

MASTER CONSULTANTS LTD TRAINERS AND MANAGEMENT CONSULTANTS



12 Years
Offering
Corporate
Solutions

Corporate Profile



Master Consultants Ltd
Helping you to grow

Certified by **NITA**
NATIONAL INDUSTRIAL TRAINING AUTHORITY
ENHANCING SKILLS

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Dr. David Wanyama, PhD.
Chief Executive Officer

1.0 ABOUT US

Welcome to Master Consultants Limited, a private limited liability Company that was founded in 2007. Over the past twelve years, we have been exposed to many organizations and provided value for money on tailor made solutions. We understand that one size fit all solutions are no longer successful in today's organizations. We therefore seek to understand the exact organizational needs and come up with customized solutions to meet the specific needs. We bring along experiences from across different sectors on what worked in a related problem. Such case studies may not be the solution but may serve as a motivation to our Clients to build their confidence and know that they are on the path of excellence. Our main aim is to help Organizations grow from good to great until they become the excellent Organizations that are envisioned.

1.1 OUR MISSION

To help our Clients to grow from Good to Great by enhancing the competencies of their Boards, Management and Staff through our World Class training and consulting solutions.

1.2 Our Vision

To be the benchmark for the provision of professional training and consulting solutions in East Africa.

1.3 Our Core Values

- Professional Excellence
- Innovation
- Continuous learning

1.4 Our Philosophy

We believe and value a culture of continuous learning and improvement. We help Organizations to create such a culture in order to rise to greatness.

2.0 OUR UNIQUE SERVICES

2.1 TRAINING SERVICES

Skills have become the global currency of the 21st century. Organizations are not only looking for ways to attract and hire qualified individuals, they are also seeking to develop their skills inside their existing workforces. Helping employees understand the skills they have and the ones they will need in the future is becoming a key component of staff development initiatives.

At Master Consultants Ltd, we believe your journey towards success starts with more frequent and effective employee trainings both to reskill and up skill. We help Organizations to maximize their employee productivity, build resilience and achieve sustainable long-term growth.

2.1.0 Training Course Development

We follow very stringent processes of course development to ensure that our courses are credible and internationally recognized. The processes are in line with the requirements set forth by the International Standards. We provide training materials which have been thoroughly reviewed for quality and compliance with International Standards. The Course content is regularly reviewed by both internal and external Board of Reviewers.

For the open trainings, the training needs are identified out of a deep research done by our Consultants as well as feedback received from our trainers, participants and other stakeholders. We seek to find out what training needs exist in selected industries and what training interventions are required to fill the gap. We seek to identify accurately the levels of the present situation in the target surveys, interviews, observations, secondary data and/or workshops. The gap between the present status and desired status may indicate problems that in turn can be translated into a training need.

For in house trainings, we collect information about an expressed or implied organizational need that could be met by conducting training. The need can be a performance that does not meet the current standard. It means that there is a prescribed or best way of doing a task and that variance from it is creating a problem.

The TNA process helps the trainer and the person requesting training to specify the training need or performance deficiency. Assessments can be formal (using survey and interview techniques) or informal (asking some questions of those involved). We then design a customized training program to meet that identified needs.

2.1.1 Open Training Programs

The open Training programs involve inviting selected line of professionals from various industries to a training offered at premium conferencing venues across the world. Public scheduled training allows your employees to mix with and talk to Colleagues from other Companies and backgrounds hence useful for networking and comparing notes.

An external trainer on a public scheduled course who has little ties with your Company may be able to give a fresh perspective to an issue as they haven't got the bias that extra information can give you. They will likely do things and suggest things that are completely different to what you are used to in your company that can help broaden your understanding of a subject. This can then be transferred back into the Company.

2.1.2 In house Training Programs

Our in-house training is delivered as a dedicated course for a particular Company and isn't open to the public or anyone from other organizations. Since the course is dedicated to one team or organization, it is targeted to the Organization's specific learning needs.

Inhouse Trainings help in addressing the business needs and learning objectives of our Clients. Real case examples can be discussed more conveniently without concern for sensitive information or Organisational reputation. Having the whole team together at the same training can help get everyone on the same page with a consistent language and an agreed approach.

2.1.3 Certified Courses

In collaboration with the Professional Evaluation and Certification Board (PECB), we offer training services, training materials and examinations for courses in multiple fields, including but not limited to Information Security, IT, Business Continuity, Service Management, Quality Management Systems, Risk & Management, Health, Safety, and Environment.

PECB is a certification body for persons, management systems, and products on a wide range of international standards. PECB helps professionals and organizations to show commitment and competence with internationally recognized standards by providing this assurance through the education, evaluation and certification against rigorous, internationally recognized competence requirements. For further information regarding PECB principal objectives and activities, visit <http://www.pecb.com>.

2.1.4 Coaching and Mentorship Programs

Our Coaching and Mentorship Programs can be both individual and/or group conducted by certified coaches depending on the coaches/mentees industry. We conduct these programs in supportive environment, where the coachee or mentee steps back and examines their role in group dynamics and their leadership style. The coaching consultant observes- perceptively and impartially –the behaviour in leadership exercises and simulations. They then help the participant see what parts of their own

2.1.5 Talks

Our Business Talks are conducted by industry experts from a point of deep knowledge and understanding of the current trends in the market. These talks are aimed at enlightening, creating awareness and a general knowledge of the subject in question. Moreover, our talks bring together a pool of professionals for Business Networking which is a valuable way to expand your knowledge, learn from the success of others, attain new clients and tell others about your business

2.1.6 Our Trainers

We have a local pool of highly qualified and experienced trainers from different industries who are accredited by National Industrial Training Authority. Outsourced trainers are strictly vetted in line with our standards. All trainers for PECB Courses have been certified as trainers by PECB and can offer training services anywhere in the World.

For continuous Improvement of our training delivery, our trainers regularly attend up skilling programs to keep up with the rapidly changing training industry and increasing unique needs of our diverse clients.

For more details and profile of our trainers, you can reach out to wanyama@masterconsultants.co.ke

2.1.7 Why Train With Us

In keeping with Master Consultant's quality standards, we ensure that our courses are credible and internationally recognized. Our processes are in line with the requirements set forth by the International Standards. We provide training materials which have been thoroughly reviewed for quality and compliance with International Standards. The Course content is regularly reviewed by both internal and external Board of Reviewers.

We have collaborated with PECB to provide you with world class training experience, updated training materials, examinations and certifications for courses in multiple fields. We have a local pool of experienced trainers from different industries who are accredited by National Industrial Training Authority. All trainers for PECB Courses have been certified as trainers by PECB and can offer training services anywhere in the World.

Locally, we are certified with National Industrial Training Authority (NITA). All participating Organizations are eligible to claim refund of training costs in accordance with NITA rules and regulations. Our training delivery approaches are unique, providing both the depth of theory, yet delivering the practical and working tools that are needed to cause Organizational transformation.

Our unique capability is characterised by:

I. Creativity and Innovation: We professionally employ creative and innovative experiences and technologies that are customized to match your business specific needs, plan, agenda and budget. We endeavour to revolutionize Organisations and employees' ways of thinking or doing business in a way that will enhance continuous growth.

II. Our unparalleled Client Impact: We are dedicated to offer highly professional, customized and affordable solutions to our wide variety of clients.

2.1.8 Some of our Courses

Leadership Courses

Visionary Companies know that long-term success requires a pipeline of emerging leaders who can help build and secure a competitive advantage. We guide the new starters as they begin their career. We help the first-time manager's progress up the career ladder. We nurture and inspire the emerging leaders. And we give the senior executives the tools they need to make the game-changing decisions.

Our Leadership Courses include:

- Driving Results through innovative leadership
- Leading strategically
- Writing Board Papers
- Coaching for growth and success
- Board Management
- Strategic Management
- Leadership in Corporate Governance
- Report Writing
- Communication Skills for Leaders etc

Finance and Accounting Courses

Master Consultants Ltd provides a variety of Financial and Accounting courses ranging from beginner to advanced level and courses for financial professionals as well as non-financial professionals. We help our clients stay up to date with global financial reporting and accounting standards with strategic and operational level advice led by esteemed industry experts.

Some of the trainings under Finance and Accounting include:

- Finance Operations: Achieving Back Office Excellence
- International Financial Reporting Standards (IFRS)
- Block Chain accounting
- Cash Flow Management & Working Capital Optimization
- Financial Auditing for Internal Auditors
- Fraud Prevention, Detection & Investigation
- Improving your Audit Reports & Delivering Added Value
- Finance for Non-Finance Managers
- Public Finance Management
- International Public Sector Accounting Standards (IPSAS)
- Financial Modeling
- Planning, Budgeting and Forecasting
- Accounting for Non-Accountants
- Financial Modeling using Excel

Organisational Development Courses

We have designed courses that will help your Organisation to improve effectiveness, achieve goals, build capacity and creatively manage challenges and change.

Some of our programs include:

- Operations Management and Improvement
- Organisational Development Models
- Dynamic Organisations
- Organization attitudes, Group behaviour and Individual motivation
- Organisation Barriers
- Methods for diagnosing needs, facilitating change and evaluating organizational effectiveness
- Employee Development
- Culture, Capability and performance
- Change and transition for performance
- The Psychology of Organisational Culture and Climate

Entrepreneurship Courses

Entrepreneurship is the foundation of every organisation. The ability to solve people's needs has been the core of every successful business. To stay competitive in the market, intrapreneurship, the act of behaving like an entrepreneur within a large organization, must be introduced in order to stay on top of the competition.

Some of the courses under this heading include:

- Start-Up Business & Effective Business Plans
- Design Thinking and Innovation
- Business ethics & Intellectual Property
- Entrepreneurial Mind set
- Entrepreneurial Finance and Accounting
- Business Law
- Raising Capital
- Organizational Growth Strategies
- Business Communication
- Customer Service
- Group Dynamics
- Team Management for Non-Managers
- Essential Selling Skills
- Effective office administration
- Project Management
- Marketing for non-Marketing Professionals
- Procurement Management
- Effective Office Administration
- Communication Skills
- Effective office administration
- Effective and efficient Public Relations Management and many more

2.2 Consulting Services

Our management consulting services focus on our clients' most critical issues and opportunities. We bring deep, functional expertise, but are known for our holistic perspective: we capture value across boundaries and between the silos of any organization. We have proven a multiplier effect from optimizing the sum of the parts, not just the individual pieces. Our professionals have the knowledge, skills and experience to help enhance organizational effectiveness and empower clients to successfully move to the next level.

2.2.1 Finance Management Consulting

Under this service, our distinguished financial consultants help Finance Managers and Chief Finance Officers to develop and adopt a Financial Management approach that helps them achieve cost- efficiency, compliance, faster responses to Organizational changes, and increasing value to their stakeholders. We help them to clearly articulate their financial functions, and enhance their financial management skills with a view to developing a Financial Management Model that ensures sustainable growth of their Organizations financial standing.

Included services are:

- Book keeping and Accountancy
- Budgeting and forecasting models
- Asset Accounting and tagging
- Business Analysis and Valuation
- Due Diligence
- Financial Statements analysis, interpretation and reporting
- Inventory valuation and Management
- Financial Modelling
- Working capital optimization
- Accounting department optimization
- Cost reduction strategy formulation
- Establishing & reviewing financial performance measures
- Cash flow analysis and Reporting

2.2.2 Development Services Consulting

We offer the following services to Development Organizations: -

- Feasibility Studies
- Organizational Capacity Assessments
- Business Model Analysis and Structuring
- Industry Research
- Economic analysis and Viability Analysis and Modeling
- Institutional Strengthening
- Monitoring and Evaluation
- Investment Readiness Gap Analysis and Preparation
- Funding Readiness Gap Analysis and Preparation
- Business Advisory and Support

2.2.3 Human Resource Consulting

Our HR Consulting services focus on providing our Clients with working tools that will help them identify the right talent, attract the right people and provide effective orientation and induction programs for on-boarding. Our Consultants help our Clients to develop appropriate strategies to achieve employee performance excellence.

Some of the services in this area include:

- Job Analysis
- Job Evaluation
- Reward, compensation and benefit management system
- Competence modelling and mapping
- Development of HR Policies and processes
- Design of HR service delivery model
- HR Skills Assessment
- Day to Day HR support and activities
- Need based HR processes consulting
- Training needs assessment
- Productivity improvement and Performance Management Systems

2.2.4 Research Services

We offer a range of research services aimed at generating data and/or information that will help in making better business decisions. Master Consultants research services are accompanied by in-depth analysed reports that will portray the exact status of the Organisations or business imperatives. Our Researchers will give insightful professional recommendations on each report submitted and their relevance and/or significance to the business needs.

Our research services include:

- Employee satisfaction surveys
- Customer satisfaction surveys
- Market surveys
- Feasibility studies
- Competitor analysis
- Industry analysis

2.2.5 Strategy Consulting

Our strategy consulting services helps the Organization's Leadership and Management to clearly envision their desired future and facilitate and/or create a conducive environment for effective operations geared towards reaching that desired future in a sustainable way. Leaders and Managers understand that their people form a very important constituent in strategy attainment. Our professionals will help the leadership to review their Organizational Culture with a view to developing a culture that is geared towards excellence. We will help the leadership to craft a clear vision and direction for the growth and success of their Organizations. We will help with crafting proven methodologies and strategies to successfully deal with change, and equip them with the skills and tools for ongoing strategy formulation, monitoring, evaluation and implementation and performance improvement.

Our strategy consulting services includes: -

- Strategic plan development
- Strategic plan reviews and breaking down realistic executable actions
- Development of growth strategies in line with the Organization's vision
- Strategic plan assessment
- Strategic due diligence
- Business model analysis and reviews
- Strategy performance analysis at all levels
- Functional strategies development and reviews
- Strategic Performance Management Systems
- Transformational Change Management
- Managing Corporate Culture
- Business Turn Around Strategies

2.2.6 Organizational Effectiveness Consulting

Our Organisational Effectiveness Consulting Services focus on helping Organisations to improve their overall effectiveness and capabilities in a way that ensures the delivery of ever-improving value to their customers and other stakeholders thus contributing to organisational sustainability. We focus on variables that are critical in helping the Organizations to continuously improve through learning and innovation. We study the Organizations Leadership, Strategies, Philosophies, Business Models, Processes, Systems etc to establish their relationships with results.

We evaluate the Organizations' ability to achieve their stated goals in terms of their capacity and how they creatively manage challenges and change. We also look at their partnership development and how their people and management practices are used to inculcate a value chain that is continually improved and that delivers the intended value for the Organizations. The above may be carried out as a comprehensive consultancy or as independent parts as listed below:

- Review of Organization Structure for effectiveness
- Organization visioning
- Organization Positioning
- Conduct health checks across the Organization's functions
- Re-organisation & Re-structuring
- Design of the operating models
- Business Process Re-engineering
- Business Transformation
- Review and Improvement of Business Processes
- Lean operations improvement

3.0 TESTIMONIALS FROM SOME PAST TRAINING PARTICIPANTS

"The training was quite profitable and directly related to my line of duties. The facilitator was good and tackled the content very well. My expectations for the training we met. There should have been more time allocated for a practical session. This practical session is just to put to practice what the trainer has taken us through. Overall the training was good I enjoyed every moment." **Frank Marangu, Mabati Rolling Mills**

"I enjoyed the training. It was positive and beneficial. From the training, I expanded my knowledge on credit control, which is my area of expertise. The content was rich. It was exactly what we needed. The facilitators were great. They were engaging and connected with the participants. They answered all questions asked satisfactorily. The choice of venue was equally good. I would recommend this training, but ask that the duration be extended so that the trainers do not have to rush. Overall it was an informative and well-conducted training." **Thomas Musyoka, Meridian Hospital Group**

"I liked the training. I learned a lot. Most of which I am applying as I carry out my daily duties. The facilitator knew his content well. I also liked the choice of venue for the training. I would gladly recommend the training to colleagues and friends" **John Maimura, Pioneer Assurance**

4.0 SOME OF OUR PAST AND PRESENT CLIENTS

 <p>TAKAFUL INSURANCE OF AFRICA A bond beyond insurance</p>	 <p>CRESCENT TAKAFUL S A C C O Ethical Partnerships for Progress THE ONLY SHARIA COMPLIANT S A C C O</p>	 <p>Microvision Enterprises Ltd Quality Services. Our Endeavour</p>	 <p>SportPesa</p>
 <p>URA Uganda Revenue Authority DEVELOPING UGANDA TOGETHER</p>	 <p>RESOLUTION INSURANCE General Medical Protecting what <i>you</i> value</p>	 <p>The Aga Khan University Hospital</p>	 <p>Vivo®</p>
 <p>Radisson BLU</p>	 <p>KENYAN ALLIANCE Est 1915</p>	 <p>PACIS INSURANCE COMPANY LTD</p>	 <p>PIONEER ASSURANCE</p>
 <p>Meridian Health</p>	 <p>C&G CAR and GENERAL</p>	 <p>VisionFund INTERNATIONAL</p>	 <p>OPPORTUNITY BANK PLC Empowering You</p>
 <p>Neema Livestock Slaughtering & Investment Company Ltd</p>		 <p>CPD CENTRE FOR PEACE AND DEMOCRACY</p>	 <p>GOVERNMENT OF EMBU COUNTY</p>
 <p>STIMA S A C C O towards a prosperous future together</p>	 <p>Ronalds</p>	 <p>NGONG HILLS HOTEL</p>	 <p>Mount Kenya University Unlocking Infinite Possibilities</p>
 <p>GA Insurance REST ASSURED</p>	 <p>kenswitch Where you are, we are.</p>	 <p>Majani Insurance Brokers Ltd.</p>	 <p>Kijabe Hospital Health Care to God's Glory</p>

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