

# CORPORATE PROFILE



## WHAT WE DO!

PowerPlay is a capability development company, specializing in:

### Training, Development and Facilitation

- Change Management, Culture Change, Mind Shift Development
- Skills Development and Performance Enhancement Training including:  
Customer Service Excellence, Client Relationship Management , Selling & Negotiation Skills
- Leadership and People Management Skills
- Team Development and Team Integration
- Alignment on Culture, Purpose and Strategy

### Consulting

- Strategy - Formulation and Planning

## 2. CORPORATE PHILOSOPHY

Our Vision:

To be a leading capability and strategy development company in Africa.

Our Purpose:

To empower our clients to develop and grow their people to achieve maximum performance.

We believe passionately in **excellence!** This means that we:

- ⇒ Are professional in everything we do!
- ⇒ Understand our clients' needs deeply and accurately
- ⇒ Respond with relevant expertise & solutions that work and make a positive impact
- ⇒ Partner our clients to ensure sustainability
- ⇒ Grow with our clients as we grow ourselves
- ⇒ Innovate and are open to exploring new ideas, ways and solutions

Our main purpose is to deliver services to our clients, which add value and simultaneously enhance the lives of their employees, team members and participants in our solutions and programs. Our two most important assets are our people and our clients. Our relationships with both are paramount. The value that accrues to our client relationships over time is reflected in the results we deliver and the growth we achieve for both our clients and ourselves.

### **3. OUR PEOPLE<sup>1</sup>**



#### **Ian Hotz**

Ian has led the PowerPlay team for the past thirteen years and has spearheaded major consulting and training initiatives with a range of organizations throughout Africa.

#### **Ken Makau**

Ken manages financial and commercial operations at PowerPlay.

#### **Senior Consultants & Trainers Africa:**

Pauline Nguyai, Mary-Ann Dutlow, Linus Wahome, Katherine Silva

#### **Experiential Training Team:**

Moses Odhiambo, Patrick Wahome, Josiah Njoroge

#### **Associates**

Ciaran Beary (UK), Charles Kiarie (Kenya), Ursula Levitt (SA), Rowanne Morris (SA)

#### **Associate Consultants & Trainers Francophone Africa:**

Renaud Gautier, Marwan Najm

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<sup>1</sup> Bios and CV's for all of the above are available on request

#### 4. RESULTS

We deliver results. We make a tangible difference to performance and delivery levels on a sustainable basis. Monitoring of post program sustainability by independent third parties in our change management projects supports this fundamental element of our approach. Feedback from clients and program participants endorses this. We invite you to contact our clients referred to below to ascertain how we have delivered real results for them.

#### 5. CLIENT REFERENCES

Company	Reference Details
Safaricom Limited Tel: +254 20 427 3272	Joseph Ogutu – Head of Resource & Strategy Peter Njioka – Head Talent & Capability
MPESA Foundation Academy Tel: +274 703 200 000	Les Baillie – CEO Denis Ogada – HR Manager
Stanbic Bank Tel: +254 20 288 4000	Esther Waititu - Head, Transaction Banking EA Andre du Plessis – Head, CIB, EA
Standard Chartered Bank EA Tel: +254 20 329 3900	Lamin Manjang – Group CEO East Africa Florence Nyokabi – Group Head of HR
GE - General Electric Tel: +254 20 421 5000	Alan Kilavuka - Leader Global Ops, Finance Andrew Waititu – GM, HealthCare EA
Kenya Commercial Bank KCB Tel: +254 20 327 0000	Fred Kioko – Human Resources, Senior Manager Sam Ayiro - Head of Learning & Development
The Safaricom Foundation Tel: +254 20 427 3272	Sanda Ojiambo - Head, Corp Responsibility Steve Okeyo – Director, Operations + Sales
Plan International Tel: +254 276 1000	Kate Vorley – Chief of Party, Nilinde Project Felicity Kinoti– HR Manager
World Food Program Tel: +254 585 886	Farirai Chataurwa/Camilla du Pont HR Managers, East And Central Africa
Commercial Bank of Africa Tel: +254 20 288 4000	Jeremy Ngunze - CEO Irene Kamau – Head of Human Resources

<b>Company</b>	<b>Reference Details</b>
Google East Africa Tel: +254 360 1000	Farzana Kubchandani – Marketing Manager
Britam Asset Managers +254 20 283 3000	Ken Kaniu - Managing Director Eva Mborra - Head of HR
CIC Insurance +254 20 282 3000	Damaris Maina - Strategy + Innovation Ezekiel Owuor - MD, Group Life
I&M Bank Tel: +254 20 322 1200	Sarit Shah - Executive Director Maina Kihara- CEO
KFW - German Development Bank Tel: +254 20 422 8200	Klaus Liebig – Country Director, Kenya
Standard Chartered Bank Tanzania Tel: +255 22 2164915	Sanjay Rughani - CEO East Africa
GIZ Kenya Tel: +254 20 422 8000	Hendrik Linneweber - Country Director Aregash Asfaw - Programs Manager
DFCU Bank Uganda Tel: +256 312 300 200	William Sekabembe–Executive Director, Business Harriet Musoke – HR Manager
Barclays Bank Tel: +254 20 241 370	Albert Majiwa - Head of Performance, Change
Britam Group Tel: +254 703 094 000	Benson Wairegi - Group CEO Paul Gacheru - Group Head Finance & Admin
United Nations – UNSOA Tel: +254 20 762 6140	Amadu Kamara - Director
Coca-Cola Central-East-West Africa Tel: +254 20 325 3458	Ben Johnston - HR Director
African Union Commission +254 20 721 6201	Sivuyile Bahm – Head PSOD, AUC
Davis & Shirtliff Tel: +254 696 8000	David Gatende – Managing Director Dr MAS Waweru – Commercial Director
Ericsson Africa Limited Tel: +27 11 844 2000	Nadia Cooper HR Business Partner, Africa
Co-operative Bank of Kenya Tel: +254 20 327 6892	Gideon Muriuki - Managing Director Nancy Gathuku – Head of Retail Banking

Company	Reference Details
UN OCHA Somalia Tel: +252 698 960054 (Somalia)	Justin Brady - Head of Office Tel: +254 792 478508
Chandarana Group Tel: +254 20 2712712	Anil Thakkar – Chief Executive Officer Dipan Thakkar – Chief Finance Officer
Ecobank Group Africa Tel: +233 27 393 6132	Eddy Ogbogu Group Director, Operations & Technology
UAP Insurance Tel: +254 20 2850000	Benjamin Muthenya - Customer Service Mgr
Total Kenya Limited Tel: +254 20 289 7000	Adele Tura - Human Resources Director (2008- 2015)
Virtual City Group Tel. +254 20 387 2191	John Waibochi - Managing Director
Population Services International Tel: +254 20 271 4354	Allan Ngunze Human Resources Director
GIZ EAC Tel: +255 27 20 50 288	Bernd Multhaup – Program Director Kirsten Focken – Program Ma
Healthy U Tel: +254 20 2431533	Avni Rach - CEO
Proctor & Gamble Tel: +254 20 360 1300	Evanson Mwaniki – Head, Commercial Ops
GIZ Tanzania Tel: +255 22 211 5901	Dr Regine Qualmann – Country Director Dr Dorothe Nett – Head of Programs
UNDP Kenya Tel: +254 20 762 4469	Ambassador Aneas Chuma Resident Co-ordinator, Humanitarian Affairs
Rosewood Office Furniture Tel: +254 20 239 5555	Shreekunj Shah – Managing Director Kavan Shah – Business Development Director
East Africa Breweries Tel: +254 20 864 – 4000	Francis Theuri – Manager ACCLAIM Team Angeline Gacheru - HR Manager



## **6. CLIENT TESTIMONIALS\***

*“PowerPlay’s consultative approach is outstanding to the extent that each program was extremely well customized to suit our requirements and has had a direct impact on our numbers within a short time.”*

**Seema de Souza, Head of Branch Banking, Commercial Bank of Africa**

*“Simply put, PowerPlay gets results”*

**Daniela Link, Head of Programmes, GIZ EA**

*“You had a great input to the numbers with your impactful culture change and customer service program”*

**Gideon Muriuki, CEO, Co-operative Bank of Kenya**

*“As consultants and facilitators we value PowerPlay in assisting us in managing change and maintaining excellence at Safaricom.”*

**Peter Njioka, Senior Manager L&D, Safaricom**

*“PowerPlay started working with us in Q4 of 2015 and has played an impactful role in Standard Chartered Bank making the right changes that have influenced our performance. We continue to use their services throughout the region and recommend them to any senior leadership team looking at building cohesion and alignment to deliver results”*

**Lamin Manjang, CEO, Standard Chartered Bank, East Africa**

*“PowerPlay demonstrated a unique ability to understand and translate our requirements into well-structured solutions supported by effective programs. We value them as a partner in driving change and excellence in our organization.”*

**Irene Kamau, Group Head of Human Resources, Commercial Bank of Africa**

*“PowerPlay understands our requirements well and are very professional in their approach and their delivery”*

**Allan Kilavuka, Leader, Global Operations SSA, GE (General Electric)**

*“PowerPlay did an outstanding job.... to understand the context, dynamics and issues in play... resulted in a focused & constructive retreat where the pace & content of the program allowed for contentious issues to be addressed in a natural manner. I look forward to working with PowerPlay again & recommend them to others who are seeking concrete results from a senior level gathering”*

**Justin Brady, Head of UN OCHA Somalia**

*“PowerPlay has been a valuable partner to the Safaricom Foundation. We can confidently recommend them to other organizations”*

**Sanda Ojiambo, Head of Corporate Responsibility, Safaricom**

*“As a result of PowerPlay's expertise and knowledge we have experienced positive impact and progress when applying their recommended solutions. Our program has continued to grow from strength to strength in scale ad scope. PowerPlay have played a significant role in this.*

**Dr Andrea Bahm, Programme Director, FSDRP, GIZ**

*“I was impressed with how PowerPlay were able to immerse themselves in our business and understand the dynamics of both the insurance industry and the cooperative sector. The solutions they provided were practical and relevant. Indeed they are making a difference ”*

**Ezekiel Owuor, Managing Director, Group Life , CIC Insurance Group**



*“Our teams emerged from the program with a stronger sense of cohesion. We found the PowerPlay team to be skilled and professional and can confidently recommend them to any organization.”*

**Allan Ngunze, Human Resources Director, PSI**

*“We were impressed with the program. The presentation was professional, very informative, and honest and an excellent inspiration.... we took away a lot of useful tools and valuable lessons as you facilitated a great interaction with the members. It was such a positive experience for both Missions.”*

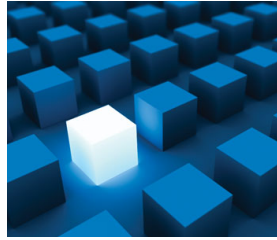
**Cecilia McGill, Chief Administration Services, UNSOA (2010-2014)**

*“Your restructuring and skills allocation strategies are now beginning to make a difference both in terms of productivity and our bottom line.”*

**Avni Rach, Managing Director, Healthy U**

\*Note: A full set of Testimonial Letters reflecting the above is available on request

## 7. WHY WE STAND OUT!



When it comes to consultancy, training and development, we offer unique value drivers! We deliver comprehensive solutions that deliver value, which extends way beyond your investment.

- We believe that change and growth needs to first come from within each member of the team. That is the key to real, sustainable development. Our culture change and attitude shift programs account for the reality that human beings fear complexity and change can be complex.
- We undertake extensive and deep consultation using state of the art survey and assessment tools, which enable us to design programs around YOUR NEEDS! These are then weaved into the framework so that participants emerge with real world tangible tools and solutions that address their specific issues.
- Our approach, ideas and methodology cut to the chase and enable real decisions about meaningful change and purposeful action.
- We provide back up support in the form of follow-up, monitoring tools and feedback workshops. This ensures that new thought processes, learning's and techniques are constantly revised and entrenched in the organization's culture and ways of working.
- Our projects are planned and designed by experts. Your solutions are delivered by dynamos who are in touch with the challenges and issues faced by leaders and managers within both the private and development sectors in Africa!

## 8. BREAKTHROUGHS ACHIEVED IN 2008 - 2016!



- ✓ In a leading multi-national bank  
Our facilitation solutions around cohesion, alignment and inclusive execution with EXCO and Country Leadership Teams in late 2015 contributed to successful implementation of certain components of a growth strategy that resulted in an improvement of over 45% in operating profit for the first half of 2016 in comparison to the same period in the previous year.
  
- ✓ At an international development organization  
In the beginning of 2016 we facilitated an organization restructure for the East African hub and enabled the leadership team to manage more effectively through the design and deployment of a bespoke leadership competency framework. Quality Programming scores improved by 21% in the first half of 2016
  
- ✓ In one of the most admired banks in Kenya  
At the beginning of 2015 we successfully supported our client as it engaged in consolidated growth in the SME – Business Banking sector and finished in the top two banks in the Nielsen ratings in that sector.
  
- ✓ In an international development organization  
In 2014 we facilitated an “internalization to actualization” journey for over 180 members of staff enabling commitment to the organization values through adopting behaviours and implementing practical actions.

- ✓ At a multi-national bank in East Africa  
In 2013 - 2015, our client invested in Front Line Selling Skills training for all branch staff members across the region. This resulted in product uptake amongst retail customers increasing by 84% in the space of 6 months.
  
- ✓ At a regional bank in Africa  
Since the beginning of 2012 the entire organization continues to attend our Empowerment for Service Excellence Program in three countries. This has resulted in Customer Satisfaction Survey levels improving year on year by between 5% and 8% across all banking segments in surveys conducted in November 2012, 2013 and 2014.
  
- ✓ At a mobile network in East Africa  
Our client empowered its strategy managers who underwent leadership training resulting in 5 out of 7 manager's business units completing projects on time and on budget in the first half of 2013.
  
- ✓ At a mobile network in East Africa  
In 2013 our client engaged us to facilitate a training solution, to support organizational restructuring and empowerment in two core business units to enable an innovation. Our client has continued to grow its revenues and profitability in these units year on year for the past three years.
  
- ✓ At a multi-national bank in Africa  
Following in depth consulting and advisory services from us, teams in twenty-four countries underwent change management training in 2012 and 2013. This enabled them to migrate to a new banking technology successfully, on time and on target in 22 out of 24 operations (countries).
  
- ✓ In a breakthrough with collections team at a major bank in Kenya  
We trained a credit card collections team on debt collection and negotiation skills. In 2014 this team's collection performance improved by 48% where as all other teams stayed relatively the same in terms of reducing delinquency.

- ✓ In a remarkable breakthrough in the ICT sector  
At a mobile communications engineering company, which builds and designs networks, we provided multi-layered consulting services. Teams which went through our integration programs in the first quarter of 2011 reported an 18% rise in delivering on KPI's in reviews at the end of the second half of 2011.
  
- ✓ In a great step in the line of progress in the insurance sector  
Pursuant to a customer service training program we ran a mystery caller survey over a period of 3 months at the end of 2010 before undertaking training. Over 90 days later in Q1 of 2011, we carried out a survey and learned that the number of employees applying best practice when answering the phone had risen by 68%.
  
- ✓ In a leading company in the petroleum sector  
After undertaking a team development and cultural integration program in the first quarter of 2010, pursuant to a merger, our client has achieved a fully integrated organizational structure with strong cohesive integration and information sharing being achieved at all levels.

For more information about our company and what we offer, please:

**CONNECT WITH us on [info@powerplay.co.ke](mailto:info@powerplay.co.ke)**

**VISIT us at [www.powerplay.co.ke](http://www.powerplay.co.ke)**

**CONNECT WITH us on +254 703 041838 or +254 730 173838**