



2025 TRAINING CALENDAR

1.0 FOREWORD

The Birdforce Management Consultants (Private) Limited offers excellent results-based courses to enable organizations to increase their organizational efficiency and effectiveness in specific operations as part of organizational strategies to achieve business excellence. These courses are well researched and relevant and promote an understanding of standards requirements and implementation.

Birdforce Management Consultants has an excellent team of competent trainers with the requisite qualifications, skills and knowledge to deliver the courses. The courses can be tailor – made to suit your organization's specific requirements and presented at your premises by arrangement or at a chosen venue away from your daily workplace.

Birdforce Management Consultants is running a number of new courses to keep pace with stakeholder demands.

2.0 REGISTRATION, FEES & PAYMENTS

Registration is by payment of the course fees. All course fees are charged per person. Course fee are payable in full and in advance.

3.0 TRAVELLING AND ACCOMMODATION FOR LIVE TRAININGS

Participants should make their own travelling and accommodation arrangements, unless specified under the Course fees column

4.0 COURSE PRESENTATION:

Courses will be presented in English. Special needs will however be considered especially in cases where in-houses courses are presented. A variety of training methods and techniques are used and these include lectures, videos, assignments, manuals and exercises. Group participation is encouraged throughout, as it enhances the learning experience. We are also conducting our courses online.

5.0 IN-HOUSE PRESENTATION COURSES

All Birdforce Management Consultants courses can be presented in-house, i.e. a Birdforce Management Consultants trainer(s) will be sent to present the training at your organization. These training courses can be tailor-made to suit the client's requirements.

NOTE: In-house courses will be presented to a minimum of 12 and a maximum of 30 participants per session. The organization will provide a suitable training room with all necessary training equipment including the projector, flip charts, markers as well as a suitable point/screen for projection.

COURSE TITLE	COURSE OUTLINE	FEES / PERSON	COURSE DATES
Customer Service Excellence	<ul style="list-style-type: none"> Strengthening Organizational Service Culture Improving interpersonal communication Customer Service Vs Customer Care provision Enhancing customer experience Putting the Customer First Achieving excellent outcomes (Knowledge, Skills, Attitude) Communication matrix (what you know & what you don't) Influence through positive phrasing Phone techniques from the masters Asking the right questions and Active Listening Becoming a Professional mouthpiece Dealing and handling challenging customers Taking Ownership – (accountability) What do customers really buy? Attitudes, Behavior & exceptional service Product knowledge Grooming and Deportment 	<p>\$180.00</p> <p>MTB, Msasa HARARE</p>	<p>23 & 24 January 2025</p> <p>22 & 23 May 2025</p>
Stores Management & Stock Control Master Class	<ol style="list-style-type: none"> Fundamentals of Supplies and Store Management <ul style="list-style-type: none"> Understanding the meaning of Stock i.e. raw materials, work-in-progress and finished goods Modern Stock keeping methods Stock requisitioning procedures Stock Fraud Management <ul style="list-style-type: none"> Types and causes of stock fraud Fraudulent shortage and supplies Internal control issues Falsification of stores and supplies documents Purchasing and Supplies Administration <ul style="list-style-type: none"> Screening supplies for effective performance Placing Orders The tendering process 	<p>\$250.00</p>	<p>30 & 31 January 2025</p> <p>Kadoma Hotel & Conference Centre KADOMA</p>
Supervisory Management Skills	<ul style="list-style-type: none"> Essential supervisory leadership skills A supervisor as a transformational leader The influential power of the leader's character Effective supervision: Planning, Organizing, Staffing, Leading & Controlling Critical thinking for supervisors Effective Business Communication Skills Understanding Team Dynamics Managing Teams Motivating Your team Delegation for Results Discipline as a Supervisory Tool Managing Teams under stress Time management and prioritization Handling team troubles 	<p>\$180.00</p> <p>MTB, Msasa HARARE</p>	<p>6 & 7 February 2025</p> <p>27 & 28 March 2025</p> <p>12 & 13 June 2025</p> <p>04 & 05 September 2025</p>

Practical & Effective Debt Collection	<ul style="list-style-type: none"> • Debt recovery strategies • Identifying problem borrowers before they turn bad • Intelligence gathering • Hurdles in Collection • Dealing with difficult borrowers • Dealing with politically exposed persons • Progressive debtor disciplinary procedures • Dealing with disputed accounts • Communication in credit recovery • Handing over to debt collection agencies • Litigation procedures – pros and cons • Physical follow up and site visits 	\$180.00	20 & 21 February 2025
		MTB, Msasa HARARE	26 & 27 June 2025
			25 & 26 September 2025

Executive Assistants & Administrative Professionals Master Class	<ul style="list-style-type: none"> • Stepping up into leadership – An executive assistant as a leader • Role of the Executive Assistant • Maintaining Your Focus • Working with and supporting Senior Management • Effective work Styles & Productivity • Communicating confidently and effectively with Managers • Representing your manager effectively • Organizing meetings and setting out an agenda • Professional etiquette and grooming • Interpersonal communication with colleagues • Setting boundaries – Calm, Confident and Assertive Communication • Networking Skills 	\$180.00	27 & 28 February 2025
		MTB, Msasa HARARE	24 & 25 July 2025
			16 & 17 October 2025

Tax Training Week	Tuesday 18 March 2025 8:30am – 12:30pm	Value Added Tax and Customs & Excise Taxes	\$75.00	18 – 21 March 2025 MTB, Msasa HARARE
	Wednesday 19 March 2025 8:30am – 12:30pm	Taxation of Corporates and Tax Planning & Tax Compliance	\$75.00	
	Thursday 20 March 2025 8:30am – 12:30pm	Taxation of Individuals and Payroll Taxes & Administration	\$75.00	
	Friday 21 March 2025 8:30am – 12:30pm	Withholding Taxes and Double Tax Agreements	\$75.00	

Procurement Management Master Class	<ul style="list-style-type: none"> • Procurement Planning • Procurement cost reduction / management • Strategic Sourcing • Effective Communication • Supplier Selection and evaluation • Negotiation Skills • Report Writing Skills • The buyer – supplier relationship • Managing the Competitive Bidding Process 	\$250.00 (Participation Only)	20 & 21 March 2025
		\$600.00 (Inc. 3 nights accommodation)	Montclair Juliasdale, NYANGA 16 & 17 October 2025 KADOMA

Management Performance Enhancement Master Class	<ul style="list-style-type: none"> • Leadership in an exponentially changing world • Taking on the mantle of business leadership • Managing and stirring business during chaotic times • Organizational Culture – setting up a productive working environment • The Cost of leadership • Essential Qualities of a Corporate Leader • Excelling through Strengths • Challenging Employee Behavior and Conflict Resolution • Critical Thinking • Strategy into Action – Adjusting the sails • The role of succession & retirement planning in driving business growth sustainability 	\$250.00 (Participation Only)	8 - 10 April 2025 Montclair Hotel, Juliasdale, NYANGA
		\$750.00 (Inc. 4 nights accommodation)	29 - 31 October 2025 KADOMA

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BOOKINGS

- **A/C Name** : Birdforce Management Consultants (Private) Limited
- **Bank** : CABS
- **A/C Number** : 1133167551
- **Branch** : Northridge Park
- **Currency** : USD

Send Proof of Payment and the List of participants to:

shingi@birdforceconsultancy.co.zw Cc. shingindiya@gmail.com

For more Information:

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BIRDFORCE MANAGEMENT CONSULTANTS (PVT) LTD
Inspiring People, Building Dreams

