Kwelanga | TRAINING
engage | inspire | elevate

CASE STUDY



Supply Chain Provider

Specialising in Logistics, Warehousing & Distribution

- National footprint with Head Office in JHB
- Employing over 2000 people in South Africa

CHALLENGE

ELEVATING SERVICE QUALITY FOR SUSTAINABLE GROWTH

The client had engaged other providers for short courses, but encountered hurdles related to service quality. Their quest for superior service in terms of responsiveness, turnaround times, and streamlined administration led them to seek a more capable partner. Kwelanga Training stepped in with a solution that resonated with their needs.

SOLUTION

DELIVERING EXCELLENCE THROUGH PARTNERSHIP

The client was a regular consumer of some of our virtual instructor-led public courses. Due to the positive feedback received from the delegates, the client booked their first in-house, group training session with Kwelanga Training. The two day Finance for Non-Financial Managers course was attended by eight people, mainly Warehouse Managers from various regions across South Africa.

Through this course, the delegates were provided with a better understanding of the dynamics involved in financial management and were equipped with practical experience to make important financial decisions.

The training was divided into several shorter sessions to minimise operational disruptions and improve knowledge retention. It was also facilitated in real-time, providing the benefit of hands-on learning. The delegates interacted with the facilitator and each other, as in any other classroom experience. This allowed for a cooperative learning environment, where participants could share knowledge, engage in positive discussions and work together.

> *"We are looking forward to continuing our valued relationship. Kwelanga Training has been going all out in ensuring that [we are] satisfied with the service received. We have confidence that the professionalism and excellent customer service that Kwelanga Training has provided to us, will be maintained."*
>
> **Group Head of Learning & Development**

The delegates were also given FREE access to relevant post course online resources. Tools included case studies, articles, exercises and other valuable information, designed to reinforce course content and assist in transferring knowledge and skills to the workplace.

Post training, the delegates were also able to 'Contact the Coach' for support, information or assistance with additional questions regarding the application of theory covered during the course.

CLIENT FEEDBACK INSIGHTS

- **Value:** Streamlining processes and exceeding expectations, making their jobs easier.
- **Trust**: A relationship rooted in trust, with Kwelanga Training consistently prioritising the client's interests.
- **Reliable**: Kwelanga Training's consistent delivery earning acclaim and fostering reliability.
- **Trusted Partner**: Evolving beyond service provision, Kwelanga transforming into a trusted partner, eliminating the need for alternatives in the short course category.

ABOUT KWELANGA

Kwelanga Training engages with businesses to inspire their people and elevate their performance immediately in the workplace. This is achieved through outcomes-based, real-world business training that affects long-lasting and measurable behavioural change.

Kwelanga is a recognised Level 2 B-BBEE Qualifying Small Enterprise (QSE) with >51% Black ownership and >30% Black Female ownership.

We train close to 10,000 employees per annum, and continue to be the trusted, 1st-choice training partner for many of the largest organisations in South Africa.

A Personal Accountability and Commitment Plan was provided to promote and encourage accountability and behaviour change upon return to the workplace. Facilitators guided delegates through the recording of action plan items and encouraged them to show their Personal Post Course Accountability and Commitment Plans to their line manager on their return to work. This tool was also designed to be useful for monthly one-on-one development discussions.

The client has since requested this course for five more groups. Other courses that we have facilitated on a few occasions for this client include: Supervisory Skills for Team Leaders (2 days), Quality Customer Service (2 days), Project Management Fundamentals (2 days) to name a few.

END RESULTS

CULTIVATING TRUST, ACHIEVING SUCCESS

As the curtains drew on 2022, the Group Head of Learning and Development conveyed excitement for the ongoing collaboration. Kwelanga's unwavering commitment to customer satisfaction and professionalism resonated profoundly. Positive feedback from the client's employees underscored the achievement of course objectives and the exceptional level of service delivered.



GET IN TOUCH

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