



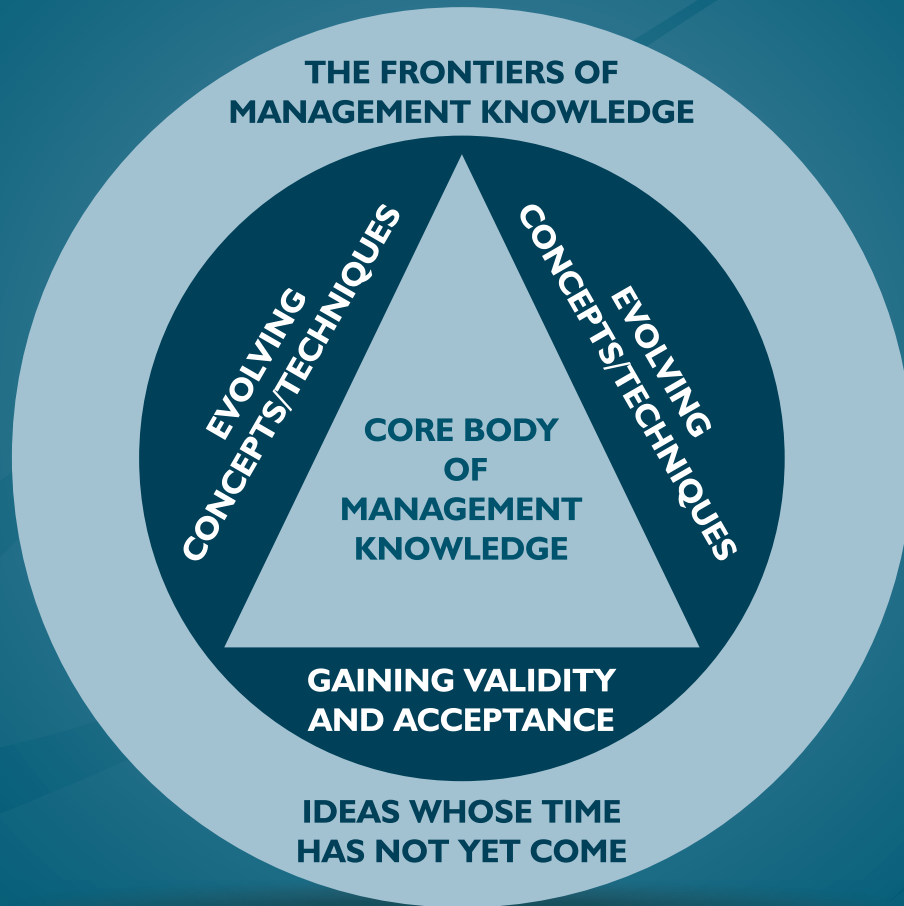
## Corporate Profile

*Incorporating Our*  
**Open Enrollment Training Programs**

*Performance Guaranteed>>>*

# **KNOWLEDGE UNIVERSE**

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***Crystallised Vision + Actualised Talent = Guaranteed Performance***

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***Performance Guaranteed>>>***

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## OUR VISION

*-a world without ignorance*



## OUR MISSION

*-ignite corporate performance revolution*



## OUR BUSINESS

*-performance revolution*



## OUR VALUES

*-honour*



## OUR PROMISE

*We democratize knowledge: We will go to the ends of the earth to search and bring you ideas, knowledge and wisdom - to ignite corporate perform revolution. That's Our Promise.*

## OUR JOURNEY SO FAR

*“Knowledge has become the key economic resource and the dominant, if not the only source of comparative advantage.”*  
- Peter Drucker

**Vision & Talent** is a proudly Nigerian company noted for its highly experiential programs, with the **VISION** to create *a world without ignorance*. Our **MISSION** is to *ignite corporate performance revolution*. We adhere to iron-clad **VALUES** underwritten with *honour*. The three-pronged tenets that have helped make us a visible brand, gaining reputation for transforming organizations, are our *ExcellenceMantra™*, *AgilityPrinciple™* and *GoalFramework™*. A nine-man Advisory Board guides our steps, and our multidisciplinary faculty of over 30 experienced facilitators made up of HR, Leadership, Management, Process, Service, Sales, Risk Management and Supply Chain experts has cumulative cognate experience of over 750 years. We train at five levels: *executive, senior, middle, supervisory and frontline*: and learning is customised for each of these levels. In all, we have invested over 1,550,000 man-hours to developing leaders in varied competencies, functions, and disciplines since inception. To us every engagement is a partnership for success and is guided by our undiluted determination to ignite corporate performance revolution everywhere we go.

The Companies That Keep Us Company



## ADVISORY BOARD

- ❖ Prof. Anya O. Anya (Chairman)
- ❖ Prof. Anietie B. Akpan
- ❖ Dr. Abayomi Aiyesimoju
- ❖ Dr. Paul Udofot
- ❖ Mallam Kyari Bukar
- ❖ Mr. Johnson Chukwu
- ❖ Mr. Iheanyi Nzekwe
- ❖ Mr. Ini Akpabio
- ❖ Alhaji Abdulkadir Idris



**PARTIAL LIST OF FACULTY MEMBERS**



**Dr. Paul Udofot** has consulted extensively in the areas of capacity building, social re-engineering, and poverty reduction, including advising governments, NGOs and the Organized Private Sector. He has been active in Oil company-Community relations Management as a member of Akwa Ibom/Total-Elf MOU Committee, the stakeholders of which include Akwa Ibom, Edo and Delta State governments, and several private sector organizations. He has served as the Lead Consultant in several projects for University of Uyo Consultancy Limited, including consulting for Vika Farms, a large integrated farm holding with poultry, fishery, and arable components amongst others.



**Reginald Akujobi-Roberts** is an alumnus of the University of Nigeria, Nsukka, Lagos Business School (Pan African University), and Cranfield School of Management. He has over 25 years banking experience, 10 of which were at the General Management level at Diamond Bank Plc., where he was Head, Human Capital Management amongst others. A Fellow of the Chartered Institute of Personnel Management of Nigeria, he has varied experience covering People Management, Project Management, Facility Management, and Leadership Practice amongst others.



**Aret Cyril (Mrs)** is the principal partner, Aret Paul & Associates (Legal Practitioners), a firm she founded in 2009. Prior to the law firm, she was the Acting Head, Legal Services (Lagos & West), Bank PHB Plc., now, Keystone Bank. Her major areas of focus while in banking were Loan Recovery Services, Business Advisory Services, Intellectual Property Right, and Communication. A non-executive director of several companies, including Paradise Bookshops, Vision and Talent International Ltd., and Credit Decisions International Ltd., where she is the Operations & Legal Services lead in charge of loan recoveries, facility restructuring, asset valuation, negotiation and review.



**Chinazo Anya** is a lawyer with varied experience in the private, public and voluntary sectors. He holds a post graduate diploma in Management from the University of London (Birkbeck College). As a Consultant to the Alpha Institute for Research in Science, Economics and Development, he coordinates the Alpha Leadership Programme. He is a member of the organizing team of the TEDxEuston, a TED licensed event organized in the TED spirit of generating "Ideas Worth Spreading". He is a member of the Chartered Management Institute, UK.



**Arthur Ozoigbo** is a Fellow and the President of the Institute of Chartered Sales Professionals. He has over 25 years marketing and sales experience in global companies including PepsiCo, Seven-Up, and Danico. He is the Chairman Prosell Consulting.



## VISION & TALENT INTERNATIONAL LIMITED

COMPANY PROFILE/OFF-THE-SHELF & OPEN TRAINING PROGRAMS



**Richmond Dayo Johnson** has had both incredible business success and experienced total business failure. However, he is a living proof that going belly-up in business does not mean going face down in life. He has delivered several customised keynote presentations and facilitated pragmatic development strategies for individuals and organisations. RDJ is down to earth and authentic. He has a unique ability to include his audience and to make it real for everyone involved. He speaks from a heart aplenty with *hands-on* and anecdotal experience.



**Lere Baale** has over 25 years of business management experience in leading global corporations where he served as Executive Director and handled projects on marketing, sales, strategy, business management and training covering several countries in Europe, Africa, & the Middle East Area. He has published articles in several business and international periodicals. Currently, Lere is a lecturer and set advisor to the Business School Netherlands International and a facilitator for Lagos Business School - Pan Atlantic University.



**Muktar Ibrahim** is a graduate of Bayero University, Kano, with over 25 years professional experience with global firms including BAT. An expert in sales and marketing, he has significant expertise in developing and executing trade marketing strategies. He has trained and led teams in the core areas of channel development and merchandizing to achieve profitable sales volume, value and market share targets.



**Mallam Kyari Bukar** is the Co-Founder and Managing Partner of Trans Sahara Investment Corporation, a Private Equity Firm. Until very recently, he was the MD/CEO of Central Securities Clearing System Plc. In this role he led CSCS's efforts in enforcing and implementing bold strategies that elevated overall quality improvements. In his quest for global best practices, he subjected CSCS to independent ratings that culminated in a rating of A from A- in 2016, which placed CSCS second in the Middle East and Africa regions.



**Paul Uduk** is the managing director of Vision & Talent. A chartered banker, he is the author of several books, including *Bridges to the Customer's Heart*, dubbed the Customer Service Bible. He has facilitated workshops locally and internationally, including for the UNDP and Informa. A McKinsey Executive Panel member, in addition to a professional banking charter (ACIB) from Institute of Financial Services, UK, he is certified in Career Planning & Talent Management by the Association for Talent Development (ATD). Prior, he was the Head, Credit Analysis, Diamond Bank Plc. In addition to a Masters Degree in the sciences, Paul also has an MBA from ABU, Zaria. Overall Paul has over 360,000 training man-hours under his belt.

## PROGRAMS BY KNOWLEDGE/SKILL AREA

	<b>Knowledge / Skill Area</b>	<b>Page</b>
<b>1</b>	Accounting, Business Acumen, Entrepreneurship, Finance, Banking, Insurance, Credit, Lending, and Related Courses	<b>9</b>
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<b>5</b>	Human Resources Management, Training, Administration, Secretarial Skills and Related Courses	<b>22</b>
<b>6</b>	Leadership, General Management, Communication, Interpersonal Skills, Self Development, and Related Courses	<b>25</b>
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<b>8</b>	Sales, Marketing, Public Relations And Media	<b>40</b>

## SECTION 1: BUSINESS ACUMEN AND ENTREPRENEURSHIP

### 1. THE BUSINESS ECOSYSTEM

#### Objective

This program introduces the employee to the world in which businesses operate and exposes him/her to the notion that businesses are not islands unto themselves but affect and are affected by stakeholders – shareholders, government, regulators, customers, employees, suppliers.

#### Content

- The Context of Business
- Understanding Entrepreneurship
- Systems Thinking
- Systems Archetypes

**For Whom:** New employees in all business settings

**Duration: 2 Days**

**Fee: N100,000**

### 2. UNDERSTANDING THE NIGERIAN ECONOMY, FINANCIAL MARKETS, AND REGULATORY FRAMEWORK

#### Objective

To enable the attendees obtain an understanding of the Nigerian Economy and financial markets.

#### Content

- Overview of the Nigerian Economy
- The key industries: Oil & Gas, Telecoms
- Macro-Economic Environment
- Financial Markets: Institutions & Roles
- Financial Markets: Instruments & Characteristics
- FX: Basic Definitions, Major Influences and Key Players
- Understanding Financial Risks
- Overview of New Financial Instruments: Futures, Options, Swaps
- Equities Market
- Debts Market
- Regulatory Framework

**For Whom:** Employees in financial service industry

**Duration: 2 Days**

**Fee: N100,000**

### 3. UNDERSTANDING BASIC BUSINESS MATHEMATICS

#### Objective

- Time Value of Money
- Investment Appraisal
- Compound Interest
- Future and Present Values
- Nominal and Effective Yields
- Break-even Analysis
- Payback Method of investment appraisal
- Accounting rate of return
- Weighted Average Cost of Funds
- Application of logic to problem solving

**For Whom:** Employees in all industries with no business or accounting background.

**Duration: 2 Days**

**Fee: N105,000**

### 4. QUANTITATIVE METHODS IN MANAGEMENT

#### Objective

To introduce participants to quantitative tools and techniques as they are applied in decision making

#### Content

- Operational research
- Games theory
- Monte Carlo Simulation
- Program Evaluation Review Technique (PERT)/Critical Path Method (CPM)
- Decision Tree
- Discounted Cash Flow Techniques (Benefit Cost Ratio/Net Present Value/Internal Rate of Return)
- Statistics in Business

**For Whom:** Executives with no business background, accounting or finance background.

**Duration: 3 Days**

**Fee: N155,000**

## 5. ENTREPRENEURSHIP AND ENTREPRENEURIAL THINKING

### Objective

To equip participants with skills and mindset to act and think entrepreneurially.

### Content

- Introduction to entrepreneurship
- Essential characteristics & social networking
- The entrepreneurial process
- Opportunity recognition
- Creative Problem Solving Profile (CPSP)
- CPSP & The 8-step problem solving process
- Identifying problems & the 8-step process
- Identifying problems & the 8-step process: Application exercise
- Entrepreneurship: Myths-Mindset-Mandate
- Highly Flammable
- Remote working
- Time saving administration
- Ethics for Entrepreneurs
- Introduction to Business Model Canvas Theory, Value Proposition and Customer Segments
- Testing Product Market Fit & debrief
- Entrepreneur Profiles

**For Whom:** Individuals, NGOs and faith-based organizations seeking to hone entrepreneurial skills.

**Duration: 3 Days**

**Fee: N150,000**

## 6. REVENUE GROWTH AND THINKING HABIT

### Objective

Develop an active business-growth mindset that revolves around taking one quick proactive communication action every day to tell someone (suspects, prospects and customers) about how they will be improved after buying from you.

### Content

- The Revenue Growth Process
- The Growth Mindset
- 22 Techniques for Revenue Growth
- Executing the Plan
- The Revenue Growth Playbook

**FOR WHOM:** Employees at all levels responsible for selling the organization, its goods and services.

**Duration: 2 Days**

**Fee: N105,000**

**SECTION 2: CREDIT & LENDING**

<p><b>1. FUNDAMENTALS OF CREDIT (BASIC CREDIT)</b></p> <p><b><u>Objective</u></b>                  To enable staff develop basic credit skills with emphasis on the peculiarities of micro credit.</p> <p><b><u>Content</u></b></p> <ul style="list-style-type: none"> <li>• Types of borrowers and their needs</li> <li>• Techniques of credit analysis</li> <li>• Profit and Loss Account and Balance Sheet</li> <li>• Over and under trading</li> <li>• The cash cycle</li> <li>• Spreading the accounts</li> <li>• The primary and secondary Ratios</li> <li>• Key Indicators</li> <li>• Cashflow, Forecasts, Sensitivity Analysis</li> <li>• Business Plans, Debt Service Capacity, Covenants</li> <li>• Analysis of Risks</li> <li>• Trend and cross sectional analysis</li> <li>• Qualitative analysis</li> <li>• Peculiarities of the micro borrower and micro credit</li> </ul> <p><b>For Whom:</b> Credit officers in banks</p> <p><b>Duration: 3 Days</b> <span style="float: right;"><b>Fee: N150,000</b></span></p>	<p><b>2. INTERMEDIATE CREDIT &amp; RISK MANAGEMENT</b></p> <p><b><u>Objective</u></b>                  To deepen staff understanding of the credit risk management and control process.</p> <p><b><u>Content</u></b></p> <ul style="list-style-type: none"> <li>• Sources of Information, including Credit Ratings</li> <li>• Non-financial factors</li> <li>• Management Competence</li> <li>• Interpretation of Financial Information</li> <li>• Cash-flow Modeling</li> <li>• Accounting Concepts and Standards</li> <li>• Creative Accounting</li> <li>• Contingent Liabilities</li> <li>• Securities for Bank Lending</li> <li>• Corporate Failure (Z-Scores) and Recovery Strategies</li> <li>• Corporate Restructuring</li> <li>• Characteristics of small &amp; middle market borrowers</li> <li>• Risks attributable to lending to small and middle market borrowers.</li> <li>• Credit Facilities for small and middle level borrowers.</li> <li>• Types of Cash-flow Statement - Essential Principles</li> <li>• Preparing Cash-flows - Historic and Projected</li> <li>• Interpretation and Evaluation, the importance of Sensitivity Analysis</li> <li>• Debt Servicing Capacity, Covenants, Monitoring</li> <li>• Forecasting</li> <li>• Cash-flow Modeling</li> </ul> <p><b>For Whom:</b> Employees in financial services industry who have done basic credit</p> <p><b>Duration: 3 Days</b> <span style="float: right;"><b>Fee: N150,000</b></span></p>
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### 3. INTERPRETING FINANCIAL STATEMENTS

**Objective**

To enable the staff acquire the skills and knowledge in using corporate financial statements to evaluate company/ management performance.

**Content**

- Corporate financial statements
- Annual Reports: Chairman's statement
- Annual Accounts: CFS, P&L, B/S.
- Level and trend analysis
- Ratio analysis
- Common-sizing financial statements
- Interpretation of financial statements
- Skills for preparing analyst's forecasts of earnings and cash flow: Estimating debt capacity, dividend potential and affordability
- The profit model: Five plus one measures of stellar performance
- The balanced scorecard: Non-financial measures of stellar performance
- Macro-economic, industry and competitive analysis, company and business analysis.
- Valuation of the firm and valuation techniques

**FOR WHOM:** Executives in credit analysis function of banks requiring deep analytical skills.

**Duration: 3 Days**

**Fee: N150,000**

### 4. LOAN DOCUMENTATION AND COLLATERAL MANAGEMENT

**Objective**

Gain deep understanding of loan documentation and collateral management procedures.

**Content**

- The Place Of Loans In A Bank's Balance Sheet.
- The Context And Content of Loan Documentation.
- Objectives of Loan Documentation.
- Pre/During/Post Approval Loan Documentation Process.
- Pre/Post Disbursement Documentation.
- Understanding Loan Covenants and Their Purpose.
- Disclosure and Transparency.
- Loan Offer and Acceptance.
- Loan Agreement: The Core of Loan Documentation.
- Collateral Management Process and Bank Loan Policy.
- Types of Collateral
- Key Principles of Collateral Management.
- Collateral Structuring.
- Matching Collateral Type to Loan Type.
- Post Approval Loan Documentation Collateral Matching.
- Positive and Negative Loan Covenants.
- Collateral Audits And Administrative Procedures.
- Loan Monitoring And Identification of Early Warning Signals.
- Conducting High Point Liquidation Analysis During Loan Tenor.
- Use of Altman Zeta Scores For Credit Monitoring.
- Documents Required For Perfecting Title For Various Types Of Collateral
- Collateral Management Infractions and Sanctions Procedures.

**For Whom:** Bank Officers Responsible for Loan documentation, collateral taking and management.

**Duration: 3 days**

**Fee: N150,000**



## 5. LOAN EARLY WARNING SIGNALS

### Objective

To acquire the skills to proactively identify early warning signals of problem credits, to deepen credit analysis skills and to deepen understanding of credit risks and acceptance criteria.

### Content

- Review of Financial Statement Analysis
- Risk Identification
- Credit Principles
- Credit risk Management
  - ✓ Portfolio Management
  - ✓ Risk Creation & Management/Revenue Generation
  - ✓ Risk Identification and Control
- Early Problem Credit Recognition
- Classification system
- Remedial Management

**For Whom:** Loan officers in banks, NGOs, faith based and similar organizations.

**Duration: 2 Days**

**Fee: N100,000**

## 6. LOAN ADMINISTRATION

### Objective

To equip participants with current risk asset management techniques.

### Content

- Loan administration process and practice
- Creation and Perfection of Security
- Managing early warning signs of deteriorating Loans
- Recognition of and remedial action for non-performing assets.
- Security revaluation
- Security realization and enforcement
- Facility extensions and regulatory requirements
- Loan Book maintenance and entries

**FOR WHOM:** Executives and officers in Loan Admin units of commercial, merchant, retail and microfinance banks.

**Duration: 2 Days**

**Fee: N100,000**

## 7. UNDERSTANDING COUNTRY RISK ANALYSIS

### Objective

To enable participants develop the ability to undertake periodic assessment of the overall risk profile of the macroeconomic environment as a basis for decision making.

### Content

- The Framework for Country Analysis
- Tools & Techniques for Country Risk Analysis
- Nigeria in the World Economy
- ECOWAS
- BRICS
- The European Union
- The Group of Seven

**For Whom:** Analysts in financial services industry

**Duration: 3 Days**

**Fee: N150,000**

## 8. UNDERSTANDING INDUSTRY RISK ANALYSIS

### Objective

To enable participants develop the ability to undertake periodic assessment of the overall risk profile of an industry as a basis for decision making.

### Content

- Analyzing Industries, Competitors and Risk
- Why Do Industry Analysis?
- Porter's Five Forces Model for Industry Analysis
- Identifying Competitors
- Identifying Competitors' Strategies
- Determining Competitors' Strategies/Objectives
- Assessing Competitors' Strengths and Weaknesses
- Estimating Competitors' Reaction Patterns
- Designing The Competitive Intelligence System
- Estimating Industry Rates of Return
- Estimating an Industry Earnings Multiplier

**For Whom:** Analysts in financial services industry

**Duration: 3 Days**

**Fee: N150,000**

## 9. ADVANCED CREDIT AND RISK MANAGEMENT WORKSHOP

### Objective

For those in the credit function with prior basic and intermediate credit training. This Program builds on prior credit knowledge and drills down to sharpen, strengthen and deepen those skills while laying emphasis on enterprise risk, portfolio management and special lending situations:

- Apply ratios in credit decisions and master cash flow statements.
- Carry out account forensics and master lending without financials.
- Master special types of lending situations and early warning signs.

### Content

- Administration of enterprise credit risk assets
- Credit and portfolio strategy policy definition
- Portfolio planning
- Volatility in The Market Place
- Overview of Default Rates
- Company Valuation & Capital Structuring
- Common Cash Flow Valuation Pitfalls
- Cost of Capital
- Syndication and other specialized lending
- Project Finance
- Project Viability & Security Arrangements
- Project Structuring & Financing Plan
- Project Evaluation & Financial Modeling
- Loan Syndication
- Debt Restructuring
- Country Risk
- Macro-Economic Risks
- Globalization and Digitization and Their Implications
- Credit Risk Management

**For Whom:** Credit Executives in Banks who need more profound skills who to credit portfolio management and special lending situations at a much deeper level.

**Duration:** 3 days

**Fee:** N150,000

## 10. CREDIT EXCELLENCE MASTERCLASS

### Objective

The overarching objective is to heighten awareness of the dire consequences of deteriorating loan portfolios across the industry and help financial institutions rebuild robust credit competencies at the corporate and portfolio levels. Other objectives include:

- Leverage strategic perspectives in robust credit risk management.
- Instill skills how to manage credit at the portfolio level.
- Deepen the analytical skills-set of lending staff in financial institutions.
- Master real borrowing causes as opposed to the surface symptoms.
- Understand how to predict liquidation signals.
- Master specialized credit exposures such as syndication & structured credits.
- Understand within context when to finally say NO and pull the plug.

### Content

- Country Risk Assessment
- Industry dynamics and risk assessment
- Implementing Credit Strategy: Strategic Credit Risk Management
- Opportunity assessment and decoding deeper borrowing causes
- Economic Capital & Economic Capital Modelling
- How to handle high pressure lending situations
- Lending in a syndicate scenario: Risks, Pitfalls and Opportunities
- The ebbs and flows of cash, income, liquidity in the three principal financial statements
- Review of Credit Memos Presented to Executive Credit Committee.
- Information to include in credit templates/forms.
- Developing credit risks acceptance criteria for various products and programs.
- Use of a Credit Dashboard, including rating tools and score cards such as Moody's
- Special Lending Situations: Real Estate, Digital Estate, Letters of Credit, Airlines and Ships
- High Point Liquidation Analysis and Use Altman's Zeta Scores
- Use of Credit Analytics and Financial Fingerprinting

**For Whom:** Credit Executives in Banks who need more profound skills who to manage credit at the portfolio level.

**Duration:** 3 days

**Fee:** N165,000

## SECTION 3: RISK MANAGEMENT, CORPORATE SOCIAL RESPONSIBILITY, HEALTH, SAFETY AND ENVIRONMENT

<p><b>1. OVERVIEW OF ENTERPRISE RISK MANAGEMENT</b></p> <p><b>Objective</b>                  Equip executives with skills and competency to manage enterprise-wide risk.</p> <p><b>Content</b></p> <ul style="list-style-type: none"> <li>• <b>Risk categories</b> (credit, liquidity, strategic, /business/reputation, market, operational, compliance/legal, financial, financing, capital adequacy)</li> <li>• Economic Capital and Economic Capital Calculation</li> <li>• <b>Risk Culture:</b> <ul style="list-style-type: none"> <li>– Coverage</li> <li>– Risk appetite</li> <li>– Governance and policies</li> <li>– Risk data and infrastructure</li> <li>– Measurement, evaluation and communication</li> <li>– Control environment</li> <li>– Response</li> <li>– Stress testing</li> </ul> </li> <li>• Scenario analysis</li> <li>• Continuity Assessment</li> <li>• <b>COSCO</b></li> </ul> <p><b>FOR WHOM:</b> Executives in risk functions in banks.</p> <p><b>Duration: 3 Days</b>                      <b>Fee: N150,000</b></p>	<p><b>2. CORPORATE SOCIAL RESPONSIBILITY</b></p> <p><b>Objective</b>                  Examine the practical approaches successful companies are using to integrate CSR strategies with the long-term needs of the business and evolve their strategies as business needs change.</p> <p><b>Content</b></p> <ul style="list-style-type: none"> <li>• Overview of CSR and its evolution</li> <li>• Key components of CSR governance</li> <li>• Governance: corporate governance; and civic governance</li> <li>• The crucial difference between the corporation as economic organization and legal entity</li> <li>• The emergence of CSR</li> <li>• Measuring social and business impact</li> <li>• The role of external stakeholders</li> <li>• Internal management strategies &amp; tools:</li> <li>• Creating shared value and opportunity</li> <li>• Driving transformative change</li> <li>• The role of government</li> <li>• Aligning CSR with business goals</li> <li>• The future of corporate social responsibility</li> </ul> <p><b>FOR WHOM:</b> Executives responsible for corporate social responsibility at both the project and strategic levels.</p> <p><b>Duration: 3Days</b>                      <b>Fee: N150,000</b></p>
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### 3. SAFETY AND SECURITY AWARENESS

#### Objective

This program prepares participants for working and travelling in unsafe areas enabling them learn and practice the skills needed to operate safely in dangerous areas thus giving them rational attitude and self-confidence and boosting personal and professional effectiveness.

#### Content

- Introduction
- Security Awareness
- Emergency First Response
- Dealing with Aggression
- Field Safety Skills
- Hostage survival
- Mental Resilience

**For Whom:** Employees in all industries

**Duration: 2 Days**

**Fee: N105,000**

### 4. HEALTH, SAFETY AND ENVIRONMENT

#### Objective

**By the end of the course, participants will be able to:**

- Identify the sources of harmful acts
- Explain how safety is everybody's responsibility
- Recognize that accidental injuries are caused by unsafe acts, behaviors and conditions
- Prepare a job safety analysis and give job safety instructions
- Conduct an accident investigation and complete a meaningful accident report
- Respond to various work accidents and emergencies
- Plan and conduct a safety audit

#### Content

- Definitions and overview
- World Health Organization (WHO) and Occupational Safety and Health Administration (OSHA)
- Reaching threshold limit values
- The 6 Es in safety
- Industrial hygiene
- Job Safety Analysis (JSA) and safety audit
- Accidents investigation, reporting and prevention
- Management of health and safety
- Proper behavior in case of an accident
- Ergonomics and good posture

**FOR WHOM:** For employees at all levels to gain clear understanding of HSE in the workplace, especially manufacturing, to maintain safety at all times.

**Duration: 2 Days**

**Fee: N100,000**

## SECTION 4: QUALITY CUSTOMER SERVICE AND TOTAL QUALITY MANAGEMENT

### 1. QUALITY CUSTOMER SERVICE

#### Objective

In today's increasingly globalized world and hyper-competition, every employee must serve the customer with passion, warmth and agility. The focus is to delight the customer. To inculcate in staff the attitude and mindset for exemplary service

#### Content

- Service Defined
- The Meaning of Quality Service
- Characteristics And Attributes of Service
- Types, Dimensions and Levels of Service
- The Voice of the Customer
- The Voice of the Employee
- The House of Quality
- The Customer Experience Framework
- Why Quality Service Is Important

**For Whom:** Employees in all business settings

**Duration:** 2 Days

**Fee:** N100,000

### 2. SERVICE EXCELLENCE

#### Objective

This program highlights the chain reaction of customer service so every customer must be met at his point of need. It shows the critical relationship between customer value and profitability.

#### Content

- Visioning the customer experience
- Voice of the customer
- Moments of truth
- The Six Levels of Service
- Customer value analysis
- Customer value chain
- Determinants of customer value
- Customer profiling
- The golden rules of customer care
- Performance gap analysis
- Breaking the barriers to customer care
- 18 rules of customer care
- 21 Rules of Employee Care
- Strategic Value Hierarchy
- CASES

**For Whom:** Executives at all levels.

**Duration:** 3 Days

**Fee:** N150,000

### 3. SIX SIGMA

#### Objective

Change is all around us, and the only organizations that will thrive will be those able to dance with the wind of change. This Program seeks to help leaders and their organizations *make change a core competency*.

#### Content

- Making meaning out of Six Sigma
- Six Sigma Versus Lean Six Sigma
- Six Sigma models: DFSS, DMAIC, DMEDI, DMADDI
- Determining which Six sigma Model to Use
- The systems view of an organization
- Six Sigma Team Dynamics
- Six Sigma - the Voice of the Customer and the Voice of the Employee
- The Strategic Component of Six Sigma
- The Tactical Components of Six Sigma
- The 10 technical tools of Six Sigma
- The 10 Soft tools For Every Six Sigma Team
- Using Six Sigma to Gain Understanding of Customers
- Customer First and Last & The Law of the Ignorant Customer
- Six Sigma Green & Yellow Belts Requirements

**FOR WHOM:** Employees in admin, operations and planning functions in banks requiring knowledge of Six Sigma as a decision making tool.

**Duration: 2 Days**

**Fee: N100,000**

### 4. LEAN SIX SIGMA

#### Objective

The overall objective of this course is to provide you with a first step toward successful implementation of process improvement methods by developing familiarity with the basic concepts and language of Lean Six Sigma.

#### Content

- Overview of Six Sigma and DMAIC
- Lean Six Sigma: what it is, why it matters, what makes it successful.
- Define Phase
- Measure Phase
- Analyze Phase
- Improve Phase
- Implementation Aspects of Lean

**For Whom:** Employees in admin, operations and planning functions in banks requiring knowledge of Lean Six Sigma as a decision making tool.

**Duration: 2 Days**

**Fee: N100,000**



## 5. SIX SIGMA AND LEAN SIX SIGMA

### **Objective**

Gain a broad understanding of the Lean Six Sigma improvement methodology, concepts, and language. Understand how Lean Methods and Six Sigma are integrated into a single process improvement initiative to achieve higher quality and greater process speed.

### **Content**

- Higher Standards for Higher Performance
- Lean Six Sigma Defined
- Input Determines Output
- What's In a Name?
- The 5 Lean Principles
- The 8 Forms of Waste
- Success Stories
- The Sigma Level
- The 99.9% Problem
- Calculating the Sigma Level - Toolset
- DNA of a Champion
- Lean Six Sigma Framework
- DMAIC - The Lean Six Sigma Improvement Process
- Lean and DMAIC
- Organizing for Success
- Working Relationships
- Critical Success Factors
- Skill Check
- The Lean Six Sigma Journey

**For Whom:** Employees involved in Six Sigma Projects in manufacturing and service organizations

**Duration: 3 Days**

**Fee: N165,000**

## 6. TOTAL QUALITY MANAGEMENT

### **Objective**

This program exposes participants to the principles of TQM and the ideas embedded in Kaizen or continuous improvement

### **Content**

- Origins of Total Quality Management
- Background to the Quality movement
- Quality Definition
- The 9 Quality Gurus and their messages
- Myth & Misconception
- Barriers to Quality
- Key to Quality
- Quality Statistical Tools
- Cost of Quality
- Kaizen
- Embedding & Implementing Quality In the Organization

**For Whom:** Executives responsible for implementing TQM in the organization.

**Duration: 3 Days**

**Fee: N150,000**

## SECTION 5: Human Resources Management, Administration, And Training Programs

### 1. EFFECTIVE PERFORMANCE APPRAISAL

#### Objective

Help participants acquire the critical knowledge, skills and confidence to undertake effective performance appraisal discussions with their direct reports.

#### Content

- Principles of effective appraisals
- Setting SMART Objectives
- The appraisal meeting
- Appraisal skills
- Practicing the key skills in conducting an appraisal
- Performance appraisal documentation and follow up
- Review and next steps

**For Whom:** Officers all levels in all functions (especially HR) responsible for performance management.

**Duration: 2 Days**

**Fee: N100,000**

### 2. EFFECTIVE COACHING AND MENTORING

#### Objective

This course aims to give participants a clear insight and understanding into the dynamics that happen between people when they work one-to-one.

#### Content

- Why Coaching and Mentoring?
- The Roles of a Coach and Mentor
- Skills Needed For Effective Coaching and Mentoring
- Building Confidence as a Coach or Mentor
- Understanding Feedback as a Coach or Mentor
- A Movable Feast of Coaching and Mentoring Exercises
- Keeping good Coaching and Mentoring Boundaries
- Emotion vs Objectivity
- Diffusing Conflict
- Blame vs Effective Behaviour
- Coaching and Mentoring Styles
- Helping your Mentee choose what to do next
- Coaching and Mentoring Hints and Tips
- Personal Coach – Mentor's Declaration and What's Next?

**For Whom:** Executives charged with coaching and mentoring others.

**Duration: 2 Days**

**Fee: N100,000**

### 3. EFFECTIVE PERFORMANCE MANAGEMENT

#### Objective

Equip executives with the competency to effectively manage performance

#### Content

- Performance management system
- Performance appraisal cycle.
- Performance planning.
- Performance tracking
- Rating & reviewing performance & holding performance appraisal discussions.
- Development planning using the Assessment Centre Methodology
- Managing Performance Appraisal Outcomes

**FOR WHOM:** Executives in HR and line functions responsible for performance and career management.

**Duration: 3 Days**

**Fee: N150,000**

### 4. THE PEOPLE PLAN: HR EXCELLENCE PROGRAM

#### Objective

The program equips executives with skills to translate vision into practical human resources strategies for managing a quality workforce.

#### Content

- The People Plan Framework that Converts the People Process Into Strategy
- The CEO in The HR Question: Developing a Teachable Point of View
- Knowledge Management: Strategies For Creating *The Smart Enterprise*
- Performance Management Strategies of the World's Fiercest Competitors
- Designing the Organization for Employee Engagement
- Talent Management: Groundbreaking Practices of the World's Best Companies
- Formulating a Resourcing Strategy
- Succession Planning: Why Your Organization MUST Master this Discipline
- Training: Going Beyond E-Learning and Deploying the *Power of Coaching*
- Managing the Leadership Pipeline to Develop Bench Strength
- The Context and Concept of Employer Branding
- Approaches for Linking the *Strategy Process* and *Operational Plan* to *The People Plan*

**FOR WHOM:** Executives in HR and related functions and senior line managers requiring in-depth knowledge how to align HR to business strategy.

**Duration: 3 Days**

**Fee: N150,000**

**5. PROGRAM FOR SPECIAL ASSISTANTS, PERSONAL ASSISTANTS AND SIMILAR EXECUTIVES**

**Objective**

By the end of the course, participants will be able to:

- Define and apply the new roles of executive assistants and administrators to meet modern challenges
- Use technology to get more done and to stay connected with the office and their boss
- Plan and organize work flow effectively by filing, documenting, sorting, indexing, and retrieving corporate documents in the most appropriate manner
- Create quality standards for a motivating and productive office environment
- Demonstrate a better command of the English language including the meaning and spelling of words, grammar, and the rules of writing
- Identify and improve the competencies they require to keep generating added value services

**Content**

- New roles for new times
- Developing Business Acumen
- The Office and Business Ecosystem
- The changing organization
- The key tasks of office managers
- Mastering data management, indexing and archiving
- Creating a motivating and productive office environment
- Advanced communication skills for administrators
- Business communication
- Creating powerful short presentations
- Effective Business writing
- The executive assistant success tool box
- Team and leadership skills
- The Leader Without a Title

**FOR WHOM:** For special, administrative and personal assistants who need all round skills to function more effectively.

**Duration: 2 Days**

**Fee: N100,000**

**6. TRAIN-THE-TRAINER PROGRAM**

**Objective**

- Broaden the understanding of the role of trainers and training in orchestrating organizational effectiveness, profitability and longevity.
- Show the distinction between learning, education, training and development.
- Equip with technical trainer skills including training cycle flow charting, program design, facilitation overview, platform basics, and training evaluation techniques.
- Indoctrinate in the principles of adult education and how to position training as a business partner to attract adequate budgetary allocation even when there is cut back in other areas.

**Content**

- Aligning Training To Vision, Mission, Values and Strategy of the Organization
- The Universe of the Trainer: Making a Fit With the Universe of Training
- Learning, Education, Training & Development
- The Top 10 Steps to Successful Training.
- The Technical Side of Training and the Trainer's Role
- Top 10 Strategies for Building Effective Learning Subsystems.
- Tools in The Trainer's Toolbox
- Learning Styles
- Training Styles
- Presenting Visually
- Training aids, Job Aids and multimedia
- Story Telling
- Crafting your Learning Strategy

**FOR WHOM:** For executives charged with handling corporate training in their organizations.

**Duration: 2 Days**

**Fee: N100,000**

## SECTION 6: GENERAL MANAGEMENT, LEADERSHIP, COMMUNICATION, INTERPERSONAL SKILLS, SELF DEVELOPMENT, AND RELATED COURSES

### 1. FUNDAMENTALS OF MANAGEMENT

#### Objective

To introduce the staff to the leadership role and imbibe in him the skills and attitudes for effective supervision.

#### Content.

- Key Management Functions
- The Role of Supervisors
- Assertiveness Skills
- Problem Solving and Decision Making
- Cost Awareness and Profit Consciousness
- Effective Delegation
- Motivating Your Team
- Setting Priorities
- Setting Targets and Performance Monitoring
- Managing Fraud and Errors

**For Whom:** Employees in all industries with no management background

**Duration: 2 Days**

**Fee: N100,000**

### 2. FUNDAMENTALS OF LEADERSHIP

#### Objective

Provide a framework for understanding leadership as distinct from management.

#### Content

- Leadership and Management: The difference
- Leadership theories
- Leadership models
- Context Based Leadership
- Situational Leadership
- Personal Leadership: Achieving Results For Yourself
- Organizational Leadership: Achieving Results For Your People
- The 20 Transactional Flaws Every Leader Must Guard Against
- Leadership for Organizations of the Future

**For Whom:** Executives being groomed for leadership positions in the near term.

**Duration: 3 Days**

**Fee: N100,000**

### 3. HIGH-IMPACT MANAGEMENT PROGRAM

#### Objective

By the end of the course, participants will be able to:

- Master the skills required to make things happen at far higher levels
- Develop uncompromising attitude and mindset about what it means to be excellent
- Practice effective cross-functional skills and how to communicate senior executive vision with passion and clarity
- Learn how to build relationships before they need them.
- Master how to plan well and make sure that priorities are crystal clear.

#### Content

- The High-Impact Middle Management System
- Using The High-Impact Playbook to Facilitate Peak Performance
- The Six Distinguishing Traits of a High Impact Manager
- How High-Impact Managers Lead and What they do differently
- Eleven Techniques For Mastering Your Organization
- Prioritizing to Win: Harnessing The 80/20 Rule to your advantage
- The 80% Rule: Avoiding Procrastination and Perfectionism
- The Secret of High-Impact Managers
- The High-Impact Management System: Putting It together for Maximum Managerial Flow
- Overcoming mindset trap that lead to underperformance
- The Service Imperative – Understanding What it Means to be Extraordinary
- Case Study: How Winners Compete

**FOR WHOM:** For middle level managers and experienced supervisors who need deeper knowledge of more result-oriented management skills.

**Duration: 3 days**

**Fee: N150,000**

### 4. LEADERSHIP EXCELLENCE

#### Objective

Visionary leadership is absolutely essential to the success of an organization. Leadership, like beauty, is difficult to define but as Warren Bennis asserts, it is easy to recognize good leadership when you see one. This program exposes participants to leading edge ideas, concepts, models, theories, practices of visionary leadership aimed at molding leadership excellence.

#### Content

- The Heart of Leadership
- Leadership: A Portrait and an Attempt at Understanding
- Leadership: The 7 Essentials
- Leadership theories and models: The Authentic Leader/ Situational/ Context Based Leadership/COP Model
- Organizational Leadership: Achieving Results For Your People
- Personal Leadership: Achieving Results For Yourself
- Leadership: Turning Competencies Into Outcomes
- The Fifteen Top Leadership Lessons from Great Groups
- Five Distinctive Qualities of Leadership for Organizations of the Future
- The 20 Transactional Flaws Every Leader Must Guard Against
- Leadership Emotional Intelligence: Turning Competencies into Result
- Managing Energy: A Leader's Imperative
- 18 Global Insights on Leadership
- Finding Your Voice
- Leadership Assessment Summary

**FOR WHOM:** Current Group, departmental or unit heads or high-potentials being groomed for serious leadership positions (at least Assistant Manager in Banks or Assistant Director in the Public Sector.

**Duration: 3 Days**

**Fee: N150,000**

## 5. EFFECTIVE DECISION MAKING

### Objective

The purpose is to enable managers to have at their finger-tips an effective and straightforward decision making methodology, designed to enhance rational thought processes, reduce risk and increase managerial impact.

### Content

- Judgment and decisions.
- A methodology for decision making
- Key elements and the full process of a decision making method.
- Option generation
- Creative thinking in a wide range of business environments
- Rational and emotional decision making
- Retaining objectivity
- Data gathering techniques
- Priority setting and decision trees
- Relative levels of importance
- Problem solving skills
- Risk analysis looks at the analysis of potential problems
- Assessing risk and preparing contingencies
- Leadership as Judgment: Action planning

**For Whom:** Executives at all levels.

**Duration: 2 Days**

**Fee: N100,000**

## 6. FUNDAMENTALS OF NEGOTIATION

### Objective

To equip participants to understand that negotiating is not about winning and losing but about building relationships and solving problems.

### Content

- The psychology of Negotiation
- Building Trust
- Setting Agenda and Boundaries
- Avoiding arguments, Assumption and Ambiguity
- Organizational Networking for Information; Value Analysis
- Interpersonal Orientation
- Negotiation strategies, techniques (Batna, ZOPA)
- Overview of 3D Negotiation

**For Whom:** Executives at all levels regularly engaged in negotiation.

**Duration: 2 Days**

**Fee: N100,000**



## 7. FUNDAMENTALS OF PROBLEM SOLVING

### Objective

Equip participants with the general understanding of the basic steps to defining and solving a problem.

### Content

- What is problem solving?
- Why problem solving?
- Steps to Defining the problem
- Collecting information
- Analyzing the information
- Establishing boundaries
- Finding the solution
- Making the solution work
- Root cause analysis

**For Whom:** Employees in all industries

**Duration:** 2 Days

**Fee:** N100,000

## 8. EFFECTIVE DELEGATION

### Objective

Equip participants with the skills to effectively use the delegation process, through developing awareness of two-way responsibilities and through specific skills development.

### Content

- Understand Delegation - what are the benefits of delegation
- Assess why we fail delegate effectively and potential barriers
- Evaluate what tasks to delegate
- Advantages of delegation
- Barriers to delegation
- Delegating appropriate tasks
- Empowerment and responsibility
- Delegation process
- Expectation management
- Dealing with resistance and objections
- Supervision
- Handling Delegation dilemmas.
- The six-step model of Delegation

**For Whom:** Executives new in management requiring strengthening of delegation skills.

**Duration:** 2 Days

**Fee:** N100,000

## 9. UNDERSTANDING MOTIVATION AND HOW TO MOTIVATE PEOPLE

### Objective

To equip managers and executives to understand what turns people on and what needs be done to get employees and customers on their side.

### Content

- Motivation strategies
- Uniform Motivation Tactics
- Roles of middle managers
- Rules of Behaviour
- Behavioural Styles
- Price Motivation system
- Motivators
- Fear, Incentive and Self-Motivation
- Win-win-win Relationships
- Personality Types
- Empowerment
- Monthly Motivation Themes
- Rules of personal Success
- The Carrot Principle
- The Middle Manager Playbook

**For Whom:** Executive and supervisors newly elevated to Supervisory roles.

**Duration: 2 Days**

**Fee: N100,000**

## 10. EFFECTIVE TEAM BUILDING

### Objective

Teams are the route to increased productivity, a more effective use of resources, cost reduction, improved quality, innovation, better customer service, etc. Expose trainees to a variety of ways for setting up effective teams and move away from silo mentality to a more open attitude and systems

### Content

- Team versus group
- Stages of Group Formation
- Greiner's model of organizational development
- Formality versus Informality
- Evaluation of Teams
- Team Player Styles
- Team Roles
- Team Building Strategies
- Signs of Team Trouble
- The Concept of Team Dash Board
- Use of Belbin's Team Frameworks
- 10 steps to team effectiveness
- The Four Commitments of a Winning Team

**For Whom:** Executives responsible for running large functions and molding effective teams.

**Duration: 3 Days**

**Fee: N100,000**

## 11. CONDUCTING EFFECTIVE MEETINGS

### Objective

To develop skill of conducting effective meetings that inspires confidence as a leader.

### Content

- Pre-meeting Preparation
- Sending out invitation to expected participants
- Communicating meeting agenda
- Sticking to meeting agenda
- Handling disrupters
- Ensuring effective participation
- Keeping meeting minutes
- Starting and ending on schedule
- Summarizing decisions
- Strategy to ensure accountability and responsibility

**For Whom:** Executives and similar supervisors newly promoted to Supervisory role.

**Duration: 2 Days**

**Fee: N100,000**

## 12. BUSINESS ETHICS

### Objective

Equip participants with the skills to appreciate ethics and manage daily ethical dilemmas

### Content

- Overview of Ethics & Why It Matters
- Business & Workplace Ethics
- Personal Values & Business Ethics
- Ethics of Followership
- Leadership Ethics & Integrity

**FOR WHOM:** Senior, mid-level executives and officers who are daily challenged to maintain ethics at unimpeachable standard.

**Duration: 2 Days**

**Fee: N100,000**

### 13. EFFECTIVE PROBLEM SOLVING

#### Objective

Equip participants with step-by-step procedures to effectively analyze specific problems they experience and implement successful solutions.

#### Content

- What is problem solving?
- Why problem solving?
- Steps to Defining the problem
- Collecting information
- Analyzing the information
- Establishing boundaries
- Finding the solution
- Making the solution work
- The Complete problem Solver Tool-Kit
- Critical Examination Matrix
- The 16 Quantitative problem Solving Tools
- The McKinsey problem solving framework

**For Whom:** Executives in admin and other functions.

**Duration: 2 Days**

**Fee: N100,000**

### 14. THE EFFECTIVE FEMALE LEADER

#### Objective

In the course, participants will be able to:

- Demonstrate authentic leadership skills, and drive transformation in the workplace
- Become role models for other potential leaders and help to create a culture that embraces and leverages diversity
- Step into leadership roles with a limitless, solution-driven mindset and develop the communication and management skills required to lead a team
- Develop self-awareness and confidence so that participants understand what they are broadcasting and how this can impact the team they are working in
- Produce an individual action plan to ensure learning is embedded in the workplace and that participants have the ability to empower and coach those around them

#### Content

- Perception of self
- Release from fears and self-limiting beliefs
- Leadership as action
- Awareness of self
- Future leadership
- Models in leadership: Mother Theresa / Princess Diana

**FOR WHOM:** For program seeks to groom female leaders in various aspects of leadership development in a more eclectic way.

**Duration: 2 Days**

**Fee: N145,000**

## 15. MANAGING CORPORATE REPUTATION

### Objective

Understand the way organisations develop their identities and identify how you can develop your identity to acquire reputational status

### Content

- Scope of Corporate reputation
- Corporate image versus corporate identity
- Elements that contribute to identity
- Corporate culture
- Constituency of the identity mix
- Communicating identity
- The role corporate communications
- Linking character and identity
- Employees and the organization's reputation
- Fombrum's methodology for measuring corporate reputation.
- Strategic management of reputation

**FOR WHOM:** Executives in PR, Corporate Communication and similar functions responsible for managing their corporate image.

**Duration: 2 Days**

**Fee: N100,000**

## 16. CRITICAL THINKING, CREATIVITY & INNOVATION

### Objective

Creative organizations have three heads: one fixed on the future, the second on the present and the third on the past, for eternal youth, maturity and wisdom. Equip trainees to think laterally thereby unlocking their untapped creativity that drives innovation.

### Content

- How the brain works
- The thinking processes
- Critical thinking
- Tools the Best Thinkers Use
- The 5 Elements of Effective Thinking
- Asking the right questions
- Systems thinking
- Understanding creativity & Innovation
- The Brain and Brain processes
- Listening to your Thoughts
- Lateral thinking: The Six Thinking Hats
- Paradigm Shifts and Discontinuities
- Traditional Creativity Tools
- The Creativity Process
- Creative Imagination
- Tapping the Creativity of Employees & Customers
- The Innovative Organization
- Challenging the Status Quo: Out of the Box Thinking
- The concept of innovation/Routes to Innovation
- Innovative Thinking: Learning to Ask Why

**For Whom:** Employees in all industries

**Duration: 2 Days**

**Fee: N100,000**

### **17. HONING PERSONAL EFFECTIVENESS, GROOMING AND THE “X” FACTOR**

**Objective**

This program lays the foundation and shows participants how to pursue personal excellence and effectiveness.

**Content**

- The seeds of personal excellence
- The psychology of winning
- Empires of the mind
- Begin with “WHY?”
- Managing self
- Being proactive
- The “X” Factor

**For Whom:** NewEmployees in all industries

**Duration:** 2 Days

**Fee:** N105,000

### **18. EXECUTIVE ENERGY AND STRESS MANAGEMENT**

**Objective**

Show that performance, health and happiness are grounded in the skillful management of energy and absence of stress.

**Content**

- The dimensions of energy
- 4 energy management principles
- The dynamics of energy
- Energy balance model
- The dynamics of engagement
- Sustained high performance model
- Sources of stress and avoidance strategies
- Stress management
- Charting your glycemic index
- Excellent Health at any age

**FOR WHOM:** For Senior Executives who need to learn how to manage energy, stress and renew themselves in all four dimensions daily.

**Duration:** 3 Days

**Fee:** N150,000

## 19. TIME MANAGEMENT AND PERSONAL EFFECTIVENESS

### Objective

Acquaint trainees with the mindset, tools & techniques for managing time and priorities at the individual and corporate levels

### Content

- Attributes of time & Value analysis
- Time management tools: MSC/ABC analysis
- Keeping time logs & Prioritization
- Handling Important Versus Urgent Tasks
- Urgency Addiction Tests
- The Four Quadrants of time: The Quadrant II Manager
- Time as a compass
- Steven Covey's Eleven life Centres
- Procrastination & Perfectionism
- The 80/20 Principle
- The 80% Rule
- Moving From Managing time to managing self

**For Whom:** Employees and executives at all levels in industry.

**Duration: 2 Days**

**Fee: N100,000**

## 20. UNDERSTANDING EMOTIONAL INTELLIGENCE

### Objective

Competencies such as self-confidence, initiative, and teamwork make a significant difference in the performance of individuals. These competencies represent what is called *emotional intelligence* and are predictive of superior performance in work roles. This program shows how to measure and promote these performance-enhancing abilities within your organization.

### Content

- Understanding the Emotional Intelligence Paradigm
- The Nature of Emotional Intelligence
- Emotional Intelligence and Organizational Effectiveness
- An Emotional Intelligence-Based Theory of Performance
- Measurement of Individual Emotional Competence
- Developing Emotional Intelligence Through Relationships at Work
- Role of HR in Enhancing Organizational Emotional Intelligence
- Group Emotional Intelligence and Its Influence on Group Effectiveness
- Schooling the Emotions

**FOR WHOM:** Executives at all levels requiring critical honing of Emotional Intelligence skills.

**Duration: 2 Days**

**Fee: N100,000**



## 21. BUSINESS WRITING SKILLS

### Objective

To provide effective strategies to sharpen your writing skills by structuring your ideas logically, exercising diplomacy in letters and reports, and shaping your arguments.

### Content

- Every communication is a presentation
- Researching your audience
- Key triggers to influence the audience
- Writing persuasively
- The E-Writing culture
- Writing Email and Other Electronic Communication
- Writing Effective Business Communication
- Writing a Business Letter
- Writing Business Proposals

**For Whom:** Employees in financial services industry

**Duration:** 2 Days

**Fee:** N100,000

## 22. EFFECTIVE PRESENTATION SKILLS

### Objective

To enable participants develop oral presentation skills and study the elements of a strategy to bring an audience to their side in various business presentations.

### Content

- The Six Elements of Communication
- Nine Qualities of Effective Presentation
- Eight Essentials of Successful Presentation
- 10 Steps to Successful Presentations
- Presentation Effectiveness Continuum
- Platform Mastery - Controlling Nervousness
- Preparing and Adding Vim to Your PowerPoint Slides

**For Whom:** Employees in financial services industry

**Duration:** 2 Days

**Fee:** N100,000

## SECTION 7. PROJECT MANAGEMENT, PLANNING, COMPUTER APPLICATION SKILLS (EXCEL) AND RELATED COURSES

### 1. PROJECT MANAGEMENT BASICS

#### Objective

To equip staff with skills to manage and monitor projects.

#### Content

- Overview of project management
- Key success factors in project management
- Organizational concepts for projects
- Project evaluation and selection
- Work breakdown structure development
- Project planning and scheduling
- Budgeting
- Resource allocation for maximum efficiency
- Project management packages: Project Managers Workbench and Microsoft Project

**For Whom:** Executives at all levels responsible for managing corporate projects.

**Duration: 4 Days**

**Fee: N175,000**

### 2. INTERMEDIATE PROJECT MANAGEMENT

#### Objective

To expose participants to the basic tools and techniques for project planning, analysis and appraisal and management.

#### Content

- Project and development plan management in Nigeria
- Principles of project design and investment planning
- Basic tools and techniques of investment planning
- Economic and financial analysis of projects
- Environmental and social analysis of projects
- Computer aided project management

**For Whom:** Officers charged with Project Management who have done Basic Project Management.

**Duration: 4 Days    Fee: N175,000**

### 3. SCENARIO PLANNING

#### Objective

Give an opportunity for the executive to think long term about the kind of organization they want to build. Show what about the future we cannot change, and what we can change and sketch the terrain within which we have room to maneuver.

#### Content

- Foresight
- Defining the focal question
- Identifying and analysing driving forces
- Thinking the unthinkable
- Constructing scenario frameworks
- Articulating and communicating the scenario stories
- Articulating and communicating the scenario stories
- The scenario storyboard
- Pursuing scenarios to strategies

**FOR WHOM:** Executives at various levels in planning and strategic planning functions requiring in-deep knowledge in this skill area.

**Duration: 3 Days**

**Fee: N165,000**

### 4. PERSONAL RETIREMENT PLANNING

#### Objective

Help employees plan a smooth transition into retirement, to consider steps necessary for planning for retirement, understand the psychological aspects of retirement and determine the most appropriate benefits options and best dates to retire.

#### Content

- Perspectives on Retirement
- Appraisal of Nigeria's business environment
- How to write a Feasibility Study and Business Plan Without Spending Millions
- How to Raise Capital With Ease – The Concept of Other People's Money (OPM)
- How to Use the Internet to Create Wealth: Your Website, Blog, Social Media Profile
- How to Network Effectively and Create Alliances, and Outlets for Your Business
- Mastering Self & Overcoming the Three Time Killer Monsters
- Energy Management For Maximum Productivity
- The Five Laws of Personal Constraints: How to Maximize Your Personal Effectiveness
- How to Position Yourself as An Expert People are Willing to do Business With
- How to Manage Time Well: The 80% Principle and the 80/20 Rule
- The 5 Problem-Solving tools and Decision Making
- 7 Businesses you Can Start With Various Levels of Capital from N1million

**FOR WHOM:** For organizations seeking ways for a more responsible ways for parting with their employees.

**Duration: 3 Days**

**Fee: N155,000**

## 5. BUSINESS REPORTS AND DASHBOARDS USING EXCEL

### Objective

By the end of the course, participants will be able to:

- Use their Excel expertise in data slicing and dicing, data massaging, data aggregation, data integration with Access, web, text, SQL, and other databases using pivot tables
- Perform advanced and dynamic data validations
- Design outstanding visualization charts, dashboards, scorecards, and flash reports
- Develop master-level report solutions using advanced form controls and buttons
- Record, write and edit powerful macros that will perform routine tasks in no-time

### Content

- Essential reporting requirement skills
- The 19 rules of pivot tables and pivot charts
- Slicer techniques
- Advanced pivot charts techniques
- Multiple consolidation ranges
- Retrieving external data using Microsoft query
- Importing text files using MS query
- Connecting to access databases
- Connecting to SQL databases
- Importing from data connection wizard
- Importing from Microsoft query
- Customizing connections properties
- Advanced data structuring techniques
- Custom and advanced data validation
- Creating and managing innovative conditional formatting
- Charting and visualization techniques
- Creating dynamic labels
- Using the camera tool
- Working with formula-driven visualizations
- Using fancy fonts
- Leveraging symbols in formulas
- Working with sparklines
- Creating unconventional style charts
- Fancy thermometer charts
- Colored chart bars
- Building report solutions
- Conceptualizing and understanding report solutions
- Developing a report solution
- Configuring spreadsheet report data options
- Enabling background refresh
- Refreshing data when opening the file
- Combo-box data modeling tool
- List-box data modeling tool
- Form controls data modeling tools
- Spinner
- Option-button modeling
- Check-box data models
- Combo and group-box
- Macro charged reporting
- Recording, editing, testing VBA macros
- Building a macro driven reconciliation program
- Building budget variance reporting program
- Building a vendor and invoice analysis report

**FOR WHOM:** For employees in admin, planning and similar functions who need to harness the vast power of Excel to create dynamic reports.

**Duration:** 5 Days

**Fee:** N175,000

## 6. BUSINESS INTELLIGENCE: DATA ANALYSIS & REPORTING TECHNIQUES

### Objective

By the end of the course, participants will be able to:

- Boost Excel Business Intelligence (BI) expertise in data slicing and dicing, data massaging, and data aggregation and modeling
- Perform data normalization, consolidation, report writing, analysis and reconciliation
- Develop dynamic BI models, dashboards, scorecards and flash management reports by linking-up Excel with Access, Web, Text, Internet, SQL, ERPs and other databases
- Advance and enhance your reports' look and feel using dynamic visualization techniques
- Acquire numerous tips and tricks to enable you working efficiently

### Content

- Data analysis tools and techniques
  - Consolidating data from separate files and sheets
  - Advanced data validation using lists, dates and custom validation
  - Powerful array functions
  - Cell management tools: left, right, mid, concatenate, value
  - Naming, editing, and managing cells and ranges
  - Subtotal, sumif, sumifs, sumproduct, count, countif, countifs
  - Looking-up data, texts, and values using vlookup
- The incredible table-tools technique
- Slicing dates into day names, weeks, week numbers, month names, years and quarters
- Text-to-columns and dynamic trimming using trim and len
- Managing texts and numbers using replace, find, and substitute
- Text change functions
- Mastering data reporting: The 19 must learn pivot-tables tools
- Data modeling and integration
- The look and feel: Charting and visualization techniques
- Shortcuts, tips and tricks

**FOR WHOM:** For employees at various departments including accounts, admin and similar functions that need deeper skills how to use Excel to convert data to intelligence.

**Duration:** 5 Days

**Fee:** N185,000

## SECTION 8: SALES, MARKETING, AND PUBLIC RELATIONS

### 1. FUNDAMENTALS OF SALES AND SELLING (SELLING INTANGIBLE PRODUCTS AND FINANCIAL SERVICES)

#### Objective

To expose participants to the best-selling practices that will enable them increase their success rate and lower their failure rate.

#### Content

- Selling versus Marketing
- Evolution of Sales and Selling
- Principles of Effective Selling
- Skills of Effective Selling
- Developing Skills of Effective Selling
- The Three *Only* Ways to Increase Sales
- Brian Tracy's 21 keys to Effective selling
- The concept of cross-selling
- Customer profiling
- Value analysis;
- Product Positioning
- Selling services
- Dimensions of service
- Satisfying customers
- Building Trust

**For Whom:** Employees engaged in “sales” in financial and other industries

**Duration: 2 Days**

**Fee: N100,000**

### 2. TECHNIQUES FOR MARKETING FINANCIAL SERVICES IN THE DIGITAL ERA

#### Objective

This is an advanced marketing program, which builds upon the knowledge gained at Basics of Marketing.

#### Content

- Winning With Marketing
- Product/Customer Profitability Analysis
- Market Plans
- Marketing Planning
- Market Segmentation/Selection in The Financial Sector
- Customer Activity Cycle
- New Product Development
- Thinking the Unthinkable in Marketing Financial Services
- Marketing Financial Services in Practice
- Effective Negotiation
- E-Marketing and M-Marketing

**For Whom:** Employees involved in marketing good and services across industries

**Duration: 2 Days**

**Fee: N100,000**

### 3. SELLING THROUGH SOCIAL MEDIA

#### Objective

Participants will learn how to build a digitally powered marketing and sales system to better prospect, qualify, close leads and build relationship.

#### Content

- Selling the premise
- Capturing the invisible sale
- Home Bases, Embassies, and Outposts
- Selling versus helping
- Social agents
- Proximity
- Creating a painless prospecting platform
- Making every call count
- Social selling
- Creating the content
- Closing the deal

**For Whom:** Employees involved in “marketing” via social media in banking and other industries

**Duration: 2 Days**

**Fee: N105,000**

### 4. SALES AND SELLING EXCELLENCE PROGRAM

#### Objective

By the end of the course, given an enabling environment, participants will be able to:

- Determine with precision which customers provide the greatest opportunity for a successful sale.
- Develop and provide a comprehensive view of your value proposition to prospects.
- Master activities that engender relationship building.
- Master actions needed to develop and qualify prospects higher up the value ladder.
- Know what the customer is buying before you start selling.
- Leverage information to gain unassailable advantage.
- Reprogram their *mindset* and think only in terms of winning

#### Content

- Developing A Winning Sales Mindset
- Influence: The Principles of Persuasion
- Developing Blueprints for the Sales Cycle
- The Dimensions and Drivers of a Winning Sales Force
- Organizing and structuring the sales force for Achieving Sales Force Excellence
- Compiling Competitor Intelligence for Massive Competitive Advantage
- Formulating The Sales Strategy
- Creating a Winning Sales Force Culture

**FOR WHOM:** For sales officers who need deeper understanding of sales and selling in a fragmented markets and how to harness sales drivers to their advantage.

**Duration: 3 Days**

**Fee: N150,000**

**5. SELLING AND MARKETING TACTICALLY AND STRATEGICALLY**

**Objective**

To enable marketing and sales people imbibe the mind of strategists, become more strategic, develop the mindset of tough competitors, become more results oriented in winning new businesses, efficient in getting tasks accomplished, and effective in the use of scarce resources and time.

**Content**

- The Mind of the Strategist
- Gaining Competitive Advantage Through Marketing Audit
- How Roberto Goizueta Settled the Cola Wars: Turning Insight into Strategy
- The 12 New Rules for Business Success
- Mastering the Sticking-Point Solution, Maven Strategy and Strategy of Preeminence
- Why Apple and BMW do not make products but works of art: Understanding *Value Added*
- Harnessing the Power of Markets
- Using Marketing Analytics to Drive Superior Growth
- The 7 Deadliest Marketing Sins
- The Changing Face of Marketing: Mastering Digital Marketing
- 8 Marketing Tips in a Flat World
- Developing a Blueprint for Sales Force Excellence
- Creating a Sales Vortex
- The Sales Funnel Versus the Sales Radar
- Diagnostic Questionnaires I Cases I Videos

**FOR WHOM:** Marketing and Sales Executives at various levels requiring deeper strategic and tactical understanding how to position their enterprise to win in the marketplace.

**Duration: 3 Days**

**Fee: N150,000**

**6. PUBLIC RELATIONS AND MEDIA SKILLS**

**Objective**

By the end of the course, participants will be able to:

- Analyze and assess the latest PR concepts and strategies in a variety of contexts
- Appraise certain PR techniques and approaches appropriately in order to link them to the working environment
- Demonstrate key PR skills relating to verbal and written communication as well as editorial, layout and production techniques
- Apply the main media skills in PR
- Prepare, present and deliver effective oral messages in public
- Use their PR skills as promotional tools

**Content**

- PR concepts
- Criteria for successful PR
- PR tools
- Qualities for successful PR staff
- PR and communication skills
- Overcoming communication barriers
- PR responsibilities
- PR and the media
- Dealing with the press during times of crisis
- Presentation skills and delivering a speech
- The PR promotional role
- Marketing PR (MPR)

**FOR WHOM:** For staff in PR, media and corporate communications departments who need to refine their PR and media skills.

**Duration: 2 Days**

**Fee: N100,000**



## IN ADDITION TO TRAINING HOW ELSE CAN WE HELP YOU?



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