

# Complete Human Resource Solutions

Maximizing Organizational Potential Through Inclusive HRM Practices



## Training Portfolio



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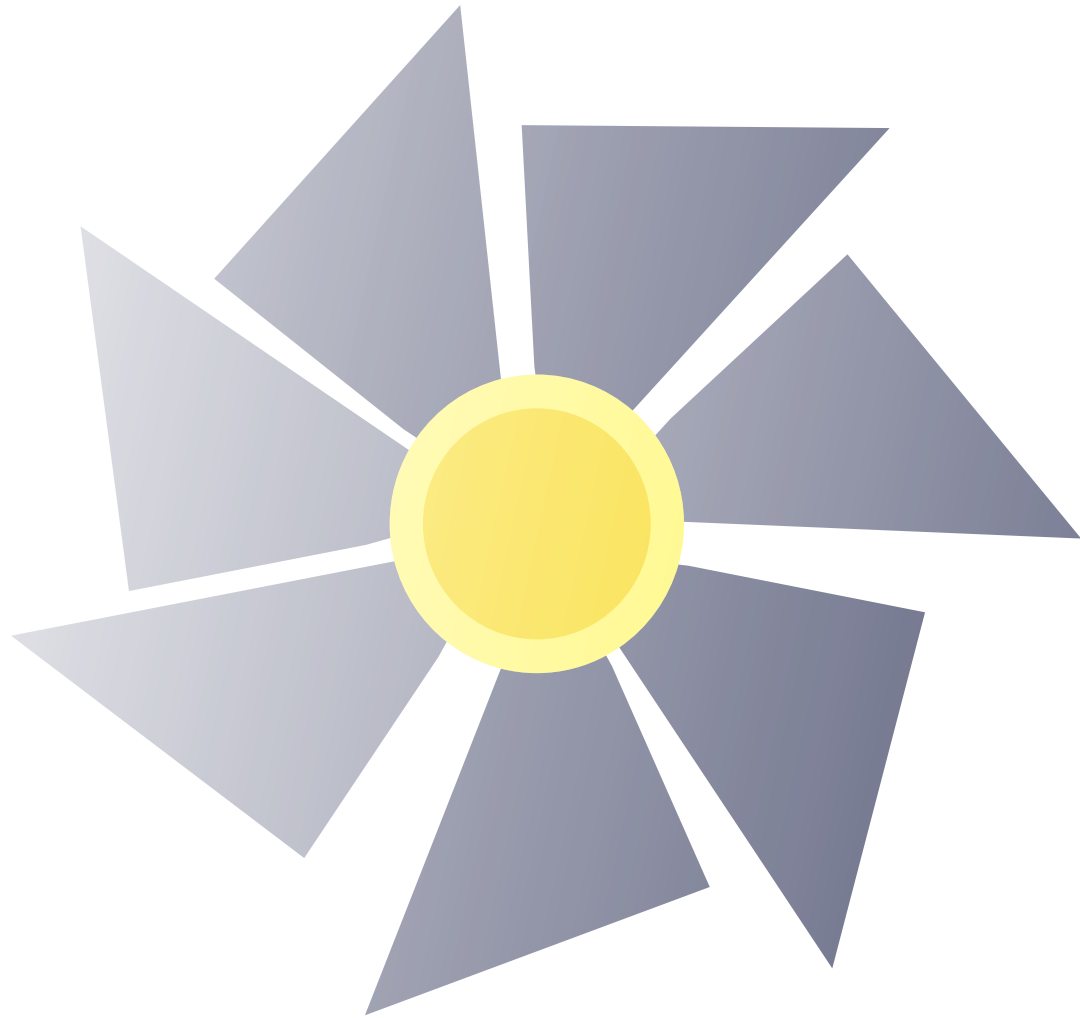
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# CHRS

## Training Portfolio



Organizational human resource should be well trained in a range of skills to form a team of highly qualified professionals that will give it a competitive advantage in the marketplace. Within such a context, training and development becomes a very crucial part of HR development. We have the expertise in carrying out trainings, developing training manuals and undertaking training evaluations and impact studies.

In the same context, CHRS has also designed a “Weekend Training Program” by keeping in view such participants who cannot manage to participate in different workshops with working days of a week. This program offers one or two days trainings on such practical topics which are quite beneficial and helpful in their professional growth.

This program will not provide sufficient knowledge and understanding regarding different topics but will also be a valuable source & forum for the professionals to participate & learn within their weekend.

Additionally, CHRS encompasses a professional team of experts who have decade's of experience in designing and delivering successful & fruitful trainings for the staff members from different Governmental, Non-Governmental institutions, Organizations / entities as well as the members from community organizations.

### Training Objectives

Teams help build an organization. A team culture enables the organization to enhance the efficiency of work-related systems and processes. Team spirit fosters a sense of collaboration among the employees. This training program is designed to discuss different types of teams in organizations and to enhance team performance within an organization.

### Target Audience

This training is ideal for any growing team leader, for team leaders who need to refresh and update their skills, and for team members who require a better understanding of their importance and function on their team and its value to the team and larger organization.

### Duration (Four Days)

### Training Contents

This training will cover the following contents:

- What is team? (Teams and the Organization, Groups versus Teams, Types of Teams, Characteristics of Teams)
- Understand the stages of team development
- Understand the different roles and responsibilities within teams
- Identify effective communication in a Team
- Identify effective Team Behavior
- Understand systematic Team Work
- Understand the value of High Performance Teams
- Learn how to lead a high performance team.
- Understand why Teams Fail and learn to avoid these mistakes?
- Conflict management
- Dealing with challenges: Difficult personalities & difficult situations
- Team building survival skills

### Expected Outcomes

By the end of this training, participant will be able to;

- Learn to value different behavioral styles of people on their team.
- They will also know how to listen better and ask better questions
- Choose their words carefully for better communication
- Deal with challenging situation.



### Training Objectives

Development experience over time has proved that to achieve sustainable development, practitioners need to understand the prevailing gender relations and design programmes that enable equitable access to resources and benefits. The overall aim of the course is to enhance the understanding of the concepts of Gender and Development, and in mainstreaming gender in institutions and programmes.

### Target Audience

The training is targeted to all staff regardless of their seniority level and managerial responsibilities. The content is designed to provide staff with the necessary knowledge and tools to integrate gender issues into their work. Gender training is an attempt to change perceptions, attitudes and behaviors that have been acquired over a very long period of time in a variety of cultural contexts.

**Duration** (3 days)

### Training Contents

- History & Rationale of Gender & Organizational Development
- Gender Overview
- Gender Equality
- Gender analysis
- Gender roles
- Sex Vs Gender
- Women empowerment
- Gender main streaming
- Local policies stimulating gender equality
- Planning with Gender approach
- Planning tools with a Gender approach



### Expected Outcomes

By the end of the training, participants will be able to:

- Tackle issues surrounding discrimination, prejudice and communication.
- Understand the personal and organizational consequences of inappropriate behavior.
- Promote organizational cultures that attract, develop and retain the best talent from across the community.
- Understand and challenge personal preconceptions and stereotypes.
- To be able to distinguish between bullying and banter in the workplace.
- To practice methods of challenging inappropriate behavior.



### Training Objectives

A communication is successful when a message is sent and received without much distortion. Messages conveyed badly by the sender or misinterpreted by the receiver prevent ideas and thoughts to be expressed correctly and causes much confusion and misunderstandings. The objective of this course is to minimize such distortions by focusing on subjects such as body language, listening techniques, effective questioning and self exploration.

### Target Audience

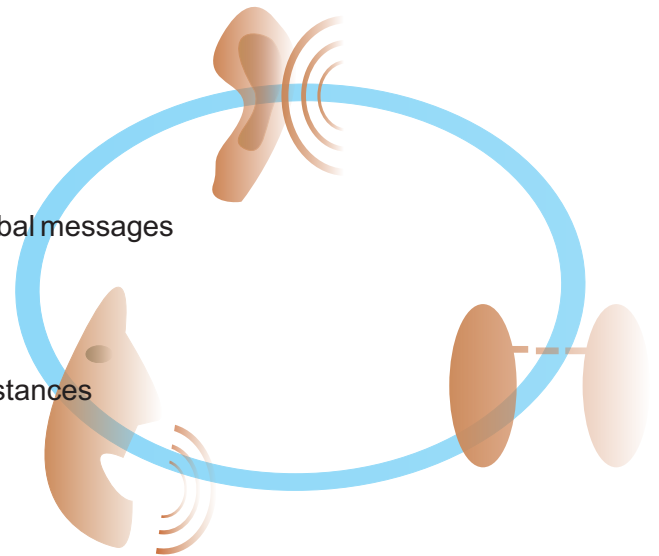
This training is specifically designed for those who are required to interact with customers, managers, peers and employees.

### Duration (3 Days)

### Training Contents

This training will cover the following contents:

- Components of Communication
- Sending messages techniques, Verbal messages, Nonverbal messages
- The importance of consistency
- Receiving messages techniques
- Listening skills
- Non Verbal Communication
- Adapt your Communication style to suit people and circumstances
- Questioning skills
- How to resolve conflict in Communication
- Barriers to effective communication
- Verbal communication barriers
- Nonverbal communication barriers



### Expected Outcomes

By the end of this training, participant will be able to;

- Develop the communication skills required for working in a team environment.
- Use different communication styles when needed based on circumstances
- Express ideas assertively, confidently and precisely
- Ask the right questions for the right reasons
- Avoid misunderstandings and overcome communication barriers
- Empathize to establish trust and communicate effectively
- Deliver potentially negative message and get a good response
- Read and interpret body language and gestures while communicating with others

### Training Objectives

Presenting is all about having an impact. You want everyone to understand your message. This training addresses these concepts using the latest trends in presentation design and delivery. This training explores the latest methodologies used in delivering presentations. If you have never done a presentation before, this training will teach you the correct way to approach it. If you are already experienced in presenting, this training will help you to become aware of the best design practices and what to do to avoid many of the common mistakes carried out by presenters.

### Target Audience

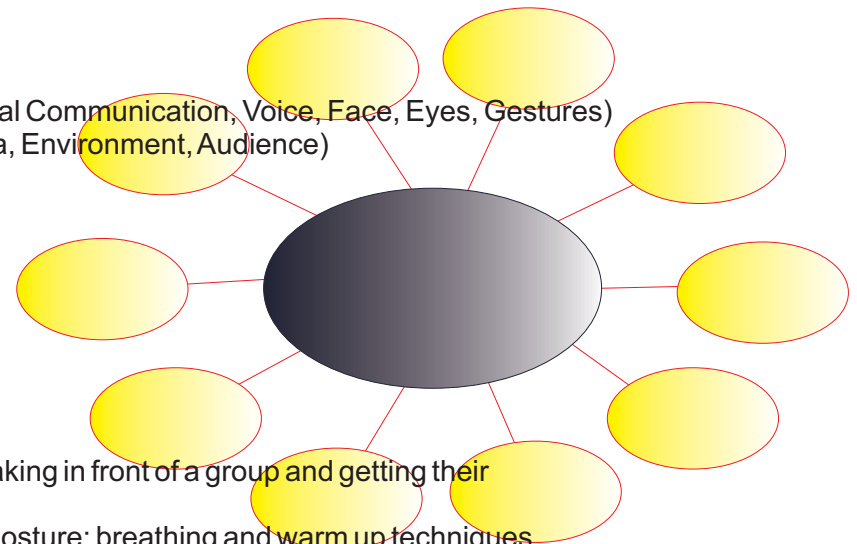
This training is specifically designed for those who are required to present to customers, managers, peers and employees.

### Duration (3 days)

### Training Contents

This training will include the following contents:

- Introduction To Presentation Skills
- The Presenter. ( First Impressions, Non Verbal Communication, Voice, Face, Eyes, Gestures)
- Preparation ( Structure, Information and Data, Environment, Audience)
- Presenting styles
- Effective Use of Visual Aids
- Handling Transitions, Questions etc.
- How to reduce tension during presentation
- Presenter Notes and Handouts



### Expected Outcomes

By the end of the training, Participants will be able to

- Learn to develop their confidence about speaking in front of a group and getting their
- Message across effectively.
- Enhance self awareness; build confidence; posture; breathing and warm up techniques
- Understanding the communication pie chart; non-verbal; verbal; text.
- Develop practical vocal skills including; pitch, tone, clarity and breathing
- Overcome the barriers: Handling nerves/stress, recognizing, understanding and reducing this negative effect.
- Relaxation
- Deliver personal impact; energy / voice / eye contact / physicality
- Learn Skills of handling questions
- Practice skills and techniques for effective communication

### Training Objectives

This course is designed to prepare individuals and trainers on how to introduce effective time management within any organization. With this course you will learn skills and techniques to priorities your work, how to avoid time wasting events and how to communicate what you want and what you don't want.

### Target Audience

This training is designed for people, who need an introduction to effective time management and for those Professionals who are under pressure of time in their day to day activities and want to improve their work efficiency.

### Duration (3 Days)

### Training Contents

This training will cover the following contents:

- What is time management?
- Time management principles
- Productive work
- Crisis management
- Planning
- Tips & techniques

### Expected Outcomes

By the end of this training participants will be able to

- Assess their current time management practices
- Develop ways of improving their method of working to meet their goals more efficiently.
- Deal with excessive workloads, allocate resources effectively, and deal with the unexpected.
- Increase productivity, improve efficiency and reduce stress by managing time effectively.



### Training Objectives

Effective leaders have acquired a set of skills and developed behaviors that set them apart from others. Successful leaders inspire and motivate people. They have the ability to create a vision and transfer it to those around them. They encourage hope, positivity, ambition and compassion. They are good communicators; know about planning and more importantly they can manage people. Today's organization requires strong leadership for survival. The ability to lead, and the traits and behaviors associated with leadership are the central focus of this course.

### Target Audience

This training is specifically design for mid and senior level managers to develop and improve their effectiveness as a leader.

### Duration (4 Days)

### Training Contents

- What is Leadership?
- What Makes an Effective Leader?
- Leadership versus Management.
- Leadership Styles.
- Essential Leadership skills
- Organization and Control ( Developing a Vision for Your Team, Setting Objectives and Performance Criteria, Building Successful Teams, Overcoming People Problems )
- Emotionally Intelligent Leadership
- Growing and Strengthening Your Team
- Coaching Your Team ( Practice Using Live Problems )
- Managing Change ( The Transitions of Change, Overcoming Resistance to Change, Practical Steps )
- Expectancy & Conflict ( Managing Expectations, Conflict Development, Dealing with conflict)
- Motivating Your Team
- Effective Work Allocation
- Managing Stress
- Business Politics
- Action Planning

### Expected Outcomes

By the end of this training participants will be able to

- Develop an understanding of how their own personal leadership style differs from others in their organization
- Understand how their style impacts on the motivation and performance of others.
- Learn how to achieve the best from others - both subordinates and managers - in a range of situations through
- Adapting their behavior.

### Training Objectives

There is no such thing as a stress-free job. Everybody in every job experiences stress. The key of this training is to learn how to minimize the effect it has on us to make us feel happier, healthier and more in control. This Stress Management training course is designed to enable you to recognize the symptoms of stress and attune them to deal with it in a positive manner. It provides a strong foundation in stress management and how to implement a stress management programme within any organization. This training will help you to learn how to stand up to stress and how to see it as an opportunity for personal growth and development and not a threat.

### Target Audience

This stress management training is designed to assist supervisors and mid level employees in understanding and managing stress both within the workplace and within their everyday lives.

### Duration (3 days)

### Training contents

This training will cover the following contents;

- Nature of stress ( What is stress?, Stress in workplace, Stress indicators, Stress & pressure)
- Organizational Influence on stress
- Where does stress come from?
- Managing change-Individual transition
- Stress relieving techniques
- Work values
- Understanding food & stress and guidelines to healthy eating

### Training Outcomes

By the end of this training, participants will be able to:

- Reduce personal stress
- Improved decision making
- Increased productivity
- Connecting better to friends and families
- Reduce Negative organizational stress
- Increase individual productivity and Responsibility
- Better team communication and morale
- Retention of valued Employees
- Improve Customer service

### Training Objectives

Monitoring and evaluation are essential in improving the effectiveness of any project. Careful project monitoring allows managers to make appropriate decisions on a day-to-day basis and ensures that projects are carried out as designed and modified when necessary. Evaluation enables project managers to understand and demonstrate the results of their work, determine the best strategies for achieving their goals and document lessons learned to improve future programs. This course is designed to enable participants understand the tools and techniques of effective monitoring and evaluation that would facilitate success of projects.

### Target Audience

The training workshop is designed for middle and senior level project managers, monitoring and evaluation managers, project monitors, evaluators, team leaders and volunteers, who are directly or indirectly involved in monitoring and/or evaluating projects, or are expected to be engaged in such activities in future. The training will be useful for participants from industry, social sector development organizations, academia, international funding agencies, NGOs and consultants.

### Duration (5 days)

### Training contents

This training will cover the following topics:

- Monitoring & Evaluation basic concept and Definition
- Key concepts and principles of Results Based Participatory Monitoring and Evaluation
- Integrating Monitoring and Evaluation into the planning cycle
- Evaluation types & models
- Evaluation methods & tools
- Designing and conducting an evaluation
- Methods and Tools of data collection
- Methods and tools for analyzing qualitative and quantitative data
- Designing a Monitoring and Evaluation (M&E) System
- Management Information systems
- Writing and presenting evaluation reports
- Use of monitoring & Evaluation results

### Training Outcomes

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

- Understand the principles and procedures for effective project monitoring and evaluation;
- Formulate and use the logical framework analysis to monitor and evaluate projects;
- Use work breakdown structures and MS Project to monitor project efficiency;
- Improve their ability to gather, manage, and communicate project information; and
- Learn methods to evaluate project effectiveness and impact.

### Training Objectives

Performance management is an integral part of a comprehensive human resource management strategy. Its objective is to maximize individuals' performance and potential with a view to attaining organizational goals and enhancing overall effectiveness and productivity. The objective of this training is achieving high performance by developing performance plans, increasing employee morale and managing the bad performers.

### Target Audience

This training is specifically designed for managers and supervisors to make them understand how to properly manage and document the performance of those who report to them for employee motivation, performance, and productivity.

### Duration (3 days)

### Training contents

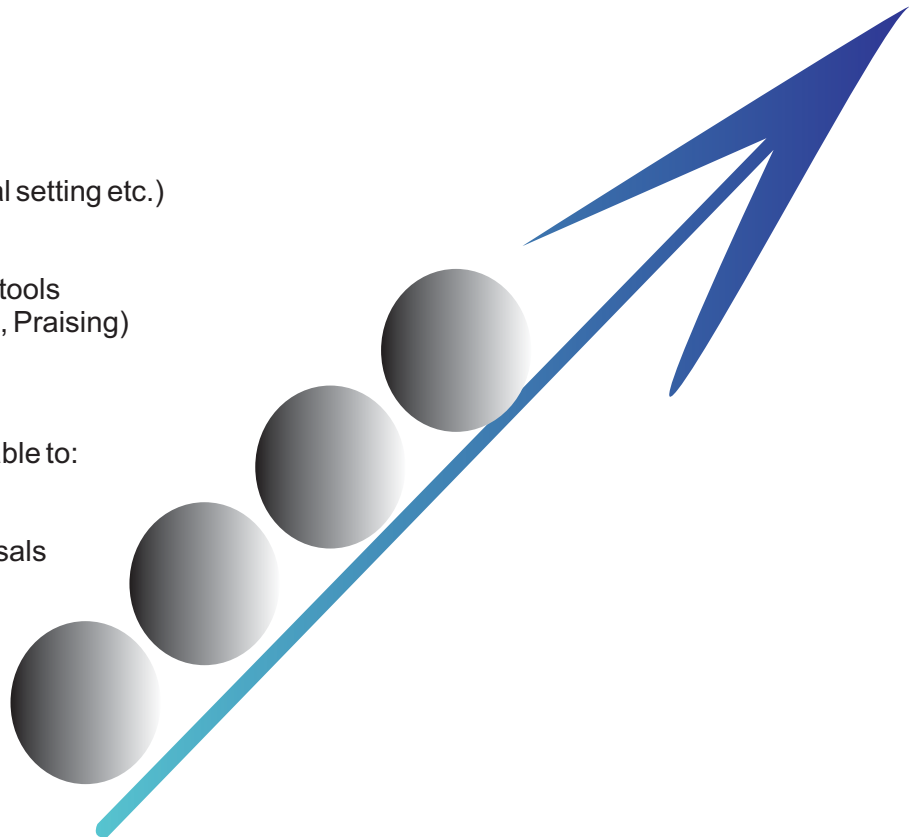
The training will cover the following points:

- Performance management Overview
- The Performance Management Cycle
- Performance Planning (Visioning, Goal setting etc.)
- Managing Performance
- Appraising performance
- Developing performance assessment tools
- Rewarding performance ( Recognition, Praising)

### Expected Outcomes

By the end of this training, participants will be able to:

- Develop performance plans
- Conduct effective performance appraisals
- Manage the bad performer
- Enhance communication
- Reduce complaints and grievances





### Training Objectives

Economic empowerment of the poor and un-employed by enabling them to undertake self-employment and entrepreneurial career has been recognized as one of the key tools for addressing the issues of poverty and un-employment. The proposed training is targeted at developing a conceptual understanding of the various approaches for economic strengthening of the communities and outlines the roles of various stakeholders in the process. Besides this the training will also equip the participants with key skills and tools for undertaking enterprise development initiatives.

### Target Audience

This training is designed for managers, credit officers, representatives from community organizations and the other individuals involved in micro-credit programs.

### Duration (4 days)

### Training contents

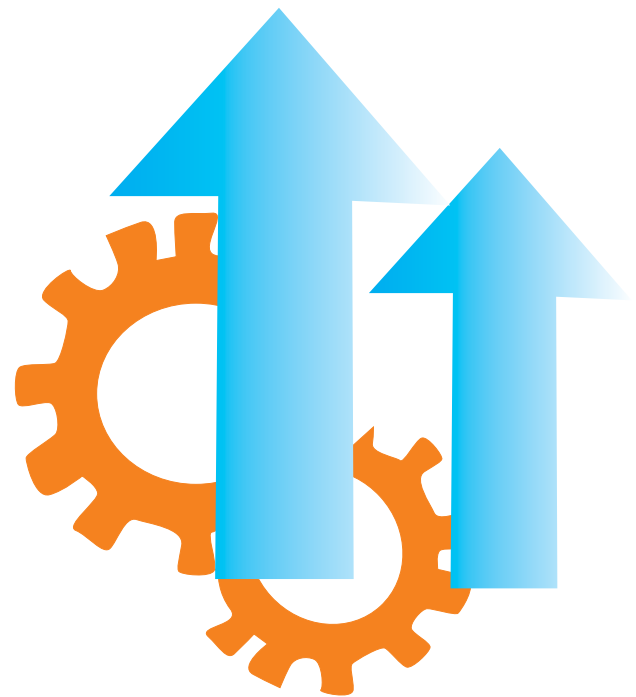
This training will cover the following points:

- Introduction of basic concepts of Enterprise Development
- Introduction to personal Entrepreneurial Competencies
- Opportunity identification
- Introduction to business plan
- Introduction to marketing
- Market Survey & Marketing strategy
- Costing, pricing & cash flow
- Introduction to Book keeping system
- Profit & Loss & balance sheet

### Expected Outcomes

By the end of the training, participants will be able to:

- Understand the stages in micro-enterprise development
- Analyze external and internal factors affecting the success of a business
- Identify the characteristics of micro-enterprises and the types of enterprises.
- Identify the causes of success/failure of micro-enterprises.
- Identify the common weaknesses and constraints of micro-entrepreneurs.
- Identify the proper roles of project office in micro-enterprise development.





### Training Objectives

Almost all jobs require some negotiation skills. The most successful negotiators are good communicators. They understand when to make demands and what they can give away. Without skillful negotiation many business developments will not progress and working relationships may become strained. In this course we have identified the relevant skills used in the negotiation process; analyzed the process itself, and devised a method of teaching these skills. This course provides the skills you need to become an effective negotiator.

### Target Audience

This training is specifically designed for those who are required to interact with customers, managers, peers and employees.

### Duration (3 Days)

### Training Contents

- What is negotiation?
- Recognizing and exploiting Negotiating Opportunities.
- Stages of negotiation
- Common negotiation tactics
- Managing emotions in negotiation
- Team negotiating skills
- Negotiating process management
- How to make and respond to Complaints
- Listening skills
- How to use and defuse Aggression and Confrontation
- How to handle Deadlock
- How to build "PARTNERSHIP RELATIONSHIPS" with clients or suppliers
- Approaches to dispute Resolution
- Impact of culture on process & outcome

### Expected Outcomes

By the end of this training, participants will be able to:

- Understand the importance of negotiations and skills required
- Understand the various strategies to apply to gain a win-win outcome
- Effectively use influencing skills at the appropriate time
- Understanding and application of the tools for bargaining
- How to build goodwill with an opponent
- Securing power gain in a negotiation

### Training Objectives

Project management competencies are now an integral part of many public or private sector jobs. However, good project management skills are in short supply and there is a growing recognition of the consequences of under-investment for the effective planning and management of projects. Developing the capacity to plan and design sound projects is crucial to the implementation of effective policy-driven programmes. This course provides participants with a solid foundation in project design.

### Target Audience

This training is designed for Programme Managers, Project Managers, Functional Managers, Team Members, Grant Proposals Writers and all those responsible for designing, managing and delivering successful projects or keen to learn more about the project life cycle and want to improve their project Management skills.

### Duration (3 Days)

### Training Contents

- Project Definition & types project characteristics
- Need definition & tools for need identification process
- What is prioritization & its process tools for prioritization process
- Project Identification
- Project planning & its tools
- Project proposal
- LFA
- Project approval
- Project Monitoring & Evaluation
- Project Risk Management

### Expected Outcomes

By the end of this training, Participants will be able to:

- Understand high-standard logical frameworks.
- Identify and formulate projects through a participatory approach.
- Write sound project documents.
- Identify and formulate projects through a participatory approach.
- Improve the quality of the project documents.
- Improve the Monitoring and Evaluation (M&E) of the projects/programme.

### Training Objectives

This course helps microfinance institutions develop and improve the quality of their own risk management processes and focuses on problem prevention and early problem identification and control. This training provides participants with techniques and tools to improve financial services and sustainability by setting realistic interest rates and managing funding.

### Target Audience

This training is designed to meet the needs of those who train staff for banks, MFIs and NGOs. It will enable them to provide effective training for those who work, or may in the future work, in the field of microfinance. It is recommended that the top and mid level management level staff attend the course.

### Duration (6 Days)

### Training Contents

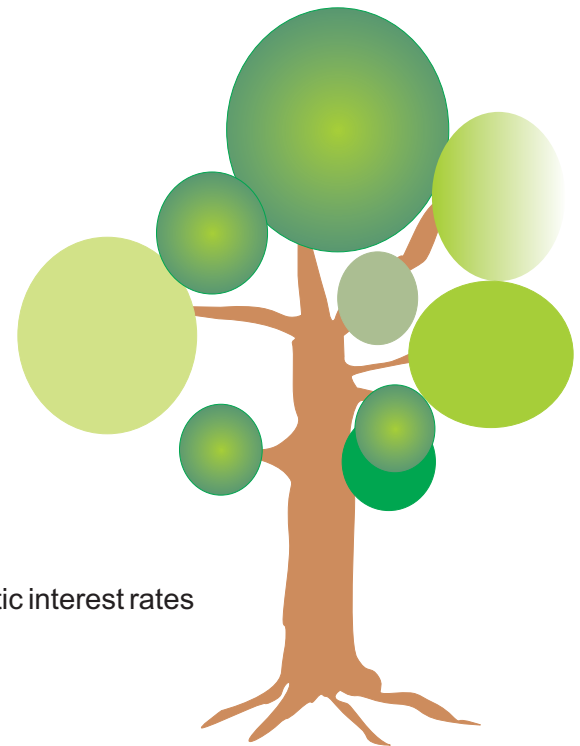
This training will cover the following contents:

- Introduction to micro finance
- What is micro finance
- What are micro finance institution
- Who are the clients & their characteristics
- The lending process
- Information gathering
- Interviewing micro finance clients
- Loan Analysis
- Loan approval process
- After the decision is made
- Monitoring of micro finance programme
- Loan recovery techniques

### Expected Outcomes

By the end of this training, participants will be able to:

- Increase responsiveness of the institution towards its clients
- To improve financial services and sustainability by setting realistic interest rates
- Identify risk areas (areas of vulnerability) for MFIs
- Monitor microfinance programme
- Know loan recovery techniques



### Training Objectives

Change is initiated because businesses have to respond to external pressures and constraints as well as internal ones. Wherever you are with managing change helping your people is essential. Most change programmes fail because nobody looks at the emotional fallout and the effect on people's lives. The Change Management course is designed to make sure that new change is implemented and managed in such a way that it becomes a way of life. This course combines change theory, techniques and strategies along with practical real life experience.

### Target Audience

This training is designed for everyone who are involved in leading a team, providing services to organizations, running the business change aspects of IT programmes or managing HR.

### Duration (3 Days)

### Training Contents

This training will cover the following contents:

- What do we mean by change: deep change or minor adjustments?
- Change processes mismanaged- most common pitfalls
- Organizational Change Cycle
- Identifying participant's own cases for analysis.
- Change through change drivers
- Motivation for change
- Colour of change (organizational values and ideological battlegrounds)
- Creating ownership, dialogue and commitment
- Organizing the change process
- Creating excitement Vs honest
- Dealing with resistance
- Role of formal and informal change agents.
- Developing a change management plan (milestones and phases)
- Implementing change for real: (visit an organization)
- Reflection on organization- lessons learned.
- Consulting change accomplishments- declaring the change process over
- Change management planned by individuals

### Expected Outcomes

By the end of this training, Participants will be able to

- Develop a change management strategy for their project
- Manage the people side of change, not just the business side
- Integrate organizational and technology changes into a single change management plan
- Actively manage resistance to change

### Training Objectives

Strategic Planning training looks at the big picture from a long-range perspective. Strategic planning enables an organization to shape and guide its overall business objectives. Through effective strategic planning, an organization creates a framework for developing, adapting and aligning organizational vision, mission and goals to achieve and sustain competitive advantage.

### Target Audience

This training is specifically designed for top level managers

### Duration (3 Days)

### Training Contents

This training will cover the following contents:

- The need of Strategic planning ( What is strategic planning, Benefits of strategic planning, Strategic planning steps)
- Limitations of strategic planning
- Specific problems associated with strategic planning
- Detecting Opportunities & Strengths ( Operating in micro & macro environment, Assessing External forces)
- Recognizing strengths & weaknesses
- Identifying strategic options ( Evaluating factors for choosing strategy, Selecting appropriate strategic models )
- Developing a strategic plan
- Implementing a strategic plan
- Evaluation & control
- Contingency plan

### Expected Outcomes

By the end of this training, participants will;

- Gain the knowledge needed to formulate, execute and monitor the strategic planning for
- Organization based on proven analytical techniques and models.
- Know problem associated with strategic management
- Develop and implement strategic plan
- Develop Evaluating and Controlling strategies and contingency plan

### Training Objectives

This course helps microfinance institutions develop and improve the quality of their own risk management processes and focuses on problem prevention and early problem identification and control. This course provides guidelines for establishing operational activities that assist the MFI in identifying vulnerabilities, designing and implementing controls and monitoring the effectiveness of controls. The goal of the course is to improve the quality of risk management in Microfinance Institutions.

### Target Audience

This training is designed for those having interest in micro lending and work directly in the field of microfinance. It is recommended that the top to mid level management level staff attends the course.

### Duration (3 Days)

### Training Contents

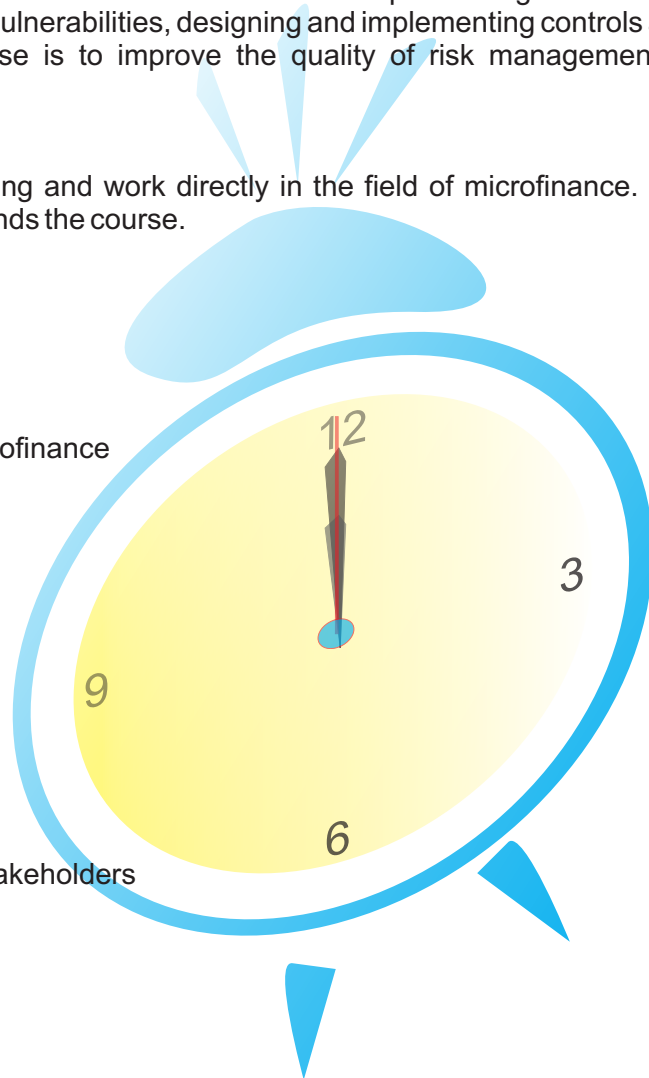
This training will cover the following points:

- Risk management definition as it applies specifically to microfinance
- Identification of risk areas for MFIs
- Development of internal controls
- Role of Information Systems in ORM
- Internal audit
- External audit

### Expected Outcomes

By the end of this training, Participants will be able to:

- Understand and identify the risk areas
- Develop internal controls for your MFI in conjunction with stakeholders
- Better use of External audit effectively



### Training Objectives

Uncontrolled delinquency and weak financial analysis can mean life or death to a financial institution. This training provides participants with techniques and tools to improve financial services and sustainability by setting realistic interest rates and managing funding. It gives an opportunity to apply technical tools for controlling delinquency (one of the main reasons for MFI collapse), ways to assess and maintain a healthy loan portfolio, increase the skills of the institution, and increase responsiveness of the microfinance institution towards its clients.

### Target Audience

This training is designed for those having interest in micro lending and work directly in the field of microfinance. It is recommended that the top to mid level credit management level staff should attend the training.

### Duration (3 Days)

### Training contents

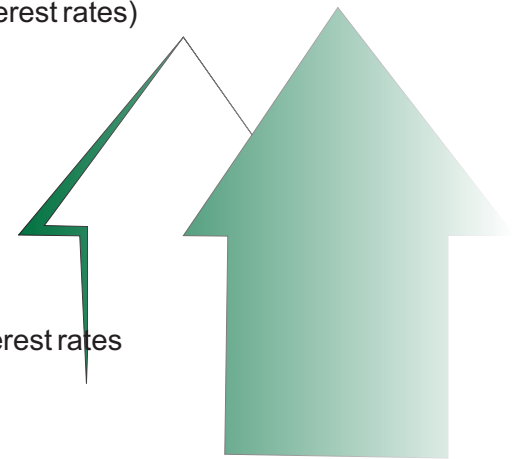
This training will cover the following contents:

- Introduction to delinquency management ( What is delinquency, Causes and costs of delinquency)
- What is loan portfolio Quality? ( Measuring portfolio at risk, Measuring repayment rates, Loan loss Calculations)
- Controlling the delinquency
- Managing the delinquency crisis
- Interest rate setting ( Introduction to MFI Sustainability, Nominal, Effective and Real Interest rates)
- Setting sustainable interest rates
- Calculating Effective interest rates ( Impact of fees etc on Effective interest rates)
- Costs of Credit for the borrowers
- Barrier to setting sustainable interest rates

### Expected Outcomes

By the end of this training, participants will be able to:

- Learn technical tools for controlling delinquency
- Ways to assess and maintain a healthy loan portfolio
- To increase responsiveness of the institution towards its clients
- To improve financial services and sustainability by setting realistic interest rates



### Training Objectives

The objectives of this training are to provide an understanding of the role of research in society and business, and an awareness of the processes involved in designing and planning effective research.

### Target Audience

This training is specifically designed for executives, managers, management trainees related to marketing field, those commissioning research for the first time, those wishing to carry out small-scale research to support their businesses, field workers and those seeking an understanding of the market research industry.

### Duration (3 Days)

### Training Contents

This training will cover the following Topics:

- Overview of Market Research (Research goal & objectives)
- Source of marketing information (Primary & secondary data, Exploratory & descriptive research)
- How to avoid errors in research (Types of errors & dealing with potential errors)
- Choosing a research design & research process
- Qualitative research
- Planning the sample
- Market segmentation tool, concept and techniques
- How to measure attitude, satisfaction & loyalty
- Data analysis & presentation
- How to write a research report

### Expected Outcomes

By the end of this training, participants will be able to:

- Understand the types of market research available & respective uses
- Define clearly market research needs
- Plan how to satisfy their needs cost effectively.
- Manage market research effort including consultants
- Interpret market research results and use them in the company.



### Training Objectives

Objectives of this training are to enable participants to have better understanding on concept, its actors and causes. There will be ample light thrown on analyzing the conflict & options for preventative measures.

### Target Audience

This training is designed for executives, managers, management trainees related to marketing field, those commissioning research for the first time, field workers and members of community organizations.

### Duration (4 Days)

### Training Contents

This training covers the following contents;

- What is conflict (Nature, handling conflict, Conflict triangle)
- What is conflict prevention (Purpose, Conflict Preventative model)
- Role of Individuals and National Institutions
- Conflict Prevention Process
- Analyzing causes of Conflict
- Actor Analysis
- Options for Preventative Measures
- Assessing Institutional Capacities
- Developing Conflict Prevention Plan
- Implementation & Overwhelming Challenges



### Expected Outcomes

By the end of the training, participants will be able to;

- Understand the concept of conflict & its major causes
- Understand the concept of conflict prevention & its process
- Understand methods of assessing institutional capabilities
- Perform all the learnt knowledge into their organizational practices
- Bring a positive change through developing conflict prevention plan

### Training Objectives

This training aims to highlight and refresh the interpersonal skills of the staff and team members to perform in a innovative style through taking interest, bring positive change in their attitudes & boosting up their energies towards given tasks.

### Target Audience

This training course is offered for the Executives, Managers, Team Members, field workers and even for the support staff.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Concept of Emotional Intelligence
- Importance of Emotional Intelligence
- Interpersonal & Intrapersonal EI
- Stress Management
- General Mood
- Emotionally Intelligence Parenting
- General Emotional Intelligence Building Principles
- Measuring Emotional Intelligence

### Expected Outcomes

After attending this training, participants will be able to;

- Bring positive change in them within working environment
- Perform their tasks effectively
- Innovation & advancement in the services
- Understand different types of moods, effects and to manage the situations

### Training Objectives

This training has useful objectives to bring awareness and understanding among participants regarding their civic roles (rights & responsibilities). It will also enable them to care for other's rights and follow the principles effectively.

### Target Audience

This training is designed mainly for the members of community organizations, social organizers, community activists and people involved in development activities.

### Duration (4 Days)

### Training Contents

This training course covers the following contents;

- Defining Civic Responsibility
- Practices of Civic Responsibility
- Assessing Civic Responsibility
- Self Awareness
- Knowing your Rights and Responsibilities
- Qualities of a Good Citizen
- Role of Civil Society Organizations
- Communication
- Conflict Transformation
- State & Citizen Relationship
- Planning for Constructive Action

### Expected Outcomes

This training will enable participants to;

- Understand their roles (rights & responsibilities) in the society
- Bring a positive change in the society through awareness raising
- Understand different policies and frameworks on Human rights
- Understand the best communication practices & conflict mitigation
- Understand the role of an individual and state
- Develop a work plan for future implementations



### Training Objectives

This training will enrich participants with useful tools and techniques to effectively write their reports. It will help them to understand the common mistakes made in the report writing. Finally, they will get good knowledge and understanding on developing contents & language for different types of reports.

### Target Audience

This training is specifically designed for managers, supervisors and coordinators to make them understand on how to write an effective report on certain activities.

### Duration (4 Days)

### Training Contents

This training course covers the following contents;

- What is writing
- How to develop writing skills
- Writing Process
- The Prewriting Stage: Planning
- The Writing Stage: Drafting and Revising
- The Post-writing Stage
- Introduction to Report Writing
- Purposes of a report
- Classification of reports
- Preparatory steps for writing reports
- Plans for organizing report body
- Basic divisions of a Formal Report
- Some most common types of reports
- Recommendation Reports
- Feasibility Reports
- Progress Reports
- Critiquing Major Sections of a Report
- Reviewing the different types of reports
- Recognizing the audience's needs
- Using visual aids
- Creating reader-friendly formats
- Editing and proofreading reports

### Expected Outcomes

This training will enable participants to;

- Understand the effective report writing skill
- Types of Reports
- Design contents of the report
- Understand the Dos & Don'ts during report writing
- Understand the language and styles to be used during report writing
- Formatting of reports



### Training Objectives

This training throws ample light on proposal development skills for developmental activities. It will help participants to understand the types of proposals, its structure & contents, formatting and finally the budgeting skills.

### Target Audience

This training is specifically designed for managers, supervisors, project coordinators as well as the representatives from community organizations who are assigned to or part of designing proposals for developmental projects.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Introduction to Proposal Writing & pre-proposal considerations
- Donor's Strategic direction, priorities and interests
- Proposal Assessment Procedures
- ToRs Compliance
- Deadline
- Types of Proposals
- Project Cycle & Proposal
- Reviewing LFA Steps
- Proposal Structure & Contents
- Proposal Format & Writing
- Budget, its types and preparation

### Expected Outcomes

After this training, participants will have fair idea to;

- Understand different types of proposals
- Understand the qualities of winning proposals
- Importance of contents and ToRs compliance
- Effective use & justification of LFA
- Develop effective proposal with due information & formatting

### Training Objectives

This training will impart knowledge & practical skills among participants regarding historical background, tools, techniques, importance, benefits, process and its essentials for obtaining participatory development. This training will enrich the minds of participants & provide them skill to smoothly perform their tasks regarding social mobilization.

### Target Audience

This training is purely designed for managers, supervisors and project coordinators, social organizers, community activists and the individuals involved in the developmental activities.

### Duration (5 Days)

### Training Contents

This training course covers the following contents;

- Concept of Social Mobilization
- Historical Background of Social Mobilization
- Concept of Poverty & methods to alleviate it
- Essentials of Social Mobilization
- Social Mobilization Process
- Role of Activist in Social Mobilization
- SO Diary
- Attitudinal Constraints in Community Participation
- Effective Communication Skills
- Role of Community Organization
- Conflict Management
- Motivation Skills
- Effective CO Meeting
- Social Mobilization & Empowerment
- Local Resource Mobilization

### Expected Outcomes

This training will empower participants to;

- Understand the concept and effective methods of Social Mobilization
- Understand the advantages of Social mobilization
- Understand the roles and responsibilities of Activists and CO
- Perform best techniques while working in field
- Motivate masses towards inclusive development

### Training Objectives

This training is aimed at highlighting the basic concepts of gender and its role in development. It will also provide knowledge about various approaches related to gender and development.

### Target Audience

This training is designed for managers, project coordinators, field staff and the representatives from the community organizations. It will help them in bringing efficiency in their practical work within organization and community as a whole.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Basic Concepts of Gender & Development
- Gender Awareness
- Different Approaches to Gender & Development
- Possible Effects of Domestic Violence and Sexual Assault
- Gender in an Organization
- Monitoring Gender Strategies
- Impact of Gender on Health
- Gender Analysis
- Gender Equity: Concepts and Tools for Development
- Approaches to Practical Needs and Strategic Interests
- Power & Empowerment
- Social Relation Approach
- Gender Mainstreaming Cycle
- What is Gender Lens?
- Steps towards Gender Equality

### Expected Outcomes

After attending this training, participants will be able to;

- Understand the essence of gender & development.
- Understand different approaches of gender
- Understand the importance of gender in development
- Add on in their performance while working within organization & community.

### Training Objectives

The training is proposed with the objective to bring up information and knowledge regarding concept of organization and its day to day matters. It will also provide a skill among participants to deal with organizational matters with understanding and effectively.

### Target Audience

This training is recommended for the representatives from community organizations or who has recently established or directly dealing with any organization / institution's day to day matters.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Concept of Organization
- Organizational Structure and governance (Legal identity, Vision, Mission, Strategy, Values, Culture, Policies and procedures)
- Organizational Policies and Procedures
- Planning and types of plans in an Organization
- Management
- Functions of Management (Planning, organizing, staffing, leading and controlling)
- HR Management (HRM model, Task Analysis, What is job description, Staff recruitment and orientation, Staff development & appraisal, Personal file)
- Documentation System
- Filing system
- Interpersonal and Organizational Communication
- Effective Meetings in Organization
- Conflict Management
- Change Management

### Expected Outcomes

After attending this training, participants will be able to;

- Understand the Operational Matters of an Organization / Institution
- Get the skill to run the Organizational matters smoothly
- Bring a constructive organizational system
- Effectively manage all the Organizational resources
- Develop an appealing organizational culture



### Training Objectives

This training focuses on developing participant's personality and career on improved basis. It will enable them to understand and apply certain skills in actual. Moreover, this training will highlight the importance of counseling with respect to the careers of participants. Certain practices will help to improve their performance & bring positive change in the personalities of participants thus to select the best career for themselves.

### Target Audience

This training is designed for students, youth and professionals who want to change their careers.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Career Development Theory
- Individual and Group Counseling Skills
- Individual/Group Assessment
- Information/Resources
- Program Promotion, Management, and Implementation
- Coaching, Consultation, and Performance Improvement
- Counseling in cross Cultural Setting
- Counseling Practicum- Communication
- Counseling Practicum- Skills
- Human Development
- Group Counseling
- Behaviour in Organization
- Career Counseling Competencies
- Professional Preparation
- Ethical Responsibilities

### Expected Outcomes

After attending this training, participants will be able to;

- Understand the concept and importance of counseling
- Take better decision regarding their careers
- Develop their personalities in positive way
- Prepare themselves to go for successful career growth

### Training Objectives

This training is aimed to improve the lives of people through better understanding about themselves and the different behaviours in their communities.

### Target Audience

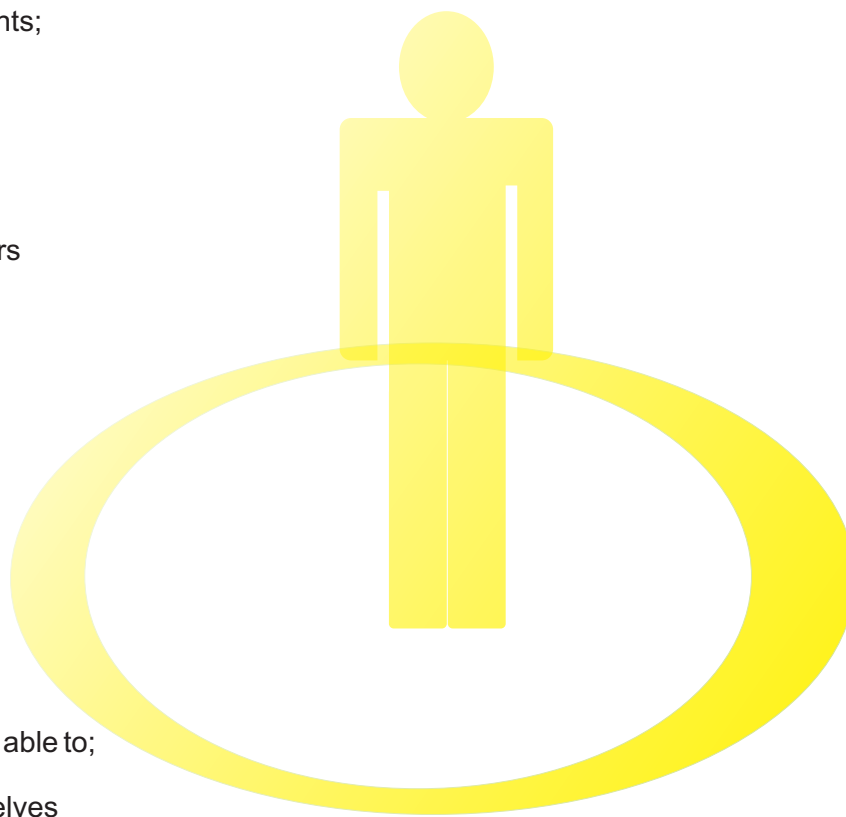
This is designed for the staff members from organizations / institutions, youth and any member from the community.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Understanding Emotions
- Power of Positive Attitude
- Goal Setting Make it happen
- Hygiene & Dress
- Making a Positive First Impression
- Developing confidence in self and others
- Dealing effectively with criticism
- Refusal Skills
- Stress Management
- Solving Problems
- Conflict Management
- Career Assessment Tools
- Reducing Intimidation & Bullying
- Be a Good team Player
- Time Management
- Respecting Authorities



### Expected Outcomes

After attending this training, participants will be able to;

- Get better understanding about themselves
- Understand different types of attitudes in the community / organizations
- Bring a positive change in their personalities
- Manage certain situations and conflicts in their professional and personal lives

### Training Objectives

This training is aimed to build the capacity of participants to perform their social research at their own to identify various problems and resources to meet them effectively. It will also enhance the skills of participants regarding research tools, techniques and how to make them effective.

### Target Audience

This training is designed for mid level managers, research officers, community facilitators and the representatives from community.

### Duration (3 Days)

### Training Contents

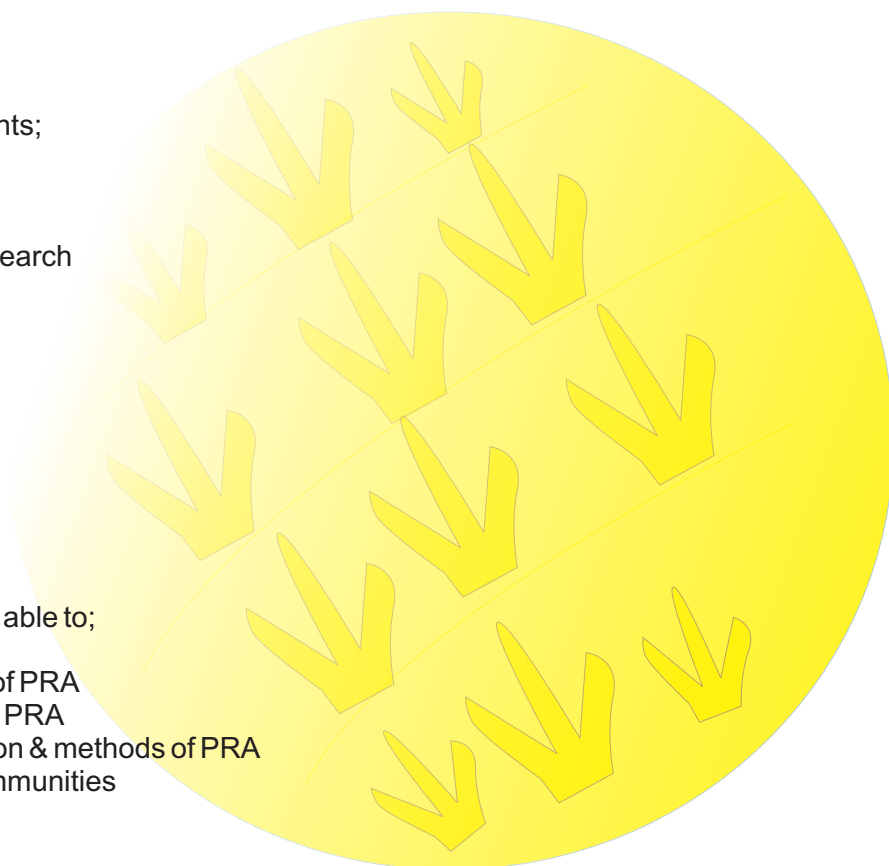
This training course covers the following contents;

- What is PRA?
- Principles of PRA
- Difference between PRA & Survey Research
- Comparison between PRA & RRA
- PRA Tools & Techniques
- Ranking Exercise
- Diagrams & Types of Diagram
- Action Plan Development
- Do's & Dont's in PRA

### Expected Outcomes

After attending this training, participants will be able to;

- Understand the concept & techniques of PRA
- Understand the importance of effective PRA
- Understand the practical implementation & methods of PRA
- Develop effective action plan in the communities



### Training Objectives

This training is designed to create an understanding about self awareness, its importance and role of gender in the development of societies.

### Target Audience

This training is designed for the mid level managers, project coordinators, field staff and members from community organizations.

### Duration (2 Days)

### Training Contents

This training course covers the following contents;

- Ideal Change Agent
- Concept of Self Awareness
- Jo-Hari window Model of Self Awareness
- Vision of an Ideal Community
- Concept & Understanding of Gender
- Gender Socialization
- Role of Lawyers in Achieving Peaceful & Happy Society
- Gender & Development

### Expected Outcomes

After attending this training, participants will be able to;

- Understand the concept of Self awareness and gender
- Understand the importance of gender in the developmental activities
- Develop a track towards ideal community

### Training Objectives

This training intends to focus on information and knowledge regarding disaster risks and the methods to mitigate these results. It will also help to provide sufficient knowledge and skills to mainstream all the segments of community into emergency, rescue, relief and rehabilitation phases.

### Target Audience

This training is designed for officials related to DRR activities, master trainers and community volunteers.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Introduction to Community Based Disaster Risk Reduction
- DRR system in Pakistan
- Community Based Disaster Risk Assessment
- Community Preparedness & dealing with Emergency Situation
- Community Based activities for Disaster Risk Reduction (Land sliding, Cyclone, Flood, Drought)
- Mainstreaming vulnerable groups in DRR
- Vulnerability Capacity Assessment
- Early Warning System
- Shelter Management
- Advocacy and Networking

### Expected Outcomes

After attending this training, participants will be able to;

- Understand the concept of Disaster and Risk reduction
- Understand the DRR system in Pakistan
- Effective Networking regarding DRR
- Improve their skills regarding DRR
- Understand the essentials of DRR

### Training Objectives

Community Management Skills Training aims to bring detailed know how regarding a community organization and how to manage it effectively. It includes the information and knowledge related to concept of an organization, its characteristics and record keeping. These are the issues which will ultimately help for the maturity of a community organization in real means.

### Target Audience

This Training course is designed for the community representatives, field officers and the other individuals who are involved in community facilitation & relevant activities.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Concept of Poverty
- Concept of Development
- Approaches of Development
- Community Organization
- Structure of Community Organization
- Characteristics & Responsibilities of CO
- Meeting in CO
- Record Keeping
- Community Mobilization
- Planning
- Motivation
- Role of Activist
- Conflict Management in CO

### Expected Outcomes

This skill training will enable participants to;

- Understand the basic concepts and approaches
- Understand the role & responsibilities of CO for its effective running in future
- Understand various tools to maintain record of CO
- Effectively mobilize the community members towards inclusive development
- Bring sustainability in the functioning of CO

### Leadership Management Skills Trainings

#### Training Objectives

This training intends to focus on bringing leadership styles and skills among participants thus to perform their work effectively.

#### Target Audience

This Training course is designed for the community representatives, field officers and the other individuals who are involved in community facilitation & relevant activities.

#### Duration (3 Days)

#### Training Contents

This training course covers the following contents;

- Concept of Leadership
- Qualities of Good Leader
- Leadership Styles and practices
- Role of Leader in community organization
- How to Develop Leadership Skills
- Role of leader in Organizational Management
- Role of Leader in Gender Mainstreaming
- Role of leader in Organizational Sustainability
- Conflict Management
- Effective Communication
- Decision making and Mediation

#### Expected Outcomes

After attending this training, participants will be able to;

- Understand the role and importance of leadership in Community Organization
- Build their personalities as role model for community members
- Effectively take organizational decisions
- Deal with conflicted situation within Community Organization

### Training Objectives

This training aims to create awareness regarding concept of resource mobilization, types and different ways to produce resources for the developmental activities.

### Target Audience

This training is designed for mid level managers, field staff, community organization office bearers and the individuals related to the developmental activities.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Introduction to Resources
- Process of resource Mobilization
- Elements of Resource Mobilization
- Types of Resources
- Role of NGOs in Fund Raising
- Tools for resource Mobilization
- Advocacy & Networking
- Planning for Fund Management
- Methods of Fund Raising
- Strategy for Resource Mobilization
- Logical Framework Analysis

### Expected Outcomes

After attending this training, participants will be able to;

- Understand the concepts and importance of resource mobilization
- Understand various tools and techniques for fund raising and management
- Alternative ways for resource mobilization
- Develop strategies for resource mobilization



### Training Objectives

This training is aimed to create better understanding and updated skills among participants to improve their natural resources.

### Target Audience

This training is designed for the individuals involved with the natural resource utilization / management or those who want to take initiative in this regard.

### Duration (4 Days)

### Training Contents

This training course covers the following contents;

- Basics for Crop Improvement
- Sloping Agriculture Land Technologies
- Crop Production & Protection Techniques
- Land Use Planning for Irrigation Schemes
- Integrated Pest Management
- Agriculture Machinery
- On Farm Water Management
- Water & Soil Conservation
- Irrigation Techniques
- Renewable Energy Technologies
- Livestock Management
- Orchard Management
- Packing & Packaging
- Storage of Production

### Expected Outcomes

This training course will enable participants to;

- Understand important tools & techniques to increase their production from natural resources
- Get knowledge regarding updated machinery used
- Understand different ways to manage their agri and livestock resources
- Get knowledge on effective and attractive packing & packaging

### Training Objectives

This training aims to familiarize participants with the stages of Group development, group performance factors, roles of CBOs and coordination Networks and to get better understanding on network dynamics and potential for macro development.

### Target Audience

This training is designed for staff members, community facilitators and officer bearers of Community Organizations.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Introduction to Team
- Importance of Organizations and Networks
- Group Dynamics
- Need identification and prioritization
- Participatory Rural Appraisal- I
- Participatory Rural Appraisal- II
- Stakeholders analysis
- Local Government System
- Action Plan



### Expected Outcomes

After attending this training, participants will be able to;

- Understand different stages of group development
- Enhance leadership and decision making skills
- How to implement effective working group within the networks
- How to organize and steer evaluations contributing to policy formulation and the strengthening of learning capacities of the projects or organizations involved

### Training Objectives

This is aimed to train the participants as best service provider, to enhance their professional capabilities and to impart hands on techniques of classroom, curriculum management and sensitizing the students.

### Target Audience

This training is designed for the individuals who want to start their professional career as a teacher or already working in this field.

### Duration (3 Days)

### Training Contents

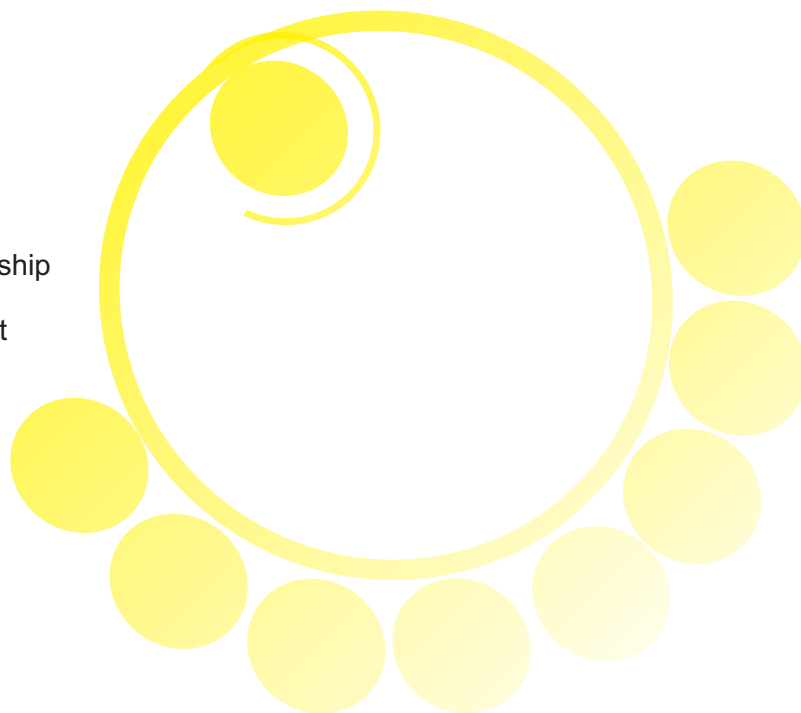
This training course covers the following contents;

- Introduction to the profession
- Early Childhood Education
- Understanding Child's Psychology
- Child to Child Approach
- Learning Skills
- School Improvement through Effective Leadership
- Alternative Ways of teaching
- Psychological Impacts of Corporal Punishment
- Classroom Management
- Qualities of a Focal / Ideal Teacher
- School Counseling
- Conflict Management
- Using Extra Curriculum Activities
- Effective Communication Skills

### Expected Outcomes

After attending this training, participants will be able to;

- Understand the child's psychology towards learning
- Perform their duties and obligations effectively
- Bring positive results from curriculum and extra curriculum activities
- Minimize gap between student/teacher relationship



### Training Objectives

This training program intends to provide important knowledge regarding health and hygiene practices. It will also impart knowledge regarding preventative measures to stay away from contamination.

### Target Audience

This training is designed for the staff members from organization/institutions/youth, field staff, and members from community.

### Duration (3 Days)

### Training Contents

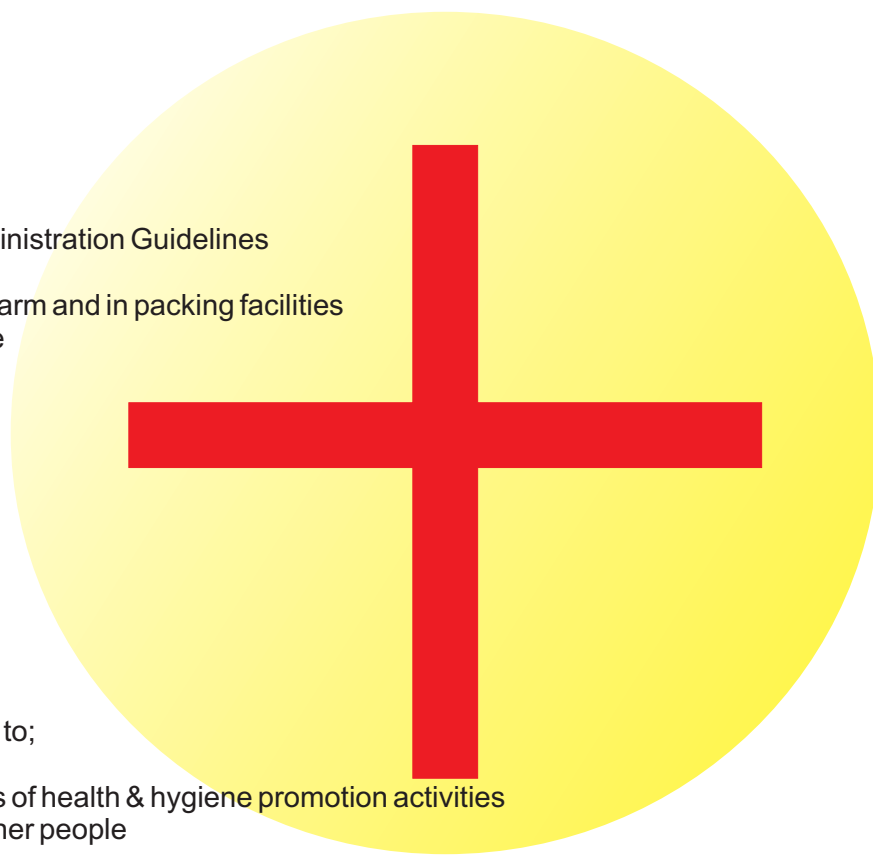
This training course covers the following contents;

- Introduction to Health & Hygiene
- Importance of Food Safety
- Choosing the appropriate Food & Drug Administration Guidelines
- Understanding food borne illness
- How biological contaminants spread at the farm and in packing facilities
- Importance of personnel health and hygiene
- Preventing produce contamination
- Safe from the start
- What can you do for community
- Stressing personal hygiene
- Proper hand washing for employees
- Importance of Personal Hygiene

### Expected Outcomes

After attending this training, participants will be able to;

- Understand the importance and advantages of health & hygiene promotion activities
- Promote safer activities and trends to the other people
- Promote a safer community as a whole



### Training Objectives

This training intends to provide knowledge and clarity regarding financial issues and their management. It will also provide technical financial tools and techniques which will ultimately support to perform effective financial activities in their organizations / institutions.

### Target Audience

This training is proposed for finance managers, finance assistants and the people who deal with financial matters.

### Duration (4 Days)

### Training Contents

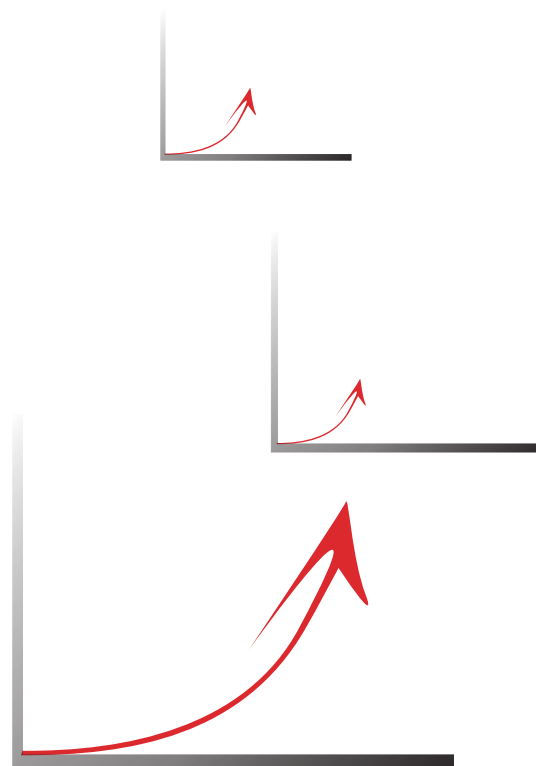
This training course covers the following contents;

- Introduction to Financial Management
- Importance of Financial Management
- Introduction to Assets, Liabilities & Equity
- Understanding Financial Statements
- Financial Ratio Analysis
- Forecasting Profit
- Financial Management Planning
- Understanding Money Resources
- Credit & Collection Method
- Watching your Profits
- How to Reduce Costs
- Difference between Equity & Debt Capital
- Capital Gain Tax

### Expected Outcomes

After attending this training, participants will be able to;

- Understand the financial concepts and its importance
- Manage their financial activities more effectively
- Analyze certain ratios for the financial systems
- Perform their roles and responsibilities efficiently



### Training Objectives

This training is designed to orient principles of participatory PM&E, its current trends and strengthening competencies to facilitate M&E process and clarity to improve this system.

### Target Audience

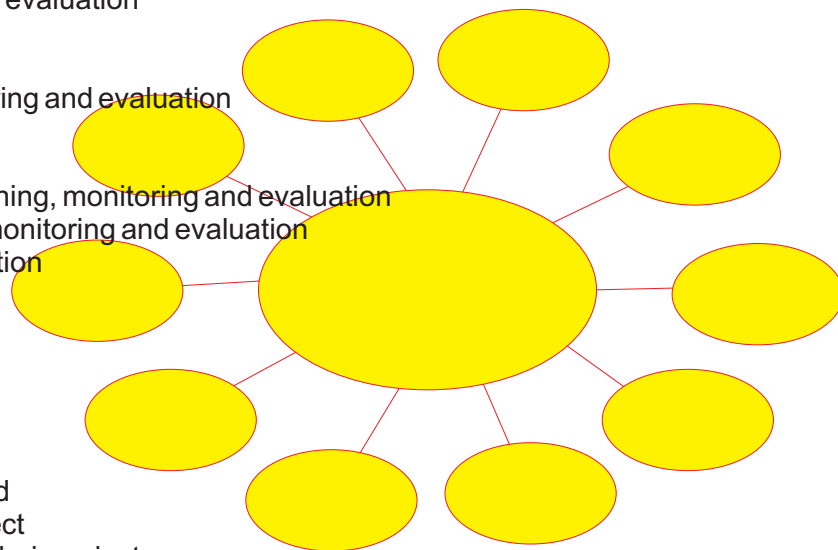
Program Personnel, monitoring & evaluation officials, trainers, managers from public & private organizations and development professionals.

### Duration (3 Days)

### Training Contents

The training course covers the following contents;

- Concepts & definitions in participatory planning, monitoring and evaluation
- Need for participatory planning, monitoring and evaluation
- Strategic & participatory planning
- Steps in micro - planning process
- Key elements in participatory planning, monitoring and evaluation
- Indicators for monitoring and evaluation
- Steps in monitoring evaluation process
- Participatory tools and techniques used in planning, monitoring and evaluation
- Skills and Attitudes for participatory planning, monitoring and evaluation
- Sustaining participatory monitoring and evaluation



### Expected Outcomes

After attending this training, participants will be able to;

- Apply the learning from the programmes on field
- to enhance community participation in the project
- Actively use participatory impact monitoring in their projects.

### Training Objectives

The course focuses on imparting skills related to planning and implementing community-based behaviour change programmes. It aims to familiarize participants with the basic principles of BCC (behaviour change communication) and to orient participants on the role of community participation, social and cultural systems, gender and environmental factors in the context of implementing behaviour change programmes. This training also provides planning tools which can be applied to any behaviour change programme.

### Target Audience

Field Staff, Community Activists and Professionals working in Social Development and Corporate sectors.

Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Introduction to Behaviour
- Introduction to Behaviour Change Communication
- How to conduct Behaviour Analysis
- BCC Program Cycle
- BCC Theories
- Model of Audience Profile
- BCC Management
- Stages of Behaviour Change
- Participatory BCC Strategies
- Ensuring Good Quality Material
- Working with Media
- Types of Evaluations; Purpose, question answered and sample indicators
- Community Participation & Group Building

### Expected Outcomes

At the end of the training, participants will be able to;

- Understand the concept and importance of BCC
- Plan a BCC Program for positive change in the organization / communities
- Conduct need and situation specific BCC
- Balance the community and program needs

### Training Objectives

The objective of this training is to provide an insight regarding Result Based Management and introducing a results-based approach thus to improve management effectiveness and accountability through defining realistic expected results, monitoring progress toward the achievement of expected results, integrating lessons learned into management decisions and reporting on performance.

### Target Audience

Researchers, Project staff and data analyst and the representatives from research institutions / organizations.

### Duration (4 Days)

### Training Contents

This training course covers the following contents;

- Introduction to Result Based Management
- What is result?
- Managing for Result
- Activities vs. Result
- Operational vs. development Result
- Concept of Result chain
- The internal logic of the performance
- Identification of Assumptions & Risks
- Analyzing the level of Risk
- Importance of Risk Analysis
- Performance Measurement Framework
- Key element of Performance measurement framework
- Performance indicators
- Data collection strategy
- Role of Responsible Individuals
- Performance information

### Expected Outcomes

At the end of the training, participants will be able to;

- Understand the concept of Result Based Management and its importance
- Apply all the learning in their practical life cycle
- Improve their capabilities for effective surveys and data collection
- Improve the quality of results from collected data



### Training Objectives

Case Study is major source to present the impacts of any activity or projects. This training is designed by keeping in mind the importance of case studies in the social development sector. It will also enable participants to effectively write and present the case studies.

### Target Audience

Filed Staff, Community Activists and Professionals working in Social Development and Corporate sectors.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- What is Case Study?
- Need for Case Study
- Advantages & Limitations of Case Study
- Process for conducting case study
- Phases of Case Study writing
- Potential source of information
- Importance of Authentic Data Collection
- Tools for Data Collection
- Elements of a Case Study
- Presentation of a Case Study
- Do's and Don't's in Case Study Writing
- Dissemination of Case Study

### Expected Outcomes

At the end of the training, participants will be able to;

- Understand the essence of Case Study
- Understand the major tools and sources for case study
- Understand the best presentation of case studies
- Minimize mistakes while developing case studies for their work

### Training Objectives

This training course is design to orient on detailed business process re-engineering. It will help participants to make business process effective, efficient and adaptable through focusing on end to end business process, outcome delivery and keeping in mind the assumption about performance through re-engineering.

### Target Audience

Project managers, coordinators, the professionals involved in business process researchers and market analysts.

### Duration (4 Days)

### Training Contents

This training course covers the following contents;

- What is Business Process
- Concept of Business Process Re-engineering
- Objectives of BPR
- Evolution of Business Process re-engineering
- Principles of Business Process Re-engineering
- BPR and Information Processing Systems
- Methodology of Business Process Re-engineering project implementation
- Conditions for BPR
- Characteristics of BPR Services provider Firms
- Expected Results and benefits
- Cost of BPR
- Conditions for Implementation
- BPR Phases
- Recommendations for BPR
- Step in BPR Analysis
- BPR Problems

### Expected Outcomes

At the end of the training, participants will be able to;

- Understand the concept & principles of BPR
- Achieve due goals and results
- Understand the process of BPR and its analysis

### Training Objectives

This training aims to provide sufficient knowledge and create understanding on the concepts and system of logistic management and it's the ways to make it more effective.

### Target Audience

Project Coordinators, human resource department representatives and members from administration.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Defining Logistics
- Introduction to Logistic Management
- Approaches in Logistic Management
- Logistic System and its functions
- Setting the Goals in Logistic Management
- Logistics Decisions
- Supply Chain Management
- Distinction between Logistic Management & Supply Chain Management
- Value Chain
- Qualities of Efficient Logistics
- How HR Influences Logistic Management
- Timely Delivery or Cheap Delivery
- Customer's Satisfaction
- Evaluating Logistic Performance

### Expected Outcomes

At the end of the training, participants will be able to;

- Understand the concept & different approaches of logistic management
- Achieve goals through effective logistic management
- Perform their duties and run the business efficiently
- Measure their performance and to boost it



### Training Objectives

This training course is designed to address such scenarios in which some people make the mistake of letting either their ego or their emotions come between them and their goal even some people try to score points whereas others feel they have to prove or emphasize their authority.

### Target Audience

This course is specifically designed for manager, coordinators or team members from any of the organization/institutions.

### Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Defining Adventure Learning
- Adventure learning Frameworks
- Adventure Learning Model
- Adventure Learning Moderated Chat & Flow
- Encouraging Transformative Learning
- Team Building
- Strategic Thinking Skills
- Effective Communication

### Expected Outcomes

This training course will enable participants to;

- Understand & build sense of Team Work
- Build Trust Team Members
- Co-ordination between Departments
- Have Improved Decision Making
- Have Better Communication

### Training Objectives

This training aims to improve the facilitation skills and to highlight basic but important tips which can make facilitation process very effective. Furthermore, it will also provide valuable suggestions to the facilitators.

### Target Audience

This course is specifically designed for trainers, facilitators, community activists and the community organization officer bearers.

### Duration (4 Days)

### Training Contents

This training course covers the following contents;

- Basic Concept of Facilitation Skills
- Who can be a Facilitator?
- Main Objective of Facilitation Skills
- Elements of effective facilitation
- Key Facilitation Skills, Qualities, and Method
- Role & Responsibility of facilitator
- Tips For agenda formation
- Useful Guidance for facilitators
- Preparation
- At the start of session/meeting
- During session/meeting
- Habits to avoid
- How facilitation differs From Training & presenting
- Suggestions For facilitators
- Group process techniques
- Handling Difficult team Members
- Reluctant Team Members
- Personal Attributes of the Cultural Diversity Facilitator
- Active Listening Skills
- Facilitator's moments
- Presentations

### Expected Outcomes

This training course will enable participants to;

- Facilitate any group of people effectively
- Understand the Do's and Don'ts for facilitation skills improvement
- Handle any critical situation while facilitating
- Facilitate any group of people effectively
- Understand the Do's and Don'ts for facilitation skills improvement
- Handle any critical situation while facilitating

# CHRS

## Weekend Training Programs

Organizational human resource should be well trained in a range of skills to form a team of highly qualified professionals that will give it a competitive advantage in the marketplace. Within such a context, training and development becomes a very crucial part of HR development. We have the expertise in carrying out trainings, developing training manuals and undertaking training evaluations and impact studies.

In the same context, CHRS has also designed a “Weekend Training Program” by keeping in view such participants who cannot manage to participate in different workshops with working days of a week. This program offers one or two days trainings on such practical topics which are quite beneficial and helpful in their professional growth.

This program will not provide sufficient knowledge and understanding regarding different topics but will also be a valuable source & forum for the professionals to participate & learn within their weekend.

Additionally, CHRS encompasses a professional team of experts who have decade's of experience in designing and delivering successful & fruitful trainings for the staff members from different Governmental, Non-Governmental institutions, Organizations / entities as well as the members from community organizations.

### Learning Objectives

In every organization and environment, everyone has to face such a situation / problems where effective solutions are required. This training offers such information, tools and guideline that can help the participants in not only making good decisions but effective & practical implementation on those solutions.

### Target Audience

This training is ideal for any growing team leader, for professionals, community members and team members who require a better understanding on situation handling and problem solving.

### Duration (Two Days)

### Contents

- Concept & Assessing the Problem
- Logical and Constructive Thinking
- Identification the Root of the Problem
- Six Step Model
- Differentiate the Indicators and Causes
- Identify the Result and Constraints
- Search for Information
- Ask Right Question at Right Time with Relevant Person
- Examine the Available Solution
- Developing a Single Option
- Thinking Strategically & Exploring Common Pitfalls
- Adopt the Best Solution
- Self Analysis
- Situation Handling at Certain Behavior

### Expected Outcomes:

By the end of this training, participant will be able to;

- Learn concept & basic reasons of problems
- Handle critical situations in their lives
- Effectively decision making and implementation to solve the problems



### Learning Objectives

This training is aimed to build the capacity of participants on;

- How to Develop effective session design
- Effective delivery of designed sessions
- Creating the Elements of Presentation
- Focusing the Target Group / Audience

### Target Audience

This training course is offered for growing trainers, team leaders, presenters, students and individuals who want to enhance their capacity & grip on delivering presentations.

### Duration (Two Days)

### Contents

- Concept & importance of Session
- Effective Session design
- Conscious Confidence
- Fears and Fantasies
- Creating the Event: Gathering the Facts
- Developing the Presentation: Organizing the Material
- Rehearsing Your Presentation
- Arrangement/Setting Up the Room & Administration
- Delivering the Contents & The Use of Visual Aids
- Creating Overheads Managing the Show
- Encouraging Interaction
- Time Considerations
- Feed Back & Final Closing

### Expected Outcomes

By the end of this training, participant will be able to;

- Develop best presentation contents
- Effective time management during presentation
- Learn best presentation techniques & styles
- Effective Situation Handling

### Learning Objectives

This training is aimed to build the capacity of participants on;

- How to Deliver successful trainings
- How to create a good learning environment
- Enhance sessions by incorporating Learning Cycle
- Add proven methods for variety according to audience

### Target Audience

This training course is offered for growing trainers, team leaders, presenters, individuals who want to enhance their capacity & grip on delivering effective training through modern techniques.

### Duration (Two Days)

### Contents

- The Foundation for Using Training Methods
- Adult Learning Cycle
- Adult Learning Principles
- Preparing and Using Training Methods
- Adapting and Writing Exercise
- Introduce, Conduct, and Process Training Methods
- Tackling with Time Frame
- Evaluating Methods and Exercises
- Seventeen training methods that work

### Expected Outcomes

By the end of this training, participant will be able to;

- Learn Training methods and principles
- Learn about adult learning cycle
- Conduct & run successful training event
- Understand different training methods that work

### Learning Objectives

This training is designed to enhance participant's knowledge on;

- Effective "Win-Win" Strategies and tactics
- Negotiation Opportunities & Attitudes
- Courage and confidence in your personal & professional life
- Value of compromise and making it effective

### Target Audience

This training course is offered for growing trainers, team leaders, presenters, individuals who want to enhance their capacity & grip on delivering effective training through modern techniques.

### Duration (Two Days)

### Contents

- Concept of Negotiation
- Identifying Opportunities for Negotiation
- Importance of Expectations in Negotiation
- Disagreement and Conflict
- Developing a Win Philosophy
- Principle of Negotiating
- Characteristics of a Successful Negotiator
- The Basic Six Steps in Negotiation
- Planning and Preparing for Negotiation
- Negotiation Strategies and Tactics
- Eight Critical Mistakes in Negotiation
- Developing a Personal Action Plan
- Managing Conflict During Negotiation
- Practical Application of Negotiating Principles

### Expected Outcomes

By the end of this training, participant will be able to;

- Learn effective negotiation skills
- Effective Conflict Management
- Effective Situation Handling
- Learn effective strategies for successful negotiation

### Learning Objectives

This training is designed to create better understanding among employers to;

- Discover the benefits of keeping employees and keeping them happy
- Create a fun, enriching and hard to leave workplace
- Understand the impact of feeling valued at work
- Tap into employees' desire for personal and professional growth

### Target Audience

This training course is designed for employers, project managers, project coordinators, team leaders and members from community organizations who will be trained and provided information on effectively retaining the employees.

Duration (Two Days)

### Contents

- The Importance of Retaining Employees
- Challenges in Finding and Keeping Employees
- The Essential Ingredient of a Hard-to-Leave Workplace
- The Rule of Respect
- Redefining Recognition
- Acknowledge and Meaningful, Continual Feedback
- Free Flowing Communication
- Acknowledging Workplace Transitions
- Enabling Professional Growth
- Evaluating Performance
- Rewards for Employees
- Managing Attitude/Behavior at Workplace
- Making Your Game Plan

### Expected Outcomes

By the end of this training, participant will be able to;

- Learn effective tools to retain the employees
- Learn certain challenges regarding retaining the employees
- Learn effective performance assessment and rewards sharing

### Learning Objectives

This training intends to create better understanding among participants to;

- Understand different attitudes and behaviors of employees
- Learn the strategies to handle difficult employees in the organization / company
- Understand & Draw the disciplinary policies for difficult employees

### Target Audience

This training course is designed for employers, project managers, project coordinators, team leaders and members from community organizations who will be trained and provided information on effectively managing the difficult employees.

Duration (Two Days)

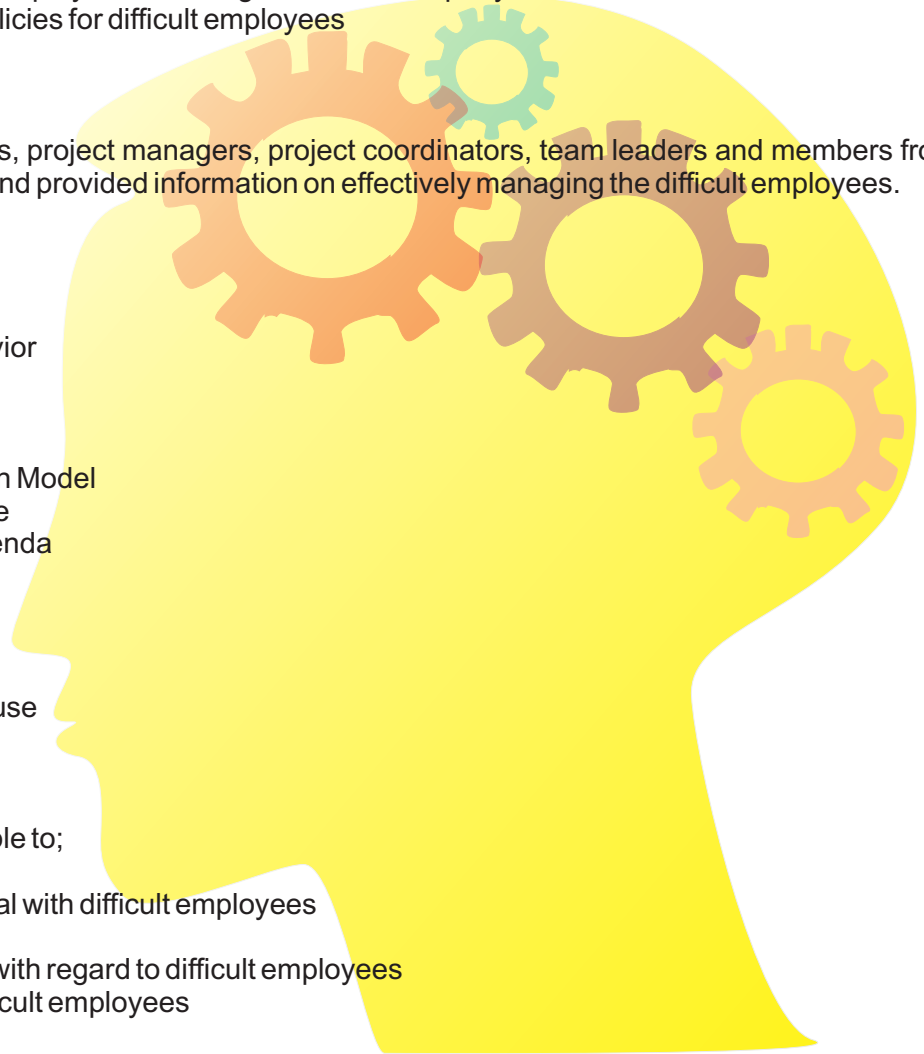
### Contents

- Defining Difficult Employee
- What are The Causes of difficult Behavior
- Warning Signs in Performance
- Recognized the Role of Personality
- Intervention Model and its Six Steps
- Key Principles for Applying Intervention Model
- Goals for Improvement of Performance
- The Intervention Conference, & its Agenda
- Role of Team Leader
- Disciplinary Action & its Agenda
- Progressive Discipline Policies
- Termination Action & its Issues
- Dealing with Employee Substance Abuse

### Expected Outcomes

By the end of this training, participant will be able to;

- Learn effective tools & strategies to deal with difficult employees
- Learn Intervention Model & its steps
- Effectively manage difficult situations with regard to difficult employees
- Take effective decisions regarding difficult employees



### Learning Objectives

This training is designed to orient participants on the following;

- Continuous improvement is the only answer and a commitment not to accept one percent failure is the key to Progress
- Practice long and continuously and to develop a reverence for what you are doing
- Create better understanding on “Vision is beyond individual self”

### Target Audience

This training course intends to focus those employers, project managers, project coordinators, team leaders and members from community organizations who want to develop their personality as effective leader.

### Duration (Two Days)

### Contents

- Concept of Nurturing leader
- Concept of Globalization
- Globalization opens world health space
- Capture the health care
- The credo for patient care
- The art of recognising gratitude
- A professional model
- Demolition of myths
- Experience sharing
- An overview of contributions
- Process the efforts continuously

### Expected Outcomes

By the end of this training, participant will be able to;

- Broader their vision as Nurturing Leader
- Improve their personality and interpersonal skills
- Understand a professional model for being nurturing leader
- Improvement in their personalities & practices to be a leader

### Learning Objectives

This training is designed to boost up skills among participants on;

- How to Become an Effective and Extraordinary leader
- To focus on Result, Learn from mistakes and Cultivate Interpersonal Skills
- To lead Organizational Change, Develop Your People and be Open to Follow to New Ideas
- To take A Non-linear Approach, Initiative & Fix Fatal Flaws
- To be Accountable and Build Strengths
- To Attain, Developing and Implementing learnt Skills

### Target Audience

This training course intends to focus those employers, project managers, project coordinators, team leaders and members from community organizations who want to develop or assigned to be effective leader.

### Duration (Two Days)

### Contents

- Defining the Leader
- Great Leader make a Great Difference
- Raise the Leadership "Tent"
- Leaders Need Personal Capability
- Cultivate Interpersonal Skills
- Look for Powerful Combinations of Competencies
- Build Positive Relationships
- Take Steps to Improve Leadership
- Take Non-Linear Approach
- Learn from Mistakes
- Focus on Result
- Lead Organizational Change
- Look for Powerful Combinations of Competencies
- Adopt and Appreciate New Ideas

### Expected Outcomes

By the end of this training, participant will be able to;

- Learn effective role as a leader within their working environment
- Learn about the challenges that a leader has to face
- Learn tools and key skills to be a good and extra ordinary leader



### Learning Objectives

This training intends to provide sufficient knowledge on the following;

- Build Mutual Beneficial Relationships and Cultivate them as opportunities Arise
- How to Take a Control on Your Body language and Talk Tactically
- Outlining a Step-by-Step Program for Working with Your Current Contacts and then Adding New Contacts by Meeting People the Right Ways
- Over Come to Limits and Socialize with Savvy

### Target Audience

This training course is not only aimed to build the capacities of employers, project managers, project coordinators, team leaders but also for all those professionals who want to enhance their networking skills for career advancement.

Duration (Two Days)

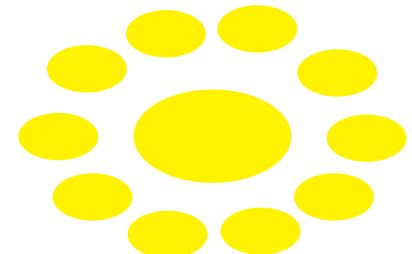
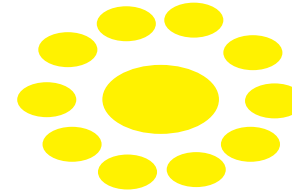
### Contents

- Concept of Networking
- Effective Techniques for Networking
- Evaluate Your Contracts
- Prioritize and Prepare
- Use Your Networking Tools
- Control Your Body Language
- Appropriateness in Behavior
- Find Opportunities for Networking
- Focus on Connecting
- Talk Tactically
- Overcome Your Limits
- Follow Up Right!
- Do What's Right
- Keeping Developing

### Expected Outcomes

By the end of this training, participant will be able to;

- Learn effective tools to build best relationships
- Learn networking techniques and ethics / behavior
- Learn to find better networking opportunities





### Learning Objectives

This training is designed to create better understand among employers to;

- Providing Professional Tips and Techniques for Writing Proposals
- Focus on a basic Theme & Stick on Main Point of Proposals and Presentations
- Stand Out as Uniquely Qualified Presenter
- Creating an organized Appendices

### Target Audience

This training course is designed for employers, project managers, project coordinators and all those professionals who are engaged in proposal writing or want to build their capacity and skills on effective proposal presentation.

Duration (Two Days)

### Contents

- Basic Concept of Proposal & Presentation
- Develop a Winning Strategy
- Focus on a Theme
- Detail the Qualifications
- Substantiate Bold Claims
- Use Endorsements to Make Your Case
- Stand out as a Uniquely Qualified
- Show them how they Benefit
- Be Clear, Concise and Organized
- Organize Material Accurately
- Use Plenty of Heading and Subheading
- Address all Sub Questions Individually
- Sound like a Well Informed Friend
- Mainly Focus on Perfect Grammar, Spelling and Punctuation
- Go to Extraordinary Lengths to Follow Instructions
- Stick to the Point

### Expected Outcomes

After attending this training, participant will be able to;

- Understand and practice best proposal presentation techniques
- Understand key information and styles to present their proposals
- Create organized appendices and enhance their readability

### Learning Objectives

This training aims to bring clear understanding among participants on;

- To Bring Out the Best Behavior in people Who are at Worst
- How to Identify 10 Bothersome Behaviors and Deal Successfully with Each of Them
- Try to Understand the thoughts and Fears of Difficult People
- How to Use Sophisticated “Listing techniques” to Unlock the Doors to People Deepest Needs

### Target Audience

This training course is designed for not only employers and professionals but also the individuals who want to build their interpersonal skills to effectively deal with difficult people in the organizations / institutions and society.

### Duration (Two Days)

### Contents

- Dealing with Difficult People
- Recognize the 10 Most Unwanted Behaviors
- Choose Your Approach
- Understand the Four Intents
- Recognize the Results of Threatened Intents
- Reduce Differences
- Listen to Understand
- Reach a Deeper Understanding
- Speak to Understood
- Project and Expect the Best
- How to Handle Unwanted Behaviors
- Action Steps

### Expected Outcomes

By the end of this training, participant will be able to;

- Understand to deal with difficult people
- Understand key steps to improve their interpersonal skills
- Understand different attitudes and effectively situation handling

### Learning Objectives

This training is designed to create better understand among participants to;

- Understand opportunities, 7 threats & Set feasible Goals and objectives
- Create the Strategies to Achieve objectives
- How to Write An effective Business plan
- An effective Way to Communicate the strategy and obtain Commitments
- How to Monitor Results, Evaluate and React on it

### Target Audience

This training is aimed to build the capacity of project managers, coordinators, team players and the individuals who want to enhance their skills on effective planning and achieving objectives.

### Duration (Two Days)

### Contents

- Planning and Executing Strategy
- Manage Strategically
- Follow the Logic
- Assess Your Readiness & Define the project / Business
- Understand Opportunities and Threats
- Set Feasible Goals
- Strategize for Goals
- Pursue Your Purpose
- Follow Your Mission
- Write the Plans
- Get the Right People
- Obtain Commitments
- Align with Strategy
- Execute with Disciplines
- Monitor and Improvement
- Learn, Change and Institutionalize

### Expected Outcomes

By the end of this training, participant will be able to;

- Learn threats and challenges to set the objectives
- Write Business / project plans effectively
- Obtain commitments and monitoring on planned activities

### Learning Objectives

This training workshop aims to orient participants to develop skills on;

- Move beyond Your Limitations
- Develop Characteristics of great leaders
- Cultivate Characteristics of an effective organization
- Build a High Performance Team
- How to Set Goals & Encourage Creativity
- Lead through Change

### Target Audience

This training course intends to focus those employers, project managers, project coordinators, team leaders and members from community organizations who want to develop or assigned to be effective leader.

### Duration (Two Days)

### Contents

- Use Problems to Enhance Your Career
- Lift Your Limitations
- Search for What Work
- Develop Characteristics of Great Leaders
- Practice Hu-management
- Cultivate Characteristics of an Effective Organization
- Build a High Performance Team
- Motivate to a Progressively Higher Level
- Continuous to Grow as a Leader
- Find the Right Manager
- Overcome Roadblocks to Goal Achievement
- Plan Time Effectively
- Create a Creativity- Inducing Environment
- Look at a Problems as Opportunities
- Lead Through Change

### Expected Outcomes

By the end of this training, participant will be able to;

- Understand the personalities as efficient leader
- Build their personalities to build high performance team
- Effectively lead in changing environment of organization / institutions

### Learning Objectives

This training intends to create better understand among participants to;

- Motive Your Team, Develop a plan Action and How to Perform Financial Analyses
- Manage Communication Channels
- Perform a Successful and Seamless Hand-Off
- Quantify and Analyze risks and will Helpful to Maximize Learning
- Work Within budgets and lead a Team to Understand and Become Comfortable with the Basic Tools of project Analysis

### Target Audience

This training course is designed for project managers, project coordinators and office bearers from community organizations and forums who are engaged in activities of project management and want to enhance their skills on the subject.

### Duration (Two Days)

### Contents

- Understand the Project Management Role
- Build a Solid Team
- Perform a Financial Analysis
- Develop a Logic Plan & Understand team Dynamics
- Manage All Projects Stakeholders
- Measure Against a Baseline
- Be Objective About Threats
- Actively Manage Communication Channels
- Optimize Project Excellence
- Consider post-project issues
- Practice Self Management & Manage Interfaces
- Recognize Multiple Success Metrics
- Maximize Learning from Closure & Transfer Learned Lessons

### Expected Outcomes

By the end of this training, participant will be able to;

- Understand project management and its key components
- Perform their duties well through effective practices on the key skills
- Run & manage their projects effectively
- Manage all the channels of a project effectively

### Learning Objectives

The workshop aims at changing the mindset of the attendees and brings it more in line with the Entrepreneurial way of thinking. Additionally, it will;

- Stretch the imagination and introduce with the entrepreneurial way of thinking
- Provide information regarding Entrepreneurship issues and opportunities pertaining to Pakistan.
- Support in how to develop an innovative idea and evolve it into a viable business.

### Target Audience

This training course is designed for the managers, coordinators and management team players who engaged in activities of project management and want to develop their understanding on entrepreneurship.

### Duration (Two Days)

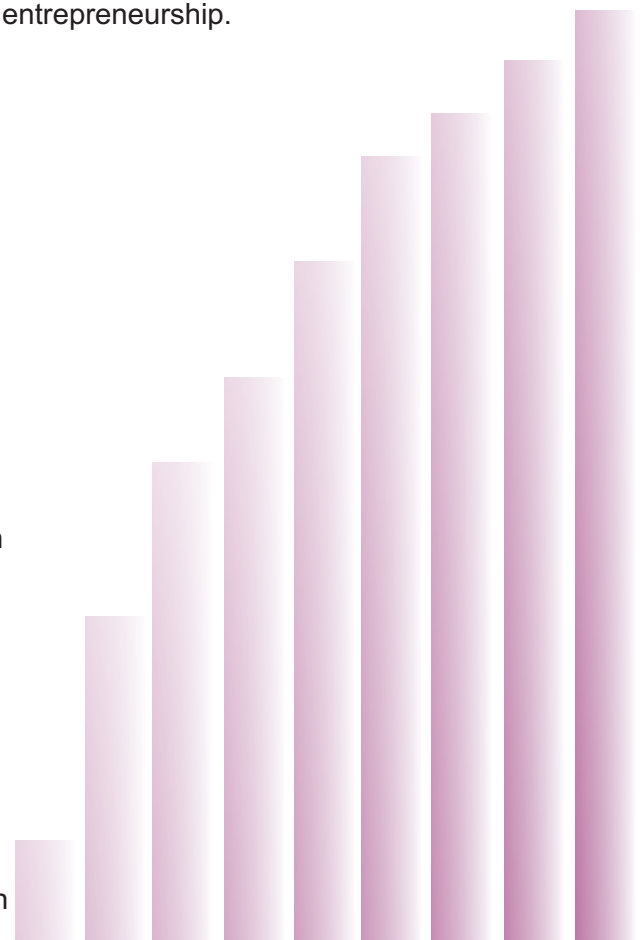
### Contents

- Entrepreneurship and Entrepreneurs Theories & Concept
- Entrepreneurial Thinking
- Entrepreneurial Traits
- Individual Activity: Self Evaluation on Entrepreneurial Traits
- The Failure Myth
- Entrepreneur Profile
- Entrepreneurship: Pakistan Experience
- Managerial Process and Issues in Enterprise Development
- Business Networking
- Group Activity: Networking Exercise
- Purpose of the Plan
- Business Plan Formulation, Development and Presentation
- Parallel Thinking Six Thinking Hats
- Group Activity: Business Plan Creation
- Venture Capitalist
- The Do's and Don'ts in front of a VC
- Comprehensive Case Study

### Expected Outcomes

By the end of this training, participant will be able to;

- Start thinking in entrepreneurial way
- Understand important issues with entrepreneurs in Pakistan
- Develop interpersonal skill to bring up innovative ideas



### Training Objectives

This training aims to provide the knowledge of the administrative, financial, and organizational aspects of Non-profit Organizations.

### Target Audience

This course is specifically designed for trainers, Administrators, Staff Members from any Organizations, Small Business Development agencies and an individual party who wants to build their own NGOs.

Duration (3 Days)

### Training Contents

This training course covers the following contents;

- Introduction
- Developing Mission, Vision statement for an NGO
- Objectives, Strategies, Approaches
- Structure of NGO
- Types of NGOs
- Range of NGO Activities
- Constituting an NGO Board
- Setting up an NGO's By-Law
- NGO Relationship with Government
- An NGO Approach to Solving Community Problems
- Capacity Building
- Financial Management for NGOs
- Solving an Organization problems in NGOs

### Expected Outcome

This training course will enable participants to;

- Understand the Concept of NGO Management
- Establishing own NGO
- Different Functions Performance in NGOs

# CHRS



## CHRS Services





Gender equality is a crucial aspect for the development of any society. The Constitution of Pakistan upholds the principles of equal rights and equal treatment of all persons. In practice, Pakistani women are treated only as second-class citizens in many ways.

Following traditions of patriarchy, they are subject to systematic subordination to men, to various degrees across all levels of society and in all regions. Even though a slow closing of the gaps between men and women has been observed, women still have limited access to education, employment and health services. Therefore, there is a great need to incorporate gender concerns and other dimensions of the equal treatment and social justice into the development agendas.

CHRS has in house competency to organize and conduct open trainings related to Gender. CHRS professionals & experts have tendency to conduct effective gender evaluations and developing useful guideline for different organizations, institutions / entities. It has a number of Gender Experts in the resource pool who have been providing their services to promote gender equality through following trainings, workshops, and assessments.

### 1. Training Manual Designing on Gender

- ☛ Manual on Gender Audit methodology
- ☛ Manual on "Women, Girls, Boys and Men-Different Needs, Equal Opportunities"
- ☛ Gender and Community Development
- ☛ Gender Sensitization & Awareness Raising
- ☛ Gender Based Violence
- ☛ Gender & Islam
- ☛ Gender Toolkit
- ☛ Gender Equality & Equity

### 2. Gender Trainings

- ☛ Gender and Development
- ☛ Gender Sensitization
- ☛ Gender, Violent Conflict And Development
- ☛ Gender Justice, Development and Rights
- ☛ Energy & Gender
- ☛ Gender Equity, Sports & Development
- ☛ Trade, Sustainable Development & Gender
- ☛ Mainstreaming Gender into Disaster Risk Reduction
- ☛ Gender Mainstreaming
- ☛ Gender Based Violence Matrix
- ☛ Gender Discrimination at Workplace
- ☛ How to Conduct Gender Audit
- ☛ Gender & Leadership
- ☛ Gender Analysis Framework
- ☛ Gender Based Counseling
- ☛ Gender Based Governance
- ☛ Gender Communication Gender Empowerment
- ☛ Gender Gap Index
- ☛ Gender Harassment at Workplace
- ☛ Gender Identity Disorder
- ☛ Gender Justice & Protection
- ☛ Gender Learning Differences
- ☛ Gender Mainstreaming Strategies



### 3. Gender Audit

- Gender Audit Tools
- Indicators Designing for Gender Audit
- Organizational Transformation & Gender Audit
- Gender Audit & Action Plan for mainstreaming Gender Analysis
- Gender Audit Checklist Development

### 4. Gender Evaluation

- Gender Questionnaire
- Gender Reform Action Plan
- Gender Based Project Evaluation

### 5. Gender Assessment in Programs

- Gender Assessment Tools Designing
- Gender Parity Index
- Gender Assessment & Organizational Transformation
- Baseline on Gender Assessment



Governance is defined as; “As conditions which enable all the actors (government, civil society and politicians), to demonstrate accountability, transparency, performance management and predictability in focused poverty reduction programs as guided by Millennium Development Goals that are delivered effectively and efficiently”.

There appears to be a general agreement that Pakistan faces multi-faceted governance crises. The weakening of the managerial capacity of the state has resulted in environmental degradation, law and order problems, human rights violations, poor and inadequate delivery of social and economic services, and a lower than potential rate of economic growth. The problem is much more general and not unique to Pakistan. In Europe, the attempt has been made to resolve the problem by structuring the state on the principle of subsidiary, where local government constitutes the basic unit of government, and functions which overlap local boundaries are transferred to the next higher level of government.

CHRS offers the following services to its perspective clients in respect to governance. Its resource pool has rich

### 1. Training Manual Designing on Governance

- 📖 Manual on Governance Model
- 📖 Manual on Governance & Leadership
- 📖 Manual on Governance & Rule of law
- 📖 Manual on Governance & Development
- 📖 Manual on Governance Accountability
- 📖 Manual on Governance & Management
- 📖 Manual on Civic Rights in Pakistan
- 📖 Manual on Rights of Vulnerable Groups
- 📖 Manual on Training of Trainers on Civic Rights and Electoral Process
- 📖 Manual on Training of Trainers on eligibility criteria and filing nomination papers for women candidates
- 📖 Manual on Training of Trainers on Step by step procedure of casting vote
- 📖 Manual on Training of trainers on Registration of National Identity Cards

### 2. Governance Trainings

CHRS has in house competency to organize and conduct open trainings related to Gender on following subjects;

- 📖 Civic Rights
- 📖 Good Governance and Policy Making
- 📖 Effective Governance Structure
- 📖 Governance, Nationhood & Morality
- 📖 Support to Democracy & Women Participation
- 📖 Human Rights and State
- 📖 Good Governance & Rule of Law
- 📖 Governance & Development
- 📖 Governance, Management & Leadership
- 📖 Govern Best Practices
- 📖 Governance Ethics & Evaluation
- 📖 Governance for Sustainable Human Development
- 📖 Governance Growth & Development- Decision Making
- 📖 Ethics, Religion & Good Governance
- 📖 Governance & Democracy
- 📖 Building Good Governance; Guiding Principles

- ❖ Principles of Good Governance
- ❖ Good Governance Practices For The Protection Of Human Rights
- ❖ Traditional Structures in Local Governance for Local Development
- ❖ Strengthening Democracy Through Women's Political Participation
- ❖ Challenges in Corporate Governance
- ❖ Governance Corruption and Conflict

### 3. Assistance to Governance Reforms & Practices

Gap in governance structure is major cause of poverty. Under the umbrella of Governance, Transparency and accountability mechanisms also need to be improved & the issues of accessibility of services and their quality also need attention in Pakistan. In the same context, CHRS provides its services to;

- ❖ Strengthen provincial and local government institutions for effective implementation of devolution and related reforms
- ❖ Improve access to information for effective planning and implementation
- ❖ Monitor development activities and establishment of participatory mechanisms for effective community participation.

### 4. Strengthening Democracy & Governing Institutions

To promote "effective and efficient parliamentary procedures, services, management and administration established to help members of both houses fully perform their oversight, legislative and representative functions".

In this regard, CHRS can provide support in;

- ❖ Development of TNAs & provision of skills trainings for more than 500 parliamentary members and staff
- ❖ Preparation of orientation manuals for members taking oath after the 2008 general elections
- ❖ Formation of civil society group to support parliament
- ❖ Groundwork for the formation of MDG related caucuses

### 5. Governance & Audit Services

CHRS services on governance audit are basically to explore;

- Whether Governance programs in Pakistan represent a successful model or theory of change on how to improve Governance?
- A qualitative assessment of chances of achieving MDGs in Pakistan context.

In this regard, following types of services are offered;

- ❖ Governance Risk Compliance
- ❖ Governance & Strategic Direction
- ❖ Resourcing Strategic Priorities
- ❖ Governance & Transparency Index
- ❖ Governance Analysis and Essential Programs

### 6. Strengthening Public Grievance Response System

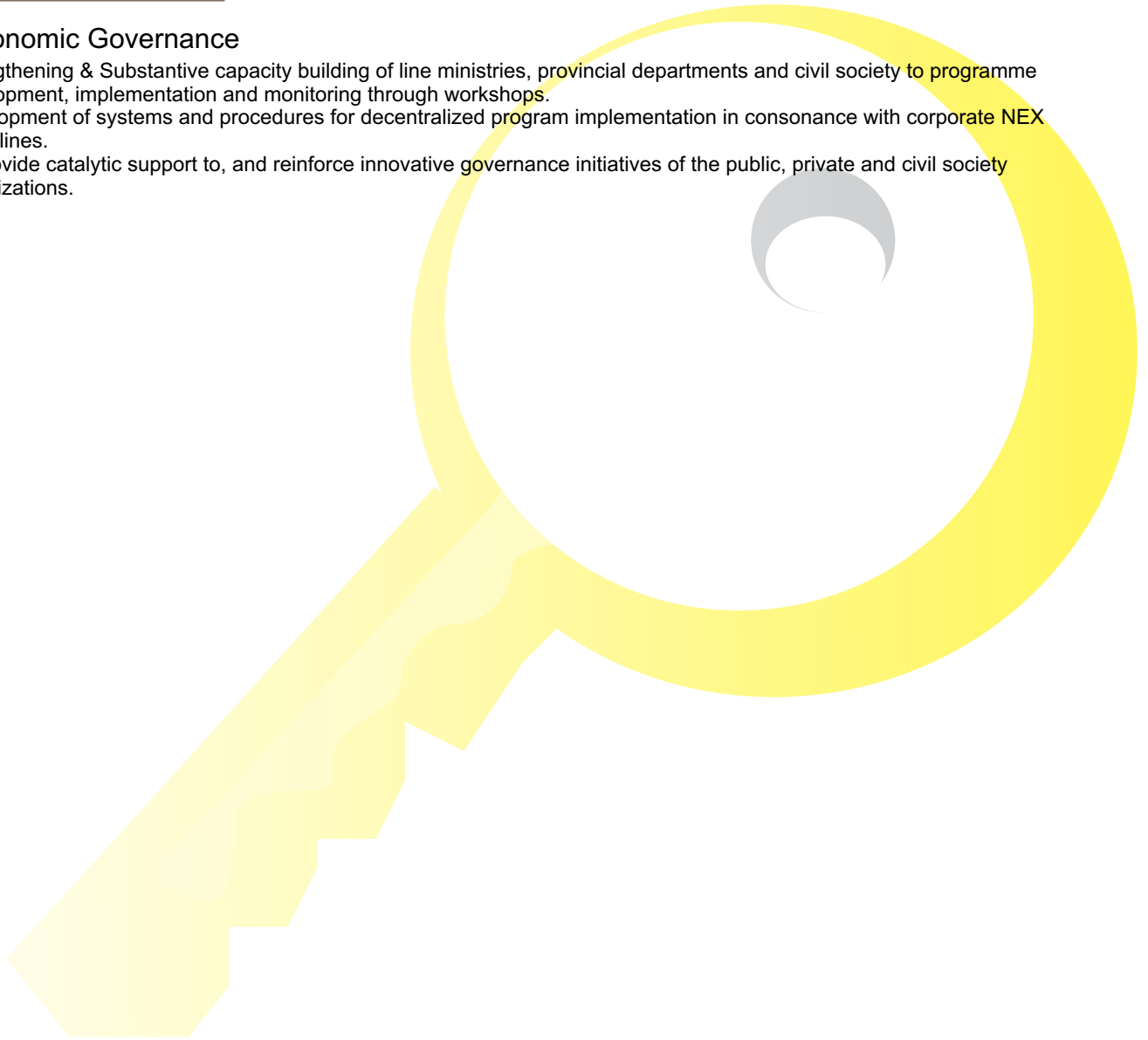
CHRS believes and provides its expertise;

- ❖ To improve Public grievance response systems and procedures to enable closer alignment with the needs and expectations of citizens.
- ❖ To facilitate availability of and access to information regarding grievance redress and service delivery mechanisms and standards.

To achieve these objectives, CHRS also offers institutional capacity building and coordination between public grievance response system and the public through improved access to information.

### 7. Economic Governance

- Strengthening & Substantive capacity building of line ministries, provincial departments and civil society to programme development, implementation and monitoring through workshops.
- Development of systems and procedures for decentralized program implementation in consonance with corporate NEX Guidelines.
- To provide catalytic support to, and reinforce innovative governance initiatives of the public, private and civil society organizations.



The United Nations defines Human Rights as those rights, which are inherent in our nature and without which we cannot live as human beings (Human Rights, Questions and Answers, (1987) United Nations, New York). Human rights and democracy are crucial for development. Disregard of human rights, justice or democratic principles has weakened the impact and sustainability of development efforts. Creating efficient, transparent administrations and supporting decentralization processes and judicial reforms have therefore become a focus of international development.

CHRS supports activities towards increasing respect of human rights and good governance. Its experts strengthen civil society organizations and foster their participation in democratic decision making processes. It also supports nongovernmental organizations & public institutions' transfer of power to the local level, as this improves community service delivery and ultimately leads to poverty reduction.

CHRS has remarkable experience providing its services in regard to human rights through its resource persons & experts. It has successfully completed number of capacity building workshops with national and international organizations and institutions on the subject. It has sensitized its clients and the target audience on both internationally defined human rights and with regard to Islam at national level. CHRS provides following services related to human rights;

### 1. Training Manual Designing on Human Rights

- Manual on "Unlawful Discrimination"
- Manual on "Rights of Refugees in Islam"
- Manual on "Islamic Political Framework & Civic Rights"
- Manual on "Applying a Right Based Approach"
- Manual on "Corruption & Human Rights"
- Manual on "Social Security & Human Rights"

### 2. Trainings on Human Rights

CHRS has conducted wide range of trainings on Human Rights for various national and international client organizations e.g. Islamic Relief - Pakistan. It has also the capacity to conduct in house trainings on following subjects;

- Training on Civic Rights
- Human Rights Based Development Approaches
- Human Rights in Islam
- Human Rights in International Law
- Media & Human Rights
- Human Rights & Advocacy
- Human Rights, Nationhood & Morality
- Mainstreaming Disability into Development
- Mainstreaming Marginalized Groups into Disaster Risk Reduction
- Gender Mainstreaming
- Support to Democracy & Women Participation

### 3. Right Based Campaigns

CHRS not only successfully completed but also has the tendency to work on the following campaigns in respect to Human Rights in Pakistan;

- Media Campaigns on Human Rights
- Public Meetings for Awareness Raising
- Seminars on Human Rights
- Propaganda Setting for Violence against Women
- Assemblies for Provision of Human Rights
- Social Mobilization & Self Awareness
- Civic Rights Awareness Raising
- Voices against Discrimination & Violence
- Strengthening the social sector by promoting social reforms
- Preparation and implementation of public administrative reforms

#### 4. Human Rights and Services Assessment in Pakistan

CHRS encompasses a team of professionals & experts, who have wide experience in dealing with human rights and sensitizing different organizations, institutions and individuals. They can confidently add up their

skills into following services;

- Right Based Framework Development
- Human Rights Assessment & Toolkit
- Organizational & Project Assessment in respect to Human Rights
- Project Evaluation of "Violence Against Women"
- Mid & End Term Evaluation of Media Campaigns
- Human Rights assessment and Strategy Development
- Indicators Designing for Human Rights
- Review of legal frameworks
- Design and implementation of anti-corruption concepts and methods





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