

A light blue world map is centered in the background, overlaid with various decorative elements including horizontal and vertical lines of arrows and small circular icons.

# PEOPLE AND ORGANISATIONAL DEVELOPMENT



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## 1. About us

R&D is a result of *Corporate Social Responsibility* partnership between a [ORTEC](#), Dutch based Software Company, and [RBD Consultancy](#); the mother company of R&D. With the desire to *connect talented Ethiopian professionals to the rest of the world*, the partnership resulted in setting up a private limited company under the Ethiopian commercial law. Since our inception, we have continuously and succeeded to becoming a respected Center of Excellence in various business arena. We help organizations increase their efficiency and business performance by providing exceptional management, operation and system expertise through *management trainings, HR consultancy, IT trainings, (offshore) Outsourcing and private sector development*.

R&D is involved in providing cutting-edge business solutions to companies geared towards increasing their efficiency and business performance. Our philosophy emphasizes our major strength – our extensive network in the international and local experts who are able to provide the best quality. Unlike many service providers that depend on limited knowledge of own employees, R&D's Unique Selling Point is gained by our ability to play a 'spin in the web' role whereby we connect and partner with different experts who specialize in specific fields. We work with multiple international and local professionals who we recruit based on their proven track record on the international and local market. Our experts are unrivalled in their fields; allowing them to offer the next generation methodologies, which is enabled by their clear vision of the industry and its requirements and consists of a set of proven, revolutionary and practical approach.

With over 100 employees, we provide our customers with a complete *full scale, cost effective and efficient HR and business solutions tailored* to the client's specific needs. We help our clients prepare and adapt for continued growth by providing *high quality business solutions, creating operational efficiencies and implementing strong business intelligence* in the area such as *restructurings, integration, downsizing, ICT, outsourcing and training*. Many organizations, including but not limited to, Synergos, Ethiopian Ministry of Agriculture, Heineken, Cordaid, ORTEC, BGI, Blue Moon, Wilmar and Coca-Cola have trusted our service to run multiple training and consultancy projects.

R&D is one of the first institutions to become Business Edge® certified training provider in Ethiopia. [Business Edge®](#), an IFC-World Bank Innovation of a standardized training regime that is geared towards developing the capacities of employees of companies. Business Edge training programs are designed based on adult learning strategies that have led to their worldwide acclaim. R&D has 14 certified trainers (both international and local) in its disposal, two of which are certified training quality assessors. In the last years, R&D has run numerous Business Edge trainings and custom made in-company training to multiple SMEs and corporates.

Our team is trained to adapt practical methodologies aiming to tackle practical business challenges in different parts of the organization we work with. Through modern approach, we are able to prepare and adapt our standard services to guarantee continued growth by providing high quality solutions. Since we understand the fact that, businesses require a practical, end-to-end, business process solution, we and our partners offer a range of training and consultancy solutions in different fields. Having over 25 in-house custom developed trainings and 59 Business Edge training modules we will be able to deploying our knowledge and solutions as to enable our customers achieve considerable knowledge in different training areas.

## 2. General approach

In the training, our trainers will look at displayed team dynamics to create awareness among participants and talk about effectiveness within a team using a practical learning-by-doing approach. Participants will have the opportunity to reflect actively about their individual *work ethics* and learn how to correct and/or apply it within their current position.

Generally, our training methodologies are designed to be provided to various social groups, addressing people within different positions and spanning the boundaries between them. However, within our existing training approach, the trainer is able to adapt the training as needed.

Throughout the training, the trainer(s) will guide the participants through the program, focusing on individual development and enhancing the participants understanding of the trainings they participate on. Based on modern training approach, the participants are provided with tools to look within, examine their identity, leadership skills, team structure, and challenges and set personal and organizational goals. Our trainer(s) utilize innovation techniques to chart a course for greater effectiveness and creativity. Our approach in the proposed training are *experiential team-based activities* that leverage the participants own experiences in *co-creating solutions* to enhance effectiveness, as well as enabling them to share their challenges and become better performers in their field within the company. Throughout the training, the trainer will guide the participants through the program, focusing on finding balance between *personal and organizational goals*.

Because, the effectiveness of training is measured by the ability of the participants to absorb and apply the topics discussed. As a result, focusing on the different *skills* applicable to the training programs will maximize the opted outcomes. The approach leverages the relationships between people and recognizes the individual connected to its group and help them understand their potential in realizing personal and team responsibilities in achieving their personal and organizational goal.

### 3. CUSTOMER-MADE INHOUSE TRAININGS

#### **Effective Leadership**

**Objective:** This is a two full-day leadership team development program which focuses on individual and group development, addressing personal leadership styles and their effectiveness. The core of this training is the knowledge that “a good team needs clear leadership and individuals require good relationship with their peers” Experiential learning techniques will address effective team work, team dynamics and the application of emotional intelligence.

#### **Teambuilding – Successful Cooperation**

**Objective:** By providing the participants with the right knowledge, tools and skills the training will encourage them become a strong team player in creating widespread commitment and working with the same goal with other team members. The training takes into consideration that being an effective of a team requires the ability to capitalize on a wide range of personalities, skills and abilities and the power to communicate.

#### **Organizational Culture**

**Objective:** As it is the way an organization shapes its employees, it is very important that the employees know and understand the company’s culture. With our trainers we make sure the employees of your company understand and value the culture of the organization. Culture includes the organization values, visions, norms, working language, systems, symbols, beliefs, and habits.

#### **Time Management**

**Objective:** In spite of the fact that time management is one of the most crucial skills employees need to possess, many fail to use their capacity to its potential. Participants will gain the personal insight and practical skills to develop and implement a framework for successful time management. They will also learn proven tools and techniques to make better day-to-day choices about investing their time and achieving personal and professional goals. This training will prepare participants how to develop an action plan, focus on the important issues, prioritize tasks and maintain the discipline needed to complete them. They will be equipped with the right tool to use time to their advantage through efficient delegation with minimal supervision.

#### **Business Ethics/Organizational Behavior**

**Objective:** Teach employees about the essence of professional ethics, which will allow the organization to define acceptable behavior and promote higher standards. Participants will come to understand the importance of business ethics in business environment, the impact of unethical behavior and differentiate between personal morality and workplace ethics.

#### **Transformational & Strategic Leadership**

**Objective:** The core of this training is the knowledge that “*clear leadership and individuals require good relationship with their peers to fulfil the organizations and strategic needs*”.

Experiential learning techniques will address effective strategic work and the application of emotional intelligence. This training delegates the basic fundamentals of management strategy and enable them to motivate individuals and teams towards higher productivity. They will also be learning time-tested tools and techniques which will increase their competence and confidence in leadership and team development.

### **Human resource management (HRM)**

**Objective:** to maximize employee performance in service of their employer's strategic objectives. HR is primarily concerned with how people are managed within organizations, focusing on policies and systems. This training provide participants with modern concepts and practice of human resource management and to help them acquire the knowledge and skills which will enable them to play a key role in the major functions of human resource management within their organizations.

### **Customer Service Management**

**Objective:** Training all employees using consistent customer service skills, allows them to have a common process and language when assisting customers. This allows the business to brand their interaction of excellent service to the customer, which adds value to the business. This training sensitizes and creates a lasting impression on the participants about the importance of customers to their organization's success and continued profitability. To develop skills to keep the customers happy and attracting the new customers

### **Effective Sales**

**Objective:** Give an appreciation of what is required to succeed in a role that requires good sales and marketing skills. Participants learn how to use proven sales and marketing techniques and apply them to their own industry and organization.

### **Change management**

**Objective:** Give insight to the approach to shifting business teams and organizations from a current state to a desired future state. The organizational process aimed at helping change stakeholders to accept and embrace changes in their business environment to achieve the desired result.

### **Train the Trainer**

**Objective:** Train-the-trainer sessions typically prepare trainers to present information effectively, respond to participant questions and lead activities that reinforce learning. They also direct participants to supplementary resources and reference materials. Trainers learn to lead discussions, listen effectively, make accurate observations and help participants to link training to their jobs.

## **Career Development & Motivation**

**Objective:** involves a person's self-concept, family life, and all aspects of one's environmental and cultural conditions. We have specialized trainers who have a lot of experience in this subject. We believe that an organization should have an employee who has a clear.

## **Project Management**

**Objective:** Getting to learn and apply the international standards for project-management Prince 2 and the method of “effective project-management” (PWC) and applying it actively to cases presented during the training followed by an exam with a certificate. The training will introduce participants how to effectively organize small to medium sized projects. Trainees will be equipped with knowledge, tools and dependable techniques underpinned by deep insights from real live best practice in project leadership.

## **Introduction to CSR Management**

In spite of the fact that Corporate Social Responsibility (CSR) is not a well-known concept in the context of Ethiopia, R&D aims to provide relevant CSR practices to selected organization, as it is becoming a mandatory for global organizations. The training will provide participants with a guide to CSR management and will be equipped with the necessary practical tools for effective implementation of CSR within their organization.

## **Customized training**

We are aware of the fact that business and training goals vary among sectors and that our clients may require customized program. Our training experts will work closely with you to understand your training goals and develop customized trainings at all level of your organization – all to help your employees gain the skills they need to help your organization achieve its business objectives.

## 4. RETURN ON INVESTMENT

We ensure that the training will:

- Be Engaging and Informative to trainees
- Be an exciting experience for your employees that they will remember and incorporate into their workplace behavior
- Gives employees the opportunity to reflect on their lives, jobs and decisions
- Be an interactive and safe learning environment
- R&D Group will provide trainees with a post-training report including our observations and recommendations after the workshop
- All our programs are globally accepted as models of Assessment, Challenge and Support
- With this program, we will have a head facilitator, assistant facilitator and overall programs coordinator
- All participants will receive a group photo to remember the workshop by,
- All participants will receive a certificate of training completion

In order to maximize the impact of the proposed training we would require the following from the client. Therefore we will need:

- Pre-training communications with the Learning and Development manager or other responsible party to the proposed trainees ( it motivates participants)
- Executive participation in delivery and reinforcement – this could be line managers at a higher level in all the farms
- Assist our trainers in conducting a pre-training skills assessment for every individual to establish professional development plan;
- Assist our trainers or project coordinator to guarantee the presence and punctuality of trainees
- Assigned training coordinator from the client, who can evaluate the impact of the skills in relation to their daily work