




Training Programs 2015

Title	Description	Duration & Fee
<p>Managing , Measurement and Maximizing Performance</p> <p><u>Excerpt</u> Get tools and insight on achieving successful performance management journey Develop the right and strategic objectives and focus Identify and apply appropriate performance metrics, balanced scorecards, KPI's. Develop an evolving performance management framework</p> 	<p>Your organization have delivered impressive performance metrics, it however has to continue the journey to an extremely successful one.</p> <p>Exceptional performance and business successes are underpinned by the right strategic objectives which has to be communicated to all staff; making sure everyone is actively engaged and having the data and analytical skills to test ideas and turn insights to relevant business actions.</p> <p>By keeping this course simple, participants will learn easily how to create and use tools to deliver improvements that benefit customers and the business.</p> <p>Available as In-House training for 15-20 participants (Min.)</p>	<p>2 days</p> <p>Course fee: N150,000 per participant</p> <p>Targets: HR Managers, Senior Mgrs, Executives, etc</p>

<p>Succession Planning</p> <p><u>Excerpt</u> A tool to deliver business growth and profitability Leadership and succession management competencies Strategic roles of Managers Succession planning processes and Policy engaging future leaders Monitoring and management tools Lesson learned from leading organizations (Bringing it all together)</p>	<p>Succession planning is not just succession to the top; it is getting the right person in place for every job.</p> <p>A business that gives careful planning to its succession, demonstrates great foresight and in growing the opportunities for profitability, competitiveness as well as securing its future. These high level results can be sustained when organizations produce effective managers who can develop and lead new global and technological initiatives.</p>	<p>2 days</p> <p>Targets: HR Managers, Senior Mgrs, Executives, etc</p> <p>Available as In-House training 15-20 participants (Min.)</p> <p>Course fee: N135,000 per participant</p>
<p>Delivering Success - Optimum Service Delivery</p>  <p><u>Excerpt</u> Delivering value as a big picture Business process structuring and testing Process improvement and performance management Service value chain</p>	<p>Based on ITIL Standard and Total Quality Management, participants can practically enhance performance and value on the service chain. They are equipped with the techniques and tools to produce high level service all the time.</p>	<p>Fast-track(2 days) Normal (3 days)</p> <p>Targets: Frontlines, supervisors, Managers, Executives, etc</p> <p>Available as In-House training 15-20 participants (Min.)</p> <p>Course fee: N150,000 per participant</p>

<p>Effective Strategy Management</p> <p><u>Excerpt</u> Setting new standards Financial Strategy, Marketing strategy Communication strategy Managing, monitoring and performance management</p>	<p>This course will give a well-rounded perspectives on key business drivers and move participants from mundane activities to strategic roles and actions. Seeing the big picture, Managers can effectively increase long-term business potentials and opportunities, and communicate clear strategies that deliver business success.</p>	<p>3 days</p> <p>Targets: Middle and Senior management Staff</p> <p>Course fee: N150,000 per participant</p>
<p>Developing a Winning Team</p> <p><u>Excerpt</u> Developing the right hands and mindsets to pursue business excellence Competing for business demands competing for talents</p> 	<p>A tree does not make a forest as the saying goes. Neither does one hand give a resounding clap.</p> <p>To achieve optimum performance constantly, organizations need to deal effectively with people side of business.</p> <p>Participants will learn how to positively influence their team and combine strengths, manage attitude and facilitate team success in the big picture.</p> <p>This training is beyond team building. It unearths new winning ways to forge ahead together; organizations can be assured of turning their potentials into performing and agile intelligence.</p>	<p>2 days</p> <p>Target : Supervisors; New, Middle, and Senior Managers.</p> <p>Course fee: N120,000 Per Participant</p> <p><u>Related topic</u> The Assertive Team Player 2 days All Staff</p>

Selling!

Excerpt

Developing clear steering wheel

Active planning, management and communication tools
integrating technology to activities

Managing, monitoring and measurement of selling outcomes turning
data to insights to business opportunities and actions

Most successful sales adventures past and present have great things in common. Combined with modern methods and tools, sales professionals can have real world success by using these all-time winning strategies and incorporating new ground breaking methods into decision making. Learn new ways to connect and create well paying customers.

2 days

Targets:

Sales Executives, Business
Development, Client Service
Executives, etc

Course fee:

N120,000 per participant



Consultation
Bespoke training
Strategic Briefing, Development and Execution
Support

Exceptional Customer Service – Earn Lifetime Loyalty

Excerpt

Developing new paradigm and creating customer service culture

Developing service strategy and framework

Managing, monitoring and measuring customer service performance



Today's customer is as dynamic as the everchanging economy; they have more choices driven by competition and technology than in the past.

With stiffer competition, organizations need to innovate faster, create blue ocean services and convert opportunities produced by loyal customers.

By turning the game around and maintaining connection with customers all the time, organizations can achieve transforming benefits to the business.

2 days

Targets :

Management Executives

Course fee:

N120,000 per participant

Related topic

Customer Service Culture and Analytics –

Targets: All staff

Excel For HR Professionals

2 days

Targets :

HR Management, Training Executives, Administrative Officers

Course fee:

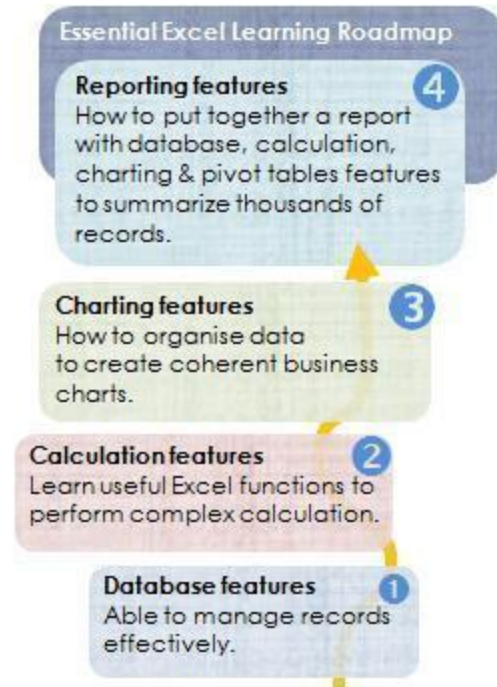
N100,000 per participant

Backed with relevant HR examples for quick understanding on how to apply excel in your HR work immediately.

HR professional will be able to handle huge lists of HR information in Excel, be familiar with a useful library of Excel functions which allows them to present data backed results to management, will be able to present summary reports from a huge list of records using Excel's subtotals, and Pivot tables.

Prerequisites

Participants should have working knowledge of basic Excel functions, formulas and number formatting.



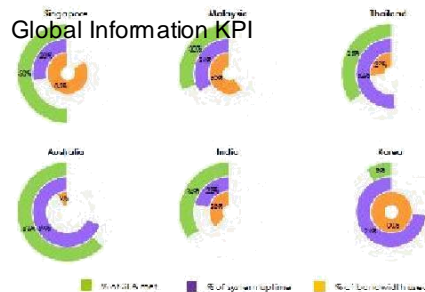
Building Dashboards in Excel

Balance Sheet for 2009

▲ Assets		USD (000)	year change	10 y trend
Cash	10,527	21%		
Accounts Receivable	1,974	-6%		
Tools and equipment	2,155	1%		
Total Asset	14,657	12%		

▲ Liabilities		USD (000)	year change	10 y trend
Notes Payable	3,008	18%		
Accounts Payable	270	-8%		
Total Liabilities	3,278	14%		

▲ Equities		USD (000)	year change	10 y trend
Capital Stock	6,000	0%		
Retained Earnings	7,692	9%		
Total Equity	13,692	-9%		
Total Liabilities + Equity	16,967			



5 Reasons to create dashboard using Excel

2 days

Make better & faster decisions

Dashboards enable your department and organization display important information on a simple page in a way that people can easily understand at a glance and make fast decisions

You already have the software!

All staff or unit member can view dashboard reports without additional software

It's way cheaper to do in Excel

Excel is a cost effective platform to create dashboards compared to other business intelligence soft wares

It's much more flexible

With Excel; you can create dashboards in any manner that is familiar.

Examples

You can place your information dashboard in the next quarter performance reviews, you can create dashboards for trainings executed, customer complaints, issue management, stock and asset management, performance KPI, etc

Targets : Business Analysts,
Statisticians, Business
Intelligence Executives,
Reporting Analysts, Accountants,
etc

Course fee:
N120,000 per participant

