

# **Department of Human Anatomy holds a successful retreat at Maanzoni lodge, Machakos County.**

The 2015 retreat themed "Chiromo Funeral Parlour - then and now" was held on November 28<sup>th</sup> & 29<sup>th</sup> at the Maanzoni Lodge in Machakos County.

The objective of the retreat was to take stock of the journey of Chiromo Funeral Parlor (CFP) as a performing Income Generating Unit and discuss a new and transformative agenda for sustaining it in the path of customer service excellence, enhanced revenues and profitability.

Topics eloquently delivered and discussed included:

- "Reflection of CFP 2010-2015"
- "Leader or Manager: what is the big deal?"
- "Marketing and communication in an organization"
- "Procurement basics, supplier and inventory management"
- "ABCs of business strategic planning"
- "Special presentations were delivered by invited speakers from the University of Nairobi Enterprise Services (UNES) ranging from rebranding of CFP logo, understanding of the CFP strategic plan to recalibrating employee-customer interactions to enhance customer satisfaction"

Integrative group roles were exhibited during:

- Themed outdoor team building activities.
- Round table discussions on transformative agenda for CFP.
- Group work analysis of the 2013-2018 CFP strategic plan with the aim of crafting effective strategies for delivery of this plan.

Forty one departmental academic, technical and administrative staff as well as CFP staff participated in the annual retreat. Guests of note included Professor Frederick Were (Dean, School of Medicine, University of Nairobi) and Professor Isaac Kibwage (Principal, College of Health Sciences, University of Nairobi). Also present were Mr. Simplisias Ochieng and Ms Lucy Marangu from UNES.