

## INTRODUCTION

Welcome to Renner & Renner Consulting, an Indigenous Management Consultancy firm specialising in Organisational Development, Transformation, Restructuring, Recruitment, Human Resource Development, Training and all aspects of Human Capital Development in an organisation.

We combine our wealth of experience and in-depth research to provide tailored, functional, operative system that creates awareness within the organisation and individual. Renner & Renner is highly valued by employers.

Our aim is to drive sustained organization performance through Human Resources, shaping thinking, leading practice and building capability via quality training. Our programs are thus designed to empower individuals and organisations, with efficient tools to optimise their personal, professional and corporate effectiveness.

We hope that our services would be beneficial and enriching to individuals and corporate organization's that need to take advantage of our services.

## BACKGROUND

We are registered in Nigeria to manage the HCD deficit and spearhead resolution of 21st Century Human Capital Development challenges. To this end, alliances and partnerships have been formed with like-minded progressive organisations across the globe to deliver results to varied client base. Invariably, we see ourselves as part of the global shift, remaining alert to world class innovative solutions.

Our Company was founded on two fundamental principles: (i) passion for what we do and (ii) unsurpassed results oriented drive to understand client's needs. Consequently, our priority is to assist clients attain simple bespoke solutions or comprehensive solutions for complex issues.

Our business explores and diagnose organizational issues affecting growth, productivity, reduced employee morale as well as experiences unique to our clients to provide effective solutions. We aim to drive sustained organizational performance through people, processes and technology, and to shape creative thought processes, leading practice and building capability.

Our goal invariably is to keep solutions simple by ensuring your business runs smoothly and efficiently to maximize profits and keep you ahead of the competition.

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# WHAT WE DO

Our consulting is based on 4 elements:

\*Diagnosis \* Design New Structures \*Execution Excellence \* Transformation.

### Diagnosis

We provide an independent analysis of the organisation strategy, systems and adaptive capabilities.

### Design new structures

We provide the road map for the leadership to consider new structures and provide the additional technical support to integrate the new structure into the organisation's culture, strategy and competencies.

### Execution Excellence & Operational Efficiency

We guide organizations to achieve exceptional value creation by providing the support mechanism to tightly align their corporate objectives, systems and people.

### Transformation

We provide organisation with tools to achieve organizational transformation through

- Managing for innovation
- Organizational and personal learning
- Management by facts

## OUR SERVICES

- Business Strategy
- Business Process Improvement
- Change Management
- Enterprise Risk Management
- HR Re-engineering & Outsourcing
- Leadership Development
- Organization Design & Transformation
- Performance Management
- Project Management
- Recruitment & Selection
- Training

### Our Organisation Development Consulting Service Products

#### 1 Organisation Health Check (OHC)

Every organisation needs periodic Organisation Health Check (OHC) to assess its fitness, readiness, capabilities, competencies and adaptability in its business environment.

Our health check terms of reference focus on drilling down all levels of the organisation to question and quantify the robustness of the organisation's systems and fitness for purpose.

The terms could be open or closed and may include management systems, governance structures, operations, inter-relationships etc. The focus is on the organisation's internal systems, the front and back office functions and the nerve epicentre of the organisation.

##### Benefits

Provides any independent assessment of the organisation, general health, well-being and fitness for purpose to inform strategic management choices.

#### 2 Strategy Realignment

Strategy alignment focuses on ensuring that the entire organisation's systems and teams understands and buys into the strategic intent of the organisation. We work with the management to articulate how to drive forward strategy learning within the organisation levels. We focus on selling the strategy components to each stakeholder in their language to inform behavioural change using business change tools where necessary.

##### Benefits

Re-energizes organisations by consciously putting processes in place to assist the organisation's constituents understand and identify how they contribute to the organisation's strategies and success going forward.

## OUR SERVICES

### Our Organisation Development Consulting Service Products contd

#### 3 Total Quality Management – The Journey to Execution Excellence (TQM-JEE)

Total Quality Management (TQM) is a part of the journey to execution excellence (JEE), it looks at the entire business model and process within and identifies key quality indicators and develops implementation plans to build quality management system at every service delivery point in a measurable manner.

##### Benefits

Enables organisations achieve execution excellence, strengthen competitive advantage and redefine core competencies. It also raises performance outcomes, increases customer satisfaction and motivates teams by providing an opportunity to rally the troop around initiatives.

#### 4 Change Management

Managing change to respond to new opportunities and threats in the business environment creates challenges for all levels of management. We use business change tools including "Business Process Re-engineering" to carefully articulate a method to be adopted at various levels of management to take the organisation to the next level.

##### Benefits

Key to successful business growth and sustainability, it ensures people are supported during change initiatives to minimise the negative impact of the new systems/procedures.

## OUR SERVICES

### Our Organisation Development Consulting Service Products contd

#### 5 Project Management

We provide project management service based on PRINCE2 methodology. We help organisation design projects from inception to closure. We specialise in PRINCE2 methodology and philosophy to ensure that all aspects of a project is under the control of the project board, manager and team.

We also assist Project Managers in execution and risk assurance system; and provide the Project Board with **project assurance and compliance management** for the board.

Managing projects is central to all the consultancy work we provide, each of our consultancy products is delivered in a project management assignment form; using adapted PRINCE2 methodology. We adapt the core principles of PRINCE2 to create management products to provide tight consultancy assignment terms of reference, governance, timescales, resources, deliverable and cost.

##### Benefits

PRINCE2 project management methodology provides organisations with consistent control throughout the project life cycle. PRINCE2 governance structures provide useful management products including risk management, change control and requirement management processes to ensure high acceptance level.

#### 6 OD Special Assignment Service

We are aware that organisations are different and one size does not always fit with in all cases, therefore we support organisations in finding specific solutions to any unique problems they may face.

##### Benefits

This service provides orga nisation with wealth of third party management consulting experience in finding cost effective solutions to their unique problems in their quest for survival, growth or renewal.

## OUR SERVICES

### Human Resources Development

People are the most important asset of an organisation. To this end, Renner and Renner work closely with management and business partners to align HR strategy to the Companies' vision and mission statements.



The intent is to understand the business objectives, formulate HR strategy to reflect this and advise how to communicate strategic goals to all employees. We adopt the WCCM approach including three other modules as follows:

#### 1 World Class Competence Management (WCCM)

World Class Competence Management (WCCM) is our core product; it delivers a 360 degree assessment of any competence areas. It can be tailored to focus on a team or person. The objective is a documented 360 degrees perceptions and self evaluations.

##### Benefits

Allows management to identify what works and what does not work in specific competence terms. It also provides evidence base for formulation of best practice modelling (BPM) & identify key performance improvement areas (KPIA) to support strategic discourse.

## OUR SERVICES

### Human Resources Development contd

**2** Design and implement the new function for organisations based on best practices to gain competitive advantage of existing companies.

**3** Re-structure and Re-engineer existing HR Function of the organisation in the areas of:

**a. Recruitment Outsourcing**

- Efficient manpower requirements planning
- Successful hiring of experienced professionals
- Staff induction and orientation

**b. Culture and Communication**

- Review existing HR Policies and create new Policies, Reports, Templates and documentation to meet best practice if necessary
- Ensuring appropriate governance structure and up to date organogram
- Annual HR Activity Plans incorporating TGIF, Awards etc.

**c. Performance Management**

- Identify and Create KPIs for your staff
- Implement fair, transparent Appraisal system that meets world class standards
- Practice Performance Improvement Plans that adheres to best practice.
- Talent Management, Succession Planning and Staff Promotions.

**d. Learning and Development**

- Staff Training Needs Analysis requirement for (i) Soft Skills (ii) Regulatory/ compulsory requirement and (iii) Technical skills as required
- Design Training Calendar and assist client partner with accredited training centers

**e. Compensation and Benefits**

- Ascertain accurate employees Headcount
- Ensure competitive remuneration for your staff

**f. Employee Welfare/Workplace Ethics**

- Mentoring and Coaching programs
- Systemized leave management planning
- Job Rotation and Enrichment programs
- Activities to boost employee motivation and morale – TGIF,

**g. Health and Safety**

- Ensure your company adheres to international best practice in the areas of health and safety.

## OUR SERVICES

### Human Resources Development contd

**4** HR Management reports to include:

- Staff Monthly Payroll Reports
- Staff Movement Report to track staff turnover
- Leave Management for Departmental Units and Management
- Automated Staff Records filing system
- Training Calendar for effective monitor of training programmes and staff attendance

*Existing HR reports will be reviewed and used to identify key issues for management. if necessary, we will create, develop and update existing HR policies for firm wide use.*

## HR Outsourcing

*Human Capital has become important in the development process because ‘human beings’ are the most prized assets of a Firm. Human Capital Development focuses on all activities directed toward producing people with appropriate skills, knowledge, attitudes, motivation and job-related experience which are required for Organizational Development. At Renner we provide three outsourcing solutions:*

**1** Outsourcing

Recruitment and Learning & Development (OLD) services provides a cost effective functional solution for organizations recruitment & selection. We act as your department and handle or contribute useful insights to recruitment, learning and development at all levels of the organization.

This service can replace, augment or develop as the organisation’s first initiatives. It allows organisation to benefit from a wealth of world class experience diverse and experienced personnel and the latest organisation learning and development initiatives in the current knowledge economy.

We provide management with on the spot comments on the recruitment needs, learning and development implications of their strategic choices.

## OUR SERVICES

### HR Outsourcing contd

#### Benefits

Offers all the benefits of in-house recruitment, Learning and Development department without the overhead cost. We also provide high calibre advisory and consultancy service that offer the best of breed in staff development.

### 2 Specific learning and development service

We undertake and develop specific learning and development programmes to meet any unique requirements your organisation may be facing from **learning needs assessment** to training development and implementations.

#### Benefits

We provide fresh ideas to your specific learning and development needs and provide a cost effective solution option to enable organisation prepare their teams with the learning they need to be the best in the ever changing world of business.

### 3 Open Learning and Development Programmes

We offer monthly training programmes that are focused on the generic needs of organisations. These are investments in your people to learn in an open and integrative environment that provides opportunities for socialization. Delegates are recruited from across organisation and functional boundaries to create diverse action teams that will provide sharp insights front multiple experiences.

## MANAGEMENT

### MANAGEMENT

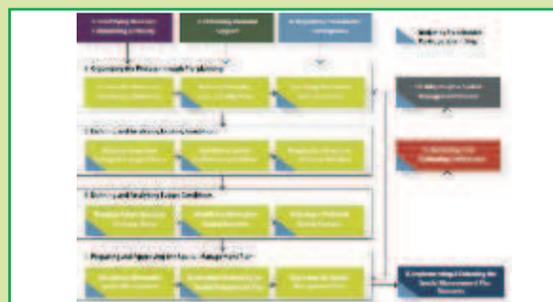
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- 1.12 Budget Management for Board Members
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**MANAGEMENT**

**Management Strategic Retreat - The 9 Steps**

**Fee: Negotiable**

**Duration: 2 Days**



**Programme Description**

Tools and guides for systematic discussions and exercises that Management can use to develop veritable business success strategies. It will advance strategies up to performance targets, revenue and expenditure budgets as well as profit projections.

- Step 1** - Environment of the Business – What is Changing?  
The Approach – T. E. M. P. L. E. S.
- Step 2** - Where Since the Past Few Years?  
The Approach – INTERNAL STRATEGY AUDIT
- Step 3** - Vision & Mission – Where To Head the Business Next?  
The Approach – INNOVATION & STRATEGIES
- Step 4** - S. W. O. T. Putting It All In Perspective  
The Approach – THE 12 ‘M’s
- Step 5** - The Gaps We Must Fill – Scorecard Issues  
The Approach – SCORECARD ISSUES
- Step 6** - What Objectives and Projected Outcomes?  
The Approach – PERFORMANCE OBJECTIVES SETTING
- Step 7** - Strategic Options  
The Approach – STRATEGY DEVELOPMENT
- Step 8** - Critical Results and Indicators
- Step 9** - Performance Standards
  - Revenues
  - Expenditures
  - Profitability.

**MANAGEMENT**

**Management Skills Development**

**Fee: Negotiable**

**Duration: 2 Days**



**Overview**

The lack of management know-how is manifested in faulty decision making and the inability to meet targets. This workshop is a practical course that focuses clearly on the key line management skill such as delegating, motivating and supporting team members and will leave the participants feeling more proficient in their ability to manage others and perform to expectation.

**Course Objectives**

At the end of the program, participant will be able to:

- Enhance their understanding of the principles of Management
- Improve their managerial skills.
- Know how to co-operate with supervisors, peers, subordinates and relevant stake-holders
- Plan and manage job performance
- Achieve results and positive feedback on the job

**Course Contents**

- Job requirements of the manager
- The Management processes
- Communication to aid in problem solving and decision making
- How to influence others through proactive leadership
- Effective discipline and conflict Handling
- Interpersonal skills coaching
- Leadership and team building
- Stress management
- Time management
- Effective communication (incoming and outgoing communication)
- Effective delegation

## MANAGEMENT

### Managing Your Boss

**Fee: Negotiable**

**Duration: Negotiable**



#### Overview

In present day businesses there is a need for subordinates to manage their bosses effectively and proactively. Effective communication, understanding, and trust make up the essential skills for managing your boss effectively. While these skills are critical to the success of a business, one key area which cannot be overlooked is the ability to separate urgent task from important ones when communicating with your boss.

Middle-level managers and supervisors require constant training in professional techniques in order to organizing business meetings, summits or conferences. Exposure to the basics of protocols, crisis and time management would also enhance an employees' ability to effectively and efficiently manage their bosses' schedule and any matters arising.

When the period of consideration for promotion comes, bosses look for people who understand and can resolve the issues they face. Many employees are constantly challenged with not understanding the needs of their bosses'. However, once you have worked with your boss for a while, you should be able to guess what information or task he expects of you.

If you provide it ahead of time, you become a valued asset. He will become your biggest fan and your greatest asset.

#### Objectives:

- To understand the basic challenges of the average boss and how to help resolve them
- Mastering the art of thinking like the boss and not just his employee.
- Increase your interpersonal skills and effectiveness
- Expand the challenges and benefits of managing your boss
- To distinguish you as an efficient and effective employee

#### Course content:

- The 10 habits every boss respects
- Records: Electronic documentation, archiving and records management
- Managing your boss in Safety, crisis and time management

#### Focus:

- How to think like the boss
- Influencing your boss positively in the right direction
- The importance of prioritizing yours and his
- The power if innovation, feedback and service provision
- Knowing what skills to improve on

#### For whom:

- If you have a boss, this training is for you

## MANAGEMENT

### Time Management

**Fee: Negotiable**

**Duration: Negotiable**



#### Overview

Time management skills are significantly important for any employee, business leader or manager looking to succeed. No matter how organized we are, 24 hours in a day just doesn't seem enough to do all there is to be done. Therefore a need to prioritize our daily activities in order to achieve optimum results is essential to success.

Time management is a process of actions relying on the clock "Time is like money, the less we have of it to spare the further we make it go" - Josh Billings. You can't control time, but you can gain control over the events of your life within a time frame.

Most business supervisors and leaders today often feel the need to be more organized and more productive within a given time frame. A majority seem to spend their days in a whirlwind of activities and wonder why they haven't accomplished much within a given space of time. All we can manage is ourselves and what we do and accomplish with the time that we have. When you manage your time, you experience fulfillment and relaxation. Time is a convertible resource therefore the saying "Time is Money". In reality and in the business environment, time is more than money; time is life and controlling time is not an art, but a science that requires learning essential skills and developing an expertise in managing it effectively.

#### Course Objectives:

- Help discover and establish a value system to time management
- Recognize the most appropriate ways to set goals to achieve targets
- Highlight the benefits of separating urgent and important tasks to manage time effectively
- Develop a personal action plan to enhance personal effectiveness working with a time frame
- Effectively planning, organizing and controlling procedures with the clock in mind

#### Course Content:

- Setting and achieving goals
- The art of delegation
- Fighting procrastination
- Learning to say NO" when its needed
- Time management

#### Focus:

- The power of prioritizing
- How to discover time wasters and avoid them
- Characteristics of a balanced life
- Benefits of time management
- How to guard against time robbers
- Spare time and how to manage it

#### For whom:

- Personal assistants to CEO's
- New and Existing Supervisors
- Top executives
- Senior and middle level management
- Operations managers

**MANAGEMENT**

**Delegation & Strategies for Managers**

*Fee: Negotiable*

*Duration: Negotiable*



Delegation is defined as the process of getting things done through other people. It involves transferring responsibility for the decision making, fact finding or tasking from a Manager to an employee in an organization.

Many managers are slow to delegate because they fear no one will do the job properly. Some are afraid that they won't be seen as effective unless they do the most important things themselves, and many others fear the fate of losing their relevance in the organization if certain tasks are performed by others or their job expertise would be handed over to whom they delegated to. However, every leader or manager is limited due to their work load with respect to time, their human ability and strength; you can only be at one place at any given time.

When you begin to delegate, you multiply your time, ability, strength and end results. Delegation involves merging authority from a higher level in an organization to a lower one and allowing more people to be involved in a decision making process. Business success is limited when effective delegation is absent.

**Objectives:**

- Teach the art of delegation
- To highlight the reasons and benefits of delegation
- Communicate the reasons for delegation
- Understand the process of effective delegation
- Increase your results through delegation
- Outline the keys to empowering and developing teams through delegation

**Overview:**

- Skills of effective delegation
- Delegation, abdication and empowerment
- The requirements, process and benefits of delegation
- Consequences of ineffective delegation
- Common barriers to delegation
- Delegation strategies

**For whom:**

- New & Existing Supervisors
- Human resource manager and executives
- Senior management executives
- Team heads and groups leaders
- General managers
- Operations managers

**MANAGEMENT**

**Managing People for Strategic Advantage**

*Fee: Negotiable*

*Duration: Negotiable*



**Overview**

One of the greatest challenges organization face today is that of leveraging their human resource, retaining and motivating the people with the right competencies and skills. Dependency on only technological processes do not in themselves deliver the desired result, people are the main asset of any Organization.

**Course Objectives**

This course offers the opportunity to strengthen employee capabilities to attain corporate objectives and achieve the desired vision, mission of the Organization.

**Course Contents**

- People and the business strategy
- Motivating people
- Managing individual and team performance
- Management style
- Providing team leaders

**MANAGEMENT**

**Administrative Management Course**

*Fee: Negotiable*

*Duration: Negotiable*



**Course Description:**

Boost your image, your communication skills, your professional development and your satisfaction! In this era of dramatic change in the business world, assistants have never been more challenged ... more stretched ... than they are today. You're expected to do whatever it takes to keep the "train moving" amidst the confusion brought on by re-engineering, restructuring, new technology—whatever changes you're up against.

In this valuable conference, you'll learn new, practical skills that will enable you to manage your job and your career with new professionalism, new authority and new success.

Design your day to meet your unique needs. We've packed a lot of information into just two days...so feel free to move in and out of these two tracks and 11 dynamic sessions. It's your course—don't miss a thing!

**Objectives:**

- In this 2-day program you'll learn:
- How to build and strengthen your "people" skills
- How to manage multiple projects, responsibilities and bosses
- How to get more done in less time
- How to become an indispensable star administrative office manager!

**Course Outline:**

- Role of the Administrative Manager
- Principles of Management
- Winning respect and credibility
- Communicating with confidence up and down the ladder
- Interpersonal communication skills—your secret weapon
- Building your professional image
- Believing in yourself
- Organize your office, your boss and yourself
- Juggling multiple projects with ease
- Dealing with chronically impossible people
- Everyday negotiation skills

**For Whom:**

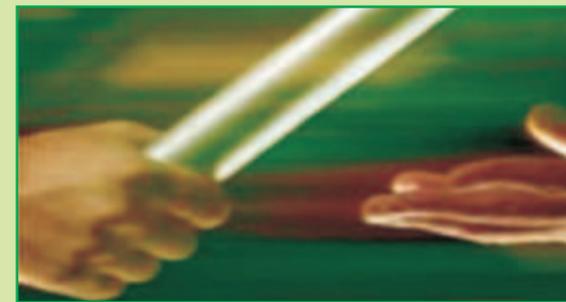
Anyone requiring or brushing up on their administrative management

**MANAGEMENT**

**Effective Delegation**

*Fee: Negotiable*

*Duration: Negotiable*



In this practical course participants will be provided with a range of tools and templates to help them learn how to delegate tasks and use effective delegation as a key development tool to motivate and challenge their people.

It will identify all the considerations that need to be taken before, during and after a task has been delegated.

**Course Objectives**

Participants will learn how to:

- Articulate the benefits of effective delegation and describe the effects of good delegation
- Practice how to delegate effectively
- Practice using questions to review progress and give feedback on their progress
- Identify tasks that can be delegated and the best team member to delegate these tasks to

**Course Contents**

- What is delegation
- The effects and benefits of good delegation
- How to delegate effectively
- Communicating delegated task
- Recording and prioritizing delegated tasks
- Monitoring progress and giving feedback
- Applying the learning
- Reviewing the learning and next steps

**For Whom**

Team leaders and Managers wanting to enhance their own productivity and focus on their crucial goals by delegating tasks and projects to their team members.

## MANAGEMENT

### Strategic Thinking and Management

*Fee: Negotiable*

*Duration: Negotiable*



#### Course Description

Managers and Leaders are expected to be able to elevate their thinking from a tactical or operational perspective to a more strategic perspective, allowing them to see “the bigger picture.”

This course is designed for people who want to be able to move beyond day-to-day, reactionary thinking to a more long-term and future-focused perspective.

#### Learning Objectives:

- Differentiate between tactical approaches and strategic approaches to thinking
- Use questioning as a method to clearly articulate the strategic interests of your team, department, or organization
- Identify strategic leverage points within the organization to advance a mission and vision
- Describe and interpret environmental factors that influence strategic thinking
- Compare strategic options to make effective decisions
- Forecast the ripple effects of strategic decisions
- Identify detractors that commonly prevent strategic thinking
- Draw connections and strategically think through how to apply your learning

#### Course Contents:

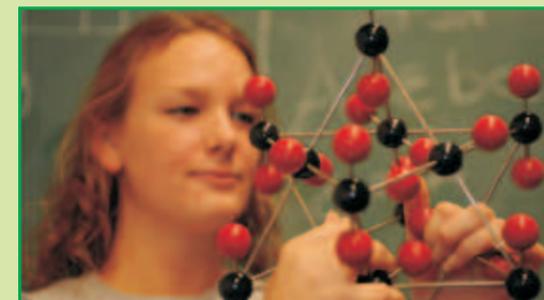
- Definitions of operational, tactical, and strategic thinking
- Methods for gaining a strategic perspective
- Strategic elements of an organizational system
- Environmental factors in the strategic landscape
- Strategic leverage points
- Decision making from a strategic perspective
- Forecasting the cause and effect of strategic decisions
- Barriers to strategic thinking

## MANAGEMENT

### Principles of Personal and Professional Effectiveness

*Fee: Negotiable*

*Duration: Negotiable*



#### Course Description

Today's world presents challenges related to competition, increasingly complex business transactions, technology, the Internet, globalization, outsourcing, evolving supply chains, and personal values.

Managers, like others, are asked to do more with less, at the same time many are expecting to have full personal lives. This environment presents opportunities as well as challenges.

#### Course Contents

- Techniques for managing your mind and accomplishing more
- Behavior and communication skills for success
- The power of listening
- Developing empathy and understanding
- Personal productivity and effectiveness
- Improving daily productivity
- The role of goals in personal and professional life
- Specific traps and pitfalls to avoid, professionally and personally
- Critical thinking and problem solving methods
- Evaluation of audit effectiveness
- A fresh look at risks
- Spreadsheets and their implications for auditors
- The role of skepticism
- Practical approaches to trust
- Improving communication with management and others

#### For Whom

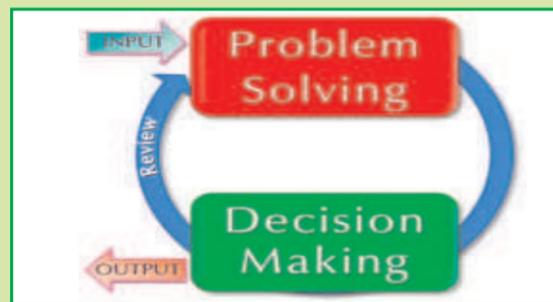
Team leaders , Managers , team members and other members of staff who want a balance in their personal and professional lives.

**MANAGEMENT**

**Problem Solving & Decision Making**

*Fee: Negotiable*

*Duration: Negotiable*



**Course Description**

In any team, there will be decisions to be made and problems to be solved. Learn a “how-to” process for solving compelling problems within and outside your team.

Effective decision makers are those rare individuals who are able to consistently identify and choose the best option among multiple alternatives. Their decisions are imaginative, reasoned, and defensible.

**Training Objectives**

This training aims at showing ways to:

- Increase awareness of problem solving steps and problem solving tools.
- Distinguish root causes from symptoms to identify the right solution for the right problem.
- Improve problem solving and decision making skills by identifying individual problem solving styles.
- Think creatively and work towards creative solutions.
- Recognize the top ten rules of good decision-making

**Course Content**

- Introduction to decision making and problem solving
- Barriers to effective decision making and problem solving
- Types of decisions and problems
- Objective setting
- Essential questioning skills
- Questioning for problem solving
- Generating creative solutions
- Evaluating options and making decisions

**For Whom**

Managers, Directors, Supervisors, Project Managers, Team leaders, Product Managers, Program Managers, Stakeholders, Team members, and all other Professionals.

**HUMAN RESOURCES MANAGEMENT**

**HUMAN RESOURCES MANAGEMENT**

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## HUMAN RESOURCES MANAGEMENT

### Introduction to HR Courses

Fee: N243,000 + VAT

Duration: 2 Days



This course will help you master the fundamentals of Human Resource Management

#### Course Description

For those with limited or no grounding in the fundamentals of HR management this course provides an insight into key areas of recruitment, employee relations, employee development and performance management.

Underpinning all of this is a framework for understanding employee rights and employer responsibilities in the context of current UK legislation. This course will provide the core knowledge to tackle HR issues and give professional advice with confidence.

#### For Whom

New or recently appointed HR officers and managers. Those who are likely to be appointed to an HR role in the future or who require a general understanding of HR as part of their general responsibilities.

#### Course Overview

- Know the vital skill sets for today's HR professional
- Understand how HR strategy supports organisational strategy
- Clarify your areas of responsibility
- Plan and execute a successful recruitment strategy
- Employ best practice selection techniques
- Understand the use of competencies to select and appraise staff
- Manage employee relations effectively
- Handle disciplinary matters decisively
- Initiate and terminate employment contracts within legal boundaries
- Understand key employment law issues
- Improve communication across your organisation
- Develop your employees by implementing lifelong learning
- Heighten performance through measurement and reward
- Validate and evaluate job roles
- Record keeping and the Data Protection Act
- Harness equal opportunities and make the most of a diverse workforce.

#### Benefits

- Tried and tested recruitment and selection methods
- Strengthened employee relations through applying the correct policies and procedures
- The capability to handle disciplinary and grievance matters professionally and ethically
- Best practice in human relations management to increase employee morale, productivity and engagement
- The knowledge required to protect your organisation from potential litigation

## HUMAN RESOURCES MANAGEMENT

### Conducting Effective Appraisals

Fee: N130,510 + VAT

Duration: ½ Day



#### Course Description

Too often appraisals become an adversarial meeting where the manager has difficulty getting their point across successfully and the appraisee becomes defensive.

This course will give you a number of approaches, and techniques to ensure that the appraisals that you conduct are structured, productive and positive meetings.

#### Benefits

- The skills to avoid the most common pitfalls of poor appraisals
- Competence in turning potential conflict into positive behavioural change
- Development of an appraisal approach that suits you, your people and your organisation

#### Course Overview

##### Setting clear objectives

- Selling the value of the appraisal process
- Clarifying roles and purpose
- Defining clear performance standards

##### Assessing and monitoring performance

- Setting clear and effective goals
- Delivering constructive feedback
- Managing performance

##### Developing individuals and team members

- Establishing training and coaching needs
- Appropriate motivational techniques
- Dealing with "difficult" appraisees

##### Communication skills

- Effective questioning techniques
- Summarizing to obtain agreement and buy-in
- Develop confidence and self-esteem

#### For Whom

This is an essential course for anyone in a people management role who struggles to obtain positive outcomes and changes in behaviour from an appraisal process.

## HUMAN RESOURCES MANAGEMENT

### Strategic HR - The Essential Business Partner

Fee: N130,000 + VAT

Duration: 1 Day



Ensure HR contributes to business success

#### Course Description

People are key to the achievement of organisational goals and can be an organisation's most important competitive edge. HR strategy therefore should be integrated with overall organisational strategy to facilitate the achievement of organisational objectives, and to ensure that the policies and processes are in place to meet the needs of your staff.

#### Benefit

- Key characteristics of an effective HR strategy
- The knowledge to apply strategic Human Resource Management in practice
- Steps to achieve acceptance for the HR strategy
- An understanding of how HR fits with organisational strategy
- The skills to develop HR plans
- Gain 'buy-in' from key players in the organisation
- Implement change to achieve the plan
- Tools to measure success

#### Course Overview

- Strategic human resource management
- Meaningful HR Planning
- Ensure HR makes a real difference for the organisation
- Formulating the strategy
- Options in developing HR plans
- Advantages and disadvantages of different approaches
- Aligning HR strategy with organisational goals
- Principles of HR strategy
- Levels of HR strategy
- HR strategy that contributes to business success
- HR Strategy and Culture
- Aligning culture with vision and values
- Reinforcing culture through HR and Management Processes
- Change and HR strategy
- Change as the inevitable consequence of HR strategy
- Evaluation in strategic HRM
- Measures of success and benchmarking
- Committing the organisation
- Getting plans accepted at the top
- Getting the whole organisation's commitment

#### For Whom

Experienced HR professionals responsible for HR strategy or who wish to make a strategic impact on their organisation.

## HUMAN RESOURCES MANAGEMENT

### Managing the Learning and Development Function

Fee: N335,360 + VAT

Duration: 2 Days



#### Course Description

As a learning leader, you face challenges such as understanding the organisation, managing learning solutions, and organising and administering the learning function. This workshop is designed to prepare you for these challenges and set you up for success in your role.

#### Benefits

- Insights on best practices in the field
- Your own plan for managing the learning function at your company
- An interactive workshop including self-assessments, small-group case study discussions, best practice reviews
- Expert feedback on the specific challenges you face

#### For Whom

This Programme is for Training / L&D Managers responsible for delivering best practice approaches to learning which meet business objectives and generate organisational success.

#### Course Overview

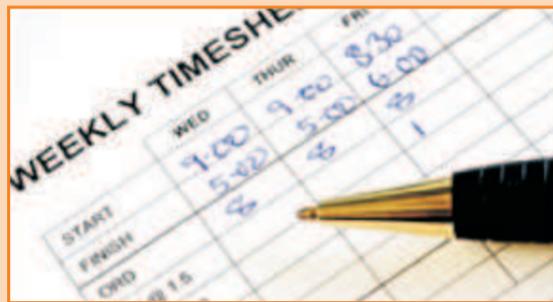
By the end of this course, participants should be able to:

- Realise the current and evolving role of the learning manager
- Establish a vision of how the learning function improves business performance and enables execution of organisational strategy
- Develop long-range learning, development and human performance initiatives to implement the vision
- Partner with business leaders to utilise learning as a performance improvement tool
- Understand what drives business and how the learning function can best add value
- Ensure the utilisation of best practices in needs assessment methodologies; applied adult learning theory; learning design theory; learning technologies; and learning information systems
- Lead and manage the learning function like a business by converting strategies into action plans; developing and monitoring budgets, understanding staffing and resource deployment
- Identify the learning project life cycle, and complete the learning manager's role in each phase
- Illustrate how a learning manager can build effective relationships with internal clients
- Ensure quality throughout the course development process
- Consider and apply three business models for the learning function, and identify which model is appropriate for your organisation
- Apply the key components of the learning business plan, linking the this to the organisation's strategic plan
- Ensure that learning activity is aligned, integrated, managed, efficient, effective and makes a sustained impact
- Utilise at least four criteria to evaluate the current solutions of the learning function
- Consider what processes are outsourced by the learning function, determine and manage what to outsource
- Enable the learning function to partner with human resources on key initiatives and to face joint challenges
- Ensure legal considerations relating to L&D are incorporated to protect their companies from risk
- Evaluate emerging technologies

## HUMAN RESOURCES MANAGEMENT

### Introduction to Payroll

Fee: N232,610 + VAT Duration: 2 Days



#### Course Description

The course covers detailed insight into the payroll process providing expert guidance on current legislation, practical tips to avoid common pitfalls and the skills to deal with queries and run day to day operations with confidence.

#### Benefits

- Ability to calculate and prepare accurate manual payments
- Procedures, checks and controls to eliminate mistakes
- A checklist for compliance with obligations and legislation
- Understanding of the use of deductions and attachments

#### Course Overview

- Payroll obligations and requirements
- Payroll cycle
- Data collection
- Record updating
- Calculation and reconciliation
- Reporting and record keeping
- PAYE
- Tax codes and tables
- Percentages and rates
- Calculating PAYE
- National Insurance
- Using NIC tables
- Percentages and rates
- Calculating NI
- Statutory Sick Pay
- Statutory Maternity
- Pay Starters and Leavers
- Deductions/attachments
- Court orders
- Pensions
- Student loans
- Voluntary (union etc)
- Tax credits
- Data protection and disaster recovery

#### For Whom

All those in accounts, HR and management who wish to understand payroll legislation and procedures.

## HUMAN RESOURCES MANAGEMENT

### Conducting Effective Disciplinary Investigation

Fee: On Request Duration: 2 Days



#### Course Description

It is a fact of life that poor performance, outright breaching of codes of conduct or even criminal acts by staff will be exposed when managers are least expecting them. This course offers the industry leading solution so incidents don't become drawn out and impact on team performance.

#### Course Overview

- Choosing the right questions
- Dealing with witnesses and those who make allegations
- How to successfully probe, record and check intelligence streams.
  - Do all complainants and witnesses tell the truth?
  - Planning an interview
  - Managing a face-to-face interview
  - Discover potential threats to your business or organisation in advance
  - Decision making - how to effectively make that all important decision and be confident of all future tests, including scrutiny at an Employment Tribunal.

- Handle people correctly during this challenging process and be prepared for a rush of valuable information!
- Decision making
- How to effectively make that all important decision and be confident of all future tests, including scrutiny at an Employment Tribunal

#### Benefits

- Learn how to made against members of staff including, fraud, harassment, malpractice, bullying and accusations of a sexual nature.
- Discover the right way to record the all important audit trail
- Know how to gather enough intelligence to conduct a face to face interview
- Plan the interview and framing those all important questions
- Feel confident in dealing competently with staff / union representatives, solicitors and friends of the employee
- Techniques to effectively handle liars, those who say little or nothing at all and collect, evaluate and test the credibility of all allegations even those that tell the truth!
- An ethical and efficient decision making process based on key principles of Law

#### For Whom

This course is for managers and team leaders requiring a suite of ethical and time efficient management skills and a structured approach for dealing with all disciplinary issues and allegations of improper conduct.

## HUMAN RESOURCES MANAGEMENT

### Mediation at Work

Fee: On Request

Duration: 1 Day



Changes to the ACAS code of practice mean that many managers will now be expected to act as informal mediators – something that can be a daunting prospect! This workshop aims to give managers the skills and tools to effectively mediate and resolve grievances in the workplace before they escalate, saving time and money to ensure your team remains as productive as possible.

#### Benefits

This is a highly practical, interactive workshop, which will use role playing and case-studies to focus on applying skills rather than becoming bogged down in legislation.

By the end of this session you will be able to:-

- Understand the key changes to the Dispute Resolution legislation and how this affects you, as a manager
- Apply practical mediation techniques and models, giving you the confidence to deal with any mediation situation, no matter how difficult
- Use active listening and questioning skills to make sure everyone is able to get their point across, and that you can get to the heart of the matter
- Draw upon a range of examples and case studies to reinforce your understanding and application

#### Course Overview

- ACAS code of practice and the key changes
- The definition of workplace mediation
- Identifying when to use mediation and when to proceed to the formal grievance procedure.
- The benefits of using mediation as a tool to resolve disputes
- The skills required to mediate
- The 3 principles of the mediation process
- The 6 step mediation model
- Active listening
- Questioning skills
- Remaining neutral and impartial
- Practical case studies & application role plays

#### For Whom

Anyone who might have to work as a mediator in a workplace dispute and need a practical guide – particularly managers from a non-HR background.

## HUMAN RESOURCES MANAGEMENT

### Managing Diversity

Fee: N135,360

Duration: 1 Day



Managing diversity is about valuing the differences that people from varied backgrounds bring to an organisation, and nurturing these. This can drive improvements in customer care, and can also attract and retain talent. This course is concerned with recognising diversity as an opportunity and not a challenge.

#### Benefits

- The knowledge to leverage diversity for organisational success
- An understanding of anti-discriminatory legislation
- Harness the skills of all groups of people within the organisation
- Confidence to deal sensitively with issues arising due to unfamiliar cultures
- Guidelines for interacting effectively with those from other cultures
- Promote a culture which encourages different groups to work together without prejudice
- Best Practice for implementing diversity policies

#### Course Overview

##### Understanding diversity

- Defining Diversity
- The difference between diversity and equal opportunity
- Diversity and Discrimination
- Key issues affecting different groups in the organisation - education, employment, promotion prospects

##### Challenging prejudice and discrimination

- Understanding stereotypes
- Different cultures and their value to business
- Assertiveness v's Bullying

##### Legal obligations and legislation

- Employment Tribunals
- Current legislation
  - Race Relations Act,
  - Sex Discrimination Act,
  - Age Discrimination Act,
  - Human Rights Act,
  - Asylum and Immigration Act

#### For Whom

HR Professionals and Line Managers who want to gain a better understanding of diversity and who wish to discover how to add value to their business through their people.

## HUMAN RESOURCES MANAGEMENT

### Managing Redundancy and Restructuring

Fee: N135,000 + VAT

Duration: 1 Day



This session will help you to understand the legal implications of making a redundancy, whether for 1 person or 100, which is imperative to an organisation's risk management strategy. In addition it will help you understand the positive implications that a restructure may have on an organisation post change and how you can bring that to life in the business.

#### Benefits

- Deeper understanding of the legal consultation limits for redundancy
- Understanding of the resources available from the government
- A checklist of paperwork that is required
- An opportunity for you to get a grip on practical implications of managing a redundancy programme from concept to closure

#### Course Overview

##### Project Management

- Understanding the reasons for reduction
- Project stakeholder engagement
- Defining the process
- Understanding the risks attached to voluntary redundancy

##### The Legal Framework

- Redundancy Payments, Employee Rights, Fair Dismissal
- Fair Consultation, Voluntary redundancy
- Sham Redundancy
- Large groups of redundancies, in excess of 20 people
- Appeals, Tribunals, Insolvency

##### Selection Criteria

- Who qualifies?
- The importance of objectivity

##### Trade Union Participation

- Engagement, Consultation, Representation

##### Sticky Situations!

- Managing A Change during a Maternity leave
- Early Retirement

##### Survivor Syndrome

- Understanding why this occurs post change
- The importance of communication
- The psychological contract
- Managing guilt, productivity and absence
- Planning the team of the future

## HUMAN RESOURCES MANAGEMENT

### Recruitment and Selection - Strategies and Skills

Fee: N232,960 + VAT

Duration: 2 Days



Attracting and retaining the best people is fundamental to business success. This course will provide you with the skills and confidence to bring the right people into the right jobs and manage the entire recruitment process from start to finish.

#### Benefits

- Ability to link your recruitment plans to the wider organisational strategy
- Up to date knowledge of psychometric testing, assessment centres and effective interviewing
- Skills to improve recruitment strategy through an understanding of theory

#### Course Overview

- Identify your current labour supply and consider additional sources of labour
- Implement effective practices to encourage a diverse workforce
- Learn the correct way to offer a job to a successful candidate
- Manage performance during probationary periods
- Be an active participant in an interview panel
- Build effective external relationships
- Practice techniques for effective copywriting and choose the right channels to advertise
- Produce comprehensive job descriptions and person specifications
- Use best practice in job offers and employment contracts
- Manage large recruitment drives with competent systems and strategies

#### For Whom

Managers responsible for taking on new staff and anyone involved in the recruitment process.

## HUMAN RESOURCES MANAGEMENT

### Effective Interview Skills

Fee: N232,960 + VAT

Duration: 2 Days



Do you regularly find yourself panic recruiting; taking the best of a mediocre bunch just to fulfil a need? Is your staff turnover higher than your competitors?

Are your operations at risk because you can't find the right staff or keep recruiting the wrong ones? Failings in the recruitment and selection process can do more damage to your business than almost any other factor.

If there is one thing that the Reed group of companies knows about, it is matching the right person to the right role in the right way!

#### Course Overview

##### Preparation

- Clearly define required competencies
- Use & create person specifications
- Make short lists work for you

##### The selection interview

- Work with a clear structure to manage timings
- Build a relaxed atmosphere to improve communication flow
- Use different selection techniques for different roles

##### Effective communication skills

- Questioning techniques
- Active listening
- Non-verbal communication

##### Getting it right

- Learn from other's mistakes
- Current legislation
- Avoid the 'halo' and 'horns' effect
- Balance your emotional reaction

#### For Whom

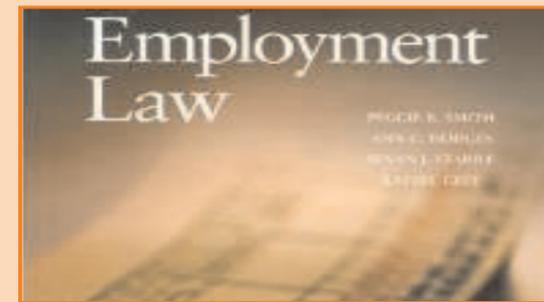
This is an essential course for anyone involved in the recruitment and selection process in any way - particularly managers who are recruiting staff into their own teams.

## HUMAN RESOURCES MANAGEMENT

### Essentials of Employment Law

Fee: N138,248 + VAT

Duration: 2 Days



A lack of awareness of the fundamentals of employment law can be a major risk to any organisation. This course provides a solid and up to date grounding in employment law using interactive questioning and scenarios to ensure you take back practical knowledge to your workplace.

For a more comprehensive review of statute and case law, we recommend our two-day programme – Advanced Employment Law.

#### Course Overview

- The contract of employment and its terms
- Data protection at work
- Race discrimination
- Sex discrimination
- Disability discrimination
- Pregnancy and maternity protection
- Paid annual leave
- Statutory sick pay
- Discipline, grievance and appeals
- Termination of the contract
- Fair and unfair dismissal

#### Benefits

- Reduced risk of legal action through an understanding of the key aspects associated with discrimination
- More detailed knowledge of discipline, grievance and appeals
- Improved recruitment processes and greater skill in contract establishment and termination

#### For Whom

Line managers and newly appointed personnel or human resources specialists. Also suitable for anyone recruiting and managing staff who is looking to avoid legal pitfalls

## HUMAN RESOURCES MANAGEMENT

### Advanced Employment Law

Fee: N232,910 + VAT

Duration: 2 Days



This course builds on 'Essentials of Employment Law' and provides a more detailed understanding of current employment law, enabling you to protect yourself and your organisation from costly and damaging legal claims.

#### Benefits

- The ability to attract the best people by creating equality at your place of work
- Reassurance that your business complies with legal obligations relating to privacy and data protection
- The skills to keep your company out of employment tribunals

#### Course Overview

- Employment status – Who is protected by Nigerian statute?
- The employment contract – statutory provisions, express and implied terms
- Restrictions imposed by the contract
- Changing the contract
- Data protection at work
- Ex-offenders
- Unlawful discrimination
- Equal pay
- Health and Safety – the essentials
- Workers from overseas
- The Public Interest Disclosure Act
- The law and pay, including National Minimum Wage
- Maternity and pregnancy rights
- The Working Time Regulations
- Statutory and contractual leave
- Handling grievances, discipline and appeals
- Dismissal and termination, including redundancy
- Trade union recognition
- Intercepting communications
- The Human Rights Act
- Stakeholder pensions
- Claims to enforce rights at work
- And coming to a tribunal near you!

#### For Whom

HR/Personnel specialists and line managers who require detailed employment legislation knowledge

## HUMAN RESOURCES MANAGEMENT

### HR Outsourcing

Fee: Negotiable

Duration: Negotiable



The practice of outsourcing involves the purchasing from an external provider of one or more business services, which could include HR and/or IT.

The specific processes that are included within any HR outsourcing arrangement will vary from organization to organization – some may outsource virtually all of their HR processes while others select specific components such as payroll, pensions, performance management or recruitment.

The top three reasons cited for undertaking outsourcing are:

- Access to skills & knowledge
- Quality
- Cost reduction.

Dedicated consultants with many years of experience are responsible for managing clients HR businesses.

### HR CYCLE



## HUMAN RESOURCES MANAGEMENT

### Continuous Human Resources Development Training

**Fee: Negotiable**

**Duration: Negotiable**



#### Course Description:

This HR training course covers Human Resource issues facing today's business owners, managers and human resource support staff.

Facilitators will demonstrate that HR staff needs to be armed with the expertise to deal with the many employee relationship issues faced in today's dynamic workforce. Emphasis is placed on making HR decisions that are both effective and legal.

#### Learning Objectives:

- The latest trends in the human resource field and the changing role of the human resource professional
- How human resource planning and the organization's strategic plan work together
- How to write job specifications and identify core competencies
- Methods of finding, selecting and keeping the best people using behavioral description interviewing techniques
- How to get employees off to a good start
- How to deal with compensation and benefits
- How to maintain healthy employee relations
- How to make performance appraisals a cooperative process.

#### Course Outline:

Trends affecting HR; Forecasting needs/succession planning; Skills inventories/emotional intelligence; Job analysis; Job competencies; Job descriptions; Job applications; Job interviews; Testing; Checking references; Orientation programs; Planning for Training; The employee handbook; Absenteeism in the workplace; Performance appraisals; Compensation issues/Employee benefits; Positive Discipline; Exit Interviews

#### For Whom:

- Human resources managers
- Management executives
- Anyone interested in HR training

## HUMAN RESOURCES MANAGEMENT

### HR Trends and Prospect Forum for Professional HR Managers/Directors

**Fee: Negotiable**

**Duration: Negotiable**



#### Course Objectives:

Each year, we compile the results of survey questionnaires served on HR practitioners in line with the Chartered Institute of Personnel and Development (CIPD) checklist. This annual program provides a forum for experienced HR practitioners and consultants to update their HR skills by:

- Analyzing the relevance of the results with a view to reviewing their organizations' HR policies and practices in line with HR trends.
- Benchmarking local and international HR best practices and applying the lessons learned to their own organizations.

#### Participants will learn:

At the end of this professional development workshop participants should be able to benchmark the following key human capital trends:

- Recruitment, retention and labour turnover
- Reward management
- Learning, training and development
- Productivity and performance management
- Absence management
- Employee benefit schemes
- People management and technology
- Leadership and HR careers
- The Ideal HR Function Structure
- Challenges ahead

#### For whom:

Professional Human Resource Managers / Directors, Finance and Admin Managers, Employee Benefits Administrators, Productivity & Performance, Training/ Learning Managers and other concerned top executives.

## HUMAN RESOURCES MANAGEMENT

### Motivating the Nigerian Worker

*Fee: Negotiable*

*Duration: Negotiable*



#### **Course Description:**

When employees are motivated by recognition, the outcomes or benefits will often include improved morale, enhanced productivity, increased competitive-ness, higher revenue and profit, decreased stress, decreased absenteeism, decreased turnover and lower related costs. They would really want to remain on the job.

#### **Course Objectives**

At this training's conclusion, participants should be able to:

- Describe what motivation is and how it improves productivity.
- Explain different theories of motivation and put them into practice.
- Set realistic goals with the people who report to them.
- Use the principles of reinforcement and expectancy to fire up a workforce.

#### **Course Content**

- Define effective recognition and how it benefits managers/supervisors, employees and customers
- Identify the different types of recognition
- Apply guidelines for giving effective praise
- Practice proven strategies for motivating employees
- Learn how to manage recognition issues and challenges.
- Creating a motivational Climate

#### **For Whom**

- HR Managers
- Line Supervisors
- Business Owners

## HUMAN RESOURCES MANAGEMENT

### Designing a Performance Base Reward System

*Fee: On Request*

*Duration: 2 Days*



The primary goal of a compensation policy should be to inspire profitable performance. Falling short of that goal can be disastrous to a professional firm and can result in partner dissatisfaction, damage to partner relationships and an inability to retain and motivate valued partners and senior associates.

No cookie-cutter approach is available; compensation policies are as unique as the firms that adopt them. An understanding of the various approaches to inspire productivity and profitable performance is needed.

#### **Course Objectives**

- To improve individual and organizational performance in a systematic and sustainable way.
- To improve a planning and change management framework that is linked to budgeting and funding processes.
- To inculcate the culture of performance and accountability
- To enhance the capacity of the Public Service to deliver its services more efficiently and effectively.
- To improve the capacity of the Staffs to be more productive.

#### **Course Contents**

- Introduction to Performance based reward system
- Creating a balanced score card
- Developing clear job descriptions and employee performance plans
- Key Result Areas (KRA) and performance indicators.
- Providing promotional/career development support

#### **For Whom**

Professional Human Resource Managers / Directors, Finance and Admin Managers, Employee Benefits Administrators, Productivity & Performance, Training/ Learning Managers and other concerned top executives.

## HUMAN RESOURCES MANAGEMENT

### Attitudinal Change

Fee: On Request

Duration: 2 Days



#### Course Description

Nothing has a meaning in and of itself, situation along with the context in which the events takes place gives meaning to our ongoing experiences. We define the contexts by putting frames over the experiences we are having, to perceive and interpret the meaning of happenings of events around us. The frames that we use or attitudes that we hold have a powerful impact on awareness that it creates for us and consequently the choice of actions that flows, depends on the frames of our attitudes.

#### Course Objectives

At this program's conclusion, participants should be able to:

- Identify behaviors that create a negative environment.
- Describe how to break habits that contribute to negativity.
- Explain how to influence others to be more positive.
- Choose positive language.
- Identify actions they can take alone and with others to encourage optimism.

#### Course Contents:

- The role of attitudes in shaping the perception
- What are the attitudes that bring resourcefulness?
- What if you are not using these attitudes?
- Learning to transform attitudes.
- Techniques for emotional wellness.

#### For Whom

This program is addressed to middle and senior level managers in public and private sector companies who have responsibility to build up their organizations

## HUMAN RESOURCES MANAGEMENT

### Managing Labour Unions

Fee: On Request

Duration: 2 Days



#### Course Description

The Labor Management Relationship is largely defined by negotiation; bargaining contracts, resolving grievances, handling gripes, and sometimes working together in consultative fashion on topics which the parties are not bound to tackle, yet choose to do so for the betterment of the operation (labor/management cooperation).

The manner in which these various negotiations are conducted not only impacts the quality of the deals themselves, but also the quality of the parties' consequent relationship. That is to say, companies and their unions are either caught up in a vicious cycle (distrust leading to constrained communication resulting in sub-optimal solutions, further reducing trust, etc.) or are constructing a virtuous cycle (improved trust freeing up better communication resulting in higher quality deals further building trust, etc.).

#### For Whom

Labour Leaders, Managers, Permanent secretaries  
HR Personnels, DGs, Mds.

#### Course Objectives

This training would enable participants to:

- Get more for your constituents without doing any unnecessary damage to the other side
- Negotiate in an efficient and disciplined manner rather than engage in endless talk
- Become more empowered agents themselves by negotiating better with own constituents
- Avoid locking in on positions and instead focusing on interests
- Focus on the problem rather than the personalities
- Negotiate both work rule and monetary (economic) issues
- Get creative without exceeding their authority
- Forgive without forgetting
- Employ external standards when appropriate
- Know when to accept an offer and when to walk away
- Construct contract language that will not be gamed by the bad actors in the field
- Bargain constructively even when the other side won't (One Hand Clapping)

#### Course Content

- The negotiating team
- Joint bargaining with other unions
- Training members on unfair labour practices
- Filing unfair labor practice charges
- Bargaining to organize
- The psychology of negotiating
- The role of the caucus
- Taking notes during bargaining
- Off-the-Record Talks
- Avoiding impasse
- Breaking a deadlock at the table
- Fact-finding, mediation, and Arbitration

## HUMAN RESOURCES MANAGEMENT

### Work Ethics

Fee: On Request

Duration: 2 Days



#### Course Description

Work Ethics advocates being personally accountable and responsible for the work that one does and is usually associated with people who work hard and do a good job.

In business, ethics can be defined as the ability and willingness to reflect on values in the course of the organization's decision-making process, to determine how values and decisions affect the various stakeholder groups, and to establish how managers can use these precepts in day-to-day company operations. Ethical business leaders strive for fairness and justice within the confines of sound management practices.

The employment of ethical business practices can enhance overall corporate health in the areas of Productivity, Stakeholder Relations and Government Regulations

#### Course Objective:

On completion of training, participants would be able to:

- Recognize, analyze, and decide ethical issues in business.
- Develop critical learning skills (i.e., skills in presenting and evaluating ethical arguments).
- Learn how to promote ethical behavior in the organizations in which they will work.
- Analyze the impact of American culture and basic principles of social psychology on business ethics.

#### Course Content

- What business ethics is and is not.
- The reasons for studying business ethics.
- Principles of ethical decision-making.
  - Ethical relativism.
  - The consequences approach (utilitarianism)
  - The rights approach (deontology)
  - The virtue or character approach
  - The justice approach.
- Developing an ethical culture in a company or institution.
- The role of corporations in a free-market economy and the principle of corporate social responsibility.
- Business ethics in a global economy.
- Nigerian culture, social psychology, and business ethics.

#### For Whom

HR Executives, Compliance Officers, Senior Officers of the Civil Service, Administrative Officers etc

## HUMAN RESOURCES MANAGEMENT

### Pre-retirement Training - Managing a New Beginning

Fee: On Request

Duration: 2 Days



#### Course Description

People fail to plan for the future. Effective planning prepares individual for the unknown. And in the case of retirement the question of what to do now looms in the minds of recent retirees. These individuals have a unique skill set and have certain levels of expertise and in some cases may want to continue to use it. Human Resources Practitioners need to guide leaving employees into some form of retirement planning so that they are well prepared and know of the options that are available to them.

#### For Whom

Public and Private Sector officials about to retire

#### Course Objective

At the end of the training, Participants will be able to:

- How the economy will affect retirees in the future.
- How to plan for retirement.
- Alternative sources of income.
- Manageable businesses to retire into.
- How to stay healthy as age advances.
- Evaluate their own attitudes to retirement;
- Understand how others have experienced retirement (drawn from a research data-base )
- Develop strategies for dealing with depression in retirement;
- Build supportive social networks for post-retirement;
- Become aware of the physical and psychological stresses of retirement and learn effective methods of dealing with these;
- Identify several "purposeful activities" to follow in retirement (one of the most powerful predictors of successful adjustment to retirement);
- Monitor physical health and ;
- Set clear behavioral goals for retirement.

#### Course Content

- Perspective on Retirement
- Personal Financial Planning and Book-keeping
- Relationship Management and Networking
- Personal Effectiveness
- Principles of Entrepreneurship
- Post Retirement Interest Mapping
- Vocational Activity Training
- Computer Appreciation and Information Management
- Pension Management under the New Pension Reform Act
- Business Registration and Cooperative Society Formation
- Research Methodology and Report Writing
- Establishment & Management of Small Scale Businesses
- Information and Communication Technology
- Health and Wellness Management.

LEADERSHIP

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3.3 Supervisory / Line Management .....46

3.4 Problem Solving And Decision Making .....47

3.5 Leadership and Organizational Performance.....48

LEADERSHIP

Leadership Skills

Fee: Negotiable

Duration: Negotiable



Experts have discovered that a majority of private businesses die within the first 5 years of their existence due to a lack of proper management and leadership. The rest of the businesses die within 10years, largely due to the failure in the health of the owner. Effective leaders know when they need more expertise in their businesses. Their ability to hire the right talent to meet the rising demands of their business moves the business to the next phase of growth and productivity.

Quoting Alvin Toffler, "You have got to think about the big things while you are doing small things, so that all the small things go in the right direction". A good leader considers all aspects from the little details to the big issues in order to seamlessly merge them into a dynamic, effective and functional system. Businesses grow as their leaders grow. Therefore, a leader cannot attract great talent if he is not focused himself and this limits the effectiveness, quality and growth of the business.

In order to become a success in our business, we must aspire to be involved in our business. We must learn what brings meaning and purpose to our lives. Regardless of how much turnover is generated by the business, our leaders will be spotty and incoherent, unless the organization has an operating, functional value system. As Jeremine Kubicek , CEO of Giant impact put it,

"I have always believed that the most important role of a leader in business is to liberate their employees and those they reach to increase the capacity to influence positively". When there is a continuous change management in any organization, there will be feasible growth and the mission and vision objectives will be achieved.

Overview:

- Understand the purpose of leadership in business
- Understand the principles and values that guide lasting success in business
- Streamline your leadership management process to strategies that help
- attain the core values of the organization
- Help position you and your organization to meet the demands of the developing global market

Participants will learn:

- True leadership concepts
- A leaders role in business
- Success factors for leadership in business
- Business building processes
- Analyzing the present needs and forecasting the needs of the employee

Course Content:

- True leadership defined
- Principles and traits of an effective leader
- The power of dialogue
- Developing leaders for multiplied growth

For Whom

- Chief executive officers
- General managers
- Operation managers
- Senior management executives
- Entrepreneurs and independent business owners

## LEADERSHIP

### Managers and Leadership

*Fee: Negotiable*

*Duration: Negotiable*



In today's organizations, employees need to be led and managed proactively for better productivity. Effective leadership depends on high performing employees to achieve competitive advantage in today's markets. They know that people management is the most crucial and toughest part of managing their business effectively.

We can go on about leadership but leadership is not easy to practice. It is different from management. Management relies more on planning and organization skills. Being able to effectively communicate is an added advantage. A good leader must possess inherent qualities such as integrity, compassion, humility, commitment and a desire to make those under him see things from his perspective.

A good leader is followed chiefly because people trust and respect him. His behavior first rather than the skills he possesses are the most important factors to successful leadership.

#### Overview

- Emphasize the importance of people skills
- Expand on techniques behind influencing people to change direction
- Distinct between managers and leaders to the employees
- To outline the benefits of leadership development

#### Course objectives:

- Management and leadership concepts
- Difference between management and leadership
- The importance of management and leadership
- Leadership as a Manager
- Exhibiting leadership without formal authority

#### Methodology:

This course will be delivered interactively and practically with a variety of interesting case studies, learning sessions and illustrative examples that will be applied to internalize knowledge and make future practice easier for the participant.

#### For Whom:

- Operations managers
- Human resource managers
- Project managers
- Leaders and senior management executives
- Line Managers
- New and Existing Supervisors or Team Heads

## LEADERSHIP

### Supervisory / Line Management

*Fee: Negotiable*

*Duration: Negotiable*



#### Who are Supervisors / line managers?

Supervisors / Line managers are those managers to whom individual employees or teams directly report and who have responsibility to a higher level of management for those employees or teams.

The term is rather more specific and normally refers to line managers in the lower layers of the management hierarchy – that is, where the employees who report to them do not themselves have any managerial or supervisory responsibility. Front-line managers are often promoted from within and are unlikely to have formal management education.

Line managers in many organizations also carry out activities that have traditionally fallen within the remit of HR such as providing coaching and guidance, undertaking performance appraisals and dealing with discipline and grievances. They may also carry out tasks such as recruitment and selection or pastoral care in conjunction with HR.

Typically the management responsibilities carried out by Supervisors / line managers might include:

- day-to-day people management
- managing operational costs
- providing technical expertise
- organisation of work allocation and rotas
- monitoring work processes
- checking quality
- measuring operational performance and dealing with customers/clients.

#### Objectives:

- To analyze the impact of Effective Financial Reporting on the growth of an Organization

#### Participants will learn:

- How to produce well-written, effective reports.

#### For Whom:

- Senior Management Executives
- Chief Executive Officers (CEO)
- Bank Executives and Finance Professionals
- Finance Directors

## LEADERSHIP

### Problem Solving and Decision Making

*Fee: Negotiable*

*Duration: Negotiable*



#### Overview

Problem solving and decision-making are important skills beneficial in any and every aspect of life. In order to solve a problem, a decision has to be made this asset is an advantage in all Organization and is particularly important in the areas of management and leadership. There are certain steps and processes that have to be taken to solve a problem and improve the quality of the final decision.

It is common knowledge that some people are better gifted with decision making than others and some others excel at problem solving. Whatever your genre maybe, the people with the various abilities should focus more on improving the quality of their skills. People that are less natural decision-makers are often able to make quality assessments. But then need to be more decisive in acting upon the assessment made.

Problem-solving and decision-making are closely linked and each requires creativity in identifying and developing options, for which the brainstorming technique is particularly useful.

#### Course objectives

At the end of the program, participants will be able to

- Develop a mixture of skills for creative development and identification of options
- Sharpen their analytical skill.
- Learn to gather facts and understand the cause and effect analysis.
- Consider and compare the pros and cons of each option- consult if and were necessary.
- Know how to select the best option. Try to avoid vagueness or 'foot in both camps' compromise. Know how to explain their decision to those involved and affected, and follow up to ensure proper and effective implementation.

#### Course content

- Types of decisions
- Addressing structured and ill-structured problems.
- Decision making steps and solutions.
- Brain storming and prioritization techniques
- Criteria for evaluating decisions
- Creative thinking out of the box
- Developing procedures to pick early warning of problems
- Implementing decisions
- Alternative ideas input
- Differing approach by individuals to a problem
- Use of meaning information and business knowledge
- Focusing on desired goal to maintain all through the process
- Changing nature of problems through simplification
- Communicating the problem to another party

## LEADERSHIP

### Leadership and Organizational Performance

*Fee: Negotiable*

*Duration: Negotiable*



#### Course Overview

Today's organizational leaders must be able to motivate and engage employees to reach their highest levels of performance. Leadership coaching is one of the most powerful tools that a leader has to achieve these results.

#### Course Objectives

You will learn how to

- Enhance your coaching leadership skills through deeper self-awareness
- Apply leadership coaching within the context of organizations
- Develop an organized and logical coaching process
- Improve coaching effectiveness through increased emotional intelligence
- Facilitate longer term and sustainable behavioral change
- Gain an understanding of the ethical issues surrounding coaching and how to be an ethical coach
- Enhance relationship management and trust building skills
- Develop effective communication skills to facilitate organizational performance

#### Course Content

- Coaching in organizations
- The economics and business of coaching
- Internal vs. external coaching
- Team coaching
- Completing the coaching relationship
- Coaching program review
- Practice coaching sessions
- Managing progress and accountability
- Coaching skills integration
- Use of assessments in coaching
- Coaches and the stages of learning
- Practice coaching sessions

#### For Whom

- Managers
- Senior Executives
- Chief executive officers
- General managers
- Operation managers
- Senior management executives
- Entrepreneurs and independent business owners

**SALES AND MARKETING**

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**SALES AND MARKETING**

**Successful Business Negotiation**

*Fee: Negotiable*

*Duration: Negotiable*



**Course Overview:**

A negotiation cannot be conducted and or success-fully concluded without the proper negotiation tools to enhance this particular skill. In the business environment, negotiation is an ongoing activity especially in marketing, sales or just for private companies.

**Objectives:**

- Ability to assess one’s central negotiating style
- Ability to assess true power in any negotiation process
- Ability to concede without losing out
- Ability to employ any of the several negotiation tactics
- Ability to assess a true crisis situation

**Participants will learn:**

- Negotiating position
- Negotiating interests
- Negotiating standards
- Negotiating options
- People issues and emotions
- Negotiation alternatives (BATNA)

**For Whom:**

- Sales Managers
- Sales executive
- Marketing personnel
- Accountants

**SALES AND MARKETING**

**Successful Sales Technique for Managers**

*Fee: Negotiable*

*Duration: Negotiable*



No profit can be realized until a sale has been closed. When people are buying our products, services or ideas, a name is being made and in due time recognized. When we make sales, factories and shops remain open, jobs are available, salaries are paid, governments receive taxes and shareholders receive dividends. Therefore, the art of sales is an essential tool in ensuring that all the people in the hierarchy are serviced and happy being a part of the organization.

The 3 essential factors in selling are; the product or service offered, the salesperson and the customer. Successful selling techniques are further based upon three other factors: a winning attitude, essential sales skills and "people skills". The right winning attitude and development of people skills are among the winning attitudes required for development of a successful sales technique.

These winning attitudes can be learned and adopted by nearly anyone who has the will to succeed. And the other key factor which makes up successful sales technique is the awareness and mastery of the exact skills which go into the need steps of a successful sale.

**Objectives:**

- Highlight the basic techniques of selling
- Discover and develop successful sales skills
- Develop people skills for a successful sale
- Outline the keys to increase sales

**Participants will learn:**

- Characteristics of a great sales person
- How to make a convincing sales presentation
- Prospecting and after-sales service
- Dealing with difficult people and questions in selling
- How to build confidence
- Handling rejection in selling

**Modules:**

- Why Sell?
- Understanding the product
- Successful selling and negotiation tactics
- Selling Today - Choosing the right sales medium
- From Good to Great Sales Techniques
- Understanding your customer
- Closing Sales

**For whom:**

- Sales Executives and Brand Managers
- Sales representatives
- Corporate Communications Executives
- Marketing and Advertising Managers
- Top executives and Senior Supervisor
- General Managers and Chief Executives
- Operations Managers
- Individuals

**SALES AND MARKETING**

**Successful Sales Technique for Managers Contd.**

*Fee: Negotiable*

*Duration: Negotiable*



However good a product or service is, customers still do not just come falling over themselves to buy. This is because goods are sold, not bought moreover, there are too many items vying for people's attention who desire such goods.

However, closing a sale is far different from making one. There are skills necessary for closing sales one of which is that top salespeople see more people and ask more often. Salespeople are often taught to think of targets not as strangers, but rather as prospective customers who already want or need what is being sold. Such prospects need only be "closed."

Statistics show that 80% of sales are closed after the fifth or sixth call. "Closing" is reserved for a more artful means of persuasion, which some compare with confidence tricks. It is used more generally to mean achievement of the desired outcome, which may be an exchange of money or acquiring a signature.

**Objectives:**

- Highlight the basic techniques of selling
- Develop the art of persuasion
- Fully understand your product
- Help discover and develop successful sales skills
- Effectively understand how to manage people in sales
- Outline the keys to closing sales

**Participants will learn:**

- The most common techniques in closing a sale
- Prospecting
- How to make a winning sales presentation
- After-sales service
- Dealing with difficult people and questions
- How to build confidence and handle rejection

**Modules:**

- The art of persuasion in closing sales
- Successful selling and negotiation tactics
- Handling objections in sales
- Selling Today - Choosing the right sales medium
- From Good to Great Sales Techniques

**For Whom:**

- Sales Executives and Brand Managers
- Sales representatives
- Corporate Communications Executives
- Marketing and Advertising Managers
- Top executives and Senior Supervisors
- General Managers and Chief Executives
- Operations Managers

**SALES AND MARKETING**

**Marketing Management Appreciation**

*Fee: Negotiable*

*Duration: Negotiable*



**Course Description**

Fine tune your marketing skills in any sector with this course targeted at improving your appreciation of its delicate nature. It will improve:

- Personal selling skills
- Implementing aggressive sales strategy
- Developing the major accounts
- Relationship management competencies
- Profitable negotiations
- Effective merchandising

**Course Objectives:**

- The macro and micro environmental factors that affect marketing strategies
- Market segmentation, targeting and positioning for institutional and individual buyers
- How to raise and sustain brand awareness
- The place of marketing research and marketing strategies
- Pricing policies and techniques
- Distribution and other marketing logistics
- Executive of total marketing communications to achieve targeted marketing results

**For Whom:**

- Marketing Managers
- Retail marketers
- If you are looking to improve your marketing skills, this course is for you

**SALES AND MARKETING**

**Enhancing Powerpoint Skills for Effective Presentation**

*Fee: Negotiable*

*Duration: Negotiable*



PowerPoint is used by a diverse group of individuals in the private, public and government sectors as a way to brief employees on important issues that they must make decisions on. Presentations are used in modern day learning, corporate training sessions, business and marketing meetings and sales gatherings.

Top executives and managers of most Organizations are aware of the risks of not communicating clearly during creative sessions or trainings. They use PowerPoint as a visual aid to enhance practical interaction, better decision making ability and an interactive environment. The results most often affect and improve customer satisfaction and stakeholder's shares.

If misused, a PowerPoint presentation can be crippling rather than enhancing if not properly utilized. The objective of any presentation should be to convey ideas and support a speaker's remarks in a manner that should serve to jog a memory and not just a prop as part of the presentation. The secret behind a successful presentation outside of passion or content is making sure each slide reinforces the one key point for a given section of a presentation in a manner that would impact the listener.

**Objectives:**

- Highlight the history, operations and benefits of the PowerPoint application
- Expose participants to the many creative, pictorial and diverse ways of effective PowerPoint use
- Link effective PowerPoint presentations to marketing strategies to achieve core business results
- Create an on-going learning mechanism within your organization
- Enhance your service quality and delivery amongst competitors and in your industry
- Encourage the use of a PowerPoint presentation to help with departmental interactions and presentations.

**Participants will learn:**

- How best to use the PowerPoint application
- The attributes of an effective presentation
- Using visual aids to communicate a point
- What presentation style is most suitable for the presentation and audience
- How to make a convincing sales presentation

**Modules:**

- Making Effective Presentations
- Interaction during a presentation
- Layout and typography
- Colour and Imagery
- Animation and Transition
- Data Representation
- Publishing and Presenting
- Case Studies of presentations

**For Whom:**

- Sales representatives and Brand Managers
- Corporate Communications Executives
- Marketing Managers and Advertising Managers
- Personal Assistants to CEOs
- Executive Secretaries
- Public Relations Assistants/Officers
- Business Development Executives
- Top executives and Senior Supervisors
- Operations Managers
- Entrepreneurs and Independent Business Owners.

**SALES AND MARKETING**

**Sales and Relationship Management**

**Fee: Negotiable**

**Duration: Negotiable**



**Overview**

Sales and Relationship management is crucial for any organization willing to build and maintain a solid customer base especially as regards to customer retention. Relationship management aims to create a partnership between the organization and its audience rather than consider the relationship merely transactional.

Consumers who feel that a business responds to their needs are more likely to continue using the products and services that a business offers. Additionally, maintaining a level of communication with consumers allows the business to identify customer needs and gives the organization leverage to developing products to meet those needs ahead of competition.

**Objectives:**

- Fundamentals and Psychology of selling products & Services / Solutions.
- The qualities of a 21st Century of successful Sales persons.
- Advance Sales Techniques
- Importance of Customer Relationship Management (CRM) to business Success.
- Customer Segmentation
- Service Delivery Process Audit to identify opportunities and improvement needs, for service recovery.
- Role of Information Systems in CRM

**Participants will learn:**

- ABILITY TO COORDINATE sales EFFORTS geared towards INCREASE in volume of business and building of LASTING relationship with customer .
- TURNING Prospects – Customers –Clients – Supporters – Advocates – Partners.
- KEY TO GROWTH : - Attracting, Developing, Retaining, Building Lasting Relationships, and Reducing Customer Attrition.

**Modules: SALES**

- Sales Behaviors – What works, What doesn't .
- Preparing for Sale Call
- Communicating – development of Verbal and Non- verbal techniques
- Opening Prime Desire Statements
- Unique Value Propositions
- Developing Rapport
- Making the First and Right Impression

**For Whom:**

- Sales representatives and Brand Managers
- Corporate Communications Executives
- Marketing Managers and Advertising Managers
- Public Relations Assistants/Officers
- Business Development Executives
- Top executives and Senior Supervisors
- Entrepreneurs and Independent Business Owners.

**SALES AND MARKETING**

**Sales and Relationship Management Contd.**

**Fee: Negotiable**

**Duration: Negotiable**



**Overview**

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- Role of Information Systems in CRM

**Modules: SALES CONTD**

- Questioning Techniques
- Closing of Sales
- Handling of Objections – Dos and Don'ts
- Positive Image Projection (PIP)
- Target Market Segmentation
- A.I.D.C.A = Attention, Interest, Desire, Conviction, Action.
- Role Plays from real live situations – Scenarios and Practice

**Modules: RELATIONSHIP MANAGEMENT**

- Relationship Management Approach
- Building a Loyal Customer
- Customer Intimacy
- Key to Managing Relationship
- The Tailoring, The Coaching, and Partnering Routes
- 3 Ways to Increasing Business Volume
- Cultivating the Human Connections
- The Customer Service Quality Model
- Core Values of a Customer-centric Organization
- Shaping your Culture
- Molding your Systems
- Adapting your Economics.
- Role Plays from real live situations – Scenarios and Practice

**SALES AND MARKETING**

**Presentation Skills**

*Fee: Negotiable*

*Duration: Negotiable*



*The keys to success are adopting the proper technique and then practicing constantly to perfect what you've learned.*

**For Presentation Skills:**

- Anyone Can Learn How To Give an Effective, Engaging Presentation. Here's the Secret; it doesn't come naturally to anyone.
- Overcoming anxiety,
- Developing confidence
- Speaking clearly & creating excitement are skills that everyone needs to strengthen.
- Give confident, enthusiastic, and persuasive presentations. With an emphasis on the need for preparation and practice, this course provides guidance on how to organize, create, and deliver effective presentations.
- Conquer your fear of public speaking.
- Prepare and deliver well organized presentations.
- Capture and maintain audience interest

**Objectives:**

- Organize information to be presented in a logical format which is audience focused
- Prepare a clear introduction and a winning conclusion that captures and connects with your audience
- Present information in an interesting and three dimensional way
- Keep to time
- Control body language to look confident, enthusiastic, and approachable
- Conquer your fear of public speaking

**Participants will learn:**

- The attributes of an effective presentation
- Using visual aids to communicate a point
- What presentation style is most suitable for the presentation and audience
- How to make a convincing sales presentation
- How to keep their presentation on track
- How to finish their presentation on a high note

**Modules:**

- Assessing your skills: Evaluate yourself, Dealing with Anxiety, Tips for Reducing Anxiety, Turning your assessment into plan
- Planning Your Presentation: Personal Appearance and clarifying your strategy, Steps to Preparing your Presentation, Thoughts on using handouts.

**For Whom:**

- Sales representatives and Brand Managers
- Corporate Communications Executives
- Marketing Managers and Advertising Managers
- Personal Assistants to CEOs
- Executive Secretaries
- Public Relations Assistants/Officers
- Business Development Executives
- Top executives and Senior Supervisors
- Operations Managers
- Entrepreneurs and Independent Business Owners.

**SALES AND MARKETING**

**Presentation Skills Contd.**

*Fee: Negotiable*

*Duration: Negotiable*



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- How to keep their presentation on track
- How to finish their presentation on a high note

**Modules:**

- Assessing your skills: Evaluate yourself, Dealing with Anxiety, Tips for Reducing Anxiety, Turning your assessment into plan
- Planning Your Presentation: Personal Appearance and clarifying your strategy, Steps to Preparing your Presentation, Thoughts on using handouts.

**For Whom:**

- Sales representatives and Brand Managers
- Corporate Communications Executives
- Marketing Managers and Advertising Managers
- Personal Assistants to CEOs
- Executive Secretaries
- Public Relations Assistants/Officers
- Business Development Executives
- Top executives and Senior Supervisors
- Operations Managers
- Entrepreneurs and Independent Business Owners.

## SALES AND MARKETING

### Excellent Customer Service

*Fee: Negotiable*

*Duration: Negotiable*



If you wish to be successful as a business or as an individual in today's marketplace you must know how to satisfy customers. You need to understand the different aspects about Customer Satisfaction and how to use them to create the satisfied customer.

We must also understand the importance of customer retention and customer expectations. In other words, we need to be prepared. Face to Face customer service and customer service over the telephone are critical skills in today's markets. These skills are considered to be among the most highly valued skills by employers and Human Resource professionals.

The reality is that our customers have more options available to them than ever before. Another vendor is just a few mouse clicks away so customer service is very important. Give a customer any reason to look anywhere else and you might have just lost a customer!

#### Course Objectives

- Establish effective customer service mechanisms
- Improve competitiveness
- Differentiate their offering via innovative customer services
- Build customer loyalty through positive customer service experience
- Increase customer retention
- Attract new customers
- Reduce marketing costs
- Increase service efficiency
- Reduce complaints and complaints handling resources and costs
- Improve ease of dealing with organization for customers

#### For Whom

- Customer Service Executives
- Marketers
- Front Desk Executives
- Line Supervisors
- Company Staffs

## SALES AND MARKETING

### Front Office and Customer Relation Skills

*Fee: Negotiable*

*Duration: Negotiable*



The personnel at the front office is the first point of contact for any visitor to company. The wrong impression can be detrimental to its reputation. Whoever is in charge of the front desk must possess exceptional customer relations skills to be impressive but not overtly.

#### Course Description:

- Reception procedures and processes
- Manner, culture and personal attitudes
- Body languages: a vital skill for front officers
- Basic courtesies and proper social conducts
- Corporate dressing and grooming
- Conversations: the tactful tips,
- Telephone handling and telephone manners

#### Objectives:

- Listening and questioning skills
- Memory retention and attentiveness
- Managing visitors waiting time
- Handling difficult visitors successfully
- Front office personnel career enhancement

#### For Whom:

- Front desk
- Secretaries
- Customer care

**SALES AND MARKETING**

**Excellent Report and Proposal Writing Skills**

*Fee: Negotiable      Duration: Negotiable*



**Course Description:**

Increase your relevance in your organization or just for the general improvement on a skill, report and proposal writing are essential for good communication across all professions.

An impressive report will not only gain you recognition for your skill but will also elevate your importance in whatever field you choose to be in.

**Objectives:**

- Write memos, letters, reports, and proposals excellently by presenting content with mechanical precision
- Organize thoughts clearly before writing
- Knowledge in the techniques of outlining, drafting and revising written messages
- Practice writing styles that are clear, concrete and courteous

**Course Outline:**

- Pay attention to spellings and punctuation
- Know the rule that guide the use numerals in written messages.
- Become highly skilled in the correct use of English language

**For Whom:**

- Managers
- Secretaries
- Line Managers

**SALES AND MARKETING**

**Effective Communication at Work**

*Fee: Negotiable      Duration: Negotiable*



**Course Overview:**

The success of every organization depends a great deal on your ability to communicate effectively. Hence, it is no surprise to find that at the root of a large number of organizational problems is poor communication.

**Objectives**

- Ability to use the English language excellently at work
- Ability to persuade and convince others to get their approval
- Increase your influence and effectiveness as a leader
- Ability to involve excellently well in teamwork

**Participants will learn:**

- Why effective communication is needed at work
- Formal and informal communications in the workplace
  - The power of effective communication
  - Developing listening skills
- Communication structures
- The communication process
- Body language- the nonverbal communication
- Career advancement through effective communication

ORGANIZATIONAL SYSTEMS AND CULTURE

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ORGANIZATIONAL SYSTEMS AND CULTURE

Performance Management System

Fee: Negotiable

Duration: Negotiable



Performance management System is a management process for ensuring that employees are focusing their work efforts in ways that contribute to achieving the Organizations vision, mission values system.

A strong performance management system is and will always be an important tool for the growth and survival of any Organization especially in a market characterized by ever increasing competition, economic turbulence, ever changing government regulations, product innovation and demand for increased staff performance and effectiveness.

Around the world, Organizations that are "built to last", have with time developed and applied strong performance management systems as key competitive tools thereby building and sustaining high performing individuals, teams and an employee friendly culture.

This training is focused on exposing participants to the techniques and tools necessary for integrating a performance management system into their departments within the organization to effectively redirect the strengths of the organization for greater productivity and profitability.

Objectives:

- Analyze the Performance Management System of the Organization
- Highlight the purpose and benefits of measuring employee performance
- Examine ways to build a simple and customized, effective performance Management system
- Link employee measurement to business results
- Evaluate which performance management tool best suits your Organization
- Provide a clearer idea of tracking and measuring employee performance

Participants will learn:

- The consequence of lack of performance management
- How to develop a performance management system
- The drama attached to a poor performance management system
- How to measure, manage and reward performance
- Characteristics of a good performance system
- How to tie Organizational goals to individual goals and rewards

Modules:

- The Performance Management System
- Customizing your PMS
- Choosing what is best suited
- Measuring, Managing and Rewarding performance
- Employee motivation

For Whom:

- Operations Managers
- Human Resource Managers and Executives
- Senior Management Executives.
- Team Heads and Group Leaders
- General Managers
- Operations Managers and Senior Supervisors
- Line Managers in the Private and Public Sectors
- Department heads

## ORGANIZATIONAL SYSTEMS AND CULTURE

### Office Ethics and Culture

**Fee: Negotiable**

**Duration: Negotiable**



Ethics is a body of moral principles or values that guides or project a brand. Ethics is a collection of principles, rules and regulations guiding the activities of a group of people or an Organization.

Office ethics is therefore described as a collection of principles, rules and regulations that guide the activities of the members of the Organization. It serves as a guide for all members of the Organization; it reveals the way actions should be carried out and the penalties for opposing the set rules.

Essentially, Organizational culture is the personality of every organization. In the present day, many organizations suffer a variety of set-backs primarily because managers and leaders alike fail to deal effectively with ever brewing office politics. If not properly dealt with, new employees soon begin to sense the prevalent culture and join constructively or destructively in it.

The concept of office culture is critically important in the effective management of any organization. It is made up of the assumptions, values, norms and attitudes of team members and their behaviors. Culture has no set or distinctive expression, but many Organizational change agents know it when they see it and can perceive what the underlying issue is.

#### Objectives:

- Emphasize the ethics of the Organization
- How to shape your office time effectively
- Outline ways on how to maintain a positive Personal Activity Schedule-PAS
- Enlighten participants on the elements of office ethics and culture

#### Participants will learn:

- To understand the culture of the Organization
- Types of Organizational Cultures
- Ethics versus Culture
- Constructive and Destructive Cultures and their Management
- How to utilize Organizational ethics to drive change

#### Methodology

This course will be delivered through a variety of case studies, interactive team sessions and illustrative examples.

The approach applied here is practical and not intended for information only but transformation of Managers, team leaders and their teams and departments.

#### For whom:

- Top executives
- Senior & middle level management
- Senior supervisors
- Line managers in the private and public sectors
- Operational managers
- Department employees

## ORGANIZATIONAL SYSTEMS AND CULTURE

### Strategic Brand Management

**Fee: Negotiable**

**Duration: Negotiable**



Strategic brand management is about consciously providing a product with an identity that is understood on all levels. This includes the internal and external brand perception of the Organization and its relationship to customers, employees, suppliers, and vendors. Understanding the niche in which the product resides gives it a relevant differentiation from its competitors.

Good branding begins with knowing what makes the product / organization unique and using it to their advantage. Branding may be for a specific product or could cover an entire corporate image. However, your corporate brand and its integrity has more value than your product(s).

Strategic brand management is a process made up of three elements. First, there is the reality of the brand. Second, the reality of the brand gets exposure from communications. Third, product development follows and considers the future of the brand or Organization.

#### Objectives:

- The importance of strategic and targeted brand management
- Discovering the purpose and power of differentiation in business
- Highlight the benefits derived from strategic brand management
- Link your brand process to communication strategies to achieve core business results
- Learn to evaluate customer perception of the brand

#### Participants will learn:

- What strategic brand management is about
- How to build and sustain a Brand
- Attributes of a good brand
- The process of brand development and management
- Employee perception of the brand
- How to project and communicate your brand products to customers

#### For Whom;

- Brand manager
- Human Resource Managers
- Marketing and Advertising Managers
- Top executives and Senior Supervisors
- General Managers and Chief Executives
- Team Heads and Group Leaders
- Corporate communication managers
- Entrepreneurs and Independent Business Owners.

## ORGANIZATIONAL SYSTEMS AND CULTURE

### Total Quality Management

*Fee: Negotiable*

*Duration: Negotiable*



Total Quality Management (TQM) capitalizes on the involvement of management, workforce, suppliers, and even customers, in order to meet or exceed customer expectations. It is a set of management practices targeted at ensuring that an Organization consistently meets or exceeds its customer and brand requirements. TQM places strong focus on continuous improvement.

Unfortunately, many an organization falls short of an effective TQM system. The ability to build an effective process is more often the challenge because each link of the organizational chain must be equally strong to ensure a culture of getting it. When a TQM culture is in place in any organization, team-members participate in improving the processes, products and services in which they work. The issue of waste and carelessness is reduced, as it is not unusual to find waste levels in service organizations generating into a ridiculous running figure.

#### Objectives:

- Outline ways on how to reduce errors often found in manufacturing or process industries.
- To increase customer satisfaction, streamline the supply chain
- Modernize the equipment and ensuring employees maintain a culture of continuous training.
- To outline the basics and importance of TQM
- Help analyze the quality management issues to customers
- Highlight the fact that TQM does not happen by accident
- Liaise your TQM process to customer satisfaction

#### Participants will learn:

- The principles and elements of TQM
- The Quality Culture Assessment test
- Benefits of TQM
- Cost of wastes and Barriers to TQM
- Recognizing the need for organizational change using TQM
- Planning for success using TQM

#### For Whom:

- Brand managers
- Corporate Communications managers
- Marketing and Advertising Managers
- Top executives and Senior Supervisors
- General Managers and Chief Executives
- Team Heads and Group Leaders

#### Modules:

- Elements of TQM
- The keys to building and managing Quality
- The basic components of quality
- Communication and process management
- Case Studies

## ORGANIZATIONAL SYSTEMS AND CULTURE

### Corporate Compliance Course

*Fee: Negotiable*

*Duration: Negotiable*



#### Course Description:

Employees must learn to comply with rules established by their organizations, the government, regulatory agencies, etc. In addition to the increasing monetary penalties on organizations for non-compliance, there are potential criminal sanctions and civil liability that make corporate compliance one of the most important issues facing companies today.

The role of the Chief Compliance Officer is to oversee all aspects of compliance for the company by working with many different departments, branch locations and associates to ensure the coordination of internal compliance and to answer any questions or concerns about compliance. His or her goal is to continually enhance the organization's pro-activity in this area.

#### Objectives:

This program will give participants an overview of the field of "corporate compliance" — its brief history, the components of an effective compliance program, and related issues.

#### The topics covered in the program include:

- Overview of corporate compliance
- The importance of having an effective compliance program
- Components of an effective compliance program
- Initiating a compliance program
- Compliance on the global stage

#### For whom:

- Chief Compliance Officers
- Internal Controllers
- Legal Advisers
- Executives responsible for control, ethics and compliance practices in the organization.

FINANCE AND ACCOUNT

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FINANCE AND ACCOUNT

Risk Management

Fee: Negotiable

Duration: Negotiable



The credit crisis in recent times in our economy has taught many, hard lessons on risk management. Risk management involves assessing and quantifying risks, then applying measures to control or reduce them. Financial risk management is the practice of creating economic value in a firm by using financial instruments to manage exposure to risk, particularly credit risk and market risk. While it aims to facilitate the exchange of information and expertise across countries and across disciplines, its purpose is to generate ideas and promote good practice for those involved in the business of managing risk.

Risk management scholars categorize risk managers into risk takers and risk averters. However, research has shown that most businesses in existence are often affected by one risk or the other and some others are associated with higher levels of risks in their daily activities. The average risk manager in any Organization or infrastructure is therefore required to be highly proactive and strategic in the identification and handling of risk.

Objectives:

- To help participants identify, evaluate and manage business risks whilst enhancing their overall competence and skill on Risk Management
- Would have provided a detailed set of tools and techniques for managing and controlling risks for optimum performance.
- To critically examine the various types of Risks.
- Expose participants to the effects of Risks on a growing Organization.
- Highlight the roles and importance of Risk Managers in an Organization
- Determine the appropriate response to risks and create a plan for those responses
- Identify the benefits of effective Risk Management

Participants will learn:

- How to design and complete a basic risk assessment
- Stages in Risk Assessment
- How to establish their risk management context
- Describe the key components of reporting, monitoring, and evaluation of
- a risk management program
- How to understand Risk Management Activities and more

Modules

- An Overview of Enterprise Risk Management (ERM)
- Regulatory Framework for Credit Risk Disclosure
- Risk Management & Corporate Governance: Issues & Challenges
- Business Risk Management: Opportunities for Growth"
- Cost-Benefit Analysis of Risk Management
- Successful stress and scenario testing
- Effective liquidity risk management
- Case Studies on the lessons learned from the credit crisis

For Whom:

- Credit Controllers
- Finance and Risk Managers
- Bank Executives and Finance Professionals
- CEO's of Finance Corporations
- Insurance Brokers and Investments analysts
- Senior Management Executives

## FINANCE AND ACCOUNT

### Strategic Financial Management

**Fee: Negotiable**

**Duration: Negotiable**



Strategic Financial Management is a strategized financial technique targeted at the effective and efficient use of the financial resources of an Organization. It helps with identifying possible strategies capable of maximizing an Organization's market value and involves the allocation of scarce capital resources among competing opportunities.

Leading researchers suggest that a broad knowledge of strategic financial management issues will, in the future, be essential in selected, ambitious, small businesses, medium and large organizations. Financial management is no longer only for accountants, but is an important requirement amongst managers in every department.

Financial advisors advice that, a firm should take on a project when it increases shareholder value and ultimately, the market value of the company. Therefore, Strategic Financial Management is centered on the accomplishment of the Organizational objectives through the use of low inputs to generate larger outputs in a given sector.

Participants are given a simple training platform to merge with the fast-changing worlds of management accountants, management consultants and global business managers. Its aim is to help them make the best use of the principal budgeting factor of an Organization in the midst of constraints and challenges.

#### Objectives:

- To analyze the impact of Strategic Financial Management on the growth of the Organization
- Study the dynamics of managing the Finances of a business oriented Organization
- Review the Intricacies of Strategic Financial Management
- Expose participants to ways of creating platforms for strategized management and implementation of finances

#### Participants will learn:

- What strategic financial management involves
- The key features of financial sustainability
- Financial risk analysis
- Building a financing strategy
- Planning for financial sustainability
- The challenge of financing and managing costs

#### Modules:

- The Effect of Planning in Financial Management
- Financial Management and Effective Appraisal
- Integrating financial management into operational management
- Building and managing reserves

#### For Whom:

- Senior Management Executives.
- Chief Executive Officers (CEO's)
- Bank Executives and Finance Professionals
- Finance Directors
- Company Secretaries
- Financial Advisors
- Financial Planners and Investments analysts
- Entrepreneurs and Independent Business Owners.

## FINANCE AND ACCOUNT

### Accounting Officers Course

**Fee: Negotiable**

**Duration: Negotiable**



#### Objectives:

This course aims to teach participants basic accounting skills, how to create accounting ledgers and how to use computers in the accounting environment.

#### Participants will learn:

- Among other things, participants will learn how to:
- Maintain financial records
- Set up and operate a computerized accounting system
- Create and use simple spreadsheets
- Administer accounts payable and receivable
- Process journal entries
- Prepare financial reports

#### Course Outline:

- Accounting Principles, Policies and Conventions
- Books of Accounts
- Journal Entries
- The Cash Book and Petty Cash Impress
- Accounts Payables
- Accounts Receivables
- Payroll Processing
- The Trial Balance
- Profit & Loss Account and Balance Sheet
- Spreadsheets and Accounting Software

#### For whom:

This course is especially designed for those who need to perform routine accounting duties such as accounts payable/receivable, payroll, bookkeeping, purchases and sales, and preparation of financial reports.

**FINANCE AND ACCOUNT**

**Audit Evidence and Documentation**

*Fee: Negotiable*

*Duration: Negotiable*



**Course Description:**

Auditors perform audit procedures to obtain audit evidence that will allow them to draw reasonable conclusions on whether the client’s financial statements follow Generally Accepted Audit Principles. How do auditors address the risk of material misstatement?

Especially for internal auditors who must satisfy management of their value to their organizations, audit evidence and documentation are a hot topic for discussion at this Internal Auditors Roundtable.

**Course Outline:**

- Standard of Fieldwork
- Management Assertions
- Audit Risk
- Legal vs. Audit Evidence
- Types of Audit Evidence
- Standards of Audit Evidence
- Functions of Working Papers
- Types of Working Papers

**For whom:**

Internal Auditors, Quality Assurance Managers and Internal Controllers; Human Resources, Personnel and Administrative Managers; Legal Officers, Strategic/ Corporate Planners and others involved in HRM and audit activities in your organization.

**FINANCE AND ACCOUNT**

**Audit your Human Resources - (HR Audit)**

*Fee: Negotiable*

*Duration: Negotiable*



**Course outline:**

Is your human capital still your most valued asset? If so, how often do you conduct the audit of your HRM compared to other assets? Who in or outside your organization is responsible for your HRM audit? How much do your Internal Auditors, Quality Assurance Personnel and Internal Controllers understand HRM activities and the HRM audit process?

Do your Human resources, Admin/Personnel Managers fully understand the reason for, appreciate and support the HRM audit project? Does your management value the importance and contribution of HRM audit in improving organizational effectiveness? Your objective response to the above posers actually determines your need for and level of participation in this 2-day program.

**Objectives:**

- Auditing Your Human Resources course provides an opportunity for interaction and cooperation between internal auditors and human resource managers on the process, procedures and benefits of HRM audit.

At the end of the program participants should be able to:

- Enhance their understanding of HR function and emerging issues.
- Sharpen their awareness of management’s expectations, key business risks, and control best practices.
- Participate in a series of discussions on several complex HRM audit activities.
- Benchmark internal auditor’s approach and supporting tools and techniques.
- Build a foundation for increasing the effectiveness of their audit and HRM strategies and delivering value-added results.

**Who Should Attend:**

Internal Auditors, Quality Assurance Managers and Internal Controllers; Human Resources, Personnel and Administrative Managers; Legal Officers, Strategic/Corporate Planners and others involved in HRM and audit activities in your organization.

**FINANCE AND ACCOUNT**

**Behavioural and Communication Skills for Auditors**

**Fee: Negotiable**

**Duration: Negotiable**



**Course Description:**

Internal Auditors can find themselves buffeted by conflicting objectives that appear to be in complete opposition. Meeting such conflicting aims can be difficult. Yet they must be met if internal auditors are to carry out the responsibilities assigned to them.

- On the one hand, to secure cooperation from auditees; on the other hand, to be alert to the possibility of fraud and to root it out when it becomes evident.
- On the one hand, to gain the confidence of an operating manager; on the other hand, to record deficiency findings in a report going to the manager's superior.
- On the one hand, to be on the chief executive officer's payroll; on the other hand, to report to the Board of Directors derelictions in an enterprise for which the CEO has complete responsibility.

**Objectives:**

- This workshop discusses the problems and explores solutions on:
- How auditees regard internal auditors.
- The causes of low esteem.
- The importance of developing and maintaining good auditor/auditee relations.
- The effects of good and bad relations.
- Suggestions for improving relations.
- Listening, negotiation and persuasion techniques.
- Participative auditing.
- Dealing with special dilemmas for internal auditors.
- Dealing with management and top-level executives.

**For whom:**

- Internal Auditors
- Business Risk
- Assurance Managers
- Internal Controllers

**FINANCE AND ACCOUNT**

**Comprehensive Course on Internal Controls**

**Fee: Negotiable**

**Duration: Negotiable**



**Objectives:**

Never has organizational accountability been more important. This course provides guidance to identifying, designing and evaluating effective controls towards meeting business objectives and managing the associated risks. Participants leave with a clear understanding of how good internal controls mitigate risk and help the organization achieve its corporate goals and objectives.

**Learning Outcome:**

- By attending this comprehensive program participants will have the opportunity to:
- Gain a positive, firm and broad-based understanding of internal control and control models.
- Analyze and evaluate existing or planned control systems.
- Design cost-effective control systems to minimize risks for business processes.
- Identify business objectives, risks and the controls needed to mitigate risk.
- Learn and apply the most useful internal control categories and tools.
- Obtain a basic of the: who, why and how of fraud as well as the role of business controls in preventing and detecting fraud.

**For whom:**

- Internal Auditors
- Internal Control Officers
- Anyone in the organization wanting to acquire "real world" knowledge of controls or to improve their ability to design and analyze control systems.

## FINANCE AND ACCOUNT

### Ethics and Fraud Training

**Fee: Negotiable**

**Duration: Negotiable**



#### Objectives:

The impact of fraud is staggering both in terms of financial cost and effect on victims. Bank frauds alone cost the nation some billions of naira annually. Embezzlements collapse the businesses in which the embezzlers are employed. Computer frauds rock businesses to their foundations. Investment frauds, pension fund looting, fake insurance claims, Internet frauds, bribes and insider dealings....Because of the enormous sums involved and the potentially disastrous effects of fraud and associated wrongdoing, internal auditors should put these unsavory activities under the spotlight of their audit surveillance.

#### Learning objectives:

This roundtable discussion is organized:

- To keep auditors abreast of developments and practical issues that will place you in a position to help deter and detect fraud that might be present in your organization. To provide useful tools to help you 'scan' the structure of your organization so you enhance your skills to detect any possible flaws in the system that would allow any possible fraudsters room to rob your assets.

#### Learning Outcome:

At the end of the program participants should gain insight and practical skills in the following areas:

- Employee and Management Fraud
- Computer-Assisted Audit Techniques
- Ethics and Organizational Code of Conduct
- Internal Auditors New Roles and Responsibilities
- Compliance, Control and Surveillance
- Fraud Detection, Investigation and Prevention
- Forensic Auditing
- Code of Ethical Conduct for Internal Auditors
- Case Studies

#### For whom:

- Internal Auditors
- Corporate Auditors
- Inspectors
- Risk Managers and Internal Control
- Internal Check and Business Assurance Officers.

## FINANCE AND ACCOUNT

### Budgeting and Budgetary Control

**Fee: Negotiable**

**Duration: Negotiable**



#### Objectives:

This program recognizes that budgeting is currently at the heart of the way organizations measure what they want to achieve. Skilled budgetary control is also increasingly valued in organizations. Yet, the Beyond Budgeting Roundtable (BBRT) provides opportunity for budget officers to:

- Re-assess the traditional performance management model using annual budgeting.
- Focus on best practices that will enable companies to transform the planning cycle into an evolutionary process, bringing tangible and intangible returns for the organization and leadership back into the finance department.
- Discuss the changing environment brought about by technology, competition and better informed customers vis-à-vis budgeting and budgetary control processes.
- Introduce the B-model and critically evaluate the barriers to change.

#### Contents:

- Introduction to Budgeting
- Best Practices for Planning and Budgeting
- Budgetary Control & Monitoring
- Beyond Budgeting Roundtable – The B Model
- Cases Studies

#### For whom:

- Budget Officers
- Accountants
- Finance & Admin Managers
- Internal Auditors and Management Executives responsible for Budgeting,
- Budgetary Control,
- Budget Monitoring and Audit.
- Supervisors
- Executive Directors
- Director Generals
- Unit Managers

**FINANCE AND ACCOUNT**

**Cost Control and Cost Reduction Training**

*Fee: Negotiable*

*Duration: Negotiable*



**Objectives:**

The program is designed to provide participants with the opportunity to strengthen their organizational processes towards:

- Eliminating waste and creating growth capital
- Describing the real cost of your products and services
- Implementing needed changes to cost accounting processes
- Mounting an effective cost reduction initiative

**Course:**

At the end of the program participants should be able to apply skills learned to:

- Identifying common cost drivers
- Reducing product development and production costs
- Reducing material acquisition and inventory costs
- Reducing logistics and IT costs
- Reducing human capital and administrative costs

**For whom:**

- Accounting
- Finance and Administrative Officers
- Executives responsible for cost control and due diligence.

**FINANCE AND ACCOUNT**

**Effective Financial Reporting**

*Fee: Negotiable*

*Duration: Negotiable*



**Objectives:**

- To analyze the impact of Effective Financial Reporting on the growth of an Organization
- Set up a reporting system that meets specific needs and enhances management effectiveness
- Highlight and explore the dynamics of effective Financial Reporting
- Review the fine art of Effective Financial Reporting

**Participants will learn:**

- How to produce well-written, effective reports.
- To prepare reports that communicate data clearly and effectively
- How to apply the principles of an effective reporting system
- To provide decision makers with accurate and timely information
- How to Incorporate new procedures into everyday operations

**For Whom:**

Senior Management Executives , Chief Executive Officers (CEO), Bank Executives and Finance Professionals, Finance Directors, Company Secretaries, Financial Advisors, Financial Planners , Financial Analyst.

**FINANCE AND ACCOUNT**

*Finance for non-Finance Managers*

*Fee: Negotiable*

*Duration: Negotiable*



**Course Description:**

The training aims at providing executives, who have no formal training in finance, with an understanding of the financial consequences of their decisions, and equipping them with basic financial management tools to enable them make decisions that will enhance the value of their organizations. It provides tools that enable you make sense of the numbers, and addresses issues of corporate financial planning and management of the organization's limited resources.

This training will also demonstrate how to evaluate investment proposals and optimize investment decisions. At its conclusion, the course would have provided an array of financial tools, concepts and insights that will enhance managerial effectiveness and in consequence, competitive advantage.

**Course Outline**

- Understanding the information in balance sheets, profit & loss and cash flow statements
- Analysing and interpreting financial statements to identify problems and to make decisions
- Operating and financial performance evaluation
- Project appraisal and valuation
- Financial forecasting – planning and budgeting
- Cost-volume-profit analysis and business risk
- Growth, cash-flow and profitability considerations

**For Whom:**

- Executives Responsible For Non-finance Functional Areas,
- Business Owners
- Managers,
- Lawyers ,
- Other Professionals Who Are Keen On Increasing Their knowledge of Finance for enhanced decision making.

**HEALTH AND SAFETY**

**HEALTH AND SAFETY**

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**HEALTH AND SAFETY**

**Workplace Health and Safety Course**

*Fee: Negotiable*

*Duration: Negotiable*



**Course Description:**

Our Health and Safety training covers a broad range of health and safety issues from which you can choose those most appropriate for your organization's immediate need to focus on during the 3-day program.

Designed to deal with practical, technical and management aspects of health and safety, it provides delegates with a comprehensive understanding of each individual subject. Course materials are accompanied by sample templates of policies, checklists and forms for adaptation to your organization's needs.

**Course Outline:**

- Health and safety policy
- Site hazard assessment, analysis and control
- Safe work practices/job procedure
- Company health and safety rules
- Personal protective equipment
- Tools/equipment maintenance
- Workplace inspections
- Accident investigation and reporting
- Emergency preparedness
- Statistics and records
- Legislation
- Occupational health
- First aid

**For whom:**

- Corporate Health and Safety Officers
- Housekeepers
- Safety Engineers
- Site Managers
- Plant Managers
- Facilities Managers
- Employee Health and Welfare Managers
- In-plant Doctors and Nurses
- Human Resources and Admin Managers
- Factory Managers and other Executives.

**HEALTH AND SAFETY**

**Injury Management**

*Fee: Negotiable*

*Duration: Negotiable*



**Course Objective**

This course aims to provide those who have the responsibility (either directly or indirectly) for injured workers in their organization with an introduction to the rights and obligations enshrined in the Workers' Compensation and Injury Management Act 1981 and Regulations.

**Expected Outcomes**

- Understand, and be able to apply various general provisions in workers' compensation law
- Have a basic understanding of the difference between statutory and common law
- Be able to access and understand the dispute resolution process
- Have a detailed understanding of the injury management statutory requirements including the 'Code of Practice'
- Be able to design and apply components of an injury management system

**Course Contents**

- Understanding the premium rates process
- Collecting and presenting data and information
- Understanding the legal requirements for Injury Management
- How injury management works & key parties in the process
- Understanding specific provisions of the Act
- Statutory settlements
- Privacy and ethical issues
- Return to work programs
- Management of difficult cases
- The conciliation and arbitration service

**For Whom**

Those responsible in the management of workers' injuries

**HEALTH AND SAFETY**

**First Aid**

*Fee: Negotiable*

*Duration: Negotiable*



**Course Description:**

This course is designed for those who are required to work and to respond to first aid incidents either in the workplace or at home. This course has theoretical and practical components that the candidate must successfully complete.

This course can be conducted at any facility that has a suitable classroom and an area for practical based training.

**Course Content**

- Duty of care
- Infection control
- Choking
- Drowning
- Cardiopulmonary Resuscitation (CPR)
- Defibrillation
- Asthma
- Documentation in the workplace
- Altered conscious state
- Bleeding and amputations
- Burns
- Crush injuries
- Overexposure to heat and cold
- Eye, ear and nose injuries
- Head, neck and spinal injuries
- Bites and stings
- Fractures and soft tissue injuries
- Substance misuse
- Internal injuries
- Poisoning

**For Whom**

All personnel who are required to respond to first aid incidents either in the workplace or at home.

**HEALTH AND SAFETY**

**Fire Fighting Techniques**

*Fee: Negotiable*

*Duration: Negotiable*



**Course Description**

This course is designed for those who are required to act as a warden /fire warden in the workplace. This course has theoretical and practical components that the candidate must successfully complete.

This course can be conducted at any facility that has a suitable classroom for the course.

**Course Contents**

- Human behaviour at fires and other emergencies
- Planning and preparation in the event of an emergency
- Evacuation procedures
- The duties of the emergency control organisation
- Alarms
- Training requirements
- Authority of a warden
- Identification of portable fire fighting equipment.
- Various types of workplace incidents
- Fire Extinguisher Course

**For Whom**

All personnel who are required to act as a warden/fire warden in the workplace and all other staffs for fire awareness.

MARITIME COURSES

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MARITIME

Maritime Labour

Fee: Negotiable

Duration: Negotiable



**Course Description:**

In 2001, in response to concerns about significant structural changes and increased globalization of the maritime sector, the international ship owners' and seafarers' organizations, meeting in the International Labour Organization's Joint Maritime Commission, came to a historic agreement, the "Geneva Accord", which called upon the ILO to adopt a major new legal instrument that would more effectively address these changed conditions. For the seafarers, the concern was to ensure decent work, including more ability to enforce those rights.

For ship-owners, the concern was to ensure a "level playing field" (fair competition) for ship-owners who provide decent working conditions. The ship owners' and seafarers' recommendations, which were subsequently ratified, were accepted by the ILO and led - after five years of intensive tripartite discussions - to the adoption of the Maritime Labour Convention, 2006.

**Course Objectives:**

The courses aim to strengthen the capacity of the participants to use the ILO MLC, 2006, with a view to providing effective support to all parties interested in seafarers' working conditions.

That support may include:

- Playing an important role in the MLC, 2006 complaints procedures
- Providing 'expert' guidance to seafarers on their rights under the MLC, 2006
- Providing 'expert' guidance to PSC inspectors, Flag State inspectors or ROs on elements of the MLC, 2006
- Assisting in monitoring (and reporting on) the effective implementation of the MLC, 2006 especially in the context of the ILO supervisory system.

**Course Content**

- Labour crisis prevention.
- Labour crisis resolution.
- The changes to Merchant Shipping legislation brought in by the MLC
- The format of the new MLC inspections
- How to prepare for Inspections
- Completion of the Declaration of Maritime Labour Compliance (DMLC) Part II
- Onshore Complaints procedures
- Seafarer Employment Agreements (SEA's)

**For Whom**

Ship owners, Ship Managers, Technical Superintendents, Ship Officers and Shipping Company Managers, Flag Administrators, Port State Control Officers, Human Resources Managers, Manning Agencies, Legal Department Managers, Training department Managers and other personnel within a Human Resources area of expertise.

MARITIME

Port State Control

Fee: Negotiable

Duration: Negotiable



**Course Description:**

Port State Control is a rapidly and constantly changing area for ship-owners, operators and maritime administrations. It demands particularly high standards of technical knowledge with respect to ship operations and their related regulations according to international conventions, and other national or regional instruments in order to promote both maritime safety and the flow of commerce.

This well established certificated course, which is a pioneer in its field – now in its twenty-third year – is well respected internationally, having been attended by representatives from a large number of countries. Their backgrounds have included maritime officials, port state inspectors, surveyors, port and harbor managers, P&I clubs, regional MOUs, marine superintendents and DPAs.

**Course Content:**

- Evolution of Port State Control
- Need for control,
- Safety requirements of the international conventions,
- Required Documentation,
- Inspection Procedures,
- Response to Deficiencies.

**Course Objectives:**

The aim of this course is to provide marine inspectors with the knowledge and skills required to effectively carry out the duties and responsibilities of a Port State Control Officer; successful completion is required for authorization to conduct inspections of foreign vessels in accordance with the international Memoranda of Understanding.

The course provides a detailed, clear and up to date guide and analysis of the main port state control conventions, amendments and related codes. It looks at problems faced by those involved in ship inspections and how they can best be managed. Lectures on specialized vessels and communication systems give delegates a unique insight into the workings of these systems thus enriching their knowledge in how to better conduct an inspection.

**For Whom**

The course will benefit all those directly related to a Port State inspection including but not being limited to Port State Officers, Port Facility Security Officers, Personal from the Ministry of Maritime Administrations, Port and Harbor managers, flag and class surveyors and representatives of regional MOUs.

The course will also be beneficial to Ship-owners, operators, CSOs, DPAs, Marine Superintendents and Masters.

MARITIME

Pollution Control and Prevention

Fee: Negotiable

Duration: Negotiable



**Course Description:**

The purpose of this training is to improve maritime safety in community waters by attempting to ban substandard shipping from them.

This training applies to all merchant shipping and crews using a seaport of a Member State or offshore terminal or anchored off such a port or installation.

Member States are obliged to establish and maintain national maritime administrations ("competent authorities") for the inspection of ships in their ports or in the waters under their jurisdiction.

**Course Objectives**

Participants will learn about air, water and soil contaminants – the three key areas of environmental concern.

And you will acquire the skills you need to evaluate the level of pollution, control it, and even reduce its impact.

**Course Content**

- Main environmental problems
- Air contaminants
  - Nature, origin and classification of air contaminants
  - Evaluation Methods
  - Control and mitigation measures
- Water Contamination
  - Control of water quality
- Soil Contamination
  - Main problems affecting soils
  - Measures to mitigate land degradation
- Providing information to terminals that are required to have a valid Waste Management Plan in place.
- Planning and executing inspections.
- Revision of necessary strategic documents such as the Departmental Operating Procedure
- Issuing and keeping track of exemptions

**For Whom**

Enforcement Officers, Ship-Owners, Stakeholders, Managers, Seafarers.

MARITIME

Maritime Safety and Security

Fee: Negotiable

Duration: Negotiable



**Course Description:**

Maritime safety and security entails ensuring that good preparation plans are in place for the safety and security of crew members and the vessel. The responsibility of the vessel lies with the skipper and crew.

So in other words the technical know-how and measures for handling safety must be in place and accessibility to such information is crucial. Knowledge of the sea is also important for the safety of the vessel.

For instance in the Adriatic sea temperature grows from north to south with the lowest sea temperatures recorded in February and the highest in August.

**Course Objectives:**

The courses aim to enlighten and train the crew members and skippers about the vessel and dangers that occur on sea and how to mitigate and prepare for disasters at sea.

**Course Content**

- Operational Marine Law
- Legislation and Changes
- Laws governing the sea
- Surveillance & intelligence gathering
- Gathering intelligence
- Surveillance equipment
- Communicating intelligence
- Dealing with trouble at sea
- Search and Rescue missions
- Coordinating search and rescue mission
- Understanding the use of navigation equipment
- Scene coordination
- Establishing clear roles for command on sea

**For Whom**

Ship owners, ship managers, technical superintendents, ship officers and shipping company managers, flag administrators, port state control officers, crew members and skippers.

MARITIME

Cargo Handling

Fee: Negotiable

Duration: Negotiable



**Course Description**

Many solid bulk cargoes have serious risks associated with them that can affect ship stability, cause structural damage, pose health hazards to those on board or lead to dangerous situations as a result of chemical reactions taking place in the hold. However, the risks that might arise are not always obvious - Even when they occur, they are not necessarily visible - some toxic gases, for example, are odorless and colorless. Other instances, such as a cargo liquefying, or self-igniting; dealing with the hazard once it has become a real hazard, rather than a potential one, is never easy. Prevention is always better than cure.

**Course Objective**

On completion of the training participants would be able to:

- Have a solid background, knowledge and skills in cargo operations.
- Gain insight into rules, regulations, safety and security as it affects Cargo handling functions.
- Understand the cargo industry and how it operates.
- Use and interpret codes used in cargo operations.

**Course Content:**

- General Philosophy
- How to Load
- Safety and Survival training
- Personal Inspection
- Cargo Entities and Organizations
- World Geography & time Zones
- Port Charges Process & Procedures
- Cargo Automation
- Liquid Cargo Handling
- Water Routines Cargo Rating Control System
- Liability & Claim Handling
- Waybill completion
- Inter-Departmental Relationships: NDLEA, Nigeria Police, Customs & Immigration, Quarantine Etc
- Special Cargo

**For Whom**

- All seafarers on board ships carrying solid bulk cargoes
- Shipping Agents
- Shipping Companies' staff
- Shippers of solid bulk cargoes
- Port authorities in ports that handle solid bulk cargoes
- Operational, commercial and security staff within airlines, freight and forwarding companies and organizations.

## CONTACT US

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