

COMPANY PROFILE

2021





INTRODUCTION

If people are motivated, concentrated, and in touch with the corporation's plan, they can have a transformative impact on the broader picture of the organization.

PrecisionHR Proprietary Ltd is an end-to-end HR, Leadership Development, Coaching and Talent Management consultancy operating with its base in Uganda.

PrecisionHR is committed to improving talent management, organisational development, building leadership pipelines, transformative coaching, Mentorship and customer experience.

ABOUT US



“Far and away the best prize that life offers is the chance to work hard at work worth doing.”

– Theodore Roosevelt



Any organization's greatest and most valuable resource is its employees. PrecisionHR believes that in our capacity as HR consultants and Coaches and Mentors, we must be able to leverage this massive force for the benefit of both the company and the community in which it operates.

At PrecisionHR, we are persuaded that learning occurs on a daily basis in our lives and at work, and that we can only develop and excel when the people element is in a top notch state in the form of expertise, experience, and, most importantly, enthusiasm and passion for the work done.

Coaching is one of the most important tools for driving performance. The performance of an organisation large depends on the talent tapped into the organisation through talent management, the rate at which the organisation can adjust to the day-to-day market changes incorporate them to suit the mission and culture, to be in the best position to withstand competition and remain in business.

Human Resource also termed HR is the management of employees within an organization to help them perform a function. In a more human way it is making sure your business is looking after your employees, ensuring that they are happy and maximizing their potential and in turn increase your business productivity. If you are new to HR then this can be a very daunting prospect, especially as there are lots of employment laws and regulations, that you, as a business owner must comply to.

If you are asking yourself where do I start? Or perhaps finding you don't have the time, then we can help.

It might be time to consider outsourcing your HR function.

THE BENEFITS OF OUTSOURCING HR TO PRECISIONHR



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When you need Coaching, HR consultancy and advisory services, PrecisionHR will be there for you by offering a tailored solution to suit your requirements. We will either act as your HR expert or be there to complement your own HR department.



Frees your company to focus on what is important for your core business: HR will not directly sell or produce anything but still demands time and resource, therefore any time spent focusing on HR could be taking you away from your core business.



By outsourcing this function, it can help increase the productivity of your business by freeing the time spent on HR matters.



Saves Money: The cost of outsourcing your HR is significantly less than hiring a full-time HR professional, so smaller businesses can benefit greatly from this cost saving yet still benefit from the knowledge of an HR specialist.



Compliance: Being a small business understanding employment law and ensuring that you are following it can be quite overwhelming. If you don't have a HR team you may not be compliant. By outsourcing your HR you can stop worrying about employment law and leave it to the experts

ABOUT US



Company Vision

To be the one Human Resources solutions centre.



Company Mission

To awaken and unleash Human potential.



Company Tagline

We get you there.

Company Values



Value for money



Ethical business



Fun



Speed





WE ARE PART OF YOUR TEAM



Delivering comprehensive and customer focused HR/employment support solutions, PrecisionHR currently supports businesses of all sizes and industry sectors throughout East Africa. Our HR support solutions are cost effective yet comprehensive, providing clients with legally compliant documentation, and unlimited advice and support.

We also provide retainer based solutions payable monthly and helps your business deal with the day to day employee issues that arise in the workplace.

YOU HAVE THE JOB. WE ARE THE PROFESSIONALS.

Organizations now expect HR not only to be efficient in their delivery of core services but also to set the talent agenda and to drive performance and engagement.

PrecisionHR are a leading provider of Human Resource support, leadership development training & related services.

By deploying a combination of strategic coaching, learning and software



AREAS OF EXPERTISE

We are charged with delivering a 1 stop Human Resources, Career and Executive Coaching and Leadership Development Consultancy through the following interventions;

- Strategy Formulation
- The Balanced Scorecard and the 9 Steps
- Performance Management
- Talent Management
- Human Resources Information Systems (HRIS)
- eLearning Systems, i.e. Learning Management Systems and Content
- Curation of Content, Digitisation of Content and Publishing in Online
- Gamification of Content and Experiential Learning
- Psychometric Assessments
- Change Management
- Organisational Design
- Provident Fund Advisory and Administration
- Training of Trainers
- Coaching and Mentoring
- Leadership Development
- Certifications in HR Courses and other Professions
- Training Delivery
- Project Management
- Remuneration and Benefits Management
- Job Evaluation and Grading
- Talent Sourcing and Placement

Recognising that no two people or businesses are the same we offer clients commercial, pragmatic solutions tailored to meet your specific needs.

Generalist HR profiles

All-round HR officer, HR business partner, HR manager or Director, often part of the management team, who will lead an HR department and be responsible for human capital.

Talent Acquisition

Experienced recruiter, recruitment manager, Graduate Trainee recruitment and employer branding.

Talent Management

Competency management, performance management, learning & development, absentee management & improvement, retention management and engagement.

Compensation & Benefits

Managing compensation & benefits activities, including implementing models and liaising with external consultants, salary benchmarking and job grading/function classification

HR Project Assistance

Liaising with the advising consultants, assistance for specific projects such as new ways of working, engagement programs, etc.

WHY US?

PrecisionHR has been providing expert Human Resource Management and Learning and Development services to all variety of businesses in East Africa, Southern Africa, and West Africa since 2018.

All of PrecisionHR Consultants are qualified, possessing a wealth of HR experience working across all sectors of industry. Experts in their field, the team provide their services to businesses ensuring not only that the minefield of employment legislation and best practice people management activities are met, but also that the advice and guidance is delivered in a way that fits with the organization's culture and values.

HR services vary from supporting companies with ad hoc pieces of HR work through to ongoing retained services where a more focused and regular requirement is needed. Precision HR can also create retained bespoke services designed to fit with individual business requirements.

With more than 15 years experience in managing everyday and complex employee matters PrecisionHR can support you no matter what employment issue you come across.



HR Services include but are not limited to:

Ad Hoc HR Services: For One-off or Irregular HR Work e.g Managing difficult employee relations issues such as performance, sickness or conduct issues, managing company restructure and redundancy matters, disciplinary and grievance investigation, implementation of recruitment and selection process, induction and appraisal system set up, management of job analysis, job descriptions and job evaluations, etc

Creation of Tailored Contracts of Employment, Employee Handbook and Employee Privacy Notice All written in line with employment legislation and best practice.

HR Retained Packages: All include unlimited HR advice, template contract of employment and employee handbook.

HR Administration and Documentation Service: With access to our portal which contains 100's of template HR letters, forms and guidelines.

Staff Surveys/360 Feedback Questionnaires: Tailored to company requirements Tailored On and Off Site Training Tailored to company requirements, team and individual development

RETAINED SERVICES



High Performing Teams

Regular On Site Presence

Service includes:

- All in Compliance and Effective Workforce Package plus a day a week of an HR Consultant's time which can be delivered regularly on site.
- Development and implementation of tailored Induction Programme.
- Development and implementation of tailored Appraisal System.

Unlimited HR advice provided via email/telephone supported with guidance support documents

Template Contract of Employment (tailored to company needs)

Employee Handbook (tailored to company needs)

Employee Privacy Notice

Ongoing review and update of Handbook and Contract as legislation changes prescribe

Delivery of Employee Handbook to workforce

HR Administration Service (e.g. Individual Contracts)

Access to 100's of template HR letters, forms and guidelines via the client portal

Regular Employment Legislation Updates

Free attendance at Precision HR seminars

Discounted rate on all Precision HR training sessions and programs

Discounted hourly rate for onsite HR Consultant hours

CORE HR SERVICES

Contract of Employment, Employee Handbook and Employee Privacy Notice

Precision HR designs a tailored Contract of Employment for their clients following collation of the necessary information, usually obtained when they meet with the client to complete a detailed questionnaire with them. The Employee Handbook supports the Contract of Employment by explaining the main employment rights and setting clear workplace boundaries.

HR Advice and Guidance

Service includes: Ongoing advice on all employee relations matters including sickness absence management, general absence management, performance review and appraisal, managing disciplinary processes and conduct management, managing workplace conflict and internal grievances, managing change and redundancy, managing family-friendly practices including maternity, paternity and shared parental leave, discrimination advice and advice on general terms and conditions of employment.

HR Administration Service

Service includes:

- Talent Acquisition
- Individual offer letter and contract compilation
- Sending out of starter pack containing all the legally required starter documentation to the new starter
- Variation to contract letters i.e. change in terms and conditions letter
- HR database administration
- Regular employee relations update
- Access to template HR letters, forms and guidelines
- Standard HR letter compilation e.g. absence, disciplinary, performance management, grievance, termination letters

Dedicated HR Consultant Hours (for ad hoc HR work or retained)

Service includes: Hours provided by our qualified, expert HR Consultants can be provided to support you with any of your HR requirements. You may need these dedicated hours for support at formal



CORE HR SERVICES

HR meetings such as management meetings, formal sickness, performance or conduct meetings, to sit on appraisal meetings etc, or you may need these hours for HR project work that could include various HR activities such as job analysis and benchmarking exercises, formal discipline, grievance or bullying and harassment investigations, creation of appraisal and performance management systems, managing change and redundancy programmes etc.

Learning and Development

It is widely recognised that ongoing training and development plays an essential role in the success of a business, helping to retain skills and meet personal development needs. Precision HR Training is comprehensive and enjoyable, cost-effective and measurable. Our courses focus on giving employees the skills they need to manage effectively, professionally and within the confines of employment law.

PrecisionHR has the expertise to design and deliver bespoke training courses to support your company with specific needs and regularly works with clients to design comprehensive programmes for developing groups of staff. Many clients prefer to tailor one of our existing courses to suit their own needs, or join a defined workshop course which provides the opportunity to meet like-minded people from other companies and practice skills in a safe environment away from the work place.

All classroom based courses are interactive and combine individual and small group work with opportunities for discussion and self reflection. Our trainers are fully qualified HR professionals with many years of experience in providing HR

advice, managing staff and delivering training. They work hard with participants to make each workshop interactive, fun and worthwhile.

Below are some examples of full and half day workshops that we regularly deliver - whatever your needs or preferences, talk to us about how we can help.

Workshop examples

- General HR Management
- HR Information Systems
- Managing Performance
- Recruitment and Selection
- Absence Management
- Building High Performing Teams
- Communication Skills
- People Management
- Disciplinary and Grievance Procedures
- Effective Meetings
- Delegation and Prioritizing
- Managing Change and the Redundancy Process
- Assertiveness Training

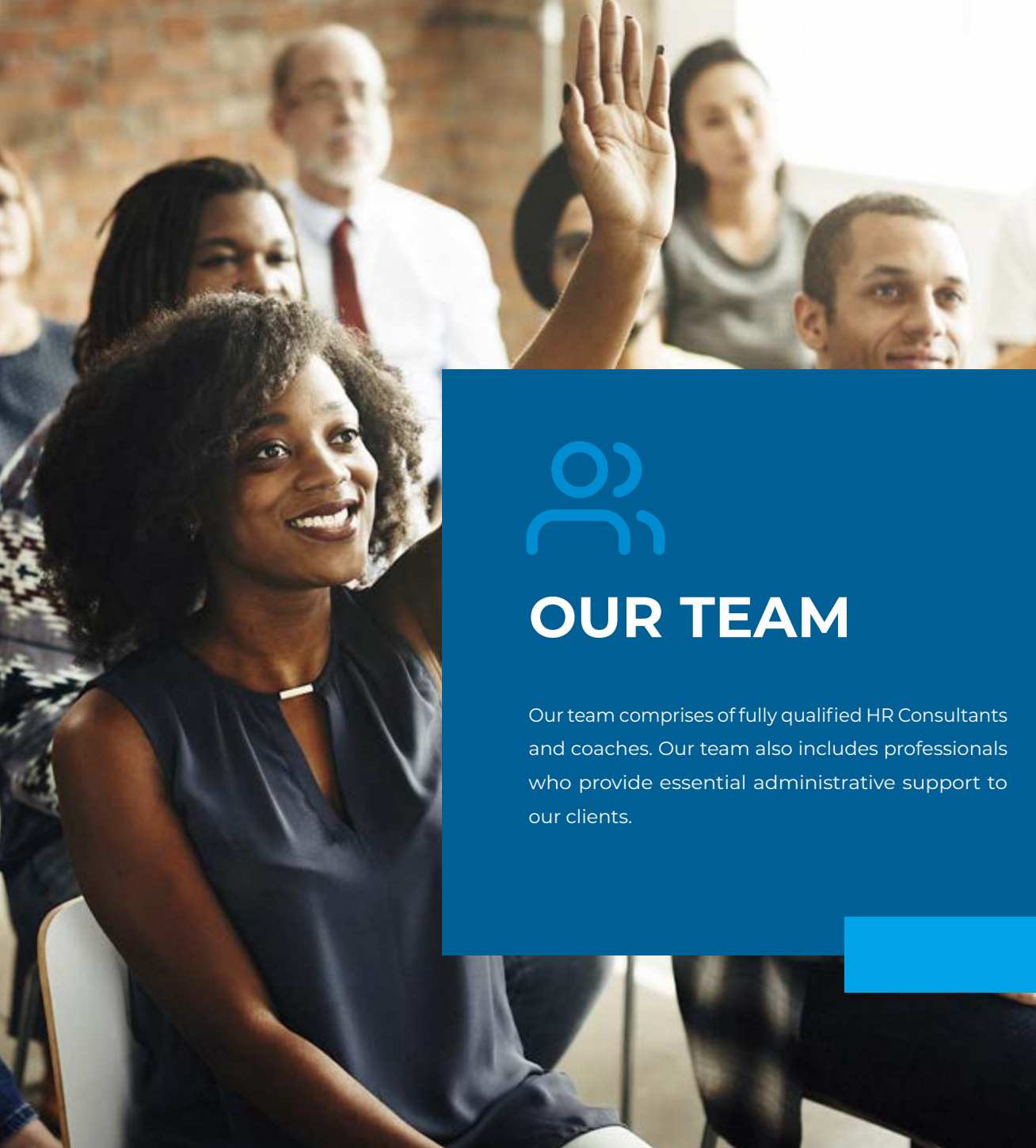
Leadership development training

Courses available: Appraisals Conflict Management Difficult Conversations Disciplinary: Capability Disciplinary: Conduct Equality and Discrimination Grievances Induction and Probation Investigations Management Essentials Outplacement Support Protected Conversations Recruitment and Selection Short Term Dismissals Sickness Absence Management



A LITTLE MORE HELP ON A RAINY DAY

Not all HR processes are planned or anticipated. HR issues by their very nature are often unexpected and a successful outcome is determined by how quickly and professionally they are handled. Whether it is: A difficult and sensitive disciplinary investigation Organisational changes arising from a transfer of ownership Planning and executing a redundancy situation Trade union negotiations A critical recruitment and selection exercise Drafting settlement agreements Our team of consultants are on hand to quickly and confidently provide you with additional support when you need it most.



OUR TEAM

Our team comprises of fully qualified HR Consultants and coaches. Our team also includes professionals who provide essential administrative support to our clients.

ABOUT OUR PRINCIPAL CONSULTANT / COACH

Joseph Ajal is the Chief Executive Officer, Principal Consultant, Associate Certified Coach (ICF), and Content Curator and leads PrecisionHR Proprietary Ltd.

Joseph is a Human Resources professional, formerly the Secretary General of the Human Resources Managers' Association of Uganda (HRMAU), a

Certified Talent Practitioner (CTP), a Chartered HR Business Partner (CHRBP), Fellow of the American Academy of Project Management (F - AAPM), a Balanced Scorecard Professional (BSP), and a very passionate believer in the transformational power of people in the bigger picture of the organisation, if they are excited, focused and in tune with the corporation's strategy.

OUR PRINCIPAL CONSULTANT

HR Professional, Associate Certified Coach (ACC), Certified Talent Practitioner (CTP), Chartered HR Business Partner, Fellow of the American Academy of Project Management (FAAPM), MSc. HRM/D (University of Manchester) a very passionate believer in the transformational power of people in the bigger picture of the organisation. Joseph is a certified Balanced Scorecard Professional, by George Washington University and a certified Korn Ferry Hay Job Evaluator. Joseph was the Secretary General of HRMAU and was on the HR Bill Committee, is the Business Development Director for Coach Masters Academy in East Africa and also sits on the board of the ICF Uganda Chapter, Areda Ventures, Vice Chairperson of the Board

at CivFund, the University of Manchester Uganda Alumni Mentorship Forum, Chairperson of the British School of Kampala's Parents Staff Association and the Tumaini Foundation. He is Adjunct Faculty for Executive Education and Coaching at Strathmore University Business School.

Joseph has enjoyed practicing the HR trade in the pension sector, multimedia industry, life insurance, telecoms, as well as being an OD and L&D practitioner. Winner of the Outstanding Contribution to the Field of Training and Development at the Africa Best Employer Brand Awards in Mauritius in December 2017, Finalist in the Best L&D Champion Category at the LRMG, Skillsoft, Sum Total Cafe Africa eLearning Conference in Mauritius, November 2015. He was an Equity and Merit Fellow at The University of Manchester.



Specialties: Coaching, Organisational Development and Change Management, Talent Management, Learning and Development, eLearning.

PRECISIONHR CONSULTANTS



HR Consultant/Certified Professional Coach
MIRIAN NDYANABO KAAMATE

Mirian has in-depth understanding of communicating internally and externally

A highly efficient individual who has extensive experience in Advocacy, Leadership, Coaching and Human Resource operations with a wide range of other abilities from providing support and leadership to staff right through to being able to successfully manage teams. Mirian has in-depth understanding of communicating internally and externally, a great promoter of brands with interest in learning and development, staffing, recruiting, benefits and incentives program. A dedicated professional with hands-on personnel management experience, skilled at addressing sensitive issues and maintaining the firmest of confidentiality, particularly organized and efficient with a talent for prioritizing. Self-motivated and highly effective at incorporating creative leadership to achieve organizational objectives with demonstrated experience in providing administrative support and managing internal and external relations.



HR Consultant/Certified Professional Coach
EUNICE AMONG

The area of focus is ensuring teams have the skills they need to thrive within their specialty

Eunice is a Business Consultant, Certified Professional Coach, Online Business Mentor, and a Human Resource Specialist, with 15 years' experience.

She supports Start Ups and High Growth Organizations with Talent Recruitment, Leadership Development, Learning & Development to enable them meet and exceed their Business Goals.

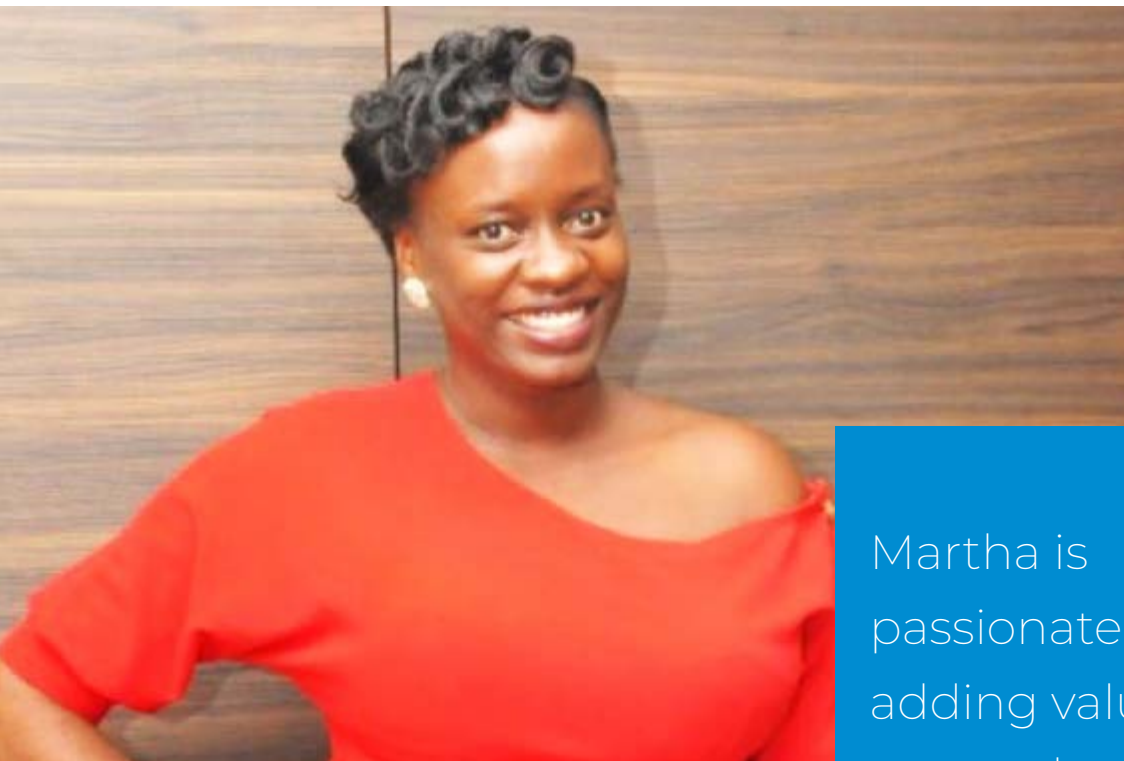
The area of focus is ensuring teams have the skills they need to thrive within their specialty, manage their teams and work effectively with others.

This is primarily achieved through designing and delivering bespoke training and engaging external specialists to

deliver a range of effective developmental interventions, all in close cooperation with key internal stakeholders.

Eunice's background is intentionally diverse and deep. Her professional experiences across five industries, cuts across Marketing Communication, Social Media Marketing, Public Relations, Business operations and Human Resources.

She has worked with Large Corporates, Start Ups and Small Medium Enterprises.



HR Consultant
MARTHA NAKATO NTONGO

Martha is passionate about adding value to people and helping them to develop and grow

Martha is an HR Professional and Consultant. She is a firm advocate of the influence of Human Resources as a major contribution to the success of any organization. She is passionate about adding value to people and helping them to develop and grow. And her skills in dealing with people using psychology has helped in always attaining the desired outcomes. Martha has had the opportunity to work with various industries as a consultant. She has worked with over 5 different organizations doing consultancy work. She has also provided end to end HR support to PrecisionHR Proprietary Ltd as the Human Resource Officer internally since the inception of the organization. Martha has MSC. Managerial Psychology. Bachelors degree of Industrial & Organizational Psychology and is Human Resources Managers' Association of Uganda (HRMAU) member.



HR Consultant
PAUL AKUGIZIBWE

Paul is an accomplished Organizational and Human Development Consultant, a Life Coach and Transformational Trainer

Paul is an internationally certified trainer and a Life Coach with over 15 years' experience in the in Human Capital Development and HR Practice. He is highly regarded for the inspiration, perspective and vibrancies in many training assignments.

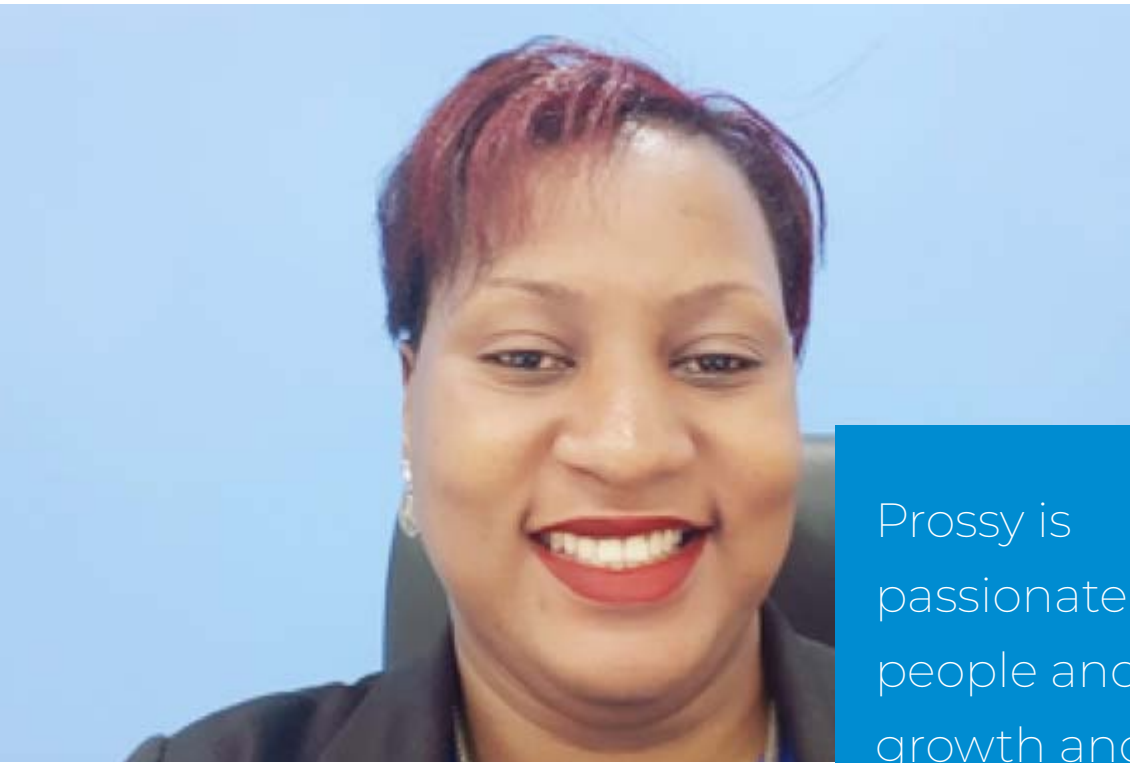
Paul Akugizibwe has worked with Baylor College of Medicine as a Performance and Development Advisor, MTN Uganda as Senior Manager Learning and Development and currently as an Operations Consultant with UNMAS Somalia.

Paul has trained thousands of participants on wide ranging topics such as John Maxwell Team - Leadership Development Programme; Ken Blanchard Inc.'s "REACH Situational Leadership II Program", Maximum Performance UK in Eastern, Central and Southern Africa; Leading Innovations" by International Thought Leader Network across the Management spectrum and on several cutting edge development programmes as a master trainer. ,

He holds a Masters of Business Administration-(Consultancy Option) degree from Kyambogo University, Uganda, A Bachelor of Science degree in Journalism & Mass communication – Makerere University and a Diploma in Journalism & Mass Communication - UMCAT School of Journalism & Mass Communication.

Paul is a certified trainer for several top of the range organization and companies of repute such as:

- He is a Certified Trainer for John Maxwell Team - Leadership Development Program
- He is a Certified Trainer for Ken Blanchard Inc's "REACH Situational Leadership II Program"
- He is a Certified Trainer for Maximum Performance UK in Eastern, Central and Southern Africa
- He is a certified Master Trainer for "Leading Innovations" by International Thought Leader Network
- Paul is a Certified trainer for Investors in People Standard for the "Internal Advocates Program"
- He is a Certified Trainer for "Effective Presentation Skills" by Dale Carnegie Inc. USA.



HR Consultant
PROSSY KAYENY

Prossy is passionate about people and their growth and development both in and out of the workplace.

Prossy Kayeny is a dynamic professional in two distinct fields; Human Resources and Customer Experience. She is currently a Customer Experience and Human Resource consultant with footprint both in Kenya and Uganda. She holds a Master of Science in Human Resource Management and Development (International Development) from the University of Manchester in the United Kingdom. She is also a member of the Institute of Customer Experience Kenya.

Prossy has over 14 years of corporate experience having practiced in the Human Resources space as a Learning and Development practitioner in senior positions in the telecom industry in Uganda and also practiced in the Customer Experience space in both private and public sector where she gained a deep understanding of the customer experience environment having grown through the ranks from the contact center into senior management as Head of Customer Experience. She has had the opportunity to work in the service quality environment setting and monitoring service standards as well as reviewing and defining processes and incorporating the voice of the customer into the business and defining customer experience metrics.

Prossy is passionate about people and their growth and development both in and out of the workplace. Her experience in the corporate space working with different cultures in East, West and Southern Africa as well as the Middle East combined with her expatriate experience has empowered her to understand and thrive in culturally diverse environments.



Certified Professional Coach/Consultant
SANYU NKIINZI KAGWA

Certified Transformational Coach (ICF), Communications Specialist, Public/Motivational Speaker and Leadership Mentor.

Since she was 18 years old, Sanyu Nkiinzi Kagwa knew that she wanted to dedicate her life to helping others succeed. As a Transformational Coach (certified by the International Coaching Federation) and Motivational Speaker, Sanyu is focussed on individual growth and happiness. She is skilled at providing structured questions to help organise individuals' thoughts and has excellent critical thinking skills for helping clients set tangible goals and objectives.

Mostly, Sanyu enjoys being a part of the lives of others, seeing them succeed and providing constructive feedback to ensure that they never stop pursuing their dreams.

Sanyu is an extremely versatile and effective communicator with over 20 years working experience. Her career started as a radio presenter and producer of the weekly Straight Talk Radio Show. Over the years she

has worked with several national and international organisations to improve on their internal and external communication, Public Relations, advocacy, partnership building and business development.

Sanyu is a member of Toastmasters International – a communication, public speaking and leadership development club and has emerged number one in several Speech Contests. She is also a Charter member of the Rotary Club of Kampala Springs. Additionally, she is a trained Counsellor, Mentor and is a member of the Girls4Girls Mentorship Programme. She holds a University Bachelors Degree in Mass Communication from Makerere University and a Masters Degree in Public Health from The Royal Tropical Institute, Amsterdam – The Netherlands.



*Certified Professional Coach
/Financial Literacy Consultant*
JOY MIREMBE

Joy is a Certified Transformative Coach with Coach Masters Academy.

She is a results-oriented, well-rounded Capacity Building and People Development Expert. She is always described as passionate and one who lives life to the full. She believes in personal development. Her mission in life is to help others live to their fullest potential.

Having worked in the Business and Finance sector, Joy carries over 18 years of work experience helping individuals and small groups in sound financial management and discipline.

Joy is an excellent communicator - a word smith, social media influencer and a writer who's core competencies include being an engaging public/motivational speaker and writer in the areas of personal financial management, grooming and personal

development, organizational development and customer relations. She is a weekly columnist with a column Min Atek that has been running for over 16 years.

Joy is also deeply passionate about health and nutrition and has taught many in the disciplines of healthy living and eating.

Joy has worked with several organisations, groups and individuals including Deloitte and Touche, Stanbic Bank Uganda, DFCU Bank Uganda, Uganda Revenue Authority, Total Uganda, Opportunity Bank Uganda, East African Breweries Ltd, Airtel Uganda, MTN Uganda, Centenary Bank Uganda, British Council, The New Vision Group, All Saints Cathedral Kampala among others.



Digital Marketing Specialist
BRIGHTON ABAASA

A creative and innovative thinker with excellent abilities in graphic design, copywriting and video editing

Brighton has over 5 of progressive experience in communications as a digital personality building and implementing digital marketing strategies focused on Social Media Marketing, Search Engine Marketing and Email Marketing.

A creative and innovative thinker with excellent abilities in graphic design, copywriting and video editing.

Brighton has been able to work with over 20 brands as a digital marketing consultant over the last 3 years,

developing and executing digital marketing strategies.

Bachelor's degree of commerce, Hubspot Academy Online Marketing Course, Google digital skills for Africa, Facebook Blueprint



Diana's every task is completed efficiently and to the highest possible standard

HR Consultant
DIANA NINSIIMA MAUSO

Diana is an organized and adaptable Human Resources professional with considerable working experience in various professional environments. Her attention to detail and excellent time management skills means that every task is completed efficiently and to the highest possible standard. She has 10 years' experience as an HR Professional.

Diana has worked in the civil service, the private financial sector, within administrative environments and the hospitality industry. This vast array of experience has equipped her with varied skills and the ability to work with different groups of people and in different settings.

At PrecisionHR Propriety Ltd, she works as an Human Resources (HR) Consultant which has given her the opportunity to manage various projects within specific timelines whilst solely and professionally meeting the needs of the clients. Some of these projects include but are not limited to; restructures post-COVID19, talent mapping, job analysis, recruitment, developing, revising and implementing human resource policies and procedures.

Additionally, she has conducted training sessions related to specific HR programs whilst advising management on the administration of policies and procedures. This has helped her gain skills in Project Management with excellent turn-around time.



Design and implementation of Quality management systems based on ISO 9001 and ISO/IEC standards

ISO Standards Consultant/Trainer
JOSEPH MUGULA

Joseph believes that business excellence is through Quality Management System, he witnessed and helped industries grow after employing best known process. He has also been able to have a positive and profound impact, having spent the last 13 years training, designing, and implementing projects including Health and safety Environment standards. He has accomplished several large and small projects that required a high degree of environment monitoring and planning, including regular review audits and assessment and timely deliveries.

He has a history of demonstrated effective team leadership and negotiation skills across these projects. He is also known for his clear communication, commitment to training and resourceful approach to problem-solving, as well as his strong relationship with management and consulting skills. Ranging from manufacturing, logistics, Certification bureaus and Transport firms. Implementation of Health and safety systems for Spedaginterfreight, Improving production efficiency and managing waste for Gucho Bakery Namanve plant.

Management of Imports Verification program under SGS.

Management of NITA-U Certification Project.

Training and implementation of ISO/IEC 2001 Certification for Matra Uganda Design and implementation of Quality management systems based on ISO 9001 and ISO/IEC standards for Comtel Integrators Limited.

Consultant on implementation of US-EAS 43 2012; US-EAS 38 Uganda National Bureau of Standard requirements for manufacturers.

Management of ISO 45001, ISO 14001; ISO 9001 for Transeast Uganda.

Joseph has vast hand on experience when it comes to;

- Business process improvement
- Process standards and Quality Management Systems,
- Safety and Health Management Systems,
- Business Continuity Planning, Disaster Preparedness and Response,
- Project's implementation.

Certified clearing and customs process trainer. Graduate of Education Computer Science Nkumba University Dip Business Admin.; BA Procurement and Logistics; MA Sci Business Information Systems- ISBAT

Professional.

LA ISO 9001-2015 QMS.

LA ISO 14001 OHS SGS Nairobi

LA ISO 45001 EMS- UMDA

LA ISO 31000,



Brenda Ninsima Mugerwa is an accomplished, dynamic training professional.

Customer Experience Consultant
BRENDA NINSIMA MUGERWA

In today's highly competitive market, customer service has become a very big competitive tool for companies' survival and expansion. Competition has driven most companies' profits to their lowest. Businesses have sought alternative means to outcompete each other but these are always matched in pace by rivals. However, there is one area that most companies have not really invested in and this is customer service.

Brenda Ninsima Mugerwa is an accomplished, dynamic training professional offering 14 years of progressive experience in training, facilitation, and curriculum design.

Passionately committed to supporting clients meet their business goals and realize their full potential by challenging existing processes and beliefs creatively to improve employee engagement, motivation and retention.

Currently in charge of customer experience training at one of the leading Telecommunications Companies, She has vast experience in multiple sectors such as hospitality, health, government, legal and banking.

With a solid background in customer service, she brings a wealth of experience in global business practices that can be tailored to fit in any setting with the aim of improving performance, efficiency, reduce costs, and improve overall customer satisfaction.



Arinda Festo, has 3 years' experience as a team building coach and corporate trainer in Uganda and Kenya.

HR Consultant
FESTO ARINDA

Arinda Festo, has 3 years' experience as a team building coach and corporate trainer in Uganda and Kenya. Through his profession in exercise and sports science, he has been able to design different activities and models that have simplified complex information that corporates desire their employees to attain. He has also inspired thousands of young people through his strategic approach of teaching and coaching aerobics. He leads as an example through his inspired works in the field of fitness and healthy lifestyles. Festo has also worked with the parliament of Uganda and is also the founders of AspireLife Institute Of Applied Management.

KEY SKILLS AND PERSONAL ATTRIBUTES

Learning & Development (Personnel): Ability to coordinate the learning and development function of personnel management, staff training needs assessment, coordination of training, post-evaluation, delivery of in-house programs, administration of the Training center.

Curriculum Development: Ability to develop curriculum based on training needs assessment for target learners, define goals and specific measurable objectives and implementation.

Strategic Planning and Implementation – Possesses excellent strategic management skills, excellence in business strategy development, strategic planning development for organizations in private & public sector, and Not-for-profit institutions.

Project Planning and Implementation – Exemplary skills in project mobilization, coordination, project leadership, project financing, monitoring & evaluation and implementation.

Training of Trainers: Ability to facilitate training of trainers for specific curriculum ensuring that desired objectives are met.

Leadership and Management Programs: Programs that cut across different organizations and institutions for purposes of growth and expansion. These include Customer Care, Communication Skills, Change Management, Developing a Performance Management Plan, Financial Literacy, among others.

CLIENT TESTIMONIALS



Moses Witta Mbubi

The Manager - Stanbic Uganda Holdings Ltd

PrecisionHRHR team are VERY knowledgeable and had an excellent grasp of specific Human Resource solutions which they executed very well.



Winnie Mirembe Mugabi

Human Resource Manager

Brookside Limited has been a beneficiary of their HR consultancy and coaching services, and I would like to recommend them to you as service providers without any reservations. Through their partnership with the Coach Masters Academy and International Coach Federation (ICF), they provide international certification training for coaches in Uganda through evocative, inside out process.



Joan Mugenzi

President, ICF Uganda Chapter

I give my recommendation unreservedly, with full confidence that PrecisionHR will be equal to the assignment, on the basis of their practice record. Any assistance rendered to them will be highly appreciated..



Richard Olupot Ogaino

Human Resource Manager

I am pleased to offer recommendation of PrecisionHR Proprietary Ltd as your Certification and Skills training provider. PrecisionHR has provided Chartered HR Business Partner training and talent management resources including follow ups to the HR team at Educate! Since September 2018.

OUR CLIENTS

PrecisionHR is built on referrals and successful partnerships with our clients. Their feedback speaks for the high standard of HR service that we provide. Below are some of the clients we have worked with through the years.





We are charged with delivering a 1 stop Human Resources, Career and Executive Coaching and Leadership Development Consultancy through the following interventions;

OUR PRICING

SERVICE COST CATEGORY	COSTING
TALENT SOURCING	100% OF THE SALARY OF THE POSITION
COACHING	NEGOTIABLE
PSYCHOMETRIC ASSESSMENTS	\$200 PER PERSON
HUMAN RESOURCE INFORMATION SYSTEM	TO BE AGREED
TRAINING AND LEADERSHIP DEVELOPMENT	TO BE AGREED
ALL OTHER DELIVERABLES	TO BE AGREED

- AD HOC HOURLY RATE**
Broken into 5 minute segments
- TAILORED CONTRACT OF EMPLOYMENT AND EMPLOYEE PRIVACY NOTICE**
Discount applied when Tailored Contract of Employment & Employee Handbook purchased together
- TAILORED EMPLOYEE HANDBOOK**
Discount applied when Tailored Contract of Employment & Employee Handbook purchased together
- COMPLIANCE PACKAGE**
per month
- EFFECTIVE WORKFORCE PACKAGE**
per month
- HIGH PERFORMING TEAMS**
per month



Our team of consultants and coaches are on hand to quickly and confidently provide you with additional support when you need it most.



JOIN US IN CELEBRATING OUR



Contact Us



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