



CAPABILITY STATEMENT: TRAINING AND PROFESSIONAL DEVELOPMENT

CROWN AGENTS TRAINING AND PROFESSIONAL DEVELOPMENT /

We harness individuals' potential to accelerate positive change in their organisations and play a greater role in their nation's progress. Always highly interactive and engaging, our training is dedicated to delivering practical skills that can be swiftly implemented and built upon to deliver real and lasting results. Rejecting a purely pedagogical, 'chalk and talk' approach, we use a wide range of innovative training techniques and methodologies that bring the learning to life, including group exercises, visits to peer organisations and personal coaching. We engage experts in international best-practice with many years' experience at the forefront of their industries as well as the expertise of Crown Agents in-house consultants to help governments, NGOs and corporations find lasting solutions to the challenges they face.

OUR IMPACT /

Since 1960, we've built the capacity of nearly 60,000 professionals in over 100 countries who have returned to their governments or businesses better-equipped and inspired to drive and lead change. Our expertise covers areas as diverse as leadership, corporate governance, financial management, policy making, financial services and pensions, project management, procurement, human resources and communications.

Our unique strength as a training provider is the combination of Crown Agents' unparalleled international experience with the close client relationships and local knowledge we offer through our 17 local offices. Through this combined experience we have a genuine understanding of local conditions and challenges; serving as our global network of local expertise.

"The training was very practical and relevant to my job...thank you Crown Agents for imparting life-long skills and experience which I will be able to apply in my current job and also at a personal level."

Jacqueline H. Musonda, Director of Support Services, Rural Electrification Authority, Zambia, a delegate attending our scheduled **The Strategy Masterclass** course, June 2018, Washington D.C.

"The course exceeded all objectives...[and] has given me the confidence to contribute to talent succession and performance management in my organisation...Excellent - very impressed with the quality of the training."

Jessica Kitakule-Mukungu, Adviser - VP Human Resources and Corporate Services, African Development Bank, Côte d'Ivoire, a delegate attending **Succession Planning, Talent and Performance Management**, July 2018, London

**60,000
PEOPLE**



**100
COUNTRIES**



**59
YEARS**



OUR CAPABILITIES /

SCHEDULED TRAINING PROGRAMMES

We deliver 75 courses throughout the year in 10 global locations for a broad range of public and private sector professionals. The subject portfolios we cover are:

- Leadership, Management and Development
- Governance and Strategy
- Human Resources
- Financial Management
- Financial Services and Pensions
- Project Management and Evaluation
- Procurement and Supply Chain
- Government, Policy and Justice
- Communications

CUSTOMISED TRAINING PROGRAMMES

Working closely with our clients to establish a detailed knowledge of their specific issues and objectives, we have designed and implemented customised training programmes for governments and organisations all over the world. Any of our scheduled courses can be delivered for clients as a customised option at a time, location and duration that suits them, or we can develop a course that is completely bespoke to fit the client's requirements.

Supporting women at the Central Bank of Nigeria

In 2014, we were proud to train 1,000 female managers from the Central Bank of Nigeria. The course provided an open forum to discuss some of the challenges facing female staff and delivered practical tools and skills to overcome them. Our training had a great impact and resulted in the bank asking us to train six times as many staff as initially proposed.

Feedback from delegates included:

"It's all about engaging women more...We need to share knowledge and experience with one another. The programme was very, very valuable, and I got a lot from it."

OUR ALUMNI NETWORK

We don't see our delegates as clients, we see them as family. Whenever we welcome someone to one of our programmes, be it anywhere in the world, we begin on a journey together that's long-term, collaborative and keeps building on what's been learned in the classroom. Our role as your capacity-building partner doesn't end once the programme finishes; investing in the ongoing impact of our training is of huge importance to us. We know that it's when delegates get back to the office that the hard work of implementing what they have learned and driving change begins. That's why we are always available to provide further support.

Building the export capacity of SMEs in Eastern Europe and Central Asia

We were proud to support the European Bank of Reconstruction and Development's Small Business Initiative by delivering specialised training programmes to small and medium enterprises (SMEs) on the fundamentals of international trading. Crown Agents has so far trained more than 300 SMEs in ten different locations in Eastern Europe and Central Asia to increase their business capacity and competitiveness in an international market.

Feedback from delegates included:

"The regulation of export of services to the EU has been very well described, with the provision of many useful tools and sources of information..."

CONSULTANCY SERVICES

We help departmental heads and training departments to identify training needs, and then develop and deliver relevant and effective professional development programmes. We offer a range of consultancy services, including skills gap analysis, competency frameworks, training strategies and coaching and mentoring programmes.



"Bringing together professionals from across the world to learn, share and light the spark of innovation is what we do best; we are confident that taking part in one of our international training programmes will yield tangible benefits for you and your organisation."

Penny Gruber - Head of Training and Professional Development

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