

LEARNING & DEVELOPMENT HIGHLIGHTS EAST & SOUTHERN AFRICA



2022-2023



FRONT-LINE LEADERSHIP CERTIFICATION PROGRAM

AIRTEL, MTN & HEINEKEN - RWANDA OPERATIONS



- 3 Days Workshop
- 2 Sessions
- Instructor Led Program
- 1 Site
- 42 Supervisors

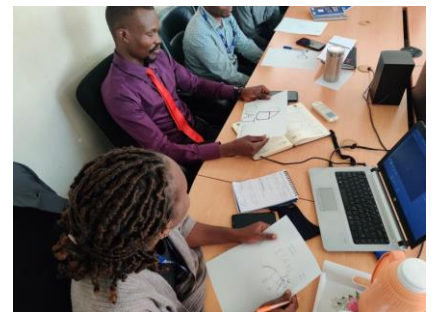


FRONT-LINE LEADERSHIP CERTIFICATION PROGRAM

AIRTEL, MULTICHOICE, BCC & MKOPA - UGANDA OPERATIONS



- 3 Days Workshop
- 2 Sessions
- Instructor Led Program
- 1 Site
- 23 Supervisors



FRONT-LINE LEADERSHIP CERTIFICATION PROGRAM

ZUKU FIBER - KENYA OPERATIONS



- 3 Days Workshop
- 2 Sessions
- Instructor Led Program
- 1 Site
- 22 Supervisors



TTT SKILLS DEVELOPER CERTIFICATION

SAFARICOM - ETHIOPIA OPERATIONS



- 3 Days Workshop
- 2 Session
- Instructor Led Program
- 1 Site
- 9 Skills Developer



FRONT-LINE LEADERSHIP CERTIFICATION PROGRAM

UMHLANGA & DURBAN - SOUTH AFRICA OPERATIONS



- Day 1 :
- Responsibility & Accountability
 - Attitude
 - Expanding your locus of control
 - Communication as a Leader
 - Being Assertive
 - Elevator Speech
 - Managing Time



- Day 2 :
- Team Building
 - iSON Team DNA
 - Stages of Team Development
 - Developing Trust in Teams
 - Delegation



- Day 3 :
- Motivation
 - Motivational Theories
 - Coaching
 - Operational KPIs
 - TL Responsibilities



Facilitators :



Saad Husain
SD EA, Regional Head



Deshni Naido
SD SA Head



Vernon Bhebe
Sr. SD, Zambia



Gillian Mutesi
Sr. SD Uganda

- 3 Days Workshop
- Blended Program
- 2 Sessions
- 2 Sites
- 19 Supervisors



OFF SITE WORKSHOP - AIRTEL TEAM, ZAMBIA OPERATIONS



- 3 Days Workshop
- 1 Session
- Instructor Led Program
- 1 Site
- 19 Supervisors
- 4 Clients



SOCIAL MEDIA MANAGEMENT WORKSHOP

VODACOM - TANZANIA OPERATIONS



ADVANCED SOCIAL MEDIA MANAGEMENT SKILLS

Training Outline :

- Social Media Statistics, Market Trends and Prospects
- Intelligent Probing Techniques
- Switching Between Channels with Ease
- Handling Delays with Grace
- Managing Response Length
- Blending Free Text with Template
- Writing in Company's Brand Voice
- Exercises, Activities and Assessment



Facilitator:
Saad Husain
SD EA, Regional Head



Guest Speaker :
Belinda Wera
Vodacom Digital Care

Co Facilitators :



- Tumwa Makweta
- Greyson Mwashimanga



- 4 Days Workshop
- 2 Sessions
- Blended Program
- Vodacom Team
- 20 Social Media Advisors



FRONT-LINE LEADERSHIP CERTIFICATION PROGRAM

PORT ELIZABETH, JOHANNESBURG & CAPE TOWN - SOUTH AFRICA



Facilitators & Co Facilitators for the workshop :



- 3 Days Workshop
- 2 Sessions
- Blended Program
- 3 Sites
- 29 Supervisors

Guest Speakers



- Brajesh Kumar Singh
- Fay Joubert
- Dipankar Das

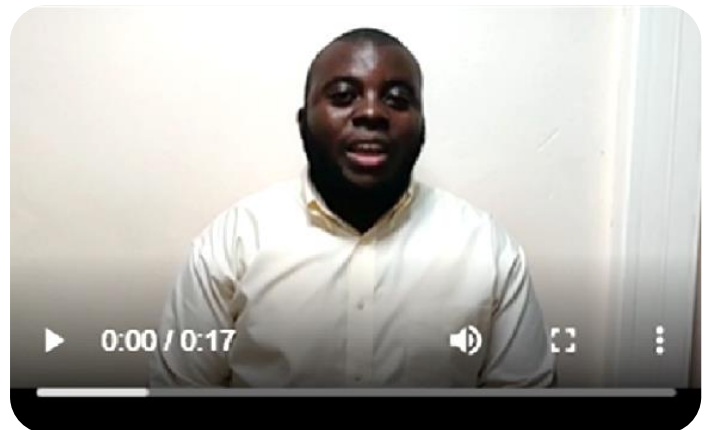


iLEARN TRAIN THE TRAINER PROGRAMS

140 SKILLS DEVELOPERS GLOBALLY AND GROWING! AFRICA, EGYPT, SOUTH AFRICA & INDIA



- Ongoing Intervention
- Online Program
- TTT on LMS
- Development of e Content
- East Africa, India, & SA



Special Thanks to all the Learning & Development Champions in driving the Front-Line Leadership Certification Program.



Saad Husain
SD EA - Head



Gerrie de J.
SA, SD Head



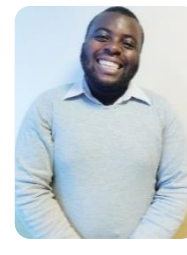
Deshni Naido
SD SA Head



Themlah M.
Sr. SD, JHB -SA



Vernon Bhebe
Sr. SD, Zambia



Jacob C.
Sr. SD, Zambia



Zamuxolo N.
Sr. SD, CT-SA



Mathews A.
Sr. SD, Kenya



Durn R.
Sr SD, PE-SA



Izere S.
AM SDQ - Rwanda



Gillian Mutesi
SD Uganda

- ✓ 618 Learning Man Hours
- ✓ Over 163 Supervisors Certified on Front-Line Leadership Program

Thank you for your participation !

