



Botswana Open  
University

*Centre for Continuing  
Professional Development*

**Short Courses Booklet**



Inspire Tomorrow, Today



## Customer Care

In the world of business, we recognise that customer-service interaction does not just happen but is consciously contrived. This short course will teach you fundamentals of customer care. We demonstrate for you how to put the client first and comprehend their needs in order to enhance their experience with your business. People form views about your company's brand based on their experiences with it, and exceptional customer care is what distinguishes successful businesses from those that find it difficult to thrive.

### Learning Outcomes

- Develop specialized techniques towards quality management of customer-service.
- Acquire new knowledge and apply it to the respective organizations we work for.
- Internalize new concepts related to customer-service and link them up with day-to-day practice.
- Work out strategies for more effective customer- service delivery.
- Come up with personal views and case studies, during discussion, as a way of enriching practice.
- Compare and contrast provision of customer-service between the company you work for and other competitors in the environment.
- Establish, through discussion and evaluation, customer-service principles that work well for the Botswana business environment.
- Develop practical guidelines for application at the workplace.
- Participate constructively in customer-service related activities.

**Duration**  
5 days

**Mode of Delivery**  
Online,  
Blended  
& Face2Face

**Course Fee**  
P2550.00

**Target Audience**  
Cashiers,  
Receptionist  
Junior/ frontline employees

**Location**  
Gaborone, Francistown, Kang, Maun & Palapye

**Start Date**  
Refer to the Training Calendar



## Labour Relations

This course provides an overview of the various methods and concepts, which make up and affect labour relations. Through actual case studies, collective bargaining simulations and by examining collective agreements, the student will gain an understanding of the collective bargaining process and the varying factors that affect employee-employer relations.

Upon successful completion of this course, the student will have reliably demonstrated the ability to:

- Describe the basic framework for industrial relations including the mechanics of the grievance process, discipline, seniority, the use of an outside arbitrator and the issues surrounding local interpretation of a collective agreement including the right to strike.
- Apply the certification process and the collective bargaining process in a given situation.
- Outline the various components involved in the economic, political and social

<b>Duration</b> 5 days	<b>Mode of Delivery</b> Online, Blended & Face2Face	<b>Course Fee</b> P3500.00	<b>Target Audience</b> Government employees, Parastatals Private sector Individuals
<b>Location</b> Gaborone, Francistown, Kang, Maun & Palapye	<b>Start Date</b> Refer to the Training Calendar		





## Leadership

The ability to transform and adapt as leaders to meet the demand of an ever-changing business environment is crucial in our current economy. Continual growth and personal development are imperative for leaders to be successful in our complex global economy. Transformational Leadership distinguishes between the skills of management and leadership, focusing on fundamental transformation from the inside out. This course helps individuals assess both how they show up as leaders (their “Way of Being”) and how they get work done (“Way of Doing”), which are equally important for leadership success.

Transformational Leadership focuses on the development of leadership competencies in six fundamental intelligence areas:

### Learning Outcomes

- Demonstrate understanding of leadership and its significance
- Apply different leadership types/styles to address organisational situations
- Demonstrate knowledge of leadership theories
- Demonstrate Knowledge of Effective Communication
- Illustrate and explain the process of effective communication
- Demonstrate competency in team building
- Apply the concept of Conflict Management to different conflict situations
- Demonstrate ability to lead the process of change in an organization
- Identify and Manage Resistance to change
- Assess internal and external environments for crisis

### Duration

5 days

### Mode of Delivery

Online  
Blended  
& Face2Face

### Course Fee

P3500.00

### Target Audience

Government employees  
Parastatals  
Private sector  
Individuals

### Location

Gaborone, Francistown, Kang, Maun & Palapye

### Start Date

Refer to the Training Calendar



## Strategic Planning

This course aims to provide people in managerial and leadership positions in Government, Parastatals, Private, Community Based Organisations and Non- Government organisations with an understanding of strategic planning. The course analyses the environment in which the organisation is operating, defines the vision and mission of the organisation. Strategic planning encompasses the formulation of goals, objectives and strategies to be adopted by the organisation in order to compete in the market.

### Learning Outcomes

- Demonstrate understanding of the concept of strategic planning.
- Assess current level of development of organisation strategic direction.
- Articulate the strategic planning process
- Demonstrate understanding of the structure and content requirements for comprehensive strategic planning frameworks and models
- Develop a comprehensive strategic planning framework and model using selected strategies.
- Demonstrate the impact of strategic planning on organisational growth.
- Design and organise a Strategic Planning Program.
- Develop Strategic Plan for an organisation.
- Analyse management roles and responsibilities in strategic planning
- Demonstrate understanding of implementing, disseminating, revising and evaluating a strategic plan
- Evaluate the four-cycle method followed to complete the process of a strategic planning exercise to ensure use, review, and revision of the plan for continuing efficacy

**Duration**  
5 days

**Mode of Delivery**  
Online  
Blended  
& Face2Face

**Course Fee**  
P3500.00

**Target Audience**  
Government employees  
Parastatals  
Private sector  
Individuals

**Location**  
Gaborone, Francistown, Kang, Maun & Palapye

**Start Date**  
Refer to the Training Calendar



# PROJECT MANAGEMENT

## Project Management

The course is aimed at introducing one to the importance of time and setting of goals and objectives. It is designed such that it provides practical, up-to-date perspective of the basics of project management and how they can use them to manage a variety of common business, and life, projects. The course covers scoping, planning, leading and managing a project, including scheduling, budgeting and managing risk until the project closes. Through this course learners will be introduced to tools and techniques that are used in planning and executing projects. These tools and techniques will assist learners to keep track of the milestones and progress of projects.

Some of the areas you will cover include:

- Project Team Responsibilities
- Project Communication, Risk Management, Change and Quality Management
- Project Based Planning
- Scheduling and Successor/Predecessor relationships
- Project Controls
- Leadership in a project

### Learning Outcomes

- Ability to convert project requirements into specifications.
- Prepare project plans and track them using Microsoft project.
- Understand how a project is managed and who is responsible for what.
- Know what critical path means in relation to the types of project you are likely to be working within.
- Understand how a project is monitored and controlled and the role one plays in keeping things to plan.
- Attend project review meetings and play your part effectively in communicating progress to plan etc.
- Be completely clear about the project priorities and stakeholders involved.

**Duration**  
6 weeks

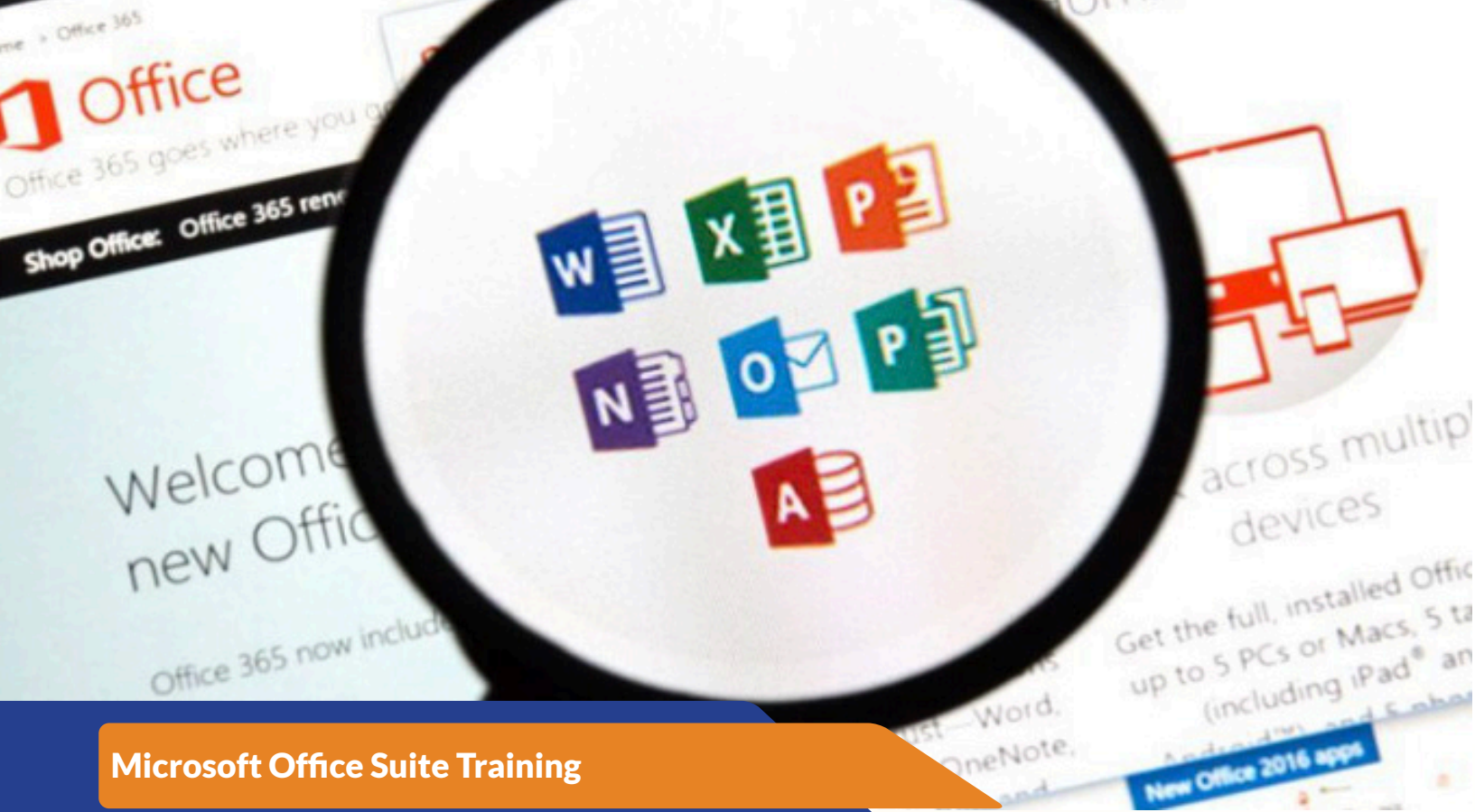
**Mode of Delivery**  
Online  
Blended  
& Face2Face

**Course Fee**  
P6000.00

**Target Audience**  
Government employees  
Parastatals, Private sector  
Individuals in Middle & Senior  
Management, NGO's, Start ups  
(LEA, Youth Programmes)

**Location**  
Gaborone, Francistown, Kang, Maun & Palapye

**Start Date**  
Refer to the Training Calendar



## Microsoft Office Suite Training

This course is intended for people who would like to develop their skills in the use of computer systems and applications. Successful completion of the modules leads to the award of a foundation certificate. The program has six modules, which can be all taken as a package or in instalments with each module taking two weeks to complete.

Institutions are free to arrange for a blocked period for all the modules.

1.	Microsoft Word	2 weeks	2 hours/day
2.	Microsoft Excel	2 weeks	2 hours/day
3.	Microsoft PowerPoint	5 days	2 hours/day
4.	Microsoft Access	2 weeks	2 hours/day
5.	Microsoft Publisher	2 weeks	2 hours/day
6.	Internet and Email	5 days	2 hours/day

### Entry Requirements

(i) Basic Computer Skills except for Microsoft Word

<b>Duration</b> 5 days	<b>Mode of Delivery</b> Online Blended & Face2Face	<b>Course Fee</b> P733.00 per course	<b>Target Audience</b> Individuals interested in computing
<b>Location</b> Gaborone & Maun	<b>Start Date</b> Refer to the Training Calendar		





## Safety, Health and Environment (SHE)

This course introduces the student to the Safety, Health and Environment (SHE), a discipline that studies and implements practical aspect of environmental protection and safety at work. The student will learn safe work practices in offices, industry and construction as well as how to identify and prevent or correct problems associated with making sure that the workplace and your safety, health and the environment are not put at risk. The course is designed to assist the student with the implementation of safe healthy practices at work and at home.

### Learning Outcomes

- Have a clear understanding about the roles of all relevant stakeholders on Safety, Health and Environment
- Understand the legislative framework of Safety, Health and Environment
- Explain Classification of work hazards and disciplines associated with Safety, Health and Environment
- Carry out Risk Assessment and Control Procedure
- Understand Environmental Assessment and the Workplace
- Explain Noise, Ventilation, Lighting and Ergonomics in the Workplace
- Understand Manual handling and Confined spaces
- Explain Occupational Stress and the Workplace
- Understand Workplace Accidents, Emergencies and Evacuations and First Aid
- Manage Safety, Health and Environment performance

**Duration**  
5 days

**Mode of Delivery**  
Online  
Blended  
& Face2Face

**Course Fee**  
P3500.00

**Target Audience**  
For people at home  
People in the Workplace  
Individuals exposed to hazardous environment

**Location**  
Gaborone, Francistown, Kang, Maun & Palapye

**Start Date**  
Refer to the Training Calendar





**Leadership, Management and Governance  
for Health System Strengthening (LMGHSS)**

The purpose of the course is to enable the health managers to acquire in-depth knowledge, develop skills and enhance their competencies in leadership, governance and management practices of health systems at different levels. The course is designed for middle-level health managers, and practitioners at National, Regional, Country, District and facility health systems in public, private and non-governmental institutions.

**Learning Outcomes**

- Overview and Context of a Health System
- Governance and Ethics in Health
- Leadership in Health
- Management in Health
- Human Resources for Health Management
- Health Management Information System
- Health Financing and Financial Management
- Service Delivery
- Procurement and Supply Chain Management
- Monitoring and Evaluation for HSS

<b>Duration</b> Self-paced (1 to 3 months)	<b>Mode of Delivery</b> Online	<b>Target Audience</b> Management in Health Care	<b>Course Fee</b> P3500.00
<b>Start Date</b> Refer to the Training Calendar			



## Assessment

This course is designed to equip trainers with assessment skills and competences to effectively determine the appropriate assessment tools for the candidates. To develop and enhance the assessment tools as well as assess the candidates against standards. Furthermore, trainers will be equipped to evaluate the assessment instruments to check whether they are valid and reliable.

### Learning Outcomes

- Demonstrate knowledge and skills in applying Boom's Taxonomy levels.
- Demonstrate knowledge and skills of developing relevant assessment instruments.
- Demonstrate knowledge and skills of assessing candidates against standards.

### Entry Requirements

- JC with relevant Work Experience
- BGCSE

#### Duration

5 Days

#### Mode of Delivery

Face to face, Online  
Blended Learning

#### Target Audience

Trainers with no background  
in the Education field

#### Course Fee

P3500.00

#### Start Date

Refer to the Training Calendar



**Moderation**

This course is designed to equip trainers with moderation skills and competences to effectively determine the appropriate moderation tools for the candidates. To develop and enhance the moderation tools as well as moderate the candidates against standards. Furthermore, trainers will be equipped to evaluate the moderation instruments to check whether they are valid and reliable.

**Learning Outcomes**

- Demonstrate understanding of moderation within the context of an outcomes-based assessment
- Establish an internal assessment and moderation system.
- Plan, prepare and conduct moderation across the required stages
- Review Moderation systems and processes.

**Entry Requirements**

- Education and teaching qualification and/or experience

**Duration**  
5 Days

**Mode of Delivery**  
Face to face, Online  
Blended Learning

**Target Audience**  
For all Education & Training individuals  
in the Public & Private Sectors & NGO's

**Course Fee**  
P3500.00

**Start Date**  
Refer to the Training Calendar



## Registration and Enquiries

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