

## ANNEX 1B

### SUCCESS STORY

#### A GHANAIAN QHSE DIRECTOR NOW IFC BE CERTIFIED

Qualms Consult, a Ghanaian Business Service Provider (BSP) has engaged with the Ghana Supply Chain Development (SCD) Program from the SCD's first BSP workshop in Accra. The company, represented by Tawiah Adjei, Quality Health, Safety, and Environment (QHSE) Director, is a proud beneficiary of SCD's first International Finance Corporation's (IFC) *Business Edge* Training of Trainers program. The story of Qualms Consult progress with SCD support is one of persistence, dedication, and hard work.



***Qualms Consult's QHSE Director, Tawiah Adjei in an interaction with a group in one of his trainings after the IFC Business Edge ToT program.***

Through his experience, Adjei noticed that a considerable number of professional trainers including himself would spend all of their attention on developing the content of their trainings, tending to forget that sharpening their presentation skills and training techniques is equally as important.

After attending SCD's four-day intensive IFC *Business Edge* program, Adjei now strives to balance his time between preparing his course content and continuing to improve his presentation skills. The IFC *Business Edge* program was specifically designed for developing

countries and focuses on strengthening the management skills of owners, managers, and staff of local firms. A major component of the training teaches participants presentation techniques such as how to open a training session, effective delivery, giving and taking feedback (verbal and non-verbal), how to employ more activities, and lectures among others. All attendees who successfully complete the *Business Edge* program earn an IFC certificate.

According to Adjei, implementing the lessons learned during the *Business Edge* training has helped him “effectively deliver within the allocated time and to the satisfaction of the trainees.” In addition, as an outcome of the *Business Edge* program, the QHSE Director now “conducts extensive one-on-one assessment of his trainees” ahead of the training. Previously, only one company representative usually responded to his pre-course assessment and the entire course materials would be built around that person’s responses. Now, course specific pre-assessment forms are sent to each of the delegates to complete and return ahead of the training. As a result, Adjei is able to better understand the specific needs of the trainees allowing him to prepare and tailor his courses to meet their expectations.

Finally, by starting the trainer/trainee relationship ahead of the training, Adjei finds the trainees are much more comfortable asking questions and making inputs into the training right from the start. This active engagement by trainees and more effectively tailored course content has led to increased interest in the course for the duration of Adjei’s trainings and a clear improvement in the learning process. A comparison of the results of his post training assessments and evaluations from before and after his completion of the *Business Edge* program show clear improvement in trainee’s retention of information and satisfaction with Adjei’s courses. Thanks to the SCD program Tawiah Adjei, Qualms Consult’s QHSE Director, is an internationally recognized IFC *Business Edge* trainer whose best practices benefit his company and all of his trainees.