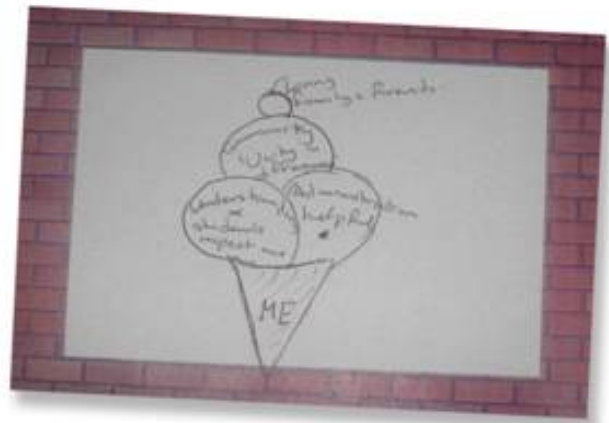




BRITISH COUNCIL: CONNECTING CLASSROOMS, 06th - 08th AUGUST 2007



'Connecting classrooms' is run in Africa and UK. The participants were teachers of primary and secondary schools. The job of the facilitators consisted of having the participants agree on SMART action plans. As per the feedback compiled by British Council, 95% of the teachers who attended this session claim that their expectations have been met or exceeded.'

British Council

SHELL DJIBOUTI: TIME MANAGEMENT COURSE, 12th AUGUST 2007



'Further to the training, I use the 'to do list' and this helps me enormously in not forgetting my tasks and in prioritising them'

Abdi Ismail, Commercial Manager, Shell Djibouti

SHELL ETHIOPIA: CUSTOMER SERVICE EXCELLENCE COURSE, 14th - 15th AUGUST 2007



SECTION BEING ASSESSED	AVERAGE SCORE
MATERIAL (CONTENT)	4.5
MATERIAL (PROCESS)	4.6
FACILITATOR	4.7

Rating from 1 - 5 where 1 is the lowest point awarded and 5, the highest

'The highest ranking item for this course is the facilitation. I have noticed that the participants mentioned that the concepts were "Do-able" the minute one walks out of the training. The participants learned a lot and I am confident they will use their newly acquired skills.'

Nebat Abbas, HR Business Support Manager

"The workshop was great learning opportunity for me and I left the room maintaining very strong belief that it will impact up on my personal life if I close out all personal action plans. I am very sincere and committed about it."

Belay Nega, Retail Marketing Implementer

**BRITISH COUNCIL: INTERACTION LEADERSHIP PROGRAMME,
MERVILLE HOTEL 23th - 25th AUGUST 2008**



What was it about the way that the facilitator (s) worked out that contributed in particular to the effectiveness of this event?

"By being friendly & allowing us to work in a relaxed environment. By being patient and leading us through the programme with confidence and by sharing their own experiences with us"

A. Bunwaree-Ramsaha, Mauritius Port Authority

