



# PTS Africa Annual Impact Report 2023

We know that as much as 80% of adult “success” comes from Emotional Intelligence

Join us in our mission of #EQ4Africa

## Message From Our Founder



### Hi! I'm Mucha

I am the Founder & Lead Changemaker at PTS Africa.

At the heart of our consultancy, I passionately believe in the transformative power of Emotional Intelligence (EQ). It's not just a skill; it's a game-changer, an indispensable key to success both at work and in life.

In my role as an Emotional Intelligence Coach, my mission is to guide individuals across Africa to harness the learnable skill of Emotional Intelligence. It's about empowering careers and helping individuals seize the future they desire.

At PTS, we go beyond theory. We provide assessments, programs, and tools that serve as a roadmap for individuals, teams, and organizations. I see Emotional Intelligence as a strategic resource for success, a bridge that connects and powers up careers across the continent.

Here's to another year of positive impact together!

*Mucha Mlingo*  
EQ COACH



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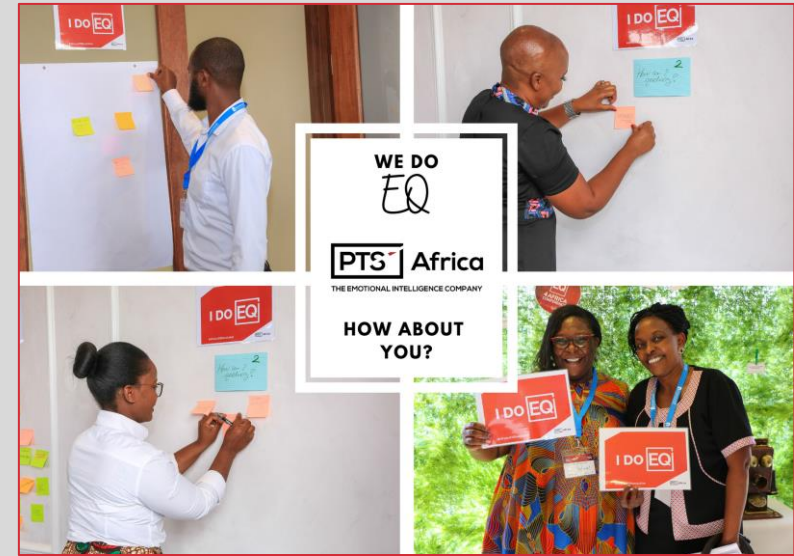
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# About PTS Africa

We recognize the profound influence of emotions on behavior. It is this understanding that propels our commitment to providing learnable Emotional Intelligence (EQ) skills.

By empowering individuals and organizations to enhance effectiveness, facilitate goal achievement, and enable the creation of desired futures. We embark on a mission to leverage (EQ) for the transformation of Africa. Our vision is clear—to transform leaders one heart at a time, driving positive change across the continent

Join us in unlocking your potential, and together, let's shape a future of limitless possibilities.



## PTS-Africa Purpose



**Mission:** Leverage EQ for the Transformation of Africa



**Vision:** To transform leaders across Africa for greater impact, one heart + mind at a time

## Reasons to bank on us



High impact solutions



Learning for change



EQ Methodology

## Why Emotional Intelligence?



Create self-aware leaders for greater purpose & impact



Leverage emotions as strategic data for informed decisions



Cultivate team success & drive sustainable performance

# Our Services



## EQ Assessments

As a Six Seconds Preferred Partner, we use top-tier Emotional Intelligence tools, to uncover insights and actionable growth frameworks for individuals, teams, or organizations.

**Transform with enhanced emotional intelligence for lasting success.**

[Read more](#)



## EQ Coaching

Our unique coaching process focuses specifically on developing Emotional Intelligence skills. Using the Six Seconds suite of EQ Assessments, our coaches provide practical feedback and a transformative action plan.

**Discover your strengths, uncover blind spots, and create a roadmap for a positive future with our coaching options.**

[Read more](#)



## EQ-Based Training Solutions

Rooted in current research, our methodology ensures initiatives that challenge the status quo, drive results, and equip individuals with tools to form new habits. Training is the key to individual and company success.

**Unlock potential and build capacity through our brain-based learning approach.**

[Read more](#)

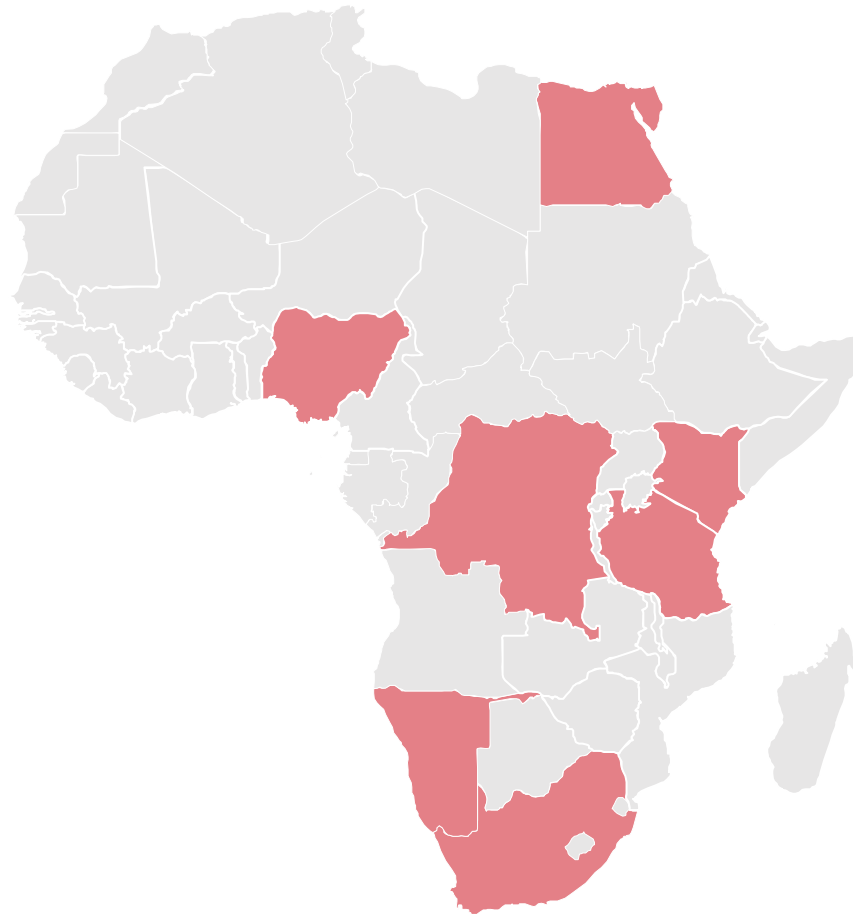
# PTS Africa Reach

We are a Pan-African brand committed to empowering organizations, teams and individuals across Africa.

Whilst we have an Africa-focus, our programs & people-development initiatives have benefitted individuals across the globe.

Our reach & client base includes the Private Sector, Public Sector & Not For Profit Organisations, and extends across multiple industries & sectors

Whilst we do not focus exclusively on women empowerment, we are passionate about equipping women with the skills to harness their personal power for authentic and empathic leadership



**24 Countries  
Globally  
14 Across  
Africa**



**100+  
Organizations**



**5000+  
People**



**61%  
Women**



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# Our Work With Organizations



## Our Work With Organizations

### Why do organizations need EQ?

Unlocking career success goes beyond technical expertise. The Center for Creative Leadership reveals that **75% of careers are derailed due to a lack of emotional competency.**

Now more than ever, employers recognize the value of Emotional Intelligence for fostering a positive work culture and maximizing productivity. Soft skills, including effective communication and leadership, empower professionals to build relationships, negotiate, and navigate conflicts— all crucial for career success. In our tech-driven era, soft skills like creativity, critical thinking, and problem-solving are paramount, enabling innovation and adaptability.

PTS Africa champions Emotional Intelligence as a cornerstone & foundation for all 'soft-skills.' We believe EQ is critical for a competitive edge in long-term career success.

**Harness the power of EQ for your teams with PTS Africa!**

### We offer solutions based on 3 training pillars



#### Sales & Customer Service:

- Elevate sales performance through tailored strategies
- Enhance customer service skills for lasting client satisfaction



#### Leadership:

- Develop effective leadership qualities for organizational success
- Foster a culture of innovation, collaboration, and strategic thinking



#### Workplace skills:

- Sharpen essential workplace skills\*
- Cultivate a high-performance work environment through targeted training

\*See appendix for list of Workplace Skills

#### Just some of our clients:





# Our Organization Impact Snapshot

Out of the **100+** remarkable organizations we have worked with:

92.5%

Expressed high satisfaction with PTS services

88%

Reported a commendable Net Promoter Score

Here's some feedback from some of our clients...



“

Navigating change is an essential skill, and PTS has equipped our team to not only embrace change but thrive in it. Their tailored approach has fostered adaptability, resilience, and a proactive attitude among our employees.

”

“

Leadership development sessions with PTS have yielded tangible results in our organization. The positive change in our workplace culture is evident, thanks to the insightful guidance and strategies provided

”

“

Through collaboration with PTS, our team experienced a profound transformation in communication. What was once a challenge is now a seamless, impactful exchange that has elevated our workplace dynamics

”



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# Our Work With Individuals





## WHY FOCUS ON WOMEN?

Women constitute a powerhouse of untapped potential, contributing significantly to diverse sectors. However, the journey for professional women is often riddled with unique challenges, ranging from limited mentorship opportunities to skill gaps and insufficient community support.

### DID YOU KNOW?

**24%**

Globally - women > men at almost all educational levels but hold only **24%** of senior management roles & make up **3%** of Fortune 500 CEO's

**12%**

Of African women in leadership positions have access to formal mentorship programs

PTS Africa offers support to professional African women with big, hairy, audacious career and life goals, by empowering them to harness their personal power for authentic and empathic leadership.

At PTS Africa, we believe that true leadership resonance comes from within, and our Women In Leadership programs & mentorship initiatives are designed to help women across Africa to tap into their innate abilities for greater impact.



## Impact Story

### Leveraging Emotional Intelligence For Career Success

I have been following Mucha's journey into EQ for a while now and the more she talked about it the more I was intrigued...

I started off applying some of her tips in my personal life and then I changed roles from leading operations to implementing part of my organisations' transformation agenda. I soon realised that I could apply some of the EQ tips in my work situation as well and thus I decided to seek out additional information. I needed strategies that would help me move from "directing" to "listening". I was lucky enough to have a new boss who gave me honest feedback that made me realise that in-order to be effective as a leader in my new role, I needed to show up in a different way.

The Unlocking EQ programme in particular really helped me understand that being

self-aware does not mean you were a bad leader to begin with....instead, it can be an extremely effective tool to highlight areas where our emotions impact how we show up in any situation. I believe this allows us to show up consistently, as our best selves as a part of wanting to achieve certain goals

We have been conditioned to think that any kind of emotional reaction has no place in our work or personal lives and yet we cannot control whether we experience the emotions or not. PTS's program is really great for delivering valuable information in bite size chunks with relevant and realistic examples that one can apply.

**Sophina Gapare**  
**International Medical Group**



“

**With Emotional Intelligence, every woman can return stronger and rewrite her own success story**

”

# PTS Africa Gender Impact Snapshot

Among the **3000+** remarkable women we have worked with:

71%

Hold management positions

71%

Experienced career growth within a year of engaging with PTS

77%

Feel more confident seizing opportunities

82%

Would recommend PTS for professional growth

More feedback from our community...

Your regular insights keep me in check and more aware of myself as a person which makes me a better leader...some speak to small important things that we ignore.

In terms of professional growth, I have aimed at learning new things and at least attending 3 external trainings in a year to upskill. I am able to resolve conflicts with ease. Thanks to PTS for creating awareness of who I am.

Navigating challenges with newfound confidence and leadership excellence was a transformational experience

# THE ART OF COMMUNICATION

at Mucha Mlingo, EQ Coach

12th episode of the EQ Lunch 'n Learn Series, we'll explore how you can leverage Emotional Intelligence ability to communicate effectively at work



Felia Maringe, *Nairobi Based Junior Correspondent of Deutsche Welle*  
Wycliffe Dasra, *Experienced Senior HR Professional (MHRM)*  
Suya Jackson, *Co-Founder at Popote Learning*

# Episode 11: IMPOSTER SYNDROME

Join Host Mucha Mlingo, EQ Coach

In this 11th episode of the EQ Lunch 'n Learn Series, we'll explore how you can leverage Emotional Intelligence to help to navigate that persistent feeling of inadequacy



Mucha Mlingo, *Host, EQ Lunch 'n Learn Lead Changemaker, PTS Africa*  
Shuvai Madanhere, *Group HR & Compliance Director, Brands Consumer Group*  
Alex Adefemi, *Lead Coach, Alex Adefemi Advisory*  
Stella Nderitu, *Cherishing Scholar Founder, DadaPower Initiative*

# Episode 10: A Leader Worth Following

Join Host Mucha Mlingo, EQ Coach

In this 10th episode of the EQ Lunch 'n Learn Series, we'll explore how to leverage Emotional Intelligence to build more productive and trusting relationships at work, and become a leader worth following



Mucha Mlingo, *Host, EQ Lunch 'n Learn Lead Changemaker, PTS Africa*  
Sarah Richson, *CEO Richison International Consultants*  
Chris Mareithi, *CEO Premiere Consultancy Group Ltd*  
Mervah Kiva, *Group Director - Human Resources & Culture, NCBA Group*

# Forward With F



Tessie Omulo, *Communications Manager, Centonomy* PANELLIST  
Susan Chege, *Head, People & Culture, Jambajet* PANELLIST

# 5 | Facing Forward With Boldness



Cikida Gcali, *New Business Lines Lead, Uber Eats, SA* PANELLIST  
Jenima-Faye Goodall, *Founder & CEO, Coco Creative* PANELLIST  
Jackie Ogoni, *Vice President, HR, SBM Bank, Kenya* PANELLIST

# Episode 4 | The Future Of Work



Mucha Mlingo, *Host, EQ Lunch 'n Learn Lead Changemaker, PTS Africa* MODERATOR  
Solia Kenya, *Award Winning Journalist* PANELLIST  
Evans Munyori, *Head, HR, Standard Chartered Bank* PANELLIST

# Episode 2 | Optimism - The EQ Factor



Mucha Mlingo, *Host, EQ Lunch 'n Learn Lead Changemaker, PTS Africa* MODERATOR  
Yukabeth Kidenda, *Co-Founder & CEO, Teach For Kenya* PANELLIST

# Self Love

at Mucha Mlingo, EQ Coach

14th episode of the EQ Lunch 'n Learn Series, we'll explore how you can leverage Emotional Intelligence to develop self-love, and leverage the strength that comes from developing greater awareness of self to drive productivity at work.



Susan Chege, *HR Director at Acorn Holdings Ltd*  
Kevin Miano, *Digital Creator, Events Moderator & Journalist*  
Alice Njambi, *Conscious Transformation Coach*

# Episode 13: REFLECTIONS: Celebrating Wins, Counting Losses

In this 13th episode of the EQ Lunch 'n Learn Series, we'll explore how you can leverage Emotional Intelligence to navigate the challenges, unpredictability and potential loss we are facing



Tessie Omulo (Host), *Head, PR & Communication, Centonomy Ltd* Executive Director, Female Founders  
Mucha Mlingo, *Founder & Lead Changemaker, PTS Africa*  
Nakubanga Mwangi, *Founder, Self Insights Leadership Coach*

# Episode 6 | Skills For Success



Mucha Mlingo, *Host, EQ Lunch 'n Learn Lead Changemaker, PTS Africa* MODERATOR  
Reynold Owuor, *Talent Consultant, Shortlist Professionals* PANELLIST  
Lillian Ngala, *HR Head, RR Diamond Trust Bank* PANELLIST  
Robert Belle, *CEO, SMIP Consultancy* PANELLIST

# Navigating C



Amani Shaya, *Project Manager, Empower Ltd, Tanzania* PANELLIST

# Community Outreach

# 4 | The Future Of Work



Solia Kenya, *Award Winning Journalist*  
Evans Munyori, *Head, HR, Standard Chartered Bank*  
Christine Khasina, *Founder & MD, Supamamas*

# Episode 9 | Digital Era



Mucha Mlingo, *Host, EQ Lunch 'n Learn Lead Changemaker, PTS Africa*  
Shoun Bukusi, *Strategy Director, Fame Syndicate Limited*  
Rose Gichure, *Performance Manager and Senior HRBP Commercial*  
Christian Kitenge, *Senior Customer Success Account Manager*

# Episode 8: The Power Of Empathy



Mucha Mlingo, *Host, EQ Lunch 'n Learn*  
Christine Orana, *People, Change & Culture Lead*  
Katleho Mahona, *Independent Coach*





## PTS Africa: EQ Lunch 'n Learn Series



### Making Emotional Intelligence accessible to all!

We started this EQ Lunch 'n Learn Series to dissolve the barriers to Emotional Intelligence education, providing our online community – individuals from organisations across the continent, with invaluable insights at no cost.

By bringing experts to our audience's lunch break, we aimed to make EQ accessible, empowering employees to leverage the power of Emotional Intelligence to thrive at work.

Together, we've transformed lunch breaks into moments of growth and discovery, creating a community driven by the belief that learning should be inclusive and enriching for everyone.

Some topics we covered in 2023 include:

- Goal Setting & Motivation
- Mental Health & Managing Anxiety
- The Power Of Agility

Since inception the Lunch 'n Learn Series has been:



**Streamed across  
3 platforms**



**Viewed by  
7,910 people**



**Liked by 205  
people**



# Annual EQ Conference

## Mental Health Edition

In response to the escalating global concern around mental health and its profound impact on businesses—manifesting in lower productivity, reduced engagement, and diminished morale

The Annual EQ Conference, hosted by PTS Africa, took center stage. The conference served as a crucial platform for employers and employees to collectively address this often-neglected topic.

### WHO

estimates



**One** in four people will experience mental health condition in their lifetime

**“We must act now if we wish to create a world of work that allows both employers and employees to thrive and lead healthy productive organizations”**

The 4<sup>th</sup> EQ4Africa Conference: Mental Health Edition explored how organisations can make a genuine commitment to employee wellbeing – building a Psychologically positive & connected workplace.

Attendees engaged in actionable strategies for navigating mental health challenges and maintaining work-life balance.

Highlighting Emotional Intelligence's crucial role in well-being, the conference emphasized how heightened levels of EQ – both on the part of the leader & employee, builds resilience & supports teams to maintain balance for greater wellbeing.

**The Annual EQ Conference: Mental Health Edition was more than an event – it was a collective effort to prioritize well-being, human connection, and tackle the critical issue of mental health in the workplace.**





# From engaging panelists to impactful activities, the EQ4Africa Conference: Mental Health Edition relentlessly challenged participants

## Engaging Panel Discussions

Captivating discussions led by insightful experts, sparking profound reflections.



## Insightful speakers

Influential voices delivering powerful messages that left a lasting & impactful impression.



## Empowering Breakout Rooms

Dynamic gender-focussed sessions designed to foster collaborative problem-solving.



## Impactful activities

Engaging exercises providing valuable insights for personal and professional growth.





**Participant's experience:**

“ I learned to understand myself beyond the expected emotion of rage, equipping me to navigate work and life with newfound empathy and self-awareness. ”

*June Ndemi from Denri Africa*

“ Connecting at EQ4Africa was transformative. It opened doors for growth, making it more than an event—a catalyst for positive change. ”

*Natasha Saisi from PTS Africa*

“ The Emotional Intelligence experience as eye-opening. It empowered me with a fresh mindset—a new way to approach life. Truly inspiring! ”

*Sharon Kangai from Mr Green Africa*





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# Celebrating The Team



# PTS Africa Advisory Board

Introducing our esteemed Advisory Board

They bring expertise and experience to guide strategic decision-making, uphold our core values, and drive sustainable growth. Their leadership inspires confidence and fuels our pursuit of success.



**Kuda Mlingo**  
Board Chair



**Daisy Mogutu**



**Nick Omari**



**Tessie Omulo**



**Susan Chege**

# PTS Africa owes its success to our exceptional dream team.



## **Natasha Saisi, Operations Manager**

Natasha is our Operations Manager. She is responsible for ensuring operational excellence - executing tasks with attention to detail, empowering our team to deliver reliable results.



## **Nelly Maluki, Human Resource**

Nelly serves as the nurturing force behind our workforce, fostering a culture of collaboration, growth, and well-being. She empowers our team to thrive and succeed.



## **Bernard Nzioka, Accountant**

Bernard manages our financial landscape, ensuring fiscal responsibility and transparency. His astute financial acumen safeguards our resources and drives strategic decision-making.



## **Joy Kositany, Community Manager**

Joy is the bridge between our organization and the wider community, cultivating meaningful relationships and fostering a sense of belonging among our online audience.

# Expert Faculty: Kenya

We utilise the skills & expertise of External Consultants, with whom we've partnered to create & deliver high impact, industry relevant people development solutions. Our consultant-based training model allows for the infusion of a vast wealth of hands-on and current industry experience together with the acquired training skills & abilities



**Nana Kimemia**  
Electra Arrow  
Customer  
Experience



**Susan Chege**  
Independent  
EQ  
& Culture



**Elsie Kagimbi**  
Glowing Generation  
EQ  
& Youth



**Anne Kaaria**  
Inspired Kenya  
EQ &  
Leadership



**Rose Kariuki**  
Inspired Kenya  
CX, EQ &  
Leadership



**Catherine Ndungu**  
Elim Consult  
Sales  
Training



**Sam Kariuki**  
Growth Partners  
Sales Training &  
Sales Consulting



**John Wills Njoroge**  
Psychologist  
Organisational  
Behaviour &  
Mental Health



**Emmanuel Nandokha**  
Publishing Institute  
Organisational  
Development



**Batje Chibafa**  
HumHR  
Career Coaching &  
Personality  
Assessments

Considering joining  
the team or  
earning your EQ  
Facilitator  
certificate?

Send an  
email to  
[info@pts.co.ke](mailto:info@pts.co.ke)



# Expert Faculty: Africa

In order to enhance our African footprint & provide a diversified offering, we collaborate with experts & specialists across Africa.

Our pool of consultants are available for in-country work, and can facilitate sessions online.



**Dr Precious Mlingo**  
Utano Health  
Uganda  
Organisational  
Wellbeing



**Thandeka Mvakali**  
Larona Consulting  
South Africa  
EQ &  
Leadership



**Enahoro Okhae**  
Pause Factory  
Nigeria  
EQ &  
Leadership



**Avril Kidd**  
EQinAction  
South Africa  
EQ &  
Leadership



**Alex Adefemi**  
'Coach Tripple A'  
Nigeria/Canada  
High Performance  
Coach

Considering joining  
the team or  
earning your EQ  
Facilitator  
certificate?

Send an  
email to  
[info@pts.co.ke](mailto:info@pts.co.ke)



# Looking Forward

# 2024 And Beyond

As we reflect on the past year, we extend our heartfelt thanks to our clients & community for the unwavering support we've received. This commitment has fueled our mission to leverage Emotional Intelligence for positive change.

**From impactful training sessions to successful collaborations, 2023 was a year of growth and achievement.**

Looking head further into 2024, we are excited about the continued expansion of our impact, so stay tuned for more updates!

We are especially delighted about the launch of The Professional Woman's Toolkit, a 'One-Stop Shop Professional Development Platform For The African Woman On The Rise At Work.'

Your partnership is integral to our success, and we can't wait to make a lasting impact together in the coming year. Thank you for being a vital part of the PTS Africa journey



**New South Africa Office & Southern African Footprint**



**New Woman Exclusive Development Platform**



**More Learning & Professional Development Opportunities**

Thank you

Asante

Merci

شكراً لك

Tinotenda

Enkosi

E dupe







THE EMOTIONAL INTELLIGENCE COMPANY