

A smiling man with glasses, wearing a dark suit, white shirt, and blue patterned tie, sits at a dark desk in a library. He has his hands clasped and is looking towards the camera. The background shows bookshelves filled with books. The image is framed by large orange and blue geometric shapes. A white line graphic starts from the top left, curves around the man's head, and ends at the bottom right.

TRAINING PROFILE

ABOUT US

The difference is, we are different. At ProLearn Institute, we believe that all human beings are unique and have potential beyond our comprehension. Our courses teach people to work from the inside out by tackling heart issues before we upskill. This approach enables us to tap into peoples' intelligence and reinforce it with new knowledge and skills.



VISION

To partner with people for growth and wellbeing.



MISSION

To redefine education through impactful learning programs.



VALUES

- *We deliver our absolute best in all we do.*
- *We hold ourselves accountable for our actions.*
- *We believe in exceptional client service & operational excellence.*
- *We are committed to fairness, integrity, and responsibility.*
- *We are passionate about our clientele, our communities and businesses.*

SERVICES

We offer a wide range of courses that mould your employees and organization, setting them up on the cutting edge of effective service delivery. We are committed to empowering and training each employee into becoming a success on a personal and group level.



COURSE LIST

1. Finance for Non-Finance Managers
2. Debt Management
3. Financial Literacy
4. Budgets and Setting Financial Goals
5. Saving and Investing
6. Psychology of Spending
7. Mental Health and Personal Finance
8. Influential Leadership
9. Emotional Intelligence
10. Team Building
11. Workplace Wellness
12. Career Development
13. Change Management
14. Dealing with Difficult People
15. Managing Workers from Home
16. Performance Management
17. Smart Work Ethics
18. Coaching and Mentoring
19. Training of Trainers
20. Stress Management
21. Personal Development
22. Customer Service
23. Sales and Marketing
24. Forth Industrial Revolution Literacy (Level 1 - 3)
25. Digital Education
26. Health and Safety
27. First Aid
28. Retirement Planning



EMOTIONAL INTELLIGENCE

Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life (personally and professionally).

WHAT YOU WILL LEARN:

By the end of this course, you will be able to:

- Understand what emotional intelligence means
- Recognize how our emotional health and physical health are related
- Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
- Understand the different emotions and how to manage them
- Create a personal vision statement
- Understand the difference between optimism and pessimism
- Validate emotions in others
- Learn how to apply emotional Intelligence in the workplace

COURSE OVERVIEW

- Reduce Stress
- Improve Change Management
- Increase Communication Effectiveness
- Eliminate "Silo" Mentality
- Improve Personal Productivity
- Improve Teamwork
- Resolve Conflict Constructively
- Improve Team-to-Team Cooperation

TEAM BUILDING

This course is designed to help any team become an efficient high performance and well-functioning unit that achieves and surpasses goals. Our approach to team building is unconventional. Utilizing our curated team effectiveness survey and Belbin's Nine Team Roles, we have the most effective team building course that utilizes both indoor and outdoor activities to help organisations assemble professional, efficient, and winning teams to achieve goals.

WHO CAN TAKE THIS COURSE:

Corporate and social organizations that are interested in creating an enduring culture of teamwork that fosters long-term growth and business success.

WHAT YOU WILL LEARN:

By the end of this course, you will be able to:

- Understand what Teamwork means
- Improve Team to Team Cooperation
- Improve Communication
- Increase Personal Productivity
- Increase Morale
- Build Effective teams
- Provide a happier Working Environment

COURSE OVERVIEW

- Understand the value of working as a team
- Learn techniques to foster teamwork and create a supportive culture
- Build the trust that helps teams to be more productive
- Team communication
- Setting your personal vision



MONEY MANAGEMENT

This course equips employees with the skills and tools to effectively manage their personal resources, build wealth and avoid debt which hinders their workplace productivity. It is an amalgamation of multiple BQA accredited modules comprising budgeting, savings, and investments, managing debt, retirement planning and the psychology of spending. It is a once of alternative to our comprehensive Employee Financial Wellbeing Program and Wealth Management Programs.

WHO CAN TAKE THIS COURSE:

This course is designed to foster financial management for everyone



WHAT YOU WILL LEARN

- Discern benefits of financial literacy
- Discuss characteristics of a successful financial plan
- Identify mistakes to avoid when making a financial plan
- Come up with solutions to common financial planning mistakes
- Evaluate attitudes towards finances

COURSE OVERVIEW

- Introduction to financial education
- Approaches to debt management
- Money and emotional intelligence
- The basics of budgeting
- Emergency financial planning
- Savings and investments
- Retirement planning
- Estate planning and taxes



FINANCE FOR NON-FINANCE MANAGERS

This course focuses on training managers who do not have a finance background but are responsible for financial decisions such as budgets and spending. It is a crash course that helps managers understand the cycle of finance and how it fits into the company's overall financial structure and to keep departments out of the red.

WHO CAN TAKE THIS COURSE:

This training is designed for managers who are not from the financial background but whose role involves financial decision making.



WHAT YOU WILL LEARN:

By the end of this course, you will be able to:

- Define basic financial terminology
- Prepare a budget of any type or size
- Get your budget approved
- Perform basic ratio analysis
- Make better financial decisions

COURSE OVERVIEW

- Finance jeopardy
- Fundamentals of finance
- The basics of budgeting
- Parts of a budget
- The budgeting process
- Budgeting tips and tricks
- Monitoring and managing budgets
- Crunching the numbers
- Getting your budget approved
- Comparing investment opportunities

SMART WORK ETHICS

The course aims to acquaint individuals with the basic concepts and standards of work ethic. It aims to develop their skills in identification, analyses, and permission of ethical dilemmas in the workplace, reduction of distractions and improve their overall work approach.

WHO CAN TAKE THIS COURSE:

This training is designed for people who want to improve their personal productivity by working smarter and not harder.



WHAT YOU WILL LEARN:

By the end of this course, you will be able to:

- Understand Identify what personal efficiency is
- Apply the 80/20 rule and learn how it should affect planning
- Identify the characteristics of a good organizational system
- Develop a plan for an efficient workspace, including a customized information center and a filing system
- Apply a system that will allow you to process any type of information that crosses your desk, including e-mail, electronic files, paper files, voice mail, text messages, and drop-in visitors
- Say no

COURSE OVERVIEW

- Understanding personal efficiency
- Developing the right attitude
- Laying the foundation
- The building blocks of a good organizational system
- Creating the right environment
- Setting up your virtual system
- Setting up your information management center
- Managing information in six easy steps
- Applying our lessons at home
- Stopping procrastination now (Not Later)

SALES AND MARKETING

This course equips your sales team with unconventional sales techniques to help boost their lead generation all the way to closing sales with high efficiency. The sales and marketing industry continues to change rapidly. This is an exciting and dynamic course that creates a new generation of sales professionals high trained and well groomed with the characteristics of trustworthiness, honesty and competence.

WHO CAN TAKE THIS COURSE:

This training is designed for people who want to improve their personal productivity by working smarter and not harder.

WHAT YOU WILL LEARN:

By the end of this course, you will be able to:

- Explain and apply concepts of customer focused selling.
- Use goal-setting techniques to focus on what you want to accomplish and develop strategies for getting there.
- Understand productivity techniques to maximize your use of time.
- Identify ways to find new clients and network effectively.
- Learn to sell starting with the WHY customers buy.
- Learn the Difference between Selling and Marketing
- Apply Marketing Strategies that produce results

COURSE OVERVIEW

- Selling skills
- The sales cycle
- Framing success
- Customer service
- Selling more
- Ten major mistakes
- Marketing
- Develop a marketing plan
- Advertising and networking

INFLUENTIAL LEADERSHIP

It is all about inspiring workers to be able to breathe new life, confidence, and a 'can-do' attitude into an organisation in a way that makes people want to perform at their best, all the time.

WHO CAN TAKE THIS COURSE:

This course is designed for anyone in a position of influence keen on making a transition from managing to leading for the overall betterment of the organization.

WHAT YOU WILL LEARN:

By the end of this course, you will be able to:

- Understand the real role of a manager concerning subordinates
- Gain respect and support by demonstrating superior management skills
- Understand ways to motivate your people into doing their best for you and the company
Know how to handle difficult personal conflicts at work, while maintaining your role as the manager
- Practice delegating tasks with the certain knowledge that your people won't let you down
- Ensure you have enough time to do your work while still being an open, available manager for your team
- Be able to conduct motivating performance reviews to keep control and improve the effectiveness of your staff
- Control the activities of people in a structured way to allow you to make sure your targets and objectives are always met without being over-controlling
-

COURSE OVERVIEW

- Delegating for growth and development
- Communicating intelligently and assertively
- Handling conflict with emotional intelligence
- Dealing with difficult people
- Define your roles as a manager
- Coaching for staff development
- Building a motivational culture

CUSTOMER SERVICE

This course equips people facing employees of your organization with the relevant skills and knowledge to effectively interact with customers. Organizations not only want to assist their customers, they want to wow them to improve customer retention.

WHO CAN TAKE THIS COURSE:

This course is designed for people who are starting their customer oriented service positions, anyone looking to touch-up their customer service skills and improve their customer acquisition and retention.



WHAT YOU WILL LEARN:

By the end of this course, you will be able to:

- Explain and apply concepts of customer-focused assistance.
- Use goal-setting techniques as a way to focus on what you want to accomplish and develop strategies for getting there.
- Apply success techniques such as (Patience, Positive language, Ability to Read customers, Calming Presence, Persuasion skills...Etc.).
- Identify ways to find Answers for questions asked and network effectively.
- Learning how to handle different types of customers

COURSE OVERVIEW

- Brilliant customer service
 - Establishing and addressing customer needs
 - In person customer service
 - Communication processes in customer service
 - Dealing with difficult or angry customers
 - Strategy for brilliant customer service
 - Understanding when to escalate
 - 10 things you can do to wow customers everytime
-

PAST & CURRENT CLIENTS





We are
BQA Accredited



**BOTSWANA QUALIFICATIONS
AUTHORITY**

02 AUG 2023

CERTIFIED AS TRUE COPY OF THE ORIGINAL
DESIGNATION:
SIGNATURE:



BOTSWANA
Qualifications Authority

CERTIFICATE OF REGISTRATION & ACCREDITATION

This is to certify that

Prolearn Proprietary Limited

of

Gaborone

is registered and accredited as an

Education and Training Provider

Under the Botswana Qualifications Authority Act No 24 of 2013

12/07/2019

Date of
First Registration & Accreditation

12/07/2019

Date of
Current Registration & Accreditation

11/07/2029

Expiry Date

Education Registrar



Chief Executive Officer

TVET0001130

ETP NO: ETP0220



This Certificate should be used in conjunction with the Scope of Registration and Accreditation.

This is a secure document using special papers and inks. Hold up to the light to verify that the watermark and the "GENUINE" embedded thread can be seen through the paper.



**Your next step forward
starts here!**



Head Office: Gaborone
Plot No: 54367 Floor 2,
Mogobe Plaza, CBD

T: (+267) 311 4034
F: (+267) 397 2247

Maun Office
Plot No: 1280, Markus
Complex Unit 7, Maun

T: (+267) 686 1024

Francistown Office
Plot No: 903, Unit A13B
Tati River Mall, Francistown

T: (+267) 242 0213

Email: training@prolearn.ac.bw
Website: www.prolearn.ac.bw