



EDGEWOOD
CONSULTING LIMITED



LEARNING AND DEVELOPMENT PROGRAMME FOR 2025

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...your partner in Improving Organisational Performance.



Your Partner in Improving Organizational Performance

About Us:

Edgewood Consulting Limited is a leading provider of end-to-end, integrated and result focused Business and Human Resource solutions in Nigeria.

Offering HR advisory services, outsourcing, recruitment and learning and development.

Our reputation for excellence in service was built from over a decade of providing business and human resource consulting across several states in Nigeria.

From inception in 2005, we have partnered with clients across diverse industries and sectors such as Financial Services, Telecoms, Oil and Gas, Real Estate, Hospitality, Power, Entertainment, FMCG, etc., to achieve their strategic goals and objectives. Investing in People Development creates the opportunity for Organizations to: develop the organization's ideal employee, assist employees in achieving their full potential, save on employee turnover costs, and align people to the business strategy. Our Strategic People Development Programmes support succession planning, ensure career development for employees, and increase employee engagement and retention rates. We support organizations in ensuring that they continuously work at closing the skills gap to create a workforce capable of moving the organization forward by delivering the organizations business results.

Our Vision

Our vision is to be a leading training provider in Africa offering innovative and high quality learning experiences for both learners and businesses. Guided by our core values, we are focused on excellence, Integrity and Trust. We aim to ensure our People development initiatives impact on our clients' delivery of superior Business Results.

Our Mission

We will achieve success through the provision of leading edge professional services, through creative solutions and quality processes designed for long term business partnerships.

Our Area of Core Focus:

- Training and its delivery
- Performance Management/Balanced Scorecard
- Business Consulting Services
- Human Resources Management and Strategy
- New Business Planning and Entrepreneurship
- Strategic Recruitment – Executive Search
- Business Retreat/Conference

Our Promise:

Our promise is to share your vision and passion while delivering innovative and impactful solutions.

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COVID 19 PROTOCOLS.

Edgewood Consulting can offer these Trainings as Virtual or in-person. We are committed to providing an environment that follows recommendations for health protocols, helping learners focus on getting the most out of the our Learning experience.

In-Person Classroom Protocols

- An Edgewood Consulting team member will greet you upon arrival to the course and provide your packaged materials and resources for the day.
- All Participants and Facilitators would have their temperature taken every Training day
- All Course facilitators will always wear a face covering and maintain appropriate physical distance.
- Learners will be spaced 6 feet apart and seated at opposite ends of each table.
- Cleaner for learning space and hand sanitizer will be available.
- Restrooms will be near the classroom.

PARTICIPANTS COMPLIANCE TO COVID PROTOCOLS

As a participant in our course, we ask that:

- You always wear a face mask in class.
- Adhere to the physical distancing requirements
- Clean your own space regularly by using the cleaner that will be provided.
- Wash your hands regularly and use the hand sanitizer that will be provided.
- Follow all instructions from your facilitator.
- Respect your fellow learners' comfort and privacy.

Most of all, we want you to engage fully in the course content even in unique times, learning never stops whether we're connecting with each other online or in person.

Development is the heart of our work.

The Choice is yours; you could opt for Virtual or In-person Training.

HOW WE WORK

1. Open Programmes

Our broad portfolio of Open Programmes covers all business disciplines, as well as wide range of industries It includes: specialist and generalist management programmes; hard skills and soft skills; traditional learning and learning by doing; self-awareness and global perspectives. Whatever your career stage, whatever your experience, whatever your ambitions, there is an Open Programme for you.

2. In-company Training

We take the time to understand your Company's learning needs to develop tailored training solutions that helps to deliver your business objectives. We'll review what you want to achieve and bring our expert Trainers to make it convenient for you.

This way you save costs and your training stays consistent aligned to your vision, core values and Strategic Business Imperatives. Working with you, we'll help to develop your people, improve processes and enhance your systems.

Our aim is to try to do more than just deliver the course - we want to help you embed your learning.

In – Company trainings are exclusive for your Organization and tailored to meet your business requirement.

An in-company training program is highly efficient and convenient for your business as we minimize disruptions to the operation of your Organization by staging the program at your venue or your desired location

Why Take In-house Customized Corporate Training with Edgewood Consulting Limited?

Our training solutions for companies are highly intensive and results -oriented. We consistently ensure that our corporate training provides the highest ROI for your company.

Our trainings are:



Each client is unique, from the initial assessment of individual and organisational needs, to the planning of programmes right through to course implementation and delivery, we work with our clients to develop a professional development roadmap. Key Performance Indicators (KPIs) are to measure performance and ensure the success of the programmes and services.

OUR TRAINING METHODOLOGY



EDGEWOOD CONSULTING

Instructional Learning Model



Level 1



Need Assessment

Level 2



Design

Level 3



Development

Level 4



Implementation

Level 5



Evaluation

MANAGEMENT DEVELOPMENT PROGRAMMES

- ✓ Business Management Development Programme
- ✓ Middle Level Management Development Programme
- ✓ General Management Development Programme
- ✓ Managing for Excellence
- ✓ Advanced Management Skills for Managers Effective
- ✓ Effective Office Management & Administrative Skills
- ✓ Management Skills for Secretaries & Personal Assistants Critical Success Skills for Middle Level Managers
- ✓ Critical Success Skills for New Managers
- ✓ Critical Success Skills for Supervisors and Team Leads
- ✓ Critical Workplace Skills for Fresh Graduate Trainees
- ✓ Effective Supervisory Management Skills
- ✓ People Management Skills for Managers
- ✓ Managing people for Strategic Advantage
- ✓ Management Skills for New Managers and Supervisors
- ✓ Managing People for Superior Performance
- ✓ Supervisory Excellence Skills
- ✓ Supervisory management Skills for Factory Floor Operatives

LEADERSHIP

- ✓ Peak Performance Leadership
- ✓ Leading for Excellence
- ✓ Effective Leadership Skills for Supervisors
- ✓ High Performance Leadership Course
- ✓ Leading and Managing Change for Business Success

TEAM BUILDING

- ✓ Winning with Intelligent teams
- ✓ Team Building for Synergy
- ✓ Building and Leading Productive Teams
- ✓ Getting the best from your Team
- ✓ Practical Team Building Sessions for Organizational Synergy
- ✓ Practical Team Building Sessions Operatives Synergy

PERSONAL DEVELOPMENT

- ✓ Managing Interpersonal Relationships
- ✓ Effective Business Communication
- ✓ Negotiation Skills for Managers

- ✓ Improving Creativity & Innovation in Managers
- ✓ Public Speaking & Presentation Skills
- ✓ Time Management and Personal Effectiveness
- ✓ Business & Email Etiquette
- ✓ Emotional Intelligence
- ✓ Work Ethic and Productivity Improvement for peak performance
- ✓ Problem-Solving and Critical Thinking Skills
- ✓ Positive Mental Attitude in the Work Place
- ✓ Creative thinking and innovation workshop
- ✓ Critical Skills for Exceptional Performance in the Workplace
- ✓ Effective Coaching and Counselling Skills
- ✓ Effective Coaching Skills for Top Performance
- ✓ Public Speaking and Presentation Skills
- ✓ Effective Problem Solving and Decision Making Workshop
- ✓ Emotional Intelligence - Think Like a Leader
- ✓ Managing Conflict in the workplace
- ✓ Managing Multiple Tasks, Priorities & Deadlines
- ✓ Personal Effectiveness and Productivity Improvement Skills
- ✓ Personal Finance Management
- ✓ Work Ethics and Productivity Improvement Skills for Factory Floor Operatives

BUSINESS STRATEGY

- ✓ Strategic Planning & Strategic Management Process
- ✓ Implementing Strategy Through People
- ✓ Turning Strategy into Business Results through People

ENTREPRENEURSHIP

- ✓ Pre-retirement course
- ✓ Start your Business
- ✓ Improve your Business

QUALITY & CUSTOMER SERVICE

- ✓ Service Excellence through Customer care
- ✓ Strategic Customer Service Management
- ✓ Front Office & Customer Relation Skills
- ✓ Measuring, Monitoring and Improving Customer Experience

HUMAN CAPITAL MANAGEMENT

- ✓ Basic Human Resource Management.
- ✓ Advanced Human Resources Management
- ✓ Effective Performance Management
- ✓ Big Data and HR Analytics
- ✓ Delivering Result through Excellent Performance Management
- ✓ Effective Succession Planning and Career Development

CUSTOMIZABLE LEARNING AND DEVELOPMENT PROGRAMMES FOR 2025

HUMAN CAPITAL MANAGEMENT

- ✓ Culture Change in workplace: Driving and Embedding Corporate Values for Organizational Performance
- ✓ Driving and Embedding Corporate Values for Organizational Performance
- ✓ Performance Management Workshop
- ✓ Talent Reviews, Succession Planning and Talent retention strategies

MARKETING MANAGEMENT

- ✓ Marketing Essential Course
- ✓ Relationship Management & Marketing

SALES

- ✓ Advanced Selling Skills
- ✓ Field Sales Management
- ✓ Retail Selling Skills & Merchandising
- ✓ Professional Selling Skills
- ✓ Business Skills for Sales Supervisors
- ✓ Commercial Sales Performance Conference
- ✓ Strategic Key Account Management
- ✓ Successful Business Presentations
- ✓ Fundamentals of Selling
- ✓ High - Impact Sales Management Training
- ✓ Managing Key Accounts
- ✓ Sales and Business Development Skills

FINANCE & ACCOUNT

- ✓ Finance for Non-Finance Managers
- ✓ Internal Auditing & Quality Assurance Credit Management & Debt Recovery for Financial Institutions
- ✓ Credit Analysis Course
- ✓ Cost Reduction & Profit Improvement
- ✓ Finance for Non Finance Professionals

OPERATIONS

- ✓ Logistics & Supply Chain Management
- ✓ Effective Inventory & Store Management
- ✓ Effective Project
- ✓ Professional Project Management Skills

GRADUATE DEVELOPMENT PROGRAMME

- ✓ Graduate Development Programme (2 - 4 Weeks On-boarding)

MICROSOFT OFFICE/ EXCEL SKILLS

- ✓ Microsoft Office Suite– Basic and Intermediate.
- ✓ Basic Microsoft Excel Skills
- ✓ Intermediate Microsoft Excel Skills
- ✓ Advanced Microsoft Excel Skills

SQL

- ✓ Basic Sql
- ✓ Intermediate Sql
- ✓ Advanced Sql

**Organisations can approach us for Courses that are not on this list.
We have seasoned facilitators that can handle various Trainings.**

BUSINESS RETREAT - STRATEGIC PLANNING

PROGRAMME SYNOPSIS

- Clarifying the Goals of the Retreat.
- Environment of the Business.
- Identifying Company's Business Cycle.
- Vision Assessment, Value System and System Relevance.
- Scorecard Issues.
- The Marketing Position.
- Revenue-generating opportunities.
- Cost-saving opportunities.
- Human capital system.
- Technology use.
- Strategies Action Plans.

BUSINESS REVIEW PROCESS

PROGRAMME SYNOPSIS

- What's Been Happening to Us? – Departmental Reviews State of Customers.
- Opportunities.
- Capacity Challenges Financial Strength.
- Talent Pool / Bench Strength Customer Lock-in.
- Reputation Analysis Competitive Advantage.
- Government Activities and Interventions.
- Company's Business Risks.
- Sensitivity Analysis/Scenario Planning.
- Corporate Direction.
- Business Strategy.
- Action Steps and Milestones

GENERAL MANAGEMENT

Basic Management Development Programme - Business Essentials for Managers



Building the foundation for success requires the mastering of business essentials and acumen. This course offers an in-depth look at fundamental management development. Each of the sessions will help Managers build skills in leadership and decision making, strategic management, team building, entrepreneurial thinking and innovation, finance, marketing, consumer satisfaction and operations. They will learn knowledge and skills in everything from the concrete language of budgets to the subtle points of executive communication in business terms they understand.

The program combines a study of proven frameworks for best business management practice with experiential learning, in a supportive environment. The attendees will practice a range of effective management skills in team exercises as well as in role play situations. Participants will apply everything they learn to their own work situation through reflection and discussion.

The program is built around a framework of people, processes and performance, covering the following topics:

PEOPLE

- Define an effective manager: knowledge, skills and attitudes.
- You and others: develop enhanced awareness of your own motivations and those of others; manage your emotions; build productive relationships; influence peers, team members or bosses
- Build a high performance team: understand team roles and interaction; make effective team decisions; empower and motivate team members

PROCESSES

- Comprehend marketing essentials: recognize the importance of customer value
- Manage yourself: time management; delegation; running effective meetings; presentation skills, personal impact and practical problem-solving
- Manage the performance of others: diagnose problems and practice productive performance conversations; work with 'difficult' people and conflict situations

PERFORMANCE

- Strategy: understand the big picture and your role in it
- Financial thinking: understand finance fundamentals and cost and profit drivers

TEACHING METHOD

Using case studies, current business articles, interactions and a team project, the faculty will lead you to focus on the key knowledge and skills you need to understand business from an overall perspective. In-class and team projects will provide the opportunity for participants to apply new models to their own business units or organizations.

WHO SHOULD ATTEND

This program is specifically designed for new managers with 1 to 7 years of experience, professionals with management responsibilities lacking any formal business education, specialists taking on general responsibilities, or anyone who simply wants exposure to the most current business practices.

Also available as Open Programme

Duration: 3 Days Programme

Middle level Management Development Programme

Many middle level professionals have a wealth of experience at handling day to day management issues and are now ready for a bigger challenge. Are there extra skills they need to acquire to prepare them for the next level of leadership? This programme is about exploring and mastering those skills and knowledge that will comfortably take them to the next level of competence – from professional to leader.

It will give real insight into what drives individual behavior, how to pinpoint the cultural style of your organization and understand its inherent cultural strengths and weaknesses. We'll investigate motivation, reward and getting the best from the team.

Finally they will spend time planning action on what they want to change when they return to their workplace.

TRAINING OBJECTIVES

By the end of this programme Managers would have learnt to make the transition from professional to leader by:

Ensuring that Managers have all the core skills of effective management and leadership

Understanding what drives individual behavior and how to motivate and reward excellence

Truly understanding the culture of the organization

Exploring team dynamics and discovering preferred team role

TRAINING METHODOLOGY

We use a variety of accelerated learning techniques to help to embed learning and enhance recall where it really counts – back in the workplace. Any theory discussed will be grounded in practical day to day work. Methods will include “role plays, case studies and self-assessments, and other practical activities based around real working scenarios. Learning will be enhanced through active involvement in exercises followed by review. Opportunities for self-assessment will be provided and feedback on individual and group performance will be encouraged.

WHO SHOULD ATTEND?

This Training is designed for:

Those who have some experience at supervisor / professional level and are ready to take on a wider role

Those who want to make the transition from competent professional to inspirational leader

Those who need a deeper understanding of what drives individual behavior and group dynamics.

Those who need to hone their influencing skills to get results that matter.

PROGRAMME OUTLINE

Core Skills required for managing a team

- Delegating effectively
- Goal Setting – S.M.A.R.T. goals
- Managing Performance
- Disciplinary Process
- Dealing with grievances
- Managing difficult colleagues

Understanding People

- Personality styles and traits
- Attitudes and behaviour
- Perception in the workplace
- Types of workplace behaviour

Organizational Culture

- Types of organizational culture
- Developing organizational culture
- Managing organizational culture
- Signs and effects of a healthy organizational culture

Day 2 -Team Dynamics

- Group Dynamics
- Team Roles
- Team formation and dynamics
- Functional and dysfunctional group behavior

Getting The Best From Your Team

- The basic motivational process
- Ironies of motivation
- Managing People – ten essential behaviors
- How do you rate on motivating?
- Motivation techniques for greater commitment & output
- How to reward and inspire your team
- Team rewards

Creating energy in the team
Knowledge workers and the psychological contract
Giving and receiving feedback

Day 3 - Influencing Upwards In The Organization

Influencing Skills
Selecting strategies and dialogues for each decision making style
Matching Appropriate Influencing Principals to Decision Making Style

Leadership That Inspires

The difference between Management & Leadership
Leadership and emotional intelligence
The effects of different leadership styles on organizational climate
Comparing management with visionary leadership
Characteristics of visionary leaders

Also available as In-Plant

3 Days-Programme

SENIOR MANAGEMENT DEVELOPMENT PROGRAMME

The General Management Program will provide you with a foundational understanding of strategy, marketing, finance, people management and Organizational change, and the way these functions integrate for organizational success. You will gain key insights from experts in each field and sharpen your decision-making to employ an integrated approach to managing your business.

Who should attend?

- Experienced senior managers who are being positioned to take on senior management roles
- Senior Managers

Key benefits

- Lead with a broader perspective
- Increase managerial impact
- Build robust, resilient teams
- Interpret financial data
- Align marketing and strate
- Create and implement strategic direction



Program journey

Your program journey is designed to ensure you emerge with new skills and behaviors, aligned with your learning goals.

Workshop preparation

- Self-assessment questionnaires
- Access to workshop materials and networking through our online-learning platform

Workshop

The following key themes are explored:

- Strategy
- Marketing
- Finance
- People management
- Organizational change

Post-workshop

Continued learning through access to workshop materials, facilitators, thought leadership.

Duration: 3 DAYS

MANAGING FOR EXCELLENCE

Programme

DAY ONE.

- Understanding changes affecting business
- Concept of management.
- Key success factors for the manager.
- Manager as leader.
- Developing managerial competencies.

DAY TWO

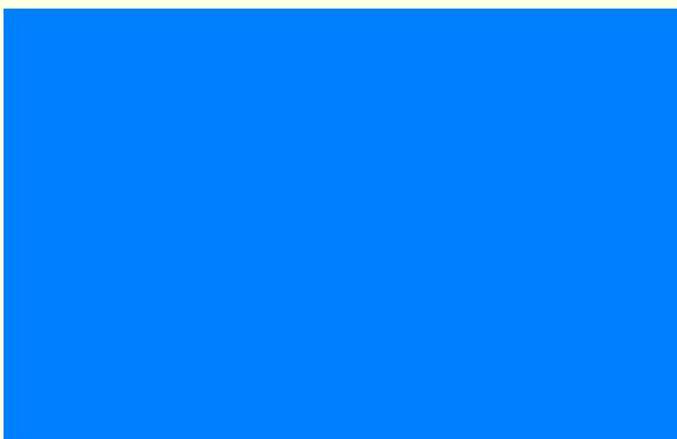
- Building effective teams.
- Motivation at work.
- Decision-making.

DAY THREE

- Time management
- Discipline at work
- The career of a manager.

Duration: 3 DAYS

Available as Open Programme



WHAT THE COURSE TEACHES

- I The basic principles of management.
- Developing managerial competencies.
- Applying basic management skills to work.
- Building an effective team.
- Planning, controlling and monitoring job performance.
- Focusing on customer values.

APPROACH TO THE COURSE

It will test the Managers' innate abilities in difficult business situations; will check on their negotiating skills too. The participants will look at their individual career and how to manage it effectively. They will appreciate the difference between managing people and leading people.



ADVANCED MANAGEMENT SKILLS FOR MANAGERS

OBJECTIVES

Successful managers need to inspire enthusiasm and commitment, thus enhancing individuals performance and productivity. Their capability depends on the astute use of their interpersonal, motivation and communication skills.

This intensive programme will equip participants with modern tools and techniques necessary for effective management.

WHO SHOULD ATTEND

This unique programme is specifically structured for both supervisors and middle managers, who wish to fulfill their management role successfully and contribute constructively to the organization's performance.

PROGRAMME CONTENT

- Defining the manager's role
- Managing people effectively
 - Understanding different behavioral patterns
 - Delegation and supervision
 - Leadership activities and communication skills
- Managerial administrative skills and techniques
 - Ascertaining manpower requirements
 - Building loyalty and rewarding achievements
 - Appraising and developing an effective employee reward system
- Managing for improved performance
 - Strategic planning
 - Decision making o
 - Effective control
- Eliminating waste
 - Value analysis
 - Function process mapping
 - Using time effectively
- Managing change
- Effective communication skills
- Negotiation tactics and techniques
- Budgeting and cost control
 - Controlling office costs
 - Budgeting and analysis
- Creativity and competitive thinking

Duration: 3 DAYS



EFFECTIVE OFFICE MANAGEMENT & ADMINISTRATIVE SKILLS.

OBJECTIVES

This course will develop the interpersonal and professional skills required by office administrators and personal assistants. Delegates will be presented with a practical overview of the hands-on managerial duties, responsibilities and the essential knowledge required for fulfilling their role successfully.

WHO SHOULD ATTEND

This effective course is designed primarily for office managers, executive secretaries and personal assistants to directors and executives.

SKILLS ATTAINED

At the end of the course delegates will be able to:

- Delegate tasks and allocate work
- Set targets and monitor performance
- Deliver oral reports
- Create a records management system
- Prepare for meetings
- Manage successful projects
- Manage time effectively
- Use assertive communication skills
- Resolve conflicts
- Employ attentive questioning and listening

Duration:
2 DAYS
PROGRAMME



MANAGEMENT SKILLS FOR SECRETARIES AND PERSONAL ASSISTANTS

CONTENT

- Competencies and Roles in Top Secretarial Positions
- Understanding Changes Affecting Business
- Management Process
- Interpersonal Skills
- Managing the Boss
- Managing Routines
- Communicating Effectively
- Managing Self for Effective Time Use
- Corporate Secrecy and Confidentiality
- The Career Trend for Professional Secretaries
- Making travel arrangements and scheduling of meetings
- Maintaining confidentiality of managers correspondences
- Keeping of records, documents, mail handling, monitoring and retrieval of files



This course promotes the unique ideals senior secretaries and administrative assistants must possess to succeed in handling the myriad of responsibilities they are charged with. It will also move their career beyond secretarial and assisting duties and advance it toward administering and managing.

WHAT THE COURSE TEACHES

- Basic management principles and their applications.
- Self-confidence to act right in the manager's absence.
- Expertise in self and office organization.
- Effective use of time.
- Essence of corporate secrecy and information security.

Duration: 3 DAYS - PROGRAMME

EFFECTIVE SUPERVISORY MANAGEMENT SKILLS

Target: Officers and technical people who may be or have just been promoted to supervisory grade. Also for foremen, superintendents and first line supervisory managers.

What the Course Teaches

- Understanding the role of a supervisor.
- The 12 core competencies for the supervisor.
- Planning and controlling work performance.
- A supervisor as a coach.

Course Contents

- Transition into supervisory grade.
- Key success factors for the supervisor.
- How to influence others through leadership.
- Planning and controlling job performance.
- Performance appraisal and motivation.
- Discipline and conflict handling.
- Coaching skills.
- Problem solving (S.T.P. model).
- How to delegate effectively.
- Successful communication - giving and receiving information.
- Introduction to TQM and personal quality.
- Organising the work environment - 5S system.

Duration: 2 DAYS

Available as Open Programme



PEOPLE MANAGEMENT SKILLS FOR MANAGERS

The dynamism in the Corporate Space requires excellent people skills to manage and bring the best out of people. This course is designed to help managers and supervisors break away from the traditional style of managing people to a more creative way of making their employees more engaged and committed to delivering the best result for the Organization.

CONTENT

- Putting your role Organization context
- Generation X and Y Employees' characteristics
- Effective Delegation
- Managing difficult employees
- Employee Engagement Practices
- Performance Management through KPIs
- Leading with Emotional Intelligence
- Enhance Team performance through Coaching

WHO SHOULD ATTEND

Line Managers, HR Managers,
Professional and Technical Managers

Duration: 2 DAYS



MANAGING PEOPLE FOR STRATEGIC ADVANTAGE

COURSE OVERVIEW

Being a good manager means knowing how to work with people to get their best performance. A great manager takes relationships with team members and finds ways to use them for strategic advantage. Knowing how to manage employees in order to increase productivity is a skill that will help your organization become the best it possibly can.

People management is the process of training, motivating and directing employees to optimize workplace productivity and promote professional growth. Workplace leaders, such as team leads, managers and department heads use people management to oversee workflow and boost employee performance every day.

COURSE CONTENT

- Understanding Your Role as a people Manager
- Personality Types and How to Relate with them for optimum advantage
- Effective Team Leadership to achieve the goals of the organization
- Motivation Techniques and Strategies
- Performance Improvement and Management
- Management Styles
- Effective Communication Skills

Understanding your Role as a people Manager

- Learn techniques to adapt your style according to the situation
- Follow a structure to ensure effective delegation
- Understand motivational theory



Performance management

- Use your company's appraisal system to best effect
- Appraise your team members using objective feedback
- Determine strategies to ease difficult conversations and address contentious issues without damaging relationships
- Appreciate the value of goal setting, getting your team on the path of continuous improvement
- Learn how to keep control when having difficult conversations

Effective Communication skill

- Use a communication tool to recognize different preferences
- Define strategies for effective communication with different people
- Build trust and rapport so that your team can be open and honest
- Leverage questioning and listening techniques to aid operational effectiveness
-

Who Should Attend

All line Managers, Department Heads, Unit Heads and Branch Managers.

Learning Objectives

At the end of the programme, by applying what is learnt, participants will be able to:

- Understand how to manage people for strategic advantage.
- Identify the key skills and competencies required by a skilled supervisors/ team lead.
- Identify the personality types of the people you work with and the best way to manage them.
- Understand how to lead and develop a team.
- Review methods of how to communicate effectively.
- Identify ways of managing performance for self and for team.

PROGRAM DURATION

2 DAYS

TARGET AUDIENCE

- ✓ Chief Executives, directors and senior managers from all types of organizations' and industry sectors
- ✓ Individuals that are directly responsible for the formation of strategy for their organization or unit
- ✓ The major criterion for attending this program is that you have, or will shortly assume, strategic responsibility for an organization or company division.

TRAINING METHODOLOGY

- ❖ Lectures
- ❖ Videos
- ❖ Role Plays
- ❖ Group Discussions
- ❖ Syndicate sessions
- ❖ Group Presentation

LEARNING OBJECTIVES

- Offering constructive feedback to encourage skill-building
- Being available for questions or additional training
- Allowing them to adjust workflow or standard processes if it improves their productivity
- Encouraging them to take additional skill-building courses and learning opportunities
- Supporting them on or manage challenging projects
- Promptly responding to emails, approval requests and questions
- Keeping a calendar to actively track deadlines
- Running meetings that efficiently discuss information
- Properly assigning tasks to team members

POSITIVE MENTAL ATTITUDE IN THE WORK PLACE

A positive mental attitude is based on the idea that “the future will be better than the past, because we can MAKE it better”.

Therefore, Edgewood Consulting is both optimistic and empowering. A positive mental attitude makes people feel stronger. During tough times, you need your people to stay strong.

Course Contents

Introduction to Positive Thinking Theory and Practice

- History and development of positive thinking as personal and business development
- Theorists and writers who shaped and contributed to the field
- The science of positive thinking – research and studies that have shown the efficacy of positive thinking in individuals and organization
- Case study: Success through a positive mental attitude
- Understanding where attitudes come from
- mental principles and attitudes that can shape your behavior and future
- Letting go you're your mental blocks and negative beliefs

The Principle of Goal Setting and Creating Motivational Outcomes

- How to achieve more on purpose
- What do you want to achieve? A goal setting method for personal achievement
- Building a proactive mental attitude
- Focusing on the future and harnessing the law of attraction
- Can we affect our future by changing our behavior
- The power of positive mental attitude and how goal setting work together
- Mastering self-discipline and how to stay focused and positive
- Overcoming set-backs, problems and obstacles
- Staying committed and positive – and generating this quality in others

Neuro Linguistic Programming as a Tool for Directing Positive Thinking

- History, background and applications of NLP
- Introduction to NLP outcome-based positive thinking
- Using the meta and Milton model in everyday conversation
- Swish and re-framing models to create more positive realities and reprogram negative attitudes
- What to say when you talk to yourself
- The and the power of empowering beliefs and tools to master this principle

Positive Thinking Coaching Others to Become More Positive and Goal-Focused

- Using positive and pro-active coaching to move others from being stuck to being motivated
- Learn and practical powerful coaching skills to challenge negative thinking and beliefs in others and turn into powerful
- Coaching practice using an example drawn from participants own experience
- Case study: Application of cognitive behavior therapy in positive thinking

Autogenic Conditioning and Positive Visualization

- History and applications of autogenic conditioning and visualization as a force for creating positive thinking and attitude
- How it works – practical techniques to program unconscious thinking in yourself and others
- Visualization techniques and relaxation techniques
- Practical positive thinking tools and methods to use in your personal and work endeavors
- Generating flow and getting into the ‘zone’

Learning Objectives

- Manage and motivate people more effectively using goal setting, positive outcomes and success coaching
- Create and harness the power of high performance teams by creating a climate of performance-focused positive thinking
- Understand and effectively utilize strategic attitude-enhancing skills and techniques
- Lead people for more positive results by changing the way you think and motivate yourself
- Utilize proven success tools for guaranteed results – enhancing the performance and standards of excellence for yourself, your team and your organization as a whole
- Consider methods for improving management performance through proven positive thinking tools and techniques
- Master the power of positive thinking to create more success and happiness in your life and learn how to generate it in others
- How a positive attitude affects performance at work
- Brain research and the positive attitude and the science of success
- Using positive-thinking coaching to focus others on more empowering outcomes
- Explore positive thinking and attitude in management style and the role of emotional intelligence for tomorrow’s organization

Learning Outcomes:

The programme focuses specifically on helping the participants to:

- Break-through to the next level of both personal and professional achievement
 - Master the ability to harness and apply positive thinking, goal setting and success-focused attitudes
- improve the performance of their area of responsibility Advance their management thinking and understanding' and keep abreast of the most modern concepts in motivation, people development and performance management
 - How to Create and sustain a positive mental attitude especially during tough times
 - Positive attitude starts with setting ambitious, worthwhile goals
 - Operate according to your plan, not your mood: Mind over mood
 - How to easily handle negative situations in positive ways
 - Manage the content of your mind and your conversation
 - Develop more self-control, self-discipline and self-confidence
 - Use your new skills to help and inspire others

TARGET AUDIENCE

- All level staffs

DURATION: 2 DAYS Programme

LEADERSHIP

PEAK PERFORMANCE LEADERSHIP

Contents

- **Current Economic Signs.**
- Change Management Challenges
- Analysis of the Organization's TEMPLES.
- Key Success Factors for Top Level Responsibilities.
- Leadership Powers and Their Uses.
- Building Effective Teams.
- Delegating vs. Abdicating.
- Performance Management.
- Organizational Profiling Tools.
- Business Strategies.
- Creativity for Top Level Management.
- The Career of a Manager.
- Workplace Organization and Standardization.

This course will forever remain invaluable for the personal growth of the senior executives participating in it and for the companies they manage.

WHO SHOULD ATTEND

Senior executives: those who, if they act well, get the organization doing well in return; when they fail in those things they need to do well, the organization's health is instantly jeopardized.

Duration: 3 DAYS - PROGRAMME

WHAT THE COURSE TEACHES

- What excellent leadership is.
- Acquisition of enhanced skills for taking charge of higher responsibilities.
- Knowledge of current economic state for developing appropriate business strategies.
- Information to promote staff morale and focus productive efforts.
- Situational Leadership styles amenable to the maturity levels displayed by people in the workplace.
- How to balance action with the need for careful decisions.
- Close monitoring of personal career and growth prospects.



LEADING FOR EXCELLENCE

Contents

- Current Economic Signs.
- Change Management Challenges
- Analysis of the Organization's TEMPLES.
- Key Success Factors for Top Level Responsibilities.
- Leadership Powers and Their Uses.
- Building Effective Teams.
- Delegating vs. Abdicating.
- Performance Management.
- Organizational Profiling Tools.
- Business Strategies.
- Creativity for Top Level Management.
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- The Balanced Scorecard.
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Duration:
3 DAYS PROGRAMME

**Available as Open
Programme**

EFFECTIVE LEADERSHIP SKILLS FOR SUPERVISORS

OBJECTIVES

Supervisors and team leaders are the key players in a team's ability to deliver successfully and positively. They also provide a vital link in delivering the organisation's strategy, standards and expectations.

This course will focus on the essential skills and qualities for effective management and leadership, building successful teams and achieving personal, departmental and company goals.

WHO SHOULD ATTEND

This inspiring programme is designed for supervisors and line managers who wish to develop individual, group and one-on-one leadership skills and acquire competencies needed with evolving management role and responsibilities.



SKILLS ATTAINED

- At the end of the course delegates will be able to:
- Develop effective communication skills
- Realise the best practice of handle conflicts
- Influence others to achieve success
- Identify problems and make decisive decisions
- Build and lead high performance teams
- Understand how to effectively coach and mentor others
- Inspire creative thinking and new initiatives

TEAM BUILDING

WINNING WITH INTELLIGENT TEAMS

CONTENT

What a Team Is All About

- Definition
- Team development
- Effective vs ineffective teams
- Team-players skills

■ Stages of Team Development

- Forming
- Storming
- Norming
- Performing .

Day Two

■ Understanding Diversity

- Stereotypes & biases
- ladders in the mind
- business case for diversity

A Focus on Common Goals

values

identification & agreement
aspirations statements
commitment statements and
action plans: stop, start,
continue

Interactive Behaviours in Teams
self perception exercise
corroborative exercise.

Day Three

- Interpersonal Skills
- Communication styles
- Dealing with difficult people
- Motivating and Rewarding individual contribution.

Duration: 3 DAYS PROGRAMME

Business practice and competition keep altering drastically year-in, year-out. Companies that do well have been those that harness quality staff and align the staff efficiently. Efficient alignment of staff has anchored on reducing the layers in organizational pyramid and replacing centralized decision making with team decision process; focusing the whole staff on common business and cultural goals; wiping out "fortress mentality" and getting different departments to work better together; instituting integrated service procedures. It is not to say successful teaming is the only factor determining a company's performance, but it is one of the critical success factors.

WHAT THE COURSE TEACHES

- Team Goals
- Team Decisions
- Difference between a Team and a Work Group
- Techniques of building a successful team
- Team approach to problem solving and decision making
- Productivity through teams
- Maturity in handling misunderstandings and individual differences.

WHO SHOULD ATTEND

Middle to Senior Managers heading units, departments and special project groups.

TEAM BUILDING FOR SYNERGY

An increasing number of organizations rely on teams be it project teams, product development teams, virtual teams, etc., to achieve their goal and objectives. The reason for this is the ability for teams to perform at high levels and adapt quickly to escalating demands. Hence in today's professional environment, more than ever, there is great emphasis placed on team leadership skills, team communication skills and team management styles.

Team members need to constantly sharpen their skills as team initiatives often fail due to improper implementation, conflict and competition.

COURSE OBJECTIVES

Being a part of this training will avail you the opportunity to;

- Learn to identify the different types of teams and develop different strategies for leading them.
- Recognize the different team development stages and behaviors.
- Master techniques to manage teams at each stage of development known as Forming, Storming, Norming, Performing and Adjourning
- Participate in a range of team building activities with the learning points in view.

WHO SHOULD ATTEND

Team leads, team members, line managers, and HR professionals.

Duration: 3 Days



PERSONAL DEVELOPMENT

MANAGING INTERPERSONAL RELATIONSHIPS

Contents

PERSONALITY PROFILING

- Learning about human behaviour
 - Personality types
- Behaviour styles
- Diagnostic survey for self- awareness.
- Laws of control
- What motivates others

INTERPERSONAL TECHNIQUES

- Seeking co-operation and agreement.
- Influence techniques
- Persuasion skills
- Dealing with personal criticism
- Positive use of power.

COMMUNICATION

- One-on-one communication
- Avoiding barriers to communication
- Effective listening and questioning skills
- Body language.

A business moves only through multiple human interrelationships and processes. This course will provide participants with

interpersonal skills thought which people in organization can bring together their energy, commitment and right judgments in relating to colleagues, and even to external people.

WHO SHOULD ATTEND

Officers, Line Managers, Technical Managers. People who deal with other staff, clients and customers in work context.

WHAT THE COURSE TEACHES

- Factors that shape and influence human behaviour.
- Understanding own behaviour in and skills of interacting with others.
- Effective communication.
- Effective team playing and team building.
- Dealing with difficult situation at work.
- Managing conflict.



Duration:
2 DAYS

Available as
Open
programme

EFFECTIVE BUSINESS COMMUNICATION

Contents

- Quality English for World Class Business Transactions
- correct, concise, courteous
- Organizing Thoughts Properly Before Writing
- Planning, Writing and Editing Skills
- Rules of Grammar
- Choice of Styles Appropriate to the Message and Occasion
- Common Errors in the use of English by Nigerians
- Proper Use of Modern Communications Technology
- Selected Business Lexicon
- Proposal Writing
- Letters and Memos
- Report Writing.

To people associated with business, communicating effectively in writing is an invaluable skill. In fact, no organization can function well

without business writing skills. This course will expose the styles and substance of skillful writing in a way that attains positive response for the message being put across.

WHAT THE COURSE TEACHES

- How to write to build and maintain a result-oriented climate
- How to use of technology effectively in writing for business purposes
- Prepare a business e-mail etc
- How to organize thoughts clearly before writing
- Skills for writing better memos, proposals, reports and business letters.

WHO MAY ATTEND

Managers and executives. Everyone at work communicates through written proposals, letters, memos, and reports. Managers use other communication technology as well. They must acquire the right skills for these functions.



Duration:
3 DAYS PROGRAMME

NEGOTIATION SKILLS FOR MANAGERS

Contents

The Negotiation Process.

- Planning and Preparing for a Negotiation.
- Negotiating Strategies and Tactics.
- Negotiating Styles Analysis.
- How to Set Negotiation Targets for Positive Outcome.
- Types of Negotiating Powers and their Uses.
- Applying the Negotiation Planner.
- Joint Venture Negotiations.
- Tripartite Negotiations.
- How to Give Concessions Without Losing Out.
- Negotiating in a State of Crisis.
- Telephone Negotiation.

Every minute of our working day, we negotiate – with our customers, suppliers, colleagues, friends and workers. We negotiate with our spouses and with our children. We negotiate issues, big and small. Today, crises negotiations demand even greater skills than ever before. This course is a special skills-building workshop.

WHO MAY ATTEND

Key officers and senior executives whose responsibilities, at one time or another, involve negotiating important stakes – contracts, deals, sales, finance agreement, union matters, industrial relations, special mandates, and crises management.

WHAT THE COURSE TEACHES

- One-on-One negotiating styles.
- Group and multi-party negotiating techniques.

- Joint venture contracts.
- Industrial relations negotiations.
- Silent negotiations (“Prisoner’s Dilemma”).



Duration: 2 DAYS

IMPROVING CREATIVITY AND INNOVATION IN MANAGERS

Contents

- What Creativity is, What Innovation is.
- The Nine Routes to Creativity.
- Transforming Creativity to Innovation.
- Interrelationships of Creativity, Intelligence/ and Talent.
- Ideas Generation through Lateral Thinking.
- Creating an 'Ideas Bank.'
- Brainstorming and Reverse Brainstorming.
- The Common Habits of Creative Managers.
- The Four Categories of a New Product.
- How to Create New Products.
- Managing a New Product to Success.
- De Bono's Six Thinking Hats.
- Entrenching Innovation into the Business Organization.

Yours should be a learning organization filled with people who keep on developing new solutions and ideas; who navigate new competitive routes and open up new business frontiers; who even repackage existing products for added value. Your competitive edge in the future will be the result of the creative thoughts of your people. If they are

trained in the creative thinking process promoted in this course and use it well, you will quickly find it translates to enduring profitable operations over many decades in the future.

WHO TO ATTEND

Managers, senior people all require the skills of creative thinking for innovative management processes and to develop new products.

WHAT THE COURSE TEACHES

- Deliberately making change happen to control competitive forces.
- Nourishing inborn creative faculty.
- Viewing challenges with fresh pair of eyes.
- Keeping abreast of new improvements and methods and getting more adaptable.
- Looking at short-term, yet keeping an eye on the long-term opportunities.
- Creating new products, new structures, new processes to make the company stand out.
- Application of De Bono's Six Thinking Hats.

Duration-2 DAYS

PUBLIC SPEAKING & PRESENTATION SKILLS

Course Overview

This course is a series of theory and practical lessons designed to teach participants how to master the art of Presentation and Public speaking, in the office, board rooms, meetings and class rooms. Empowering them to deliver stunning key note speeches and presentation and deliver a learnable experience when speaking to a crowd, whether prepared or impromptu. The course is designed under the conscious and unconscious competence learning methodology whereby through practice, feedback and training participants move from one level of competence to the next. Throughout the series, you'll learn new skills and techniques, explore best practices for communication and content delivery, during the lessons you are taught how to unleash your creativity to help drive discussions at speaking engagements. This Course will help you take your presentation and public speaking skills to the next level.

Learning Objectives By the end of this course you shall be able to;

- Take your speaking skills to an executive level
- Develop great content and slides
- Speak persuasively at public and industry events
- Strengthen your stage presence by building confidence
- Engage your audience
- Become an excellent presenter

Why this class is for you

- The sessions are designed as fully practical classes and you do every exercise on your own gaining an in-depth understanding of the content and materials
- You get to do creative assignments where you apply the skills gained at a deeper level.
- As you become a better speaker you learn to see speaking engagements as opportunities that you love to tackle.

General content and sessions

- By the end of this course the students shall have covered the following sessions.
- Communication
- Beginning your presentation
- Body of a presentation
- Language
- Ending the presentation
- Visual Aids
- Analyzing the audience
- Handling questions
- Humor in presentations



Duration: 2 Days

Available as Open Programme

TIME MANAGEMENT AND PERSONAL EFFECTIVENESS

This two-day time management program is for individuals who need to and want to improve their overall efficiency and effectiveness. You may have a wide variety of time management issues, or you may have specific time management problems that you want to focus on. This program provides solutions for both scenarios.

The program allows you to identify and prioritize your time management issues. The unique structure, which includes pre-course analysis and review, maximizes the benefits gained from your attendance.

The course is needs based. You cover the broad time management techniques and ideas, but a substantial component involves working through specific time issues relevant to you.

The course recognizes that time management relates to the 24 hours in each day, not just home or work time. Besides, if one area is creating problems, it will affect the other life areas as well.

Time Management Training Objectives:

Participants in this workshop will learn to:

- Prioritize and implement their To-Do's
- Limit distractions and Interruptions
- Delegate lower value tasks
- Consolidate "housekeeping" activities
- Use Time Blocks for optimum effectiveness
- Increase the amount of face time with subordinates
- Plan effectively and organize paper work
- Gain a balance between professional goals and personal time
- Use time management tools more effectively
- Set goals and prioritize them to determine if activities are time & goal-directed
- Apply a critical-path network system to estimate time and activities required for reaching objectives
- Spend less time putting out fires each day
- Implement effective resource management



Duration – 2 Days

Available as Open Programme

BUSINESS ETIQUETTE

In today's corporate space, poor business etiquette and lack of civility is a risk to both individuals and their organizations. From workplace professionalism to dining etiquette and cross-cultural communication amongst many others will be taught. The training is practical-based and highly informative.

COURSE OBJECTIVES

At the end of the training, participants should be able to;

Learn modern manners for today's business world and beyond.

Communicate effectively either through physical interactions, email or social media platforms.

Practice good dining manners, use dining implements correctly and have an appropriate dining conversation Handle the unexpected.

WHO SHOULD ATTEND

Members of the Sales team, Business Development Managers, Line Managers, Unit heads and executive members of an organization.

Duration: 2 Days

Available as In-Plant Programme



EMOTIONAL INTELLIGENCE

Emotional intelligence Training, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's critical in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life.

COURSE OBJECTIVES

What you will achieve:

- An understanding of the importance of using Emotional Intelligence
- The ability to create an environment for productive work relationships
- A model to guide your responses to difficult and challenging situations
- An approach for more intentional actions
- The ability to self-regulate while tempering negative responses
- Team communication skills for running effective meetings, decision-making, and creative problem-solving
- One-on-one communication skills for constructive feedback and conflict management
- The opportunity to practice applying tools and skills through individual and group exercises
- The confidence to deal with resistance and negativity
- The ability to demonstrate leadership qualities that promote trust, motivation, and commitment to results

What you will learn:

- How to recognize and understand the five competencies for building Emotional Intelligence
- Self-motivation and job satisfaction as factors that contribute to high performance
- Practical tools and skills for communicating effectively, assertively, and collaboratively
- Influencing and partnering skills
- Communication approaches and skills for developing relationships and ownership for successful outcomes and follow through
- Skills for conflict management and dealing with difficult situations
- How to choose perceptions and behaviours that will lead to positive outcomes

Who should attend?

Managers, leaders or anyone wishing to broaden and improve their self-management and interpersonal skills.

Duration – 3 DAYS

Available as In-Plant Programme

WORK ETHICS AND PRODUCTIVITY IMPROVEMENT FOR PEAK PERFORMANCE

COURSE OVERVIEW

Ethics and value orientation is an input variable for the success of any forward looking organization. A positive attitude at work goes a long way towards improving the work environment, increasing productivity and reducing workplace stress and waste. It is true that an employer can influence the work atmosphere, a positive outlook is the responsibility of both employers and employees alike. When employees are happy and positive, productivity goes up, people are more creative, and employees are more likely to work together as a team. This program is designed to equip participants with the necessary skills required to fully exploit their own creative potentials and enhance organizational performance and productivity.

Course Objectives

At the end of the workshops participants will

- Appreciate the overriding importance of a positive attitude to work and the spirit of commitment to duty for improved productivity.
- Cultivate Positive Attitudinal Change
- List areas of operation that can be benchmarked
- Understand Benefits of benchmarking
- Demonstrate positive attitudes to work and customers' satisfaction
- Show concern to service delivery ethics
- Demonstrate better time management skills
- Identify barriers or obstacles to teamwork and how to handle them
- Develop characteristics of a team leader
- Develop Interpersonal Ethics
- strategies for reducing stress and 20 positive attitude that affect promotion and productivity
- Develop ability to work under pressure.

Course Outline

- Attitudinal Change Imperative for Peak Performance
- Types of attitudes and effects on organizational performance
- Understanding Work/Business Ethics
- Concepts of work ethics and productivity
- The work environment and ethics
- Human behaviour in organizations
- Organizational culture
- Creating a Positive Work Environment
- Benchmarking - A Strategy for achieving optimal job performance
- The What and Why of a Team
- Time, self and stress Management
- Positive Attitude Leads to Promotion
- The Organizational Culture and Values
- Building Commitment and Trust in the Workforce
- Effective Communication and Inter-Personal Relations Skills
- Improved Performance through Attitudinal Change
- Strategies for building positive attitude
- Measuring and rewarding performance
- Productivity improvement techniques
- Managing and sustaining change



DURATION-
2 DAYS

BUSINESS STRATEGY

STRATEGY PLANNING & STRATEGIC MANAGEMENT PROCESS

Contents

- How to organize for planning.
- Defining Business Fortunes and Phases.
- Types of Planning –
Financial and Strategic.
- Environmental Scanning.
- Industry Analysis.
- Analysis of Competitors Strategies.
- SWOT Analysis.
- Strategic Window Analysis.
- Crafting a Strategy for Competitive Advantage.
- Identifying Key Success Factors.
- Creating a Vision, Developing a Mission, Setting Objectives.
- A Diagnosis for Business Change.
- Contingency Plan and Strategic Alternatives.
- Organization Structure for Strategy Implementation.

Participants in this course will learn a process of crafting strategies to meet and manage the business and environmental changes. It is the logical process of strategic or corporate planning.

WHAT THE COURSE TEACHES

- Environmental effects on business fortunes.
- Tools for diagnosing corporate health and business phases.
- Use of the Balanced Scorecard.
- Crafting a competitive strategy.
- Linking vision, mission, objectives and goals.
- Designing the organization structure.
- Producing the plan document.

PARTICIPANTS EXPECTED

All managers positioned to make the organization excel using strategic thinking skills. They may be in line or staff function.

Duration: 3 DAYS

ENTREPRENEURSHIP

PRE- RETIREMENT COURSE

Contents

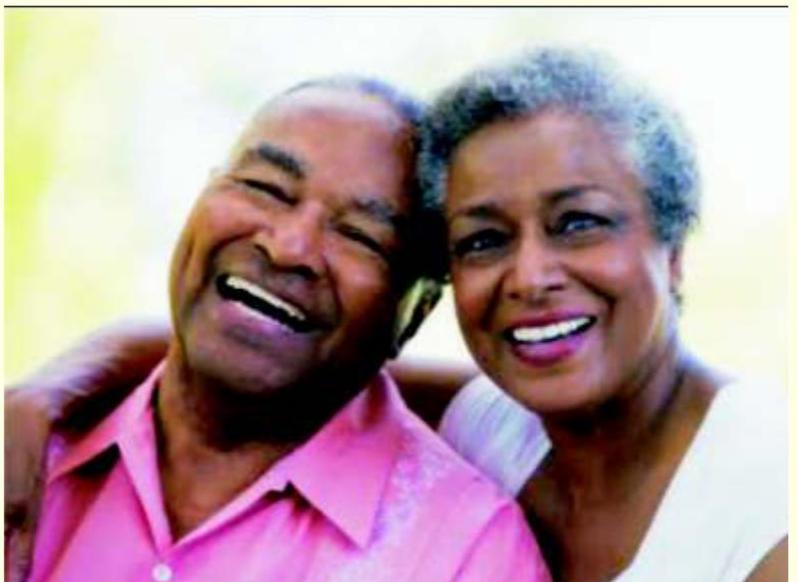
- Issues for Retirement.
- The Future Starts Today.
- Parable of Wealth Building.
- Attention to Personal Net worth.
- Can You Run Your Own Business?
- Manageable Businesses for Retirees.
- Starting Your Own Business.
- Where to Obtain Money From.
- Helps the Retirees May Get.
- Important Health Issues
 - Ageing Gracefully.

Everyone in salaried career who is nearing retirement must plan so as not to confront sobering economic problems in twilight years. This course shows that retiring from salaried employment needs not become a calamity.

WHAT TO LEARN

- How the economy will affect retirees in the future.
- How to plan for retirement.
- Alternative sources of income.
- Manageable businesses to retire into.
- How to stay healthy as age advances.

Duration:
3 DAYS PROGRAMME



START YOUR BUSINESS

If you have always wanted to start your own business or you are a working professional who just do not have the time or cannot take the risk to resign from your job, this training is for you.

Get it right from the start. Study has shown that 1 in 10 new businesses fail in their first year. Be part of a success story and let expert business developers support you to build your business.

CONTENT

This course will include Modules on:

- Business Description
- Mission Statement
- Business Background
- Description of Products and Services
- Market Analysis
- Target Market
- Industry Trends
- Competition Analysis
- Customer Analysis
- Marketing Plan
- Marketing Position
- Pricing
- Marketing Mix
- Sales Projections
- Operations
- Production Process
- Material and Supplies Inventory
- Tools, Equipment, Furniture, Facilities Management
- Administrative Structure
- Owner's Background and Experience Business Advisors
- Personnel Plan
- Financial Analysis/Plan
- Start-up/Expansion Costs Financing
- Risk Management
- Financial Statements (Cash Flow Projections, Years 1-2)



PARTICIPANTS EXPECTED

Individuals who are seeking to start their own business.

IMPROVE YOUR BUSINESS

OBJECTIVE

The objective of this training is to enable already existing business owners and entrepreneurs develop long-term business models that will allow them to function efficiently and effectively while still maintaining service quality standards that facilitate entrepreneurial development.

WHAT THE COURSE OFFERS

The course will enable the participants to:

- Identify different strategies for marketing their services for specific target groups
- Be aware of the best practices in managing their business using relevant monitoring and evaluation tools.
- Explore future sustainability strategies within their spheres of influence.
- Develop new business models for financial viability.

Learning Outcomes

Upon successful completion of the requirements for this course, participants will be able to:

1. Frame business growth challenges using dynamic and systemic analysis tools
2. Illustrate the interrelation between external market opportunities, internal capabilities and business growth dynamics
3. Identify growth opportunities
4. Use formal criteria to choose amongst growth opportunities
5. Develop a comprehensive growth strategy for a new initiative
6. Integrate critical thinking and problem solving skills in multidisciplinary and cross-cultural teams to address business dilemmas
7. Create a substantial project on business growth opportunities

WHO SHOULD ATTEND

Business owners and Entrepreneurs.



QUALITY & CUSTOMER SERVICE

SERVICE EXCELLENCE THROUGH CUSTOMER CARE

Contents

DAY ONE

Principles and Concepts.

Service

- The nature of service.
- What Good Service is?
- Cultural dimension of Service.

Excellence

- What Excellence is?
- Service Excellence in fact and in perception.

Care

- The truth about "C.A.R.E."

DAY TWO

Customer Relations in Practice.

- Customer and the frontline people.
- Fundamentals of human relations skills.
- "Moment of truth".
- "Listening" to customer responses.
- Attitudes.
- The Total Service Concept.
- "Little Things Mean A Lot".
- Keeping the promise.

DAY THREE

Service Quality Improvement

- Service quality problems.
- Service quality control.
- Delivering customer satisfaction.
- Service quality measurements.
- Service improvement cycle.

This course reinvigorates the people on the frontline and their supervisors. They should put the right foot forward daily as a commitment to excellent service. Companies allocate huge sums of money for promotion and marketing. There is just one other strategy as powerful but less expensive to make the company realise its full profit potentials. That is excellent service.

WHO SHOULD ATTEND

Middle level executives on the frontline, their supervisors and managers who oversee service delivery points.

WHAT THE COURSE TEACHES

- Internal-external customer service concept.
- What excellence is and how to attain it.
- Psychological barriers to excellent service.
- Skills of excellent human relations.
- Strategies and tactics for service excellence.



STRATEGIC CUSTOMER SERVICE MANAGEMENT

Contents

- Strategic issues in customer service management.
- Service policy and mission (Case Study).
- Managers challenge in service strategies.
- Service strategy and policy formulation.
- Understanding customer loyalty.
- Customer relations in practice.
- Managing customer value orientation.
- How to measure quality of service.
- Handling service quality problems.
- Queuing and the psychology of waiting.
- Recruiting right for proper personal attitudes.
- Process of continuous quality service improvement.

This course provides the essential tools with which to develop and manage strategic customer focusing, using customer-support technology, as well as employee training and retraining. The course will also help to redefine all position specifications toward achieving customer-service accountabilities.

We invite you to participate in it.

WHO MAY ATTEND

Managers and senior managers who supervise frontline staff. They have the responsibility to develop customer service policies and take decisions on service quality issues.

WHAT THE COURSE TEACHES

- How people can develop an acute appetite for quality service.
- How organization can become more appealing, more accessible and meet the customers growing needs.
- How to identify impediments to quality service.
- How to advance service strategies to become a culture.
- How to ensure company-wide understanding of the needs and problems of frontline staff.
- Technology which enhances company-wide capability in prompt and quality customer service.



Duration: 2 DAYS

FRONT OFFICE AND CUSTOMER RELATIONS SKILLS

Contents

- Front Office as a Marketing Office.
- Issues of Manners, Cultures and Personal Attitudes.
- Rules of Customer Relations.
- Reception Procedure and Process.
- The Psychology of Queuing.
- Managing Visitors Waiting Time.
- Telephone Handling and Telephone Manners.
- Listening and Questioning Skills.
- Memory Retention and Attentiveness.
- Managing Difficult Customers or Visitors.
- Assertiveness Skills.
- Career Enhancement for Front Office Personnel.

This course will develop the personal and professional skills required by front-office, reception and customer relations staff.

They will gain practical overview of their marketing/sales duties, essential knowledge they require and their responsibilities to fulfill their roles successfully.

WHO MAY ATTEND

- Customer Service Staff
- Front-Office Executives
- Receptionists
- Telephone Operators.

WHAT THE COURSE TEACHES

- How to develop the skills of a frontline salesperson.
- The six skills of customer contact.
- Career potentials of front office staff.
- Corporate image leverage.
- Managing customer waiting and queuing.



Duration: 2 DAYS

CUSTOMER MANAGEMENT STRATEGIES FOR RETENTION

INTRODUCTION

Customer centricity has always been a desirable characteristic in Business. Still, in an age where switching is friction-free, and all customer experiences are instantaneously shared around the world, it has now become a "Mission-Critical" necessity.

In an increasingly competitive and ever changing world, retaining clients is a smart business. It has been estimated that it costs five times more to get a new customer than to keep an existing one. Moreover, giving your current customers excellent experiences is of critical importance because of the rise of Social Media. Consequently, it is essential that you have a client management strategy for retention & growth. Clients expect their suppliers to become trusted advisers.

This training course shows how putting the client rather than services first can yield improved results in terms of client retention (and consequently, profits). It stresses the importance of having highly engaged employees and applying the best marketing and business development practices in a highly competitive and dynamic marketplace.

OBJECTIVES

By the end of this Client Management Strategies for Retention & Growth training course, the participants will be able to:

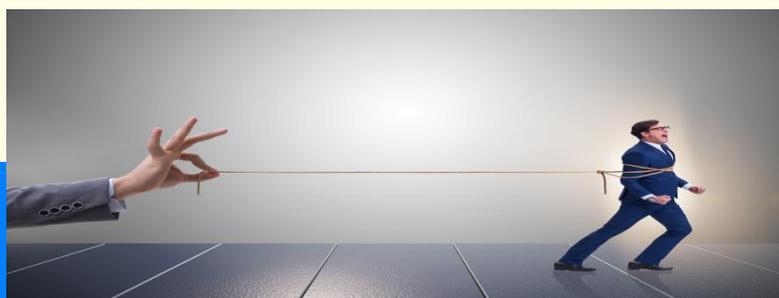
- Understand, create, and communicate a compelling "Whole-Business" argument for the crucial importance of client retention
- Learn correct segmentation techniques to provide tailored offers and services to delight Clients and foster loyalty
- Learn to apply proven tools and techniques to control, monitor and constantly improve your offerings
- Learn to develop a "Common voice" (across all platforms) to encourage and foster dialogue
- Understand the Client's personality and psychological drivers and how to create lasting value
- Understand and practice Client retention strategies

WHO SHOULD ATTEND?

This Client Management Strategies for Retention & Growth online training course would be of great benefit to any member of staff who has to work and get along with others, and some personnel would gain very clear benefits from attending.

This training course is applicable to a wide range of professionals but will significantly benefit:

- Anyone working in Customer Service roles
- Sales and Business Development Managers
- Any Manager responsible for Client Management and/or Customer Retention
- Senior Managers needed to develop their skills in Client Management and Communication



Course Outline

DAY 1

The Business Case for Client Retention:

- The Economic Case for Client Loyalty
- The Business Reputation Case for Client Loyalty
- Inside the Mind of the Client – What is loyalty?
- Inside the Mind of the Client – How to harness the power of “Status Quo”
- Quality and Value – What they really are and how to create them

Understanding the Client: Know him/her better than he/she knows himself/herself

- Market Segmentation Strategies
- Account Development Strategies
- Client Personas
- Client Personalities
- Creating Bespoke: Compelling Propositions
- Behavioural Economics: Why they do the things they do

DAY 2

The Psychology of Influence

- Reciprocity, Commitment and Consistency
- Establishing Credibility – Becoming a Trustworthy Expert
- Using Social Proof and Liking
- Building Authority and Why it matters
- Commanding Attention
- Rapport: The glue that binds us together

Communicating your Value: How to get the message out?

- Understanding Human Communications
- Barriers to Communication
- The Power of Emotion, Metaphors, Feelings and Stories
- How to be Compelling
- Matching the Message to the Medium
- Developing a Coherent Social Media Strategy for Client Retention
- Relationships: How to Engage and Dialogue with Clients Online

DAY 3

Continual Improvement and Action Planning: *Do it right today and even better tomorrow*

- Developing Compelling Propositions
- The Tools and Methods of Continuous Improvement
- When it All Goes Wrong – Tools for Problem-solving
- Being Creative and Innovating
- Developing the Plan
- Segmentation Recap
- Proposition Building Recap
- “My first steps will be...” (Action Planning)

HUMAN CAPITAL MANAGEMENT

ADVANCED HUMAN RESOURCES MANAGEMENT

Contents

- An Employee's Lifecycle
- Strategic Human Resource Management.
- Aligning Human Resources Requirement and Business Goals.
- The Learning Organization.
- HRM – best practices, case studies.
- Recruiting the Best People and Retaining Them.
- Developing Human Resources Policies.
- Reward Management Schemes.
- Human Resource Management Information System.
- Manpower Planning and Career Management.

Making the organization adapt and respond to external pressures and developing human resources strategies for long term survival are critical success factors. This advanced programme will enable line managers and human resources practitioners gain a better understanding of how human resource management will contribute significantly to the success of business strategy. The human capital approach and HRM “best practices” will be explored.

WHAT THE COURSE TEACHES

- Adopting a strategic approach to human resource management.
- How to integrate human resource management in the organization's

different business units.

- How to attract, manage and retain the best people for the organization.
- Identifying how the human resource functions can make a critical contribution to the overall success of the organization.

WHO SHOULD ATTEND

Heads of HRM, Line Managers, Senior Managers, Area Managers, Industrial Relations Managers, Company Secretaries, Senior Trade Union - Officials and Specialists having personnel management responsibilities.



Duration:

3 DAYS PROGRAMME

**Available as In-Plant
Programme**

EFFECTIVE PERFORMANCE MANAGEMENT

Course Description:

This course examines the importance of an effective performance management system in helping organizations define and achieve short and long term goals. It explains and reinforces the concept that performance management is not a one-time supervisory event, but an on-going process of planning, facilitating, assessing, and improving individual and organizational performance. In addition, the course emphasizes the importance of measuring the effectiveness of human resource activities that are designed to enhance individual and organizational performance.

Course Objectives

By the end of the course, participants will have:

- Shared a common understanding on how performance management systems can be effectively utilized to raise the performance of individuals and teams
- Enhanced their skills in setting clear expectations and objectively measuring individual performance using objectives and competencies as key measures
- Identified and practiced some performance management strategies and techniques to enhance the performance and motivation in under-performing and high performing team members.

Course Content:

Performance Management Framework:

- The importance of performance management
- Performance Planning: Organizational mission, strategy and goals
- Creating a performance management culture through HR programs and practices
- Steps in Performance Management
- Management Performance planning process and employee performance
- Rewards and performance
- Designing jobs to enhance performance
- Performance assessment, including 360 degree feedback
- Performance improvement planning
- Identifying root causes of performance issues and developing appropriate responses
- Coaching and performance management
- Performance management system review and enhancement

Duration:

2 DAYS PROGRAMME

BIG DATA AND HR ANALYTICS

OBJECTIVES

This course is designed to help create an understanding that success is built upon the integration of people, process, technology and data; which means we have to be able to incorporate data into our business routines, strategy and daily operations. An in-depth knowledge of HR analytics would help HR professionals develop plans that optimize talent investments while effectively monitoring recruiting, development, engagement, productivity, accountability, retention and many other workplace initiatives.

WHAT THE COURSE TEACHES

- Knowledge to handle the complexities of big data and with the ability to simplify the output for daily use.
- Help to identify innovative opportunities in key processes, functions and roles.
- Use of enhanced visualization techniques, bench marking indexes and dashboards to inform management and employees via smart phones, laptops, tablets, etc., in-house or remotely.

WHO SHOULD ATTEND

This programme is designed for HR practitioners, non-HR practitioners with HR responsibilities, line managers and HR professionals who are concerned about the evolving of HR practice within the corporate sphere.

Duration:

3 DAYS PROGRAMME

Available as In-Plant Programme

Delivering Results through Excellent Performance Management

Performance management is the process through which organizations create a shared understanding among their staff about what the company is trying to achieve. Employees are a business' greatest asset and, as such, it is crucial that they have a thorough understanding of how their individual goals align to the company's overall strategic objectives. At the same time, Managers need to direct their team's development in a way that allows them to develop the right skills and expertise to pursue those objectives. Our performance management courses cover practical techniques and processes for managing employee and team performance. Our performance management courses cover practical techniques and processes for managing employee and team performance.

Course Aim

This interactive training course will bring consistency in applying performance management within the business, helping managers and team leaders recognize their role and contribution to effectively manage performance and conduct at work. A link can be made to the organization's policies throughout the course to help embed effective performance management techniques and practices into an existing framework.

Course Objectives

By the end of the course, participants will have:

Shared a common understanding on how performance management systems can be effectively utilized to raise the performance of individuals and teams
Enhanced their skills in setting clear expectations and objectively measuring individual performance using objectives and competencies as key measures
Identified and practiced some performance management strategies and techniques to enhance the performance and motivation in under-performing and high performing team members.

Course Overview

Creating and sustaining high performance teams

- Key characteristics of a high performing team
- Stages of group development
- Role of team leader in achieving high performance
- *Group 'shapes' exercise with review, presentation, individual reflective exercise*

The principles of performance management

- Core elements, principles and benefits of an effective performance management framework
- Performance management cycle and purpose of the annual performance review

- Organisations' performance appraisal process
- *Quiz, case study quiz, presentation and group discussion*

Setting performance measures

- Objective setting process
- Setting and communicating performance objectives
- Identifying core behaviours that drive high performance
- *Presentation, the 'shoot out' exercise with facilitated group review, group exercise and discussion*

Reviewing and assessing performance

- Reviewing different levels of performance
- Objectively assessing and rating performance
- *Case study with group learning review and discussion*

One to one performance review meetings

- Structuring performance review meetings Giving
- constructive and motivational feedback
- Using questions to help employees review their own performance
- *Presentation, skills practice in small groups, group learning review*

Review and next steps

- Review of learning and action planning
- Course feedback

Target Audience

This course offers practical performance management training, aimed at line managers who have a responsibility for managing the performance and conduct of staff/employees

Duration: 2 DAYS PROGRAMME



BASIC HUMAN RESOURCE MANAGEMENT

This foundation training provides the necessary tools to build a successful foundation for every HR practitioners and non-HR practitioners with HR responsibilities. This programme helps in developing competencies in Human Resources Management and addresses the ability to adopt a strategic approach in human resources management, Ability to integrate human resources management with organization business strategy and goals, Ability to attract, manage, and retain the best people for organization and Ability to raise the profile of human resources function through making critical contributions to the overall success of the organization

CONTENTS

- Fundamentals of the Human Resources Function
- Changing roles of HR
- Recruitment, Selection, Induction and Placement processes.
- Human Resources Policies and Procedures.
- Performance, Appraisal Process and Application.
- HR Training and Development.
- Salary Administration/Job Evaluation.
- Legal Aspect of Employment.
- Disciplinary & Grievance Procedure.
- Application of Technology to HR Management.
- Industrial Relations.

HOW YOU WILL BENEFIT:

- This 3-days Human Resources Training Program is designed to empower participants to:
- Identify the role and importance of managing human resources in their organizations as a vital contributor to organization's success.
- Understand the process of writing HR policies.
- Understand the Human Resource Planning Process.
- Understand the Training and Development Cycle.
- Align human resource strategy with organizational strategy.
- Explain the relationship between line management and the human resource function.
- Analyze HR issues and develop action plan they can implement in their respective Organizations

WHO SHOULD ATTEND

HR practitioners, non-HR practitioners with HR responsibilities, more experienced HR professionals seeking a fast-paced review of the role of HR in today's rapidly-evolving workplace.

Duration: 3 DAYS PROGRAMME

Available as In-Plant Programme

MARKETING MANAGEMENT

MARKETING ESSENTIALS COURSE

OBJECTIVES

In today's competitive market place the role of marketing is vital for the success of the overall business and its achievements. This course will provide participants with the essential marketing skills needed at to maximize business opportunities. It will enable them to write and implement a Marketing plan within the context of the organization's strategy and culture, helping to grow the business and improve profitability.

Learning Objectives

Apply Marketing Principles and Practices to Compete Successfully in the Contemporary Business Environment
 Explain the "Whys" and "Hows" Behind Fundamental Marketing Practices Walk Away Thinking like a Marketer

Marketing Overview

Define Marketing
 Contrast Strategic Business Plans with Annual Marketing Plans

Market Analysis

Describe Approaches to Gathering Marketing Information
 Identify Macro-Environmental Trends That Impact a Business Define Key Differences Between B2B and B2C Markets Conduct a Competitive Analysis Develop a SWOT Analysis

Segmentation, Targeting, and Positioning

Write SMART Marketing Goals
 Compare Mass Marketing to Segmentation Marketing
 Analyze Customer Segments to Select Target Audiences
 Write a Positioning Statement

Marketing Mix

Explain How the "Four Ps" Align with One Another
 Describe How the Product Itself Can Impact Marketing Efforts
 Explain Various Pricing Objectives and Strategies



Discuss How Channels of Distribution Impact Marketing Decisions
Define Objectives and Strategies for Core Modes of Communication

Creating Customer Value

Describe How to Create Customer Value, Satisfaction, and Loyalty
Define Net Promoter Score as a Measure of Customer Loyalty
Identify Ways

Organizations Cultivate Customer Relationships
Create and Approach to Developing Marketing Action Plans and Budgets

WHO SHOULD ATTEND

This challenging course is designed for all those involved in strategy formulation and personnel with responsibility for marketing and customer service function. Also for those aspiring to become active in organization's marketing role.

Duration:

3 DAYS PROGRAMME

Available as In-Plant Programme

RELATIONSHIP MANAGEMENT AND MARKETING

Content

Relationship Strategies

- Customer Targeting
- Direct Marketing Practice
- Working as a Team
- Showing Leader Traits

Relationship Capabilities

- Profiling Key Businesses
- Long Prospecting Cycles
- Customer Service Cycle
- Managing Difficult Accounts

Personal Selling Impacts

- High-Performance Selling
- The World-Class Marketer
- Selling v. Marketing

The Relationship Management and marketing capabilities of managers always yield much more values than the usual marketing and customer servicing can do on their own, especially with high-profile corporate and individual customers.

RATIONALE FOR THIS TRAINING

- Changing customer values and expectations
- Challenge of changes in technology, process and people.

WHAT TO GAIN

- Gain high value-added contacts and businesses
- Integrate sales techniques with relationship management strategies
- Align marketing strongly in all departments
- Track relationship management results
- Utilize marketing for renewed advantages

WHO SHOULD ATTEND

- Officers and managers who contact customers
- Designated marketing executives
- Operations staff who must be responsive.



**Duration: 3
DAYS
PROGRAMME**

**Available
as In-Plant
Programme**

SALES

ADVANCED SELLING SKILLS

Contents

- Advancing in a Sales Career.
- Managing a Long Sales Cycle.
- Sales Enemies to Defeat.
- Power of Enthusiasm.
- Customer Pyramid of Wants.
- Customer Personality Typology.
- Sales Planning.
- Listening and Questioning Skills.
- The 15 Special Selling Skills.
- Objections Handling.
- Identifying Buying Signals.
- Sales Negotiation Tactics.
- Sales Territory Management.
- Sales Productivity Planning.
- Sales Promotions.

Are your salespeople in know of the key factors that drive customer purchase decisions? Do your people allocate the tangible and intangible resources you give them in a way that is consistent with achieving your sales objectives? Have your people developed a clear, compelling sales story? Do your people represent your organization in a professional customer-centered selling way? These and more are the challenges this programme will throw at and resolve with the people who participate in it.

WHO MAY ATTEND

It is a middle level executive course for sales and marketing staff in banking, manufacturing, trading, computer business, insurance, etc. Preferably the people have gone through Fundamental Selling Skills course (see page 33).

WHAT THE COURSE TEACHES

- New skills with which to improve exceptionally in sales performance.
- How to advance basic selling into more valuable relationship management.
- Continuous prospecting to add new

business.

- How to plan and get oneself better organized.
- Management of the sales territory.
- Skillful commercial negotiation.
- Use of written correspondence as an effective tool of sales and marketing.



Duration: 3 DAYS

**FOR EXCEPTIONAL
SALES PERFORMANCE**

FIELD SALES MANAGEMENT

Contents

- Sales vs marketing
- Selling by managing
- The Field Sales Manager
- Organization and planning
- Field coaching and counselling
- Success guide
- Performing for profit
- Time savers, time wasters
- Controlling the sales team
- Territory development
- Systematic preparation
- Field report writing.

This is a training programme for managers in charge of field sales people. It deals with important topics of business skills and management as desirable for profitable sales in their marketing territories.

WHAT THE COURSE OFFERS

- How to agree meaningful standards of performance with the salespeople.
- How to formulate a control system to measure the standards.
- The techniques of sales forecasting.
- The factors that influence profit.
- How to motivate the salespeople to keep to sales budget.
- How to improve salespeople's use of time they allocate to key areas of their territories.

PARTICIPANTS EXPECTED

- Recently appointed field sales managers.
- Experienced field sales managers needing a refresher programme.
- Candidates for promotion to field sales management position.

Duration:

3 DAYS PROGRAMME

Available as In-Plant Programme

RETAIL SELLING SKILLS AND MERCHANDISING

The workshop is highly practical and interactive in nature, with lots of role-playing to practice the skills learnt.

CONTENT

- Overview of Retail selling
- Dealing with different customer types
- Relationship Management
- Questioning/ Probing skills to discover the customer's real needs and wants
- Retail Selling Process
- Analysing your Customer traffic flow
- Merchandising your product lines
- Basics of Retail merchandising

WHAT YOU STAND TO GAIN

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

- Make the first impression count
- Give the right information on products to customers
- Get customers to make the buying decision
- Up-sell and cross sell to earn more on each sale and make additional sales
- Learn how merchandising increase sales
- Create eye-catching displays

WHO SHOULD ATTEND

All retail sales staff, team leaders and supervisors accountable for sales.

Duration:

2 DAYS PROGRAMME

Available as In-Plant Programme

PROFESSIONAL SELLING SKILLS

CONTENT

- Professional selling roles
- Customer motivation
- Customer personality typology
- Sales planning
- Sales negotiation tactics
- Sales territory management
- Credit sales management
- Closing the sale
- Financial aspect of selling
- Personal organization and management

WHAT TO GAIN

- Acquire new skills with which to improve exceptionally in Sales performance
- Know how to plan and get oneself better organized
- Open sales and gain client's attention
- Write concise sales reports
- Understand channel management

WHO SHOULD ATTEND

Sales and marketing staff in finance, manufacturing, trading and IT organization.

Duration:

3 DAYS PROGRAMME

Available as In-Plant Programme

BUSINESS SKILLS FOR SALES SUPERVISORS

This course offers an insight into the key strategic and operational processes as well as the marketing principles that will enable sales supervisors achieve and exceed targets in challenging market environment.

CONTENT

- An introduction to basic management principles
- Role of a successful Sales Supervisor
- Developing Initiatives
- Situational Analysis
- Implementation, Planning and Account Penetration
- Designing and Presenting Winning Proposals
- Setting priorities for Client Meetings

OBJECTIVES

Participants will be able to:

- Understand the roles of Sales Supervisors
- Design and present winning proposals
- Set priorities for Clients meetings
- Acquire strategies for penetrating within key accounts

WHO SHOULD ATTEND

Sales Supervisors and Experienced Sales Executives with Supervisory potentials.

Duration:
3 DAYS PROGRAMME

COMMERCIAL SALES PERFORMANCE CONFERENCE

The Sales performance Conference provides an opportunity to review, learn, interact, build trust and foster commitment.

We offer support that ensures rational and creative response to sales challenges using diagnostic tools, relevant experience and expertise.

Our Sales performance conference will help deliver:

- Clear understanding of goals and objectives
- Enhanced Sales Rep productivity
- Strategic alignment of Sales & Marketing
- Effective connection and collaboration with customers
- Improved collection and cash flow
- Effective use of social media marketing tools
- High morale and trust among Sales and Marketing
- Competitors Analysis/ Strategies
- Retention of top performers

Being a part of this conference will help your Sales/Marketing and Management team achieve the result you have always desired. Programme available on demand.



STRATEGIC KEY ACCOUNT MANAGEMENT

OBJECTIVES

This course is designed to help organizations leverage on relationships with existing clients to transform them into key strategic accounts rather than trying to win new clients.

WHAT THE COURSE TEACHES

Help identify existing clients and implement the right strategies to ensure they become strategic accounts.

Building dependency

Ability to meet individual, account and organizational goals.

Relevance of Business acumen and good behavioral patterns which is pivotal to building and strengthening strategic relationships.

WHO SHOULD ATTEND

This programme is designed for members of the sales team, key account managers and their team members, line managers and entrepreneurs.



Duration:
3 DAYS PROGRAMME

BUSINESS DEVELOPMENT AND SALES PERFORMANCE ENHANCEMENT SKILLS

COURSE OVERVIEW

This course is designed to help reinforce the skills needed to develop new business opportunities and enhance existing business. The course will focus on the fundamentals of setting objectives, provide an overview of the needs-based selling process, help employees prepare for customer calls, identify the steps of making a sales call (from initial contact through closing the call and achieving desired results), help employees overcome common objections, and reinforce listening skills. Through scenarios and role-play, participants will develop the tools needed to network effectively and find additional future business prospects.

Course Objectives

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

- Define the main functions and best practices in Business Development (BD)
- Recognize the importance of re-defining business processes to match the ever changing market and customer requirements
- Produce clear sales and marketing differentiators to neutralize competition (value-based proposition)
- Design and use financial ratios and Key Performance Indicators (KPIs) to measure their operations' effectiveness

- Use leadership, negotiation and power proposals to leverage their business and lead the key account team

COURSE OUTLINE

Business development: overview and best practices

- Business development: definition and scope
- Account analysis and qualification: an overview
- The new landscape of account management and BD
- Understanding the buy-sell ladder model
- Client classification: building an ideal client profile
- Understanding and working the customer loyalty ladder

The business planning process

- Using the STAR business planning process:
- Strategic analysis
- Targets and goals
- Activities
- Reality check
- Conducting customer surveys to identify important service criteria
- Preparing an account development plan
- Building client chemistry with F.O.R.M.

Re-defining your processes for breakthrough results

- Reviewing the selling process
- The selling process
- Functional product/service/company knowledge
- Unique and distinctive selling points
- The sales competitors analysis form
- Re-engineering your team selling process to avoid mistaking motion for action
- The value-added selling process
- A simple framework for developing new business
- Create and deploy weapons
- Your best friend: the phone
- Creating a client-centered code of conduct (DART model)
- Designing and implementing key performance indicators
- Creating a balanced scorecard (business performance audit)

Effective negotiation skills

- The definition of negotiation
- Some negotiation philosophies
- The difference between persuading and negotiating
- The five stages of the negotiation process
- The critical rules of negotiation
- The phases of the purchasing decision
- Establishing relative importance of differentiators

- Influencing decision criteria
- Vulnerability analysis
- Workshop: completing your negotiation plan

Building and leading the business development team

- Stages in team formation
- Building a high performance team
- Defining team roles
- The team motivation mix
- Management versus leadership
- Practices of exemplary leaders (industry practices)

Writing business proposals that sell

- Writing a typical business proposal
- Formatting tips and tricks for winning proposals
- The process of developing successful project proposals
- Workshop: creating your own project proposal

Target Audience

Sales reps, sales supervisors and managers, and account managers who would like to professionally develop themselves by seizing business opportunities and using them to improve personal management and showcasing skills. The course also targets commercial professionals aspiring to consider every potential client as a challenge that will help their performance and their careers.

SUCCESSFUL BUSINESS PRESENTATIONS

Contents

- Myths Surrounding Business Presentation.
- Power of Effective Presentation.
- Planning for a Presentation.
- Preparing Your Presentation.
- Special Presentation Hints.
- Verbal and Non-verbal Communications.
- Techniques of Audience Control.
- Practicing to be Perfect.
- Special Speaking Situations (e.g. after-dinner speech).
- Issues of Stage Fright.
- Presentation Audio-Visuals.
- Skills with Power Point.

Some people are overcome by nerves when they are to make a group presentation. Some others enjoy and are elated doing it, yet others see presentation just as a drama. The point to make is that, today, every manager must know how to be a good presenter and how to prepare a good presentation. A good presentation may not necessarily win every business, but a bad presentation surely ruins the chances of winning. A good presentation helps to drive an organization's reputation positively.

WHO MAY ATTEND

Managers and executives who have to make group presentations, service-related pitches, project analysis presentations, audit reports, etc. Advertising practitioners, insurance managers, banking executives, sales and marketing executives, computer specialists, accountants, engineers and architects will benefit from the workshop.

WHAT THE COURSE TEACHES

- How to be confident in handling presentation.
- How to plan and prepare for presentations roles, cues and equipment.
- Secrets of great presenters.
- How to overcome stage fright.
- Effective audience control.
- Techniques of special speaking situations.
- How to ask for and get the desired decision.
- Skills in the use of Power Point.

Duration:
3 DAYS PROGRAMME

HIGH-IMPACT SALES MANAGEMENT TRAINING

COURSES OVERVIEW

High-Impact Sales Manager program focuses on vital sales management skills. It's a complete system that includes assessment, customization, engaging training, and ongoing reinforcement, so you get the lasting behavioral change that drives results. The skills-based training program that gives front line sales managers a complete framework, essential skills, and practical tools to build, coach, and lead a high-performing sales team.

With this sales management training program, you get a consistent approach and common language to align your entire sales organization

COURSE CONTENT

Sales Process

- Product Knowledge
- Pre - approach - planning the sale
- Identifying and cross questioning
- Need assessment
- Value Proposition
- Handling Sales objections
- Gaining commitment
- Follow-up
- Closing deals

Prospecting for Business – Breaking Fallow Grounds

Lead Generation: Referrals, Cold Calls, Internet Marketing, Telemarketing, Advertisement, Events

The Concept of Sales Funnel

Inducing Product Trial and First Purchase

Communication and Interpersonal Skills Development

- Listening and questioning skills to uncover customer expectations
- Telephone and voicemail selling techniques
- Words and tones to avoid
- Engaging your customer's preferred "learning style"
- Interpreting the meaning of nonverbal communication
- How to identify a customer's "buying style"

Soft Skills for Sales Effectiveness

- Listening and Questioning Skills
- Assertiveness
- Attentiveness
- Self Confidence
- Negotiation skills
- Time Management

Dealing with different types of Customers

- Understanding internal and external customers
- Understanding different Customers types and personality types
- The H-E-A-R-D approach for dealing with customers
- Steps to dealing with difficult people

Principles of Persuasion and Negotiation to Increase Sales Effectiveness

- Reasons why customers don't buy
- Selling with emotion not logic
- Value selling: Selling benefits not features
- Win-Win negotiation strategies
- How to overcome sales objections and customer procrastination

Creating a Customer-Focused Sales Team

- Delivering on the Customer Expectations
- Selling with Influence
- Increasing sales through customer service
- Dealing with customer objections in a professional manner
- Action Planning for Continuous Improvement

Data Analysis

- The sales and marketing strategy, organizational structure, culture, roles and responsibilities, priority product solutions, and priority customers
- Customer buying patterns, behaviors, and cycles
- The various selling situations, competitors, differentiators, key selling and coaching challenges and opportunities, and customer experience
- Performance data
- Key product information that is critical to successful selling
- Key selling strengths and areas for improvement

TARGET AUDIENCE

Sales analyst, account managers, sales managers, marketing professionals and others who perform related functions.

LEARNING OBJECTIVES

- Improve sales results by implementing a behaviorally-based performance management system
- Learn how to prioritize management actions
- Produce more accurate sales forecasts
- Develop the full potential of your team with proven sales coaching techniques
- Allocate coaching time based on ROI
- Develop your leadership skills and leadership style
- Understand what are the motivators for your sales team
- Consistently hire sales stars.

LEARNING OUTCOME

- Create an action plan and prioritize to maximize selling effectiveness
- Be acquainted with all sales process to deliver results
- Adopt the skills and techniques that routinely deliver positive customer experiences
- Use a customer-focused selling approach to close more sales in less time
- Proactively manage key-account customers to promote additional sales
- Effectively organize their schedule to achieve sales goals and build a pipeline
- Adopt appropriate sales persuasion and negotiation techniques
- Develop effective sales communication skills

TRAINING METHODOLOGY

The training methodology combines lectures, discussions, group exercises and illustrations. Participants will gain both theoretical and practical knowledge of the topics. The emphasis is on the practical application of the topics and as a result participant will go back to the workplace with both the ability and the confidence to apply the techniques learned to their duties.

Duration - 2 Days

FINANCE AND ACCOUNTING

FINANCE FOR NON FINANCE MANAGERS

OUTLINE

This course is designed to give you an introduction to business finance so you can contribute to your business's success. It will also give you an understanding of the language used by accountants and how financial statements fit together. It will explain, in a practical way, the financial statements of an organization and how to read and understand them plus basic accounting concepts such as depreciation, cost behavior, cash flow, working capital and budgeting.

COURSE OUTLINE

This course is divided into 8 modules, the topics covered will include:

- Accounting Terminology and Underlying Concepts
- The Role of Various Financial Statements
- Distinguishing Income from Cash Flow
- The Accounting Process
- The Quality of Earnings
- Financial Decision Making
- Analysis of Financial Reports
- Approaches to Valuation

WHO WILL BENEFIT

Non-finance professionals at all levels who need to develop an understanding of business finance.

All staff within a business, company, partnership or charitable organization should have an understanding of finance in order to contribute to their organization's success.

WHAT YOU WILL GAIN

- an understanding of business finance and the language used by accountants and those in finance
- an understanding of basic accounting concepts and the flow of money in an organization.

Duration:

3 DAYS PROGRAMME



INTERNAL AUDITING & QUALITY ASSURANCE

OBJECTIVES

Managing the audit process is an important responsibility in many organizations. This course is designed to equip participants with skills and knowledge for the practical aspects of undertaking effective audits and to prepare for audits conducted on their organization. It will explore a detailed approach to auditing including planning, implementation and reporting. Concepts such as corrective and preventive actions will also be explored during the course.

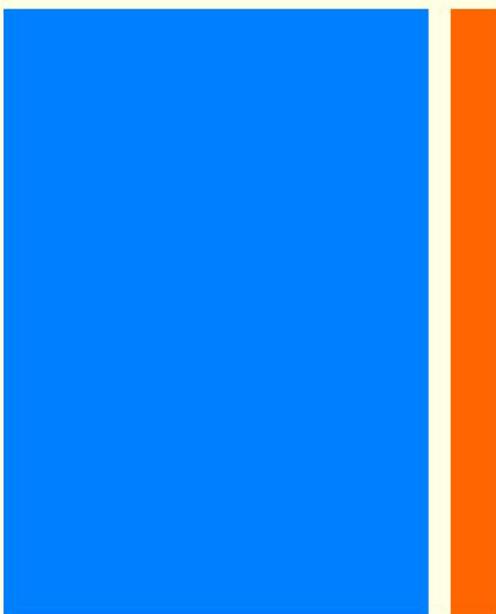
WHO SHOULD ATTEND

This course is designed for managers and executives who are tasked with managing or creating internal audit systems for your organization, or with managing an audit team.

SKILLS ATTAINED

At the end of the course delegates will be able to:

- Understand the importance of internal audit
- Evaluate current effectiveness
- Identify potential risk
- Plan and prepare to carry out an internal audit
- Clarify preferred HR practices and its role within the organization
- Establish the essentials for future improvement.
- Successfully manage your team
- Define business process improvement
- Analyze audit findings and make recommendations for continuous improvement



IMPROVING PERSONAL EFFECTIVENESS AND PRODUCTIVITY

Most people live with the feeling that they do not have enough time and that they are unable to get on top of their workload. However, by learning to manage your time better, your workload will feel lighter and your job will feel less stressful. This course will help you identify the common behaviours that prevent you from managing your time effectively and teach you the right tools to increase your productivity without working longer hours. Learn to use the time you have more productively and experience higher personal effectiveness and less anxiety.

Objectives

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

- Identify their particular time wasters and strategies to overcome them
- Knowing their goals, plan and prioritize tasks & activities to accomplish those important goals
- Overcoming procrastination
- Increase productivity and allow higher achievement with less effort
- Effectively delegate tasks
- Manage time-efficient meetings
- Implement a plan to maintain a work life balance.

This course covers the importance of time management, types of time wasters, and recommended methodologies to optimize our use of time.

- Understanding time
- Time Management Challenges & Overcoming Procrastination
- Planning and Prioritizing Your Time For Effectiveness
- Knowing your Prime Time
- Time Management Tools To Increase your Productivity
- Overcoming Time Wasters
- Effective Delegation
- Meeting Management
- Managing Stress and Overload
- Habits of Highly Productive People

This course will benefit any individuals in organizations who would like to enhance their personal and work effectiveness. This course is equally relevant to front line managers in the servicing and manufacturing industries who have to deal with wide ranging issues on a daily basis. This is a participatory and practical course that uses a variety of teaching and learning methodologies, including accelerated learning. Participants will engage in experiential learning to discover strategies that can be implemented in their workplace. They can expect to engage in personal self-reflections, personal self- assessments, discussions, real-plays and coaching sessions.

Duration

This is a two-day course running from 9:00 am to 5:00 pm.

CREDIT MANAGEMENT AND DEBT RECOVERY FOR FINANCIAL INSTITUTIONS

Recovery of debts first starts with the manner in which the credit was written. Provision of a good credit policy and understanding of trade operation policies form part of proactive debt recovery process. This course will teach techniques that will help streamline your organization's practices, improve risk management and maximize the effectiveness of debt collection process.

CONTENT

- Credit assessment and Risk evaluation
- Factors influencing credit decisions and the pitfalls involved
- Collection system and procedures
- Debt recovery: key success factors
- Dealing with delay tactics
- Legal perspective in debt collection
- Dealing with distressed debtors
- Negotiating for a settlement

WHAT YOU STAND TO GAIN

Participants will learn:

- How to prepare competent credit evaluation
- How to identify troubled loans
- The use of credit risk management tools
- How to construct loan workouts
- The legal procedure in loan recovery
- Manage difficult customers and accounts

WHO SHOULD ATTEND

Credit analysts, Credit risk managers, Accountants and Debt recovery officers

Duration:

3 DAYS PROGRAMME

CREDIT ANALYSIS COURSE

Marketing and relationship officers have the responsibility to initiate and follow-up on assets created by their institutions through various credit programmes. The aim of this course is to enable participants have an overview of the credit processes, risk involved and also issues in customer relationships.

CONTENT

- Accounting principles and concepts
- Understanding financial statement
- What credit risk entails
- The lending process
- Industry analysis
- Risk acceptance criteria
- Prudential guidelines
- Relationship marketing
- Legal issues in lending

WHAT TO GAIN

Participants will:

- Understand accounting principles and concepts
- Know the different financial statements of a going concern
- Understand the lending process and the relationship with business cycles
- Perform economic, industry and business analysis
 - Classify assets and perform qualitative and quantitative reviews
- Understand the credit policy and product programmes of an Organization

WHO SHOULD ATTEND

Marketing and Relationship Officers

COST REDUCTION AND PROFIT IMPROVEMENT STRATEGIES

This workshop is designed to create awareness of the impact cost/wastage can have on your organization's profitability. The many exercises, group discussions & case studies are ultimately to improve your cost reduction judgment and skills. In doing so, we are confident that the workshop will open new doors to improving productivity that would definitely enhance value creation for your organization. Profitability of your organization. This workshop is also designed to teach participants how to identify the need within the organization for cost reduction, use and apply simple techniques to bring about productivity through the understanding of cost behaviour and its relationship to revenue generation. Overall participants will be introduced to many different strategies and tactics that can be used to build profits and therefore improve corporate health.

This Workshop will teach you the skills required to cut costs, manage a business effectively and develop a strategy to turnaround a struggling enterprise.



COST REDUCTION AND PROFIT IMPROVEMENT STRATEGIES

Course Objectives:

By the end of this course you will be able to:

- Manage costs including materials, labor and overheads
- Devise strategies to turnaround a company
- Devise strategies to improve debt collection and cash flow
- Use a survival strategy
- Formulate cost reduction strategies for your organization

Course Outline

- Pricing And Costing
- Managing Business Costs
- Waste Management - Material
- Waste Management - Manpower
- Waste Management - Overheads
- Case Study On Cost Management
- Improving Productivity Techniques
- Understanding Of Profitability Increment Techniques
- Integrate Your Cost Reduction Program With Other Improvement Initiatives

Methodology

Your knowledge and skills will be developed through an interactive and practical approach to learning based on a case study and a group discussion. During the workshop we will analyze real business problems and discuss scenario solutions.

2 Day Workshop

Target Audience:

General Managers, Bankers, Entrepreneurs, Accounts / Finance Managers, Administration Managers, Payroll Managers, Human Resource Managers, Credit Managers, Sales and Marketing Managers, Executives, Corporate Planners, Managers, Those keen on having a good understanding of Cost reduction & profit improvement strategies

OPERATIONS MANAGEMENT

LOGISTICS AND SUPPLY CHAIN MANAGEMENT COURSE

Supply Chain encompasses all activities from purchasing to delivery of the final products or services to the consumer. These key operations include Customer Service, Transportation, Warehousing, Inventory Management, Packaging, Sales Forecasting, Production Scheduling and Plant Selection.

OBJECTIVES

At the end of the course, participants should be able to:

- Understand the best practices in Logistics and
- Supply Chain Management for all levels in your Organisation.
- Properly manage your transportation, distribution and inventory functions.
- Identify key elements of customer service and design the most profitable network.

WHO SHOULD ATTEND

An ideal course for Officers and Managers in Supply Chain and Materials Management, Transportation, Distribution, Purchasing and Inventory Management.

Duration:

3 DAYS PROGRAMME

EFFECTIVE INVENTORY AND STORES MANAGEMENT WORKSHOP

Store management play a strategic role in the supply chain of an organization. In the current highly competitive business environment coupled with economic constraints, every organization is encouraged to adopt measures that will contribute to minimizing the level of investment in materials stock for realizing its corporate objectives. This workshop is designed to equip participants with up-to-date techniques of managing their organization's material stocks to help their organization alter capacity, schedule production and manage inventory better. It is key to running a profitable and efficient organization.

The purpose of this training seminar is to:

- Enable delegates to evaluate Inventory visibility levels and segmentation approaches
- Examine stocking level criteria through assignment practices
- Types of tools used for inventory optimization
- Current integration practices between materials management systems and asset management systems
- Understanding that minimizing inventory holdings reduces overhead costs and, hence, improves the profitability performance of the enterprise
- Understand and implement the "world class" tools for managing inventory in the supply chain

Course Content:

- Role of Inventory in the Supply Chain function
- Key Components to Understanding Effective Inventory Control
- Inventory Mechanics, Methods and Systems
- Establishing Stock Control
- Understanding Inventory Strategies
- Inventory Improvements
- Key Performance Indicators
- Balancing Cost and Service Requirements

Who should attend?

- Those new to managing inventory
- Non inventory people who need to gain an awareness of the issues and key drivers of stock control operations
- Inventory, Stock, Supply Chain, Logistics, Warehouse and Distribution Professionals

Duration: 3 DAYS PROGRAMME

EFFECTIVE PROJECT MANAGEMENT WORKSHOP

The planning and coordination of a project irrespective of its size or an organization requires competencies in the management of time, materials, money and people. Effective Project Management training is a 3-day action-learning course of instruction led by a certified facilitator in a formal classroom environment. It is designed to provide personnel with a practical application and understanding of the project management principles, concepts, tools and techniques applied across the organization, along with the global standards from which they are derived.

Who should attend?

All personnel whose work directly or indirectly supports projects (including entry-level project/program managers) and all personnel who can improve the efficiency of their day-to-day work by applying modern project management concepts and methods.

- Greater confidence in defining, planning, and managing projects
- Deeper understanding of core project management competencies
- Build a project management plan with your project team in a simulated project environment
- Practice applying project management skills
- Increased effectiveness and efficiency
- Ability to plan and track project with Microsoft Project software.

Course Content

- Global Project/Program Management Standards
- The five process groups and ten knowledge areas as defined by *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*
- How to build a world-class project management plan
- Using Scope, Cost, and Schedule baselines as a means of evaluating project progress and incorporating Earned Value measurement
- Writing clearly defined project statements
- Clarifying project objectives with measurable outcomes
- Avoiding potential problems through planning and communication

Duration: 3 DAYS PROGRAMME

GRADUATE DEVELOPMENT PROGRAMME

GRADUATE DEVELOPMENT PROGRAMME

For a while, higher institutions have been churning out graduates who are rarely armed with the commercial acumen, leadership and soft skills needed in the workplace—problem solving, critical thinking, communications, and working in teams. High performing organizations understand that 'Leadership starts at the point of career entry'. From the very early days of a career, establishing a clear line of sight not only gives young talent a connection between the overall direction and goals of an organization, but also enables them to maximize their personal performance.

Objective

This programme is designed for companies who want to attract, develop and retain their best talents.

Key themes of the programme

The programme is designed in the following ways;

- Self-awareness and Leadership skills. Understand their personal style using a Personality profiling test and learn to influence the performance of teams and organisations.
- Business fundamentals. Deepen understanding of the major functions of a company; business strategy, finance, supply chain, human capital management, innovation, marketing and operations.
- Hands-on experience. Integrate business and leadership foundations through a real-world project and general management simulations.

Training Methodology

This training adopts a variety of learning delivery methodologies such as classroom-based instructor-led, interactive learning, simulations and syndicate sessions among others.

Duration: The programme can span from 2 weeks to 3 months.

Courses Offered

Depending on the type of business, our offerings are;

- Business Strategy
- Sales and Marketing
- Operations Management
- Finance and Accounting
- Supply Chain Management
- Project Management
- Human Capital Management
- Team building (Theory and Practical-based)
- Business Etiquette
- Career Management
- Leadership
- Business Acumen and Intrapreneurship

Certification

Upon completion of the programme, participants will be awarded a certificate based on the character and competence exuded.

What You Gain

This programme will equip graduates for the realities of the working world by giving them a practical understanding of business fundamentals. They will understand their role in supporting the delivery of your company strategy and be developed across a wide range of business-critical skills.

GRADUATE TRAINEES AND NEW MANAGERS WORKPLACE PERFORMANCE ESSENTIALS COURSE

COURSE SYNOPSIS

Employers require Graduate Trainees and new Managers to develop certain set of skills to augment their technical skills. Technical skills alone are not sufficient, increasing managerial capability is imperative. Workplace performance will equip your work force with the right skills required to outperform in the workplace. Participants will learn how to improve their individual performance at work and understand how it affects the achievement of the organizational goals.

This training will help team members acquire skills for improving confidence, team building, effective communication, as well as achieve goals that will result in desired growth and change, by equipping them with tools and knowledge of a structured approach for measuring and enhancing desired workplace performance.

COURSE OBJECTIVES:

At the end of the course, participants should be able to:

- Identify list and discuss the basic leadership and management competency to get ahead in the workplace.
- Discuss the basic requirements to fast forward your promotion and improve performance.
- Understand what it means to work with emotional intelligence and how they impact on the way you work.
- Avoid common pitfalls and mistakes in managing task.
- Write business letters and improve their telemarketing skills
- Be a more productive member of the work team.
- Identify problems impeding team effectiveness and performance
- Set work related goals and achievement
- Recognize work style, ethnic, racial, religious, political and gender differences which can lead to conflict or isolation in the workplace, as well as the many shared values that unite us all.
- Understand and manage the different personalities present at the work place and how these personalities affect the behaviours (performance of tasks) of stakeholders in the work setting.

COURSE CONTENT

- Attitude that matters: Differentiating between the good and the right
- The Art of Self branding: Strategic positioning for organizational impact
- Irresistible image: How to attract the attention of Organizational Leaders
- Principles of Self-Leadership and management
- Managing upwards.
- Strategic alignment : Aligning your personal goals with organizational goals
- KPI Management: How KPI affect your personal and professional growth.
- Task Management: How to improve your productivity.
- Business writing and communication
- The Professional Advantage: Modern Manners for today's business and beyond
- Corporate Survival: How to survive and thrive in the corporate world.
- Interpersonal Skills: How to communicate with diplomacy and tact
- Emotional Intelligence
- Interpersonal and communication Skills
- Adaptability/ Willingness to learn
- Developing Strong work ethics

TARGET PARTICIPANTS:

First level Managers and Graduate Trainees, Mid-Level executives, newly employed staff and Team members responsible for delivering results in an organization's value chain.

Microsoft Excel Skills

This course aims to provide students with a foundation for Excel knowledge and skills, which they can build upon to eventually become an expert in data manipulation.

OUR APPROACH TO LEARNING

This program is based on experiential learning. We will get each participant involved to the maximum extent possible! Development will be based on adult learning principles.

Our methodology is also flexible to suit your organization's needs. There are three main components: Training, Practise and Reinforcement. Your organization can choose any one of these components separately or in combination. These components are



Course Objectives

At the end of the training, participants will gain practical skills to:

- Discover hidden short-cuts to dramatically reduce the time spent on spreadsheets.
- Develop practical solutions to business problems through superior spreadsheet design.
- Reduce the potential for error when creating and using spreadsheets.
- Upgrade spreadsheet skills with advanced data management techniques.
- Use macros more efficiently.
- Develop efficient techniques for using charts.
- Use spreadsheet skills for advanced financial applications.
- Analyse data accurately using pivot tables.
- Master the use of Excel's financial modelling tools and capabilities.
- Understand sensitivity testing through advance spreadsheet simulation.
- Explore investment return appraisal tools and techniques.
- Practice designing and structuring models.
- Investigate the use of macros and basic VBA tools.
- Practice designing and structuring of, and be able to check and debug models.

The overall aim of the programme is to enable those who attend to perform more effectively and efficiently within the workplace using Advanced Excel skills.

Module Outline

GETTING STARTED WITH MICROSOFT OFFICE EXCEL 2016

- Navigate the Excel User Interface
- Use Excel Commands
- Create and Save a Basic Workbook
- Enter Cell Data
- Use Excel Help

PERFORMING CALCULATIONS

- Create Worksheet Formulas
- Insert Functions
- Reuse Formulas and Functions

MODIFYING A WORKSHEET

- Insert, Delete, and Adjust Cells, Columns, and Rows
- Search for and Replace Data
- Use Proofing and Research Tools

FORMATTING A WORKSHEET

- Apply Text Formats
- Apply Number Formats
- Align Cell Contents
- Apply Styles and Themes
- Apply Basic Conditional Formatting
- Create and Use Templates

PRINTING WORKBOOKS

- Preview and Print a Workbook
- Set Up the Page Layout
- Configure Headers and Footers

MANAGING WORKBOOKS

- Manage Worksheets
- Manage Workbook and Worksheet Views
- Manage Workbook Properties

Microsoft Excel 2022 Intermediate – Part 2

This course builds upon the knowledge presented in the Microsoft Office Excel 2016: Part 1 course and helps start students down the road to creating advanced workbooks & worksheets that can help deepen their understanding.

Module Outline

WORKING WITH FUNCTIONS

- Work with Ranges
- Use Specialized Functions
- Work with Logical Functions
- Work with Date & Time Functions
- Work with Text Functions

WORKING WITH LISTS

- Sort Data
- Filter Data
- Query Data with Database Functions
- Outline and Subtotal Data

ANALYZING DATA

- Create and Modify Tables
- Apply Intermediate Conditional Formatting
- Apply Advanced Conditional Formatting

VISUALIZING DATA WITH CHARTS

- Create Charts
- Modify and Format Charts
- Use Advanced Chart Features

ANALYZING DATA WITH PIVOT TABLES AND PIVOT CHARTS

- Create a Pivot Table
- Analyze Pivot Table Data
- Present Data with Pivot Charts
- Filter Data by Using Timelines and Slicers

Microsoft Excel 2022 Advanced – Part 3

This course builds off the knowledge presented in the Microsoft® Office Excel® 2016: Parts 1 & 2 courses to help you get the most of your Excel experience. This course covers Microsoft Office Specialist exam objectives to help students prep for the exam.

Module Outline

WORKING WITH MULTIPLE WORKSHEETS & WORKBOOKS

- Use Links and External References
- Use 3-D References
- Consolidate Data

USING LOOKUP FORMULAS AND FORMULA AUDITING

- Use Lookup Functions
- Trace Cells
- Watch and Evaluate Formulas

SHARING AND PROTECTING WORKBOOKS

- Collaborate on a Workbook
- Protect Worksheets and Workbooks

AUTOMATING WORKBOOK FUNCTIONALITY

- Apply Data Validation
- Search for Invalid Data and Formulas with Errors
- Work with Macros

CREATING SPARKLINES AND MAPPING DATA

- Create Spark lines
- Map Data

FORECASTING DATA

- Determine Potential Outcomes Using Data Tables
- Determine Potential Outcomes Using Scenarios
- Use the Goal Seek Feature
- Forecasting Data Trends

Duration: 2 Days

SOME OF OUR CLIENTS:



**The Lagos Chamber of
Commerce and Industry**
...Giving your Business a Voice



Oriental Foods



NIGERIA DISTILLERIES LIMITED



Amini International Petroleum
Development Company Limited



Forthright
Securities & Investments Ltd
MEMBER OF THE NIGERIA STOCK EXCHANGE





OUR KEY DIFFERENTIATORS

At Edgewood Consulting, we visualize, plan and create solutions before we deploy them for you.

Edgewood Consulting provides personalized services to its clients and maintains confidentiality on need basis.

We follow up with our clients after the implementation of an intervention

Edgewood consulting is adept in formulating and aligning organization's people, strategy and operations with a focus on value maximization.

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