

BQA CODE	INTERVENTION	PLACE	2020 APR	2020 MAY	2020 JUN	2020 JUL	2020 AUG	2020 SEP	2020 OCT	2020 NOV	2020 DEC	2021 JAN	2021 FEB	2021 MAR
	LABOUR MANAGEMENT RELATIONS	Palapye				6-10								
	LABOUR MANAGEMENT RELATIONS	F/Town					17-21							
	LABOUR MANAGEMENT RELATIONS	Gaborone						5-9						
	LABOUR MANAGEMENT RELATIONS	Maun							23-27					
	LABOUR MANAGEMENT RELATIONS	Kasane												
03.02.01	PROJECT MANAGEMENT	Gaborone						7-18						
	PROJECT MANAGEMENT	Gaborone											22-26	
03.05.01	EFFECTIVE CUSTOMER SERVICE	Lethakane			9-12									
	EFFECTIVE CUSTOMER SERVICE	Maun					25-28							
	EFFECTIVE CUSTOMER SERVICE	F/Town				7-10								
	EFFECTIVE CUSTOMER SERVICE	Palapye												
	EFFECTIVE CUSTOMER SERVICE	Kasane								3-6				
	EFFECTIVE CUSTOMER SERVICE	Gaborone			8-11		31 Aug - 3 Sep							
03.03.01	INTRODUCTION TO SUPERVISION	F/Town							26-30					
	INTRODUCTION TO SUPERVISION	Maun						7-11						
	INTRODUCTION TO SUPERVISION	Palapye					3-7							
	INTRODUCTION TO SUPERVISION	Kasane			22-26									
	INTRODUCTION TO SUPERVISION	S/Phikwe												
	INTRODUCTION TO SUPERVISION	Gaborone								23-27				
03.03.01	KAIZEN	Maun		11-15										
	KAIZEN	Gaborone					17-21							
	KAIZEN	F/Town							19-23					
03.10.01	SUPERVISORY DEVELOPMENT PROGRAMME (A)													
	1. Managing for Productivity (Concepts & Tools)	Gaborone		20-22										
	2. Supervising Work/Output	Gaborone			17-19									
	3. Obtaining Results Through People	Gaborone				22-24								
	4. Developing people	Gaborone					19-21							
	5. Industrial/Labour Relations	Gaborone						16-18						
	6. Communication Skills	Gaborone							14-16					
03.10.01	SUPERVISORY DEVELOPMENT PROGRAMME (A)													
	1. Managing for Productivity (Concepts & Tools)	F/Town		6-8										
	2. Supervising Work/Output	F/Town			3-5									
	3. Obtaining Results Through People	F/Town				8-10								
	4. Developing People	F/Town					5-7							
	5. Industrial/Labour Relations	F/Town						2-4						
	6. Communication Skills	F/Town							7-9					
03.04.01	PROFESSIONAL & SELF DEVELOPMENT													
	1. Why Transformation	Gaborone							13-15					
	2. Coaching Session	Gaborone												
	3. Awakening the Five Senses	Gaborone												
	4. Self Discovery	Gaborone												
	5. The Role of the Mindset in Effectiveness	Gaborone												
	6. Self Management for Effectiveness	Gaborone												
	7. Stay on Purpose	Gaborone												
03.14.01	QUALITY MANAGEMENT SYSTEMS (ISO 9001:2015)													
	1. ISO 9001:2015 Awareness	Gaborone		22-23									24-25	
	2. Understanding & Implementing ISO 9001:2015 Quality Management Systems	Gaborone			22-26							25-29		
03.15.01	BALANCED SCORECARD (BSC)	Gaborone			8-12								01-05	22-26
	BALANCED SCORECARD (BSC)	Maun												
	BALANCED SCORECARD (BSC)	F/Town					14-18							
	BALANCED SCORECARD (BSC)	Gaborone												
	SMART WORK ETHIC	Gaborone			26-29									
	SMART WORK ETHIC	F/Town					25-28							
01.16.01	STRATEGIC DEVELOPMENT & IMPLEMENTATION	Gaborone			05-08									
	SERVICE EXPERIENCE DESIGN	Gaborone				27-31								

BQA CODE	IN-HOUSE PROGRAMME	BQA CODE
03.16.01	Industrial Housekeeping (3R & 5S) - 3 days	03.19.01 Business Telephone Etiquette - 3 days
03.17.01	Building High Performance Teams - 3 days	03.19.01 Office and Health Safety Training Course
01.15.01	Balanced Scorecard - 5 days	03.09.01 Facilitating Skills - 5 days
	Performance Reward Systems - 3 days	
	Change Management	

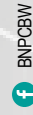
BNPC reserves the right to cancel programmes or change the content, dates and venues. In-house programmes can be conducted on client request.

• For Gaborone Effective Customer Service, Introduction to Supervision, Supervisory Development Programme (A), Professional & Self Development, Quality Management Systems, Kaizen, Project Management and Service Experience Design, contact Elisha@bnpc.bw or 36226304.

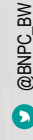
• For Other Locations, contact neoni@bnpc.bw or 2418608/2415500

• For Labour Relations Management (LMR) and Smart Work Ethics, contact maggie@bnpc.bw or 3626372

• For Strategic Development & Implementation and Leadership Essentials, contact juliat@bnpc.bw or 3626397



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BNPC was certified ISO 9001:2015 compliant by BVI on 24 September 2018. Certification Number: IND 186552-UIQ