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2017 OPEN TRAINING CALENDAR						
COURSE	BRIEF	TARGET AUDIENCE	HOW LONG?	DATE	VENUE	TRAINING FEES PER PERSON (INCL. OF VAT)
<b>Financial Services Providers</b>						
Principles & Practice of Micro Lending/Microfinance	Introduction to Basics of Credit	Credit/Business Development Officers	2 days	February	Nairobi	17,400.00
	Building a Quality Loan Portfolio					
	Default & Delinquency Management					
Anti-Money Laundering/Counter Financing of Terrorism	A highly insightful course by ACAMS Certified Trainers which covers : Definition of Money Laundering(ML);Process of ML;Effects of ML;International & Local Regulations on ML;Institutional Obligations; Global Interconnectedness Facets of ML,among others	Risk & Compliance and all staff in general including Tellers,MLRO	3 days	March, July and September	Nairobi, Nakuru & Mombasa	34,800.00
SME Credit Appraisals	Characteristics of Quality SME Loans	SME Officers SME Managers	2 days	February	Nairobi	17,400.00
	Appraisal of SME Loans					
	Financing the Future –Global SME Trends					

Debt Recovery Management	Debt and Credit Management principles	Loan Officers Loan Recovery Officers All Recoveries Staff	2 days	March	Nairobi	17,400.00
	Frameworks of Credit Administration & Debt Recovery (Financial & Legal)					
	Interpret and analyze financial data					
	Fraud related to debt					
	Monitoring and Evaluation of Debt					
	Credit Re-financing and Re-scheduling					
Branch Management	Branch Ambience	Branch Team Leaders & Supervisory Staff	2 days	April	Nairobi, Nakuru & Mombasa	58,000.00
	Branch Costs Management					
	Review of Branch Reports					
	Assets Management					
	Handling External Contractors					
	Leadership & Staff Motivation					
<b>For all organizations</b>						
Customer Service	Why Customer Services?	All Customer-facing staff	2 days	February	Nairobi Mombasa	16,240.00
	Customer Service Standards			May		
	Role play on Customer needs/scenario			August		
				October		
Business Etiquette	Work Place Ethics	All staff especially team leaders	1 day	April	Nairobi	5,800.00
	Email & Phone Etiquette					
	Role Play on Etiquette Issues					
Effective Communication	Key Communication Approaches	Communication Staff Leadership staff	2 days	March	Nairobi Naivasha Mombasa	23,200.00
	Types of Communication					
	Listening, Writing & Presentation Skills					

People Management	Motivation	Team Leaders	2 days	May	Nairobi	30,160.00
	Discipline	Supervisory Level Staff				
	Mentoring & Coaching	HR Staff				
Performance Management	Goals setting	HR Staff/Team Leaders Departmental Heads	2 days	June	Nairobi Mombasa	30,160.00
	Continuous Performance Support					
	Giving & Receiving of Feedback					

**Note :**

- A 20% discount will be offered for a group of more than three (3) staff from the same organization and/or bookings done one (1) month prior to the month of the training
- The above rates do not include accommodation and dinner for training where it will be necessary to spend. While we will try and keep the rates as much as possible as per this calendar, Jeypent reserves the right to adjust them to fit other considerations closer to the time of the training.
- Transport arrangements to the venue of training will be at the cost of the participant
- We have many more courses that we will be rolling out in the course of the year. We will inform you as they are released. Visit [www.jeypent.com](http://www.jeypent.com) for periodic updates. Further, we are able to customize different trainings to a specific institution based on specific training needs that can be collaboratively identified between Jeypent and your organization.
- We also support institutions in development of strategic and business plans, research, products development and fundraising.

*For enquiries and booking, please contact:*

*[info@jeypent.com](mailto:info@jeypent.com) or call 0732041603 or 0706269250 or visit [www.jeypent.com](http://www.jeypent.com) and click on the Registration Tabs and Pay the Booking Fee through our TILL NUMBER 724829.*