

REPORT ON COMMUNICATION TRAINING

Project name: Managing Scarcity and Plenty: Towards Climate Smart Pastoral Innovations

The Center for African Bio-Entrepreneurship partnered with a media agency, Ideal Communication Concept (ICC) to strengthen the project communication. The table below shows topics of the training, a small description of the training, how many staff trained and remarks.

This activity was done in 2018(last quarter) and 2019 (first and second quarter).

Sessions	Description	Number of staff trained	Remarks
1. Customer service	This session trained staff on good customer service, email writing and phone etiquette	9	CABE project staff learnt how to communicate effectively on phone and emails.
2. Editing and proof reading	This session trained staff on good writing, editing and proof reading skills.	6	CABE project staff learnt how to write, edit and proof read technical reports.
3. Project mini-website	This session trained staff on how to use the CABE/OSIEA project mini-website created by the media partners	4	CABE project staff were taught how to use the project min-website i.e. uploading content, documents and illustrations.