



BUSINESS SUPPORT SERVICES LTD

Training & Capacity Development Catalogue

Where Expertise Meets Impact

About Business Support Services Ltd

Business Support Services Ltd is a consulting and capacity-building company dedicated to strengthening organizations, institutions, and enterprises across East Africa. We work with government institutions, non-governmental organizations, community-based organizations, development partners, and the private sector to design and deliver practical, results-driven interventions that enhance performance, accountability, and sustainability.

Our work is grounded in the belief that effective capacity development goes beyond theory. It must equip individuals and institutions with the skills, tools, and systems required to respond to real-world challenges. To achieve this, we partner with a network of experienced consultants and subject-matter experts who bring deep sectoral knowledge, regional experience, and hands-on expertise.

Through tailored consulting services and high-impact training programs, we support our clients to improve governance, strengthen financial and operational systems, enhance project and program delivery, leverage data and technology, and drive inclusive economic growth.

Our Training Philosophy

At Business Support Services Ltd, our training programs are guided by five core principles:

1. Expert-Led Facilitation

All trainings are delivered by seasoned practitioners with extensive experience in their respective fields.

2. Practical and Hands-On Learning

We emphasize real-life case studies, tools, exercises, and simulations that participants can immediately apply.

3. Contextualized Content

Training materials are adapted to reflect the institutional, regulatory, and socio-economic realities of East Africa.

4. Participatory Methodology

We use interactive approaches that encourage dialogue, reflection, and peer learning.

5. Results and Sustainability Focus

Our programs are designed to produce measurable improvements in performance, systems, and decision-making.

Training Delivery Models

We offer flexible training delivery options to meet diverse client needs:

In-House / Customized Trainings - Tailored programs designed specifically for an organization's objectives, sector, and capacity gaps.

Open Trainings - Scheduled programs open to participants from multiple organizations, fostering cross-learning and networking.

Virtual, In-Person & Hybrid Formats - Trainings can be delivered on-site, online, or through blended approaches.

OUR TRAINING AREAS

1. Governance, Leadership & Institutional Development

Overview

This training area focuses on strengthening leadership capacity, governance frameworks, and institutional effectiveness. It equips leaders and decision-makers with the skills required to guide organizations ethically, strategically, and sustainably.

Courses

- Corporate Governance for Boards and Senior Management
- Leadership and Strategic Decision-Making
- Ethics, Integrity, and Accountability in Public and Private Institutions
- Change Management and Organizational Transformation
- Policy Development, Review, and Implementation
- Data management and governance

Target Participants

Board members, senior executives, public sector leaders, NGO directors, senior managers.

Typical Duration

2–5 days (customizable)

2. Financial Management, Compliance & Risk

Overview

These courses are designed to enhance financial accountability, strengthen internal controls, and improve compliance with regulatory and donor requirements. Participants gain practical skills to manage resources effectively and mitigate financial risks.

Courses

- Financial Management for NGOs and CBOs
- Public Sector Financial Management
- Budgeting, Planning, and Financial Reporting
- Internal Controls, Risk Management, and Audit Readiness
- Donor Compliance and Financial Accountability
- IFRS and IPSAS
- Finance for Non Finance Managers
- Procurement

Target Participants

Finance officers, accountants, project managers, compliance and audit teams.

Typical Duration

2–5 days (customizable)

3. Project, Program & Results Management

Overview

This training area builds competencies in planning, implementing, monitoring, and reporting on projects and programs. It supports organizations to deliver results efficiently and demonstrate impact to stakeholders.

Courses

- Project Planning and Management
- Results-Based Management (RBM)
- Logical Framework (Logframe) Development

- Performance Measurement and Reporting
- Managing Projects for Timely and Cost-Effective Delivery

Target Participants

Project managers, program officers, coordinators, development practitioners.

Typical Duration

2–5 days (customizable)

4. Monitoring, Evaluation, Data & Learning

Overview

These courses strengthen evidence-based decision-making by improving participants' ability to design and implement effective monitoring and evaluation systems, analyze data, and integrate learning into programs.

Sample Courses

- Practical Monitoring and Evaluation
- Data Collection Tools and Techniques
- Data Analysis and Visualization for Decision-Making
- Impact Assessment and Learning Systems
- Knowledge Management and Organizational Learning

Target Participants

M&E officers, researchers, program managers, data analysts.

Typical Duration

3–5 days (customizable)

5. Digital Skills, Data & AI for Organizations

Overview

This training area supports organizations to leverage digital tools, data, and emerging technologies to improve efficiency, innovation, and service delivery.

Courses

- Digital Transformation for Organizations

- Data Literacy for Managers and Leaders
- Introduction to Data Analytics
- Artificial Intelligence Applications for Business and Development
- Using Technology to Improve Service Delivery and Operations

Target Participants

Managers, technical teams, innovators, SMEs, development professionals.

Typical Duration

2–5 days (customizable)

6. Entrepreneurship, SMEs & Business Development

Overview

These programs are designed to strengthen enterprises, particularly women- and youth-led businesses, by improving financial management, access to finance, and growth strategies.

Courses

- Business Planning and Financial Management for SMEs
- Access to Finance and Investment Readiness
- Proposal Writing and Resource Mobilization
- Market Access and Growth Strategies
- Women’s Economic Empowerment Programs

Target Participants

Entrepreneurs, SME owners, business support organizations, incubators.

Typical Duration

2–5 days (customizable)

Why Choose Business Support Services Ltd

- Network of **highly qualified consultants and facilitators**
- Proven experience across **government, NGOs, development partners, and SMEs**
- Practical, results-oriented training design

- Strong focus on sustainability and institutional strengthening
- Flexible and responsive approach to client needs

Contact & Next Steps

Are you interested in organizing a training or learning more about our programs?

Business Support Services Ltd

 Email: info@bizsupportservices.org

 Website: www.bizsupportservices.org

All training programs are customized based on client needs. Pricing is available upon request.