



# ADMINISTRATION AND MANAGEMENT COURSES

## 1) MANAGEMENT SKILLS DEVELOPMENT WORKSHOP FOR PERSONAL ASSISTANTS AND CONFIDENTIAL SECRETARIES IN CHANGING AND COMPLEX ENVIRONMENTS.

**For Whom:**Personal Assistants, Confidential Secretaries, General Service Officers, Protocol, Control Communication Officers, Administrative Assistants etc.

### **Course Objective:**

- To improve knowledge and skills of participants in the areas of planning, control, communication and decision making.
- To discuss the principles and models of management.
- To discuss the fundamental issues in strategic management and total quality Management.
- To make participants give effective and sufficient support to their bosses.

### **Course Contents:**

- Management: a general overview.
- Total Quality Management
- Corporate strategy, types of organization change and growth.
- Interpersonal communication skills
- Communication and decision-making
- Re-engineering of organization
- Planning/Forecasting: an issue for effective secretaries and P.As
- Speech and Report writing
- Time management.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Fee:** ₦ 200,000.00 per participant

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## 2) ADVANCED MANAGEMENT DEVELOPMENT COURSE (For Levels 10-14)

**For Whom:**Commissioners, Permanent Secretaries, Directors and Deputy Director

### **Course Objective:**

- To improve knowledge and skills of participants in the areas of planning, control and decision-making.
- To discuss the principles and models of management.
- To discuss the fundamental issues in strategic management and total quality Management.
- To make participants give effective and sufficient support to their subordinates and bosses.

### **Course Contents:**

- Management: A general overview.
- Total Quality Management
- Corporate strategy, types of organization change and growth.
- Effective Interpersonal communication skills for managers
- Decision-making skills
- Conflict Resolution
- Performance Management for top Management staff
- Planning/Forecasting: an issue for effective management
- 8 habits of highly effective manager

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Fee:** N 200,000.00 per participant

### 3) OFFICE ADMINISTRATION AND MANAGEMENT SKILLS

**For Whom:** Personal Assistants, Confidential Secretaries, General Service Officers, Protocol, Control Communication Officers, Administrative Assistants, Mid-Level Officers (Level 8 - 10).

**Course Objective:**

- Ability to understand and work with your boss
- Expose to a lot of leadership skills
- Ability to manage stress and crisis management
- Reports writing and analysis
- Ability to set working and workable target, monitor and perform it
- Managing filing system
- Applying administrative and managerial principles to achieve organizational and individual goals

**Course Contents:**

- Documents and office security
- Understanding basic principles of registry management.
- Guidelines for efficient record-keeping
- Document management in crisis situation in corporate organization
- Mail handling and information management
- Organizing the office for efficient and effective corporate performance
- Work attitude and performance oriented staff
- Analytical skills and reports writing
- ICT in office administration
- Target-setting, monitoring and performance

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Fee:** N 200,000.00 per participant

### 4) ABC OF SUPERVISING OTHERS

**For Whom:** Senior Officers up to Directors Cadre, Personal Assistants, Confidential Secretaries, General Service Officers, Protocol, Control Communication Officers, Administrative Assistants etc.

**Course Objectives:**

- Clarify roles and responsibilities of the participants in their various places of work
- Adjust to new role with confidence
- Develop your skills in listening asking questions, resolving conflicts and giving feed back
- Techniques for giving clear instructions
- Understanding the importance of developing good relationship with colleagues
- Identify some techniques to deal with employees challenges – hostility, complaints and laziness
- Supervising with ease.

**Course Content:**

- Understanding pre assignment review
- Transiting from individual to team player
- Roles of a supervisor
- Listening asking question and giving feedback techniques
- Asking what you want and giving instructions with confidence
- Master plan for orders, request and suggestions in working environment
- How to understand and cope with difficult employees/employers
- Trust & synergy
- Communicating effectively as a supervisor
- Orientation and re-orientation

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Venue:** As will be decided  
**Duration:** 5 days  
**Fee:** ₦200,000.00 per participant

## 5) ETHICAL ADMINISTRATIVE PRACTICES FOR PUBLIC SECTOR PERSONNEL

**For Whom:** Management Staff level 8 – 13 (phased), Administrative Officers, Communications Officers

### **Course Objectives:**

- To train participants on the appreciation of related functions, team work, encourage effectiveness of administrative system
- To expose admin staff to accounting and its principles.
- To equip participants with office administration and management skills
- To create an atmosphere of a sound working relationship
- To enhance supervisors and senior officers or team leaders with performance appraisal and Supervising skills

### **Course Content:**

- Office Management
- Building a team work system
- Ethics and professionalism
- Attitudinal Change & Impact
- Professionalism & Effect
- Discipline and Effect Management
- Morality and ethics in decision making process

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦200,000.00 per participant

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## 6) INTEGRATED GENERAL MANAGEMENT WORKSHOP FOR MIDDLE-LEVEL OFFICERS AND MANAGER

**For Whom:** Managers and Middle-level Officers in Public and Private Sectors, Government Parastatal, Courts Commissions and Agencies (From level 9 – 14)

### **Course Objectives:**

- This course is design to help participants understand a whole matrix of management functions
- To expose participants to essential management principles and practice at all levels of organizational structure

### **Course Contents:**

- Integrated management approach in corporate environments
- Strategic-planning and management
- Essentials of organization management
- Effective interpersonal communication skills
- Managing people and resources for optimum production
- Motivation and performance management
- Time management
- Re-engineering and restructuring: a current issue in Nigeria business sector
- Decision making in corporate organization
- Group work

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

## 7) EFFECTIVE TIME MANAGEMENT AND SELF ORGANIZATION

**For Whom:** **MODULE I:** Managers, senior officers, and other middle level officers in public sector  
**MOBULE II:** Junior Officers (Level 1-7)

### **Course Objective:**

- To develop the necessary skills required for time management in the participants.
- To enable participants plan their daily, weekly and monthly workload effectively and prioritize their work
- To deal with telephone calls and drop – in visitors
- To save time and ensure maximum productively

### **Course Contents:**

- Planning and its roles in self-
- Questionable issue in time management
- Identifying time robbers and dealing with them
- Managing time robbers
- Management principles and their application to self-organization
- Understanding corporate vision and objective
- Interpersonal Communication
- Developing work-plan and identifying priorities
- Delegation and control

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

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## 8) RETIREMENT AND ENTREPRENEURIAL COURSES FOR RETIRING CIVIL SERVANTS.

**For Whom:** Civil servants nearing retirement age and other senior level officers and other officers Interested.

### **Course Objectives:**

- To Prepare retiring civil servants ahead of their retirement
- To reposition retiring civil servants psychologically for life after retirement
- To further expose them to financial mastery techniques

### **Course Contents:**

- Planning toward retirement/post retirement living.
- Retirement planning ideas and opportunities.
- Funding Retirement ideas/ventures.
- Managing Health and Time in retirement.
- Legal requirement for new business.
- How to prepare business plan.
- How to manage small business.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 per participant

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## 9) 21<sup>ST</sup> CENTURY PERFORMANCE APPRAISAL SYSTEM (PAS)

**For Whom:** Human Resource Officers and Managers, Supervisors, Head of Departments and officers responsible for appraising other staffs

### **Course Objective:**

- Identify the purpose and uses of PAs
- State the Objectives and imperatives of PAs to the organization/individual
- Understand different methods in PAs
- Define PMS and state the elements of PMS
- Appreciate the use of the control loop method of PMS
- Identify the problem of validity and reliability in PAs.

### **Course Contents:**

- Meaning of Performance Appraisal
- The objective of PAs
- Roles of Performance Appraisal in an Organization
- Developmental Roles
- Methods of Performance appraisal
- Performance management system
- Operational imperative of PAs
- Three Element of PAs
- The Control loop system of PMs

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

## 10)EFFECTIVE PROJECT MANAGEMENT

**For Whom:** Project managers in Public and Private sectors, International agencies, Estate management and construction company's coordinators, Project Officers, Coordinators and personnel in health, Environmental and Socio-Economic/Development Agencies, Banks, Finance Institutions and NGOs, Engineering and Works Units or Department.

### **Course Objective:**

- To characterize and discuss strategic issues in effective project management.
- To enhance the capabilities of participants in project panning implementation and management.
- To help participants understand the significance of measurable indicators to project monitoring and evaluation.
- To discuss and utilize M & E methodologies.

### **Course Contents:**

- Project Management: A general overview.
- Basic Principles of project Management.
- Effective communication and decision making process
- Time and performance management
- Leadership Role in project management
- Developing logical frame work
- Monitoring, supervision and Evaluation methodologies
- Effective Report Writing Skills

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days

**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

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## 11) MANAGING I.T RESOURCES FOR OPTIMUM ADVANTAGE

**For Whom:** Senior and Middle Level Officers in Public and Private Sectors Organizations, Parastatals, Commissions and Agencies of Governments.

### Course Objectives:

- To expose participants to the IT world.
- To enhance the capacities of participants through IT Networks and appreciation
- To discuss basic principles and advantages of IT in a dynamic economy.

### Course Content:

- Introduction to IT and its application
- Basic program in IT
- Developing software and networking Techniques
- Basic Computer programming
- Internet and networking
- Cyber café design and operations
- Internet in the New Age
- Networking and Administration of corporate organization using IT
- Information Technology and the Nigerian liberalization and deregulation process.

**Course Methodology** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 per participant

## 12)ADVANCED MANAGEMENT AND LEADERSHIP

**For Whom:** Commissioners, Permanent Secretaries and Directors

### Course Outline

Foundations of Management

- Definition of Management
- The difference between Management and Leadership
- Managerial levels
- The Four Management Functions
- Management Skills
- Coaching and monitoring – A key management function

### Goal setting and planning

- Goal setting
- Strategic, tactical and operational goals
- Breakdown and alignment of goals
- Management By Objectives (MBO)
- Types of plans
- Planning techniques for assessing the environment: Environmental Scanning & Benchmarking
- Planning techniques for allocating resources: Budgeting, Break-even Analysis & project planning

### Managing Change in the workplace

- 1) What is change and its driving forces
- 2) The change process
- 3) How people respond to change
- 4) Change and the organizational structure and Managing the resistance to change

## **Leadership theory & Practice**

- Leadership defined
- Contemporary views of leadership
- Charismatic and Transformational leadership
- What do effective leaders do and the Five Practices of effective leadership
- Situational leadership

## **Setting the right Controls**

- What is control and the control process
- Controlling for Organizational Performance
- Setting Key Performance Indicators (KPI's)

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 per participant

## **13)CHAIRING & MANAGING MEETINGS (DGs, PERMANENT SECRETARIES AND DIRECTORS)**

**For Whom:** Commissioners, Permanent Secretaries, Senior Level Officers (Directors)

### **Course Aim**

Our aim is to equip officers with the skills to organize and manage effective and efficient meetings. This includes the skills necessary to manage difficult situations and difficult people.

### **Key Learning**

You will learn a technique to help you evaluate the benefits of attending the meetings currently in your diary – and whether you should or should not attend! There will be an opportunity to greatly enhance your personal communication skills and your ability to influence and persuade others. You will be able to use these skills in all aspects of your work.

We will introduce you to powerful new communications strategies such as Transactional Analysis and Preferred Communication Channels which will help you understand more about how people communicate with each other and why a lot of communication goes wrong!

There is a session on how to engage others at the meeting and how to handle questions. The day is full of high impact tips, hints and strategies.

### **Course Objectives:**

- Assess and prioritize the meetings you attend and identify where you can save time
- Organize, chair, and manage meetings that are concise, speedy and productive
- Improve your personal communication and influencing skills
- Vastly improve the effectiveness of the meetings culture within your Council

### **Course Content:**

- The secrets of organizing, structuring and chairing highly effective and productive meetings.
- Skills and strategies to engender and nurture positive contributions during meetings.
- How to manage negative behaviors and handle difficult people and how to keep control!
- Communications strategies: Transactional Analysis
- Learn how to engage others at a meeting and how to handle questions.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 per participant

## 14) SUPERVISORY MANAGEMENT

**For Whom:** All Senior level Officers from level 10 - 15

**Course Content:**

- Managing for results.
- Effective methods of decision taken.
- Public relation and interpersonal skills.
- Mentor and Coach a Supervisory Manager.
- Resources management.
- Relationship management.
- Sound working environment created by a supervisor.
- Leadership
- Discipline, reward and punishment.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 per participant

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## 15) EFFECTIVE SECURITY AND SAFETY MANAGEMENT

**For Whom:** Security Managers, supervisors and officers, surveillance and intelligence officers in Corporate organizations

**Course Objectives:**

- To discuss the basic security and safety tips
- To characterize the typologies of threat to security of lives and properties in work place
- To examine and discuss safety precautions that are essentials to security management

**Course content:**

- The typologies of Security and safety management
- Prevention and precautionary methods in security management.
- Surveillance and intelligence reporting
- Basic psychological issues in investigation and crime detection.
- Routine supervision and monitoring
- Equipping, staffing and physical fitness.
- Fire accident prevention and control.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 per participant

## 16) EFFECTIVE MAINTENANCE AND FACILITY MANAGEMENT

**For Whom:** Maintenance and Facility Officers, Plant and Workshop Managers and supervisors in Property and Estate Management, Construction companies and corporate organization.

**Course Objectives:**

- To expose participants the basic and simple methods of facility management
- To develop the skill of participants in rudimentary aspects of facility maintenance and management
- To improve their performance and productivity.

**Course Content:**

- Environmental dimension of facility management
- Profiling high vulnerable Sectors.
- Essential steps and methods of facility maintenance and management
- Routine supervision and monitoring
- Developing maintenance culture in work place
- Ecstatic values and Health Dimension of facility management

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 per participant

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## 17) HUMAN RELATIONS AND PERFORMANCE IMPROVEMENT WORKSHOP

**For Whom:** Human Resources Managers and Officers, Frontline staff, Corporate Image-makers in public sectors

**Course Objectives:**

- To train participants in best human relations attitude and practices
- To expose participants to skills that will enable them recognize human relation opportunities and develop strategies that will utilize them.
- To improve the knowledge and skills of participants on how to deal with difficult situations and People.

**Course Content:**

- An overview of corporate human relationship
- Corporate image and identity
- Effective communication and motivation
- Human relations in workplaces
- Interpersonal skills and feed back
- Building confidence and self-esteem
- Assertiveness: understanding and defining behaviors
- Time Management
- Performance improvement and indicators for performance assessment.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 per participant

## 18) EFFECTIVE TIME MANAGEMENT AND SELF ORGANIZATION

**For Whom:** Managers, Senior Officers, and other middle level Officers in public sector

**Course Objectives:**

- To develop the necessary skills required for time management in the participants.
- To enable participants plan their daily, weekly and monthly workload effectively and prioritize their work
- To deal with telephone calls and drop – in visitors
- To save time and ensure maximum productively

**Course Content:**

- Planning and its roles in self- Questionable issue in time management
- Identifying time robbers and dealing with them
- Managing time robbers
- Management principles and their application to self-organization
- Understanding corporate vision and objective
- Interpersonal Communication
- Developing work-plan and identifying priorities
- Delegation and control

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 per participant

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## 19) SENIOR MANAGEMENT SUPERVISORY TECHNIQUES COURSE

**For Whom:** Directors, Deputy Directors, Permanent Secretaries and Commissioners.

**Course Objective:**

- Clarify roles and responsibilities of the participants in their various places of work
- Adjust to new role with confidence
- Develop your skills in listening asking questions, resolving conflicts and giving feed back
- Techniques for giving clear instructions
- Understanding the importance of developing good relationship with colleagues
- Identify some techniques to deal with employees challenges – hostility, complaints and laziness
- Supervising with ease.

**Course Contents:**

- Understanding 21<sup>st</sup> century supervisory strategies
- Setting goals and planning success in supervisory position
- Leadership skills for supervisors
- Managing conflicts
- Disciplinary actions in organizations
- Recommending appropriate training for sub-ordinates
- Effective delegation
- Emotional Intelligence
- Top Level Management Idea generation strategies

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 per participant

## 20) BASIC MANAGEMENT WORKSHOP FOR EXECUTIVE SECRETARIES AND PERSONAL ASSISTANTS (TO BE PHASED)

**For Whom:** Executive Secretaries, Principal Secretaries, Chief Secretaries, Senior Secretaries, Personal Assistants, Secretaries and Senior Confidential Secretaries

**MODULE I:** Executive Secretaries

**MODULE II:** Principal Secretaries, Chief Secretaries, Senior Secretaries, Personal Assistants, Secretaries and Senior Confidential Secretaries

**Course Objective:**

- To appreciate the roles of Executive Secretaries in management functions
- To help participants understand the function of management team and the principles of management
- To help participants learn how to give support to their bosses.
- To enhance the efficiency of Executive Secretaries and PAs in order to prepare them for higher Future responsibilities

**Course Content:**

- Introduction to management
- The Roles of senior secretaries and P.As
- Development of administrative strength in Executive Secretaries and P.As
- Interpersonal Communication
- Effective Communication skills resources management.
- Diplomacy and conflict management
- Organization behavior and corporate image
- Speeches and effective reporting

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

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## 21) PAYROLL AND PERSONAL INCOME TAX ADMINISTRATION

**For Whom:** Finance and administrative officers, Account Officers, Internal Auditors etc.

**Course Objective:**

- Design a perfect payroll system
- Identify difficulties associated with the formulation of payroll systems
- Restructure existing payroll system and financial information

**Course Contents:**

- Accounting systems, design and installation
- Payroll formulation process and techniques
- Payroll formulation in the public sector organizations
- Role of Account officers in payroll formulation and implementation
- Restructure techniques for existing payroll systems
- Application of computer to payroll formulation, design and implementation
- Cash handling & management

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

## 22) PUBLIC SERVICE REFORM AND TRANSFORMATION - PARADIGM CHANGE

**For Whom:** Public Officers in federal, state and local government service

### **Course Objectives:**

- You will attain improved instructional capacity, efficiency and effectiveness
- The participants will experience optimal service delivery
- It will help the participant to renew focus on ethical and moral issues
- It will enable the participants to see the need in reviewing civil service rules and regulations and ensuring their uniform application
- This training will help inculcating in participant a new national ideology and code of ethics for public officer
- Participating public officers will have a better understanding of the schedule of duties in line with the mission and vision statement of their ministries, departments and agencies (MDAs)
- It will enable the participant to build and rebrand Nigeria
- A more competent, reliable and professional 21<sup>st</sup> century public service.

### **Course contents:**

- History and evolution of reform and transformation in Nigerian public service
- The challenges to public service reform
- Reform as a key to meeting development challenges of public servants
- Modernizing government machinery towards achieving public service 21<sup>st</sup> century dream
- Minimizing the crisis of governance & under-development through modern strategy and reform
- From a bureaucratic society to a society based on information technology
- Abandoning hierarchy for networks through transformation
- Mobilize scarce resources for accomplishing more results
- Moving service delivery from government to governance
- Public service pension reform
- Becoming strong without necessarily being big
- Become reformer via reformist' strategies

### **Course Methodology:**

Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 Per Participant

## 23) PROBLEM-SOLVING AND DECISION MAKING AS A SUPERVISOR

**For Whom:** Public officers in Federal, State and Local governments

### **Course Objectives:**

- Ability to understand and work with your boss
- Increase your awareness of problem-solving steps and problem-solving tools
- Distinguish root causes from symptoms to identify the right solution for the right problem
- Recognize the top ten rules of good decision-making
- Improve your problem solving and decision-making skills through identifying your own problem solving style
- Identify ways to think creatively and work towards creative solutions
- Expose to a lot of leadership skills
- Ability to manage stress and crisis management
- Reports writing and analysis
- Ability to set working and workable target, monitor and perform it
- Managing filing system
- Applying administrative and managerial principles to achieve organizational and individual goals

### **Course Content:**

- What is problem solving and styles
- Problem solving role
- Six ways to approach a decision
- Thinking outside the box
- Planning and self-organization a method of decision making and problem solving
- Conflict resolution strategies used to solve problem
- Identifying decision making styles
- Knowing your corporate culture
- Analyzing your responsibility
- Deciding Whom to involve in a decision
- Using analytical method, Developing creative thinking, Gathering information, Forecasting the future, Using models
- Using fail-safe strategies, Assessing the consequences for staff, Making your decision
- Communicating decision, Overcoming objections, Handling other people's decisions

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 per participant

#### **24) PERFORMANCE IMPROVEMENT TRAINING/WORKSHOP FOR CLERICAL OFFICERS/ASSISTANTS, AND OTHER JUNIOR LEVEL OFFICERS**

**For Whom:** Clerical officers, Assistants, Accounts and junior level management staff

**Course Objectives:**

- To train participants in best human relations attitude and practices
- To expose participants to skills that will enable them recognize human relation opportunities and develop strategies to utilize them.
- To improve the knowledge and skills of participants on how to deal with difficult situations and people.
- To improve their office management knowledge in line with their new status.
- To empower the participant to understand the usage of time as a resources.
- The participants would have understood the need for them to be more professional and ethical in their dealings with colleagues and the public.
- The training will help participants to gain self-esteem

**Course Content:**

- Knowing your role, responsibility and limitations in an organization, a tool for performance
- Ethics and Professionalism
- Effective communication and motivation
- Human relations in workplace
- Communication and feed back
- Building confidence and self-esteem
- Effective management of time and its importance to performance
- Performance improvement and indicators for performance assessment.
- General Office and document management
- The essence of Team work in your new status

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200, 000.00 per participant

## 25) CUSTOMER SERVICE EXCELLENCE IN PUBLIC SERVICE (WHAT SERVICOM HAS NOT TOLD YOU)

**For Whom:** Public officers in federal, state and local service

### **Course Objectives:**

- To enlighten public officers that modern day public service requires that the public are served and satisfied
- To work in harmony with other employees or colleagues
- Inculcating spirit of satisfying every staff or target groups
- To cultivate good etiquette and working attitude
- Develop ability to listen and ask relevant questions to bring about improved performance
- Increase your awareness of problem solving steps and tools
- Communicate more assertively and effectively
- Develop more confidence and skills as a problem-solver
- Learn some ways to make customer service a team approach.

### **Course Contents:**

- Who are your customers
- Why does the public service need customer service training
- The customer care methodologies suitable for public sector
- How to treat colleagues (internal customers) to bring about effective performance
- The listening and questioning technique in customer care
- The service cycles – good or poor the point where the public service missed it
- Strategies for managing customers (difficult and easy) or friendly
- What customers expect of you and attitudes customers look out for
- Test keys of customer service and 21<sup>st</sup> century public sector strategy on handling customers
- Business etiquette in customer care and public service
- Smart goals, Communication skills
- Developing your leadership styles
- Conflict resolution in customer service

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

## 26) ADVANCED MANAGEMENT PROGRAMME: Level 12 – 17 (CEO, Directors, etc)

### **Objective/Benefits to the individual**

Personal coaching begins before you attend the programme and continues when you have completed it - this is key in making sure you get the maximum benefit from the AMP -making the learning and experience really work for you back in the workplace. Through AMP you will:

- Gain a deeper self-awareness of your personal leadership skills
- 'Unlearn' personal practices that inhibit your ability to manage
- Learn to lead at a more strategic level
- Take time to reflect on you and take your management skills to a new level
- See the bigger picture for your organisation and the changes you can make

### **Benefits to the organisation**

- Provides a comprehensive development process for managers to reach a higher level of performance and contribution
- Increases the leadership talent pipeline for the organisation to support growth and succession planning
- Injects the latest thinking on key strategic topics that underpin organisational success at a Senior level where this can get immediate leverage

**Course Content:****Broadening perspectives - differing world views**

- Introduction to the programme and coaching
- Responsible leadership
- 360 feedback
- Leading a winning team
- Reputation, ethics and responsibility
- Thinking globally
- Leading generation Y and Z
- Trends and developments in the global economy
- Customer management
- Leadership insights and leadership actions

**Making strategic choices and decisions**

- Demystifying strategy
- Developing commercial strategy
- Leading in a VUCA (Volatile, Uncertain, Complex and Ambiguous) Environment
- Authentic leadership day
- Leading a sustainable business/Strategic finance

**Implementing change for performance**

- Leading Organisational Change
- Strategic implementation
- Organisational energy
- Dominate, innovate or die - Thriving in the new world
- The language of leadership/Leadership agenda

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 per participant

**27) MANAGEMENT & POLICY DEVELOPMENT SKILLS FOR LEGAL OFFICERS**

**For Whom:** Senior Government officers with administrative, Finance and Human Resources functions, Head of departments and units

**Course Objectives:**

- I identify clearly the nature of policy problems and put them in proper context
- Use a range of methods for getting to the root of policy failures
- Develop and evaluate options for subsequent recommendation for a preferred policy development efficient channels of policy communication
- Coordinate policy management activities

**Course Content:**

- Policy process and sustainability for effectiveness
- Developing effective policy management options
- Communicating as part of policy management
- Dynamics of change and public sector approach
- Managing policies in legal environment
- Application of Information Technology in management of public policy-development

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 per participant

## 28. CORPORATE STRATEGY & MANAGEMENT OF MICRO/MACRO BUSINESS ENTERPRISE

**For Whom:** Entrepreneurs, Top level Executives (directors), Corporate Advisers and assistants And others who are board members and top level decision makers' both at private and public Sectors of the economy.

### Course Objective:

- To provide participants an authoritative and practical-oriented approach to the major and minor issues confronting them as directors and top executives of their various organizations
- Understanding the nature and intricacies of responsibilities of being a director in an organization
- Be in a better position to know when to differently apply leadership, management, administrative and entrepreneurial skills, and
- When to combine skills to achieve results.

### Course Content:

- The role of the Director in an Organization
- Corporate and tactical strategies
- Managing change
- Issues and conflict management
- Boardroom practice/politics
- Accounting and financial planning – strategy and control

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

## 29. ADVANCED TREASURY MANAGEMENT STRATEGIES

**For Whom:** Directors of finance, Accountant- Generals, Senior and Mid-level financial officers Treasures and controllers and their assistants and Directors/Officers of treasury.

### Course Objectives:

- Identify the organizational treasury functions
- Identify the main problems associated with treasury management and proffer appropriate solution
- Apply appropriate treasury management techniques
- Outline the roles of the internal audit in treasury management.

### Course Content:

- An overview and features of treasury management system
- Imprest accounting and treasury management
- The role of organization treasury internal control
- ICT & fraud detections, prevention and control measures
- Internal audit and treasury management
- Cash budgeting, budgeting and budgetary control
- Treasury problems and solution
- Current treasury technology
- Projecting cash flow, cash flow tracker and other financial entries
- Loan amortization schedules
- Cash handling & management

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

### 30. TAX PLANNING, TAX MANAGEMENT AND COMPLINANCE WORKSHOP

**For Whom:** Accountants, Auditors in the Federal, State & Local Government, and Private Sector

**Course Objectives:**

- Satisfying the purpose of raising maximum revenue
- Administer tax collection system properly
- Identify the benefits of tax planning and administration
- Presents and overview of the federal tax collection system
- Analyze the impact of tax planning and administration on the conduct of business operations
- Draw on the disciplines of business finance, public finance and accounting as they relate to taxation

**Course Contents:**

- Overview of Tax Planning and Administration
- Optimizing PIT through Efficient salary Restructuring
- Effective Management of Capital Gain
- Tax Capital Allowance
- Withholding Tax System
- Regulatory frameworks for Tax Remittance
- Value Added Tax Process
- Combating Tax Evasion

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

### 31. BUDGET IMPLEMENTATION, MONITORING AND MANAGEMENT (CHALLENGES & SOLUTION)

**For Whom:** Admin, Finance, Account, Budge and treasury officers.

**Course Objectives:**

- Identity abstracts to effective budget preparation and implementation in their various organizations and devise appropriate strategies to address them.
- Understand the bases for fiscal and monitor policies and how they affect their organization
- Identify positive contributions that good budgeting practice can make to the management of public sector organizations
- Get identified with modern strategies for implementing national, sectional and local Government budget for a sustainable national development.

**Course Content:**

- Planning for retirement
- Sect oral policy implementations of the 2013 budget
- Computer application of budget implementation
- Inter-governmental relationship and issues in the federation account & statutory allocation to all tiers of government
- Effective and efficient monitoring and management of budgeting the role of the public sector in national development overview of public expenditure programming and management in Nigeria
- Planning in Government
- Fiscal/Monetary policies
- Financial control in government
- Budget execution and cash management
- Programme monitoring and evaluation
- Problems of budget implementation
- Budgeting innovation & revenue forecasting
- Managing negotiation in budget defense
- Macroeconomic framework for public expenditure, programming and management.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 per participant

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### **32.LEADERSHIP AND TEAM DEVELOPMENT FOR MANAGERIAL SUCCESS**

**For Whom:** Senior, Middle and Top Executives in Public and Private Organization who are Unit/Dept. Leaders with subordinates under them.

**Course Content:**

- Leadership roles, styles and functions
- Leaders vs Managers
- Challenges & responsibilities of creative leadership
- Building motivating & leading high performance team attitudinal problems
- Concept of management of change & handling of attitudinal problems
- Concept of TQM and successful team work.

**Course Methodology:** Lectures discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦200, 000.00 per participant

### **33. VANDALISATION PREVENTION, EMERGENCY & MAINTENANCE MANAGEMENT SKILLS**

**For Whom:** Senior officers in Ministries, Parastatals and Local Governments, Security Officers Mangers and Officers of armed forces, Police and other parliaments

**Course Objectives:**

- To adopt and practice current innovation in the field of vandalisation disaster and emergency management
- Recognize the vital role of the disaster manager in the achievement of the over-all Objectives of the organization
- Devise measures of preventing and planning for any vandalisation, disaster and emergency Occurrences.

**Course Content:**

- Basic control and maintenance management, inventory and a sets documentation, planned and preventive-maintenance
- Issues in Maintenance Management and Inventory & Stock Management
- Maintenance Management Information Technology and essentials of Information Communication Technology
- Overview of Management, function, materials control, equipment acquisition & Maintenance cycle
- Theory of crime vandalisation
- Prevention strategies & measures, the patterns of vandalisation in Nigeria
- Systematic fault diagnostic recording, computer and information system for maintenance management
- Issues of information and leakage in the public services and the necessary counter measures.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

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### 34.TOTAL QUALITY MANAGEMENT FOR PERSONAL AND ORGANIZATIONAL DEVELOPMENT

**For Whom:** Senior and Middle Managers, Consultants, Entrepreneurs, Administrators Trainers; Team leaders and other executives who have responsibilities for ensuring quality Products and services.

**Course Objectives:**

- Determine the role which quality management can plan in the task of achieving their organization's Objectives
- Apply modern quality management techniques in all area of operation to improve productivity advise on the maintenance of quality at minimum overall cost to satisfy customer needs
- Create an enabling environment , creativity, innovation and leadership development build Customer-driven organization proffer solution to quality problems

**Course Content:**

- Confidence building towards total quality management team
- Confidence building motivation as a tool for effective and quality efficient service delivery
- TQM in public Service Rules and challenges of generation
- TQM in Retirement plans
- Computer application, roles, relevance & benefit in TQM

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

### 35.PERFORMANCE IMPROVEMENT WORKSHOP FOR PURCHASING & STORES OFFICERS

**For Whom:**Purchasing officers, Store officers, senior buyers, Depot offices and warehouse officers Member of the tender's board

**Course Objectives:**

- Learn to effectively manage inventory and avoid risk
- Become a more effective efficient and productive purchasing/store officer
- Improve the services provided by your department through more effective planning
- Understand the ethical/legal aspects of purchasing and possible liabilities
- Find out how to select vendors and suppliers of desired quality

**Course Content:**

- An overview of purchasing & store functions, Roles and qualities of modern purchasing and store officers; store officers, documentation and records.
- Inventory valuation and control Local and International Sources and procurement techniques
- Materials, logistics, time and stress management fraud prevention and control in purchasing & store functions.
- Total quality management concepts, and purchasing & store functions
- Code of ethics for purchasing and store officers
- ICT and record management for stores officers

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

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### 36.BUILDING & MANAGING EFFECTIVE TEAM

**For Whom:** Managers and senior Managers, Head of Department, Unit/Sectional Head

Team and Project Leaders, Chairmen/Chairpersons of committees

**Course Objectives:**

- Apply knowledge and skills in building
- Leading and managing work team achieve optimal productivity through team work self and subordinate effectively resolve
- Manage Conflict Handles criticisms effectively

**Course Content:**

- Team, Team roles and functional Roles
- The characteristics of an effective Team and to valid Effective Teams
- Group dynamics Leadership and Leadership styles
- Allocating Work to team members, managing discussion and leading
- Handling conflict and conflict management, communication and Human Relations
- Managing Self and Time
- Evaluating and Improving Performance of Teams
- The role of ICT in building & managing effective team

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

### **37. ACHIEVING ORGANIZATIONAL GOAL AND TARGET SETTINGS**

**For Whom:** Special assistants, Project manager, Project supervisors, Planners, Administrators and directors

**Course Objectives:**

- Differentiate between mission, Objectives and goals of their organization
- Formulate appropriate strategies for programme implementation

**Course Content:**

- Managing people
- Organizational Mission, Objectives and Goals
- Target setting and Evaluation
- Time Management
- Management principles and practice
- Total quality Management
- Analysis & understanding of case study
- Role of ICT in Job Analysis

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ~~N~~200,000.00 Per Participant

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### **38. VALUES RE-ORIENTATION & OFFICE ETHICS SENSITIZATION**

**For Whom:**Middle and senior Officers cutting across all the Operational Departments of the Organization

**Course Objectives:**

- Discover how attitude is a powerful tool for positive action
- Monitor and manage attitude
- Identify those attitudes that hold you back and those that propel you forward
- Consider which attitude are conducive to goal-setting and which can spoil the process

- Recognize and get rid of a debilitating attitude by identifying the three P's that cause bad attitudes
- Look at underlying causes of a bad attitudes and learn the three types of bad attitudes

**Course Content:**

- Corporate vision, mission and Objectives: challenges for the categories of workers
- Overview of attitude formulation and attitude change
- Eradicating Organization Negative attitude issues, challenges and solutions
- Principle and practice of Time Management
- Public Services Rules and code ethics in the civil services
- Communication and human relations
- Managing Organizational Climate for Effective Performance

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦200,000.00 Per Participant

**39 ADMINISTRATION & MAINTENANCE OF ORGANIZATION ASSETS, UTILITIES & FACILITIES FOR IMPROVED EFFICIENCIES**

**For Whom:** Directors, Assistant directors (public sector), Senior Managers/Executives (Private organization)  
 Other higher officers in charge of management and administration of their organization's assets And facilities/utilities  
 Other professionals, other than admin personnel who oversee the smooth running of support Services in their organization will find the work highly beneficiary

**Course Objectives:**

- Improve the operational efficiency of the participants, with respect to their management, administration and maintenance of resources at their disposal to highlights the challenges of administering these needed support services
- With a view of identifying the problems they encounter and ultimately providing pragmatic solutions to them

**Course Content:**

- Overview and analysis of procedures and regulations for administrative services in an organization
- The task involved in administering organizational support services concepts and precepts maintenance management; types, policies, method & management
- Skills in handling company properly and estate management nature, purpose and techniques of organization & method
- Practice application effective transports fleet management – policies and strategies
- Introduction to fundamentals of insurances – types & polices, method and procedures for Insurance claims inventory management and materials handling system

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

#### 40. PRODUCTIVITY & SAFETY IMPROVEMENT COURSE FOR TRANSPORT OFFICERS & DRIVERS

**For Whom:** Drivers, Drivers/Mechanic Transport Officers & those responsible for the management of motor vehicle fleet & other related assets

**Course Objectives:**

- Assist their organization to reduce expenses incurred on company's vehicle by learning the ways and methods to this
- Be exposed to usual tricks employed by artisans, mechanics and allied workmen to defraud organizations thereby paving ways reduction in maintenance cost
- Appreciate the company's focus and vision towards the building and sustenance of the corporate culture and identify with view to ensuring achievement of company's goals and Objectives at minimal cost display sound ethical conducts and professionalism in the discharge of their duties

**Course Content:**

- Security hazards related to driving
- Training in observation and perception
- Defensive Driving Techniques
- Awareness of new and emerging traffic rules instituted by various traffic organs
- Driving under uncontrollable influences. Danger and consequences to self and the organization
- Appreciating self-rules and procedures for life preservation
- Crisis management; a security stand point and survival maneuvers in distress (practice)
- Understanding your boss and his/her management
- Time management and urgency appreciation
- Basic engineering tit-bits and vehicle maintenance

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 Per Participant

#### 41.COMMERCE, INDUSTRY AND INVESTMENT COURSE

**For Whom:** Development officers in Public Organizations, Senior Managers

**Course Content:**

- Broadening and strengthening of the industrial base
- Case study
- E - commerce
- Entrepreneurial Development/ Capital
- General overview of Integrated Investment initiative, commercial Development and Sustainable Industrial Growth
- Key to Technology Transfer (Firm-level Technological capabilities)
- Leadership Management
- Planning and performance
- Relevance of NEEDS and SMES to Industrial Development
- Strategic Marketing Capability
- Team building
- Work Ethics and standards

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦200,000.00 Per Participant

## 42. INDUSTRIAL CRISIS GRIEVANCE RESOLUTION PROCEDURE AND APPLIED PRACTICES COURSE

**For Whom:**Directors, Assistant Directors, Middle level officers, Executive Officers, Principal Admin. Officers, Chief Admin. Officers, senior admin Officers, Admin Officers (Senior/Higher) Personal Assistants, Senior Secretaries

### Course Content:

- Communication and Information in Industrial Relation
- Conflict Management and Settlement
- Fraud Prevention in Union's finances
- Import of collective Bargaining and dispute settlement
- Labor legislations on employment controls for Effective Industrial Relation
- Overview of Labor Relations in Nigeria
- Team building unity in the work place
- Why workers' training is Essential for Good Labor-relation and productivity

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦200,000.00 Per Participant

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## 43. CUSTOMER RELATIONSHIP MANAGEMENT

**For Whom:**Executive and non-Executive Directors, Nodal Officers, Marketing Directors, Senior Managers, Heads of Department, Training Managers, Account Managers, Customer Relationship Managers, Consultants, Sales Professionals, Customer Service Representatives.

### Course contents:

- Skills to deliver excellent customer service; Communicating, Building rapport, Developing Emotional Intelligence (EI)
- Customer Relationship Management Overview; Definition, Importance, Tools needed
- Campaign/Contact Management; Processes (Dialogue, React, Repeat), Formulation and Testing different Direct Marketing and Personalization risk/returns elements
- Quality Management And Customer Services; Introduction, Concepts, Identifying Customers' Wants and at what cost, Managing customers' satisfaction, knowing customers' perception/expectation
- Service Quality – Tools Technique; Effective quality management, Quality measurement and control, Continuous improvement, Course effect and analysis, Recognize Customer body Language.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 Per Participant

## 44. ADMINISTRATION & MAINTENANCE OF ORGANISATION ASSETS, UTILITIES & FACILITIES FOR IMPROVED EFFICIENCY

**For Whom:**Directors, Asst. Director (Public Sector), Senior Managers/Executives (Private Sector), And other professionals, other than admin personnel.

### Course Content:

- Overview and analysis of procedures and regulations for administrative services in an organization

- The task involved in administering organizational support services concepts and precepts maintenance management; types, policies, methods & management
- Skills in handling company properly and estate management nature, purpose and techniques of organization & method
- Practical application effective transport fleet management – policies and strategies
- Introduction to fundamentals of insurance – types & policies, methods and procedures for insurance claims
- Inventory management and materials handling system.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦200,000.00 Per Participant

#### 45.SUCCESSION PLANNING & CURRENT STRATEGIC ADMINISTRATIVE MANAGEMENT SKILLS WORKSHOP

**For Whom:** Administrators and Human Resources Managers

**Course Content:**

- Methods to identify critical posts, anticipated vacancies and possible successors
- Development of current and future competency tests for key posts how to create active assessment, selection and promotion tools.
- Methods to identify gaps in current employee and candidate competencies how to audit the developmental needs of key staff and build appropriate and supportive learning and development strategies
- Application of ICT in strategies planning.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

#### 46. PERFORMANCE AND REWARD MANAGEMENT FOR THE PERMANENT SECRETARIES

**For Whom:**Top and Mid-level Managers, HR Practitioners, and Heads of Department, Team Leaders and Project Leaders.

**Course Content:**

- Emerging paradigm shift in Reward and Performance management
- Performance Management – Imperatives in a competitive Environment
- Current developments in performance standards
- Measures and rating
- Dealing with performance problems, appraisal and reward
- Interview types and best practices
- Essential of an effective Reward Systems
- Developing, implementing and Maintaining Key Performance Indicators
- Developing and Implementing and effective Reward system in large and complex organization.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

#### **47. ADVANCED OPERATIONAL SKILL FOR SENIOR SECRETARIES, PERSONAL ASSISTANTS & PROTOCOL OFFICERS**

**For Whom:** Administrative professionals, Executive Assistants, Administrative Assistants, Senior Secretaries, Protocol Officers, Other management support staff.

**Course Content:**

- Computer operations & management
- What operational management is
- Decision making and problem solving techniques
- Performance planning, performance management and performance appraisal
- Team building, networks & alliances
- Stress and time management
- Managing meetings effectively
- Total quality management.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

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#### **48. ADVANCED MANAGEMENT COURSE FOR SECRETARIES**

**For Whom:** Confidential Secretaries, Personal Assistants, Principal and Senior Assistant.

**Course Content:**

- An Overview of Improved management skill for secretaries.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

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#### **49. EFFECTIVE COMMUNICATION & INTERPERSONAL RELATIONS WORKSHOP**

**For Whom:** Managers, Officers in Public & Private organizations.

**Course Content:**

- Inter-personal communication skills (Customer Service Relations)
- Marketing; Introduction, building rapport
- Selling/Marketing; Meanings, Differences
- Time management.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

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#### **50 .MARKETING TECHNIQUES FOR BUSINESS EXECUTIVES**

**For Whom:** Marketing Managers, Sales Executives, Distribution Managers, And Corporate Affairs Managers.

**Course Content:**

- An Overview of Advanced Marketing Techniques.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

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## 51 .MANAGING HUMAN RESOURCES FOR CAREER DEVELOPMENT

**For Whom:** Senior Managerial staff, Human Resources Officer, Directors.

### **Course Content:**

- Objectives and functions of HR managers
- Variables affecting HR Planning and Career Development in Organizations
- Marketing strategies to promote training within an organization
- Implementing management reward systems
- Succession planning
- Personnel Management and Discipline
- Personnel Development Programme
- Implementing safety procedures in an organization
- Records and Data Management
- Data protection: Transforming paper records into electronic data
- Developing action plans for individuals and groups.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

## 52. PRODUCTIVITY IMPROVEMENT FOR EXECUTIVE OFFICERS AND CLERICAL ASSISTANTS

**For Whom:** Clerical Assistants, Executive Assistants, Secretaries, Interested staff.

### **Course Content:**

- Productivity and its relevance in organizations
- Productivity measurement/Key Performance Indicators
- General functions of Clerical Assistants and Executive Officers
- Modern office practices
- Interpersonal relationship skills
- Information management
- Career development
- Enhancing productivity
- Managing the boss.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

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## 53. BASIC WORK ETHICS AND ORGANISATIONAL PERFORMANCE

**For Whom:** Middle level and Junior Executive staff (Public and Private Organizations).

### **Course Content:**

- Meaning of organizations and why they exist
- Types of organizations
- Vision and Mission Statements of organization

- Organizational dynamics and work ethics
- Work ethics: Understanding and implementation
- Integrity and transparency in work environment and beyond
- Role of work ethics in organizational performance
- Managing superiors, peers and subordinates
- Achieving targets and its relevance
- Followership and preparedness to lead
- Case analysis.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

#### 54. LEADING THE ORGANISATION TO ACHIEVE RESULTS

**For Whom:** Top Management Staff.

**Course Content:**

- Corporate governance
- Understanding and managing expectations of key stakeholders
- People as vital assets
- Managing relationships: Balance between Management and The Board
- Shifts in management paradigm
- Employee commitment, motivation and job satisfaction
- Balanced scorecard
- Flexible service organizations
- Transformational leadership
- Social entrepreneurship
- Managing knowledgeable workers
- Corporate thinking: strategic vs tactical.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

#### 55. ENTREPRENEURSHIP AND ORGANISATIONAL CREATIVITY

**For Whom:** Top and Senior Management Staff.

**Course Content:**

- Entrepreneurship and organizational creativity: An overview
- Economic environment of organizations
- Managerial decision making
- Risk assessment and management
- Strategic management planning
- Social and political environment of organizations
- Economic analysis
- Organizational learning
- Work ethics and productivity
- Business process reengineering, problem solving techniques

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days

**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

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#### **56). INFRASTRUCTURAL ASSET MANAGEMENT: BEST PRACTICE**

**For Whom:** All Management staff, information officer, Librarian, and PRO'S

**Course Content:**

- Infrastructure Asset Management Awareness
- Asset Management Systems and Data
- Level of service and demand
- Risk Management
- Asset Accounting
- Infrastructure Asset Management Plans
- Managing the problems associated with Asset management and promotions
- Practical asset conditions assessment assignment.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

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#### **57) FIRE & EXPLOSION SAFETY, PREVENTION AND MANAGEMENT IN THE WORK PLACE**

**For Whom:** Electric Power Utility Engineers, Technologist and Technicians in Public and Private Sectors

**Course Objectives:**

- To understand the principles of system fault analysis
- Understanding Fault current Calculations
- Arc flash Calculations and applying protective devices
- Computer Exercises

**Course Content:**

- An introduction to fault current analysis
- A systematic technique for power system analysis
- Specifying protective devices
- Unbalanced fault current Calculations
- The method for fault current Calculations
- Problems associated with technology and information production, prevention and management
- Proper strategic planning for safety and prevention in organizations.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

## 58. ADVANCE MANAGEMENT AND LEADERSHIP COURSE FOR EXECUTIVE MANAGEMENT CADRE

### Background

Leadership & Management training course aims to encourage effective, collaborative methods of leadership and management. It helps delegates to work in their organizations and leverage the leadership potential of team members. Participants will be exposed to focus on developing leadership skills, and personal influence, as well as exploring strategies for building a team of strong professionals who will support each other, deal with tough problems efficiently and take accountability. This Leadership and Management training course focuses on tactful leadership practices that are effective for any organization. This training will introduce participants to the variety of skills needed to be successful and offers insights into how to personally manage the transition from being a 'technical expert' to supervision and team management

### Course Objectives

- Understand leadership styles and transformation
- How to build strong collaborative teamwork
- Develop strategies for using personal leadership power and building strong, mutual influence relationships within the organization
- Use the performance management process profitably
- Understand the 4D Management model: direct, delegate, develop and deliver
- Discover the core competencies required for exemplary leadership
- Examine the ethical aspects of leadership and values which drive lasting results
- Appraise and select supervision tools that "fast track" performance
- Comprehend and utilize the value of the performance management process
- Create and monitor personalized action plans for self, others, and the team

### Course Content:

- Making strategic choices and decisions
- Implementing change for performance
- **Role Modelling As a Manager**
- **Leading the Vision & the Strategy**
- **Leading In the Digital Age**
- Advanced Communication, Persuasion & Influencing Skills
- Improving Your Emotional Intelligence
- Building Resilience
- Factors of Leadership
- Principles of Leadership
- The Leadership Process
- Advanced motivational techniques
- Leadership Principles, Perceptions, and Praxis: essential themes
- Changing Paradigms, New Demands, and Enlightened Leadership.
- The New Normal; changing environments, expectations, and challenges
- Building agile, responsive, and decisive leadership
- The Leadership Management Debate. Do I Lead or Manage?
- What Leadership style does my organization require?
- Whole-brain thinking divergent and convergent thinking
- Decision Making and the power of diverse thinking.
- Solution-focused methodology: Accentuating the positive and the possibilities
- Motivational Mind-sets: Performance Motivation + Competence
- Creating the Highly Effective Teams: in house and remote
- Characteristics of Dysfunctional teams
- Generational issues, diversity, challenges, and harnessing potential
- Team audit: evaluating current performance to initiate future targets

<b>Targeted Audience:</b>	Executive Management Cadre (Assistant Directors to Directors)
<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and convenience
<b>Duration:</b>	3 - 5 days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	N 900,000.00 Per Participant (Laptop Inclusive)

## 59. STRATEGIC MANAGEMENT AND LEADERSHIP COURSE FOR MANAGEMENT CADRE

### Background

Leadership is one of those things that's often awfully hard to define but you know when you see it, and you definitely know when it's missing. You may have some people who now have to 'step up to the plate' and take on far more of a leadership role than previously. You may need them to demonstrate the kind of leadership behavior's that others aspire to. There may be managers who have to take the

next step and go beyond being good or even excellent managers, to become inspirational leaders within the organization. Also, Change in management structure and approach arises from major realignment in the functioning of the organization.

Today's leaders have a lot more responsibility on their shoulders, especially with the increasing uncertainty of these times. There is a need to focus on what will navigate their organization through the obstacles of time, towards successful returns.

This Strategic Management and Leadership Training Course offers guidance to any leader who wants to make smart decisions about important components like new business strategies, succession planning, and the utilization of human capital to support and nurture their business.

The course focuses on strategic management, which develops the skills behind strategic thinking and developing good leadership strategies to support the strategic planning function. It discusses how a leader takes on the responsibilities of implementing new strategies and developing their human assets to support the company.

This training course will help participants define and implement organizational strategies for themselves, their team, and their organization. Working from an initial understanding of their own capabilities, motivators, and resources, it will build an action plan to motivate themselves and those around them, leading their teams towards common futuristic goals in a dynamic world. This training empowers with the opportunity to develop and enhance the skills needed for strategic leadership while grooming strategic leaders and embedding the process of strategic thinking in the participants' minds.

### **Course Objectives**

- Differentiate between leadership, management, influence, and power
- Understand the leader's role in implementing change
- Examine their own personality and behaviors to enhance self-awareness
- Review leadership styles and practice – identifying overlaps and differences
- Harness the team's ability to innovate
- Develop and motivate the team for optimum performance
- Evaluate how leaders impact culture and climate
- Understand how leaders navigate change, strategy, and innovation
- Understand and harness cultural differences

### **Course Content**

- Understanding Strategic Leadership
- The need for strategic leaders and Leadership
- The modern business environment
- What strategic leaders do
- Leadership and its context
- Self-perception and self-awareness
- Personality, values & behaviour
- Personal transformation
- Leadership and competencies
- How are leaders developed
- Strategic thinking in business
- Commonalities between different approaches to developing and implementing a strategy
- Emotions, mood & disposition
- Rapport-building
- Communication and its part in leadership
- Cultural difference & leadership
- Strategies for growth, profitability, and value creation
- Engaging your organization in strategic thinking
- The challenge to lead in today's modern organization
- Lessons learned from today's leaders
- Leadership styles in modern organizations
- Case-study: Leaders eat last
- Self-assessment: Leadership behavior

<b>Targeted Audience:</b>	Managers to principal managers
<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and convenience
<b>Duration:</b>	3 days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₹ 900,000.00 Per Participant ( <b>Laptop Inclusive</b> )

## 60. PROJECT MONITORING AND EVALUATION TRAINING COURSE FOR MANAGEMENT CADRE

### Background

Project Monitoring and Evaluation is a course designed specifically for professionals who have been practicing monitoring and evaluation in their lives. The course is structured in such a way that it's supposed to enrich your understanding on monitoring and evaluation and make you fully confident for any task ahead. The monitoring and evaluation course is different from many of the courses around because it starts with the basics and as the course progresses, more and more content are tailor made to address real life situations you will face in the job

### Objectives

- Know terms and concepts applied in M & E Processes in the Project Cycle
- Know the step by step process of applying Monitoring and Evaluation as it reflects in the Project Cycle
- Know the value for monitoring and evaluation in the implementation of projects
- Know types of indicators and Identifying outcome indicators for your project
- Know Monitoring and Evaluation in the Project Cycle Management
- Know the Monitoring and Evaluation Framework
- Know the role of in Monitoring and Evaluation Project planning
- Know how to write an effective M/E report
- Know how to Communicate M&E findings for action and accountability
- Know how to design and implement an M&E system
- Know how to develop an M&E Budget

### Course Content

- Definition and Concept of Monitoring and evaluation
- Meaning of Project & Project Management
- Key Characteristics of a project
- Position of Monitoring and Evaluation in Project Management Phases
- Evaluation Criteria
- Objectives of Monitoring and Evaluation
- Difference between monitoring and Evaluation
- Components of monitoring and Evaluation system
- Meaning of Monitoring and Evaluation system
- Who should be involved in M&E activities
- Monitoring and Evaluation Plan
- Monitoring and Evaluation Frameworks
- What are Indicator
- Impact Evaluation
- Methods of Impact Evaluation
- Tips to Effective Report Writing
- Monitoring and evaluation methods
- Monitoring and evaluation tools
- Ethics and informed consent in M&E

<b>Targeted Audience:</b>	Managers to Principal Manager Level
<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and convenience
<b>Duration:</b>	3 - 5 days
<b>Venue:</b>	Abuja or any other suitable location
<b>Fee:</b>	₦ 900,000.00 Per Participant( <b>Laptop Inclusive</b> )

## 61. ESSENTIAL MANAGEMENT SKILLS FOR MANAGEMENT STAFF.

Organizations, Ministries, Departments and Agencies (MDAs) across governments are facing complex organizational challenges that requires the rapid development of new and agile leaders. More than ever before, emerging leaders must quickly learn and deploy core leadership skills, develop a broad strategic perspective, and expand their professional and personal network.

This intensive program is designed to help new managers, head of departments, auditors and executive officers master core concepts, build key leadership skills, and explore and develop their personal leadership style. Participant will gain a cross-functional view through sessions led by instructors specializing in each subject area and through project-based learning.

### Course Objectives

- Master core leadership areas every manager needs to know
- Understand how managers interact across business functions
- Communicate clearly and effectively at all levels

- Develop effective personal leadership skills
- Build effective teams and empower team members through delegation, coaching and mentoring
- Manage and understand your own stress and that of your team members
- Understand the key elements of emotional intelligence
- Sustain performance and continuous improvement
- Make better and more effective decisions

### **Course Contents**

- Self-perception, Developing Your Unique Brand
- The Qualities and Competencies of an Effective Manager
- Defining the Roles and Responsibilities of an Effective Manager
- Handling the Transition from Being Managed to be a Manager
- Understanding Your Personal Management Styles, Strengths and Weaknesses
- Recognising the Importance of Business Networking
- Expanding Your Impact and Influence
- Communicating with Clarity: Verbally and Non-verbally
- Responding Effectively to Different Communication Styles
- Persuasive and Effective Presentations
- Managing, Inspiring and Leading Teams
- Decision-making and Problem-solving Strategies
- Maintaining Team Motivation
- Conflict Management – Achieving Win-Win Solutions
- Organising Effective Meetings
- Prioritising and Using Time Effectively
- Managing Work-related Stress and Pressure
- Measuring Your Performance based on Objectives, Standards, Set Responsibilities and Achieved
- Action Planning

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies  
**Proposed Date:** to be determined depending on your schedule and convenience  
**Duration:** 3 days  
**Venue:** as will be decided  
**Fee:** 900,000.00 Per Participant (**Laptop Inclusive**)

## **62. PROBLEM SOLVING AND DECISION MAKING TRAINING COURSE FOR MANAGEMENT STAFF**

### **Background**

In the workplace, staff need to make decisions and resolve problems frequently. And while many of such decisions are not so important, some are potentially life changing. So learning how to use effective strategies and tools will help to make the right decisions and at the right time.

This Training on Problems Solving and Decision Making provides participants with skills on how to effectively making decisions that will turn around and lead the path of an organization into growth and development.

In this Creative Problem Solving and Decision Making Training, participants will learn how to develop new ways to solving problems, create a renewed and an unconventional perception towards day to day tasks and work.

Participants will be acquitted with the scientific and proven methods which are being used by thousands of successful organizations and management practitioners/ leaders in becoming better decision makers. This course not just gives the methods but also helps participants in practicing the same and evolve as a creative problem solver.

### **Course Objectives**

- Learn and apply appropriate problem solving and decision making processes and methods
- Identify common challenges / biases to effective problem solving and decision making
- Assess conceptual blocks and significant situational challenges which lead to bad decisions
- Apply these learnings to enhance leadership development and organizational performance
- Learn different types of thinking – Critical thinking / Divergent thinking / Convergent thinking and use it for effective problem solving

### **Course Content**

- Introduction
- Concepts and definitions
- Why is Creative Problem Solving Needed?
- types of Decisions
- Facts vs. Information
- Decision-Making Traps
- Creative Problem Solving + Faster Decisions = Better Profits

- Examples of Ideas that disrupted the world
- Is Creative problem solving a Skill?
- Role of a Manager / Leader in Problem Solving
- Block Busting Problems (James Adams)
- Creative Problem solving and Decision Making – The Process
- Critical Thinking
- Stages of Development in Critical thinking (Linda Paul & Richard Elder Model)
- Techniques for Problem Solving
- Analysing& Selecting Solutions
- Implementing the Decisions

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies  
**Proposed Date:** to be determined depending on your schedule and convenience  
**Duration:** 3 days  
**Venue:** As will be decided  
**Fee:** 900,000.00 Per Participant(**Laptop Inclusive**)

### **63. THE USE OF INFORMATION TECHNOLOGY (ICT) FOR ORGANIZATION OPTIMUM PERFORMANCE TRAINING FOR MANAGEMENT CADRE**

Being a modern-day person you must have used, seen, or read about computers. This is because they are an integral part of our everyday existence. Computers are present everywhere, making our work easier and faster for us. As they are such integral parts of our lives, we must know what they are and how they function.

However, modern computers can do a lot more than calculating. The computer is an electronic device that receives input, stores or processes the input as per user instructions, and provides output in the desired format. This course will expose participants to the various applications and tools to make them work optimally in their various endeavors.

#### **Course Objectives**

- It makes you a better leader and a good collaborator
- It makes you a well-rounded individual and a problem solver.
- It increases productivity and efficiency
- Increases work performance and communication.

#### **Course Contents**

- Introduction to computer hardware and software
- Communication and information literacy
- Ethics and software development
- Network and security
- Microsoft Office suites.
- HyperText Markup Language (HTML)

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies  
**Proposed Date:** to be determined depending on your schedule and convenience  
**Duration:** 3 days  
**Venue:** As will be decided  
**Fee:** 900,000.00 Per Participant (**Laptop Inclusive**)

### **64. PUBLIC SPEAKING & PRESENTATION SKILLS**

#### **Course Objectives**

Speak publicly in a convincing, confident, and concise style  
 Deliver dynamic and effective presentations  
 Employ a method to create materials that support a compelling speech  
 Build audience rapport through eye contact, vocal delivery, and body language  
 Sharpen your public speaking skills by integrating feedback

#### **Course Content**

- Secrets to Commanding Attention and Getting Results
- How to speak effectively and win over the audience

- Prepare your script and rhetoric
- Techniques to impress your audience
- Designing a professional presentation
- Delivering a presentation that has an impact
- Overcoming anxiety when presenting
- Think fast and talk smart

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 3 Days

**Venue:** As will be decided

**Fee:** 900,000.00 per participant (laptop inclusive)

## 65. TEAMWORK AND TEAM BUILDING TRAINING

### Course Objectives

- Defining Success
- Types of Teams
- The First Stage of Team Development – Forming
- The Second Stage of Team Development – Storming
- The Third Stage of Team Development – Norming
- The Fourth Stage of Team Development – Performing
- Team Building Activities
- Making the Most of Team Meetings
- Solving Problems as a Team
- Encouraging Teamwork

### Course Content

- Defining Success and what success look like
- Type of team
- Stages of Team Development
- Activities of a team
- Solving problem as a team
- Characteristics of a team
- Quality of a team leaders
- Purpose and importance of forming a team

## 1. Creativity and Innovation in Entrepreneurship

### Course Objectives

- Understand the nature and process of ideation and opportunity discovery
- Determine the role of ideation related to the processes of problem solving, discovering/creating new opportunities, design and innovation
- Employ and evaluate the utility of a wide variety of ideation and creative models and structures within different contexts and processes
- Identify the importance of concepts, tools and models related to team building and performance when engaging in creative and/or innovative activities
- Explore, strategize and implement ideation and creativity models by engaging in the processes related to developing new products/services/programs/opportunities.

### Course Content

Introductions

Definition and Concepts

#### The Intersection of Creativity and Ordinary Thinking

- How the mind works:
  - Type 1 and Type 2 thinking (right and left brain thinking)
  - Problem solving and creativity - Risk, reward and rationality
- Definitions of Creativity, Entrepreneurship, Design and Innovation
- Divergent Thinking
- Effective Teams

#### Creative Problem Solving – A Broad Perspective

- Developing a Creative Work Environment and Team
- Overcoming Creativity Blocks
- Design Thinking Methodology and Process
- Intercultural and ethical competency

- Self-awareness and emotional intelligence

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies  
**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 3 Days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 (Per Participant)

## 66.IMPACT OF PROFESSIONALISM AND ETHICS IN ORGANIZATIONAL PERFORMANCE

### Course Content

- Introduction
- Definition and Concepts
- Importance of Professionalism
- Characteristics of a Professionalism
- Elements of Professionalism
- Who is a Professional?
- Characteristics of a Professional
- Organizational and Personal Ethics
- Ethical Roles of Working Together
- Managing Ethics in a Work Place
- Benefits of managing work Ethics

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies  
**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 3 Days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 (Per Participant)

## 67. MANAGING & IMPROVING PUBLIC SECTOR PERFORMANCE

### Course Objectives

- Be able to show others how to significantly improve on your existing investment in competencies
- Analyze and demonstrate how performance can be improved in the Public Sector
- Take action and demonstrate financially how improving reliability will add value
- Understand and be able to significantly improve any existing Performance appraisal system and explain the benefit to Management
- Learn techniques to apply to motivate staff, specifically in the Public Sector

### Course Contents

- Introduction
- Concepts and definitions
- What is the Public Sector there to do?
- The Historical Context of the Public Sector
- The Role of Competencies in the Organization
- How Competencies Work and How they are Measured
- Techniques to Significantly Improve What You Already Have
- What is Performance?
- Can you get improvements in Performance at no extra cost?
- Improving Targets for Performance
- Techniques on Motivation
- Motivational Tools that Work Today
- How to Translate Ideas or Goals into Measurable Actions

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies  
**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 Days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 (Per Participant)

## 68. EFFECTIVE OFFICE MANAGEMENT AND ADMINISTRATION SKILLS

### Content

#### Introduction/Roles, Competences and Personal Effectiveness

- Programme introduction and objectives
- Action planning
- The 'competence' model of skills, behaviors and values
- Personal competence review
- Time management constraints – resources, systems, other people and self

#### Team Working, Communication and Meetings

- Team working and team roles
- Briefing skills – giving, receiving and passing on
- Organising and participating in meetings
- Notes, minutes and follow-up

#### Managing Working Relationships /Communication

- Skills/Supervising Admin Staff
- Delegation – giving and receiving
- Communication and listening skills
- Building rapport
- Developing a network of working relationships – influencing skills

#### Managing Time/Desk Management and Office

- Technology/Writing Skills
- Planning and priority setting
- Office layout and ergonomics
- Managing the paper-load and developing paperless systems
- Getting the best from office technology
- Letter writing
- E-mail efficiency and etiquette
- Writing and editing reports

#### Managing Information and Budgets/Improving Customer Service and Systems

- Principles of information management – scheduling, filtering and digesting
- Interpreting and presenting statistical information
- Designing and using graphs
- Designing surveys, presenting findings and interpreting meaning
- Basic concepts of financial management
- Monitoring budgets and variance
- Improving customer service and systems – continuous improvement

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₦ 900,000.00 (Per Participant)

## 69. IMPROVING OPERATION PERFORMANCE AND PRODUCTIVITY

### Course Objectives

- Create a high-performance culture
- Streamline processes that are too long and unpredictable
- Engage employees in a way that increases motivation, accountability and ownership
- Track performance gains for all stakeholders
- Create a proactive problem-solving culture

### Course Content

#### New Organizational Challenges

- The Challenge of Change
- Thinking Strategically about Problems and Opportunities
- The Challenge of conflicting Stakeholder Expectations
- Identifying Management / Shareholder Expectations
- Taking a Holistic approach to Continuous Improvement
- Responsibility and Accountability
- The Drivers of Performance Improvement

#### Measuring Performance to Enhance Engagement, Accountability and Ownership

- The Importance of having a Modern Measurement System
- Aligning Matrix and the Mission

- Setting SMART Objectives
- Knowing How and When to Benchmark Performance
- The Search for Best Practices
- Planning for Improvement
- Linking rewards to Performance

#### **A Team Approach to Performance Improvement**

- Facilitating Team Meetings
- The Role of the Manager in Building Ownership and Commitment
- Knowing How to Facilitate Information, Problem Solving, Decision Making and Planning Meetings
- Tools for Root Cause Analysis: the Fishbone
- Collecting Accurate and Representative Data
- Encouraging creativity through Brainstorming

#### **Process Mapping and Flowcharting**

- Process and the Challenge of Variation
- Defining the Opportunity
- Three Alternative Strategies to Developing a Process Map
- Steps to Create a Process Map
- The Power of Benchmarking
- Identifying and Removing Waste, Duplication and Non-value Added Activities
- Redesigning the process to make it “seamless”
- Outsourcing decisions: Best Guidelines to Ensure Success

#### **Implementing Change**

- Selling your Ideas: A Method of Presentation that Always Works
- Getting Approval for Radical Improvements
- Managing Change: Possible Reactions from People and How to deal with them
- Forward Thinking: Prioritizing Challenges at Work
- Setting up your First Team
- Creating an Action Plan

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and convenience
<b>Duration:</b>	3 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₱ 200,000.00 (Per Participant)

## **70. COMPETENCE DEVELOPMENT FOR OFFICE MANAGERS, ADMINISTRATORS AND SECRETARIES**

### **Course Contents**

- Define and understand the role of the office manager and administrator
- Implement verbal and written communication strategies needed for carrying out responsibilities in an effective manner
- Develop a service attitude and mindset aimed at the internal and external customer
- List the main causes of stress and apply the techniques needed to control them
- Apply time management techniques required for better office productivity
- Organize meetings effectively
- Handle telephone calls properly and professionally

### **Course Content**

- **The role of the office manager and administrator**
- Improving credibility and gaining recognition
- Importance of having positive attitude
- Being assertive
- Selling your ideas to the boss, colleagues, subordinates and clients
- Preparing a professional presentation
- What constitutes professional business writing
- Understanding the needs of internal and external customers
- Removing services barriers
- Providing excellent service
- Breaking down the silo mentality
- Stress management techniques
- Identifying and eliminating time wasters
- Setting goals and priorities

- Using measures to control and improve your effectiveness
- Organizing meetings
- Elements of an effective meeting
- Preparing the agenda
- Meeting common time waste
- Using the telephone properly

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies  
**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 Days  
**Venue:** As will be decided  
**Fee:** ₱ 200,000.00 (Per Participant)

## 71. INFORMATION COMMUNICATION AND RECORDS MANAGEMENT COURSE

### Course Content

- Records management: history, definition, scope, and role in different institutions and cultures
- Automated records systems: electronic forms, computer assisted retrieval, and optical disk
- Reprography and conservation of information
- Information communication technology
- Business Communication Skills
- Automation of information systems
- Develop plans for records back-up and recovery
- Vital records and disaster planning: preparing for the worst; confidentiality, integrity, and availability of records
- Archives management

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies  
**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 Days  
**Venue:** As will be decided  
**Fee:** ₱ 200,000.00 (Per Participant)

# **LEADERSHIP TRAINING COURSES**

## 72. LEADERSHIP DEVELOPMENT TRAINING: (SELF-AWARENESS, SKILLS & STRATEGIES)

### Objective

- To provide the leader or leaders of an organization with knowledge in strategy, business theory, and practice that will help them achieve their and their organization's goals.
- Understanding good leadership behaviors
- Learning the difference between leadership and management
- Gaining insight into your patterns, beliefs, and rules
- Defining qualities and strengths
- Determining how well you perceive what's going on around you
- Polishing interpersonal skills and communication Skills
- Learning about commitment and how to move things forward
- Making key decisions.
- Handling your and other people's stress
- Empowering, motivating, and inspiring others
- Leading by example
- Who is exactly a leader?

### Course Content

- The Principles of Leadership
- Defining the Characteristics and Competencies of Effective Leaders
- Emotional Intelligence and the impact on Leadership
- Achieving Leadership Emotional Excellence
- Leadership through Inner Mastery
- Growing your Inner Personal Power and Positive Attitude
- Powerful Behavioural Motivation Techniques
- Empowering Others in the Right Way to Achieve Successful Results
- Techniques for Overcoming Objections and Managing Conflict
- The Art of Win-Win Negotiation
- Team Dynamics: How teams really work
- Understanding and Optimising Team Member Styles
- Igniting Team Creativity
- Applying Group Think – The Power of Group Influence

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be discussed depending on your schedule and convenience
<b>Duration:</b>	3 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	N 200,000.00 (Per Participant)

## 73. STRATEGIC MANAGEMENT AND LEADERSHIP TRAINING: THE STRATEGIC LEADER

### Course Objectives

- Differentiate between leadership, management, influence, and power
- Understand the leader's role in implementing change
- Examine their own personality and behaviors to enhance self-awareness
- Review leadership styles and practice – identifying overlaps and differences
- Harness the team's ability to innovate
- Develop and motivate the team for optimum performance
- Evaluate how leaders impact culture and climate
- Understand how leaders navigate change, strategy, and innovation
- Understand and harness cultural differences

## Course Content

- Understanding Strategic Leadership
- The need for strategic leaders and Leadership
- The modern business environment
- What strategic leaders do
- Leadership and its context
- Self-perception and self-awareness
- Personality, values & behaviour
- Personal transformation
- Leadership and competencies
- How are leaders developed
- Strategic thinking in business
- Commonalities between different approaches to developing and implementing a strategy
- Emotions, mood & disposition
- Rapport-building
- Communication and its part in leadership
- Cultural difference & leadership
- Strategies for growth, profitability, and value creation
- Engaging your organization in strategic thinking
- The challenge to lead in today's modern organization
- Lessons learned from today's leaders
- Leadership styles in modern organizations
- Case-study: Leaders eat last
- Self-assessment: Leadership behaviour

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be discussed depending on your schedule and convenience
<b>Duration:</b>	3 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	N 200,000.00 (Per Participant)

## 74. INSPIRATIONAL LEADERSHIP: MAXIMIZE YOUR LEADERSHIP POTENTIAL

### Course Objectives

- Enhance your understanding of your individual leadership strengths and weaknesses
- Master new ways of approaching challenges and overcoming obstacles
- Improve interactions with your team members by building strong bonds
- Manage conflicts through successful leadership transactions
- Coach your team members to help them develop their potential
- Develop resilience in the face of adversity

### Course Content

- Introduction to Inspirational Leadership
- Leadership Development
- Capstone Inspirational Leadership Vs Motivation
- Inspirational Leadership Development Strategies
- Leadership Role in Managing Scarce Resources
- Leadership Vs Emotional Intelligence
- Strategies in Leading Teams and Organizations
- Managing Innovation and Change
- Negotiation Strategies for Leaders
- Ethical Values in Team Management
- Stakeholder Influence Mapping
- Decision Making
- Project Management

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be discussed depending on your schedule and convenience
<b>Duration:</b>	3 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	N 200,000.00 (Per Participant)

## 75. THE ESSENTIALS OF LEADERSHIP & MANAGEMENT: (INNOVATION, ENLIGHTENMENT, AND AGILITY)

### Course Objectives

- Understand leadership styles and transformation
- How to build strong collaborative teamwork
- Develop strategies for using personal leadership power and building strong, mutual influence relationships within the organization
- Use the performance management process profitably
- Understand the 4D Management model: direct, delegate, develop and deliver
- Discover the core competencies required for exemplary leadership
- Examine the ethical aspects of leadership and values which drive lasting results
- Appraise and select supervision tools that "fast track" performance
- Comprehend and utilize the value of the performance management process
- Create and monitor personalized action plans for self, others, and the team

### Course Content

- Leadership Principles, Perceptions, and Praxis: essential themes
- Changing Paradigms, New Demands, and Enlightened Leadership.
- The New Normal; changing environments, expectations, and challenges
- Leadership by “design”, building agile, responsive, and decisive leadership
- The Leadership Management Debate. Do I Lead or Manage?
- What Leadership style does my organization require?
- Whole-brain thinking divergent and convergent thinking
- Decision Making and the power of diverse thinking.
- Collective wisdom, constructive dissent, and innovative outcomes
- Leading change and transition issues ingenuity and innovation
- Solution-focused methodology: Accentuating the positive and the possibilities
- Utilizing soft system methodology for innovative insights into change
- Motivational Mind-sets: Performance = Motivation + Competence
- Creating the Highly Effective Teams: in house and remote
- Characteristics of Dysfunctional teams
- Generational issues, diversity, challenges, and harnessing potential
- Team audit: evaluating current performance to initiate future targets

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be discussed depending on your schedule and convenience
<b>Duration:</b>	3 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	N 200,000.00 (Per Participant)

## 76. LEADERSHIP WITH EMOTIONAL INTELLIGENCE

### Course Objectives

- Lead powerfully with presence and impact
- Gain valuable emotional insights and awareness to inspire and maintain productive relationships
- Manage and adapt emotional behaviors to expand your sphere of credibility and influence
- Utilize empathy to promote strong relationships
- Apply collaborative, inclusive, and creative communication practices
- Harness emotionally intelligent motivational skills to achieve team results
- Network and learn from a diverse group of peers from different functions, industries, and countries
- Develop a personal action plan to implement back at work

### Course Content

- Integrating EI and leadership competencies
- Applying emotionally intelligent speaking and listening skills to leadership
- Identifying the role of EI in 21st-century leaders
- Achieving emotionally intelligent personal influence
- Assessing your personal credibility quotient to authentically influence others
- Applying empathy as a powerful influencing strategy when coaching
- Creating an emotionally intelligent inspiration plan
- Encouraging emotionally intelligent collaboration practices
- Managing change and resistance with EI
- Identifying communication skills leaders can use to move past colleagues' resistance
- Attaining healthy conflict with EI
- Identifying emotionally intelligent leadership communication strategies
- Using emotionally intelligent mindfulness practices when team members experience stress
- Synthesizing emotionally intelligent competencies to address complex leadership challenges and opportunities
- **Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies
- **Proposed Date:** To be discussed depending on your schedule and convenience
- **Duration:** 3 Days
- **Venue:** As will be decided
- **Fee:** N 200,000.00 (Per Participant)

## 77. ADVANCED MANAGEMENT AND LEADERSHIP

### Course Outline

#### Foundations of Management

- Definition of Management
- The difference between Management and Leadership
- Managerial levels
- The Four Management Functions
- Management Skills
- Coaching and monitoring – A key management function

#### Goal setting and planning

- Goal setting
- Strategic, tactical and operational goals
- Breakdown and alignment of goals
- Management by Objectives (MBO)
- Types of plans

- Planning techniques for assessing the environment: Environmental Scanning & Benchmarking
- Planning techniques for allocating resources: Budgeting, Break-even Analysis & project planning

#### Managing Change in the workplace

- 1) What are changes its driving forces
- 2) The change process
- 3) How people respond to change
- 4) Change and the organizational structure and Managing the resistance to change

#### Leadership Theory & Practice

- Leadership defined
- Contemporary views of leadership
- Charismatic and Transformational leadership
- What do effective leaders do and the Five Practices of effective leadership
- Situational leadership

#### Setting the right Controls

- What is control and the control process
- Controlling for Organizational Performance
- Setting Key Performance Indicators (KPIs)

Course Methodology: Lectures, discussion, demonstration, syndicate work and case studies

Date: To be determined depending on your schedule and convenience  
 Duration: 3 Days  
 Venue: As will be decided  
 Fee: N 200, 000.00 Par Participant

## 78. LEADING THE ORGANISATION TO ACHIEVE RESULTS

For Whom: Top Management Staff.

#### Course Content:

- Corporate governance
- Understanding and managing expectations of key stakeholders
- People as vital assets
- Managing relationships: Balance between Management and The Board
- Shifts in the management paradigm
- Employee commitment, motivation, and job satisfaction
- Balanced scorecard
- Flexible service organizations
- Transformational leadership
- Social entrepreneurship
- Managing knowledgeable workers
- Corporate thinking: strategic vs tactical.

Course Methodology: Lectures, discussion, demonstration, syndicate work and case studies

Proposed Date: To be determined depending on your schedule and convenience  
 Duration: 3 Days  
 Venue: As will be decided  
 Fee: N 200, 000.00 Per Participants

## 79. LEADERSHIP AND TEAM DEVELOPMENT FOR MANAGERIAL SUCCESS

For Whom: Senior, Middle and Top Executives in Public and Private Organization who are Unit/Dept. Leaders with subordinates under them.

**Course Content:**

- Leadership roles, styles and functions
- Leaders vs Managers
- Challenges & responsibilities of creative leadership
- Building motivating & leading high performance team attitudinal problems
- Concept of management of change & handling of attitudinal problems
- Concept of TQM and successful team work.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦200,000.00 Per Participant

**80. LEADING WITH EMOTIONAL INTELLIGENCE.**

Emotional intelligence is a powerful component of effective leadership. It's the ability to recognize and positively manage emotions in yourself, others, and among groups. This intensive program is designed to help you gain an honest awareness of yourself and how your behavior impacts others. We'll move beyond the basics of emotional intelligence to concentrate on using it to build trust, manage difficult discussions, build resilience, enhance team performance, and lead for long-term success.

Throughout this program, you'll leverage group discussions, reflective exercises, activities, and a 360-degree emotional intelligence assessment to understand yourself and learn how to make your emotions work for you. Discover how to expand your leadership capacity and create an environment that fosters emotional intelligence.

**Course Objectives**

- Develop an accurate self-awareness of yourself
- Practice self-management
- Have a positive influence on the emotions and motivation of others
- Develop cohesive, emotionally intelligent teams
- Create an atmosphere that fosters emotional intelligence
- Understand and apply the psychology of leadership

**Course Contents**

- Historical Roots of Emotional Intelligence (EQ)
- Importance of Perception
- Developing Self-awareness through Understanding Out Personality
- Developing a team culture of emotional intelligence
- Holistic Leadership
- Understanding Personality Styles for Teamwork
- Optimizing our Personality Strengths
- Managing our Emotional Stress
- High EQ Leadership
- Holistic Leadership
- Understanding Personality Styles for Teamwork
- Optimizing our Personality Strengths
- Managing our Emotional Stress
- High EQ Leadership
- Psychology of Persuasion
- Creating an Inspiring Vision
- How to Flow with Different Personality Styles
- Practicing Leadership Integrity

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** as will be discuss

**Duration:** 5 days

**Venue:** as will be discuss

**Fee:** 900,000.00 Per Participant (**Laptop Inclusive**)

## 81. VUCA (VOLATILITY, UNCERTAINTY, COMPLEXITY AND AMBIGUITY) LEADERSHIP TRAINING

### Background

VUCA is a trendy managerial acronym short for Volatility, Uncertainty, Complexity, and Ambiguity. It originated from leadership scholars Warren Bennis and Burt Nanus.

Leading employees in a VUCA environment requires a different kind of mindset and skills than what was practised in earlier times. Leaders now need to move beyond business-as-usual and find ways to thrive in the complex and uncertain environment in which we live and work.

In this course, participants will learn new and dynamic principles of navigating through the VUCA world we now live and learn how to change Volatility to Vision, Uncertainty to Understanding, Complexity to Clarity and Ambiguity to Agility.

A VUCA environment can destabilise the best of people and make them anxious, impact their motivation, increase the chances of people making 'bad' decisions, jeopardise long-term projects, and overwhelm individuals and organizations on the whole. Therefore, one has to reconsider the way an organization is operated in constantly evolving environments.

This training will empower participants with the experience to help apply innovative approaches to respond to a VUCA world.

### Course Objectives

- Recognize destructive uncertainty in your organization and turn it into clear understanding
- Overcome volatility in the business and turn this into positive vision
- Understand the key components of VUCA leadership
- Govern and lead complexity in the organization towards ensuring clarity for your people
- How to identify ambiguity in the business and transform this into agility
- The key principles and process to lead people and organizations through VUCA

### Course Contents

- Defining VUCA in the Modern World
- Understanding Leadership
- Traditional Leadership styles vs. VUCA Leadership
- Emotional Intelligence and the Self-aware VUCA Leader
- Leading through Change – The Key Principles to Manage VUCA
- Defining 'Volatility' in the VUCA Framework
- Volatility Impact in the Team and Organization
- Providing Effective Leadership in Time of Volatility
- Building Rapport and Developing Trust
- Turning Volatility to Vision
- Factors Effecting Uncertainty
- Understand Your Team and Organization Dynamics
- Key Communication Principles to Gain Understanding
- Combat and Control Uncertainty through Coaching and Mentoring
- Leading Understanding in the Workplace
- Defining Ambiguity vs. Agility in VUCA
- Lead and Manage using Agile & Kaizen
- Developing an Agile Team: Empowerment
- Building Organisation Agility: The Agile Leader
- Become an Agile VUCA Leader
- Lead an Agile Organisation
- **Benefitsof Leadership: A VUCA world**
- **Leadership Traits for the Future**

Course Methodology: Lectures, discussion, demonstration, syndicate work and case studies  
Proposed Date: as will be discuss  
Duration: 5 days  
Venue: as will be discuss  
Fee: 900,000.00 Per Participant (**Laptop Inclusive**)

## 82. CHANGE MANAGEMENT AND LEADERSHIP TRAINING FOR MANAGEMENT CADRE

### Background

People are the key to the success or failure of any organizational transformation.

Designing an innovative change strategy and the change initiative required to implement it is an important first step in staying competitive in today's workplace. Successfully leading an organization through that change initiative, however, involves developing trust, building enthusiasm, and overcoming resistance. In other words, you must be able to motivate, inspire, and lead people through the change process.

The first step to ensure seamless management of change into the workplace is to train the leadership team so that they become the guiding light for each citizen of the organization. This would be possible once they are themselves comfortable and understand what needs to be done by them for the organization to remain relevant.

This training stresses on the importance of change management in the constantly evolving landscape of the organization, focuses on the roles and responsibilities of the leadership team to achieve efficiency and effectiveness in the change management processes so that they speak the same language across the organization especially in the digital age of today.

### **Course Objective**

- Understand the mind-set of the people undergoing this change
- Define change and its impact on the functioning of the people
- Smooth transition of the change management process
- Manage consistency in performance
- Maximize efficiency to achieve the goals of the organization
- Drive Business productivity
- Leaders to be better equipped with the ability to develop and retain their teams during the change
- Relevance of communication during change
- Understand the strategies and tools for effective change management
- Effective management of the resistance of employees during change

### **Course Content**

- Introduction
- Definitions and Concepts
- Understanding the Human Psychology and Change Management
- Why is change required in organizations?
- Defining the scope of change
- Piloting the initiative
- Steps required to implement change
- Organisational alignment through change
- Phases of effective change management
- Leadership culture during change management
- Emotional Intelligence (EI) during Change management
- Defining Change Management Strategy
- Developing the required action plan
- Translating it into action
- Ensuring Success of strategy execution
- Challenges in implementation
- Focus on Culture, Leadership and Human factors
- Leadership patterns in times of change
- Understand your leadership style
- Role of leaders in the change process
- Building an agile workplace
- Creating the climate for change
- Addressing the concerns of people
- Keeping them motivated
- The top-down communication approach during change

Course Methodology: Lectures, discussion, demonstration, syndicate work and Case studies  
Proposed Date: As will be discussed  
Duration: 5 days  
Venue: As will be discussed.  
Fee: 900,000.00 Per Participant (**Laptop Inclusive**)

# **FINANCE AND ACCOUNTING COURSES**

### **83) EFFECTIVE ACCOUNTING SYSTEM FOR ACCOUNTANTS AND NON-ACCOUNTANTS**

**For Whom:** I.T Personnel, Accounting or Account Officers, Accountants, Auditors, Admin Officers, Senior Officers and other level officers in charge of accounts

**Course Objectives:**

- To enable Accounting officers and Auditors acquire latest accounting and auditing skills for improved performance.
- To enlighten and enhance non-accountants on accounting procedures
- To train participants on the appreciation of related functions, team work, encourage effectiveness of administrative (accounting, auditing, etc.)System
- To expose admin staff to accounting and its principles.
- Expose participants to the principle of accounting and auditing
- To enable Accounting officers and Auditors acquire latest accounting skills for improved Performance.

**Course Content:**

- Accounting for Non-Accountants
- Effective Auditing (techniques and processes; a public sector perspective)
- Designing and implementing an Internal control system in public sector.
- Accounting records and Bookkeeping
- Fixed asset management
- Accounting principles in relation to revenue and expenditures, analysis registers and financial reporting.
- Building a team
- Work system
- Ethics and professionalism
- Accounting for non-Accountants
- Effective Auditing (techniques and processes; a public sector perspective)
- Designing and implementing an Internal control system in public sector.
- Accounting records

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 (Per Participant)

### **84) FINANCE AND ACCOUNTS FOR PUBLIC SECTOR FUND MANAGERS**

**For Whom:** Finance and Account managers, Budget officers, accountants, and auditors in public service and parastatals

**Course Objectives:**

- To expose participants to latest skills in funds management.
- To help participants understand and acquire relevant account knowledge that will enhance Their duties

**Course Content:**

- Budgeting and budgetary principles.
- Elements of financial planning/implementation
- The fund manager: issue and perspective
- Management principles and accounting techniques
- Financial management
- Monitoring and evaluation
- Auditing: what funds manager must know
- Basic accounting record and bookkeeping
- Banking and the dynamics banking operations

- Funds disbursement and retirement
- Computer application in finance and account management
- Budgetary control

**Course Methodology:**

Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 (Per Participant)

**85) STRUCTURED APPROACH FOR EFFECTIVE INTERNAL AUDITING**

**For Whom:** Internal auditor at supervisor level or management level, Above or those involved in the audit and computer based accounting, other financial system

**Course Objectives:**

- Identify “high-risk” process and build control system that mitigate the risk
- Develop control based audit recommendations that truly help management meets tactical and strategic Objectives encourage and assists proper reporting and sound management of public dept and in seeing value for money

**Course Content:**

- Internal auditing guidelines & standard
- The importance of the relationship between internal and external audit
- Audit management, reporting communication and quality control
- System Based Audit (SBA)
- Computer based audit and the use of the computer as audit tool
- The importance of corporate governance and the role of the audit committee
- ‘Selling’ your audit recommendation to management
- Investigation of fraud and corruption.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 (Per Participant)

**86) INTERNATIONAL FINANCIAL REPORTING STANDARD: CONVERGENCE OPTIONS METHOD AND ISSUES**

**For Whom:** Accountants, Financial controllers, Financial staff auditors, Treasury accountants, Senior managers

**Course Objectives:**

- Understand the principles and measures of IFRS and how to implement IFRS recognition and measure rates for assets, liabilities, revenue, expenses, gains and losses.
- Understand likely future IFRS changes including national accounting standard

**Course Content:**

- A critical assessment of transatlantic convergence/difference in IASB/FASB (state of play consistency compliance)
- How to ensure consistency and comparability without giving rise to volatility of earnings and complexity through too much disclosure, fair value.
- Financial statement presentation and revenue recognition, automation of system
- Problem of joint ventures and multi-nationals with dual requirements (financial statement presentation issues)
- Benefits or draw backs in competitiveness, difficulties in implementation

- Role of regulator in ensuring smooth progression, active and passive
- Introduction and overview of the regulatory issues and recent changes
- Presentation and disclosure issues
- Accounting for assets
- Accounting for liabilities
- Accounting for financial instruments
- Other issues in IFRS accounting
- Accounting for groups
- First Time adoption of IFRS
- Recent issues and possible future changes

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦200.00 Per Participant

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## 87) INTERNATIONAL PUBLIC SECTOR ACCOUNTING STANDARDS (IPSAS)

**For Whom:** Directors of finance, Financial managers, Treasurers, senior accountants, Senior financial analysts, senior officers in government ministries and agencies carrying out Internal financial audit practice and management

### Course Objectives:

- Apply IPSAS to their organization's accounting practices
- Accomplish increased transparency and meet the international requirements in bank and donor multinational agencies
- Apply best practices and avoid common pitfalls in their IPSAS implementation build a strong System of performance based management in their accounting reports.

### Course Content:

- Conceptual frame work for general purpose reporting by public sector entities indebt look at key standard
- Hyperinflation
- Adjusting and none adjusting events
- Disclosure requirements
- Investments reporting equity/costs
- Interest in joint ventures accounting and financial reporting for services concession arrangements
- Amendments, reviews and change in FLPSAS and expected future development IPSAS B projects, consulting papers, resources, reference material and research on IPSAS
- Presentation of financial statement and cash flow statement accounting policies, change in accounting estimates and errors consolidated and separate financial statements property-valuation, depreciation, expensing, capitalization, lessee and lessor, inventories, construction contracts, impairment of non-cash generating assets and cash-generating assets financial Instrument.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦200,000.00 per participant

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## 88) FRAUD DETECTION, PREVENTION AND CONTROL

**For Whom:** Account, Finance and others, Internal Auditors, Principal Officers, Senior Officers in Government Ministries, Agencies and other Parastatals, bodies responsible for improving Financial

Management, Prevention & Control of Fraud.

**Course Content:**

- Globalization and challenges of Auditors
- Operations of Internal Auditors
- Managing Internal Audit Department
- Classification and types of Fraud
- Basic Detection and Preventive Methods of Fraud
- Fraud Investigation Procedures
- Police Investigation of Fraud Cases
- Computer in Auditing, Internal Audit Reports, Audit programmes and Working Papers.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 Per participant

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**89)E-ACCOUNTING OPERATIONS IN THE PUBLIC & PRIVATE SECTOR FINANCIAL SYSTEM  
(CHALLENGES & SOLUTIONS)**

**For Whom:** Finance and Non-Financial officers, Most especially in Treasury Department

**Course Objectives:**

- Gain a thorough understanding of every e-accounting concepts
- Know how to monitor operating results to achieve long-term financial goals create effective e-payment transfer that meet your organization needs
- Identify and utilize key e-payment drivers and integrates them into your system

**Course Content:**

- Accounting systems, Design and installation
- Moderate auditing processes and e-payment and e-government
- Contract accounting and systems procedures in e-payment
- Accounting and systems procedures in e-payment
- E-payment design process and techniques
- Control problems in payment systems design and installation
- Fraud prevention and e-payment
- Salaries and e-payment fraud
- Computer fraud and banking transaction in e-payment

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 Per Participant

## 90) EFFECTIVE INTERNAL AUDITING STRATEGIES AND FRAUD RISK MITIGATION

### INTRODUCTION

Auditors have a variety of roles related to fraud ranging from limited involvement to complete responsibility for the internal investigation and reporting to law enforcement. This training focuses on monitoring activities, understanding the nature of fraud and how it manifests itself, internal audit's role in detecting fraud and audit steps to detect fraudulent activities.

### Course Content

- Internal auditing definition
- Document for change
- Principles
- Fraud and its core elements
- Fraud risk management
- Fraud exposures
- Symptoms of fraud
- Practical use of behaviors red flags
- Audit program steps
- Data mining to detect fraud
- Computer crime
- Current exposures related to technology
- Audit project survey
- Extra guide self-assessment survey
- Internal control assessment
- Auditing role in investigation
- Investigation checklist
- Tools for more effective investigation
- Fraud prevention
- Mobilizing management in the fight against fraud

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₦250,000.00 (Per Participant)

## 91.FINANCIAL MANAGEMENT FOR PROJECTS AND CONTRACTS TRAINING

### Course Objectives

- Key elements of finance and accounting relevant to good project and contract management
- Time value of money considerations and the importance of cash
- Evaluation criteria for Requests for Authorization (RFA)
- Best practices to manage contract pricing
- Link risk to costing and performance evaluation

### Course Content

#### Fundamentals of Finance

- Time value of money
- Discounted cash flows
- Direct vs. indirect costs
- Fixed vs. variable semi-variable costs
- Break-even analysis

#### Contract Profitability – Pricing

- Pricing strategy and tactics
- Profit planning
- Cost estimating
- Cost-based pricing
- Market-based pricing
- Value-based pricing

#### Asset Management – Cash is King

- Cash
- Timing of cash flows

- Inventory
- Equipment
- Revenue recognition
- Financing arrangement

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₦250,000.00 (Per Participant)

## 92.THE EFFECTIVE FINANCIAL CONTROLLER - MANAGING FINANCIAL FUNCTIONS AND IMPROVEMENT OPPORTUNITIES

### Course Objectives

- Understand the extent of change in the role of the Financial Controller and to focus on the areas of their organization where change is required.
- Use the information sources within their organization to assist the management process.
- Prepare for the introduction of advanced methods of information management.
- Critically assess the planning process in their organization.
- Participate fully in strategic planning.
- Understand the role of advanced budgeting and where it might fit into their organization
- Integrate new developments in strategic management accounting, information management and support for decision making.
- Implement methods of change management in their organization.

### Course Content

#### Introductions - The Controller's Position

- The Controller's status in the business
- Controllership functions
- Organisational relationships
- The controller's role in management
- The changing nature of the controllership role: "Finance of the Future"
- Working capital and cash flow management
- Debtors
- Creditors
- Stocks/Inventory
- Releasing cash from the balance sheet
- Optimising cash balances

#### Cost and Management Accounting

- Introduction to Cost and Management Accounting
- Materials costs, Labour costs and Overhead costs
- Product cost determination
- Activity Based Costing (ABC)
- Activity Based Management (ABM)
- Product profitability and the cost of quality
- Theory of constraints
- Benchmarking

#### Planning, Forecasting and Budgeting

- Long term and short term planning
- Strategic planning with risk
- Budgeting and risk
- Traditional budgeting and Budgetary control
- Operational forecasting risk
- The Balanced Scorecard, Strategy Maps, Alignment
- Sources of competitive advantage
- Capital forecasting, capital budgeting and risk

#### Advanced Budgeting

- Objectives of Advanced Budgeting CAM-I and the Beyond
- Budgeting Round Table
- Target Cost Management
- Requirements
- Understanding target cost
- Implementation
- Value engineering

- Challenges
- Rewards

### **Management Decision Strategies**

- Economic Value Added (EVA)
- Electronic Data Interchange
- Value Chain Analysis
- Total life cycle costing
- Managing in a time of change
- Enterprise Risk Management (ERM)
- Motivation

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₦250,000.00 (Per Participant)

## **93. ADVANCED FINANCIAL STATEMENT ANALYSIS & FORECASTING**

### **Introduction**

In today's world, finance professionals are challenged by providing management a detailed analysis of the impact of the organization's financial decisions. Therefore, finance professionals need to be skilled at reading through the numbers on the financial statements, analyzing the figures, interpreting the various ratios, and presenting this analysis in a dynamic manner. This course takes you from the first step of understanding the relationships between the different elements of financial statements, through the process of calculating and analyzing the financial ratios, to the last step of presenting recommendations.

### **Course Objectives**

- Apply the framework of financial statements analysis
- Use ratio and financial analysis
- Interpret company financials and sector position
- Appraise the process of company evaluation and analysis
- Analyze real-life financial statements from companies traded on the world
- Prepare financial analysis template models

### **Course Content**

- Role of financial reporting and analysis
- Core financial statements and the importance of the annual report
- The important role of notes and supplementary information
- Objectives of financial statements audit
- Types of audits
- Importance of reporting standards in security analysis and valuation
- The standards-setting bodies
- Mechanisms of financial analysis techniques
- An inside look at financial statements
- Income statement forecasting
- Balance sheet forecasting
- Cash flow statement forecasting
- Financing the Business, Capital Investment Project and Business Valuation
- Analytical Tools, Cash vs. Profit and the Cash Forecast

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₦250,000.00 (Per Participant)

## 94. MANAGING THE CASH CYCLE – ACCOUNTS RECEIVABLE & PAYABLE

### Introduction

The importance of cash cycle coming from fact that moving cash generating profit , so as much as you improve the cash cycle , as much as get more profit. Accounts receivable and payables best practices playing main rule in improving cash cycle.

### Course Objectives

- Enhance the understanding of accounting environment, key financial statement and IFRS.
- Identify the accounts receivables best practices and improve credit terms management.
- Identify inventory and supply chain management best practices.
- Identify accounts payable management best practices.
- Improve cash and working capital management skills using latest technology and best tools.
- Enhance the understanding of the cash cycle and cash cycle management.

### Course Content

- Working Capital and Cash Management
- Understanding “the cost of credit”
- The ‘order to cash’ process
- Understanding “risk” in “credit”
- Identifying effective “pre-delinquency” collection campaigns
- Defining “post-delinquency” activities
- Customer sensitive collection strategies
- Collection techniques and letter cycles
- Eliminating barriers to payment
- Recognizing excuses and delaying tactics
- Providing solutions to non-payment
- Telephone collection techniques
- Negotiation skills for successful collections
- Accounts Payable, Financial Accounting, and the Supply Chain
- Managing the Receivables Ledger
- Achieving World Class in Accounts Payable Processes
- Improving Invoice Processing and Operational Management
- Making the Payments and Maintaining the Relationships

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₹250,000.00 (Per Participant)

# **INFO-TECH (ICT) COURSES**

## 95) INFORMATION AND COMMUNICATIONS TECHNOLOGY USAGE

**For Whom:** Directors and all staffs Junior - senior staff (Level 6 – 16) (this could be phased)

### **Course Objectives:**

- To expose participants to the IT world
- To enhance the capacities of participants through IT usage and appreciation
- To discuss basic principles and advantages of IT in a dynamic economy.
- To understand the use and advantages of the computer in the present dispensation of reform.
- To increase the efficiency and effectiveness of the civil servants through the usage and appreciation of IT
- To provide the basics for the computerization program going on in the public sector.

### **Course Content:**

- Usage of Microsoft word processing for administrative tasks and power point for presentation
- Appreciation and basic knowledge/ application of excel for administrative duties
- Introduction to computer and history
- Proper usage, maintenance and advantage of the computer to the public servants in reform dispensation
- All you need to know about input devices and their application
- Introduction to computer and history
- Introduction/usage of the internet and electronic mail

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

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## 96) COMPUTER APPLICATION IN BUDGET MONITORING & EVALUATION

**For Whom:** Planning, Budget and Finance Officers, Policy analysts, Researchers.

### **Course Content:**

- Accounting
- Applying computers to the process of budget monitoring and evaluation
- Modern day accounting software(s)

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦200,000.00 Per Participant

## 97) TECHNOLOGY AND INFORMATION PRODUCTION, DISTRIBUTION AND PROMOTION

**For Whom:** Research Executives, Research Analysts, Trainer on Research.

### **Course Content:**

- Concept of Information and Communication technology
- Technology and information production
- Technology and information distribution
- Technology and information promotion
- Relationship between production, distribution and promotion in information technology
- Problems associated with technology and information production, distribution and promotion
- Managing the problems associated with technology and information production, distribution and promotion
- Proper strategic planning for information communication technology in organizations.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 Per Participant

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### **98) COMPUTERIZED MAINTENACE MANAGEMENT SYSTEM**

**For Whom:** Maintenance Managers, ICT Manager and ICT department Staffs

**Course Content:**

- Introduction and Background
- Key Maintenance processes Part 1 & 2
- Technology and information distribution
- Key Performance Indicators (KPI)
- CMMS Implementations
- Problems associated with technology and information production, distribution and promotion
- Effective use and Continues improvement
- Proper strategic planning for information communication technology in organizations.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 Per Participant

### **99) ADVANCED IT & DATA CENTRE INFRASTRUCTURE, SERVER 2010/2013, ACTIVE DIRECTORY, DNS & DHCP SERVER & WIFI, WAN& LAN MANAGEMENT**

**For Whom:** IT Professional and Practitioners

**Course Objectives:**

- To Provide a comprehensive understanding of effective and efficient management of IT
- To identify Security hazards in your system
- IT equipment technical challenges and environment
- How to maintain an effective IT management

**Course Content:**

- IT Infrastructure Skill
- Server 2010/2013 Skills
- DNS- Server
- DHCP, Network Planning & Design
- Network Topology and Trouble-shooting network problems
- Data Centre Infrastructure skills and Active Directory
- LAN/WAN/WAN/WIFI Management

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 Per Participant

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### **100) COMMUNICATION NETWORKING & INFORMATION MANAGEMENT FOR ADVANCED SECRETARIES & ADMIN. OFFICERS**

**For Whom:** Seasoned Administrative Officers, Top flight Secretaries, Protocol Officers and Executive Administrative support Staff

**Course Objectives:**

- To Provide a comprehensive understanding of Word processor and desktop publishing applications with emphasis on MS Words, Excel and Corel Draw etc
- To identify how to use mail-merge facility in word Processor
- Understanding technical and managerial office administration
- How to use internet facility to send couriers and browse the net

**Course Content:**

- Micro Computer Fundamentals
- Essentials rules of using Computer control equipment
- Key features of Microsoft word for windows
- Letter of Memo and Mail merge
- Computer viruses: Meaning, types and ways of preventing them
- Security software & Valuation documents
- Managing your Boss and Management processes

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦200,000.00 Per Participant

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**101) INFORMATION TECHNOLOGY FOR NON-IT SENIOR OFFICERS**

**For Whom:** Directors, Managers, All Business Professionals who want to understand IT Functions

**Course Objectives:**

- To have a knowledge of core terminologies in today IT Word
- To identify and discover how IT can help achieve corporate objective more efficiently
- To enhance IT and NON-IT Collaboration
- How to reduce the risk of project failures and make the most of IT investment

**Course Content:**

- How IT is used across the spectrum of business functions
- Essentials rules of IT department Architectures, Vocabulary
- Understanding IT cost drivers, identifying, measuring the economies of IT- Related Projects  
How the Non- IT executives can make department more effective
- Managing a joint project plan
- Using IT for future competitive advantage environment
- Managing ICT in corporate world

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦200,000.00 Per Participants

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**102) SPREADSHEETS APPLICATION WORKSHOP FOR FINANCE PERSONNEL AND TECHNICAL OFFICERS**

**For Whom:** Managers, Secretaries, Senior Personal Assistants, Registrars, PRO and Supervisors.

**Course Objectives:**

- To have a knowledge and operation of a micro-Computer
- To identify the use of features of spreadsheet (MS-Excel)

- How to use spreadsheet to prepare various financial reports
- To know how to store, retrieve and amend data

**Course Content:**

- How to create folders and subfolders
- Essentials rules of financial report preparation
- Understanding data protection using password  
How to use operating system command
- Managing a file Linking
- Designed and control of spreadsheet
- Security of software and valuable documents

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦200,000.00 per participant

### 103) **ADVANCE INTERNET SKILLS**

**For Whom:** Managers, Secretaries, Senior Personal Assistants, ICT Personnel and Supervisors.

**Course Objectives:**

- To have a knowledge and operation of internet
- To identify the uses and features of web browser
- How to use internet to search and maximize information
- The Security and privacy to safeguard the people

**Course Content:**

- How to create Customizing web Browser
- Essentials plug in Technology
- Understand how to Adding a web site to search Engine  
Authentication
- Managing Encryption
- Designed and control of internet
- Digital signatures and Certification

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 Per Participant

# **STRATEGY AND POLICY COURSES**

## 104) STRATEGY FOR MODERN SECURITY MANAGEMENT: SKILLS IN PREVENTION/CONTROL

**For Whom:** Security guards and security Supervisors,  
Chief security officers (CSOs) who have responsibility for safety and security of assets and materials  
At their organizations

### **Course Objectives:**

- Amongst the numerous benefits that organizations would enjoy by undertaking this workshop for its security operatives is that of outstanding security consciousness and effectiveness by the participants in safeguarding both human and material assets of the company.
- This, CFA studies shall do by driving participants to a level of appreciation whereby the only Tolerable and acceptable target is an error-free operation.

### **Course Content:**

- Corporate Security Operatives in a Proactive organization
- Security planning, design and physical security
- Code of Ethics and adherence
- Fundamentals of Public and human Relations skills
- Access control and Reception duties
- Effective patrolling and monitoring
- Internal crime prevention and control mechanisms
- Documentation and report writing
- The legal aspect of private security operations
- Risk Management Process (Problem sensing, problem solving and decision making)
- Fire preventions and first aid (theory and practical's)

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 Per Participant

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## 105) ECONOMIC EMPOWERMENT THROUGH COOPERATIVE SOCIETIES COURSE

**For Whom:** Executive officers of cooperative societies

### **Course Content:**

- An overview of communication in the organization
- Basic Accounting and Financial Reporting for small scale Business
- Economic Empowerment and Cooperative Societies
- Entrepreneurship and investment
- Financial Management for cooperative societies
- Low capital based business opportunities
- Micro-financing Nigeria and Cooperative Movement
- Types of cooperative societies/management committees and the roles in Corporate Organizations
- Understanding Cooperative Organizations in Nigeria

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 Per Participant

## 106) POLICY ISSUES, IMPLEMENTATION AND SUSTAINABLE DEVELOPMENT

**For Whom:** Senior Government officers with administrative, Finance & Human Resources functions, Head of departments and units

### Course Objectives:

- Identify clearly the nature of policy problems and put them in proper context
- Use a range of methods for getting to the root of policy failures
- Develop and evaluate options for subsequent recommendation for a preferred policy development efficient channels of policy communication
- Coordinate policy management activities

### Course Content:

- Policy process and sustainability
- Developing effective policy management options
- Communicating as part of policy management
- Dynamics of change and public sector approach
- The role of directors in public policy management
- Current concepts and best practices in strategic management
- Role of ICT in effective decision making

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦200,000.00 Per Participant

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## 107) POLICY ANALYSIS & STRATEGIC PLANNING FOR MANAGERIAL SUCCESS

**For Whom:** Senior Government officers with administrative, Finance and Human Resources functions Head of departments and units

### Course Objectives:

- I identify clearly the nature of policy problems and put them in proper context
- Use a range of methods for getting to the root of policy failures
- Develop and evaluate options for subsequent recommendation for a preferred policy development efficient channels of policy communication
- Coordinate policy management activities

### Course Content:

- Policy process and sustainability
- Developing effective policy management options
- Communicating as part of policy management
- Dynamics of change and public sector approach
- The role of directors in public policy management
- Current concepts and best practices in strategic management
- Role of ICT in effective decision making

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

## 108) POLICY ANALYSIS & STRATEGIC PLANNING FOR MANAGERIAL SUCCESS

**For Whom:**Senior Government Officers with Administrative, Finance and Human Resources Function, Heads of Department and Units.

**Course Content:**

- Policy process and sustainability
- Developing effective policy management options
- Communicating as part of policy management
- Dynamics of change and public sector approach
- The role of directors in public policy management
- Current concepts and best practices in strategic-management
- Role of ICT in effective decision making.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

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## 109) MANAGEMENT & POLICY DEVELOPMENT SKILLS FOR LEGAL OFFICERS

**For Whom:**Senior Government Officers with Administrative, Finance and Human Resources Function, Heads of Department and Units.

**Course Content:**

- Policy process and sustainability for effectiveness
- Developing effective policy management options
- Communication as part of policy management
- Dynamics of change and public sector approach
- Managing policies in Legal Environment
- Legal Officers as watchdogs to Public Policy Makers
- Application of Information Technology in management of Public Policy – Development.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

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## 110)STRATEGIC MANAGEMENT AND LEADERSHIP IMPLEMENTATION

**For Whom:** Personnel & Human Resources Managers.

**Course Content:**

- Management
- Managing people/Emotional Intelligence

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 Per Participant

### 111) CORPORATE STRATEGY & MANAGEMENT OF MICRO/MACRO BUSINESS ENTERPRISE

**For Whom:**Entrepreneurs, Top level Executives (Directors), Corporate Advisers and Assistants and others, Boardroom members and Top Level Decision Makers (Private and Public Sectors).

**Course Content:**

- Role of Directors in organization
- Corporate and Tactical strategies
- Managing change
- Issues and conflict management
- Boardroom practice/politics
- Accounting and Financial Planning – strategy and control.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 Per Participant

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### 112)ADVANCED STRATEGIC AND OPERATION MANAGEMENT COURSE

**For Whom:** Middle Level Managers, Lower level staff.

**Course Content:**

- Understanding work ethics
- Introduction to work ethics
- Factors that demonstrate strong work ethics
- Time management 80/20 Pareto principle
- Activity Log.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

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### 113) FUNDAMENTALS OF BUSINESS AND COMPANY LAW FOR NEW EMPLOYEES

**For Whom:** Officers in Corporate Affairs department, Planning, Research & Statistics

**Course Objectives:**

- To have the knowledge of the most recent amendments to the Companies Act
- Understand the duties and liabilities of directors under the Companies Act.
- To know the relevant provisions of the securities and Companies Act.

**Course Content:**

- Companies distinguished from other business Organizations
- Incorporation procedures and its effects
- Constitution of a Company
- Duties and Liabilities of Directors
- Company Secretary and Board Meetings
- Share capital and prospects/ Rights of Shareholders
- Company borrowing, Judicial Management and Receivership
- Winding up and Priorities of Creditors upon Liquidation

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

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# **REGULATION AND SUPERVISORY COURSES**

#### 114) ADVANCED MONITORING AND EVALUATION WORKSHOP

**For Whom:**Monitoring Officers, Evaluation Officers, Supervisors, Personnel Managers, and Line Managers.

**Course Content:**

- Dense/practical Emotional Intelligence
- Understanding/resolving poor performance
- Building Team spirit

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

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#### 115)SUPERVISORY AND REGULATORY MANAGEMENT

**For Whom:** All Senior staff in the department

**Course Objectives:**

- To understand the core value of supervision
- To understand the core value of Regulation management
- To enhance supervisory department policies and procedure
- Knowledge of expert review of lands and Regulation.

**Course Content:**

- Fundamentals of Supervisory Roles and Regulatory Management
- Skills needed in supervisory and Regulation Management
- Discovering how to be more efficient and proficient
- Understanding team building in Supervision and Regulation
- Identify key roles and responsibilities of a Supervisor
- Understanding different Behavioral Styles.

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

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#### 116) OVERSIGHT FUNCTIONS OF A REGULATORY AUTHORITY

**For Whom:** All Senior and Junior staff, Supervisors

**Course Objectives:**

- To understand the concept of Nation Building
- To understand the oversight function and Nation Building
- Knowledge and power to conduct investigation.

**Course Content:**

- Fundamentals of Oversight Functions by the authority
- How to strengthen the Oversight Function for the Nation Building
- The role of the authorities in Oversight Functions
- Ability to submit report to strengthen performance
- Proper implementation through diligent Oversight

**Course Methodology:**Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

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## 117) GENERAL SUPERVISORY MANAGEMENT

**For Whom:** Supervisor/ Foreman, Sectional/ Unit Heads and Union Leaders and Potential Supervisors

### Course Objectives:

- To Identify the roles of a supervisor in achieving the Corporate Objectives
- Understanding the planning and control of the work effectively
- Apply the techniques of effective supervision for higher productivity
- To maintain industrial peace and harmony among the Junior Workers

### Course Content:

- Fundamentals of Organization behavior & Practice
- Roles and Responsibility of a supervisory Management principle & practice
- Leadership styles, Work Planning, Control, Communication and Human relations
- Conflict and Conflict Management
- Effective Delegation, Team work and Motivation
- Training and Development, Safety and Security Personal & Property
- Introduction to Computer and Microsoft Word

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

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## (118) IMPROVED PRODUCTIVITY AND EFFICIENCY WORKSHOP

**For Whom:** Clerks, Registry Personnel, Office Assistants, Receptionists and other first line Office Workers

### Course Objectives:

- To Identify the best plan of their daily routines effectively
- Understanding the transmission and delivery information and documents
- How to maintain official Secrecy and safety
- Strategies improved productivity and efficiency

### Course Content:

- Fundamentals of work planning, Control, Health and Safety
- The Challenges and expectation of worker in the attainment corporate vision
- Qualities of office workers, Productivity and Attitude improvement Techniques
- Analysis of Time Management
- Customer Care/ Relationship
- Managing the Registry
- Official Secrecy, Dimensions and Implications

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 per participant

## 119) BASIC PERFORMANCE IMPROVEMENT COURSE

**For Whom:** Middle Level Officers in all departments both in private and Public Sector

### Course Objectives:

- To enhance the value of your organization Human resources Function

- Understanding the develop share values on work attitude / behavior
- How to practice the concepts of performance Management and Motivation
- Make recommendations to improve the contribution of the HR functions in particular by making it more strategic

**Course Content:**

- Performance Management Practices
- The Challenges of setting and attaining Performance
- Strategies for achieving optimal efficiency and effectiveness
- Employee performance appraisal (Methods & Procedures)
- Delegation as a tool for performance improvement
- Concepts of Organization and methods (O & M) and its application for performance improvement
- Communication and International Skills

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

# **EXPORT TRAINING COURSES**

## 120) CAPACITY BUILDING FOR EXPORT BUSINESS IN NIGERIA (PRELIMINARY)

### Content

- Introduction
- Overview of Export business in Nigeria
- Essential export Business requirements
- Nigerian registration requirements for export
- Procedure and documentation requirement
- Export Business Opportunities in Nigeria (Why you should start exporting.
- Exportable Products in Nigeria
- Export prohibition List
- The major players you will work with when running an export business
- Packaging products for export

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed

**Fee:** ₦200,000.00

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## 121) CAPACITY BUILDING FOR EXPORT BUSINESS IN NIGERIA (IN-DEPTH)

### Content

- Starting foodstuff export business with little capital
- Quality control in commodity market
- Opportunities with the export value chain
- How to determine price for your export product.
- Export pricing strategy and terms of sales
- The essential elements of an export contract
- Understanding export packaging
- Export packaging Options
- Payments methods in Export Business
- Labelling and Branding
- Export transportation, shipment and Insurance
- Where to find Help and More information.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed.

**Fee:** ₦200,000.00

## 122) STARTING /MANAGING A FOOD PROCESSING AND PACKAGING EXPORT BUSINESS ( I

### )Content

- Introduction
- Understanding Entrepreneurship
- 7 ways to test an Entrepreneur Idea

- Overview of Food Processing and Packaging Business
- Guide to writing and Achievable Food Processing and Packaging Business Plan
- Building your one-page business plan
- C.A.C Business Registration Requirements
- How to registered a limited liability Company?
- Why you should register a trademark in Nigeria
- Requirement and process for Trademark registrations
- NAFDAC Registration

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed.

**Fee:** ₦200,000.00

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### 123) STARTING/MANAGING A FOOD PROCESSING AND PACKAGING EXPORT BUSINESS (II)

#### Content

- Mini Factory Setups and Tips
- 11 tips for factory setup success
- How to work with raw food stuff product suppliers
- Why you should focus on quality
- Basic principles of food processing
- Why you must always conduct a thorough raw foodstuff cleaning
- Sorting and Grading
- How to dry foodstuff products safely
- Common food processing machines and equipment needed
- Sealing machines
- Things to consider before buying a sealing machine

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed

**Fee:** ₦200,000.00

### 124) STARTING/MANAGING A FOOD PROCESSING AND PACKAGING EXPORT BUSINESS (III)

#### Content

- Food Packaging materials
- Types of Packaging Material used in food
- How and where to source for food packaging materials
- Marketing considerations for a small scale food processor
- Food labelling
- Quality control OR Quality assurance
- Two major ways to promote your food product
- Important tips to have a successful product launch
- HACCP (Prelim)

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed.

**Fee:** ₦200,000.00

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## 125) DIGITAL MARKETING AND PACKAGING SKILLS AND STRATEGIES FOR EXPORTERS (BASICS)

### Content

- Introduction
- Online presence
- Why an optimized website is a must for your Business
- Features of a Good Business Website
- Digital Marketing
- Defining your customer Avatar: Who is your Idea Customer

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed

**Fee:** ₦200,000.00

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## 126) DIGITAL MARKETING AND PACKAGING SKILLS AND STRATEGIES FOR EXPORTERS (INTERMEDIARY)

### Content

- SEO, Search Engine Optimization
- On page and off page SEO
- SEO strategies for Small Businesses
- Best SEO Strategies that can help your small business
- 10 Google free tools for small business
- Top 11 Small Business SEO Tools
- Critical elements every business website must have
- Facebook business page creation
- Tips for successful Facebook business page
- Twitter business profile creation
- Instagram business profile creation
- Tips for successful twitter engagement
- Tips to enhance your Instagram business profile
- Inbound digital marketing concepts
- LinkedIn company page creation
- Tips for a good LinkedIn company page

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed.

**Fee:** ₦200,000.00

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## 127) DIGITAL MARKETING AND PACKAGING SKILLS AND STRATEGIES FOR EXPORTERS (ADVANCED)

### Content

- Google My Business
- Video marketing
- Component of A Magnetic Inbound Marketing Strategy
- Social media advertising (Facebook, Instagram and LinkedIn)
- Google ads – Search Advertising, Display Advertising/ remarketing
- How to Develop Mobile-Friendly Emails
- Email marketing
- How to Develop Your Video Marketing Strategy?
- Social Media Advertising Tips
- 10 Tips for Building and Effective Online Presence for Your Business
- Google Analytics, How to Track Your Success.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed.

**Fee:** ₦200,000.00

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## 128) FINDING GENUINE BUYERS FOR YOUR PRODUCTS

### Content

- Introduction
- How to Identify Genuine Buyers/Who are your buyers
- Effective Ways to Find Genuine Buyers
- What your Buyers Want
- Writing a Persuasive Product Description
- Prospecting: Unique Strategies for Product Sales Professionals
- Strategies for Finding Export Buyers for New Product
- International Buyer Directories
- What importers are looking for
- Requirements and expectations
- Using network and chamber of Commerce
- Using embassies and Trade Missions
- Window Shopping

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed.

**Fee:** ₦200,000.00

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## 129) STRATEGIES FOR STARTING AN EXPORT BUSINESS IN NIGERIA

### Content

- Introduction
- Why should you start exporting?
- 10 reasons you should attend export training
- Finding target market for your product and Services
- Online method for finding genuine international buyer
- How the internet can help your export Business
- Useful online export trade directories
- How to source product for Export
- List of exportable product of Nigeria Origin
- How to calculate product export Price
- Export product packaging
- Coping with logistics and customs
- 5 checklists for having a problem free custom clearance

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed.

**Fee:** ₦200,000.00

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## 130) STANDARDIZATION AND CERTIFICATION FOR EXPORTS PRODUCT.

### Content

- Introduction
- What is certification and standardization of product
- The need for product standardization and certification for export
- Certification and standardization bodies in Nigeria
- Types of certification for export products
- International certification, standard and quality for export products
- ISO FSMS
- Global GAP

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed.

**Fee:** ₦200,000.00

## 131) QUALITY PRODUCT FOR EXPORT

### Content

- Introduction
- Good Production Practice
- Concepts of Quality Products
- Understanding Quality Product
- The need for Quality Export for Export
- Procedure/Process for Product Export
- Product that Meets International Standard
- SIPOC
- Building a System for Quality

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed.

**Fee:** ₦200,000.00

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## 132) EXPORT PROCESSING

### Content

- Introduction
- Overview of export processing in Nigeria
- Understanding export Processing
- Organisation involve in export processing
- Meeting the requirement for export
- Export financing and payment methods
- Export documentation and logistics handling
- Mitigating export risk
- Top tips to export pricing

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed.

**Fee:** ₦200,000.00

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## 133) EFFECTIVE COMPLIANCE WITH NIGERIA EXPORT CONTROL SEMINAR

### Content

- Introduction
- Understanding Effective Compliance
- Compliance in the Nigeria Export Industry
- Effect of Compliance on Product Export

- Nigerian Export Control
- Factors to be Considered Why Choosing Export Packaging
- Product Conformance with International Standard.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed

**Fee:** ₦200,000.00

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## 134) ACCESSING FINANCE FOR EXPORT OF COMMODITIES

### Content

- Introduction
- Understanding Finance for Export
- Requirements for Accessing Finance for Export
- Finance Organisation for Export of Commodities
- Finance Instrument used in the export contract
- Main Characteristics and actions of export credit
- Pros, Cos and Risk for Stakeholder
- Commercial Loan
- Development Finance
- Using a cash flow, Feasibility Report or a Business Plan
- What Financiers Are Looking
- 5 C's of Credit for Export

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

- **Proposed Date:** To be determined depending on your schedule and convenience
- **Duration:** 3 days
- **Venue:** Mecer Consulting Training School OR Choice placed as will be discussed.

**Fee:** ₦200,000.00

# **LOTTERY MANAGEMENT COURSES**

### 136) REGULATORY COMPLIANCE FRAMEWORK IN LOTTERY ORGANISATION

**For Whom:** Directors, Compliance Managers, Admin. Managers & Officers

**Course Objectives:**

- To understand the regulation and operations of the national lottery
- To know the standards, guidelines and rules guiding the commission
- To protect interest of public and stakeholders
- To understand the National Lottery Act 2005
- Regulatory compliance strategy and policy

**Course Content:**

- Corporate governance issues involved in Lottery Management
- Regulatory Act
- Total compliance on the issues involved in Lottery Management
- An operational base of the Lottery business
- National Lottery Commission mandate
- Full compliance to the organization core values.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦200,000.00 Per Participant

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### 137) SUPERVISORY ROLES IN UTILIZING GRANTS MANAGEMENT

**For Whom:** Senior staff, Grant managers & Officers

**Course Objectives:**

- To understand the grant management
- Knowledge on grant funding and service delivery
- To ensure a higher percentage disbursement of grants within regulated timeframe

**Course Content:**

- Administration of grant funding service delivery
- How to manage and effectively utilize grant funding
- Strategic benefit of supervisory role to enhance business/management success
- How to ensure fair and equitable grant allocation.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

### 138) POLICY ANALYSIS AND STRATEGY IN LOTTERY MANAGEMENT

**For Whom:** Directors, Compliance Managers, Admin. Managers & Officers

**Course Objectives:**

- To understand the regulation and operations of the national lottery
- To know the standards, guidelines and rules guiding the commission
- To protect interest of public and stakeholders
- To understand the National Lottery Act 2005
- Regulatory compliance strategy and policy

**Course Content:**

- Corporate governance issues involved in Lottery Management

- Regulatory Act 2007
- Total compliance on the issues involved in Lottery Management
- An operational base of the Lottery business
- National Lottery Commission mandate
- Full compliance to the organization core values.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

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### 139) PUBLIC PERCEPTION AND TRANSPARENCY IN LOTTERY MANAGEMENT

**For Whom:** Directors, Supervisors, and Staff.

**Course Objectives:**

- To have indepth knowledge about public perception i.e what fill about Lottery in Nigeria
- To know and tackle the social stigma that persist about Lottery business
- To understand the various strategies of competitions in Lottery business
- Eye opener on the benefits of transparency.

**Course Content:**

- Fundamentals of Lottery Business in Nigeria
- The creative poistive awareness in Lottery bsiness and product
- Re-orientation of public mindset on the Lottery Business and Management in Nigeria
- Challenges on transparency in Lottery organization
- Benefits of public and communicth engagement programs.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 Per Participant

# **PROCUREMENT, RESEARCH & DEVELOPMENT COURSES**

## 140) EFFECTIVE NEGOTIATIONS IN PROJECTS AND PROCUREMENT

**For Whom:** Senior and middle staff members working in procurement environment, who are new in negotiation and would like to be well-prepared before embarking into the field  
Staff who are already conducting negotiations but have never had any formal negotiation training  
Will also find this course educating

### Course Content:

- Defining Negotiation and Negotiation Skills
- Characteristics of the Negotiation cycle in projects and procurement
- Negotiation and supply positioning
- Preparing the negotiation process
- Accessing and understanding your own negotiation skills
- Choosing your Negotiation team
- Developing a Negotiation Strategy
- Win/Loose Vs. Win/win Negotiations
- Distributive Vs. Integrative Negotiation
- Typical tactic and ploys
- Bargaining and persuasion techniques
- Trading and compromising
- Closing of Negotiations and readying the agreement for implementation
- Intercultural Factors
- Dealing with Conflict
- Monitoring Implementation
- Role-plays and behavior Rehearsal

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

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## 141) HOW TO WRITE BUSINESS PLAN AND FEASIBILITY STUDY

**For Whom:** Business Owners, Executive and Researchers

### Course Objectives:

- To understand the rudiment of Business Plan and Feasibility
- How to conduct Feasibility Study; (What to look out for, What are the pitfalls)
- The business model to deliver the added value to the customers
- Knowledge of preparing a comprehensive business plan.

### Course Content:

- Fundamentals of Business Plan & Feasibility Study
- The task of growing the business
- Key parts of feasibility Report
- Project financing and associated risks
- Project planning and control.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

## 142) ADVANCED PUBLIC PROCUREMENT

**For Whom:** Procurement Officers or those in functions that include close interaction with procurement, Such as programmer and project staff Seeking Advanced Training in public Procurement

### Course Content:

- Procurement systems and procedures
- Risk Management Planning
- Activities involved in Specification Development
- Supply research and Market Analysis
- Personal Professional Development
- Communication and Conflict Management
- Communicating with Client and Suppliers
- Introduction to Negotiation
- Negotiation ethics and tactics
- Contract Development
- Bid Evaluation
- Financial Analysis Principles and tools
- Cost analysis including life cycle costing
- Types of contracts and arrangement
- Developing contracts for services
- Contract Administration

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

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## 143) SPECIFIC WRITING SKILLS FOR PROFESSIONALISM IN THE PUBLIC & PRIVATE ORGANISATIONS

**For Whom:** Middle level officers.

### Course Content:

- Overview of report writing and submissions in the civil service
- Effective communication and data gathering for effective writing
- Writing – Objective/purpose
- Effective information/content organization and structuring
- Presentation of report (For your approval, please)
- Basic computer appreciation skills.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₦ 200,000.00 Per Participant

## 144. PUBLIC PROCUREMENT AND SUPPLY CHAIN MANAGEMENT

### Course Objectives

- Have knowledge and meaning of strategic procurement
- Access to examples of best practices in procurement and the supply chain
- Understand how to obtain best pricing
- Knowledge on how to develop spend analysis
- Develop a functional and cross functional view of the supply chain
- Consider Key Performance Indicators (KPI's)

### Course Content

- Procurement as a Dynamic, Interactive System
- Developing the Strategic Procurement Decisions
- Tactical Procurement Decisions and implementation
- Operational Procurement Decisions
- Contingency Procurement Decisions
- Procurement Performance Measurement
- Logistics and Supply Chain Management
- Understanding Logistics and the Supply Chain
- Transportation Economics
- Performance, Risk and Warehouse Management
- Procurement in Supply Chain
- Inventory Management

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₱ 200,000.00 Per Participant

## 145.STORES PROCEDURES, REGULATIONS AND PRACTICES

### Course Objectives

- Explain how to design stores procedures
- Change and improve methods
- Understand how wasteful activities/costs can be eliminated
- Obtain added value for money with improved customer service
- Improve internal productivity
- Use of IT in the Stores procedures, Regulations and Practices
- Maximizing of Space and Cost Reduction

### Course Content

- The Role of the Stores procedures, Regulations and Practices
- Strategy and Understanding Key Elements stores regulations and practices
- Product Classification
- Financial management in regulation, practices/store management
- Fundamental stores and logistics management
- Measuring stocks and store operations
- Material planning and stock control
- Stock reconciliations discrepancies
- Security and Loss
- Developing stores operational action plan for Regulations and Practices

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ₱ 200,000.00 Per Participant

## **146. MANAGEMENT SKILLS FOR WAREHOUSE SUPERVISORS**

### **Course Objectives**

- Appreciate the need for increased integration of the warehouse within the total logistics system
- Discuss the change in logistics philosophies from a "push" environment to a "pull" Environment
- Explore the availability of reliable, responsive, efficient, and effective third-party warehouse providers and know when to best utilize them
- Discuss the demands for integrated up-line and down-line communications and the challenges of Electronic Data Interchange, automatic identification and compatible information systems
- Define the role of partnerships and the virtual integration of partner inventories
- Understand how to plan, manage, and improve the warehouse operations by applying a professional approach

### **Course Content**

#### **Logistics and Warehousing**

- The challenge of warehousing
- Warehousing and physical distribution
- Warehousing and manufacturing
- Logistics excellence
- Third party warehousing
- Transportation modes

#### **Distribution and Warehousing Services**

- Distribution network systems
- Customer service management
- Warehouse space and layout planning
- Personnel planning
- Achieving organizational excellence in warehouse operations

#### **Planning, Analysis and Safety**

- Facilities planning
- Simulation
- Economic analysis
- Hazardous materials management
- Environmental concerns in warehousing
- Fire protection in warehousing: an examination of codes, systems, and plans

#### **Warehouse Design and Loading Systems**

- Dock design
- Large parts storage systems
- Small parts storage systems
- Lift trucks
- Unit load conveyors
- Automatic guided vehicle systems
- Hoists, monorails, and overhead travelling cranes

#### **Warehouse control and management systems**

- Warehouse management systems
- Containers and packaging
- Receiving at the warehouse
- Order picking systems
- Stock location management and inventory control
- Shipping systems
- Warehouse maintenance
- Loss control

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** N 200,000.00 per participant

## 147. EFFECTIVE PURCHASING MANAGEMENT

### Course Content

- The Purchasing Functions
- Organization of Purchasing
- Buying the Right Quality in time
- Critical Purchasing Decisions
- The Right Supplier
- Suppliers Selection
- Negotiation
- Purchasing and the Law
- Evaluation of Purchasing Performance
- Purchasing Personnel and Ethics
- Indicators of Fraud in Purchasing
- Ethics and the Purchasing Function

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 Per Participant

# **MASS HOUSING**

## 148. CONSTRUCTION PROJECT MANAGEMENT

### Introduction

For Construction Project Management, advanced knowledge and skills are needed. The overall aim of this course is to provide participants with the knowledge and skills needed to perform an in-depth analysis of a construction project during the planning and implementation phases. Participants in this interactive course will learn all the critical tools and techniques required to make decisions to optimize the successful execution of a project in a dynamic environment.

### Course Objectives.

- Define construction project management frameworks, processes, and tools in compliance with the Project Management Institute (PMI) standards
- Apply different techniques that will assist in the project selection process
- Identify different methods for cost estimating and project budgeting
- Manage time and cost deviations through applying 'earned value analysis'
- Employ risk management plans and apply risk response strategies to ensure successful implementation of the project.

### Course Content

- Defining construction project management terminologies
- Construction Project management benefits
- Triple constraints
- Project life cycle
- Project charter
- Project scope statement
- Building work breakdown structure
- Duration estimation
- Program Evaluation and Review Technique (PERT)
- Relationships between activities
- Network diagram
- Cost estimating techniques
- Cost baseline
- Project budget
- Slack management
- Program life cycle
- Developing program work breakdown structure
- Developing a program schedule
- Developing program financial plan

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and Case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and Convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₱ 250,000.00 (Per Participant)

## 149. STRUCTURAL DESIGN, CONDITION ASSESSMENT AND RENOVATION OF BUILDINGS

### Course Content

- Introduction, Why Renovate?
- Challenges of structural renovation
- Code provisions for renovations
- Renovate or Rebuild?
- Investing in existing conditions
- Renovating steel-framed buildings
- Strengthening concrete buildings
- Repairing deteriorated concrete
- Renovating wood buildings
- Renovating masonry buildings
- Structural condition assessment procedure

- Planning the evaluation
- Destructive and non-destructive testing for concrete and masonry
- Pros and Cons of nondestructive testing
- Evaluating corrosion
- Interpreting and using destructive and non-destructive test results
- Conducting condition surveys of woods and metal structures
- In-place evaluation of wood-based materials and metals
- Inspection procedures
- Destructive and non-destructive testing of wood-based materials and metals
- Establishing in-place strengths for wood based structures
- Understanding the limitations of non-destructive testing
- Investigating defects and damage
- Evaluating wood and steel connections

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and Case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and Convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₹ 250,000.00 (Per Participant)

## 150. PROJECT SCHEDULING AND PLANNING SKILLS

### Course Objectives

- Confidently estimate project timescales and costs with appropriate resource management plans
- Identify, assess and manage schedule, cost, scope, and resource risks
- Understand project performance and control
- Measure, forecast and control project performance by employing earned value techniques
- Develop a project recovery plan for budget and schedule overruns

### Course Content

- Basic project management definitions
- Triple constraints – Time, Cost, Scope
- Project selection methods
- Defining project scope
- Resource requirements
- Direct and indirect project costs
- Planning and scheduling limited resource
- Risk identification, analysis and management
- Contingency reserve
- Network activity risk profiles
- Critical chain analysis and use of buffers
- Comparison of unbalanced with balanced schedules
- Measuring planned progress on schedule
- Managing and Recovering Project Estimates

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and Case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and Convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₹ 250,000.00 (Per Participant)

## 151. MONITORING & EVALUATION FOR CONTRACTS IMPLEMENTATION

### Background

Project monitoring and evaluation (M&E) is the very cornerstone of reporting requirements under many projects being implemented across the globe. Consistent and quality reports require that M&E system are strengthened to sufficient levels that allow for a thorough analysis of findings, cross learning, and measuring the impact of project interventions.

## Course Objectives

- Develop an understanding of the characteristics of an effective M&E system
- Explore how to design and manage an effective M&E system
- Identify national and firm projects and programs to be implemented
- Understand the importance of, and ensure the use of effective participatory methods
- Design and implement a new or improved monitoring and evaluation system for Development projects
- Develop evaluation questions that address stakeholders needs
- Identify key success areas and performance indicators

## Course Content

- Overview of Project Management
- Overview of Monitoring and evaluation (M & E)
- The need and importance of M & E in development projects
- Project Stakeholder and Analysis
- Deciding Data Collection Strategies
- Developing Data Collection Instruments
- Monitoring Tools, Methods and Procedures
- Planning the Flow of Information
- Dealing with multiple projects
- Key Success Areas and Logic Models
- Key Performance Indicators
- Responding to Monitoring Results
- Models of evaluation and Planning an evaluation
- Design a M&E framework
- Monitoring the M&E framework
- Communicating the M&E framework

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and Case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and Convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₦ 250,000.00 (Per Participant)

## 152. Structural Renovation of Buildings: A Practical Approach to Diagnose Concrete Deterioration

### Course Objectives

- Understand modern and effective procedures for the renovation of the building
- Know the structural defects and cracks and diagnosis the reason for the deterioration
- Diagnose the problem and provide a repair solution
- Familiarize with up-to-date renovation methods for concrete and steel structures
- Know the nontraditional methods using advanced material for structural renovation

### Course Content

- Introduction to Structural Principals
- Types of Structural Statically Systems
- Types of Tests Needed to Inspect the Building
- Destructive Tests Used for Evaluation
- Visual Inspection Criteria
- New Techniques to Inspect the Building
- Construction Errors
- Design Errors
- Problematic Soil Challenges and Solutions
- Evaluate the Current Protective Coating
- Types of Protective Coating
- Properties of Each Type
- Precautions in Using the Coating
- Methods of Repair
- Precaution During Repair
- Selecting the Materials Repair
- Step by step Repair Procedure

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies  
**Proposed Date:** To be determined depending on your schedule and Convenience  
**Duration:** 5 Days  
**Venue:** As will be decided  
**Fee:** ₦ 250,000.00 (Per Participant)

# **URBAN AND REGIONAL PLANNING COURSES**

## 153. SMART CITIES URBAN PLANNING & MANAGEMENT

### Course Objectives

- Knowledge of Urban Infrastructure Systems & their Management
- Knowledge of Smart Cities Key Concepts
- Understanding the Transport and Energy Smart Urban Infrastructure and Services
- Developing Feasibility Studies for Smart City Services
- Understand the Global Context of Smart Cities.

### Course Content

- Introduction and Concepts
- Challenges of urban infrastructure
- What do Urban Managers Do?
- Stakeholders Management
- Urban Infrastructure Management Dimensions
- Public Private Partnerships
- Role of ICTS in Urban Infrastructure Management
- Introduction to smart urban infrastructure management
- Smart urban energy system
- Smart cities transport system management
- Water utilities, structure, regulation, pricing and affordability
- Housing urbanism: collective representation and its impact in the city
- Social Dimensions of Transport
- Urban water restoration

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and Case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and Convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₺ 250,000.00 (Per Participant)

## 154. URBAN PLANNING AND DESIGN

### Course Objectives

- Understanding the basics of Urban Planning and Urban Design
- The role of Urban Planners and Urban Designers in Neighborhood Development
- Key framework for Sustainable Development and Urban Renewal
- A recent trends in New Urbanism
- Key developments, innovations and debates in Urban Planning.
- Explore role and impact of Urban Planning and Urban Design

### Course Content

- Introduction and Concepts
- Urban planning
- Urban design
- Urban renewal
- Urban Planning VS Urban Design
- Urbanism: Sustainable, New, Tactical and Landscape Urbanism
- Overview: Ai & Big Data in Smart Cities
- AI applications in Urban Planning and Design

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and Case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and Convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₺ 250,000.00 (Per Participant)

## 155. AUTOCAD 2D AND 3D TRAINING

### Course Objectives

- Navigate the AutoCAD user interface.
- Use the fundamental features of AutoCAD.
- Use the precision drafting tools in to develop accurate technical drawings.
- Present drawings in a detailed and visually impressive manner.
- Work proficiently with 3D models
- Convert 2D objects to 3D objects
- Communicate design ideas using visual styles, lights, model walk-through tools and renderings.

### Course Content

- Navigating the Working Environment
- Creating Basic Drawings
- Inputting Data
- Creating Basic Objects
- Using Object Snaps
- Using Polar Tracking and Polar Snap
- Using Object Snap Tracking
- Working with Units
- Altering Objects
- Working with Layouts
- Using Layouts
- Using Viewports
- Annotating the Drawing
- Dimension
- Hatching Objects
- Plotting Your Drawings
- Introduction to 3D
- 3D Modeling
- Converting 2D objects to solids or surfaces

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and Case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and Convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₦ 300,000.00 (Per Participant)

## 156. TRAFFIC MANAGEMENT TRAINING COURSE

### Course Content

- Legislation
- Principles of design
- Risk Assessment principles
- Roles and Responsibilities
- New Guidance Documents
- Reference Documents
- Signing, Lighting and Guarding (reference only)
- Common Traffic Management Pitfalls
- Vulnerable road users
- Public Transport (referenced only)
- Road Closures, detours, lane closures, urban roads, road markings, high speed roads.
- Traffic Management – Examples of good and bad traffic management systems

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and Case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and Convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₦ 250,000.00 (Per Participant)

## 157. PUBLIC SECTOR INNOVATION AND SMART CITIES

### Course Objectives

- Understand the public sector innovation categories
- Become familiar with the Smart City paradigm
- Apprehend the role of Big Data in the development of smart cities
- Connect the emergence of Internet of Things with the creation of smart cities
- Recognize the need for intent based networking
- Prepare the organizations in public sector for the cities of the future.

### Course Content

- Smart City-definition, Concept and Focus
- Smart City Factors
- Smart City Philosophy and Goal
- Reasons for Innovation in Public Sector
- E-Government
- Types of Innovation in Public Sector
- Measuring a Smart City Performance
- Concept of Intent Based Networking
- How to Create Innovative Culture
- Smart City and Smart Mobility
- Smart City and Smart Energy
- Linking Humans and Smart Devices
- Focus on the Citizen
- Interpret the Needs of the Citizens
- Adopt to the Citizen's Requests
- The Profile of the Smart City in the Eyes of Its Residents

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and Case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and Convenience
<b>Duration:</b>	5 Days
<b>Venue:</b>	As will be decided
<b>Fee:</b>	₱ 250,000.00 (Per Participant)

## 158. SUSTAINABLE URBAN DEVELOPMENT

### Course Objectives

- Properly assess demographic of the cities
- Adequately determine possible settlement transitions associated with urban development
- Determine policies for ensuring energy security in urban development
- Chart and develop pathways to sustainable road transport
- Recognize influence of automated rail on urban mobility
- Develop methods for ensuring financial sustainability of urban development

### Course Content

- Housing, Transportation, Infrastructure and Ecology
- Policy and Governance of Urban Planning
- Growth Models
- Urban Demographics and Settlement
- Capacity Planning for Urban Infrastructure
- Scarcity of Natural Resources for Urban Centers
- Sustainable Living Environment Planning
- Risky Models of Urban Development Financing
- Painful Lessons of Economic Slowdown
- Financial Sustainability of Urban Development
- Ensuring the Financing of Critical Services
- Use of Data for Urban Planning
- Development of Smart Cities
- Use of Simulation for Creating the Digital Twins of the Cities
- Centralized Traffic Monitoring and Control

<b>Course Methodology:</b>	Lectures, discussion, demonstration, syndicate work and Case studies
<b>Proposed Date:</b>	To be determined depending on your schedule and Convenience

Duration:  
Venue:  
Fee:

5 Days  
As will be decided  
¥ 250,000.00 (Per Participant)

# **RESETTLEMENT AND COMPENSATION COURSES**

## 159. COMPENSATION MANAGEMENT

### Course Objectives

- What is Compensation Management
- Economic Theories and Compensation Management
- Compensation Management and Job Design
- Performance-Related Compensation
- Negotiation in Compensation
- Attrition and Compensation Management
- Compensation Plans
- Strategic Compensation Management
- Quantitative Tools and Innovation in Compensation
- International Compensation Management

### Course Content

- Compensation Management Compensation
- Definition of Compensation Management
- Compensation Management and Job Design
- Performance-Related Compensation
- Negotiation in Compensation
- Attrition and Compensation Management
- Executive Compensation
- Sales Compensation Plans
- Strategic Compensation Management
- Quantitative Tools and Innovation in Compensation
- International Compensation Management.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies

**Proposed Date:** To be determined depending on your schedule and Convenience

**Duration:** 5 Days

**Venue:** As will be decided

**Fee:** ₱ 250,000.00 (Per Participant)

## 160. STRATEGIC COMMUNITY RELATIONS: DEVELOPING SUCCESSFUL COMMUNITY PARTNERSHIPS

### COURSE OBJECTIVES

- Better understand the role of organizations in managing community relations
- Discern the different areas of meaningful impact organizations can have in the communities they operate in
- Develop meaningful stakeholder engagement techniques
- Learn how to analyze and report impact and why this is important

### Course Content

- Corporate Social Responsibility (CSR) vs. Community Engagement
- Understanding the Importance of Community Engagement
- Defining the Corporate Community Involvement Mission
- Identifying Key Stakeholders
- Environmental Issues
- Health and Safety
- Local Procurement
- Developing Engagement Programs
- Engagement Techniques
- Corporate Communication with the Communities
- Presenting our Organization to the Communities We Operate In
- Types of Community Programs
- Measuring, Evaluating and Reporting Corporate Community Programs

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies  
**Proposed Date:** To be determined depending on your schedule and Convenience  
**Duration:** 5 Days  
**Venue:** As will be decided  
**Fee:** ₺ 250,000.00 (Per Participant)

## 161. INTELLIGENT TRANSPORTATION SYSTEMS ARCHITECTURE, ENGINEERING PROCESSES & STANDARDS

### Course Objectives

- Identify the stakeholders and their functions in the Intelligent Transportation System (ITS) Architecture, Engineering Processes & Standards
- Learn the way to implement an Intelligent Transportation System (ITS) Architecture, Engineering Processes & Standards with existing and new components
- Acquire an understanding of physical and virtual layers in the Intelligent Transportation System (ITS) Architecture, Engineering Processes & Standards
- Learn the costs and benefits of Intelligent Transportation System (ITS) implementation
- Adopt the Intelligent Transportation System (ITS) deployment plan as the basis for ITS implementation
- Use the inter-dependencies of components to simplify the data exchange

### Course Content

- Intelligent Transportation System (ITS) Architecture History
- Intelligent Transportation System (ITS) Service Selection
- Intelligent Transportation System (ITS) Architecture Benefits and Risks of Not Having One
- Introduction to Systems Engineering
- Parallels to Enterprise Architecture
- Using The Open Group Architecture Framework (TOGAF) for Intelligent Transportation System (ITS)
- The Need for Standardization in Intelligent Transportation System (ITS)
- Intelligent Transportation System (ITS) Standards Development
- Introduction to Virtualization
- Layers of Intelligent Transportation System (ITS) Infrastructure
- Modeling and Simulation in Intelligent Transportation System (ITS) Design
- Intelligent Transportation System (ITS) as a Part of Transportation Planning
- Intelligent Transportation System (ITS) Performance Assessment
- Intelligent Transportation System (ITS) Management in Emergency Cases
- Intelligent Transportation System (ITS) of the Future-multimodal Transport Systems

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies  
**Proposed Date:** To be determined depending on your schedule and Convenience  
**Duration:** 5 Days  
**Venue:** As will be decided  
**Fee:** ₺ 250,000.00 (Per Participant)

## 162 ROAD AND INFRASTRUCTURE MAINTENANCE

### Course Objectives

- Understand the importance of Road Maintenance Management
- Plan and prioritize the road maintenance based on the multiple criteria decision making
- Create a Road Management Plan
- Identify possible improvement options for the present maintenance program
- Evaluate complex Road Maintenance Programs and Plans

### Course Content

- Introduction
- Purpose of Road Maintenance Activities
- Road Network Inventory
- Prevention of Road Deterioration

- Road Maintenance Management Activities
- Classification of Road
- Monitoring of Surface Condition
- Variables Used in Road Condition Monitoring
- Factors Affecting Lifetime of the Road
- Maintenance Operation
- Road Construction and maintenance
- Road Maintenance Program
- Road Maintenance Goals and Performance Measure
- Road Maintenance Plan
- Engineers' Tools in Service of Road Maintenance

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies  
**Proposed Date:** To be determined depending on your schedule and Convenience  
**Duration:** 5 Days  
**Venue:** As will be decided  
**Fee:** ₦ 250,000.00 (Per Participant)

### 163. SECURITY MANAGEMENT, PLANNING AND ASSET PROTECTION WITH INTEGRATED SECURITY SOLUTIONS.

#### Course Objectives

- Identifying the importance and components of an integrated security system
- Identifying and effectively operate access control systems
- Planning and implementing CCTV system
- Identifying the use of Perimeter Protection Systems
- Planning security projects and implementing these effectively
- Creating a program to protect intellectual property and physical assets
- Running a pro-active professional and dynamic security team

#### Course Content

- Strategic and Operational Management, Roles & Responsibilities
- Managing Guarding Operations, Manpower Management & Styles
- Crime Management and Prevention
- Creating an Organizational Culture of Security
- Customer Relations and the Reputation of the Security Function
- Planning and Directing Security Projects
- Principles of Emergency Response
- Access Control, Integrated Technologies and CCTV
- Conducting Effective Security Surveys
- Building Security Design Principles
- Communication and Security Control Centers
- Successful Investigations and Interview Technique
- Security Communication Strategies
- Dealing with Social Media

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies  
**Proposed Date:** To be determined depending on your schedule and Convenience  
**Duration:** 5 Days  
**Venue:** As will be decided  
**Fee:** ₦ 250,000.00 (Per Participant)

### 164. PROJECT PERFORMANCE MEASUREMENT AND MANAGEMENT

#### Course Objectives.

- Appreciate the need to apply Value-driven Project Management.
- Create Key Performance Indicators & establish additional metrics to measure the increasingly complex nature of modern projects.
- Compose effective dashboards and scorecards to report project performance.
- Initiate projects effectively by incorporating success criteria to charters.

- Apply generally accepted project management techniques to establish an integrated project plan baseline.
- Measure, forecast, present status and control project performance by employing earned value techniques.
- Embrace the dynamic nature of many project environments through proactive change management.

#### **Course Content**

- Characteristics of Projects
- Fundamentals of Project Management
- Value Modelling and Value Metrics
- Metric Characteristics, Selection, Training and Management
- Project Scope Planning - work breakdown structures
- Controlling Uncertainty - Risk Management
- Controlling Stakeholders - communications considerations
- Key Performance Indicators
- Variance Analysis using Earned Value Management
- Forecasting to Control Project Budgetary and Schedule Concerns
- Managing Change

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies

**Proposed Date:** To be determined depending on your schedule and Convenience

**Duration:** 5 Days

**Venue:** As will be decided

**Fee:** ₦ 250,000.00 (Per Participant)

# **SURVEYING AND MAPPING UNIT COURSES**

## 165. ETHICS FOR LAND SURVEYORS

### Course Objectives

- Understand the link between ethics and professionalism.
- Identify the 6 areas of ethical obligation for a land surveyor.
- Understand why it is important for licensed land surveyors to say 'no' - even to clients and supervisors.
- Learn how monument placement is viewed by 3 groups - the public, other land surveyors, and the Nigeria legal system.

### Course Content

- Introduction to Ethics for Land Surveyors
- Link between ethics and professionalism
- Areas of Ethical Obligation for Land Surveyors
- Ethical Considerations for the Boundary Survey Map Review Process
- How Land Surveyors Monitor Ethical Performance
- The Weight of Monument Placement
- The importance of ethics

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies

**Proposed Date:** To be determined depending on your schedule and Convenience

**Duration:** 5 Days

**Venue:** As will be decided

**Fee:** ₦ 250,000.00 (Per Participant)

## 166. SURVEYING AND MAPPING GUIDELINES FOR RECLAMATION

### Course Content

- Scope of Surveying and Mapping Activities
- Intensity of Survey
- Responsibilities and Coordination
- National Mapping Program
- Initiation of Surveys
- Planning Surveys
- Preconstruction Surveys
- Construction Surveys
- Post-Construction Surveys
- Special Surveys
- Cadastral Surveys.
- Sedimentation Surveys
- Contract Surveying and Mapping

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies

**Proposed Date:** To be determined depending on your schedule and Convenience

**Duration:** 5 Days

**Venue:** As will be decided

**Fee:** ₦ 250,000.00 (Per Participant)

## 167. THE SYSTEM OF RECTANGULAR SURVEYS

### Course Contents

- Introduction
- Protraction diagram plan of survey
- Subdivision of Township
- Extension and completion surveys
- Subdivision of section
- Protraction diagrams

- Developing amended protraction diagram
- General rules on surveying amended protraction diagram
- Meandering
- Swamp and overflowed lands
- Limits of closure for original surveys
- Making lines between corners
- Soil classification
- **Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies
- **Proposed Date:** To be determined depending on your schedule and Convenience
- **Duration:** 5 Days
- **Venue:** As will be decided
- **Fee:** ₱ 250,000.00 (Per Participant)

# LEGAL COURSES

## 168) FUNDAMENTALS OF BUSINESS AND COMPANY LAW FOR NEW EMPLOYEES

**For Whom:** Officers in Corporate Affairs, Planning, Research and Statistics

### **Course Objectives:**

- To understand the most recent amendments to the companies Act.
- The duties and liabilities of directors under the Companies Act
- The relevant Provisions of the Securities and Companies Act.
- Business and Company Law

### **Course Content:**

- Companies distinguished from other business organization
- Incorporation Procedures and its effects
- Constitution of a Company
- Duties and Liabilities of Directors
- Company Secretary and Board Meetings
- Share Capital and Prospects/Rights of Shareholders
- Company borrowing
- Judicial Management and Receivership
- Winding up and priorities of creditor upon liquidation
  - **Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies
  - **Proposed Date:** To be determined depending on your schedule and Convenience
  - **Duration:** 5 Days
  - **Venue:** As will be decided
  - **Fee:** ₦ 250,000.00 (Per Participant)

## 169) COURT ADMINISTRATION AND JUDICIAL RECORDS ADMINISTRATION

**For Whom:** Registrars, Lawyers, Judges and other senior and middle- Level Political Officers

### **Course Objectives:**

- Ability to understand the key principles of court records management
- To learn about new strategies for judicial administration and Customer Services
- To know the tools required to analyze the effectiveness of judicial records System.
- To develop a wide range of the latest tools and techniques for enhancing the administration of justices.

### **Course Content:**

- Core principle of judicial record management system
- Identifying Legislative and regulatory control on the case of legal record
- The relationship between court functions and records, retention periods
- Fundamentals of ICT and automated case file Management
- Control indexing and retrieval mechanism strategic management
- A total quality management in the judicial court system.
- Court responsibility for civil and criminal case management
- Human rights enforcement and staff appraisal in the system
- The role of e-Government in the justice system.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies  
**Proposed Date:** To be determined depending on your schedule and Convenience  
**Duration:** 5 Days  
**Venue:** As will be decided  
**Fee:** ₦ 250,000.00 (Per Participant)

## 170) ADVANCED CORPORATE LEGAL SERVICES

**For Whom:** Directors, Lawyers, Personnel, Company secretaries and Legal Advisers, Personal and Admin Managers.

### Course Objectives:

- To upgrade the skills and Competence of Company
- To know the Corporate legal Advisers and Lawyers in the Public and Private Sectors
- The Fundamentals of Corporate Legal Services

### Course Content:

- Overview of Nigerian Company Laws and Basics provision as entrenched in the Nigerian Constitution.
- Ethics of Legal profession, Duties and responsibilities of Corporate Legal Adviser
- Access to the internet for current development around the globe and Emerging Challenges
- Outside counsel management and the Corporate Legal Adviser in the Public Sector
- Arbitration and Conciliation techniques, important provisions of the Companies and Allied Matter Act 1990
- Share Capital and Prospects/Rights of Shareholders
- Computerizing the legal Department, records keeping and information management. Security accuracy and Confidentiality.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies

**Proposed Date:** To be determined depending on your schedule and Convenience

**Duration:** 5 Days

**Venue:** As will be decided

**Fee:** ₦ 250,000.00 (Per Participant)

## 171) NEGOTIATION SKILLS, (LEGAL APPLICATION AND IMPLEMENTATION)

**For Whom:** Senior Budget Officers, Legal Advisers, Contract Managers, HR Managers, Secretary of Tender Boards, Loan and Credit Managers.

### Course Objectives:

- To enhance the knowledge and negotiations skills of Participants
- To enable them develop the attitude for successful negotiation.
- To understand the Legal application and Implementation

### Course Content:

- An overview of development and management of negotiation skills
- Dialogue among development partners
- Negotiation for Loans
- Negotiation Strategies
- Bidders Conference
- Team building and role relationship
- Application of Microsoft word in negotiations Skills

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and Convenience

**Duration:** 5 Days

**Venue:** As will be decided

**Fee:** ₦ 250,000.00 (Per Participant)

# HEALTH/MEDICAL COURSES

## 172) TECHNIQUES FOR PERFORMANCE IMPROVEMENT FOR QUALITY HEALTH ASSURANCE

**For Whom:** Medical Officers, Heads of Departments, Primary Health Care Coordinators, Community/ Environmental Health Officer and Staff Nurses.

### Course Objectives:

- To improve the quality of health delivery services.
- To enable the officers, prepare a good team of health care providers for its People.
- Knowledge of improve the performance of health care workers

### Course Content:

- Identifying and Constituting performance improvement Consultative group
- Definition of performance improvement
- What performance improvement process is
- Why is performance improvement process important
- Adoption of performance improvement approach
- Performance improvement factors and indicators
- Techniques for quality health Assurance.

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies

**Proposed Date:** To be determined depending on your schedule and Convenience

**Duration:** 5 Days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 (Per Participant)

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## 173) HEALTH AND STRESS MANAGEMENT

**For Whom:** All Medical Officers, Health Officers, Male and Female Executive/ Managers

### Course Objectives:

- To enhance the knowledge of health and stress management
- To know the causes of stress at work.
- To maintain personal health care and Life support strategies

### Course Content:

- The nature and meaning of stress and stressors
- Manifestation and effects of stress
- Stress related diseases and their control, Life style habits and preference
- Stress control techniques and their management
- Social activities analysis, Healthy choice and Living
- Executive Stress Management
- Time and Self-Management, Stress relieving exercise

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies

**Proposed Date:** To be determined depending on your schedule and Convenience

**Duration:** 5 Days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 (Per Participant)

## 174) PRIMARY HEALTH CARE MANAGEMENT

**For Whom:** Primary Health workers, Medical Officers, Heads of Department, and Primary Health Care

Coordinators, Staff Nurses, Community Health Extension Workers

### Course Objectives:

- Eye opener on improve the capacity of participants in the planning and implementation of Consistent

- To know the systematic and effective primary health care services at the grassroots
- How to management a primary health care facility effectively

**Course Content:**

- The skills needed to plan, organize and effectively implement basic national health care delivery
- Know and apply existing strategies for including and managing development programme
- Familiarization with the integrated nature of health care project (i.e Water, Sanitation, Mobilization, household, Food security and Nutrition)
- Fundamental principle of primary health care management

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and Case studies

**Proposed Date:** To be determined depending on your schedule and Convenience

**Duration:** 5 Days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 (Per Participant)

# **MAINTENANCE/ ENGINEERING COURSES**

## 175) EFFECTIVE MAINTENANCE MANAGEMENT

**For Whom:** All Engineers personnel, Maintenance planning department, work control and User of CMMS

### Course Objectives:

- To Identify planning best practices and key elements for taking action on them
- Understanding how world- class organizations solve common planning problem
- To audit your maintenance operations
- Optimize preventive and predictive Maintenance Strategies

### Course Content:

- Modern Maintenance Management practices
- Maintenance Policies and Logistics Planning
- Failure Management
- Work Planning , Scheduling and Control
- Information and Performance Management
- Maintenance Auditing & Bench Marking
- Performance Measurement

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** N 200,000.00 Per Participant

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## 176) SAFETY REQUIREMENTS FOR PUBLIC BUILDING

**For Whom:** All Electronic Power Utility Engineers, Technologist and Technicians in Public and Private Sectors

### Course Objectives:

- To Identify the principle of system fault analysis
- Understanding fault current Calculations
- To audit your maintenance operations and Arc flash Calculations
- Know how to apply protective devices

### Course Content:

- An introduction to fault current analysis
- A systematic technique for power system analysis
- Specifying Protective devices
- Unbalanced fault current Calculations
- The method for fault current calculations
- Performance Measurement

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 5 days  
**Venue:** As will be decided  
**Fee:** ~~N~~200,000.00 Per Participant

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**177) MAINTANANCE OF THE FOLLOWING: ELECTRICAL EQUIPMENT, TRANSFORMERS, INVERTER, RECTIFIERS, UNINTERRUPTED PWER SYSTEM, CIRCUIT BREAKERS AND FUSES: SELECTION, APPLICATIONS, OPERATION, DIAGNOSTIC TESTING, TRROUBLESHOOTING AND MAINTANANCE**

**For Whom:** All Engineers personnel, Maintenance department staff and Technical Staff

**Course Objectives:**

- To provide a comprehensive understanding of the various type od the equipment
- Understanding the maintenance of these equipment
- To achieve reduced capital. Operating and Maintenance cost along with increase in efficiency
- Optimize preventive and predictive Maintenance Strategies

**Course Content:**

- Fundamentals of Electric System and Power Station
- Electrical System Design/ requirements
- Circuit Breakers and Generator Operational Problems and Fuses
- Power Station Protective System and Transformer Components Maintenance
- Performance and Operation of Generators
- Speed Control of Induction Motors
- Generators Inspection and Maintenance
- Generator Components, Auxiliaries and Refurbishment Options

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦200,000.00 Per Participant

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**178) OPERATIONS & MAINTENANCE OF GENERATORS**

**For Whom:** All Engineers personnel, Operators and Managers in charge of Generator Maintenance, Facility Manager, Electricians and Building Engineers

**Course Objectives:**

- To Identify the best practices on the operation of Machine
- Understanding the operations and maintenance of the Generators
- To audit your maintenance operations
- Optimize preventive and predictive Maintenance Strategies

**Course Content:**

- Fundamentals of Generators Basic
- Protection and transfer of Electrical Power
- Generators and Engine Controls
- Analysis of Auxiliary Systems
- Generators Applications
- Troubleshooting and Maintenance of onsite Power Generator System
- Performance Measurement

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** As will be decided

**Fee:** ₦ 200,000.00 Per Participant

# **INSURANCE COURSES**

## 179) HOW TO REPORT THEFT AND ACCIDENT CLAIMS

**For Whom:** All Staff of Insurance Department

**Course Objectives:** This is to enlighten or update Participants knowledge generally on how to report or manage claims also:

- To Identify the best practices on the operation of theft and accident Claims
- Understanding the fundamentals of theft and accidents Claims
- To know the rudiments and principle of insurance
- To broaden participants knowledge on insurance and Claims
- To enlighten Participants on the process of Claims
- To Improve their skills on Claims report briefing and receipting
- To know the requirement of Claims
- To enlighten participants on documentation and record keeping in claims management

**Course Content:**

- Rudiment of insurance
- Principle of Claims
- How to manage and process Claims ( Theft and Accident)
- How to report claims (Know-How)
- Management of excess and Policy coverage interpretation
- Ethics and good faith in Claims
- Hindrances to Claims settlement
- Types of Claims and Claims Assessments

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 3 days

**Venue:** Abuja

**Fee:** ₦200,000.00 Per Participant

## (180) RUDIMENTS OF INSURANCE

**For Whom:** All Staff of Insurance Department

**Course Objectives:**

- To Identify the best practices of Insurance management
- Introduction to insurance
- To know the rudiments and principle of insurance Management
- General knowledge of Insurance
- To be able to appraise Insurers viz-a-viz their products
- The difference between the classes of Insurance
- To understand that Insurance is management of risks and how to mitigate it.

**Course Content:**

- Introduction to insurance
- Principle of Insurance
- General classes of Insurance ( Fire, Burglary, Auto , etc)
- Claims Management
- Life Insurance
- Importance of Insurance
- Insurance and Risk Management
- How to select Insurance and Documentations
- General Insurance Classes II ( GIT, Fidelity, Liability Insurance)

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 3 days  
**Venue:** Abuja  
**Fee:** ₦200,000.00 Per Participant

## 181) CLAIMS MANAGEMENT

**For Whom:** All Staff of Insurance Department

### **Course Objectives:**

- To Identify the best practices of Claims management
- Introduction to insurance Claims (Brush-up knowledge)
- To know the rudiments and principle of Claims Management
- To broad the knowledge of Insurance
- To bring participants up to speed on the principles of Insurance & Claims
- To update participant's knowledge on the different kinds of Insurance and their peculiarity as it relates to claims
- To update knowledge on the all liability Insurance
- To brush up knowledge on adjusting
- To open up hindrance to claims and make participants avoid them.

### **Course Content:**

- Introduction to Insurance
- Principle of Claims
- Peculiarity of different classes of insurance and Claims
- Liability Claims handling
- Adjusting in Claims
- Handling negligence
- Hindrances to Claims settlement
- Types of Claims and Claims Assessments
- Claims, Estopped, Good faith & Ethics in Claims and Insurance

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience  
**Duration:** 3 days  
**Venue:** Abuja  
**Fee:** ₦200,000.00 per participant

# **ISO IMPLEMENTATION, AUDIT AND TRAINING**

## **182) IMPLEMENTING AND AUDITING ENVIRONMENTAL MANAGEMENT SYSTEM (ISO 14001:2015)**

**For Whom:** Anyone involved in establishment, implementation and maintenance of EMS; Corrective action management and functioning of continual improvement in the organization; Conducting internal audits of their quality management system.

### **Course Description:**

To be able to lead the function of establishing, implementing and maintenance of the Environmental Management System and continually improve its effectiveness.

This modular course covering:

- Fundamental concepts of environment, environmental aspects and impacts etc.
- Understanding requirements of quality management system standard ISO 14001:2015 and their application to effectively manage the processes of the organization.
- Practical training to establish, document, implement, maintain and continually improve environmental management system as per the standard.
- In-depth knowledge and practice to plan, conduct, report and close of internal environmental management system audit and continual improvement of the effectiveness of the internal audit process.
- Learning and practicing effective management of corrective actions and continual improvement practices.

### **Course Content:**

#### **CHAPTER 1:INTRODUCTION TO ENVIRONMENTAL MANAGEMENT SYSTEM**

- Overview of major environmental accidents.

#### **CHAPTER 2: FUNDAMENTALS OF ISO 14001:2015**

- Environment
- Environmental management system
- History of ISO 14001

#### **CHAPTER 3: ANNEX SL HIGH LEVEL STRUCTURE**

- Introduction of Annex SL
- Structure of Annex SL

#### **CHAPTER 4: ISO 14001:2015 ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS**

- Scope, normative reference, terms and definition
- Context of the organization
- Leadership
- Planning
- Support
- Operations
- Performance evaluation
- Improvement

#### **CHAPTER 5: PLANNING AND CONDUCTING THE PROCESS APPROACH AUDIT**

- Audit terms and definition
- Types of audits
- Principles of auditing
- Auditor skill and knowledge
- Audit roles and responsibilities
- Auditor's attributes
- Audit activities
- Opening and closing activities
- Audit questioning techniques

#### **CHAPTER 6: AUDIT CHECKLIST**

- Purpose of audit checklist

- Advantages and disadvantages of audit checklist
- Formation of audit checklist

#### **CHAPTER 7: AUDIT REPORTING AND CORECTIVE ACTION REQUESTS**

- Types of audit nonconformities
- Writing the nonconformities
- Reporting the audit findings
- Corrective action request

#### **CHAPTER 8: CERTIFICATION/REGISTRATION AND ACCREDITATION**

- Conformity assessment
- Accreditation Vs registration
- Inspection, quality control, quality assurance

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** To be discussed

**Fee:** To be discussed

### **183) IMPLEMENTING AND AUDITING FOOD SAFETY MANAGEMENT SYSTEM ISO 22000:2005**

**For Whom:** Those responsible for planning and scheduling an audit program for ISO 22000 and those who must perform audits to ISO 22000, including food safety managers, HACCP team members, quality assurance managers, quality professionals, ISO project managers, and ISO project team members or anyone who wants an in-depth understanding of ISO 22000 and food safety requirements.

#### **Course Objectives:**

- Understand and successfully interpret the ISO 22000 requirements
- Audit to the ISO 22000 Food Safety Management System Standard
- Plan, manage and schedule an audit program
- Qualify additional staff to conduct internal food safety and HACCP audits
- Implement, design and complete a successful ISO 22000 project

#### **Course Content:**

##### **CHAPTER 1: TERMS AND DEFINITIONS**

- Overview of important terms and definitions of food safety management system

##### **CHAPTER 2: FUNDAMENTALS OF ISO 22000:2018**

- ISO 22000
- Food safety management
- Applications

##### **CHAPTER 3: ISO 22000:2018 FOOD SAFETY MANAGEMENT SYSTEM REQUIREMENTS**

- Scope, normative reference, terms and definition
- Food safety management system
- Management responsibility
- Resource management
- Planning and realization of safe food
- Validation, verification and improvements in FSMS

##### **CHAPTER 4: PLANNING AND CONDUCTING THE PROCESS APPROACH AUDIT**

- Audit terms and definition
- Types of audits
- Principles of auditing
- Auditor skill and knowledge
- Audit roles and responsibilities
- Auditor's attributes
- Audit activities
- Opening and closing activities
- Audit questioning techniques

## **CHAPTER 5: AUDIT CHECKLIST**

- Purpose of audit checklist
- Advantages and disadvantages of audit checklist
- Formation of audit checklist

## **CHAPTER 6: AUDIT REPORTING AND CORRECTIVE ACTION REQUESTS**

- Types of audit nonconformities
- Writing the nonconformities
- Reporting the audit findings
- Corrective action request

## **CHAPTER 7: CERTIFICATION/REGISTRATION AND ACCREDITATION**

- Conformity assessment
- Accreditation VS Registration
- Inspection, quality control, quality assurance

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** Over the duration of 5 days, you will gain the knowledge and skills required to undertake the development, implementation and continual improvement of the effectiveness of QMS through management of documentation, audits, corrective action and continual improvement functions.

**Venue:** To be discussed

**Fee:** To be discussed

## **184) IMPLEMENTING AND AUDITING QUALITY MANAGEMENT SYSTEM ISO 9001:2015**

**For Whom:** Anyone involved in establishment, implementation and maintenance of QMS; Corrective action management and functioning of continual improvement in the organization; Conducting internal audits of their quality management system.

### **Course Description:**

To be able to lead the function of establishing, implementing and maintenance of quality management system and continually improve its effectiveness.

This is modular course covering:

- General quality concepts and 7-quality management principles.
- Understanding requirements of quality management system standard ISO 9001:2015 and their application to effectively and efficiently manage the processes of the organization.
- In-depth knowledge and practice to plan, conduct, report and closing of internal quality management system audit and continual improvement of the effectiveness of internal audit process
- Learning and practicing effective management of corrective actions and continual Improvement practices

### **Course Content:**

#### **CHAPTER 1: BASIC CONCEPTS OF QUALITY MANAGEMENT SYSTEM**

- Quality
- Evolution of quality inspection
- Quality control
- Quality assurance

#### **CHAPTER 2: FUNDAMENTALS OF ISO 9001:2015**

- Processes
- System, management system
- Quality management system
- Origin and history of ISO 9001
- Purpose and facts about ISO 9001

#### **CHAPTER 3: ANNEX SL HIGH LEVEL STRUCTURE**

- Introduction of Annex SL
- Structure of Annex SL

#### **CHAPTER 4: NEW TERMINOLOGIES AND CONCEPTS**

- 7 Management principles
- Process approach model
- Risk based thinking
- Applicability
- Documented information
- Organizational knowledge
- Control of externally provided processes, products and services

#### **CHAPTER 5: ISO 9001:2015 QUALITY MANAGEMENT SYSTEM REQUIREMENTS**

- Scope, normative reference, terms and definition
- Context of the organization
- Leadership
- Planning
- Support
- Operations
- Performance evaluation

#### **CHAPTER 6: PLANNING AND CONDUCTING THE PROCESS APPROACH AUDIT**

- Audit terms and definitions
- Types of audits
- Principles of auditing
- Auditor skill and knowledge
- Audit roles and responsibilities
- Auditor's attributes
- Audit activities
- Opening and closing activities
- Audit questioning techniques

#### **CHAPTER 7: AUDIT CHECKLIST**

- Purpose of audit checklist
- Advantages and disadvantages of audit checklist
- Formation of audit checklist

#### **CHAPTER 8: AUDIT REPORTING AND CORRECTIVE ACTION REQUESTS**

- Types of audit nonconformities
- Writing the nonconformities
- Reporting the audit findings
- Corrective action request

#### **CHAPTER 9: CERTIFICATION/REGISTRATION AND ACCREDITATION**

- Conformity assessment
- Accreditation VS registration
- Inspection, quality control, quality assurance

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** Over the duration of 5 days, you will gain the knowledge and skills required to undertake the development, implementation and continual improvement of the effectiveness of QMS through management of documentation, audits, corrective action and continual improvement functions.

**Venue:** To be discussed

**Fee:** To be continued

## 185) ISO MANAGEMENT SYSTEM AWARENESS

**For Whom:** Management representatives, QA/QC Engineer, quality assurance, environmental professionals, management system practitioner, management system auditor etc.

### **Course Objectives:**

- To get understanding for management system, system standard revision and its changes
- To know the need retirement of ISO 9001:2015 quality management systems
- To understand its effective implementation
- To understand the principles in respect to the structure between ISO 9001:2008 to 9001:2015
- To know how the new structure and its implementation will impact the organization
- To learn the details of its change and transition plan
- To better process management and product/services understanding

### **Course Content:**

- ISO revision process and awareness
- Highlight of the changes ie differences between the two standard
- Introduction to high level structure
- Terminologies
- Quality management system principle
- Process approach
- PDCA cycle
- Management system awareness
- /Context of the organization, interested parties and their requirement
- Risks and opportunities
- Documented information
- Knowledge management
- Impacts of the changes on the organization processes
- Transition

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** To be discussed

**Fee:** To be discussed

## 186) ISO INTERNAL AUDIT TRAINING

**For Whom:** Quality managers, audit program managers, current/future ISO internal auditors, members of ISO 9001 implementation team, management system auditing officers

### **Course Objectives:**

- To understand ISO 19011 standard
- To know the interpretation of the QMS requirement
- To understand the ethics if auditing and effectiveness
- The principle of internal audit techniques
- The concepts of ISO internal audit system

### **Course Content:**

- ISO 9001 internal auditing requirement
- Auditing terms and definitions
- Audit objectives, trademarks and philosophy
- Audit types
- Planning scheduling, personnel requirements and record
- Primary audit phases of planning, conduct and closure
- Audit methods, ethics, time utilization and effectiveness

- Questioning techniques
- Process auditing methods with introduction to tools such as turtle, spider and SIPOC diagram, checklist and flow diagrams
- Report generation
- Audit follow up and closure

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** To be discussed

**Fee:** To be discussed

## 187) ISO IMPLEMENTATION TRAINING

**For Whom:** This course is ideal for anyone involved in the planning, implementing, maintaining or supervising of an ISO 9001:2015 QMS

### Course Objectives:

- Identify key benefits to your organization from implementing an effective QMS
- Develop a plan and determine the resources required for the implementation
- Apply good practices to the implementation using proven tools and techniques
- Implement a system that enables better response to customer requirements and market changes
- Provide products and services that consistently meet customer needs and enhance customer satisfaction
- Analysis of measuring and monitoring requirements
- Six key benefits of ISO 9001 implementation
- ISO 9001 training

### Course Content:

- A typical framework for implementing ISO 9001:2015 following the PDCA
- Key concepts and requirements of ISO 9001:2015
- Implementing key concepts and requirements of ISO 9001:2015
- Specific documented information requirements of ISO 9001:2015
- How to use gap analysis to conduct a baseline review of your current system
- How to identify the context of the organization in ISO 9001:2015
- How to comply with new leadership requirements in ISO 9001:2015
- How to ensure competency and awareness

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Proposed Date:** To be determined depending on your schedule and convenience

**Duration:** 5 days

**Venue:** To be discussed

**Fee:** To be discussed

# **BANKING COURSE**

## **BANKING COURSES**

### **(188) BANKING OPERATIONS SKILLS 1 AND 2**

#### **Course Content:**

- To improve knowledge and skills of participants in the areas of banking operation and decision-making.
- To discuss the principles and models of banking
- To discuss the fundamental issues, the skills involve, the techniques and ethical principles involved in
  - operations and transaction management,
  - funds transfers,
  - customer service,
  - Cash management.
- To make participants give effective and sufficient support to their subordinates and bosses.
- What normally go wrong in operations
- Verifications and controls in operations
- MFB variations

### **(189) CREDIT RISK AND PORTFOLIO MANAGEMENT SKILLS 1 AND 2**

#### **Course Content:**

- Knowledge and skills of Credit Risks.
- Principles and models of Bank Risks
- The borrower and the bank
- Principles and policies of credits
- The Procedures of granting loans
- Marketing loans
- Packaging and appraising loans
- Portfolio management and toxicity management
- Prudential guidelines and CBN watch on credits
- Risk management
- To make participants give effective and sufficient support to their subordinates and bosses.
- What normally go wrong in operations
- Verifications and controls in operations
- MFB variations

### **(190) INTERNAL CONTROL 1 AND 2**

#### **Course Content:**

- Definition of Internal Control
- Focus of Internal Control
- Types of Internal Control
- Internal Audit Vs Internal Control
- Records & Documentations
- Concept of Verification
- Concept of Reconciliation
- Inter-branch Control
- Definition of Internal Control
- Focus of Internal Control
- Reviews and verification
- Internal control and policies

**FOR THE ABOVE COURSES**

**VENUE:** As Will be Agreed.  
**MAXIMUM PARTICIPANTS:** 10 Staff  
**NUMBER OF FACILITATORS:** 1 or 2  
**FEES:** N 250,000  
**DURATION:** 3 Days  
**DATE:** To be Discussed.

**(191) LOAN MANAGEMENT AND RECOVERY 1 AND 2**

**Course Content:**

1	2
<ul style="list-style-type: none"> <li><input type="checkbox"/> PDO management</li> <li><input type="checkbox"/> The real meaning or concept of loan Recovery</li> <li><input type="checkbox"/> How to and the importance of investigation and tracing</li> <li><input type="checkbox"/> Why you should go to or avoid the court</li> <li><input type="checkbox"/> The different collection methods and how they work</li> <li><input type="checkbox"/> Negotiations in loan recovery</li> <li><input type="checkbox"/> Qualities and skills of a collector</li> <li><input type="checkbox"/> Lending cycle purpose in recovery</li> <li><input type="checkbox"/> Asset conversion cycle needs in recovery</li> <li><input type="checkbox"/> Credit Monitoring tactics</li> <li><input type="checkbox"/> Problem loan Recognition</li> <li><input type="checkbox"/> Credit Administration tactics</li> <li><input type="checkbox"/> Credit Recovery methods</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Early warnings and precautions</li> <li><input type="checkbox"/> Loan Administration and management (PDOs and NPL)</li> <li><input type="checkbox"/> Reasons for Bad loans</li> <li><input type="checkbox"/> NPL reduction strategies</li> <li><input type="checkbox"/> Critical factors to look out for (borrowers)</li> <li><input type="checkbox"/> Early detection of NPL</li> <li><input type="checkbox"/> Qualities of the Recovery officer</li> <li><input type="checkbox"/> Overview of Recovery officers</li> <li><input type="checkbox"/> What you must note</li> <li><input type="checkbox"/> Debt advice to managers</li> <li><input type="checkbox"/> Legal issues</li> <li><input type="checkbox"/> Keep it out of court</li> <li><input type="checkbox"/> Negotiation (in depth)</li> <li><input type="checkbox"/> Tracing and investigating techniques for defaulters</li> <li><input type="checkbox"/> Arbitration</li> <li><input type="checkbox"/> NPL Measurement as tool for management</li> </ul>

## **(192) MARKETING SKILLS, STRATEGIES AND MANAGEMENT**

### **Course Content:**

- Understand marketing, its scope and concepts
- Examine the marketing programs and the 7ps of marketing
- Apply the marketing concepts specifically to the marketing of loan products
- Discuss the role of marketing in the financial institutions service delivery.
- Advantages & disadvantages of personal selling
- Personal selling in 21<sup>st</sup> century
- Qualities of master personal selling
- Eight basic motives- why people buy
- Reasons why you may not succeed in personal selling
- Qualifying a prospective buyer
- How to neutralize the mind of different buyer
- Sales platform
- Marketing strategies
- PR and marketing
- Sales cycles
- How to market Financial Services
- Modern day marketing
- Mortgage style
- Strategic whole sale marketing for mortgage

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- Sales cycles
- How to market Financial Services
- Modern day marketing
- Mortgage style
- Strategic whole sale marketing for mortgage

## **(194) THE 21<sup>ST</sup> CENTURY PERFORMANCE APPRAISAL SYSTEM (PAS) FOR BANK OFFICIALS**

Human Resource Officers and Managers, Supervisors, Head of Departments and officers responsible for appraising other staffs

### **Course Objectives:**

- Identify the purpose and uses of PAs
- State the objectives and imperatives of PAs to the organization/individual
- Understand different methods in PAs

- Define PMS and state the elements of PMS
- Appreciate the use of the control loop method of PMS
- Identify the problem of validity and reliability in PAs.

**Course Contents:**

- Meaning of Performance Appraisal
- The objective of PAs
- Roles of Performance Appraisal in an Organization
- Developmental Roles
- Methods of Performance appraisal
- Performance management system
- Operational imperative of PAs
- Three Element of PAs
- The Control loop system of PMs

**195) ETHICS AND PROFESSIONALISM IN BANKING**

- Management Staff
- Administrative Officers
- Communications Officers

**Course Objectives:**

- To train participants on the appreciation of related functions, team work, encourage effectiveness of administrative system
- To expose admin staff to accounting and its principles.
- To equip participants with office administration and management skills
- To create an atmosphere of a sound working relationship
- To enhance supervisors and senior officers or team leaders with performance appraisal and supervising skills

**Course Contents:**

- Office Management
- Building a team work system
- Ethics and professionalism
- Attitudinal Change & Impact
- Professionalism & Effect
- Discipline and Effect Management
- Morality and ethics in decision making process

**FOR THE ABOVE COURSES**

**VENUE:** As will be agreed  
**MAXIMUM PARTICIPANTS:** 15 Staff  
**NUMBER OF FACILITATORS:** 1 OR 2  
**FEES:** 300,000.00  
**DURATION:** 3 Days  
**DATE:** To be Agreed.

# Oil and Gas Courses

<u>Course Name</u>	<u>Location</u>	<u>Cost</u>
1 Risk Management for Oil and Gas Projects.	Dubai/ UK/ USA, South Africa & Nigeria	\$4,500/N380,000
2 Costing & Budgeting for the Oil & Gas Industry.	Dubai/ UK/ USA, South Africa & Nigeria	\$4,500/N380,000
3 Nigerian Oil and Gas Fundamentals	Dubai/ UK/ USA, South Africa & Nigeria	\$4,500/N380,000
4 Petroleum Economics and Contract Management in the Oil and Gas Industry.	Dubai/ UK/ USA, South Africa & Nigeria	\$4,500/N380,000
5 Offshore System Design and Construction Fundamentals.	Dubai/UK/ USA, South Africa & Nigeria	\$4,500/N380,000
6 Drilling Operations.	Dubai/ UK/ USA/ South Africa & Nigeria	\$4,500/N380,000
7 Advanced Deep Water Drilling & Completions.	Dubai/ UK/ USA/ South Africa & Nigeria	\$4,500/N380,000
8 Stuck Pipe Cause, Prevention and Remediation.	Dubai/ UK/ USA/ South Africa & Nigeria	\$4,500/N380,000
9 Drilling Engineering for Non-Drilling Engineers.	Dubai/ UK/ USA/ South Africa and Nigeria	\$4,500/N380,000
10 Petroleum Production & Operations Engineering.	Dubai/ UK/ USA/ South Africa & Nigeria	\$4,500/N380,000
11 Oil and Gas Consultancy Services.	Dubai/ UK/ USA/ South Africa & Nigeria	\$4,500/N380,000
12 Field and Data Management Interpretation	Dubai/ UK/ USA/ South Africa & Nigeria	\$4,500/N380,000
13 Advanced Oil & Gas Production and Processing Operation	Dubai/ UK/ USA/ South Africa & Nigeria	\$4,500/N380,000
14 Disaster Management & Responses Coordination in Oil & Gas Industry	Dubai/ UK/ USA/ South Africa & Nigeria	\$4,500/N380,000
15 Petroleum Oil & Chemical Spill Prevention and Management	Dubai/ UK/ USA/ South Africa & Nigeria	\$4,500/N380,000

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Date:** Can be agreed upon as an in-house training.  
**Duration:** 5 days  
**Venue:** To be discussed

# **HSE TRAINING**

- 1) HSE Level 1-3 Training
- 2) Process Safety (PHA)
- 3) Hazardous Area Awareness
- 4) Behaviors Based Safety (BBS)
- 5) Basic Hazardous Chemical Handling
- 6) Quality Management System
- 7) Basic Fire Fighting
- 8) Waste Management
- 9) Rigger Safety
- 10) Petroleum HSE- Emergency Preparedness and Response Planning

**Course Methodology:** Lectures, discussion, demonstration, syndicate work and case studies

**Date:** Can be agreed upon as an in-house training.  
**Duration:** 5 days  
**Venue:** To be discussed  
**Fee:** To be discussed

# OVERSEAS OR FOREIGN TRAINING

We are into partnership with training institutes and universities in South Africa, we can bring the facilitators to Nigeria and we can also train the participants in South Africa. Some of the courses are short course designed and other straight training programs, while others are certified programs. With the university accreditation certificates:

Some of the courses that might be of interest to you are:

- Financial Management Courses
- Fraud management
- Financial Management
- Internal Auditing
- Corporate and Ethics Governance
- Basic Statistics and Statistical modeling
  
- General Management and Responsible Leadership
- Contract Management
- Outcome based monitoring and evaluation implementation
- Total Quality Management
- Business Rescue and turnaround
  
- Information and Communication Technology
- Computer and information security
- IT project management
- Knowledge management
- Programming
- Business and system Analysis
  
- Others are:
- Engineering Courses,
- Engineering and Technology management
- Electrical Electronics and Computer Engineering courses

The Details of these can be discussed at your convenience.

Have various other modules or programs that can custom designed for your organization.