

BestValue

INSIGHT LIMITED

Leadership, governance and growth
consulting for institutions.



**COMPANY
PROFILE**

About us

BestValue Insight is a Zambian management consulting firm specialising in leadership development, sales enablement, financial literacy, performance management and corporate governance. We work with public institutions, state-owned enterprises, financial institutions, corporates, SMEs and development partners to close the gap between strategy and execution.

Drawing on current research and national policy frameworks in Zambia, we design practical programmes that equip leaders, staff and boards with the skills, systems and mindset to deliver measurable, sustainable results.



Vision



To be Zambia's most trusted partner for building financially literate, high performing and well-governed organisations.

Mission



To help institutions translate strategies and policies into daily behaviour and measurable performance through context-specific training, coaching, advisory and implementation support.



Values

- **Integrity** – We give honest advice and respect governance, regulatory and ethical standards.
- **Excellence** – We deliver high-quality, professional work that stands up to audit and scrutiny.
- **Partnership** – We “walk the journey” with our clients, from diagnosis to implementation and review.
- **Accountability** – We define clear objectives and measurable outcomes for every engagement.
- **Inclusivity** – We design solutions that intentionally include women, youth and vulnerable groups where relevant.

Our Services

Leadership & Culture Transformation

We help leaders build cultures that support strategy implementation and high performance.

- Leadership development programmes for senior and middle management.
- Change leadership and culture-change facilitation.
- Team effectiveness, communication and accountability workshops.
- Coaching for managers on how to lead performance, not just supervise.

Typical outcomes: clearer expectations, stronger ownership of results, better communication, reduced resistance to change.

Sales & Customer Growth Enablement

We support organisations to strengthen sales capacity in a structured, ethical way.

- Sales skills training for frontline staff and relationship managers.
- Sales management coaching for supervisors, branch managers and heads of department.
- Design of sales processes, KPIs and dashboards aligned to strategy.
- Customer service and retention programmes.

Typical outcomes: increased quality of pipelines, improved conversion and cross-selling, better client retention and net promoter scores.



Financial Literacy & Inclusion Programmes

Aligned with the National Strategy on Financial Education (NSFE II 2019–2024) and national financial inclusion goals, we design and deliver financial education that supports both institutions and communities.

- Workplace financial education for employees (budgeting, debt management, saving, retirement).
- Financial literacy for MSME clients and cooperatives.
- Youth financial education modules for universities, colleges and training institutions.
- Gender-responsive financial literacy programmes targeting women entrepreneurs and groups.

Typical outcomes: improved financial decision-making, better credit discipline, stronger client relationships, alignment with regulators' and donors' expectations on consumer protection and inclusion.

Performance Management & Strategy Execution

We help organisations move from “forms and policies” to living performance systems.

- Design and review of performance management frameworks and tools.
- Alignment of corporate strategy, departmental plans and individual KPIs.
- Training managers and staff on setting goals, giving feedback and running performance reviews.
- Facilitating quarterly and annual performance review and learning sessions.

Typical outcomes: clearer expectations, reduced performance disputes, stronger link between strategy and daily work, better evidence for promotions and rewards.

Corporate Governance & Board Development

We support boards and executives to strengthen governance in line with best practices and local regulations.

- Board and committee training on roles, responsibilities and fiduciary duties.
- Governance framework and policy development (charters, codes, delegation of authority, risk and compliance frameworks).
- Board effectiveness reviews and governance diagnostics.
- Executive and board retreats focused on strategy and governance.

Typical outcomes: clearer roles, reduced governance risk, stronger oversight of management, better alignment between board decisions and organisational performance.

Our Approach in the Zambian Context

We don't import generic models and leave you with a binder. Every engagement follows a disciplined but flexible approach:

- 1. Context & Diagnostic** – understand your strategy, structure, audit findings, regulatory requirements and current challenges.
- 2. Co-Design** – work with your leadership team to agree on priorities, design programmes and tools that fit your capacity and resources.
- 3. Capacity Building** – deliver practical, interactive training and coaching focused on real cases from your organisation.
- 4. Implementation Support** – support managers and teams as they apply the tools (for example KPIs, performance reviews, sales routines, governance processes).
- 5. Measurement & Learning** – agree on key indicators (qualitative and quantitative) and review progress with you.



Who We Serve

- State-Owned Enterprises and Parastatals.
- Central and Local Government Institutions.
- Banks, MFIs, Insurers, SACCOs and Pension Funds.
- Corporate and SME businesses.
- NGOs, Development Partners and Projects.
- Universities, Colleges and Training Institutions.



Why Choose BestValue Insight?

- Implementation-Focused – We go beyond training to support implementation, coaching and review.
- Local Insight, Global Standards – Our work is rooted in the Zambian context and aligned to regional and international best practice.
- Integrated Expertise – We work across leadership, sales, financial literacy, performance and governance to address root causes, not symptoms.
- Evidence-Informed – Our solutions are shaped by current research and policy on financial literacy, governance and performance management in Zambia.



Contact Us

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To discuss how we can support your organisation, please email or call us to schedule a consultation.