BUSINESS TRANSFORMATION THROUGH ORGANIZATIONAL-WIDE LEARNING
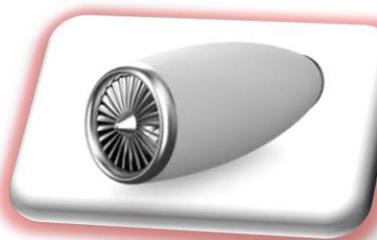
Powered by JET Leadership Program

Built for Business Speed, Innovation & Resillience

InQuest Training Profile – 2017

Reviewed and compiled by;

Gabriel C. N, Consulting Director

Inquest Research & Consulting

Bhavesh Centre, Ngara Road off, Murang'a Road Office Room M10
Po Box 3989 00200, Nairobi Kenya
Office Cell: - +254 726 611805
info@inquestconsult.com | www.inquestconsult.com | www.myvarsity.co.ke

DEFINITIONS.

IRCC   -   Inquest Research & Consulting Co. Ltd

KEY REFERENCES

1. This concept has been developed based on the anticipated depth, breath and complexity of the assignment which will be validated by both the Client and IRCC during the mobilization phase.

2. Unless with the client's consent or significant changes in the scope of the assignment, IRCC will endeavor to deliver the training content within the proposed model and proposed work plan once the Client validates the same against the existing gaps.

3. IRCC will be glad to avail more details relating to the proposed training if helpful to facilitate discussions on the implementation of the training.

4. IRCC will conduct a pre training evaluation before the training then a post training evaluation after the training. A comprehensive training report will be submitted to the Client at the training sign off phase detailing relevant recommendations.

A SAMPLE OF OUR RECENT HAPPY CORPORATE CLIENTS:

LIST OF CONTENTS

BUSINESS TRANSFORMATION THROUGH ORGANIZATION WIDE LEARNING
Featuring: - Group Training, Coaching and Individualized Evaluation.

A. Introduction

In the modern business world, organizations are majorly competing on two key strategic fronts which then any market leader must deliberately leverage in order to sustain a compelling, agile and sustained global leadership model. The two fronts are:

(i) Key Talent & (ii) Market Insights

With the philosophy **"Business is people and people are the business"**, every market leader must now adopt a deliberate and illuminous leadership development, talent development and management model in order to remain competitive.

In cognizance of this, InQuest has continued to strategically position herself to be a transformational business partner by influencing personal and organization/business success through value based organization learning and leadership approaches.

In this summarized training concept, we showcase how we propose to partner with the organization through provision of various highly rated training programs targeting the organization leadership, management and other employees. All programs have been developed to impart skills required to execute business strategy with **S**peed, **R**esilience and **I**nnovation using competency based approaches.

B. InQuest Learning Programs

InQuest learning programs have been designed to enable an organization attract, develop and sustain a **highly motivated**, **high performing** and **productive workforce**. We use practically simulated approaches that are built for Speed, Innovation and Resilience throughout employee lifecycle.

Our blended **competency** based JET learning model includes training, coaching and a continuous evaluation support structure that ensures application of the key skill sets.

1) Leadership Development Training (JET Leader)

Training Brief	Organizations with a deliberate leadership development program attract and retain high performing talent and leverage employee productivity. This highly effective and unique leadership program is segmented into three modules each targeting employees at their respective journey in the leadership lifecycle and use core competencies at each stage clustered into three(3) broad areas: **Leading Self** – *The JET Professional* **Leading Teams** – *The JET Supervisor/Manager* **Leading Strategy & Change** – *The JET Leader*
KEY ROI Derivatives	*% of leadership & Key Roles Succession levels, Effective Leadership Value Proposition, Clear Career Plans, Employee Satisfaction and Morale Index (Based on personal development)*
Training Objectives	*Participants will gain capability to:* **Lead Self** – *Discover, Develop and Deploy personal leadership skills necessary to launch into a successful professional career path and model credibility to initiate a journey to lead others.* **Lead Teams** – *Provide and equip line business supervisors with complete and comprehensive concepts and techniques to effectively drive performance through teams and prepare them for Strategy and Change Leadership.* **Lead Strategy & Change** – *Provide and equip line business executives with skills to manage and execute business transformation, strategy and retain a high performing team.*
Summarized topical outline	**JET Leader** *Core goal - Leading Strategy & Change* a) Strategy Leadership b) Managing Change & Ambiguity c) Strategic Reporting – Executive Dashboards d) Managing Global talent and global enterprise **JET Supervisor/Manager** *Core goal - Leading Teams* a) Managing Teams and Talent b) Breakthrough transitioning from Technical professional to Management. c) Design thinking for creativity & innovation for business development **JET Professional** *Core goal - Leading Self* a) Career Development and Planning b) Study - work culture induction competencies - Work readiness. c) Personal Branding – Adopting the Behaviour Attitude & Motivation (BAM) for professional & leadership success.
Remarks	**Comprehensive details available in a separate proposal.**

Page **6** of **27**

2) Performance Management Training

Training Brief	Performance management (PM) is a process by which organizations align its resources, systems and talent to the strategic objectives and priorities. It includes activities which ensure that corporate goals are consistently being met in an effective and efficient manner (Strategy execution).
KEY ROI Derivatives	*Prompt strategy execution, alignment of organizational goals and accountabilities, Timeliness in performance management process and review cycle, Improved bottom-line (productivity and profit)*
Training Objectives	**Participants will gain capability to:** 1. Drive a common philosophy and understanding of performance management as a culture across the organization. 2. Comprehend the basis for a clear performance management framework that clarifies expected results within each department and employees. 3. Adopt a consistent approach in driving quality performance conversations, feedback skills, and providing supporting tools. 4. Efficiently execute performance management activities (Goals & Appraisals). 5. Correlate performance output to recognition and reward decisions.
Summarized topical outline	**Module 1 - Targeting all employees** **Introducing performance management** · What is Performance management · Objectives of performance management and Benefits to an organization · The guiding principles in PM **Performance management plans** · Performance planning meetings & Performance management cycle · Feedback process and coaching employees · Roles and responsibilities in PM execution. **Goals setting & Self Appraisal** · Individual goals setting · Cascading strategic initiatives to individual goals **Performance management tools** · Explore various PM tools used globally. **Module 2 - Targeting Employees with direct reportees:** **Appraising employee performance** · Performance appraisal process, preparing for an appraisal discussion · Leadership during an appraisal discussion, ratification and communication **Performance improvements** · Planning for performance improvement · Conducting status and feedback meetings · Performance improvement toolkit . Performance analysis and big data insights
Remarks	**Comprehensive details available in a separate proposal.**

3) HR Skills for Non-HR Managers (Soft Skills in Managing Teams)

Training Brief	Managing people is **every Line Managers core role** though ordinarily it's one of the nightmares every manager or supervisors wishes to throw out of his/her "to do". Most managers and supervisors would find it easier to escalate employee issues to the HR department and be left with the core business focused roles notwithstanding this is their core function. The participants will gain an understanding of the basic principles of HR Management, learn how to avoid potential pitfalls and determine how best to customize and apply generic HR practices, tools and techniques to meet the needs of their own business environment as frontline people managers.
KEY ROI Derivatives	*Employee engagement levels, quality leadership value proposition and improved employee productivity.*
Training Objectives	***Participants will gain capability to:*** - Acquire knowledge and skills in all essential Human Resource Management concepts and techniques to effectively manage people for profit. - Build capacity of line management to execute organizational strategy through other people as a foundation for leadership.
Summarized topical outline	**An overview of Human Resource Management practice** · HRM overview · HR as a Strategic Business partner · HR Skills profile **Workforce planning, selection, recruitment and placement** · Planning labour needs · Job descriptions and Job analysis framework · Talent Selection (Talent search) · Interviewing skills and on Boarding process **Training and Developing** · Identifying training needs – Training Needs Analysis · Training evaluation **The total reward strategy** · Total reward model · Employee benefits **Labour Laws, Employees and Labour relations** · Grievance handling, Disciplinary and incentive frameworks · Staff engagements and Labour relations **Basics of workplace counselling** · A brief overview of basic workplace counselling skills.
Remarks	**Performance management should be part of this course but will be handled as a stand alone module.** **Comprehensive details available in a separate proposal.**

4) Sales, Sales Leadership and Sales Coaching program

Training Brief	Every enterprise in business seeks to be a leader in market share and is therefore paramount to leverage the productivity of her sales talent. This training and coaching program have been structured to nurture the sales teams by providing the necessary skills in effective selling, provide a continuous coaching process and evaluation checkpoint and also equip them with tracking tools for sale intelligence and dashboards. An effective selling experience must begin with an effective pitching process which is a dynamic interaction between a professional salesperson and a prospective client. The course thus put emphasis on the **Art of Pitching** before diving into the **sales process** and **leadership**.
KEY ROI Derivatives	*Improved Sales Productivity, Effective sales leadership value proposition, customer satisfaction and business growth.*
Training Objectives	*Participants will gain capability to:* 1. Understand the Art of Pitching – A key to establishing the sales credibility and personal selling. 2. Ability to comprehend and implement an effective sales planning and process 3. Understand the key rule of engagements in sales 4. Ability to comprehend and implement key sales leadership strategies 5. Understand Sales intelligence tools and Dashboards
Summarized topical outline	**Module1 – Targeting all Sales Teams** **Effective Selling Skills** . Sales foundational skills . Sales professional branding – selling self . The Art of Pitching . Handling clients . Sales presentation **Module2 – Targeting Sales Unit leaders / Supervisors and Managers** **Sales Management & Sales Leadership** . Effective sales teams . Effective Sales performance management . Managing Sales Territories . Sales forecasting . Motivating sales teams
Remarks	**This course requires sales coaching and evaluation check point for follow up through out the year.** **More details on the coaching check points is available in a separate detailed proposal.**

5) Change Management

Training Brief	Change is an element of life that every organization has to accept. Organizations must view change (external and internal) as a potential opportunity for growth and transformation. Preparedness to change allows organizations to compete and adapt to new thrusts placed upon them within the market and business environment. This course handles various aspects of: • *Individual change - Personal* • *Team change - Group* • *Business and organizational change* • *Market and Environmental change*
KEY ROI Derivatives	*Business transformation success rates, business growth through leveraged change opportunities (Change value proposition index).*
Training Objectives	**Participants will gain capability to:** • Understand change, change process and change environment • Leverage change for business transformational and growth opportunities • Manage change and provide leadership within their teams • Counter change setbacks and action a **"moving forward"** attitude
Summarized topical outline	**Fundamentals of change management** Basics of change management, Importance of change Leading change **Change process** Steps of a change process Analyzing situations and choosing an action Implementing actions and monitoring impact and progress **Obstacles to change** Handling resistance, complacency and crisis **Managing change** Creativity, Commitment and Communication **Adapting to change** Truths and misconceptions Factors affecting response The endings phase **Coping with uncertainty** The exploration phase Management of the exploration phase **Moving forward** Management of the new beginnings phase
Remarks	**A detailed course content is available in a separate proposal**

6) Customer Relationship Management

Training Brief	Loyal customers provide profitable contributions to your company. If you can achieve a high level of customer loyalty, then chances are a company will be profitable. Earning customer loyalty involves exceeding their expectations rather than merely satisfying their needs. To achieve customer loyalty, you need to have a long-term commitment to your customers, provide consistently good service, and build relationships with your customers over time. Essentially, the service you provide must make customers want to come back to your company.
KEY ROI Derivatives	*Customer Loyalty, Client Segmentation value proposition for target based product development.* · *Increased product uptake and cross- selling – Top line* · *Increased advertising through referral business* · *Reduced costs*
Training Objectives	**Participants will gain capability to:** • Understand a model CRM strategy • Be able to prepare for a CRM implementation in their business • Grasp CRM trending automations and leverage on technology
Summarized topical outline	**Customer loyalty** Customer loyalty Market intelligence enterprise **CRM basics** Customer information A CRM program **Preparations for CRM** CRM and expenditures Implementation planning **CRM implementation** CRM implementation preparation The implementation process **eCRM** eCRM fundamentals eCRM and automation **eCRM customization and goals** eCRM customization eCRM goals
Remarks	**A detailed course content is available in a separate proposal**

7) Customer Service Excellence

Training Brief	In every organization, the level of service is affected by service standards. For excellence and quality service, you need to define effective standards. After creating these service standards, you need to establish an understanding of their importance throughout the organization and implement them
KEY ROI Derivatives	*Customer Service Excellence & Loyalty value proposition, Customer satisfaction value proposition (e.g Cross Selling, Up-selling etc)*
Training Objectives	***Participants will gain capability to:*** • Embrace customer service excellence • Acquire skills to handle all customer orientations • Acquire skills to communicate effectively to clients • Identify applications of service standards
Summarized topical outline	**Customer service fundamentals** Customer service and customers Customer interaction Customer expectations **Customer service skills** Attitude and attention Quality of service Problem resolution **Customer management** Dissatisfied customers Angry customers Upset customers Stress in service situations **Customer communication** Communication fundamentals Interpersonal communication Telephone skills E-mail etiquette **Service Standards** Developing, implementing, monitoring and managing service standards **Service teams** Teams as a service solution Team training, motivation and empowerment **Customer Loyalty** Developing loyalty Employee loyalty influence Memorable service
Remarks	**A detailed course content is available in a separate proposal**

8) Managing Business Risk

Training Brief	In the modern business world today, it has become increasingly paramount for business leaders to ingrain risk management in their strategic focus. Risk management is any action, measure, or strategy that helps a business evaluate its risks and control or eliminate the impact of these risks. When used effectively, risk management can reduce your organization's losses and liabilities.
KEY ROI Derivatives	*Risk value proposition (Reduced risk costs and liabilities)*
Training Objectives	***Participants will gain capability to:*** • Identify and plan for risks facing the business • Develop proactive risk management strategies • Quantify risk on business impact • Apply risk based approaches in business growth • Provide leadership for risk management strategies
Summarized topical outline	**Developing a risk management plan** Evolution of risk management Risk management environment Plan development and implementation **Risk identification and control** Risk identification Risk evaluation and control **Risk classifications** Risk exposures Risk categorization **Risk financing methods** Overview of risk financing Risk transfer Risk retention **Risk management** Contract management Business contingency planning
Remarks	**A detailed course content is available in a separate proposal**

9) ICT Productivity Skills (Ms. Office Applications)

Training Brief	Disruptive Information Technologies have continually shaped the modern business environment today. Enterprises have become highly sophisticated in adoption of key office automations, system integrations, data driven business transformations and online data collaborations. Employees spend 80% of their daily processes on office applications and therefore their productivity heavily relies on their efficiency in use of office applications such as Ms. Excel, Ms. Word, Internet & Email, Powerpoint etc.
KEY ROI Derivatives	*Employee productivity mainly on Time Premium (Savings) – 40% TAT premium based on our previous training records.*
Training Objectives	**Participants will gain capability to:** • Optimize the daily use of Ms. Office applications • Improve efficiency by learning shortcuts and time saving features and tools applied in day to day office applications and processes • Build analytical skills using Office tools • Acquire business presentation skills
Summarized topical outline	**Ms. Excel (Foundation to Advanced)** Advanced Excel Functions applied in • Data modeling and Manipulation • Data Analysis Reporting dashboards Excel Automations using VBA **Ms. Word (Foundation to Advanced)** Creating smart office documents Formatting and printing business documents Working with office document templates **PowerPoint (Foundation to Advanced)** Designing reports presentations Working with animations and presentation design techniques Integrating with other office applications **Internet & Email – Ms. Outlook** Leveraging internet for business Email communications Email rules Collaborations
Remarks	**Advanced levels are available for each of the above programs which can be extended to Superusers especially those in strategic reporting and data analysis roles. Other applications such as Ms. Visio, Project etc also available.**

10)   Coaching Skills

Training Brief	Coaching is the continuous effort to help employees maximize their abilities through personalized counseling and advice. The coaching process not only trains employees to become familiar with business procedures and expectations, but also motivates them to reach both individual and company goals. Coaching is beneficial to employees because it encourages them to discover their worth and potential. Through proper coaching sessions, employees build confidence, improve their work habits, and increase their productivity.
KEY ROI Derivatives	*Employee productivity rate*
Training Objectives	**Participants will gain capability to:** • Understand the qualities of an effective coach • Establish a coaching foundation • Plan a coaching strategy • Adopt coaching techniques in personal transformation and management
Summarized topical outline	**Fundamentals of coaching** Coaching overview Coaching foundation and strategy **Coaching diverse employees** Personality styles Trust relationships **The coaching process** The coach-employee relationship Objectives, expectations, and goals Performance evaluation **Communication** Verbal communication Nonverbal communication Effective questioning **Interpersonal meetings** Face-to-face communication Productive confrontations
Remarks	**A detailed course content is available in a separate proposal.** **A consulting service is also available in implementing a coaching strategy, coaching processes and evaluation framework in the organization**

11) **Mentoring Skills**

Training Brief	A mentor teaches, advises, or counsels the mentee, and provides training about decisions, problems, and career-related situations. A mentee might also ask the mentor to help set performance, educational, or even personal goals, such as overcoming a personal problem that affects work performance. The mentor and mentee freely choose to form the mentoring relationship and the responsibilities that come with their respective roles. Mentoring is not supervising, managing, or sponsoring an employee. Mentoring is an intentional and formal relationship in which both individuals' goal is to develop the mentee. Harnessing mentoring relationship within an organization helps promote personal effectiveness, professional and personal development initiatives.
KEY ROI Derivatives	*Employee productivity rate, Career Growth Value Proposition*
Training Objectives	**Participants will gain capability to:** • Understand the qualities of an effective Mentor • Establish deliberate mentoring relationships both as a mentor and as a mentee • Adopt mentoring skills in fostering employee cross functional productivity
Summarized topical outline	**Mentoring basics** Ways of mentoring Roles and competencies Organizational strategies **Mentoring programs** Understanding mentoring programs Developing mentoring programs Selecting participants **Dimensions and styles of mentoring** Mentoring dimensions Learning and mentoring styles **Effective mentoring** Effective mentoring relationships Choosing and managing mentees Effective mentees **Mentoring relationships** Building strong mentoring relationships Successful mentoring relationships Ending mentoring relationships
Remarks	**A detailed course content is available in a separate proposal.**

12)   *Personal Effectiveness Skills*

Training Brief	Personal effectiveness directly impacts growth, profitability and the organization's capacity to build a culture of innovation, flexibility and speed. Harnessing and leveraging human potential has become a strategic outcome as organizations focus on procedures and systems -which depend on human effectiveness for execution. Technical competences are no longer sufficient to deliver on corporate outcomes. Mental, Spiritual and emotion quotients have to be engaged simultaneously to optimize capacity utilization. Personal effectiveness skills focus on realigning staff thinking and creating possibilities to respond to business challenges. This in turn impact on the execution of business strategy by over 80%.
KEY ROI Derivatives	*Employee productivity rate, Career Growth Value Proposition*
Training Objectives	***Participants will gain capability to:*** • Discover their key natural dispositions in their lines of strength • Leverage on personal improvements and in turn productivity • Get stirred up to explore the "Magical" self-image for success • Connect personal life success to organization success.
Summarized topical outline	**Personal Branding** • Self Image • Professional Image • Business Etiquettes • Non verbal emissions • Networking skills • Good grooming • Fine Dining **Time Management** • Goal setting (Includes career development) • Priority and actioning improvements – Lid of procrastination **Personal Discovery** • Discovering personal strengths • Discovery passion and purpose • Personal evaluation and inventory assessment **Handling relationships** • Power in relationships (Including Mentors, Coaches) • Leveraging relationships for personal growth **Personal finance Success Skills** • Personal financial management skills • Value creation for effectiveness
Remarks	**A detailed course content is available in a separate proposal.**

13)   *Emotional Intelligence for Leadership Effectiveness*

Training Brief	Ability to perceive, control and evaluate emotions has been proven to be a key competency for every effective leader. This determines the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and diffuse conflict. Emotional intelligence impacts many different aspects of our daily life, such as the way we behave and interact with others.
KEY ROI Derivatives	*Leadership effectiveness value proposition*
Training Objectives	***Participants will gain capability to:*** • Understand Emotional Intelligence and it's role in leadership • Develop strong people skills • Effectively apply EI skills in frontline management/leadership • Raise your EI matrix
Summarized topical outline	**Understanding Emotional Intelligence** • Key characteristics of EI • Why is EI important **Raising Your EI matrix** • Key skills in raising your EI **Application of EI in personal and frontline leadership** • EI in frontline leadership
Remarks	**A detailed course content is available in a separate proposal.**

14)   *Financial Modelling using Advanced Ms. Excel toolkit*

Training Brief	Financial Modeling course have been designed for business and finance professionals who need to set out a business case, study past performance, predict future performance using discernible trends, valid assumptions and management opinions. In addition, the delegates are trained on key advanced excel skills applicable in Financial Modelling and Data Manipulation. The course will revisit business finance concepts before getting into the deep dive to Advanced Excel formulas, functions and tools.
KEY ROI Derivatives	*Business Development and scenario planning value proposition* *Savings on external financial modelling consulting fees*
Training Objectives	***Participants will gain capability to:*** • Set up and model financial revenue drivers • Set up and model financial cost drivers • Set up Asset assumptions • Set up financing assumptions • Use enterprise valuation methods • Generate financial statements and conduct financial analysis
Summarized topical outline	Using Advanced Excel formulas & functions Excel shortcuts for efficiency Preparing Income Statement Preparing Balance Sheet Preparing Cash flow Statement Evaluating business performance at different levels Performing Valuations Creating Executive Dashboards
Remarks	**A detailed course content is available in a separate proposal.**

15)   *Effective Business Writing Skills*

Training Brief	This module targets every professional who interact with organizational information and is meant to organize and present the same in a professional way to a target audience. The module equips delegates with professional writing skills and builds their capacity to communicate business information in a clear, accurate, logical and easily understandable way to the target audience.
Module Objectives	*Participants will build capability to:* 1. Organize and structure the information thought piece 2. Master audience targeting and context 3. Present information in a professional way 4. Adopt the use of applicable business standards – Language, Tone and Styles.
Scope	➢ Audience Analysis ➢ Content Gathering ➢ Content Structure ➢ Initial Drafting ➢ Writing Standards and Styles used in Business ➢ Professional Business Language ➢ Indexing, objects (Tables, Images etc.) and Layout ➢ Writing effective Business Documents (Reports, Letters, Emails)
Remarks	**A detailed course content is available in a separate proposal.**

16)   *Instructional Systems Design*

Training Brief	Instructional Systems Design is the process of designing and developing instructional courses or materials that bring greater efficiency and effectiveness to acquiring knowledge and skills for learners. This program cover the essentials of eLearning and the tools and techniques for designing and developing and managing eLearning programs. It also explores the important aspects such as learning theories, learning technologies and ISD methodologies such as ADDIE and how they influence the design process. This program targets professionals who work with eLearning content, human resources, training professionals those in education like to learn more about important aspects of instructional systems design and their use and application in designing and developing highly effective instructional materials for courses.
KEY ROI Derivatives	eLearning implementation success, Quality Assurance level for eLearning programs, eLearning project management, Developing eLearning course
Training Objectives	**Participants will gain capability to:** • Assess eLearning program quality and effectiveness. • Explore management considerations for developing e-learning courses and programs. • Measure and evaluate the effectiveness of instructional materials. • Use instructional design such as ADDIE and the Successive Approximation (SAM) Models • Understand learner needs and examine learning options

Summarized topical outline	➢ Introduction to eLearning and learning technologies
	➢ Instructional System Design methodologies.
	    o The ADDIE (Analysis, Design, Development, Implementation and Analysis) model
	    o The Successive Approximation Model (SAM)
	➢ Developing interactive eLearning courses

	➢ Working with subject matter experts
	➢ Gagne's Nine Events of Instruction
	➢ eLearning storyboarding
	➢ eLearning authoring tools
	➢ Introduction to Learning Management Systems
	➢ eLearning project management
	➢ Evaluating the effectiveness of instructional material and eLearning programs.
Remarks	**Comprehensive details available in a separate proposal.**

17)   Effective Executive Proposal Writing Training

Training Brief	Proposals have become one of the mainly used channels by individuals and organizations to secure strategic partnerships, funding etc. It is therefore important to learn how to articulate and write compelling proposals that will radiate an unparalled justification of your business case.
KEY ROI Derivatives	*Strategic Partnerships, Funding success rates, business growth through winning proposals.*
Training Objectives	**Participants will gain capability to:** • Initiate, attract and engage strategic donor partners • Source reliable funding opportunities through appealing proposals • Create sustainable project management capacity • Track and evaluate your project impact & much more.
Summarized topical outline	➢ Introduction to strategic project/program financing methods ➢ Introduction to proposal writing ➢ Pre-proposal evaluation (Baseline Surveys & Scenario modeling) ➢ The Evolving Skills set in proposal writers ➢ Different classifications of proposals ➢ Stakeholder management in proposals ➢ Elements of an effective executive proposal ➢ Monitoring & Evaluation ➢ Current trends in grant funds accounting (Introduction to Cost Allocation Policies) ➢ Project management basics
Remarks	**Comprehensive details available in a separate proposal.**

18)   *Advanced Ms. Excel - For Dashboards & Predictive Analytics*

Training Brief	Keeping performance tab on an organizational scorecard and strategic initiatives requires a scalable and reliable data model that can enhance measurement and real-time visualization of results. Focus on predictive Analytics in the recent past has been on an upward surge and many leading organizations are now heavily investing in Business Intelligence and Executive Reporting Dashboards, a shift from traditional Data Warehousing. Many ERP solutions such as Oracle, SAP are now heavily investing in data visualization (Dashboards) applications. Microsoft Excel is one of the most powerful office tools used in data manipulation, data analysis and publishing interactive performance dashboards.
KEY ROI Derivatives	*Employee productivity mainly on Time Premium (Savings) – 40% TAT premium based on our previous training records.*
Training Objectives	**Participants will gain capability to:** • Optimize the daily use of Ms. Excel Advanced Features • Build analytical skills using Ms. Excel Skills • Transform data into actionable business insights
Summarized topical outline	**Ms. Excel (Poweruser Module)** This course is customized for moderately advanced excel users who seek to optimize Excel capabilities in complex data consolidations, predictive analytics from large data sets, manipulate unstructured data sets to provide useful business insights for decision making and package highly interactive and visually attractive reporting dashboards. Management and executives teams who prepare high level analytical management reports such as organization KPIs and Scorecards would benefit from this module. **Ms. Excel (Excel Automations)** This module is for very advanced users who wish to exploit the full agility of Excel Capability through building custom user forms interfaces, Macros and VBA automations. This module is extremely relevant to Advanced Users with strong command in worksheet functions but who wish to build in custom functionalities to automate repetitive tasks, analysis and reporting. Users who wish to innovate and develop practical business tools, collaborate data from external sources such as ERPs, Web etc. will find this course very value adding.
Remarks	**We also offer Specializations for functional areas such as HR Analytics, Financial Modelling, Sales Intelligence etc.**

C. Training Methodology

The proposed program will include a blended learning approach with the following key delivery model

1. Highly interactive Instructor Led group training – Initial phase
2. Personal Leadership handbook – After the initial phase
3. Group based evaluations – quarterly
4. Competency Profiling (Not priced in this proposal subject to discussion with the client)

D. InQuest Learning Engagement Approach

Inquest Research & Consulting Company (IRCC) adopts the use of a simulated training model as opposed to a conceptual class model. The simulated model involves:

INQUEST   Participatory engagement with the participants throughout the training

INQUEST   Key focus is capacity building.

INQUEST   Partnership approach that generates real life business applications.

INQUEST   Every participant will learn by practicing and evaluating him/herself

through the personal handbook to track growth.

E. InQuest Engagement Path

We adopt a highly collaborative partnership approach before actual service delivery in order to ensure custom requirements of the client's business are met.

MOBILIZATION PHASE
- Hand shake forum.
- Information Gathering and gap analysis.
- Setting Expectations.
- Agreeing on a work plan.

ANALYSIS AND DESIGN PHASE
- Configuration and customization
- Packaging

DELIVERY PHASE
- Administration
- Monitoring

REVIEW AND KNOWLEDGE MANAGEMENT
- Post evaluation
- Follow up plan & Coaching
- Knowledge sharing framework

F.   Why choose InQuest Research & Consulting Services?

i.   We offer well-researched and tested services which leverage your organization practice to the worldwide best practices.

ii.   We create rapport and walk with you on the continuum.

iii. We have a qualified panel of experts who blends their skills and expertise within their industrial practice.

iv.   Our blended **value based** approach which is a commitment to excellence and integrity is a key ingredient for any organizational growth.

G. Main Facilitators Profile

Lead Trainer 1: **Gabriel Nyamu**	Gabriel Nyamu is a lead Consulting Director with InQuest Research & Consulting and he has vast experience in HR Strategy, Business Processes, Enterprise Systems and project management skills. He is a well accomplished and seasoned Business and Life Coach. Gabriel blends well with his exceptional strategic leadership, people management, business processes, analytical skills and expertise in Business Technologies within an ERP ecosystem hence providing an integrated training and consulting value. His value based approach which is a commitment to excellence and integrity is a key ingredient for any organizational growth. **Experience: -** Eight (8) Years in Banking, Two (2) years in Insurance and Five (5) years in business consulting in Business Transformation Strategy and Human Capital.
Trainer: **Caroline Muhoro**	Caroline Mwangi Muhoro has over 13 years of experience in HR leadership, is a certified professional coach and has previously served as Head of Talent Management – Central Bank (K) Ltd. She is the founder and CEO, Elite HR Solutions and a part time trainer and talent coach with InQuest Research & Consulting.
Lead Trainer 2: **Martin Mwangi**	Martin Mwangi is an Business and ICT professional with prowess in business analytics, Dashboards, Analytics and transformational computing technologies. He is a Consulting Associate and a full time trainer with InQuest Research & Consulting.

H. InQuest Coaching, Evaluation, Feedback and Follow up

It is recommended that this assignment engagements would later offer a post-training follow-up program for the purpose of:

a) Facilitate adoption of the learnt lessons, recommended models and insightful intuitions

b) Provide open-ended opportunities to address inevitable operational difficulties and celebrate successes in implementation of the model.

c) Build capacity for a culture of continuous learning and improvement.

I. Conclusion

We appreciate the importance of the employee development programs to every organization and their expected Return on Investment through their most valuable asset and we look forward to your partnership.

Your resourceful partner

Inquest Research & Consulting Co. Ltd.

Leveraging the power of insight.

www.inquestconsult.com

info@inquestconsult.com

Office Cell: - +254 726 611805