



CALL FOR EXPRESSION OF INTEREST (EOI)

Date of EOI: 28 October 2021	Closing Date for Receipt of EOI: 12 November 2021
EOI Reference: CaRC/DO/UNDP-01/21	

PROJECT BACKGROUND

The United Nations Development Programme (UNDP) in collaboration and partnership with other development agencies, public sector ministries and local groups in Guyana and Dominica is implementing a project titled “*Strengthening Disaster Management Capacity of Women in the Cooperative Republic of Guyana and the Commonwealth of Dominica*”. The objective of the project is to support hazard prone communities, especially vulnerable groups, including women, in strengthening disaster and climate risk resilience towards enhancing sustainable livelihoods within such communities in Dominica and Guyana. There are three major outputs expected which include:

- Output 1: Capacities of the target communities and government agencies strengthened for effective, gender responsive and timely decision making for disaster preparedness
- Output 2: Community resilience strengthened using gender responsive disaster risk reduction (DRR) and alternative livelihood approaches; and
- Output 3: Knowledge networks strengthened to foster adoption of best practices in livelihoods for resilience

The United Nations Development Programme (UNDP) has engaged the services of the Inter-American Institute for Cooperation on Agriculture (IICA) to oversee the implementation of **Output 2** in the case of Dominica. This component is geared towards making targeted agricultural livelihoods more sustainable and less vulnerable to the impacts of climate change. This is in response to the major concerns expressed from the hazard-prone farming communities about the lack of sustainable livelihoods to build resilience to the loss of farming income, as recently witnessed in Dominica. Agro-processing is one aspect of the value chain that has generated strong interest, but further emphasizes the need for resilience throughout the industry.

A key component under Output 2 was the development of a Gender responsive microfinance strategy for agricultural enterprises, particularly among vulnerable groups, which promotes strengthening the resilience of the sector, and an implementation plan for piloting gender-responsive microfinance in target regions. The strategy includes a microfinance mechanism to which a training plan was developed in support of the operationalization of the mechanism.

In keeping with the strategy and guided by the training plan developed a series of training workshops will be hosted to assist the beneficiaries in critical areas that contribute to accessing and efficiently managing resources. In this regard, five training workshops will be undertaken to facilitate the required capacity building.

The call for the Expression of Interest is to identify suitable facilitators or Institutions that can conduct training based on the training modules for the respective training assignments outlined below.



PROJECT COORDINATION

The Inter-American Institute for Cooperation on Agriculture (IICA) through a Letter of Agreement (LoA) has been assigned responsibility for implementation of Output 2 of the UNDP executed project, which will be coordinated by the IICA Delegation in Dominica. The LoA for this project component makes provisions for the hiring of Short-term Consultants within the active period (March 2020 - December 2022).



TERMS OF REFERENCE

Description of Training

Training Assignment 1:

Technical Training on the Basics of Agribusiness Management and Finance, including Business Plan Development and Marketing and Sales

The Microfinance Mechanism and Implementation Plan highlighted the imperative for enhancing the skills of the potential Loan Beneficiaries in the technical aspects of Agribusiness Management and Finance to encourage and support the likelihood that they would invest in alternative livelihoods and thereby build their confidence and resilience.

This aspect of training will be designed and tailored to stimulate and encourage learning at the specific stage of development and expansion needs of the potential beneficiaries of the Microfinance Mechanism. The anticipated outcome would be their enhanced competency levels in the operation of their specific agricultural or agribusiness enterprises which it is anticipated would build their capacity for sales increases both for the local and export markets and increase their prospects for viable and sustainable operations.

The Technical Business and Finance Training will be conducted as half-day workshops which will cover the basics of the following, pitched at the capacity levels of the participants:

- Business Management and Strategy including the Development of Business Plans
- Financial Management
- Resource Management including Human Resources and Technology
- Product Development
- Production and Operations
- Marketing & Sales

OBJECTIVES:

The Technical Skills program in Business Management and Finance is intended to address the capacity development requirements of the targeted loan beneficiaries to equip them to enhance the measures they use to manage their businesses and enterprises and inform the quality of choices and decisions they make to operate as profitable entities. They will also develop their capacity to understand the process of business planning in order to access loans from financial institutions and conduct their businesses in a more informed, focused and professional manner.

PROPOSED APPROACH:

Workshop sessions, given the nature of the participants, will be interactive and designed to solicit the current capacity and expertise of the borrowers and their strengths, challenges and limitations. The participants will be encouraged to vocalize their needs in order to meet their goals and aspirations, and the sessions will be flexible enough to accommodate and address



their requirements and concerns. The subsequent workshop will function as an accountability opportunity for the previous one. This will enable the assessment of the extent of the learning thus enhancing the prospect of the potential borrowers to undertake actions to cement their knowledge and improve their ultimate performance.

Design of the workshops will take into consideration the existence of similar initiatives already being undertaken by the Administering Financing Institutions and/or Collaborating Agencies and appropriate synergies sought. The approach to be adopted will be a Train-the-Trainer philosophy to promote continuous development and sustainability of the Microfinance Mechanism.

The course will consist of scheduled interactive workshop sessions that will cover the technical skills development areas for the rural and Kalinago women to be equipped to invest in alternative livelihoods. These will include Finance, Production/Operations, Resource Management including Technology, and Marketing and Sales.

The course may be conducted utilizing the following options:

- Face to Face – Three half-day sessions
- Virtual – Five 2-hour sessions

PROPOSED CONTENT:

The Technical Business Training workshops will cover the basics of the following, pitched at the entrepreneurs' capacity levels: -

- 1) Business Management and Strategy – *rethinking the development of their agriculture and agribusiness enterprises in a purpose driven manner, by creating a business plan.*
- 2) Financial Management – *financial assessments, cash flow projections, profitability determination.*
- 3) Resource Management including Human Resources and Technology – *employment of effective management arrangements and assessment of qualifications and experience.*
- 4) Product Development – *assessment of products, services, and appropriate markets to determine highest profitability choices.*
- 5) Production and Operations – *production management, efficiency and appropriate application of skills and technology.*
- 6) Marketing & Sales – *market analysis and assessment including market potential, strategies, and competition.*



EXPECTED LEARNING OUTCOMES:

On completion of this course the Participants will be able to:

- 1) Transition from a **conceptual** to an **implementation** mindset.
- 2) Utilize the framework to analyse the **opportunities and challenges** for their enterprise, considerably improving the chances for success.
- 3) Enhance the quality of their choices and decisions regarding which products, services, and markets are potentially most effective and profitable.
- 4) Understand financial management, record keeping and business planning which will afford them improved access to the funding needed to advance their business to create wealth and success.
They will be able to:
 - *Define future activities and related expenditure;*
 - *Track all business expenses;*
 - *Plan for the expansion of the business;*
 - *Monitor and evaluate the profitability of the business;*
 - *Seek and access funding for business assets and operating expenses.*
- 5) Utilise the tools to chart their future course, adjust their direction when needed, and help them navigate their way through challenging times.

PROPOSED FACILITATION STRATEGIES:

The following teaching strategies would be employed:

- Presentations: Relevant and impactful content and materials
- Discussions and Interactions: key strategy given the applied nature of the course; participants are encouraged to speak to relevant personal experiences
- Practical assignments to cement the learning in-between sessions

Beneficiaries: Loan beneficiaries; personnel from the collaborating agencies participating in the train-the-trainer aspect.

Number of Participants: Not exceeding 30 interacting persons per session per module. Minimum of 15 persons per module. Each group must complete the full 2 Sessions.



Training Assignment 2:

Technical Training on Good Agricultural Practices (GAP) and Good Manufacturing Practices (GMP) with emphasis on Climate Smart Agriculture and Disaster Risk Reduction, Adaptation and Mitigation Measures

The Microfinance Mechanism Strategy is intended to attract women farmers, Kalinago women and women's producer groups who are already involved in either crop or livestock production or alternatively in agro-processing and value-adding activities. It was also designed with features and attributes that are meant to attract new entrants into the sector. In either case, hands-on training in best practices would be extremely effective in building the confidence levels that emanate from enhanced competence levels.

This aspect of technical capacity development is intended to be frequent, ongoing, and pre-scheduled as far as is practically feasible. The personnel involved must themselves be trained and updated on a continuous basis in sector best-practices in agriculture and agro-processing as well as in Disaster Risk Reduction and Climate Smart Agricultural Practices. A hands-on approach occurring at the farm or enterprise site as far as is practically possible is advanced as the measure expected to have the greatest level of efficacy.

As such, the preferred options to undertake this aspect of the capacity building and support of the potential borrowers would be the collaborating agencies that currently maintain resources and personnel who provide an appropriate type of Agricultural Extension Service. This should be made available to each borrower for the life of the loan as far as is possible and feasible.

PROPOSED APPROACH:

The course will comprise scheduled workshop sessions that will cover the technical skills development areas for the rural and Kalinago women to be equipped to manage their enterprises utilizing sector best practices. These will include Good Agricultural Practices (GAP), Good Manufacturing Practices (GMP), and practical and appropriate methods of Climate Smart agricultural and agribusiness practices. Workshops will be supported by Extension type field and onsite visits, providing hands-on support in production practices to the loan beneficiaries

Implementation of measures to promote and enhance the utilization of relevant and appropriate agricultural related technologies to enhance productivity, build infrastructural resilience, and enable increased investment options within the agriculture and agribusiness sectors, as they relate to the targeted beneficiaries of the Microfinance Strategy.

OBJECTIVES:

In keeping with a key Strategic Objective of the Microfinance Strategy, *“To Improve access at the national and community levels to relevant knowledge and information on Disaster Risk Reduction, Adaptation and Mitigation Measures”*, this Module is intended to meet the following objectives: -

- Appropriate training and pilot projects to provide knowledge and information with regards to climate-smart agricultural practices, and relevant Disaster Risk Reduction, Adaptation and Mitigation Measures.



PROPOSED CONTENT:

The Technical Production support workshops supported by field visits will cover the basics of the following, pitched at the entrepreneurs' capacity levels: -

1. Strategies and practices for climate-smart agriculture and agribusiness practices.
2. Knowledge, information, and practical exposure to GAP and GMP.
3. Gender-based agriculture and agribusiness development that is culturally appropriate for rural and vulnerable communities including:
 - a. Primary production of crops that are lucrative on a small-scale basis, using appropriate gender sensitive technology.
 - b. Home based processing of products such as bay leaf and arrowroot that are indigenous to Dominica.

Introduction to the properties, characteristics and appropriateness of gender sensitive tools, equipment and other resources

EXPECTED LEARNING OUTCOMES:

On completion of this course the Participants will be able to:

1. Establish their agricultural and agribusiness enterprises using the most appropriate and effective climate-smart agriculture and agribusiness practices
2. Apply their knowledge, understanding and skills in GAP and GMP to their agricultural and agribusiness enterprises confident in their efficacy and ability to enhance their production performance.
3. Apply knowledge and techniques learned to inform intelligent choices of production enterprises that would be resilient in unfavourable climate-related adverse conditions, and to strengthen their capacity to maintain alternative livelihoods through climate-based disasters.

PROPOSED FACILITATION STRATEGIES:

The following teaching strategies would be employed:

- Presentations: relevant and impactful content and materials
- Discussions and Interactions: key strategy given the applied nature of the course; participants are encouraged to speak to relevant personal experiences
Practical assignments, field and onsite visits to support practical experience.

Beneficiaries: Groups of loan beneficiaries; personnel of the administering financial institutions; and personnel of collaborating agencies who will conduct onsite training visits.

Number of Participants: To be determined



Training Assignment 3:

Coaching, Mentoring and Personal Growth Development enhancing the ability for Setting and Achieving Goals

It is a well-established philosophy that to grow a business or sector, it is mandatory to expand both the technical capacity and emotional intelligence, or self-awareness of the participants involved. The process of Coaching, Mentoring and Personal Growth Development, positions the participants to achieve their identified goals and priorities by helping them to narrow the gap between their current performance levels and the levels that would be required to attain the quality of success they are after.

The coach and mentor performs the role of cheerleader, sounding board and guide, in directing the participants through the roadblocks and barriers that mentally and emotionally restrict their next highest level of performance. In the process, they develop greater levels of self-awareness, a keener sense of purpose and become more intentional and creative in developing ideas and strategic action plans to achieve the results that they want for themselves and their enterprises.

The Coaching and Personal Growth Facilitator is required to be skilled and qualified to undertake this process effectively. The following are to be undertaken as part of the Coaching, Mentoring and Personal growth development process: -

1. Maxwell Method of DISC Behavioural Assessment Workshops and Debrief:

This is a critical exercise that will engender emotional intelligence and significantly enhance the impact of the technical and business sessions. Participants will learn their natural disposition and how their responses to information and relationships impact on their learning and behaviours in running their businesses. This would enable the Coach to determine how the coaching and mentoring process should be executed to be most effective for the participant. It will also be an opportunity to evaluate their natural patterns of behaviours and communication which impact significantly on their success capabilities.

This aspect of Personal Growth Development will be conducted at two levels. At one level, the loan beneficiaries and appropriate personnel of the institutions involved where participants will be taken through a series of workshops that would help them to recognize their strengths and limitations, overcome their shortcomings and clear the path for personal and professional communication, leadership, and growth. They will begin to understand how others are different and will be supplied with strategies and action steps on how to work with different personality types.

At a different level, personnel in leadership positions within the administering financial institutions and collaborating agencies as identified, will have the opportunity to do Maxwell DISC Behavioural Assessments and receive detailed reports. They will be guided to understand these reports and the nature of the impact the information provided could have on themselves and others, including the members of their teams, customers, and the stakeholders with whom they interact. They will also be equipped to use the information provided to be more effective in their communication and leadership behaviors and as a result generate improved performance results. The reports will include information on:

- Their Communication and Behavioral Style with supporting graphs
- Their Behavioral Characteristics including Strengths, Growth Areas, Fears, and their Response to Pressure.



- Tips and strategies for communicating with persons who have different communication styles.
- Their leadership strengths which may be used to promote their ability to self-lead and lead the members of their teams.
- Their workplace behaviors with tips on overcoming challenges
- A Growth Action Plan for areas they may address in the coaching process.

2. A series of workshops that set the foundation and context for coaching and mentoring.

These Workshops in effect constitute the Coaching Intake Sessions, introducing the participants to the Coach, building rapport and setting the tone for the coaching relationship. The Workshops will also introduce them to the following:

- What coaching is and what it is not
- The Foundational Pillars of Coaching
- The Coaching Process
- Designing Life and Business
- The 7 Levels of Awareness – Inner World
- The 7 Natural Laws of the Universe – Outer World
- The Mind – Inner World affecting Outer World
- Fundamental understanding of the process of setting and achieving goals
- Preparing for the Coaching and Mentoring sessions and introduction to the coaching structures and documentation
- Completing the Primary Focus or roadmap for the coaching and mentoring intervention

The coaching intake workshops will be scheduled and conducted in accordance with the capacity and aptitude of the groups being coached. It is preferred that each new group to be trained is exposed to these sessions as they will prepare them for the depth of introspection and growth that is a fundamental part of the coaching process.

3. Maxwell Method of Group and Individual Coaching and Mentoring Sessions

These are comprised of a series of scheduled Coaching and Mentoring Sessions during which situations and circumstances, difficulties and challenges, and other barriers to progress being experienced by the participants can be ventilated. This will enable the participants to be coached and mentored to viable solutions, intelligently arrived at within the unique parameters of the coaching and mentoring process. Group coaching creates learning opportunities both for participants experiencing and expressing growth issues and being guided to arrive at practical and meaningful resolution options, as well as from observational learning by the other participating beneficiaries. Individual Coaching and Mentoring sessions can be scheduled and accommodated on demand on a need's basis justified by the significance of the circumstance and potential impact on the success of the Microfinance Mechanism.

OBJECTIVES:

The Professional Coaching and Personal Development Module is the main training component in the quest to build resilience in the Loan Beneficiaries in particular, so that they may be more



willing to invest in themselves and in agriculture and agro-processing activities, thus creating alternative livelihoods. Professional Coaching will also equip the relevant leaders and personnel of the Financial and Collaborating Agencies with the perspectives and mind-sets they will need to enhance the way they serve the prospective loan beneficiaries. It will imbue in them attributes and behaviours including greater empathy, drive, and confidence, in a manner that could be sustained throughout the project period. All coaching participants are expected to develop the capacity to move from knowledge to performance over the period of coaching, during which there will be intense focus on specified goals and priorities

PROPOSED CONTENT:

1. Maxwell Method of DISC Behavioral Assessment Workshops and Debrief:

- How individual personality affects every aspect of a person's life and career.
- Understand one's own personality, including strengths and areas for growth, and their impact on communication and performance.
- Discover natural self-motivators to enhance communication and improve relationships.
- Understand the relationship between varying patterns of behaviour in self and others, and how to effectively work with and communicate with each personality type.
- Learn effective strategies for handling conflict and personality clashes to build stronger teams that communicate, appreciate the styles of others and work well together.
- Behavioural Assessment Reports cover Behavioural Style, Communication Style, Strength Style and Work Style. They also include Key traits and DISC graphs.

2. A series of workshops that set the foundation and context for coaching and mentoring:

Topics to be covered include the following: -

- What coaching is and what it is not
- The Foundational Pillars of Coaching
- The Coaching Process
- Designing Life and Business
- The 7 Levels of Awareness – Inner World
- The 7 Natural Laws of the Universe – Outer World
- The Mind – Inner World affecting Outer World
- Preparing for Coaching and Mentoring sessions and introduction to the coaching structures and documentation.
- Completing the Primary Focus or roadmap for the coaching and mentoring intervention.

3. Maxwell Method of Group and Individual Coaching and Mentoring Sessions:

The Coaching Process is not content driven but employs a tried and proven process of curiosity based questioning and high-level listening, to support the Participants in unlocking the barriers to their growth, development, and success. Coaching structures will be employed to draw out hidden self-limited beliefs, thus empowering the participants to gain confidence and build resilience.

EXPECTED LEARNING OUTCOMES:

1. **Maxwell Method of DISC Behavioral Assessment Workshops and Debrief:**
 - Application of self-knowledge and knowledge of others to enhance communication skills and quality of relationships.
 - Develop the ability to tap into natural self -motivators to dramatically improve relationships and accelerate results.
 - Adoption of the understanding of behaviour and communication patterns to build stronger teams and significantly improve customer service.
 - Application of the awareness of strengths and areas for growth to develop and undertake an appropriate plan for continuous personal growth.
 - Application of the understanding of how behaviour changes under different circumstances and viewpoints.
 - Capacity to utilise behavioural characteristics to manage energy levels and stressors.
 - Provision of data and information to inform growth areas to be undertaken in the Coaching Process.

2. Expected outcomes from the coaching foundation workshops
 - Understanding the Process of Coaching and how to get the most out of the intervention.
 - Getting started on the process of critical thinking as opposed to wholesale acceptance of the ideas and suggestions of others.
 - Introduction to the process of mindfulness and empowerment to make intelligent choices and decisions.
 - Completion of the Pre-Coaching Questionnaires and starting the habit of reflection and introspection.
 - Starting the Process for identifying Purpose, Goals and Priorities and Action Plan for achieving good results.

3. Coaching provides many structures for to meet individual and organizational goals. The objectives of coaching include, but are not limited to the following:
 - Increasing accountability in attaining personal and professional goals
 - Increasing self-awareness and emotional intelligence which leads to greater confidence and sustainable resilience
 - Improving specific skills related to role and responsibilities, such as managerial skills, leadership, communication, conflict resolution, time management, productivity, and effectiveness
 - Reviewing strategic business decisions related to operations, customer service, marketing, financials, and more
 - Being a sounding board and thinking partner
 - Preventing problems, thereby avoiding expensive, time consuming or embarrassing actions
 - Supporting growth past limiting beliefs



- Relationship development
- Mentoring

PROPOSED FACILITATION STRATEGIES:

The main strategy to be employed will be the tried and proven coaching process of asking curiosity-based Socratic questions, listening keenly to the responses, then asking more questions until the participants gain clarity on the issues and self-limiting beliefs that reduced their levels of confidence and disempowered them.

Supporting structures include the following:

Individual Personal Profile - Each Participant will be provided with a Personal Profile questionnaire that will enable them to capture key information about themselves, their intentions regarding the coaching and mentoring intervention as it relates both to their Personal and Professional development, as well as to their roles and responsibilities within their business or organisation. This report will enable them to start the process of thinking at new levels and identifying the alignment between their Personal and Professional aspirations.

Individual Primary Focus - Each Participant will be required to prepare a Primary Focus report outlining their key roles and responsibilities, and the primary areas they will focus on for development during the coaching intervention. A template will be provided, and participants will be trained on how to complete this report

Module Beneficiaries: Loan Beneficiaries; Administering Financial Institutions; Collaborating Agencies for Group sessions. Up to 6 leaders from the Administering Financial Institutions selected for individual coaching sessions and DISC assessments

Number of Participants: Not exceeding 20 persons per group per module. Minimum of 15 persons per group. Up to 6 individual sessions for selected leaders of the Administering Financial Institutions

Training Assignment 4:

Administration, Operation and Marketing of the Gender Responsive Climate Smart Microfinance Mechanism to promote effective roll out and uptake.

A critical measure required for the implementation of the Microfinance Mechanism is appropriate, frequent and effective communication on the Mechanism to all relevant Stakeholders with specific reference to the Credit and Supervisory Teams of the administering Financial Institutions and the Loan Beneficiaries themselves. Uptake of the loans is largely dependent on the awareness of its existence, and its potential efficacy in addressing the needs of the women and producer groups. This will be a necessary measure to attract their interest and attention and therefore stimulate their willingness to consider investing in alternative livelihoods via the mechanism.

It will therefore be necessary to ensure that the Credit and Supervisory Staff and all personnel of the Administering Financial Institutions and Collaborating Agencies that will be involved in key aspects of its implementation, are trained on the attributes and features of the Microfinance Mechanism, the internal Credit Administration systems and structures applicable to its operations and the related Loans Processing processes and policies. They must therefore be fully equipped to communicate to potential



borrowers with regard to the attributes and benefits of Mechanism through gender sensitive lens in a manner that will encourage and motivate them to seek out the loan product.

Assignment 5:
Customer Service and Relationship Management Skills

The Financial Institutions selected to administer the Microfinance Mechanism are engaged in successful lending and therefore already have Customer Service Policies and Procedures in operation within the organizations. In order to facilitate the successful implementation of the Microfinance Scheme, it would be beneficial to ensure that the current operations possess the characteristics and attributes necessary to attract and retain the rural women, Kalinago and women's groups which are most likely to be recipients of the Gender-Based, Climate Smart Microfinancing loan product.

Both Administering Financial Institutions will need to possess robust Customer Service Delivery Systems based on Gender Sensitivity and Equity to overcome the anticipated reluctance and disinterest in investment in alternative livelihoods. They should possess characteristics and attributes similar to those highlighted in Figure 9, which present components that are considered key to ensuring that a Gender Sensitive Customer Service Charter is implemented.

However along with the Customer Service System and as important or perhaps even more so, would be personnel who are self-aware and sufficiently self-leading and self-motivated to meet the Loan Beneficiaries where they are, and as they are, and willingly do what is necessary to support and serve their needs.

Business Coaching and Leadership Development will address much of this requirement. However, there may still persist a need to enhance customer service and relationship management skills in the personnel of both the Financial Institutions as well those of the applicable Collaborating Agencies as determined.

This course is intended to equip Personnel of the administering Financial Institutions and Collaborating Agencies with the skills and behaviours needed to serve the Beneficiaries of the Microfinance Mechanism including rural women and female Kalinago involved in agriculture and agribusiness enterprises. The level of service provided to the Loan Beneficiaries would be gender sensitive, encouraging and supportive of their sustained and enthusiastic participation in the Mechanism and investment in alternative livelihoods. The program is therefore designed to provide participants with a practical understanding of Customer Service with a focus on empathy, the appropriate approaches to be used in its delivery, and the application of the fundamental skills needed to deliver quality customer care in the circumstances where the potential beneficiaries are expected to be reluctant to engage and communicate.

OBJECTIVES:

This course seeks to equip participants with the knowledge and practical skills needed to become more effective customer service representatives of the organisation equipped to serve the targeted clientele through gender sensitive lens and to be sensitive to the potential wide ranges of cultural nuances, knowledge and experience base and overall capacity levels



PROPOSED APPROACH:

The course will consist of lectures, handouts, case studies and/or examples which will be used to demonstrate quality and effective Customer Service, ranging from excellent to poor, and role play, as appropriate for the respective target audiences. Training will be delivered in the scheduled time allotted for each session which will determine the eventual number of sessions required.

PROPOSED CONTENT:

The course content consists of the following topics:

- What is customer service
- Developing the basic skills and mindset
- Characteristics and importance of quality customer service
- Critical skills every customer service professional should possess
- Developing techniques for customer service communication: Adapting tones across various channels (phone, email, chats, etc.)
- Customer service best practices
- Building a customer-first company culture
- Ensuring customer satisfaction and loyalty
- Customer service role play/case studies
- Service recovery

EXPECTED LEARNING OUTCOMES:

On completion of this course the Participants will be able to:

- Understand the principles of quality customer service
- Develop enhanced skills in their customer service delivery
- Develop the ability to provide quality Customer Service through gender sensitive and responsive lens
- Apply appropriate techniques in the delivery of customer service based on situations and circumstances

Gain a full appreciation and understanding of their role in, and potential impact on the organisation's reputation and viability

PROPOSED FACILITATION STRATEGIES:

The following facilitation strategies would be employed:

- Presentations: Relevant and impactful content and materials
- Discussions and Interactions: key strategy given the applied nature of the course; participants are encouraged to speak to relevant personal experiences
- Group Role Play: practice application of the concepts



Beneficiaries: loan beneficiaries; administering financial institutions; collaborating agencies

Proposed number of Participants: Not exceeding 30 persons per module. Each group must complete the full 5 Sessions

Qualification and Experience

Qualified and experienced trainers/consultants are sourced to facilitate training workshops in the proposed training areas. Applicants must be qualified in the respective fields outlined in the table below. The undertaking should contribute to livelihood resilience being strengthened in hazard-prone communities by integrating gender-response DRR and sustainable livelihood approaches.

Training Assignment	Title	Qualification and Experience
1	<i>Technical Training on the Basics of Agribusiness Management and Finance, including Business Plan development and Marketing and Sales.</i>	MSc. In Finance, Economics Marketing or Agribusiness, 5 years' experience in the related fields
2	<i>Technical Training on Good Agricultural Practices (GAP) and Good Manufacturing Practices (GMP) with emphasis on Climate Smart Agriculture and Disaster Risk Reduction, Adaptation and Mitigation Measures</i>	MSc. In Food Science, Agriculture with training in Food safety systems, HACCP, GMP. Certified trainer certificate in HACCP or GMP 5 years' experience in the related fields
3	<i>Coaching, Mentoring and Personal Growth Development enhancing the ability for Setting and Achieving Goals</i>	MSc. In Human Resource, Management, or related field At least 5 years' experience in human resource or related fields
4	<i>Administration, Operation and Marketing of the Gender Responsive Climate Smart Microfinance Mechanism to promote effective roll out and uptake.</i>	MSc. In Finance, Human Resource, Management At least 5 years' experience in the finance or human resource or related fields
5	<i>Customer Service and Relationship Management Skills</i>	MSc. in Human Resource, Management At least 5 years' experience in human resource and management

METHOD OF APPLICATION

Specific Requirement/Information

1. Proposals must be written in Standard English.
2. The Proposal should provide the following information:
 - a. A description of the individual's experience on comparable assignments.
 - b. At least two client references, with information regarding similar services must be provided along with contact information (name, telephone numbers and e-mail addresses).
 - c. Recent CV of the individual (s).
 - d. A brief description of the proposed training schedule for the specific training assignment
 - e. Costs associated with the specific training assignment; these costs should be broken down by activity.
3. The following contact information must be provided:
 - a. Legal Name of Individual(s)
 - b. Full address
 - c. Telephone and Fax numbers
 - d. Email address
4. IICA will be the Contracting Party.
5. IICA's policy requires that vendors provide professional, objective, impartial advice and always, hold IICA's interest paramount without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Vendors shall not be hired for any assignment that would conflict with their prior or current position of not being able to carry out the assignment in the best interest of IICA.
6. Applications should be submitted to the address below no later than 12 November 2021, either:
 - i. in **hard copy** by mail in sealed envelope containing the submissions to include the name and address of the applicant and should be clearly marked with the relevant position for which the application is submitted to:

ATTN: Technical Specialist
Inter-American Institute for Cooperation on Agriculture (IICA)
P.O Box 976
Botanic Gardens, Roseau, Commonwealth of Dominica

or

- ii. by **e-mail**, to the address under subject caption: Application: UNDP Project to:
kent.coipel@iica.int copied to iica.dm@iica.int