



# Gargar Foundation for Development

Funded By: **Alan &Nasta Ferguson Charitable Trust**

Summary Report

Training Workshop on Capacity Development for Office Management & Customer Services

Manual

**Jan 7<sup>th</sup> /4<sup>th</sup> Feb/ 4<sup>th</sup> Mar/1<sup>st</sup> April/6<sup>th</sup> May/3<sup>rd</sup> June, 2013**

Mogadishu/Somalia

## Contents

|   |  |
|---|--|
| 1. Executive Summary.....   |  |
| 2. Proceedings of the Training Workshop.....  |  |
| c. The Objectives of the Training Workshop and those of the Handbook on Training..... |  |
| d. The training sessions.....   |  |
| e .A play role by participants to the Customer Service ractice.....                   |  |
| 3. Recommendations of the orkshop.....  |  |
| 4. Closing of the Workshop.....   |  |
| 5: The challenges of our work.....  |  |

## 1. Executive Summary

The project offered training and internship opportunities for 20 Somali women who live in Mogadishu, Somalia. Those women all had formal schooling, but did not have the essential office skills to help them find a job. The project contacted training Workshops once a month for 6 months, about Office Management & Customer Service and it was held in Mogadishu from (Jan 7<sup>th</sup> /4<sup>th</sup> Feb/ 4<sup>th</sup> Mar/1<sup>st</sup> April/6<sup>th</sup> May/3<sup>rd</sup> June, 2013.)

The aim of the project was to enable women participants to gain new skills and knowledge, and become office managers and customer service professionals, as well as getting jobs, volunteering post, and internship through different governmental department and NGO. The most important achievement of the project was that it enabled us to place 10 of the newly trained women into the Somali Ministry Resources and Ministry of Interior of the Federal government of Somali offices. This allowed our newly trained women to design and provide technical assistance to develop office and customer service administration to the Ministry. The success of the project in return motivated other ministries to solicit GarGar to train their workers, however due to the limited funding and time, we have decided to design a new project that will improve the quality of workers for Somali Government Ministries regional, sub-regional and national capacity and to train national officials and specialists on the essentials of how to operate and maintain accurate Somali Federal Government offices in the near future.

The Workshops were jointly organized by the **Garar Foundation for Development & Alan & Nasta Ferguson Charitable Trust/ Partner Teachers solicitors**

## **Proceedings of the Training Workshop**

1. Hosted by Gargar Foundation for Development at Hotel Nahru Nile Conference Hall in Mogadishu, Somali, the Workshop participants were divided into two groups of 10 and each group was trained for 3 Month period. a group of 10 women were send by the Ministry of Resources, and Ministry of Interior, under their request , and after they expressed there urgent need for trained people of office administration and customer service. At the end of the trainings some of the women were offered jobs and internship by Ministry of Interior & National Security and the Ministry of Resources of Somali Federal Republic. The women were selected by the institutions and have agreed to become focal point for Office Management & Customer Services professional. Also member staffs from Ministry of Human Development & Public Administration, Member staffs from Ministry of Finance & Planning Somalia, experience works from Plasma University & Mogadishu University Lecturer all have expressed interested to training their staff by GarGar Foundation, however due to the limited funding we have postponed at the present time.
2. The women that attended the training Workshops have received technical orientation and materials to conduct training in Office Management & Customer Services for specific target audiences such as: graduate students in Management field, national officials who have responsibility for the operation of Government Offices.
3. Trainers who conducted the training included the Director of Public Relation at Somali Chamber of Commerce & Industry, Mr Hassan Bile and The Academic Registrar of Plasma University Prof. Rakia Mustafa, and participants, who enriched the presentations of the subjects with insights from their own experiences in Management & Customer Services, leading to lively discussion of the issues. Electronic versions of the modules to be presented were made available to participants in advance of the Workshops dates. Most of the lecturers in the workshops made computer assisted presentations (by power point) or transparencies which enhanced the lessons.

## **2. Proceedings of the training workshops**

### **Opening of the Training Workshops**

On 7th of January 2013 at 8.30 am, the Workshop met for the first time at Conference Room at Hotel Nahuru Nile & Conference Hall in Mogadishu. Mr. Ali Ahmed, Executive Officer of Gargar Foundation opened the Workshop and welcomed the participants. In his remarks, he indicated that these Workshops are part of the continuing joint efforts of GarGar Foundation for Development and Partner Tees Solicitors (**Alan &Nasta Ferguson Charitable**

**Trust)** toward strengthening and empowering Somali women to be able to gain jobs and livelihood for themselves and families and to build the Somali National workers capabilities.

### **The Training Sessions**

Presentation of the modules of the Handbook on Training in Office Management & Customer Services began during the first session, following the presentation by Ms Rakia Mustafa the Academic Registrar of Plasma University who reviewed the objectives of the Workshops and those of the Handbook on Training. For 6 Month women were given various training such as

1. Computer training such as typing, word processing, e.t.c.
2. Telephone etiquette (this training was done by showing the participant as short video )
3. Correspondence , how to arrange meetings, appointment, travel arrangements
4. Taking minutes, and how to coordinate and manage task in busy office environment, e.t.c. At the end , those who completed each modules were given a graduation certificate

### **Training Outcomes**

1. Women gained new skills that will enable them to become professional secretaries, office managers, Personal assistance, they learned how to build a winning resume, interview techniques , how to dress for job meetings
2. Increase their knowledge about rights in work place, equal pay, and awareness about labour rights, basic health and safety rights
3. Increase knowledge about women's and family health and wellbeing
4. Increase their self-esteem and confidence

### **Halima case study**

Halima is a young woman who has participated the training sessions and said quoting:

(The trainings were useful, it has taught us office skills, how to manage our time , , made me understand the international standard for managing offices and build my self-confidence, it also taught me what tools to use, what is our rights as employees. I would like to see this kind of trainings more often and ask for the organizers to assist us to market our newly acquired skill and find us jobs. Finally I congratulate GarGAR Foundation for its good work and I believe the work of GarGar Foundation has made a big difference in our lives.)

## **General Recommendations**

Besides the specific recommendations made in prior sections to improve each module in the Handbook of Training the Women strongly recommended that:

1. The first paragraph in each module of the Handbook provide a brief description of what topics will be covered. Although, in general, the modules do have such description; however some of them may be revisited for clarity.
2. Provide more financial assistance for women participant, because some of them did not complete the training due to financial difficulties
3. Provide childcare facility for those women who have children
4. A glossary of terms to be added to the Handbook
5. Provide recruitment events where potential employers could meet those newly trained in future
6. The Handbook to be published in the Somali language to assist better understanding.
7. Continuation of such trainings.

## **Closing of the Workshop**

On 25 May 2013, those participants who have completed all the 6 trainings course have received graduation certificate. 10 participant out of the 20 who regularly participated the trainings , where either given internship opportunities in the Ministry of Resources and Ministry of Interior Affairs of the Somali Federal Government, or find position at private business such as the African Express Airways Mogadishu office , Al Jazeera Place Hotel . Feedback forms were given to the participant at the end of the each session, that is were the recommendation came about after deliberations, their inputs were recorded and a draft report of the Training Workshop for Office Management & Customer Services was adopted.

## **The challenges of our work**

GarGar Foundation continues to face many organizational challenges, including a lack of funding resource, and infrastructure. We are also constrained by the fact that Somalia has been shifted off the international agenda since the end of the 1990. The lack of a central government for the past 20 years means that Somalia has no postal service, a fact that makes communications difficult and expensive. The ongoing hostilities in some parts of Somalia have also proved an obstacle to organizing. GarGar Foundation has urged to the participants resolved to bring these conflicts to the surface and learn from them, using them as a way to advance our initiative. Without neglecting our differences, we are trying to work in a way that focuses on our commonalties and our priorities. While we recognize that much remains to be done, it is clear from the support of the GFD projects that we are a voice for Somali Women and give force to their statements

Our future plans is to continue to trained more women for office admin and customer service and assist the newly established Somali Federal Government institutions by training or providing well trained office staff.

Our second plan is the production of a newsletter, **Somali Women**. This publication will be available in print and email versions, and we will negotiate to have it posted on the Somali web sites. Because of its role in sharing information and resources, Somali women newsletter will be very helpful in the work of the GarGar Foundation, and we are hoping this magazine will be the voice of Somali women every were