



## *tPCA Pilot Course Description*

***Development Perspectives for the CeC Manager*** is a foundation course intended to allow participants to explore concepts and principles on development perspectives relevant to telecenter or Community eCenter (CeC) managers. This 48-hour program will entail lectures, discussion, exercises, and reflection activities to extend participants consciousness on telecenter development and practices both local and abroad, on social entrepreneurship, on change orientation and political sensitivity, and customer orientation. The course should provide the groundwork for a deeper understanding of the CeC and the CeC managers' strategic role in development.

***Practical Research for CeC Managers*** is a 48-hour course designed to allow participants to focus on the research process, research methodologies and applications appropriate to CeC managers. Case studies and research exercises will lead to a development of a proposal suited for telecenters or CeCs.

***CeC Management I*** course is the first of the two-part management program for CeC or telecenter managers. This 48-hour coursework will allow participants to get an overview of management functions in the CeC and to delve into the ecology of existing CeCs and the rudiments to handling CeC products and services. Discussions and exercises will provide the perfect opportunity for CeC managers to interact with colleagues and widen their understanding of CeC as an enterprise.

***CeC Management II*** is a 51-hour course program designed to engage participants to the gamut of activities in managing telecenters or CeCs. Lectures and discussions will focus on (1) operations management, including running CeC systems and procedures, financial management and content management, (2) project management for sustainability, and (3) results monitoring and evaluation of CeC activities. Participants will also benefit from the sharing and interaction with fellow CeC Managers and from the exercises that seek to reinforce and enhance the knowledge and skills in managing CeCs.