designed for anyone who wants to be employed in areas which will require the use of forklift machinery.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## PUBLIC RELATIONS AND CRISIS MANAGEMENT (PRCM)

Many businesses are competing for attention. But, unlike intrusive and irritating advertising, PR earns people's attention. How? By providing and delivering value. A talented communicator shares useful, educational, inspiring, or compelling content. And a smart communicator knows how to convey a brand's higher purpose. In your mix of activities, public relations is another way to reach your audience. It helps build awareness and create a positive image of your business.

### LEARNING OBJECTIVES

- ▶ Define the meaning of public relations
- ▶ Explain the impact of public relations
- ▶ Explain the meaning of public relations stakeholders
- ▶ The importance of media in public relations
- ▶ Explain the meaning of crisis management

### WHO SHOULD ATTEND?

This module is specially designed for individuals who needs to understand Public Relations and Crisis Management and achieving implications of their day-to-day decisions.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## DATA AND INFORMATION MANAGEMENT AND PROTECTION (DIMP)

Good record and information management is extremely necessary as it fosters effective business operations and improves efficiency and transparency. The outreach of public sector organisations, in terms of the services they offer, is vast and extends across the public.

With this wide scope of operations and service offering, the amount of information collected, stored and used from time to time is huge, and thus, the need for efficient and thorough record maintenance becomes a mandate.

### LEARNING OBJECTIVES

- ▶ Complete information and knowledge of principles and theories as well as best practices of record and information management.
- ▶ Necessary awareness, preparedness, and abilities to predict potential threats and devise strategies and steps to protect against these.
- ▶ Adequate skill and capabilities to efficiently manage and maintain records and information.
- ▶ Confidence and ability to drive change from traditional to modern record and information management systems and implement electronic record and information management systems.
- ▶ Required skills and knowledge to work with technologies involved in electronic data maintenance.
- ▶ Adequate competency, understanding, and confidence to successfully undertake more roles and responsibilities as part of natural growth and progression within an organisation.

### WHO SHOULD ATTEND?

This module is specially designed for any private or public sector professional handling records or information as part of his/her job responsibilities.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EFFECTIVE DOCUMENT ARCHIVING AND RECORDS KEEPING (EDARK)

This program gives delegates an in-depth understanding of the roles of archivists and records managers in today's financial institutions, business organizations, government agencies, and non-profit organizations.

The course will also cover theoretical principles, methodologies, and practical administration of archiving and record management.

Each delegate will learn how to manage, organize, interpret, and provide access to a wide variety of records and archives, with a focus on record management for ongoing purposes, as well as record selection, preservation, and accessibility for future uses such as instant access and historical research.

### LEARNING OBJECTIVES

- ▶ Understanding of recordkeeping practices and traditions
- ▶ The difference between the responsibilities of archivists and records managers
- ▶ Understand the influences of the institutional contexts in which documents are created, used and retained.
- ▶ Develop skills to create necessary objectives and achieve expectations within limited timeframes
- ▶ Recognize the changing nature of the document over time and technology.
- ▶ Analyse the context in which documents are created, in order to evaluate the authenticity of the document, its value for retention, its likelihood of survival and its management for later use.

### WHO SHOULD ATTEND?

This module is specially designed for delegates in records management, information resources management and archival administration.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## PURCHASING, SUPPLY AND CHAIN MANAGEMENT (PSCM)

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Purchasing supply and chain management entails far more than simply managing suppliers on an as-needed basis. It is more about developing appropriate supply chain strategies and taking data-driven steps to put those strategies into action. It is about looking beyond individual supplier performance and using advanced analytics to determine the best ways to manage supply chain risk.

### LEARNING OBJECTIVES

- ▶ The meaning of purchasing, supply, and chain management
- ▶ The importance of enterprise resources planning
- ▶ Explain the distribution requirements planning
- ▶ The ways of sourcing in supply management
- ▶ The ways of supply chain and the ways of logistics management

### WHO SHOULD ATTEND?

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This module is specially designed for individuals in the Purchasing, Supply and Chain management departments.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests





## INTERPERSONAL COMMUNICATION AND PEOPLE SKILLS (ICPS)

A communication skills program will help to become aware of your existing strengths and weaknesses, as well as the areas where you can work on your personal development. Good communication skills are essential to allow others and yourself to understand information more accurately and quickly. In contrast, poor communication skills lead to frequent misunderstandings and frustration.

### LEARNING OBJECTIVES

- ▶ Define the interpersonal communication ways
- ▶ Explain the communication and outside external, ways of communication
- ▶ Explore the ways of communication
- ▶ Evaluate the essential ways of communication
- ▶ Define the interpersonal skills in the organization

### WHO SHOULD ATTEND?

This module is specially designed for every individual who needs to understand Interpersonal Communication and People Skills management and achieving implications of their day-to-day decisions and the impact they have on their life when working with other employees.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EFFECTIVE REVENUE COLLECTION & MAXIMISATION STRATEGIES (ERCMS)

This Course will empower participants on general collection of revenue for debts owed or owed revenue by persons or businesses. This will also cover topics on revenue collection like the assessment of billing of taxes and other revenues, accounting, internal controls and auditing, collecting and processing taxes, other revenues and enforcement of revenue collections.

### LEARNING OBJECTIVES

- ▶ Reposition the credit function within their organization to create profit
- ▶ Develop and manage the collections or credit control department
- ▶ Identify the most appropriate role for each collections team member in order to create an efficient collections team
- ▶ Redefine the internal image of collections and improve its importance in relation to the rest of the business
- ▶ Drive the credit control department to achieve a change-adaptable team

### WHO SHOULD ATTEND?

This module is specially designed for Team leaders and managers within collections, credit control, client accounts, or finance and accounting functions, from any industry.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## BASIC COMPUTER SKILLS (BCS)

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This basic computer skills course will provide students with an understanding of the most popular, current technologies used at home and in the workplace. Students will become computer literate in this hands-on course while you learn to access, create, save and manage documents, spreadsheets and emails and use the Internet effectively. We demystify terminology and impart best practice skills for productive and secure use of hardware and software.

### LEARNING OBJECTIVES

- ▶ Navigate the operating system and start applications
- ▶ Perform basic functions of file management
- ▶ Perform basic functions in a word processor and spreadsheet
- ▶ Manage print settings and print documents
- ▶ Receive or send emails and use a web browser to navigate the internet.

### WHO SHOULD ATTEND?

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This module is specially designed for both public and private sector employees.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EFFECTIVE SKILLS IN MERCHANDISING AND SALES (ESMS)

Merchandise is a broader concept than a product. It includes various features with which a product is offered at the store. Merchandising is the process and function of designing and delivering the product to ensure customers satisfaction and meet the objective of profit making to the organization and Planning involved in marketing right merchandise, at right place at right time in the right quantities at the right price.

### LEARNING OBJECTIVES

- ▶ Define the meaning of merchandising
- ▶ Explain the ways of designing
- ▶ Define the ways of colour and lighting when merchandising
- ▶ The importance of colour for the displays
- ▶ Explore the errors when displays

### WHO SHOULD ATTEND?

This module is specially designed for every individual who needs to understand Effective Merchandising Skills and, in the retail, sector achieving implications of their day-to-day decisions.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## TELEPHONE ETIQUETTE & FRONTLINE SKILLS (TEFS)

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While so much communication today is handled online via email or social media, an actual human voice on the other end of the phone line is still an integral part of many businesses. “Make a good first impression” is a common rule of thumb in all walks of life, but especially for a company. The person that answers your business line is the first, and often the most lasting, contact the caller will have with your business. Even small things like the inflection of someone’s voice can make a world of difference. The person answering your phones can shape the caller’s entire perception of your company.

### LEARNING OBJECTIVES

- ▶ Ways of telephone etiquette
- ▶ Explore the techniques for communication
- ▶ Ways of answering calls
- ▶ Explain the ways of answering the calls
- ▶ The importance of telephone etiquette

### WHO SHOULD ATTEND?

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This module is specially designed for every individual who needs to understand telephone etiquette and frontline skills.

### MODES OF DELIVERY

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The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## EFFECTIVE REPORT WRITING SKILLS (ERWS)

The Effective Report Writing Skills course aims to enable the learner to critically analyse and develop skills for effective writing. The learner will be able to efficiently manage the preparation and integration of organization reports such as the annual report.

### LEARNING OBJECTIVES

- ▶ Appreciate the content of a report
- ▶ Understand how to prepare for structure, and present a report
- ▶ Introduction to Writing a Report
- ▶ Types of Reports
- ▶ Sections of a Report
- ▶ Use of Visual Aids

### WHO SHOULD ATTEND?

This module is specially designed for both public and private sector employees.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## TRANSPORT AND FLEET MANAGEMENT (TFM)

Transportation costs can account for more than 70% of an organization's supply chain costs. Thus, whether an organization's goal is to meet personnel mobility needs or to execute the delivery of goods and materials, it is critical that it gets the transportation function right. In this course, we will look at the transportation function as a whole. We begin by outlining the prerequisites for effective fleet maintenance programs and workshops. The components of stringent fleet and driver safety programs are then described, and we experiment with various capital budgeting and distribution routing techniques. We conclude with a detailed explanation of key fleet performance indicators.

### LEARNING OBJECTIVES

- ▶ State the objectives of fleet management and the role of the fleet manager
- ▶ Implement a fleet preventive maintenance program
- ▶ Determine requirements for efficient workshops
- ▶ Create fleet safety and driver selection programs
- ▶ Discuss how capital budgeting techniques can be used to perform vehicle replacement analysis
- ▶ Optimize distribution vehicle routes
- ▶ Write Key Performance Indicators (KPIs) and measure performance of the fleet

### WHO SHOULD ATTEND?

This module is specially designed for fleet managers and coordinators, maintenance managers and supervisors, transportation planners, fleet safety managers and operations managers.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## COST REDUCTION AND OPERATIONAL EFFECTIVENESS (CROE)

This Cost Reduction Opportunities training course provides both strategic and practical insights into the concepts of Cost/Price/Value Analysis, Total Cost of Ownership, and Cost Saving Methods, all of which are critical skill sets in developing and implementing the strategies required for continuous cost savings improvements.

This course will demonstrate a strategic and practical approach to setting and achieving cost-cutting objectives in the workplace.

### LEARNING OBJECTIVES

- ▶ Demonstrate knowledge in process analysis, and determine where excess resources are being used in a business process
- ▶ Demonstrate knowledge on how human capital acquisition, and development costs can be reduced
- ▶ Show how to create and use a spend management system to reduce procurement costs and related costs
- ▶ Shows how techniques can be applied to eliminate working capital and related costs

### WHO SHOULD ATTEND?

This module is specially designed for employees, and managers in; Supply Chains, Procurement, Materials, Stores, Logistics, Contracts, Projects, Constructions, Services, Accounting, Finance, Costing, Commercial, Mgt. Information System. Engineering, Production, Maintenance.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests





## WORK-LIFE BALANCE TRAINING PROGRAM (WLBTP)

Having a healthy work-life balance means that employees will be happier when they come to work. This, in turn, helps reduce stress and the chances of burnout, two common health issues in the workplace. Chronic stress occurs when employees are continuously stressed.

Work-life balance is a concept that describes the ideal situation in which an employee can split his or her time and energy between work and other important aspects of their life. Achieving work-life balance is a daily challenge. It is tough to make time for family, friends, community participation, spirituality, personal growth, self-care, and other personal activities, in addition to the demands of the workplace.

### LEARNING OBJECTIVES

- ▶ The importance of work life balance
- ▶ The importance of work life balance
- ▶ The importance of goal setting
- ▶ The implications of working on rest days
- ▶ Proper ways to implement work life balance

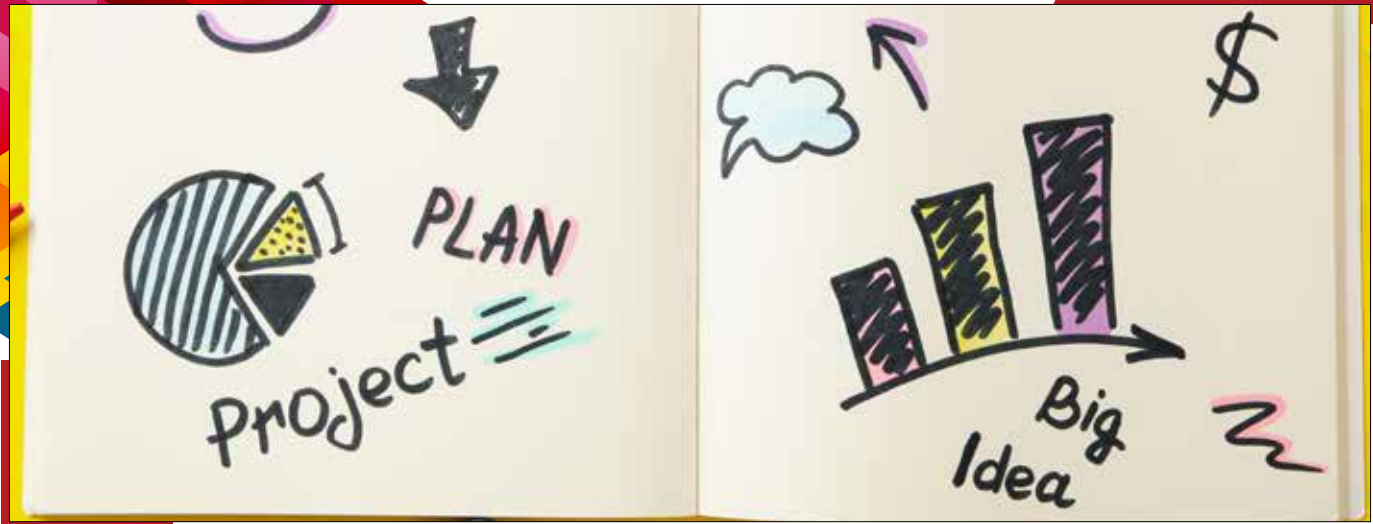
### WHO SHOULD ATTEND?

This module is specially designed for every individual who needs to understand Work life balance Training Program implications of their day-to-day decisions and the impact they have on their life when working with other employees.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests



## STRATEGIC THINKING AND BUSINESS PLANNING PROGRAM (STBPP)

More than ever before, organizations need to reinvent themselves to meet the demands of evolving business environments and to capitalize on unprecedented market trends. This course is designed to provide participants with an insight into challenges organizations are facing today, and into how to embrace agility and resilience as key strategic competencies in this rapidly evolving ecosystem.

### LEARNING OBJECTIVES

- ▶ Recognize the importance of leading agile and resilient organizations during turbulent times
- ▶ Assess leadership capabilities for agility and resilience
- ▶ Lead and develop proactive mechanisms to withstand environmental disruptions
- ▶ Create compelling strategies to lead and drive agility and resilience
- ▶ Build awareness and understanding about the significance of transformational change
- ▶ Select a team of key managers and opinion formers who will drive the desired change
- ▶ Generate acceptance across the organization towards the overall process of transformation
- ▶ Maintain strong and open channels of communication around the transformational journey
- ▶ Formulate and execute a strategic plan toward implementing transformational change
- ▶ Execute strategies to build and enhance agile and resilient organizations

### WHO SHOULD ATTEND?

This module is specially designed for executives, directors, senior managers, division managers, team leaders and all professionals who want to be updated with the latest trends in management and leadership.

### MODES OF DELIVERY

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests

# Some of our Clients



- ✓ North East Council
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- ✓ Dikoko Tsa Botswana
- ✓ PASDEC
- ✓ Sekolo Sa Anne Stine
- ✓ Catholic Health Facilities
- ✓ BOLUX Botswana
- ✓ Clover Botswana
- ✓ Botswana Defence Forces



Department of Housing and Infrastructure Development  
 Department of Industrial Affairs  
 Ministry of Health  
 Ministry of Transport and Public Works



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# Corporate Training Services



## CONTACT US

**Tel/Fax:** +267 371 0853  
+267 319 0021/2

**Cell:** +267 76 189 647  
+267 75 660 880

**Email:**  
[polynewtraining@gmail.com](mailto:polynewtraining@gmail.com)

**Offices:**  
Plot 145, Unit 5G  
Gaborone International Finance Park  
Gaborone  
Box AE 664 AEH, Gaborone

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