



HENDRICKS
AND ASSOCIATES

Cluster	Training Modules	Target Groups
Code: H&A 10 Executive Professional Development and Leadership	<ul style="list-style-type: none"> • Strategic Leadership and Change Management • Equipping Cooperate Director for Success and driving value. • Good Governance and Ethics • Digital transformation a tool for success • Strategic planning, co-creation • Leadership components within Customer Relations and Service Delivery (select items) • Foundational Leadership Skill Building. • Cross-Functional Business Approach. • Strategy Execution. • Leading Change and Innovation for winning teams. 	<ul style="list-style-type: none"> ✓ Board Members ✓ Chief Executive Officers ✓ Directors ✓ High-Potential Leadership Cadres
Code: H&A 11 Corporate Innovation, Intrapreneurship & Organizational Agility	<ul style="list-style-type: none"> • Customer Relations & Customer Experience • Sales and Marketing Excellence • Public Relations and Stakeholder Management • Customer Care and Communication Skills for Frontline Staff • Rhetoric: The Art of Persuasion • Customer Service Management • Customer Care & Effective Communication Skills for Frontline Staff • Business etiquette and office protocol • Incident management • Business Continuity Planning • Business Process Re-engineering • Marketing Skills Development • Business Law for Non-Lawyers • AI Applications and Future Workforce Competencies 	<ul style="list-style-type: none"> ✓ Customer Service Officers ✓ Frontline Service Providers ✓ Sales Executives ✓ Marketing Officers ✓ Public Relations Officers ✓ Corporate Communications Officers ✓ Training and Capacity-Building Officers ✓ Supervisors and Line Managers ✓ Executive Assistants ✓ Administrative Assistants. ✓ Operations Supervisors



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		<ul style="list-style-type: none"> ✓ Business Development Officers ✓ Process Improvement Officers ✓ IT and Digital Workforce Practitioners ✓ Compliance and Risk Officers ✓ All staff
Cluster	Training Modules	Target Groups
<p>Code: H&A 12</p> <p>Sustainability and Climate Resilience</p>	<ul style="list-style-type: none"> • Climate-Resilient Local Development • Localizing the Sustainable Development Goals (SDGs) • Food Security & Rural Development Strategies • Project Sustainability (People, Profit & Planet) • Environmental, Social, and Governance (ESG) Management • Disaster Preparedness and Relief Management • Climate Change & Risk Management • Environmental Impact Assessment of Projects • Circular Economy 	<ul style="list-style-type: none"> ✓ Environmental Officers ✓ Climate Change Practitioners ✓ Disaster Risk Management Officers ✓ Rural Development Officers ✓ Urban and Regional Planners ✓ Project Managers ✓ Monitoring and Evaluation Practitioners ✓ Humanitarian and Relief Personnel ✓ Policy Makers ✓ Program Implementers
<p>Code: H&A 13</p> <p>Financial Performance</p>	<ul style="list-style-type: none"> • Budgeting and Financial Reporting • Procurement and Asset Management • Project Financial Planning (embedded within Project Management Cycle) • Financial Management for Donor Funded Projects 	<ul style="list-style-type: none"> ✓ Finance Officers ✓ Accountants ✓ Procurement Officers ✓ Internal Auditors ✓ Project Accountants ✓ Budget Officers ✓ Grant and Compliance Officers ✓ Planning Officers



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		<ul style="list-style-type: none"> ✓ Program and Project Managers
<p>Code: H&A 14</p> <p>Gender Equality, Social Inclusion & Diversity Management (GESI)</p>	<ul style="list-style-type: none"> • Workplace Diversity and Inclusion • Strategic positioning of Women on Boards for value. • Gender Audit • Gender Responsive Budgeting • Gender Equality and Diversity in Management • Strategic Communication Skills for Women Leaders • Social Protection & Inclusion modules: <ul style="list-style-type: none"> ➢ Core Concepts of Social Protection ➢ Policy Planning & Institutional Frameworks ➢ Accountability to Affected Populations (AAP) ➢ Designing and Implementing Inclusive Programs 	<ul style="list-style-type: none"> ✓ Women in Leadership roles ✓ Gender Officers ✓ Human Resource Managers ✓ Diversity and Inclusion Practitioners ✓ Program Managers ✓ Policy Analysts ✓ Women in Leadership Roles ✓ Women on Boards ✓ Social Protection Officers ✓ Community Development Officers ✓ Organizational Development Practitioners ✓ Public Sector Administrators
<p>Code: H&A 15</p> <p>Governance and Public Sector Management</p>	<ul style="list-style-type: none"> • Public Sector Ethics and Accountability • Public Administration Reform and Innovation • Policy Research, Development & Analysis • Monitoring, Evaluation & Learning (MEL) • Intergovernmental Relations & Decentralization • Integrated Development Planning (IDP) 	<ul style="list-style-type: none"> ✓ Public Sector Executives ✓ Directors and Commissioners ✓ Policy Makers ✓ Legislative Officers ✓ Governance and Ethics Officers



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	<ul style="list-style-type: none"> • Urban & Rural Planning Fundamentals • Project Planning, Budgeting & Implementation (public sector development) • Private-sector participation in Service Delivery & Citizen Engagement modules • Community Participation & Stakeholder Engagement • Strategic Organizational Change Management in the Public Sector • Corporate Governance and Board Competence • Media and Communication for Legislatures • Strategy, Planning and Management • Structuring and Managing Special Purpose Vehicle for PPP • Modern Management Practices • Electoral Conflict Management and Resolution • Voter Education and Public Outreach • Gender Mainstreaming & Inclusion • Development and Documentation of Strategy Focused Key Performance Indicators • Transformation Of Public Service Delivery – An Evidence Based Approach • Using Balanced Scorecard (BSC) as a Performance Management System (PMS) 	<ul style="list-style-type: none"> ✓ County Government Administrators ✓ Urban and Regional Planners ✓ Public Participation Officers ✓ Monitoring and Evaluation Officers ✓ Program Managers ✓ Executive Board Members ✓ Public Service Reform Officers ✓ Public Information and Communication Officers ✓ PPP Unit Officers ✓ Election Management Officials
<p>Code: H&A 16</p> <p>Human Resources</p>	<ul style="list-style-type: none"> • Performance Management Systems • Capacity Building & Knowledge Management • Career Development & Progression • Talent Management & Succession Planning • HR for Non-HR Practitioners 	<ul style="list-style-type: none"> ✓ Human Resource Managers ✓ HR Officers and Administrators ✓ Talent Development Officers



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<p>Management & Development</p>	<ul style="list-style-type: none"> • Managing Inter-generational Workforce (HR lens) • Pre-retirement & Pension Planning • Employee Health & Wellness (OHS) • Crisis Management & Personal Safety in the Workplace • Emotional Intelligence in the Workplace • Agile HR and Workforce Flexibility • Pre-retirement and Pension Planning • Effective Report and Minute Taking • Effective Supervisory Management • Management Development Programme for Executive Assistants • Managing the Training and Development Function • The 21st Century Executive Assistant • Managing Attitudes and Team Building • Strategic Human Resource Leadership • Competence Profiling in Organizations • Training for Trainers • Reward Management • Senior Management Development • Improving Interpersonal Relations at Work • Training Needs Assessment and Evaluation of Training • Management Development Programme for Administrative Officers • Managing Work Place Conflict • Office Operations for Support Staff • The Human Resource Score Card 	<ul style="list-style-type: none"> ✓ Training and Capacity-Building Officers ✓ Supervisors and Line Managers ✓ Executive Assistants ✓ Administrative Officers ✓ Occupational Health and Safety Officers ✓ Organizational Development Practitioners ✓ Wellness and Employee Support Officers ✓ Senior Managers ✓ Support Staff Supervisors ✓ Learning and Development Specialists ✓ Pension and Benefits Administrators ✓ Conflict Resolution Officers
<p>Code: H&A 17</p> <p>Private Sector Corporate Enterprise</p>	<ul style="list-style-type: none"> • Strategic Excursions & Field Visits (corporate benchmarking & competitiveness missions) 	<ul style="list-style-type: none"> ✓ Entrepreneurs ✓ Business Owners ✓ Corporate Managers ✓ Operations Managers



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<p>Development, Markets & Competitiveness</p>	<ul style="list-style-type: none"> • Value-chain related topics embedded in Project Management Sustainability (People, Profit, Planet) • Business Etiquette & Office Protocol (public service professionalism) • Productivity and Performance Improvement • Blue Ocean Strategy • Transforming Organizational Culture • Business Continuity Planning • Critical Legal Aspects for Entrepreneurs • Strategies for Operational Excellence 	<ul style="list-style-type: none"> ✓ Business Development Officers ✓ Marketing and Sales Officers ✓ Corporate Planners ✓ Administrative Officers ✓ Private Sector Executives ✓ SME Sector Leaders ✓ Compliance and Risk Officers
<p>Code: H&A 18 Project Management</p>	<ul style="list-style-type: none"> • Project Cost Management Programme • Project Appraisal for Donor Funded Projects • Project Planning and Implementation • Proposal Writing and Resource Mobilization • Monitoring and evaluation of projects • Project Risk Management • Project Management • Project Formulation and Feasibility Studies Analysis • Result Based Monitoring and Impact Evaluation • International Project Management and Financial Resource Mobilization • Designing & Managing Public Private Partnership Projects 	<ul style="list-style-type: none"> ✓ Project Managers ✓ Program Managers ✓ Project Officers ✓ Monitoring and Evaluation Officers ✓ Donor-Funded Project Administrators ✓ Development Practitioners ✓ PPP Unit Officers ✓ Financial Resource Mobilization Officers ✓ Planning and Budgeting Officers ✓ NGO and Development Sector Staff ✓ Public Sector Project Implementers