

CONTINUING PROFESSIONAL DEVELOPMENT (CPD) PROGRAMMES

Registered & approved CPD provider with Ministry of Higher & Tertiary Education, Innovation, Science & Technology Development, Zimbabwe
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Silveira House Oasis Commercial School




2024 TRAINING CALENDAR

COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
EMOTIONAL INTELLIGENCE Certified by 	Emotional intelligence is the ability of an individual to understand and manage own emotions as well as understanding the emotional statuses of others. “Researches have shown that success at work or in life to a greater extent depends on one’s ability to leverage emotional intelligence. This evidence suggests that Emotional Intelligence contributes 80% towards effective leadership and good workplace relationships while only20% comes from intellectual ability (Cotras et al, 2012). By purposefully leveraging emotions, teams collectively create a collaborative organisational culture while individual employees are able to understand and handle their own emotions well when working with others. Employees/teams with high EQ are collaborative, manage conflicts well and are 5 times more likely to be productive than employees/teams with low EQ. This course aims to equip leaders and all other employees with EQ skills so that leaders lead well and effectively, and teams and individual staff are able to understand and manage emotions well for good workplace relationships, collaborations and productivity.	Human Resource Practitioners, Institutional Leaders and organisational Managers, Supervisors, Directors, Senior Administrators, Entrepreneurs, Administrators	Online/Virtual	5 Feb - 16 Feb 2024
			Face to face Harare, Zimbabwe	26 Feb – 08 Mar 2024
			Online/Virtual	18Mar-29 Mar 2024
			Face to face, Windhoek, Namibia	08April-19 April 2024
			Online/Virtual	29 April -10 May 2024
			Face to face Harare, Zimbabwe	20 May – 31 May 2024
			Online/Virtual	10 Jun – 21 Jun 2024
			Face to face Victoria Falls, Zimbabwe	1July – 12 July 2024
			Online/Virtual	22 July – 2 August 2024
			Face to face Accra, Ghana	12 Aug – 23 Aug 2024
Online/Virtual	02 Sept – 13 Sept 2024			
Face to face, Maseru. Lesotho	23 Sept -4 Oct 2024			
Online/Virtual	14 Oct-25 Oct 2024			

COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
LEADERSHIP SKILLS Certified by 	Leadership is a complex phenomenon which involves a leader, followers and a situation or context. Success or failure on any organisation or business largely hinges around its leaders' ability to manage the interlinkages of these three critical elements. Building critical leadership and management skills among leaders and managers is the beginning to laying a strong and sustainable organisational foundation. This course is designed to build the knowledge, understanding and skills necessary to provide effective and sustainable leadership for organisations or businesses. It will empower participants with modern leadership perspectives which apply to modern complexities associated with modern organisations and contexts	Functional Heads, Senior Executives, Institutional Leaders, Middle Managers, Supervisors	Online/Virtual	15 Jan- 26 Jan 2024
			Face to face, Harare, Zimbabwe	5 Feb - 16 Feb 2024
			Online/Virtual	26 Feb – 08 Mar 2024
			Victoria Falls, Zimbabwe	18Mar-29 Mar 2024
			Face to face, Gaborone, Botswana	08April-19 April 2024
			Online/Virtual	29 April -10 May 2024
			Face to face, Cape Town, South Africa	20 May – 31 May 2024
MANAGING RISK IN PUBLIC SECTOR ORGANISATIONS Certified by Silveira House Oasis Commercial School 	Increasing business complexities, growing penetration of new technologies, and changing social dynamics pose numerous risks and threats to business/organisations. As complexity increases, risk levels also increase, and this course aims at imparting knowledge and skills required to anticipate risks, assess and investigate and applying appropriate risk mitigation interventions with the view to reduce, minimise or eradicate organisational risk.	Functional Heads, Financial Executives, Procurement Heads, Internal and external Audit Heads, Risk Managers.	Face to face, Arusha, Tanzania	1July – 12 July 2024
			Face to face, Dar Es Salaam, Tanzania	22 July – 2 August 2024
			Online/Virtual	12 Aug – 23 Aug 2024
			Face to face Harare, Zimbabwe	02 Sept – 13 Sept 2024
			Online/Virtual	23 Sept -4 Oct 2024
MANAGING ORGANISATIONAL CHANGE Certified by Silveira House Oasis Commercial School 	Every organisation is a system with numerous sub-systems. Where a change, either internally or externally induced, causes changes to either one or more changes to other sub-systems. In light of the fact that change is inevitable and that in today's operating context, change is faster than it was ever before. The ability to understand an organisation's internal and external operating environment, correctly interpreting that environment based on evidence and making evidence-based decisions is what is at the core of this course. Every organisation is confronted with immense internal and external shifts that require every manager or leader to be ready with the right mindsets, tools and skills to help understand, implement and manage change. This is the main aim of this course.	Functional Heads, Human Resource Practitioners, Organisational Development Practitioners, Leaders, Top Executives, Middle Managers. Senior Administrators	Face to face, Port Louis, Mauritius	20 May – 31 May 2024
			Online/Virtual	10 June – 21 June 2024
			Face to face, Harare, Zimbabwe	1July – 12 July 2024
			Online/Virtual	22 July – 2 August 2024
			Face to face, Victoria, Seychelles	12 Aug – 23 Aug 2024
			Face to face, Lusaka, Zambia	02 Sept – 13 Sept 2024
			Online/Virtual	23 Sept -4 Oct 2024

COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
CORPORATE GOVERNANCE IN PUBLIC SECTOR ORGANISATIONS Certified by Silveira House Oasis Commercial School 	Corporate governance deals with the complex set of relationships between the corporation and its board of directors, management, shareholders, and other stakeholders. In recent years, the regulators and legislators have intensified focus on how organisations are being run. They are attempting to create a model corporate governance and mandatory disclosure measures, which are beneficial for both the stakeholders and regulators. The aim of this short course is thus to enable participants champion this critical function within their organisations. The course develops, among participants, the critical skills and knowledge required to match required corporate governance standards.	Heads of Government Departments, Company Directors, CEOS, Managing Directors, Chief Operating Officers, Finance Executives, Senior Administrators	Face to face, Harare, Zimbabwe	08April-19 April 2024
			Online/Virtual	29 April -10 May 2024
			Face to face, Victoria Falls, Zimbabwe	20 May – 31 May 2024
			Online/Virtual	10 June – 21 June 2024
			Face to face, Arusha, Tanzania	1July – 12 July 2024
			Face to face, Bulawayo, Zimbabwe	22 July – 2 August 2024
			Online/Virtual	12 Aug – 23 Aug 2024
Online/Virtual	02 Sept – 13 Sept 2024			



FINANCE COURSES




COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
FINANCIAL MANAGEMENT & BUDGETING Certified by 	The course gives participants understanding of the budget planning and preparation system. Not just to derive expenditure projections but to be able to advise policymakers on the feasibility and desirability of specific budget proposals, from a macroeconomic or microeconomic perspective. No individual, organization or country has unlimited resources therefore budgeting is needed to increase the probability of achieving goals. Managers responsible for planning, organizing, leading and controlling cannot fully complete their functions without financial competency. This course on budgeting and financial management ensures that managers are equipped with such skills.	Finance Managers/Accountants in Public, Private and Non-Profit Sector Organisations. Senior Finance Administrators	Online/Virtual	10 June – 21 June 2024
			Face to face. Dar Es Salaam, Tanzania	1July – 12 July 2024
			Online/Virtual	22 July – 2 August 2024
			Face to face, Accra, Ghana	12 Aug – 23 Aug 2024
			Kampala, Uganda	02 Sept – 13 Sept 2024
			Online/Virtual	23 Sept -4 Oct 2024
			Face to face, Harare, Zimbabwe	14 Oct-25 Oct 2024
Online/Virtual	4 Nov- 15 Nov 2024			

COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
TREASURY MANAGEMENT IN PUBLIC SECTOR ORGANISATIONS Certified by Silveira House Oasis Commercial 	Approaches of effective and efficient use of an organisation's collections, disbursements, investments including funding activities has transformed significantly owing to enormous shifts in operating environments. Greater adaptation to these changing environments guarantees prudent resource mobilization, resource deployment including risk management. The course exposes participants to modern treasury management trends with a view to help generate and create value for public sector organisations.	Treasury Managers, Officers, Finance Executives, Treasury Analysts	Face to face Harare, Zimbabwe	5 Feb - 16 Feb 2024
			Online/Virtual	26 Feb – 08 Mar 2024
			Face to face Harare, Zimbabwe	18Mar-29 Mar 2024
			Online/Virtual	08April-19 April 2024
			Face to face Harare, Zimbabwe	29 April -10 May 2024
			Virtual	20 May -31 May
FINANCE FOR NON -FINANCE MANAGERS Certified by 	In today's organisational/business environment, every manager requires minimum financial literacy to align their decisions to the mainstream financial goals of the organisations. This course is designed for managers who run non-finance aspects of organisational operations. While the aim of the course is not to produce financial experts, it equips participants with basic financial literacy required to interpret financial information as well as contributing effectively to key financial decisions of their organisations.	Non-Finance Functional Heads, Operations Managers, Marketing Managers, Procurement Executives, Administration Managers, CEOs	Face to face, Harare, Zimbabwe	5 Feb- 16 Feb 2024
			Online/Virtual	26 Feb – 08 Mar 2024
			Face to face, Victoria Falls, Zimbabwe	18Mar-29 Mar 2024
			Online/Virtual	08April-19 April 2024
			Online/Virtual	29 April -10 May 2024
			Face to face, Francis Town, Botswana	20 May – 31 May 2024
			Online/Virtual	10 June – 21 June 2024
	02 Sept -13 Sept 2024			
CREDIT CONTROL AND DEBT MANAGEMENT Certified by Silveira House Oasis Commercial School 	The programme seeks to infuse the application of proper credit control and debt management principles and practices. It will prepare delegates to become effective organisational agents through prompt and efficient management of debt. The importance of credit control and debt management function and concepts is often overlooked yet the area has potential to negatively impact on the financial well-being of an organisation. The thrust of this training is to bring to the fore pertinent concepts and principles to credit control and management of debt and thus preserve financial value of the organisation.	Loans Officers, Credit Control Officers, Debtors Officers/ Clerks, Finance Officers	Face to face, Harare, Zimbabwe	1July – 12 July 2024
			Online/Virtual	22 July – 2 August 2024
			Face to face, Maseru, Lesotho	12 Aug – 23 Aug 2024
			Online/Virtual	02 Sept – 13 Sept 2024

COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
ADVANCED PUBLIC FINANCE MANAGEMENT Certified by 	Advanced Public Finance Management focuses on how the public sector and its entities of various kinds make the best use of the vast resources entrusted to them in creating public value. Public sector accounting is a core body of knowledge supporting financial management. The purpose of this course is to impart public sector financial management skills necessary to function in public sector environments of low to medium complexity. The course addresses governance and decision-making processes, government budgeting and planning, government financial reporting, financial analysis of government and not-for-profit programs, and public sector auditing.	Public Financial Managers, Heads of Accounts, Financial Officers, Finance Executives, CEOs for Public Institutions	Face to face, Harare, Zimbabwe	20 May – 31 May 2024
			Face to face, Windhoek, Namibia	10 June – 21 June 2024
			Online/Virtual	1 July – 12 July 2024
			Face to face, Maseru, Lesotho	22 July – 2 August 2024
			Face to face, Lusaka, Zambia	12 Aug – 23 Aug 2024
			Face to face, Accra, Ghana	02 Sept – 13 Sept 2024
			Online/Virtual	23 Sept -4 Oct 2024
ADVANCED SPREAD SHEET PROCESSING Certified by Silveira House Oasis Commercial School 	Decision-making in modern organisations/businesses is driven by gathering, analysing and interpreting data. This short course is a practical exercise which gives participants an opportunity to bring their spreadsheet skills to an expert level when handling data to inform key decision-making. Completion of this course will give participants mastery of the more advanced functions of spreadsheet applications enabling them to perform complex mathematical and statistical calculations and to produce more sophisticated organisational reports. It will further enable them to perform complex mathematical and statistical calculations, thereby save time, maintain accuracy and improving productivity in the completion of tasks including decision-making.	Finance Managers, Financial Executives, Finance Officers, Payroll Officers/ Managers, Accountants/Accounts Officers, Persons working with records, Stock Controllers	Online/Virtual	02 Sept – 13 Sept 2024
			Face to face, Victoria Falls, Zimbabwe	23 Sept -4 Oct 2024
			Online/Virtual	14 Oct-25 Oct 2024
			Face to face, Harare, Zimbabwe	4 Nov- 15 Nov 2024
			Face to face, Harare, Zimbabwe	25Nov- 6 Dec 2024
ECONOMICS FOR MANAGERS Certified by Silveira House Oasis Commercial School 	Understanding economics is a pre-requisite for leaders and managers in the corporate, public and non-profit sectors. Knowledge of economics equips leaders and managers for sound leadership on matters relating to ownership, use and exchange of scarce resources among communities they serve or supply or within their organisations. The thrust of the training is to impart knowledge and skills, to managers and leaders, of how scientific methods are used to help explain the behaviours of individuals, groups and organisations as they manage scarce resources. This understanding is key in ensuring that corporates and non-profits are considerate and responsive to the economic contexts.	Finance Managers/Executives, Managerial Economists, CEOs, Functional Heads	Online/Virtual	29 April -10 May 2024
			Face to face, Harare, Zimbabwe	20 May – 31 May 2024
			Online/Virtual	10 June – 21 June 2024
			Online/Virtual	1 July – 12 July 2024
			Face to face, Harare, Zimbabwe	22 July – 2 August 2024
			Online/Virtual	12 Aug -23 Aug 2024
			Face to face Harare, Zimbabwe	14 Oct-25 Oct 2024


ADMINISTRATION COURSES

COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
OFFICE ADMINISTRATION & COMPUTER SKILLS Certified by 	The role of front office personnel, secretaries, personal assistants and office managers has transformed over the years calling for acquisition of modern office management skills and practices to give optimum support services to other organisational functionaries. The training exposes participants to modern office practice and computer skills to help effectively and efficiently deliver results.	Front Office Personnel, Secretaries, Personal Assistants, Office Managers, Office Administrators	Online/Virtual	5 Feb - 16 Feb 2024
			Face to face, Harare, Zimbabwe	26 Feb – 08 Mar 2024
			Online/Virtual	18Mar-29 Mar 2024
			Online/Virtual	08April-19 April 2024
			Face to face, Francis Town, Botswana	29 April -10 May 2024
			Online/Virtual	20 May – 31 May 2024
			Face to face, Bulawayo, Zimbabwe	10 June – 21 June 2024
			Online/Virtual	1July – 12 July 2024
COMMUNICATION SKILLS 	Research has shown that regardless of level of staff, effective communication is a huge challenge. Problems emanate from whether what someone means is exactly what they communicate in their messages and whether what he/she exactly means in his/her communication is exactly what the receiver will hear. Often poor communication is a result of misalignment between the sender, messages being sent and what the receiver of the messages hears. This short course exposes participants to concepts of aligning the three critical aspects of communication; the sender, the message and the receiver, understanding barriers to effective communication and how to overcome them.	Managers, Officers, Executives, Specialist Service personnel such as nurses, doctors, engineers, educators, pharmacists, development practitioners, small-business owners, etc	Face-to-face -Harare	16 February 2024 5 April 2024 17 May 2024 28 June 2024 12 July 2024 23 August 2024 27 September 2024 25 October 2024
			Virtual/Online	26 April 2024 10 May 2024 7 June 2024 26 July 2024 2 August 2024 13 September 2024 4 October 2024



COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
ELECTRONIC RECORDS & INFORMATION MANAGEMENT Certified by Silveira House Oasis Commercial School 	Organisations are now operating in a world of big data and the collection, storage, maintenance, manipulation and security of data has become key to prompt, efficient and effective decision-making in organisations. Equally so, security of organisational data is critical to ensure safeguarding institutional memory. The course focuses on exposing participants to IT related management of organisational information for effective and efficient operations.	Finance and Accounting, Payroll Personnel, Records Officers/Managers Practitioners, Administrators. Information Officers	Face to face, Victoria Falls, Zimbabwe	18 Mar-29 Mar 2024
			Face to face, Harare, Zimbabwe	08April-19 April 2024
			Online/Virtual	29 April -10 May 2024
			Face to face, Bulawayo, Zimbabwe	20 May – 31 May 2024
PROFESSIONAL DEVELOPMENT FOR SECRETARIES Certified by Silveira House Oasis Commercial School 	The role of secretaries has transformed over the recent past. Long gone are the days when secretaries were typists, dictation takers and tea makers. Today's office support staff have all the skills needed for managerial posts — and the secretary's role is now much more of a stepping stone to other line positions. This new perspective is at the core of this course over and above the traditional secretaries' skills development.	Personal Secretaries, Office Administrators, Front Office Personnel, Office Managers	Face to face, Harare, Zimbabwe	02 Sept – 13 Sept 2024
			Online/Virtual	23 Sept -4 Oct 2024
			Face to face, Harare, Zimbabwe	20 May – 31 May 2024
			Face to face, Gaborone, Botswana	10 June – 21 June 2024
			Online/Virtual	1July – 12 July 2024
RECORDS AND REGISTRY MANAGEMENT Certified by Silveira House Oasis Commercial School 	While a company's records management is not a profit centre, handling records incorrectly can lead to financial penalties, loss of institutional memory and negative effects on decision-making or even litigation usually by authorities. Keeping good records helps companies protect institutional memory as well as maintain evidence of activities, transactions, and decisions. An effective records management system can save money on storage and improve an organization's efficiency. Implementation of a solid records management system in an organisation is the main thrust of this course.	Records Officers, Records Managers, Registry Officers, Registry Manager	Online/Virtual	10 June – 21 June 2024
			Face to face, Victoria Falls, Zimbabwe	1July – 12 July 2024
			Face to face, Francis Town, Botswana	22 July – 2 August 2024
			Online/Virtual	12 Aug – 23 Aug 2024
			Face to face, Livingston, Zambia	02 Sept – 13 Sept 2024
			Online/Virtual	23 Sept -4 Oct 2024

SUPPLY CHAIN COURSES

COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
INVENTORY & ASSET MANAGEMENT Certified by Silveira House Oasis Commercial School 	This short course imparts skills and knowledge of integrated inventory and asset management systems. Participants will appreciate the significance and value to an organisation of a well-managed inventory and asset management system. They will further acquire knowledge of the basic principles and practices of inventory and asset management, develop knowledge of the fundamental steps of planning, organizing, leading and controlling inventory and assets of an organisation. It further explores emerging insights thus preparing participants to be able to re-align their operations to these emerging aspects of inventory and asset management.	Inventory Officers/Managers. Finance Officers, Warehouse Personnel, Administration Officers.	Face to face, Victoria Falls, Zimbabwe	29 April -10 May 2024
			Face to face, Harare, Zimbabwe	20 May – 31 May 2024
			Online/Virtual	10 June – 21 June 2024
			Online/Virtual	1 July – 12 July 2024
			Face to face, Harare, Zimbabwe	22 July – 2 August 2024
			Face to face, Gaborone, Botswana	12 Aug – 23 Aug 2024
BEST PRACTICES IN PROCUREMENT Certified by Silveira House Oasis Commercial School 	The procurement function has transformed from a purely administrative function such as raising purchase orders, process payments and receive goods and services. The function has become so strategic since constant delivery of value to an organisation is enhanced through efficient procurement systems and practices. This short course exposes participants to the best practices which are both administrative and strategic in nature and further endeavours to make participants become suitable agents of their organisations in adding value to an organisation/business.	Procurement Officers/Managers, Stores Managers/Officers	Online	12 Aug – 23 Aug 2024
			Face to face, Harare, Zimbabwe	02 Sept – 13 Sept 2024
			Online/Virtual	23 Sept -4 Oct 2024
			Online/Virtual	14 Oct-25 Oct 2024
			Online/Virtual	4 Nov- 15 Nov 2024
COMBATING RISK & FRAUD IN PROCUREMENT Certified by Silveira House Oasis Commercial School 	Increasing global business complexities and changing procurement environment bring challenges that have potential to undermine organisational growth. Procurement fraud has been detected in many organisations ranging from private to public institutions. The major thrust of this short course is to expose participants to knowledge and skills to look out for procurement fraud, assess and mitigate risks associated with the phenomenon and the application of proven interventions to effectively combat this problem.	Procurement Managers/Officers. Internal Auditors, Finance Executives, Administrators	Online/Virtual	20 May – 31 May 2024
			Face to face, Harare, Zimbabwe	10 June – 21 June 2024
			Online/Virtual	1 July – 12 July 2024
			Face to face, Harare, Zimbabwe	22 July – 2 Aug 2024
			Online/Virtual	12 Aug – 23 Aug 2024
			Face to face, Victoria Falls, Zimbabwe	02 Sept – 13 Sept 2024



COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
TRANSPORT & LOGISTICS MANAGEMENT Certified by Silveira House Oasis Commercial School 	The role of transport and logistics to organisations, whether fully-fledged logistics business or running logistics as a support service to the main business line, has transformed significantly owing to developments such as adoption of digital tools, automated processes, artificial intelligence, the internet of things (IoT) which refers to the collective network of connected devices. The thrust of this short course is to refresh existing knowledge and practices as well as align and fuse these practices with emerging insights to the transport management function. The course will help participants manage the transport and logistics function in a manner that enhances value creation by developing sufficient and efficient internal systems.	Transport Managers/Officers, Logistics Managers/Officers, Warehouse Managers and all personnel whose roles are associated with transport and logistics	Face to face, Harare, Zimbabwe	12 Aug – 23 Aug 2024
			Online/Virtual	02 Sept – 13 Sept 2024
			Face to face, Maseru, Lesotho	23 Sept -4 Oct 2024
			Online/Virtual	14 Oct-25 Oct 2024
			Face to face, Harare, Zimbabwe	4 Nov- 15 Nov 2024

HUMAN RESOURCE MANAGEMENT COURSES


COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
SAFEGUARDING 	The need for safeguarding in organisations (public, corporates or non-profit) cannot be overemphasized. Safeguarding issues are increasingly becoming mandatory as pressure mounts on institutions to ensure measures to prevent sexual harassment, abuse and exploitation. Across the globe, every organisation needs a safeguarding policy, employees/staff/management should be knowledgeable on what safeguarding is, what needs to be done to ensure safe environment for all, and last but not least, develop knowledge of how to design a safeguarding policy and how to implement it effectively. This is the thrust behind this course.	Managers, Heads of departments, Directors, Officers of Public Institutions, Corporates, NGOs, CSOs, INGOs	Online/virtual	18 Mar -22 Mar 2024 1 April – 5 April 2024 15 April – 19 April 2024 29 April – 3 May 2024
			Face-to-Face	13 May – 17 May 2024 27 May -31 May 2024 10 June -14 June 2024 1 July -5 July 2024 22 July-26 July 2024 19 Aug -23 Aug 2024 16 Sept -20 Sept 2024 14 Oct – 18 Oct 2014
HUMAN RESOURCE BEST PRACTICES IN PUBLIC SECTOR ORGANISATIONS Certified by Silveira House Oasis Commercial School 	'Effective and efficient management of any organisation's key resource (human) may well become the single most source of competitive advantage'; research has shown. This course aims at exposing participants to the application of modern best practices in the management of an organisation's human capital for the attainment of competitive advantage.	Human Resource Practitioners, Human Resource Directors, Human Resource Officers, Administrators	Online/Virtual	18Mar-29 Mar 2024
			Face to face, Bulawayo, Zimbabwe	08April-19 April 2024
			Online/Virtual	29 April -10 May 2024
			Online/Virtual	20 May – 31 May 2024
			Face to face, Harare, Zimbabwe	10 June – 21 June 2024


COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
<p>HR FOR NON-HR MANAGERS Certified by</p>  <p>The CPD Certification Service</p>	<p>All managers are Human Resource (HR) managers by virtue of them leading people and teams in their various departments/sections of the organisation/company. Even if organisations have fully-fledged HR departments that manage the people side of the business/organisation, the ultimate responsibility for effective delivery of tasks through people lies with line managers. When non-HR managers acquire basic knowledge and skills on the best practices, procedures and processes of dealing with employees not only complements the efforts of HR departments, but also creates workplace environments where employees contribute effectively to goals, feel recognized for their value addition, see opportunities for growth and work towards the organisation/company collective goal. Although not unique to small companies, studies and reports on employment issues continue to show that small organisations which, due to their size, usually cannot afford fully-fledged HR departments often encounter many HR related challenges. These range from litigations for violating employment laws and guidelines, limited understanding of how to increase employee engagement, how to build staff capacities, how to manage employee disputes and discipline, among others. The aim of this course is to technically capacitate non-HR managers and leaders or small business owners to build basic but fundamental capacities to manage and lead their employees in accordance with laws, regulations, policies and best practices.</p>	<p>Non-HR Professionals/practitioners, Supervisors/Line managers, Project managers, Administrators, Entrepreneurs, Public Officers</p>	Face to face, Harare, Zimbabwe	08April-19 April 2024
			Online/Virtual	29 April -10 May 2024
			Face to face, Harare, Zimbabwe	20 May – 31 May 2024
			Online/Virtual	10 June – 21 June 2024
			Online/Virtual	1July – 12 July 2024
			Face to face, Gaborone, Botswana	22 July – 2 August 2024
Online/Virtual	12 Aug – 23 Aug 2024			
<p>ORGANISATIONAL DEVELOPMENT Certified by Silveira House Oasis Commercial School</p> 	<p>The concept of strategic positioning organisations has become imperative in a fast changing local and global economy. The main aim of Organisation Development (OD) is to strategically position an organisation to either leverage opportunities or deal with existing or foreseeable challenges and risks to the organisation/business. The course aims to build capacities of managers and leaders in aligning their organisations/businesses with their goals, internal and external contexts.</p>	<p>Organisational Leaders, Human Resource Managers, Functional Heads, Human Resource Business Partners, small business owners, OD Consultants.</p>	Online/Virtual	02 Sept – 13 Sept 2024
			Face to face, Harare, Zimbabwe	23 Sept -4 Oct 2024
			Online/Virtual	14 Oct-25 Oct 2024
			Face to face, Bulawayo, Zimbabwe	4 Nov- 15 Nov 2024
			Online/Virtual	25 Nov -6 Dec 2024

COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
TALENT AUDIT AND LEARNING NEEDS ANALYSIS Certified by Silveira House Oasis Commercial School 	Strategic Talent Management Concept demands that Managers/Leaders develop skills that enable them identify skills/knowledge gaps vis a vis the strategic direction and requirements of their organisations. Talent audit and needs analysis gives direction to requisite interventions to be employed. Intended benefits can be predicted thus purposefully investing time, effort and other resources into things that bring or add value to an organisation.	Human Resource Practitioners, Human Resource Business Partners, Administrators, Heads of Functions	Face to face, Bulawayo, Zimbabwe	10 June – 21 June 2024
			Online/Virtual	1 July – 12 July 2024
			Face to face, Victoria Falls, Zimbabwe	22 July – 2 August 2024
			Online/Virtual	12 Aug – 23 Aug 2024
PAYROL & EMPLOYMENT RETURNS ADMINISTRATION Certified by Silveira House Oasis Commercial School 	The administration of payroll and employment returns is governed by law. Participants are exposed to the legal and correct ways of managing this important function to eradicate conflict with employees as well as eradicate risks of violating legal provisions	Human Resource Practitioners, Payroll Managers/Officers, Employee Benefits Managers	Online/Virtual	18Mar-29 Mar 2024
			Face to face, Harare, Zimbabwe	08April-19 April 2024
			Online/Virtual	29 April -10 May 2024
			Face to face, Maseru, Lesotho	20 May – 31 May 2024
INDUSTRIAL RELATIONS AND COLLECTIVE BARGAINING Certified by Silveira House Oasis Commercial School 	Industrial relations can make or break an organisation. The course aims at imparting knowledge and skills needed to build good industrial relations climate as well as resolving disputes at work places. Participants will come out of this training with knowledge of the step-by-step process of creating a sustainable work place atmosphere.	Industrial Relations Managers/Officers, Welfare Managers/Officers, Human Resource Managers/Officers, Employee and Employer Representatives	Online/Virtual	26 Feb – 08 Mar 2024
			Face to face, Harare, Zimbabwe	18Mar-29 Mar 2024
			Online/Virtual	08April-19 April 2024
			Face to face, Bulawayo, Zimbabwe	29 April -10 May 2024
			Online/Virtual	20 May – 31 May 2024
HUMAN RESOURCE INFORMATION SYSTEMS Certified by Silveira House Oasis Commercial School 	The application of technology in administering employee related issues has brought efficiency and improvement in handling issues such as performance management, employee data capturing, storage and processing, among others. To a greater extent, technology has helped reduce costs while at the same time enhancing effectiveness and efficiency. Participants are exposed to the ways through which they can leverage technology to bring efficiency and effectiveness in managing the administrative part of human resources.	Payroll Managers/Officers, Payroll Consultants, Human Resource Managers/ Officers, Administrators	Online/Virtual	08April-19 April 2024
			Face to face, Harare, Zimbabwe	29 April -10 May 2024
			Online/Virtual	20 May – 31 May 2024



COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
FUNCTIONS OF WORKERS & WORKS COUNCILS COMMITTEE Certified by Silveira House Oasis Commercial School 	The functions of workers Committees and Works Councils at work places is a legal requirement. Although the purpose of these two committees is well known, their functions and roles is a subject of confusion. The course aims at unpacking the proper functions and beneficial roles and responsibilities of these work bodies.	Human Resource Managers/ Officers, Industrial Relations Officers/Managers, Functional Heads, Workers Committee Chairpersons, Managers/ Administrators	Face to face, Bulawayo, Zimbabwe	18Mar-29 Mar 2024
			Online/Virtual	08April-19 April 2024
			Face to face, Bulawayo, Zimbabwe	29 April -10 May 2024
			Online/Virtual	20 May – 31 May 2024
INTERPRETATION AND APPLICATION OF EMPLOYMENT CODE OF CONDUCT Certified by Silveira House Oasis Commercial School 	Many organisations have and continue to lose legal battles both at judicial and quasi-judicial dispute settlement levels for simple reasons ranging from lack of knowledge of the guiding laws and codes of conduct to incorrect interpretation and or application of codes of conduct. Lack of knowledge of these provisions including correct application pose huge risks of litigation, conflict between employees and employers and bad organisational image. This course builds understanding of employment codes of conduct including their correct application.	Human Resource Managers/Officers, Industrial Relations Managers/Officers, Chairpersons of Workers' committees, Labour Officers, NEC Designated Agents	Face to face, Harare, Zimbabwe	5 Feb - 16 Feb 2024
			Online/Virtual	26 Feb – 08 Mar 2024
			Face to face, Harare, Zimbabwe	18Mar-29 Mar 2024
			Online/Virtual	08April-19 April 2024
			Face to face, Harare, Zimbabwe	29 April -10 May 2024




CUSTOMER SERVICE

COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHOD/VENUES	DATES
PUBLIC RELATIONS Certified by Silveira House Oasis Commercial School 	Public relations play a pivotal role in achieving business growth and sustainability. The thrust of this course is to impart skills and knowledge necessary for organisational employees to meet customer and other stakeholder needs.	Public Relations Officers/Managers, Customer Service Managers/Officers	Face to face, Harare, Zimbabwe	5 Feb - 16 Feb 2024
			Online/Virtual	26 Feb – 08 Mar 2024
			Face to face, Harare, Zimbabwe	18Mar-29 Mar 2024

<p>CUSTOMER SERVICE</p> 	<p>The primary objective of this training program is to equip participants with the necessary customer service skills and knowledge to provide exceptional customer experiences. By focusing on key areas such as effective communication, empathy, and problem-solving, the training will ensure that participants exhibit values of care to customers which in turn increases customer loyalty and satisfaction.</p>	<p>Front Desk Officers, Marketing Officers, Sales Officers/Managers, Customer Service Professionals/Officers</p>	<p>Face to face, Harare, Zimbabwe</p>	<p>26 April 2024 10 May 2024 7 June 2024 26 July 2024 2 August 2024 13 September 2024 4 October 2024</p>
			<p>Online/Virtual</p>	<p>16 February 2024 5 April 2024 17 May 2024 28 June 2024 12 July 2024 23 August 2024 27 September 2024 25 October 2024</p>

PROJECT MANAGEMENT TRAINING

COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHODS/VENUES
<p>PROJECT MANAGEMENT Certified by Silveira House Oasis Commercial School</p> 	<p>Project Management skills are becoming more and more essential literally for all people engaged in community development work and those involved in implementing business projects. This training equips participants with essential project management skills to enable them to design, implement, and monitor and evaluate performance of projects of various types.</p>	<p>Project Managers, Community Development Workers</p>	<p>Choice of delivery method venue & and dates depend on needs of organised groups</p>
<p>TRAINING FOR TRANSFORMATION Certified by Silveira House Oasis Commercial School</p> 	<p>In collaboration with Training for Transformation Institute, we offer a powerful package for community development workers. The course, which is based on the ideas of a renowned Brazilian philosopher, author, Paolo Freire, produces solid community workers skilled to facilitate community processes that help people read their reality, come up with solutions for their challenges and change them to act on these.</p>	<p>Community Development Workers</p>	<p>Choice of delivery method venue & and dates depend on needs of organised groups</p>

COURSE TITLE AND CERTIFICATION	BRIEF COURSE DESCRIPTION AND AIM	TARGET GROUP	DELIVERY METHODS/VENUES
ENTREPRENEURSHIP TRAINING Certified by Silveira House Oasis Commercial School 	Designed for people that are motivated to start small enterprises but have no concrete business ideas. We also offer ILO developed packages such as “Generate your business Idea” (GYBI), Start Your Business” (SYB) and “Improve Your Business” (IYB). We have ILO certified trainers for these programs.	Those wishing to start own small enterprises and those wishing to improve their small projects.	Choice of delivery method venue & and dates depend on needs of organised groups
GENDER MAINSTREAMING Certified by Silveira House Oasis Commercial School 	We offer technical support in gender mainstreaming for NGOs, Government Departments and Corporates that require mainstream gender in their operations and structures. To that end we assist with gender audits, gender policy formulation, gender sensitization trainings, gender budgeting, gender sensitive monitoring and evaluation and mainstreaming.	Organised community groups, Public sector organisations corporates, NGOs etc.	Choice of delivery method venue & and dates depend on needs of organised groups
CONFLICT MANAGEMENT AND TRANSFORMATION Certified by Silveira House Oasis Commercial School 	The training equips groups with skills to manage conflict when it occurs and to mitigate its effects on their work environment as well as to transform relationships post-conflict.	Organised community groups, corporates, NGOs etc.	Choice of delivery method venue & and dates depend on needs of organised groups

OTHER HARD AND SOFT SKILLS TRAININGS

LEADERSHIP <ul style="list-style-type: none"> ▪ Coaching & Mentoring ▪ Dispute Resolution ▪ Teambuilding ▪ Talent Management ▪ Systems thinking ▪ Facilitation skills 	INTERPERSONAL <ul style="list-style-type: none"> ▪ Negotiating skills 	PROFESSIONAL SKILLS <ul style="list-style-type: none"> ▪ Planning, Organizing, Scheduling & Controlling ▪ Meeting Management ▪ Business Etiquette ▪ Proposal Writing ▪ Business Ethics ▪ Presentation/Public Speaking 	INTRAPERSONAL SKILLS <ul style="list-style-type: none"> ▪ Self-Awareness ▪ Self- Management/Regulation ▪ Stress Management ▪ Critical Thinking ▪ Self-Motivation ▪ Empathy Skills
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Notes:

- All courses with CPD Certification Service logo are certified by CPD Certification Service United Kingdom (UK). Participants who take part in CPD certified trainings also receive a certificate of successful completion directly from CPD Certification Services United Kingdom upon successfully completing the course. Courses with Silveira House Oasis Commercial School logo are jointly designed by KCS and Silveira House Commercial School, and are certified by Silveira House Commercial School.
- Dates, venues, course descriptions and delivery methods shown in the timetable can be adjusted to suit the training needs of clients especially organized groups.
- Standard Training Period (STP) for short courses range from 1 day to 10 days.
- Trainings are available through face-face (in conformity with Covid-19 WHO Guidelines) and virtually/online. All virtual trainings are instructor-led.

CONTACT US TO BOOK YOUR TRAINING

CONTACT DETAILS: Harare Office: Physical Address: SWK House, 80 Mutare Road, Msasa, and Harare, Zimbabwe. Tell: +263-242-446925. Cell: +263 772 233 616 / +263 772 433 812/ +263 786 235 986 Email: info@khomotayon-consulting.com / admin@khomotayon-consulting.com / khomotayonconsult@gmail.com / khomotayonconsulting@gmail.com, Website: www.khomotayon-consulting.com.

"Education is the most powerful weapon you can use to change the world." - Nelson Mandela, Former President of South Africa

'Knowing is not enough; We must apply. Willing is not enough; We must do.' -Bruce Lee

"It is what we know already that often prevents us from learning." -Claude Bernard