

# **DLC Sri Lanka - A Success Story**

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# We know We are small

- Not only in size but also in other respects
- Therefore we go in to partnerships when we offer programs
- Banking Sector Program – Partner with
  - Institute of Bankers of Sri Lanka
  - Central Bank of Sri Lanka
- Education Sector Program – Partner with
  - Education Ministry

We know that

We are not known sufficiently

- When we get a program which is fully funded and offered free we still use aggressive marketing to get the maximum number
- Idea is to spread the knowledge about our center and what we do
- Maximum reach

# We know

## We have to be flexible

- We offer our client our services 24 hours a day, 7 days a week, 365 days an year
- On their request for their programs
- For our programs we offer during convenient times when possible

## We know

### We have meet the needs of the client

- We don't say No to any training request
- First try to give an in house solution (internal faculty)
- If not we seek in country help (external faculty)
- If not we seek GDLN centers help
- If not we seek outside GDLN (other resource centers)

# We are neutral

## We use it

- We use it for maximum
- Easy to get in to partnerships
- We have a public sector face (ownership) to show to the public sector
- We have a private sector face (management) to show to the private sector

We are technically superior

We maintain it

- We upgrade our infrastructure (state-of-the-art, meet the most modern needs)
- We have signed the service and maintenance agreements with reputed agents (no breakdowns)
- We have two technical hands to support our clients in their training activities

# We offer complete solutions

- Training needs
- Program Design
- Program Delivery and Event Management
  - Hostel facilities, transport, meals and refreshments, printing, training material development and production, recording and documentation
- Program Evaluation
- Impact Evaluation



# Our Strength is Our Staff

- We look after staff
- They are empowered
- They are given incentives to undertake challenges
- They are protected in an unavoidable lapse in risk taking
- They are given incentives for performance

# Our challenges

- We are confined in the fourth floor of a building that has no scope for expansion
- We have to still follow some of the rules and regulations of the public sector
- We are yet to offer our own program to GDLN affiliates

# Our hopes

- We will grow to a resource center of the GDLN in the near future
- We like to establish links with LAC and share their experience in variety of fields