



**2026/27-MUA TRAINING**

# PROGRAMMES

The Management University of Africa  
Executive & Capacity Development Programmes  
**2026 / 2027 Training Calendar**

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*Making a World of Difference in Capacity Building*



# MESSAGE FROM THE VICE CHANCELLOR

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On behalf of the Management University of Africa, it is my pleasure to welcome participants and partner organizations to our 2026/2027 Executive Capacity Development Programmes Training Calendar.

Today's workforce operates in an environment shaped by rapid change, complex governance demands, and a constant need for visionary leadership. It is against this backdrop that the Directorate of Executive Capacity Development Programmes continues to design and deliver training in Leadership, Management, and Governance, aimed at sharpening the skills of the modern-day workforce and building lasting institutional capacity.

Whether you are joining us as an individual seeking to grow into your next leadership role, or as an organization investing in the capacity of your teams, this calendar has been curated with you in mind. Each programme goes beyond knowledge transfer, equipping participants with practical, transferable skills that translate into real impact in the workplace. I therefore warmly invite you and your organization to register for the programmes that best speak to your development needs, and to engage with us as we build the leaders our region needs.

We remain committed to "Making a World of Difference in Capacity Building", and I look forward to welcoming you to one of our upcoming programmes.

**Prof. John Cheluget**  
**Vice Chancellor,**  
**The Management University of Africa**





# ABOUT THE EXECUTIVE PROGRAMMES

## PREAMBLE

Capacity development is critical for organizations as a tool for enhancing service delivery by their employees. It is a process through which Managers, Leaders, and those aspiring for management positions in both private and public organizations learn and improves their skills, not only to benefit themselves but also their employing organizations. MUA responds to the needs and demands of the industry through provision of cutting edge training programmes in the areas of Management, Leadership, Governance and Entrepreneurship.

## EXECUTIVE PROGRAMMES

MUA training programmes are delivered through open courses which attract participants from different organizations or through in-house courses which are programmes tailored to meet specific needs of an organization; and thus draw delegates from one organization.

## TAILOR-MADE COURSES

MUA's Directorate of Executive Capacity Development Programmes (ECDP) designs and develops capacity building and enhancement programmes and undertakes business process re-engineering for organizations to make them competitive. The capacity development courses are aimed at equipping staff with the appropriate management tools and techniques that enable them to provide effective leadership and to meet emerging development needs in line with Kenya's Vision 2030.

# DELIVERY



Our approach to learning ensures participants learn in a free, relaxed environment contributing to their effective thought processes and discussions.

**We use a number of techniques to achieve effective learning which include:**

**Group discussions and presentations**

**Short lectures**

**Activity based learning**

**Case studies**

**Videos**

**Management games among others**

## **WE BASE OUR FACILITATION ON THE FOLLOWING ADULT LEARNING PRINCIPLES:**

- Learning is experiential.
- Learning fulfills an immediate need and is highly participatory.
- Time is allowed for reflection and corrective feedback.
- Practicing skills learned improve retention and leads to mastery

**REGISTRATION WITH NITA** The Management University of Africa is registered with National Industrial Training Authority (NITA): REF. NO. NITA/TRN/849.



# JULY 2026 TRAINING PROGRAMME

| COURSE TITLE                                     | TARGET GROUP                                                                                             | DURATION | DATES       | VENUE    | COST (KSH) |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------|-------------|----------|------------|
| <b>Fleet Operations Master Class</b>             | Fleet managers, senior drivers and transport coordinators                                                | 3 days   | 8th – 10th  | Machakos | 60,000     |
| <b>Executive Drivers and Etiquette</b>           | Executive and Corporate Drivers, Company drivers and Personal drivers                                    | 5 days   | 13th – 17th | Nakuru   | 80,000     |
| <b>Client Relations and Retention Management</b> | Customer Service Managers, Relationship Managers, Sales & Marketing Teams, Business Development Officers | 5 days   | 20th – 24th | Mombasa  | 80,000     |
| <b>Executive Finance for Non-Finance Course</b>  | Directors/Board of Directors/Governance                                                                  | 3 days   | 29th – 31st | Nairobi  | 58,000     |



# AUGUST 2026 TRAINING PROGRAMMES

| COURSE TITLE                                            | TARGET GROUP                                             | DURATION | DATES       | VENUE    | COST (KSH) |
|---------------------------------------------------------|----------------------------------------------------------|----------|-------------|----------|------------|
| <b>HR for Non-HR Managers</b>                           | Managers and heads of departments and sections           | 4 days   | 4th – 7th   | Naivasha | 70,000     |
| <b>Effective Customer Service and Public Relations</b>  | Sales officers, front office and care officer            | 5 days   | 17th – 21st | Mombasa  | 70,000     |
| <b>Supervisory Skills and Reporting</b>                 | Head of sections/Units, Head of departments and Managers | 5 days   | 24th – 28th | Mombasa  | 80,000     |
| <b>Database Management [title incomplete in source]</b> | Managers, Head of sections and departments               | 10 days  | 24th – 28th | Naivasha | 80,000     |
|                                                         |                                                          |          |             |          |            |



# SEPTEMBER 2026 TRAINING PROGRAMME

| COURSE TITLE                                                | TARGET GROUP                                                                                      | DURATION | DATES          | VENUE         | COST (KSH) |
|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------|----------|----------------|---------------|------------|
| <b>Finance for non-finance</b>                              | Executive Directors/Board Committee Members/Heads of departments and units                        | 5 days   | 7th – 11th     | Naivasha      | 80,000     |
| <b>Strategic Communication and Business Etiquette</b>       | Executive administration assistants, Personal assistants, Senior Administration officers and HROs | 10 days  | 14th – 25th    | Dar es Salaam | 220,000    |
| <b>Effective Office Administration and Customer Service</b> | Office Administrators, Front Office Officers, customer service personnel                          | 5 days   | 14th – 18th    | Arusha        | 120,000    |
| <b>Digitization and Automation of Records</b>               | Registry officers, records officers, Archivists and Librarians                                    | 5 days   | 21st – 25th    | Mombasa       | 80,000     |
| <b>Effective Corporate Governance</b>                       | Directors/Board Members/Executives and Board of Directors Members                                 | 5 days   | 28th – 2nd Oct | Dar es Salaam | 120,000    |



# NOVEMBER 2026 TRAINING PROGRAM

|                                                            | TARGET GROUP                                                                           |         | DATES       | VENUE         | COST (KSH) |
|------------------------------------------------------------|----------------------------------------------------------------------------------------|---------|-------------|---------------|------------|
| <b>Customer Service and Public Relations</b>               | Front Office personnel/Customer service officers/Marketers and sales personnel         | 5 days  | 5th – 9th   | Naivasha      | 80,000     |
| <b>Monitoring, Evaluation, Accountability and Learning</b> | Monitoring and evaluation officers, Project officers and Program Managers, RM officers | 10 days | 5th – 16th  | Dar es Salaam | 190,000    |
| <b>Fleet Operations and efficiency Master class</b>        | Drivers, fleet managers and transport Officers and Administrators                      | 5 days  | 19th – 23rd | Naivasha      | 80,000     |
| <b>Management Development for Executive Assistants</b>     | Executive Assistants, Front Office and Admin Assistants                                | 10 days | 5th – 16th  | Dar es Salaam | 190,000    |
| <b>Electronic Records Management and Archiving</b>         | Library officers, clerks , administrators' officers                                    | 4 days  | 27th – 30th | Mombasa       | 70,000     |



# DECEMBER 2026 TRAINING PROGRAMMES

| COURSE TITLE                                             | TARGET GROUP                                                                                       | DURATION | DATES       | VENUE    | COST (KSH) |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------|----------|-------------|----------|------------|
| <b>Customer Experience and Membership Relationship</b>   | Sacco Relationship managers and officers/Customer Relationship Managers/Customer Service personnel | 4 days   | 3rd – 6th   | Naivasha | 70,000     |
| <b>Enterprise Risk Management Course</b>                 | Risk managers and officers/compliance officers/Accountants/internal auditors                       | 5 days   | 2nd – 6th   | Arusha   | 120,000    |
| <b>Safe Driving and Protocol</b>                         | Fleet managers and Officers/Transport and logistics personnel/Administrators                       | 5 days   | 9th – 13th  | Mombasa  | 80,000     |
| <b>Strategic Skills for Administration Professionals</b> | Admin Assistants/Executive assistants/Personal assistants/Customer service executives              | 5 days   | 9th – 13th  | Naivasha | 80,000     |
|                                                          |                                                                                                    | 5 days   | 26th – 30th | Mombasa  | 80,000     |



# JANUARY 2027 TRAINING PROGRAMMES

| COURSE TITLE                                                  | TARGET GROUP                                                                                          | DURATION | DATES       | VENUE     | COST (KSH) |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|----------|-------------|-----------|------------|
| <b>People Management and Team Leadership</b>                  | Head of functions/units, HR Managers, supervisors, Industrial relations officers                      | 5 days   | 30th – 4th  | Mombasa   | 80,000     |
| <b>Corporate Strategy, Sustainability &amp; ESG Reporting</b> | Corporate and Strategy Officers, Board members, Risk and compliance managers, Human Resource Managers | 10 days  | 7th – 18th  | Cape Town | 280,000    |
| <b>Office Operations and Etiquette for Admin Executives</b>   | Admin Assistants, Executive Officers and Managers                                                     | 10 days  | 7th – 18th  | Kampala   | 190,000    |
| <b>Board Leadership and Finance for SACCO Boards members</b>  | SACCO Board Members and Directors                                                                     | 5 days   | 14th – 18th | Naivasha  | 80,000     |
| <b>Mastering Digital Tools and AI</b>                         | Head of departments and sections/supervisors and non-HR personnel                                     | 5 days   | 14th – 18th | Mombasa   | 80,000     |



# FEBRUARY 2027 TRAINING PROGRAMMES

| COURSE TITLE                                           | TARGET GROUP                                                                        | DURATION | DATES       | VENUE       | COST (KSH) |
|--------------------------------------------------------|-------------------------------------------------------------------------------------|----------|-------------|-------------|------------|
| <b>HR for Non -HR Managers</b>                         | Head of departments/Sections, Supervisors and officers                              | 5 days   | 11th – 15th | Mombasa     | 80,000     |
| <b>Management &amp; Supervisory Skills Course</b>      | Senior managers/supervisors/middle management team/Head of sections and departments | 10 days  | 11th – 22nd | Arusha      | 190,000    |
| <b>Board Leadership and Governance</b>                 | Directors and Senior Managers and General Managers                                  | 10 days  | 18th – 29th | Dubai       | 320,000    |
| <b>Digital Skills and AI</b>                           | Directors/board members/governance managers and executives                          | 5 days   | 25th – 29th | Addis Ababa | 120,000    |
| <b>Effective Customer Service and Public Relations</b> | Procurement committee members/procurement officers/procurement managers             | 4 days   | 25th – 29th | Naivasha    | 70,000     |



# MARCH 2027 TRAINING PROGRAM

| COURSE TITLE                                                      | TARGET GROUP                                                                               | DURATION | DATES       | VENUE         | COST (KSH) |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------|----------|-------------|---------------|------------|
| <b>Supervisory Skills Development</b>                             | Supervisors, Middle Level Managers, Management Trainees and Team Supervisors               | 5 days   | 1st – 5th   | Mombasa       | 80,000     |
| <b>Corporate Governance and Leadership</b>                        | Chief Executives, General managers and Directors                                           | 10 days  | 1st -12th   | Dar es Salaam | 220,000    |
| <b>HR Analytics and Modelling and AI</b>                          | Hr Officers, Hr Managers                                                                   | 5 days   | 8th – 12th  | Naivasha      | 80,000     |
| <b>Exceptional Customer Service and Public Relations</b>          | Front office managers, Executive assistants and admin Assistants and sales representatives | 5 days   | 8th – 12th  | Mombasa       | 80,000     |
| <b>Monitoring, Evaluation, Learning and Accountability Course</b> | Project Managers/Officers, Project Accountants and Program Managers                        | 10 days  | 15th – 26th | Arusha        | 80,000     |



# APRIL 2027 TRAINING PROGRAM

| COURSE TITLE                                                  | TARGET GROUP                                                                                 | DURATION | DATES       | VENUE    | COST (KSH) |
|---------------------------------------------------------------|----------------------------------------------------------------------------------------------|----------|-------------|----------|------------|
| <b>Corporate Strategy, Sustainability &amp; ESG Reporting</b> | Directors, CEOs, Head Business Units and Sections                                            | 5 days   | 1st – 4th   | Mombasa  | 80,000     |
| <b>Resource Mobilization Skills</b>                           | Resource Mobilization Officers, Fundraising Managers, Admin officers                         | 5 days   | 8th – 12th  | Naivasha | 80,000     |
| <b>Finance for non-finance</b>                                | HR managers, Senior Managers, Managers, Heads of Sections, Departments Heads and Supervisors | 5 days   | 8th – 12th  | Mombasa  | 80,000     |
| <b>Board Performance and Evaluation</b>                       | Board members, Directors and Senior Management                                               | 10 days  | 15th – 26th | Dubai    | 320,000    |
| <b>Strategic Communication and Business Etiquette</b>         | Communication officers, public relations, Key Account Managers and Officers                  | 10 days  | 22nd – 26th | Naivasha | 80,000     |



# MAY 2027 TRAINING PROGRAMMES

| COURSE TITLE                                                  | TARGET GROUP                                                            | DURATION | DATES          | VENUE         | COST (KSH) |
|---------------------------------------------------------------|-------------------------------------------------------------------------|----------|----------------|---------------|------------|
| <b>Pre-Retirement Planning</b>                                | Newly employed Staff members planning to retire                         | 10 days  | 5th – 16th     | Arusha        | 190,000    |
| <b>Corporate Strategy, Sustainability &amp; ESG Reporting</b> | Senior Managers, Executive Directors and General Managers               | 10 days  | 12th – 22nd    | Cape Town     | 260,000    |
| <b>Corporate Governance Practice</b>                          | Executive Leaders, C-suite Managers and Directors                       | 5 days   | 19th – 23rd    | Nairobi       | 80,000     |
| <b>HR Analytics and Analysis</b>                              | Hr officers and Administrators                                          | 5 days   | 19th – 23rd    | Naivasha      | 80,000     |
| <b>Performance Management Modelling</b>                       | Senior Managers, Administration and Head of departments and HR Managers | 10 days  | 26th – 7th May | Dar es Salaam | 180,000    |



# JUNE 2027 TRAINING PROGRAMMES

| COURSE TITLE                                        | TARGET GROUP                                                                                  | DURATION | DATES          | VENUE      | COST (KSH) |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------|----------|----------------|------------|------------|
| <b>AI Digital Marketing and Customer Experience</b> | Marketing officers, Sales and Advertising and Key Account managers                            | 10 days  | 3rd – 7th      | Mombasa    | 150,000    |
| <b>Protocol and Executive Assistants Course</b>     | Executive Assistants, protocol officers and Personal Assistants                               | 5 days   | 3rd – 7th      | Naivasha   | 80,000     |
| <b>Advanced Excel and Financial Modelling</b>       | Finance officers, Credit managers                                                             | 5 days   | 10th -14th     | Arusha     | 120,000    |
| <b>Executive Assistants Course</b>                  | Executive administration assistants, Personal assistants and Senior Administration assistants | 10 days  | 17th -21st     | Dar Salaam | 150,000    |
| <b>Procurement and Contract Management</b>          | Top and middle level Managers, Strategic Planning Officers, and Management officers           | 10 days  | 24th – 4thJune | Mombasa    | 150,000    |



# 2026/27 MUA TRAINING PROGRAMMES

**MUA also offers Executive Capacity trainings in the following areas:**

- Recruitment Services
- Leadership Development
- Disaster and Emergency Relief Management
- Public-Private Sector Partnerships (PPP)
- Practical Entrepreneurship
- Pre-retirement
- Public Sector Management and Governance Programme
- Conflict Resolution
- Effective performance management



# MUA ACADEMIC PROGRAMMES

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## MUA ACADEMIC PROGRAMMES

MUA also offers academic courses at certificate, Diploma, undergraduate and postgraduate levels.

For more information on these programmes please visit our website: [www.mua.ac.ke](http://www.mua.ac.ke)

**REGISTRATION WITH NITA**

**REF. NO. NITA/TRN/849**

**Making a World of Difference in Capacity Building**



# MUA CONSULTANCY PROGRAMMES

MUA offers a range of consultancy services, advisory and business support services to organizations both in the private and private sector. Our services include consultancy in the following areas:- Training Needs Assessment and Baseline Surveys

**Organizational Capacity Assessment**

**Job Evaluation**

**Organizational Restructuring**

**Strategic Planning**

**Retrenchment**

**Market Intelligence**

**Employee Satisfaction Surveys**

**Change Management**



# FOR BOOKING CONTACT

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**SKILLS**

**Making a World of Difference in Capacity Building**



# OUR PARTNERS & CLIENTS

## OUR PARTNERS & CLIENTS

*Some of the organizations we have worked with*





# SOME OF OUR CLIENTS



MoEHS



KENYA FILM COMMISSION

