INTEX MANAGEMENT INSTITUTE

Human Resource Management & Development, Online Trainers and Research Consultants

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NAIROBI KENYA

DIPLOMA COURSES

14th May 2021 – 20th January 2022

USD 400

Registration Deadline: 13th May 2021

Training methodology:
- All training materials will be availed through online or distance learning.
- You are expected to submit by weekly assignments via email
- You will receive feedback from our committed instructors.
- Learn at your own time schedule
- At the end of the course you will be issued with a certificate.

Other requirements
You will be required to use email, upload and download documents in MS-Word format.

Learning materials
Course materials and Assignments will be provided at the beginning of the course.

Course Assignments
Participants will be required to submit 8 assignments for the period of 8 months to demonstrate their understanding of the course content. At the end of the course training students will submit a Research Paper.

Upon successful completion of the course, the participant will receive a transcript and Diploma Certificate.

Other Details
Course Duration :   32 weeks (8 months)
Target Region   :   Global
Language   :   English
Course Fee   :   400USD
General Contact   :   info@intexserices.co.ke

1. **Water Sanitation and Hygiene (WASH) Management**

Course Overview

Drinking, eating, washing, excreting – these are things we do every day of our lives. But the way we do them can have a major impact on our health. Good hygiene practices are an essential part of daily life and we all need to understand what hygiene means, why it's important for our health and wellbeing, and how we can change our behaviour to safeguard our health. Promoting good hygiene in your community and educating people in ways to protect themselves and their families from ill health is one of the most important aspects of WASH Practitioners.

WASH technicians and other employees of service providers and local bureaus need to have a good understanding of social, cultural, financial and institutional issues at the local level. They also have responsibility to ensure that the service users are aware of their rights and responsibilities, such as how users may influence decision makers, and ensure the service providers are accountable to their customers.

This Diploma course will also consider the challenges for WASH provision in areas of high-density population where lack of space is a problem. It sets out the options for water supply in an urban situation and considers opportunities for improvement and innovation in service delivery and management.

Course Objectives

The participants of this diploma in WASH Management will be able to:-

- ❖ Describe the significance of environmental health at community level
- ❖ List the environmental risk factors involved in the transmission of communicable diseases
- ❖ Explain the basic components and purpose of environmental health planning.
- ❖ Describe the main categories of environmental health hazards.
- ❖ Explain the basic principles of pollution management.
- ❖ Describe the criteria that are used for evaluating the effectiveness of personal hygiene application
- ❖ Describe the technologies available to provide safe drinking water in urban settings and the main challenges associated with them.
- ❖ Describe how water emergencies can be managed, including the treatment, storage and handling of drinking water in the home.

Module 1:
- a) Introduction to Water, Sanitation and Hygiene (WASH)
- b) Water and Sustainable Development
- c) Introduction to the Principles and Concepts of Hygiene and Environmental Health
- d) Environmental Health Hazards
- e) Personal Hygiene
- f) Healthful Housing
- g) Institutional Hygiene and Sanitation
- h) Important Vectors in Public Health

i) Introduction to the Principles of Food Hygiene and Safety
j) Food Contamination and Spoilage
k) Foodborne Diseases and the Investigation of Disease Outbreaks
l) Food Protection and Preservation Methods
m) Hygienic Requirements of Foods and Drink Service Establishments
n) Hygienic and Safety Requirements for Food of Animal Origin

Module 2:
a) Introduction to Water Supply
b) Water and Public Health
c) Water Sources and their Characteristics
d) Water Pollution
e) Water Treatment Technologies for Large-scale Water Supply
f) Operation and Maintenance of Water Treatment and Supply Systems
g) Distribution, Leakage and Illegal Connections
h) Water Safety Plans
i) Duties and Responsibilities of Water Utilities
j) Household Water Collection, Treatment, Storage and Handling
k) Efficient Use of Water
l) Monitoring Water Quality
m) Financing Urban Water Services
n) Water Emergencies and Emergency Water Supply

Module 3:
a) Characteristics of Urban Communities
b) Environmental Pollution and Health
c) Existing WASH Service Provision
d) Stakeholders in Urban WASH
e) Social Accountability and Social Responsibility
f) Community Engagement
g) Role of Frontline WASH workers
h) Assessing Behaviour
i) Influencing Behaviour
j) Promoting Improved Hygiene and Sanitation
k) Mobilisation of Urban Communities
l) Advocacy and Networks
m) Sustainability of WASH Services
n) Emergency WASH Behaviour Communication
o) Monitoring and Evaluation

Module 4:
a) Introduction to Sanitation and Waste Management
b) The Effects of Poor Sanitation and Waste Management
c) Rapid Assessment of Urban Sanitation and Waste Management
d) Liquid Wastes: Sources, Types and Characteristics
e) Latrine Technology Options for Urban Areas
f) Liquid Waste Management and Treatment
g) Solid Waste: Sources, Composition and On-site Storage

h) Solid Waste Reduction, Reuse and Recycling
i) Storage, Collection, Transfer and Transport of Solid Waste
j) Disposal of Solid Wastes
k) Integrated Solid Waste Management
l) Institutional Sanitation and Waste Management
m) Commercial Opportunities in Urban Sanitation and Waste Management
n) Emergency Sanitation and Waste Management

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-water-sanitation-and-hygiene-wash

2. Monitoring and Evaluation

Course Overview

Now more than ever, development programs are expected to deliver results. For everyone involved in development, the value of their ideas, advice, and action produced is increasingly being gauged by whether it improves lives. Moreover, the global economic crisis has doubled the importance of getting the maximum impact from every program, as countries are facing painful tradeoffs. Consequently, every program needs the information to answer two vital questions: "What would constitute success in addressing this problem?" and "How will we know success when we achieve it"? The answers to these questions will help everyone understand which programs are working, which are not, which can be scaled up, and which should be phased out.

It is obvious that achieving results starts with a good design, including a well-crafted implementation strategy. However, ensuring that knowledge learned along the way is put to use is equally important. This knowledge can be learned both through periodic detailed analyses of a problem, as well as through the everyday, incremental learning that comes with implementation. Good monitoring and evaluation systems capture both forms of knowledge. This Diploma Manual is designed to equip the learners with relevant know how on how to design and conduct a successful Monitoring and Evaluation which is paramount to every development project

Course Outline

Module one:
Introduction to Monitoring and Evaluation
  a) Introduction
  b) Monitoring and Evaluation as an integral component of Project Planning and Implementation
  c) Evaluation types and Model
  d) Monitoring and Evaluation Methods and Tools
  e) Monitoring and Evaluation Planning, Design and Implementation
  f) Data Analysis and Report writing
  g) Why Monitoring and Evaluation
  h) Putting Planning Monitoring and Evaluation together: Results Based Management
  i) Designing a Monitoring System
  j) Baseline and Damage control

Module Two:

 Project Risk and Audit management
  a) Introduction to Project Planning and Management
  b) Project uncertainty
  c) Project Lifecycle and risks involved
  d) Motives for formal Risk Management Process
  e) An overview of Generic Risk Management Process

f) Risk Management
g) Introduction to Project Audits
h) Project Monitoring
i) Project Evaluation
j) Project Audit: Processes and Report Writing
k) Audit Methodology according to Individual Phases and Areas

Module Three:
Conducting Monitoring and Evaluation
a) Indicators
b) Project Management techniques in monitoring
c) Understanding the Initiative or The project
d) Stakeholder Analysis
e) Importance of Monitoring and Evaluation
f) Cluster development
g) Community Based Participatory Research
h) Participatory Evaluation
i) Why should have an Evaluation Plan
j) Monitoring Evaluation Accountability and Learning

Module Four:
Making Monitoring and Evaluation work in an organization
a) Making Monitoring and Evaluation work
b) Choosing questions and planning for Evaluation
c) Information Gathering and Synthesis
d) Qualitative and Quantitative Evaluation Design
e) Selecting appropriate Design
f) Collecting and Analyzing Data
g) Collecting and use of Archival Data
h) Refining Project based on Evaluation Research
i) Using and Evaluation Design to answer key questions about your Project
j) Providing Feedback to Improve the Project
k) Communicating Information
l) Evaluation Report outline

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-monitoring-and-evaluation

3. Project Planning and Management

Course Overview
The use of projects and project management continues to grow in our society and its organizations. We are able to achieve goals through project organization that could be achieved only with the greatest of difficulty if organized in traditional ways. Though project management has existed since before the days of the great pyramids, it has enjoyed a surge of popularity beginning in the 1960s. A project put U.S. astronaut Neil Armstrong on the moon. A project named "Desert Storm" freed the nation of Kuwait. An annual project brings us Girl Scout cookies as a sign that winter is just about finished. (They were a bit optimistic this year.) The use of project management to accomplish the many and diverse aims of society's varied organizations continues to grow.

This Diploma course helps the learners help you develop a natural project management style, knowledge and skills to meet challenges faced by busy managers in today's dynamic workplace. The course is based on the Project Management Body of Knowledge Guide.

Course Objectives
After completing the Diploma, students will be able to:
- Evaluate and apply project management principles as supported by the new-economy management functions of leading, creating, implementing and improving in both a content and context organizational environment; and
- Understand the complexities of programme management and continuous improvement principles, and apply these to enhance organizational performance; and
- Reflect critically on the role of quality and performance management in the organizational supply chain, in particular the cross-functional programme-managed component thereof, with the aim of improving the performance of the organizational value chain;
- Evaluate the creation of effective and efficient project and process teams, from a behavioral perspective, with the aim of improving the performance of the organization
- Manage people in a project.

Module One:
a) Introduction
b) Materials and Equipment's
c) Human Resources
d) Project Costing and Financing
e) Organizational structures in Projects
f) Formulation of detailed Project Reports
g) Feasibility and technical analysis
h) Integrated Project Control systems
i) Managing transition from Project to Operation
j) Project Completion, Evaluation and Project review

Module Two:
   a) Introduction
   b) Project uncertainty
   c) Project Lifecycle and risks involved
   d) Motives for formal Risk Management Process
   e) An overview of Generic Risk Management Process
   f) Risk Management
   g) Introduction to Project Audits
   h) Project Monitoring
   i) Project Evaluation
   j) Project Audit: Processes and Report Writing
   k) Audit Methodology according to Individual Phases and Areas

Module Three:
   a) Project Information System
   b) Materials and Equipment
   c) Financial aspect
   d) Human Resources
   e) Developing a plan for staff Hiring and Training
   f) Preparing Job description and Selection Criteria
   g) Advertising for Positions
   h) Interviewing for positions
   i) Developing personnel policies
   j) Developing staff Orientation Programmes
   k) Developing Training programme for Staff

Module Four:
   a) A framework for Programme Evaluation a gateway to tools
   b) Community Based Participatory Research
   c) Understanding Community Leadership, Evaluators, Funders and their Interests
   d) Choosing Evaluators
   e) Developing and Evaluation Plan
   f) Participatory Evaluation
   g) Choosing questions and Planning the Evaluation
   h) Data Collection, Design and Observation system
   i) Selecting an appropriate Design and Observation System
   j) Collecting and Analyzing Data

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-project-planning-management

4. Grant Management

Course Overview

This diploma certificate course is designed to equip participants on the practice of good Grants management. The course will equip participants with the ability to understand the Primary functional areas of Grants Management. The Grants Management Cycle will also be explored in depth.

The course is comprehensive on grants management and fundraising, spanning the grants lifecycle from pre-award through grant closeout.

Course Objectives

By the end of this Diploma Manual you should be able to:
- ✓ Understand different perspectives on the scope of the nonprofit sector
- ✓ Describe the key sources of nonprofit income
- ✓ Understand and describe the historic context of fundraising
- ✓ Understand the requirements for fundraising to be considered a profession
- ✓ Understand key components of ethical theory and differentiate between applied and normative ethics
- ✓ Decide which type of ethical system to apply in fundraising contexts to professional ethical dilemmas
- ✓ Understand the significance of enhancing donor loyalty
- ✓ Describe the drivers of donor loyalty
- ✓ Manage grants effectively

Course Outline

Module one
- a) Introduction to the Nonprofit Sector
- b) The Development of a Profession
- c) Fundraising Ethics
- d) Individual Giving Behavior
- e) Social Influences on Giving
- f) Fundraising Planning: The Fundraising Audit
- g) Fundraising Planning
- h) Assessing Fundraising Performance
- i) Direct Response Fundraising
- j) Digital Fundraising
- k) Major Gift Fundraising

Module two
- a) Grants
- b) Grant Fundraising
- c) Fundraising Events
- d) Managing Fundraising Volunteers
- e) Corporate Giving and Fundraising
- f) Leading Fundraising Teams
- g) Managing the Resource Development Function
- h) Managing Information

    i)   Managing Public Trust and Confidence
    j)   Human Resources

Module three
    a) Planning and writing an annual Budget
    b) Managing your Money
    c) Handling Accounting
    d) Understanding Non-Profit status and Tax Exemptions
    e) Creating a Financial and Audit Committee
    f) Procurement and Change Management
    g) Government/Public Procurement
    h) Best Practices in Procurement
    i) Procurement Strategy and Strategic Option
    j) Contracts
    k) Overview of Financial Management
    l) Interpretations of Financial Statements
    m) Cash Flow Management
    n) Financial Decisions
    o) Financial Reporting And Standards

Module four
    a) A framework for Programme Evaluation a gateway to tools
    b) Community Based Participatory Research
    c) Understanding Community Leadership, Evaluators, Funders and their Interests
    d) Choosing Evaluators
    e) Developing and Evaluation Plan
    f) Participatory Evaluation
    g) Choosing questions and Planning the Evaluation
    h) Data Collection, Design and Observation system
    i) Selecting an appropriate Design and Observation System
    j) Collecting and Analyzing Data

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-grant-management

5. Human Resource Management

Course Overview
Successful corporate leaders recognize that their competitive edge in today's market place is their people. They also acknowledge that few organizations know how to manage human resources effectively, primarily because traditional management models are inappropriate in our dynamic work environment.

As the HR Headline indicates, managing people in changing organizations is part of what is currently being done by supervisors, managers, and executives. People as human assets are the "glue" that holds all the other assets, such as financial and physical ones, together and guides their use to better achieve results. Certainly, the cashiers, supervisors, and other employees at Wal-Mart or Walgreen's or the doctors, nurses, receptionists, technical professionals, and other employees at a hospital allow all the other assets of their organization to be used to provide customer or patient services. How effectively people at all levels contribute to organizational results is part of the challenge. Managing people as human resources is essential in organizations of all sizes and types.
This Diploma course will equip you with the necessary skill to help the learners manage the human capital effectively for the benefit of the organization.

Course Objectives
 After the completion of the course the student will be able to
1. Understand nature of Human Resource Management
2. Know the differences Between Personnel Management and Human Resource Management
3. Understand Objectives of Human Resource Management
4. Know the Functions of Human Resource Management
5. Understand Importance of Human Resource Management
6. Understand Legacy of HRM
7. Highlight the future Challenges before the Managers
8. Understand New Role of Human Resource Management

Course Content
Module 1: Introduction to Human Resource Management
    a) Introduction to Human Resource Management
    b) Human Resource Planning
    c) Responsibilities of a Professional Manager
    d) Tasks of a professional manager
    e) Structuring Human Resource Management
    f) Job Analysis
    g) Strategic Human Resource Management
    h) Recruitment, Selection of Human Resource
    i) Performance Management and Reward System Management
    j) Employee Training, development and Careers
    k) Succession Planning
    l) Employee safety and Healthy
    m) The changing social context and Emerging Issues

Module 2 : Key Human Resource Practices
    a) Concept of Organizational Socialization
    b) Concept of Mobility
    c) Contemporary Trends in Managing Demand and Supply

d) Introduction to Human Resource Planning
e) Contemporary approaches to Job Analysis
f) Changing nature of Roles
g) Performance and Potential Appraisal
h) Career Succession and Planning
i) Orientation
j) Dislocation and Relocation of Employees
k) Selection
l) Recruitment

Module 3 : Strategic Human Resource Management, Human Resource Accounting and Collective Bargaining
a) Introduction & Development of Ideas on Human resources
b) Business and HR Strategy
c) Employment Relationship and Organizational Change
d) Personality and Leadership
e) Leading Effective Teams and working in Groups
f) Learning Organizations and Organizational Learning
g) Human Resource Accounting
h) Human Resource Audit
i) Human Resource Information Systems
j) Managing Trade Unions
k) Issues and trends in Common Bargaining agreement
l) Dealing with Trade Unions
m) Negotiating Skills

Module 4: Organizational Behavior
a) What is Organization Behavior
b) Diversity in organizations
c) Attitudes and Job satisfaction
d) Personality and Values
e) Motivation: From concepts to applications
f) Understanding work teams
g) Communication
h) Leadership
i) Organizational Change and Stress Management

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-human-resource-management

6. Governance, Leadership and Management

Governance, Leadership and Management
Ensuring good governance remains high on the agenda of public bodies and ensuring those promoting good governance have the right knowledge and skills is essential. Good corporate governance is not an end in itself. It is a means to create market confidence and business integrity, which in turn is essential for companies that need access to equity capital for long term investment. Access to equity capital is particularly important for future oriented growth companies and to balance any increase in leveraging.

If management is defined as getting things done through others, then **leadership** should be defined as the social and informal sources of influence that you use to inspire action taken by others. It means mobilizing others to want to struggle toward a common goal. Great leaders help build an organization's human capital, then motivate individuals to take concerted action. Leadership also includes an understanding of when, where, and how to use more formal sources of authority and power, such as position or ownership. Increasingly, we live in a world where good *management* requires good *leaders* and *leadership*. While these views about the importance of leadership are not new. competition among employers and countries for the best and brightest, increased labor mobility and hypercompetition puts pressure on firms to invest in present and future leadership capabilities.

Course Outline
Module one: Corporate Governance
   a) Overview of corporate governance
   b) Building an Exceptional Board: Effective Practices for Health Care Governance
   a) **Corporate & clinical governance**
   b) **The board of directors**
   c) Role of Company Boards
   d) **Audit, Control & Risk**
   e) Risk management and role of Director
   f) **Hospital sustainability & responsibility**
   g) **Transparency & disclosure**
   h) Successful Strategic Planning: *The Board's Role*

Module two: Introduction to Management
   a) Who Are Managers
   b) Leadership, Entrepreneurship, and Strategy
   c) Planning, Organizing, Leading, and Controlling
   d) Economic, Social, and Environmental Performance
   e) Performance of Individuals and Group
   f) Ancient History: Management Thought the 1990s
   g) Contemporary Principles of Management
   h) Globalization and Principles of Management
   i) Developing Your Values-Based Leadership Skills
   j) Developing Mission, Vision and Values
   k) Strategizing
   l) Communication in organization
   m) Essential of control

Module three: Leadership
   a) The process of Management and Leadership
   b) Role of a manager
   c) Role of a Leader
   d) Managing for Results
   e) Managing Strategically
   f) Time Management
   g) Managing Performance
   h) Managing the Business
   i) Management Skills
   j) Managing systems and Process
   k) Managing Health and Safety
   l) Self-Development
   m) Leaders and Stress Management

Module four
   a) Understanding Organization
   b) Designing Organization
   c) Organizational Development
   d) Process of Change
   e) Change Management
   f) Decision making and Problem solving
   g) Leadership and Team Building
   h) Essence of Customer Relations
   i) Delivering high levels of Customer Service
   j) Quality Management
   k) Creativity and Innovation

Course Outcome
After undertaking the diploma, the learners will be able to:
   ✓ Learn who managers are and about the nature of their work.
   ✓ Know why you should care about leadership, entrepreneurship, and strategy.
   ✓ Know the dimensions of the planning-organizing-leading-controlling (PO-L-C) framework.
   ✓ Learn how economic performance feeds social and environmental performance.
   ✓ Understand what performance means at the individual and group levels.
   ✓ Create your survivor's guide to learning and developing principles of management.
   ✓ Determine what mission and vision mean for you.
   ✓ Develop some guidelines for developing your mission and vision.

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-governance-leadership-and-management

7. Leadership and Management

Leadership is a subject that has long excited interest among people. The term connotes images of powerful, dynamic individuals who command victorious armies, direct corporate empires from atop gleaming skyscrapers, or shape the course of nations. The exploits of brave and clever leaders are the essence of many legends and myths. Much of our description of history is the story of military, political, religious, and social leaders who are credited or blamed for important historical events, even though we do not understand very well how the events were caused or how much influence the leader really had. The widespread fascination with leadership may be because it is such a mysterious process, as well as one that touches everyone's life. Why did certain leaders (e.g., Gandhi, Mohammed, Mao Tse-tung) inspire such intense fervor and dedication?

How did certain leaders (e.g., Julius Caesar, Alexander the Great) build great empires? Why did some rather undistinguished people (e.g., Adolf Hitler, Claudius Caesar) rise to positions of great power? Why were certain leaders (e.g., Winston Churchill, Indira Gandhi) suddenly deposed, despite their apparent power and record of successful accomplishments? Why do some leaders have loyal followers who are willing to sacrifice their lives, whereas other leaders are so despised that subordinates conspire to murder them?

This Diploma Manual tries to unravel the subject by considering different conceptions of leadership, different ways of evaluating its effectiveness, and different approaches for studying leadership.

Course Outline

Module One: Introduction to leadership and Management

   a) Introduction: The Nature of Leadership
   b) Nature of Managerial Work
   c) Effective Leadership Behavior
   d) Leading Change and Innovation
   e) Participative Leadership and Empowerment
   f) Leadership Traits and Skills
   g) Contingency Theories and Adaptive Leadership

h) Power and Influence Tactics

i) Leadership in Teams and Decision Groups

j) Self Development

k) Leaders and Stress Management

l) Change Management

m) Decision Making

Module Two: Introduction to Management

a) Who Are Managers

b) Leadership, Entrepreneurship, and Strategy

c) Planning, Organizing, Leading, and Controlling

d) Economic, Social, and Environmental Performance

e) Performance of Individuals and Group

f) Ancient History: Management Thought the 1990s

g) Contemporary Principles of Management

h) Globalization and Principles of Management

i) Developing Your Values-Based Leadership Skills

j) Developing Mission, Vision and Values

k) Strategizing

l) Communication in organization

m) Essential of control

Module Three : Leadership in Practice

a) The process of Management and Leadership

b) Role of a manager

c) Role of a Leader

d) Managing for Results

e) Managing Strategically

f) Time Management

g) Managing Performance

h) Managing the Business

i) Management Skills

j) Managing systems and Process

k) Managing Health and Safety

l) Self-Development

Module Four: Management in Practice

a) Leaders and Stress Management

b) Introduction to Organizational Behavior

c) Management Functions

d) Strategic Leadership in Organizations

e) Charismatic and Transformational Leadership

f) Ethical, Servant, Spiritual, and Authentic Leadership

g) Cross-cultural Leadership and Diversity

h) Developing Leadership Skills

i) Overview and Integration

j) Essence of Customer Relations

k) Delivering high levels of Customer Service

l) Quality Management

m) Creativity and Innovation

n) Global leaders and culture

o) Women as leaders on global business

Course Outcome

After undertaking the diploma, the learners will be able to**:**

✓ Learn who managers are and about the nature of their work.

✓ Know why you should care about leadership, entrepreneurship, and strategy.

✓ Know the dimensions of the planning-organizing-leading-controlling (PO-L-C) framework.

✓ Learn how economic performance feeds social and environmental performance.

✓ Understand what performance means at the individual and group levels.

✓ Understand the different ways leadership has been defined.

- ✓ Understand the controversy about differences between leadership and management.
- ✓ Understand why it is so difficult to assess leadership effectiveness.
- ✓ Understand the different indicators used to assess leadership effectiveness.

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-leadership-and-management