



CALL FOR FACILITATORS

Tel One Centre for Learning has launched itself onto an exciting phase in the development of requisite competencies in improving its clients' strategic human capital development. To achieve this objective, the Tel One Centre for Learning will focus on the following areas:-

- Technical Training Programs;
- Commercial & Customer Services Learning Programs
- ICT Training
- General Development Courses.
- Leadership Development Unit

AREAS OF OPPORTUNITY

From our needs analysis with Departments, we require Internal Facilitators to facilitate/train fellow staff members in the areas listed below.

A. Technical Training Programs

- Cisco CCNA ,
- Cisco CCNP ,
- Cisco Security
- Cisco Cybersecurity
- MS Packages: ICDL
- MS Packages: Advanced ICDL
- ITIL -Information Technology Infrastructure Library
- COBIT
- MS SharePoint , MS Projects
- ERP-type course (Oracle)
- Understanding Telecommunication Network Operations
- OPTIC FIBRE COURSE

B. Leadership and Management Development

- Leadership for Managers & Executives
- Corporate Governance and Ethics
- Emotional Intelligence
- Project Management Fundamentals (PMBOK)
- Finance for Line Managers
- Coaching for sustainable performance
- Personal Leadership

C. Supervisory Management PROGRAM

- Managing Finance
- Managing Operations
- Managing People
- Managing Information (IS Systems & Communication combined)

D. Commercial & Customer Services Training Programs

Sales Managers Competency Acquisition Programs

- Sales Managers Competency Development Program (SMDP)
- Client Relationship Management (CRM)
- Channel Development and Management
- Key Account Management
- Category Management
- Effective Selling Skills

Customer Services Learning Programs

- Call Centre Course
- Customer Service Excellence
- Selling Skills for Customer Service Agents
- Product Knowledge and Market Landscape

E. General Courses and Personal Effectiveness

- Effective Presentation Skills
- Effective Budgeting & Budgetary Control
- Competency-Based Interviewing Skills
- Personal Brand Effectiveness
- Negotiation for Results
- HR Management for Line Managers
- Finance for Line Managers
- Business Writing
- Effective Problem Solving
- Innovation for Results

PROFESSIONAL & PERSONAL CIRCUMSTANCES REQUIREMENTS

Successful applicants must possess the following:

- Relevant degree from a recognised university plus a vocational qualification in the preferred area.
- Professional training and facilitation experience.
- Ability to Develop Courseware (including an easy-to-use Facilitator's Guide).
- Availability to run the course(s) when needed.

WHY BECOME A TEL ONE CENTRE FOR LEARNING INTERNAL FACILITATOR?

- Be part of Tel One Centre for Learning Exciting phase and therefore play your part in building the critical skills for the nation and the region.
- This process provides an opportunity for you to grow your depth and breadth in the area of expertise and also gives the organization a platform for creating customized programs that deliver value.

EXPRESSION OF INTEREST

Do you meet the specified requirements in one or more of the areas indicated? Do you have the passion to be a part of the action? Apply attaching a resume of not more than two pages, indicating the area of interest in your subject line to General Manager Tel One Centre for Learning via email on gmtcfl@telone.co.zw .