

WAMA Link

Actualizing Opportunities

www.wamalink.com



NITA Accredited

Company Profile
Corporate Training, Research and Consultancy



WHO WE ARE

Wamalink is a Training, Market research and Consultancy firm, that helps companies and individuals to improve performance, productivity and bottom -line results. We are registered by National Industrial Training Authority (NITA) with registration number **NITA/TRN/1127**

We have been delivering affordable and effective corporate training for several years. Over this time, we've discovered that college, university and the workplace often don't provide individuals with the opportunity or the expertise to really maximize their potential at work.

Whether that's the ability to give a really impactful presentation or to manage your time and workload, we will provide you with tools and techniques that will improve how you work.

We aim to leave you empowered and able to cope with the stresses and challenges of the office confidently and effectively. We also offer a call back service a few months down the line to evaluate the impact of the training and consultancy offered to the organization.

We are passionate about communication and diversity and place both at the heart of what we do. We understand that individuals learn in different ways so all of our courses contain practical sessions, group discussions, theory and coaching to ensure everyone in the room has the chance to really engage with the training.

One size doesn't fit all: that's why we have a team of trainers with different areas of expertise to ensure all of our courses are delivered by experts. Whether it's communication training, management training, personal effectiveness training, customer service or administration training you require, we're certain that we will have the right course and trainer for you.



VISION

A premier Training and Human capital development organization whose programs and services are practical, easy to understand and use and which produce measurable results and return on investment to our clients.

MISSION

Help individuals and organization to improve their performance and achieve their full potential.

CORE VALUES

- Ethical
- Honesty
- Professionalism
- Excellency



TRAINING PROGRAMS

OUTSTANDING CUSTOMER SERVICE

In an increasingly competitive and service focused market, customers expect and demand increased levels of service. Yet frontline managers have to deliver service according to the budgetary and resource limits they face day to day. Providing well organized and cost- effective Customer service is the challenge successful Frontline Manager must meet. By the end of this training, participant will have learned; how to identify and meet customer needs and expectations, Excellent communication skills, barriers of outstanding customer services and how to mitigate them, how to handle difficult and irate customers, the importance and how to analyze customer feedback among other things.

PERFECT P.A AND EXCELLENT OFFICE ADMINISTRATORS TRAINING

The PA and Office administrator takes responsibility for much of the organization and co-ordination in the office. It is a task that requires tact, diplomacy the ability to communicate with all levels.

This course provides clear understanding of the range of important functions the P.A and Office administrators fill and provides you with the tools and techniques to be more effective in the workplace.

In this course, you will learn a range of practical skills and techniques that will empower you to portray professionalism and teach you a range of techniques that will help your role - from arranging and controlling meetings, to managing upwards and handling commercially sensitive information. This is a great course, full of excellent content and useful skills and techniques.

EFFECTIVE PUBLIC SPEAKING AND BUSINESS PRESENTATION

Presentations can be delivered to any number of people and on any topic, but the key to delivering a good presentation is engaging your audience. To do this you must feel confident and prepared before giving the presentation, having considered your objectives and your audience and how to build a rapport with them. During the presentation you must be prepared for a range of things such as delivering on schedule, audience management (people not paying attention or asking difficult questions) and equipment failure (projector or microphone not working).

This course will help you; to turn fear into confidence as you prepare and deliver a presentation, control your body language and voice as well as the content of your presentation, Manage the audience and find ways to engage them so they remember your presentation in a positive way



ESSENTIAL ACCOUNTING AND FINANCE FOR NON-FINANCE MANAGERS

Money is the fuel that powers the business' engine. However, not all people are trained financial professionals though financial management skills are critical to every person since poor financial management will always overshadow the best strategies.

This course is suitable for all staff needing a set of key financial skills to perform their role more effectively, as well as a comprehensive overview of how funds are administered.

This course provides delegates with the core financial skills needed to get to grip with how funds are organized and managed.

The training ensures that delegates leave with a foundational level of competence in managing funds effectively and using financial information to make informed business decisions.

The participant will be in a position to understand core financial skills including the basic principles of budgeting, decision making, controlling and monitoring spending.

Identify the financial terminology used in the public sector, with reference to key documentation, and the prime rules of government accounting.

Understand the need to prepare for audit and the role of auditors.

HR AND NON-HR MANAGERS TRAINING

Managers have never been more accountable, ethically and legally; for critical human resources issues and challenges-even when HR isn't their job. What's more, there's a minefield of potential vulnerability that a non-HR manager must be able to successfully navigate.

This results-oriented training shows every manager in any non-HR function how to avoid HR-related pitfalls, while capitalizing on HR-linked opportunities with greater skill and confidence.

This training course will help delegates gain the knowledge and skills to develop confidence in dealing with HR and employment law issues within the business.

You'll learn how to handle sensitive matters encountered in interviewing and hiring, conduct productive performance reviews, motivate and discipline-and a host of "people" issues and thorny legal concerns. Every manager needs to be well-versed in these HR essentials and this training can help ensure you're up to speed.

- Discover where the responsibilities of your organization's HR function end and where yours begin
- Master current best practices for conducting interviews and making "best hire" decisions
- Understand your role and responsibilities when facing a tangle of employment rulings
- Learn the mandated requirements for record keeping as well as records security
- Know how to identify and stop "innocent" workplace practices that could expose your organization to lawsuits



EFFECTIVE MARKETING AND SALES MANAGEMENT TRAINING

To be successful in sales you must know how to effectively prospect for new leads. Effective prospecting is an immensely important part of the sales process which results in you attracting new customers and business and over-achieving your targets or budget.

Marketing is the area of management responsible for researching and satisfying customer needs, through product and service development, planning, pricing, advertising, promotion and distribution.

Marketing also focuses on developing and managing ongoing relationships with customers, competitors, partners, suppliers and other shareholders

The Effective Marketing and Sales Management Training provides you with comprehensive training in public speaking, making cold calls, goal setting, networking, identifying market opportunities and more. The training covers every essential skill that impacts prospecting to help you gain a high level of expertise in the process.

OTHER TRAINING

- Leadership and Management skills
- Corporate Governance
- Mastering Procurement process as per the act 2015
- Electronic Record Management
- Coaching & Mentoring skills
- Personal & Time management
- Negotiation skills
- Communication and emotional intelligence
- Conflict & Stress Management
- Supervisory skills
- Project management
- Public Relation & Corporate Communication
- Credit & Risk management
- Loans portfolio management
- Saving mobilization
- Managing Diversity
- Pre-retirement Training
- Team building...among others

CONSULTANCY SERVICES

- Strategic Plan development
- Corporate and Marketing Strategy
- Customer satisfaction survey
- Mystery shopping survey
- Performance coaching
- Project & Program Monitoring and Evaluation
- Financial & Business process Audit
- Gender Responsive Budgeting
- Environmental Impact Assessment



OUR PORTFOLIO





Summit House, 2nd Floor, University Way
P.O. Box 51164 - 00200 GPO Nairobi.
Office Line: +254 707 773 241
Mobile: +254 722 970 727 | +254 788 252 619
Email: info@wamalink.com | training@wamalink.com
Website: www.wamalink.com