

# We stand by our results!

## Check our service quality with any of the following clients:

Partners Albania has trained, coached and assisted over 1500 executives, line managers, junior and senior employees of various private companies and financial institutions in Albania as:

**Albanian Mobile Communications (AMC), Albanian Satellite Communication (TRING), Alpha Bank Albania, Banka Kombëtare Tregtare (BKT), Credins Bank, Coca-Cola Bottling Shqipëria sh.p.k, Eagle Mobile; First Investment Bank, International Commercial Bank, Opportunity Albania, ProCredit Bank, Raiffeisen Bank Albania, Societe Generale Albania, Union Bank, etc.**

## Express your interest!

If you are interested in our services and need further information on the content of training curricula, consultancy services and fees contact us at:



**Partners Albania for Change and Development**  
Rruga Sulejman Delvina, N.18, H.8, Ap. 12,  
Njësia Bashkiake 5, 1022, Tirana, Albania



PO Box 2418/1



Tel. 00355 4 2254881



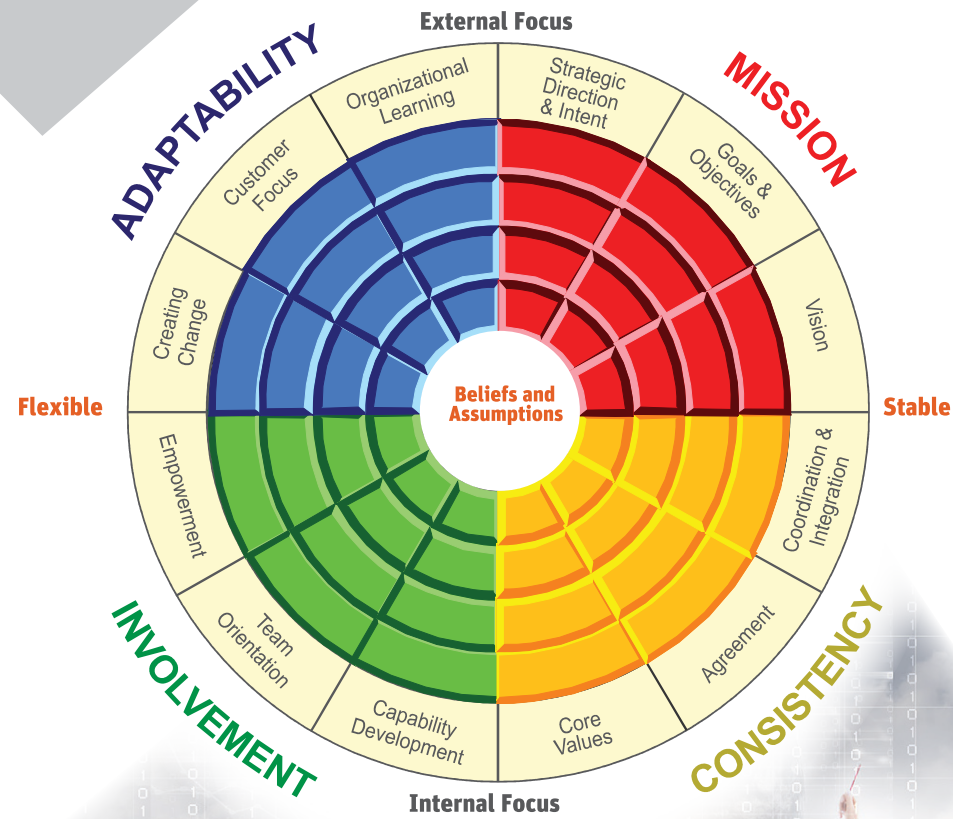
Cel: 00355 697889600



[www.partnersalbania.org](http://www.partnersalbania.org)



[partners@partnersalbania.org](mailto:partners@partnersalbania.org)



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## Training & Consultancy for Private Sector

FACILITATING  
YOUR JOURNEY  
TOWARDS  
PROFESSIONAL  
DEVELOPMENT



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# Enhancing Workforce Capacities

## Training and Consultancy

### Who we are

Partners Albania is established as an independent Albanian organisation, a member of Partners Global, a network of 19 independent centres in Europe, the Americas, Africa and Middle East, working for peaceful and democratic change. The Network provides training programs, technical assistance and services to the civil society organizations, central and local government and private sector in their countries and worldwide.

### What we do and who benefits

The development of a strong, dynamic and competitive private sector in Albania in the recent years has shown the necessity to further enhance the workforce capacities at different levels. Partners Albania uses training and consultancy as effective tools to advance knowledge and skills of human capital, contributing to companies' performance and productivity.

**PA assists through training courses, facilitation of processes, coaching and mentoring practices:**

#### Junior and Senior Employees

- to improve their knowledge and skills.
- to respond better to alternative learning methods.
- to focus on their career paths - change career direction or developing a new career.
- to reintegrate after a career break.

#### Executives and Line Managers

- to develop and improve new or existing leadership and management skills.
- to develop mentoring and coaching skills.
- to find solution to challenging issues affecting their career path.

### Expertise

#### Why choose us?

- We evaluate your training needs; address them through professional tailored courses.
- We offer interesting & innovative presentations, participatory and interactive courses.
- We offer qualified experts with national and international experience in training design, delivery and evaluation.
- We offer bi-lingual services in Albanian and English language.
- We create an amicable and open environment for learning and developing knowledge and skills.



## Planning with us

### Our approach



#### STEP 1

##### Needs Assessment and Analysis

#### Investing in understanding company's needs

Before any program starts we discuss and agree on companies' specific needs and expectations respecting the right of confidentiality.

**1** Assess what you want to achieve, meeting HR and relevant line managers to understand training and assistance needs better.

**2** Collect relevant information on the needs through direct observations, questionnaires, focus groups.

**3** Prepare and share the assessment report with the contractors.

**4** Incorporate the identified need into the design program.

#### STEP 2

##### Discuss and agree on methodology, structure and logistics

Partners Albania is flexible to map its services based on clients' needs and possibilities.

- Methods are carefully selected to match the purpose and learning outcomes.
- The service is provided during working days or weekends.
- Logistics are arranged in cooperation with clients.
- Effective working groups do not exceed 12-15 attendees.

#### STEP 3

##### Training Delivery

#### Tailored Learning Solutions

Training is one of the tools Partners Albania uses to provide support in the development of private sector workforce. Through the following curricula, PA addresses knowledge requirements and prepares people for future competencies required by the working environment.

#### Organizational Development Skills

- Organizational Change Management
- Human Resources Management
- Leadership and Management
- Job Supervision
- Goal Setting and Performance Appraisal Management
- Team Building and Effective Team Works
- Effective Time, Task and Work Planning
- Stress and Pressure Management
- Project Cycle Management

#### Training & Presentation Skills

- Training Needs Assessment Methods & Reporting
- Training of Trainers
- Public Speaking & Presentation Skills

#### Development of Salesforce & Marketing Skills

- Customer Care and Effective Communication Techniques
- Managing Customers Complaints and Quality Assurance
- Sales Process and Techniques
- Business Negotiation
- PR and Marketing

#### STEP 4

##### Training evaluation and reporting

Your valuable feedback allows us to measure the course impact, adapt future programs and provide you with an analytical report of the service.

#### STEP 5

##### Consulting Practices - Beyond training

#### Planning the follow-up process - facilitation, coaching and mentoring

Partners Albania design and provide on-site assistance to interested clients supporting the development of internal processes by facilitating the practical application of guidelines, strategies and tactics introduced by training courses.

#### Together we will:

