



Testimonial

**Kindra Halvorson, Vice President, East Africa, TechnoServe
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Caplor Horizons has made an excellent contribution to our work. We have benefitted from regular engagement over the last two years.

TechnoServe is a US-based INGO that applies business solutions to poverty by working with farmers and entrepreneurs to build competitive businesses in about 30 countries globally. In this region, our 2025 aspiration is to have enabled enterprising women and men to lift 10% of poor East African households out of poverty. East Africa is the largest regional operational of TechnoServe.

The regular and highly cost-effective engagement with Caplor Horizons over the last two years has dramatically improved the quality and outputs of our gatherings. The diversity of expertise that they bring through their network of experts, and the application of their distinctive Caplor House model, has enabled them to provide specific and targeted support to a wide range of teams in the region. Their growing understanding of our culture and work has made their engagement incrementally more valuable each time.

Since any such meetings of teams involve a substantial investment of time and money, I can't overstate the importance of both the strategic and tactical inputs from Caplor Horizons that help us to make the most of these all-too-rare opportunities to learn from each other, and apply our collective wisdom to meeting the challenge of bringing business solutions to poverty.

Most recently in August of 2016, Lorna Pearcey and Ian Williams facilitated a highly successful 3-day retreat for 65 leaders and managers of our East Africa work. They helped us to constructively and transparently address some of the challenges facing the team while keeping a productive focus on our agenda to strengthen the learning culture.

Earlier this year, John White, Chair of Caplor Horizons Board, kindly volunteered to conduct a leadership development session with our Smart Dukas team, led by Alice Waweru, in Nairobi; and Helen Garforth and Jean Sellar facilitated an all-staff retreat in Uganda involving over 80 people; both of these engagements were very well received by my colleagues.

In October 2015, Bill Ross and John White carried out a leadership development session focused on effective communication with Jonathan Thomas and the SAFE (Solutions for African Food Enterprises) team. SAFE is one of the substantial initiatives in the East Africa region. The session was highly appreciated by the SAFE team.

Also in October 2015, John Berry and Ian Williams worked with the core leadership team in the East Africa region. Over 20 people (pictured below) were involved in the event which was held in Ethiopia. As well as facilitating proceedings, John and Ian helped develop our strategy, carry out leadership and team development and provided sales communications training. Once again Caplor Horizons was highly effective.

In March 2015, Lorna Pearcey and Ian Williams, worked led a highly successful regional leadership retreat. This took place in Kenya and brought together more than 70 managers from at least a dozen countries. Ian and Lorna were able to strike a remarkable balance between the big picture – helping us identify and stay focused on our overall objectives – and very detailed, hands-on coaching to individuals and groups that included mid-level managers to the head of the division. At that point, this was by far our most effective retreat

With thanks to everyone involved at Caplor Horizons for their guidance and support.

