



Chalina Consultancy

**2026  
TRAINING  
COURSE  
CATALOGUE**





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# Balanced Score Card

This course helps organisations transform vision into measurable results. Participants will learn to design and implement Balanced Scorecards that align day-to-day activities with long-term strategy. Through practical exercises, they will connect KPIs directly to organisational objectives and learn how to monitor progress effectively. The training also provides frameworks for cascading scorecards across departments, ensuring organisation-wide alignment. It emphasises both performance tracking and accountability, giving managers the ability to lead with evidence and results. Whether you are new to performance management or looking to refine existing systems, this course offers practical, high-impact skills. It is one of Chalina Consultancy's most sought-after programmes because it delivers visible organisational improvements.



# Supervisory development Program

This intensive three-day programme equips supervisors and middle managers with essential leadership and management skills. Participants will build confidence in their roles by mastering communication, delegation, and performance management. They will engage in hands-on practice for conflict resolution, coaching, and team motivation. The course blends theory with real-world case studies, ensuring learning is practical and directly applicable to workplace challenges. Special attention is given to inclusivity, emotional intelligence, and creating positive work cultures. Each participant leaves with a personalised action plan to implement within 30 days, ensuring ongoing impact. This is one of Chalina's flagship courses, consistently rated as transformative by organisations.







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# ISO 9001/TQM/SIX SIGMA

This course equips institutions with the knowledge and tools to adopt and maintain global quality standards. Participants will gain practical guidance on working toward ISO 9001 certification, embedding Total Quality Management (TQM) principles, or applying Six Sigma methodologies to improve efficiency. The training covers the design of robust quality systems, the development of standard operating procedures (SOPs) and manuals, and the execution of effective internal audits. Emphasis is placed on building systems that fit organisational realities while driving compliance and excellence. Learners will also develop skills to design and implement continuous improvement plans that enhance performance over time. By the end, participants will be prepared to institutionalise quality as a culture, not just a compliance requirement.



# Board Governance & Accountability

Strong governance drives strong organisations, and this course equips board members and executives to excel in oversight roles. Participants explore the principles of effective governance and the importance of accountability in decision-making. They learn to clarify roles, responsibilities, and boundaries between boards and management. Real-world governance challenges are discussed, with practical strategies for strengthening board effectiveness. The course also covers ethical governance and transparency practices. By engaging with scenarios and tools, participants leave better prepared to fulfil their governance duties. The training ultimately strengthens boards' ability to safeguard integrity and organisational sustainability.







# Strategic Leadership & Vision Setting

This course develops leaders who inspire direction and align people around a shared vision. Participants learn to craft clear strategic visions and communicate them persuasively to teams and stakeholders. Emphasis is placed on aligning vision with organisational goals and driving commitment across all levels. Through case studies and interactive exercises, participants practice building buy-in and motivating teams to pursue long-term objectives. The course also explores adaptive leadership in changing contexts. Supervisors and executives gain skills to balance big-picture thinking with practical implementation. By the end, leaders are equipped to steer their organisations with clarity, confidence, and conviction.



# Performance Measurement & Evaluation

Effective performance measurement is the foundation of accountability and improvement. This course equips participants with the skills to design performance frameworks, select meaningful indicators, and track results against strategic goals. It emphasises the difference between activity tracking and outcome measurement, helping teams focus on real impact. Case studies and examples demonstrate how to adapt performance systems to different organisational contexts. Participants also gain experience in linking data to decision-making, ensuring evaluation leads to action. The training highlights best practices in reporting and communicating performance results to stakeholders. Supervisors and managers leave with the confidence to measure, evaluate, and improve organisational effectiveness.







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# Strategic Planning for Sustainable Growth

This course provides organisations with practical tools to design strategies that balance immediate priorities with long-term growth. Participants will learn how to assess internal strengths and weaknesses alongside external opportunities and risks. The training guides teams through setting strategic objectives, allocating resources, and aligning people to common goals. Emphasis is placed on sustainability, ensuring strategies are both resilient and adaptable to changing environments. Practical exercises focus on turning plans into measurable actions that can be monitored effectively. The course is especially valuable for managers and leaders who need to translate vision into executable strategies. By the end, participants leave with a roadmap for sustainable success and clear frameworks for implementation.



# Agile Practices for NGOs & Public Institutions

Agility is not just for the private sector—it is increasingly vital in non-profits and government institutions. This course introduces participants to agile principles and practices that improve responsiveness and efficiency. Learners will understand how to apply agile methods such as iterative planning, cross-functional teamwork, and continuous feedback. Case studies demonstrate how agility enhances service delivery and adapts to dynamic community needs. The training is designed with practical tools that can be implemented even in resource-constrained environments. Participants will also discuss cultural and structural barriers to agility and how to overcome them. By the end, they will have a toolkit for making their organisations more adaptive and impactful.







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# Leading Organisational Change

Change is inevitable, but successful change requires intentional leadership. This course provides leaders with practical tools to guide their teams through transitions with clarity and confidence. Participants will explore the psychology of change, including common resistance patterns and ways to address them constructively. They will learn structured frameworks for planning, implementing, and sustaining change initiatives. The course combines case studies with role-play exercises, allowing participants to practice real-world scenarios. Emphasis is placed on communication, empathy, and resilience during change processes. Leaders complete the course better equipped to drive positive, lasting transformation in their organisations.



# Building a Culture of Quality & Compliance

This course helps organisations move beyond checklists to embed quality into their culture. Participants will learn the principles of quality management and how to design systems that ensure compliance while improving efficiency. The training emphasises the role of leadership in modelling quality behaviours and building team accountability. Practical tools are provided for integrating compliance into daily routines rather than treating it as an afterthought. Case studies demonstrate how organisations have turned compliance into a competitive advantage. The course also explores how to link quality practices to customer satisfaction and organisational reputation. By the end, participants will be able to drive both compliance and excellence consistently.







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# Risk Management & Compliance Excellence

Managing risk effectively is critical to safeguarding organisational sustainability. This course provides a step-by-step approach to identifying, analysing, and mitigating risks across different functions. Participants will explore practical frameworks for risk assessment and monitoring, with emphasis on aligning risk strategies with organisational goals. The training also covers regulatory compliance and the consequences of non-compliance. Through interactive discussions, participants will share experiences and strategies for managing uncertainty. Tools for risk registers, monitoring plans, and reporting will be introduced to make the process more practical. Leaders complete the course equipped to strengthen resilience and protect organisational performance.



# Internal Audit & Continuous Improvement

Internal audit is not just about detecting problems—it is about creating opportunities for improvement. This course equips participants with practical auditing techniques that go beyond compliance checks. They will learn how to design audit processes, gather evidence, and report findings constructively. Emphasis is placed on turning audit results into actionable improvement plans rather than punitive measures. Case examples highlight how audits can strengthen systems, increase transparency, and boost performance. The course also introduces participants to tools for monitoring follow-up and measuring impact. By the end, participants will view auditing as a proactive driver of continuous improvement.







# Managing Resistance & Driving Buy-in

Resistance is a natural part of organisational change, but it does not have to derail progress. This course equips leaders with strategies to transform resistance into support. Participants will learn to identify the root causes of resistance, whether emotional, cultural, or structural. They will practice communication techniques that build trust, empathy, and inclusion during change processes. Role-play and group exercises demonstrate how to engage sceptical stakeholders and foster collaboration. The course also provides frameworks for reinforcing change and sustaining commitment over time. By the end, participants will be able to turn resistance into momentum and build stronger buy-in across their teams.



# Stakeholder Engagement for Development Projects

Effective stakeholder engagement is critical for project success, especially in the development sector. This course helps participants identify key stakeholders, understand their interests, and develop tailored engagement strategies. Learners will gain tools to manage stakeholder expectations, build partnerships, and address conflicts constructively. The course includes case studies from NGOs, public projects, and corporate social responsibility initiatives. Emphasis is placed on transparency, trust-building, and communication as the foundation of engagement. Practical exercises encourage participants to draft stakeholder maps and engagement plans that can be applied immediately. By the end, participants will be better prepared to secure buy-in and support for their projects.







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# Designing Customer-Centric Service Models

Customers are at the heart of every successful organisation, and this course shows participants how to design services that truly reflect customer needs. Learners will explore tools such as customer journey mapping and service design frameworks to identify pain points and opportunities. The training emphasises building empathy for customers, improving service processes, and ensuring satisfaction at every touchpoint. Practical examples from both private and public sectors highlight how small changes can significantly improve client experiences. Participants will also gain insights into measuring customer satisfaction and using feedback to drive innovation. The course equips managers and teams with practical strategies to build loyalty and trust. By the end, participants will know how to embed customer-centric thinking into their organisation's DNA.



# Building Brand Trust & Reputation

An organisation's reputation is one of its most valuable assets, and this course equips participants to build and protect it. Participants will learn strategies for building credibility through consistent performance, transparency, and responsible communication. The course covers proactive brand management, as well as how to respond effectively to reputational risks and crises. Practical case studies demonstrate both best practices and common mistakes in reputation management. Learners will also explore how to align brand values with stakeholder expectations to create lasting trust. Tools for monitoring brand perception and measuring impact are introduced. By the end, participants will be equipped to strengthen their organisation's image and stakeholder confidence.







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**Global Standards. Local  
Relevance. Measurable Impact**

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