

COURSE CRI-01:

QUALITY IMPROVEMENT AND MANAGEMENT

INTRODUCTION:

Quality Management remains a most effective approach to achieving corporate excellence. For organizations that are built to last, the principle of continuous improvement in work processes is seen in their operations and also in staff attitudes: This programme comprehensively deals with quality, its concepts, delivery and improvement processes as well as management responsibilities.

COURSE OBJECTIVES:

- Define work processes and inputs
- Learn analytical approach to continuous improvement
- Know processes certification criteria
- Work with others to achieve synergy
- Meet and exceed customer expectations

COURSE CONTENT:

- Quality management overview
- Building collaboration and teamwork for process improvement
- Quality delivery process
- Identifying processes for improvement
 - ✓ Cost of quality approach
 - ✓ Charting work process flow
 - ✓ Use of relationship maps
- Redesigning work processes
- Cross functional process management
- Continuous improvement tools
- Installing a “New” processes
- ISO process certification criteria
- Management responsibilities
- Change management
- Action planning

COURSE CRI-02:

STRATEGIES FOR FINDING AND WINNING NEW BUSINESS

INTRODUCTION:

New business is the engine of every company's growth and profitability. Your business survival is largely tied to your ability to win new customers and keep the existing ones. This course is specially packaged to take you through the process of planning, prospecting and positioning your company for winning new customers.

COURSE OBJECTIVES:

- Understand new business as a growth strategy
- Identify sources of new business
- Acquire techniques for generating useful leads
- Know how to turn suspects into prospects
- Evaluate customers potentials
- Learn the key success factors for winning
- Make attractive offer analysis and sell solutions
- Be able to sell products professionally

COURSE CONTENT:

- Planning your strategies, tactics and timing
- New business objectives
- New business process
- Competitor analysis
- Creativity and new business
- How to obtain information
- How to analyze the motivations and priorities of key individual
- Key individual
- Handling different personality types
- Generating new business leads
- Making appointments and obtaining interviews
- Gaining attention
- Handling objection
- Selling styles
- Partnering and relationship building
- Negotiating skills

COURSE CRI-03:

SITUATIONAL LEADERSHIP WORKSHOP

INTRODUCTION:

Situational Leadership is a contingency management approach that recognizes staff competency or development levels and the managerial flexibility required to gain collaboration and optimum productivity.

Managers will learn how to increase their teams' productivity by providing personalized support with the right amount of assistance and direction. This in turn builds a winning culture for the organization and creates a successful atmosphere where employees feel valued and involved.

COURSE OBJECTIVES:

- Understand the concept of leadership and its importance to effective performance
- Diagnose competence level of staff and very own style to improve workforce commitment.
- Appreciate individual staff concerns and increase their probabilities for success.
- Use Situational leadership on a day to day basis.

COURSE CONTENT:

- Role of the leader in an organization
- Management and leadership defined
- Management Vs. Leadership
- Beliefs and values underlying the Situational Leadership Model.
- Skills of a situational leader
- Four functions of leadership
- Levels of employee reduces
- The four leadership styles
- Over supervision and under supervision: impact on employees' performance and morale.
- Communicating styles and performance.
- Using situational Leadership on a day-to-day basis.

COURSE CRI-04:

FINANCE FOR NON-FINANCIAL MANAGERS

INTRODUCTION:

Managers at all levels and in all functions are required today to demonstrate sound commercial orientation and knowledge.

Understanding finance is central to their relevance and effective contribution to decision making.

This programme focuses on both Accounting and Finance. It will help participants to develop a well-rounded understanding of commercial language for better communication with customers and relevant stakeholders. They will also be able to interpret financial statements and compute relevant ratios.

COURSE OBJECTIVES:

- Have deeper understanding of accounting principles and conventions.
- Possess knowledge of double entry book keeping and suspense account.
- Understand interrelationship of resources employed in the business.
- Be able to reconcile account statements
- Prepare final accounts statements
- Interpret financial statements
- Know how to make cash flow forecasts.

COURSE CONTENT:

- Accounting principles and conventions
- Structure of the financial statement
- Basic record keeping and account classification
- Preparing trial balance and final accounts
- Costing principles
- Time value of money
- Working capital management
- Capital budgeting decisions
- Reconciliation of account statements
- Interpretation of accounts
 - ✓ P & L ratios
 - ✓ Balance sheet ratios
- Taxation and adjustments (VAT, WHT and Deferred Tax)
- Internal control mechanisms
- Working with the auditor

COURSE CRI-05:

MANAGEMENT AND BUSINESS SKILLS FOR SECRETARIES

INTRODUCTION:

The changing nature of business and pressure for results mean more responsibilities for the secretary in addition to the traditional roles. This course is designed to prepare the secretary and executive assistant to meet the expectation and dynamics of the modern workplace.

COURSE OBJECTIVES:

- Emerging issues in business/business drivers
- Transiting from secretarial to managerial role
- Duties and responsibilities of secretaries and executive assistants
- Role of secretaries and PA's in meeting, conferences and functions
- Management principles
- Situational leadership

COURSE CONTENT:

- Interpersonal skills and dealing with difficult people
- Habits of personal effectiveness/assertiveness
- Principles of effective communication
- Priority and stress management
- Managing sensitive information and documents
- Working with more than one manager
- Customer service principles
- Transactional analysis
- Career outlook for secretaries
- Basic book keeping and accounts
- Essentials of business law

COURSE CRI-06:

LEADERSHIP POSITION ROLE WORKSHOP

INTRODUCTION:

Situational Leadership is a contingency management approach that recognizes staff competency or development levels and the managerial flexibility required to gain collaboration and optimum productivity.

Managers will learn how to increase their team's productivity by providing personalized support with the right amount of assistance and direction. This in turn builds a winning culture for the organization and creates a successful atmosphere where employees feel valued and involved.

COURSE OBJECTIVES:

- Understand the concept of leadership and its importance to effective performance.
- Diagnose competence level of staff and vary own style to improve workforce commitment.
- Appreciate individual staff concerns and increase their probabilities for success.
- Use situational leadership on a day to day basis.

COURSE CONTENT:

- Role of the leader in an organization
- Management and leadership defined
- Management Vs. Leadership
- Beliefs and values underlying the Situational Leadership Model.
- Skills of a situational leader
- Four functions of leadership
- Levels of employee reduces
- The four leadership styles
- Over supervision and under supervision: impact on employees' performance and morale.
- Communicating styles and performance.
- Using situational Leadership on a day-to-day basis.

COURSE CRI-07:

CALL CENTRE MANAGEMENT

INTRODUCTION:

The call centre has emerged as an effective platform for serving customers and providing solutions to their problems. This course has been developed to enable call centre agents and other personnel develop proactive skills and empathy for serving the customer. Participants will learn how and why service quality is the key differentiator among service providers.

COURSE OBJECTIVES:

- Develop and display professional skills and standards
- Understand the “How” behind best call centre practices
- Develop new ideas and techniques to go the extra mile to serve the customer
- Discover what separates a good cell centre from a great one.
- Display positive attitude at all times and circumstances

COURSE CONTENT:

- The Role of the call centre professional
- Caring attitude
- Time priority Vs importance priority
- Handling upset and complaining customers
- How to reduce escalation
- Techniques for connecting with the customer
- Empathy, listening, explaining and questioning techniques
- Motivation
- How to use automatic attendants and voice mails
- Improving inbound call productivity of the agent
- How to use voice tone and key words
- Call centre culture
- Call centre metrics
- Managing stress
- Telephone rules
- Career development
- Customer satisfaction checklist
- Going the extra mile to delight the customer

COURSE CRI-08:

TARGET SETTING & PERFORMANCE APPRAISAL

INTRODUCTION:

Setting targets and measuring achievement are key to the attainment of performance objectives. This course is targeted at your supervisory and managerial staff who will be assessing their subordinates' performance. It will be looking at their appraising responsibilities in a way that properly rewards and motivates their subordinates towards enhanced productivity.

It will also provide participants with the skills for a more objective performance appraisal.

COURSE OBJECTIVES:

- Become more objective in appraising subordinates
- Identify individual's strengths and weaknesses
- Distinguish between performance evaluation and appraisal
- Know how to set targets
- Use behaviourally Anchored Rating Scale (BARS) appropriately
- Develop appraisal criteria and applicable weights for different job functions
- Manage appraisal outcomes professionally

COURSE CONTENT:

- Benefits and outcomes of performance appraisal
- Strategic issues in performance appraisal
- Performance appraisal Vs. Performance evaluation
- How to achieve objectivity in appraisal
- Performance rating methods
 - ✓ Forced distribution
 - ✓ Behaviorally Anchored Rating Scales (BARS)
- Errors and bias to avoid in appraisal
- 360 Degrees performance appraisal
- How to use job description for appraisal
- Target setting methods
- Quantitative approach to performance appraisal
- Conducting the appraisal
 - ✓ The preparatory phase
 - ✓ The appraisal phase
 - ✓ The follow up phase
- Appraisal: role plays
- Managing outcomes of appraisals (training needs, career development, counseling etc)
- Appraisal interview toolkits and films

COURSE CRI-9:

TRAIN-THE-TRAINER

INTRODUCTION:

Anyone involved in training others will know how challenging it is. Some people have the knowledge but are not effective in communicating it. Also watching others train does not make you a trainer. To be an effective trainer requires a good understanding of training methods.

Participants in this course will be provided with the opportunity to develop and deliver two practice lessons which will be videotaped as take away.

COURSE OBJECTIVES:

- Design, deliver and evaluate training programmes which meet needs of your staff
- Prepare power point presentations
- Prepare instructional learning objectives and contents
- Relate training delivery to agreed learning objectives
- Use effective demonstration techniques
- Improve learning outcomes by using a variety of training methods and multi-media

COURSE CONTENT:

- The key roles of training and development
- Learning theories
- Factors affecting adult learning
- Training needs analysis
- Setting and writing training objectives
- How to prepare for training session
- Delivering a training programme
- Curriculum development
- The learning organization
- Using training aids
- Linking training to business objectives
- 8 field analysis
- One-point lesson

COURSE CRI-10:

EFFECTIVE HUMAN RESOURCES MANAGEMENT

INTRODUCTION:

Success in today's competitive business environment is increasingly a function of effective human resource management. Structure and technology can be duplicated by others, but the factors that can set apart an organization-whether in manufacturing or services-are its people. PEOPLE MAKE THE DIFFERENCE. This course will enable HR practitioners acquire skills to deliver on the administrative and strategic contents of HR. They will learn how to get, keep and grow talents for the organization's success.

COURSE OBJECTIVES:

- Gain a broad conceptual understanding of HRM
And the current trends in the field
- Learn of how HR and the business strategies can fit together.
- Acquire tools for deployment in the main HR policy areas: recruitment/selection, compensation/benefits, industrial/employee relations, training and manpower development.

COURSE CONTENT:

- The changing role of HR
- The HR value proposition
- Human Capital concept and applications
- Linking HR to business strategy and plans
- The HR architecture
- Human Resources Subsystem
- Manpower planning
- Recruitment and selection
- Training and career development
- Compensation and benefits
- Industrial/employee relations
- Managing exits
- Performance management
- Outsourcing
- Talent management
- Legal issues in HR
- Developing HR policies
- HR statistics and templates
- HR role in mergers and acquisitions
- Competencies for HR practitioner
- How HR can make difference to organization's success.

COURSE CRI-11: (A) PART

CREATING AND SUSTAINING SUPERIOR COMMUNICATION SKILLS IN FRONT OFFICE STAFF

INTRODUCTION:

A frontline staff who seems pleased to talk to clients and can solve their problems whilst handling the demands of the ringing telephone without losing his/her cool is an asset to any organization.

COURSE OBJECTIVES:

- Delegates will understand the importance of the frontline officer's role and project the best image for their company
- Learn how to make a first impression people will remember
- Develop best telephone practices
- Learn how to develop strategies for dealing with difficult people and situations
- Develop best telephone practices
- Learn how to receive visitors professionally
- Develop effective listening skills and focus on customer care
- Learn how to stay motivated and be part of the company team
- Increase work effectiveness through a better understanding and application of the key responsibilities involved in this job role

COURSE CONTENT:

- The ingredients of effective communication for frontline staff
- Selling yourself and your company at the front office
- Ways to increase effective communication with customers
- The power of questions and reflective listening
- Understanding and using non-verbal message
- Mastering the telephone
- Tele-marketing skills
- Converting average customers to loyal and repeat customers

SUMMARY:

UNDERPINNINGS OF EFFECTIVE COMMUNICATION AT THE FRONT OFFICE

COURSE CRI-11: (B) PART

CREATING AND SUSTAINING SUPERIOR COMMUNICATION SKILLS IN FRONT OFFICE STAFF

INTRODUCTION:

A frontline staff that seems pleased to talk to clients can solve their problems whilst handling the demands of the BUSINESS RELATIONSHIP without losing his/her cool is an asset to any organization.

COURSE OBJECTIVES:

- Delegates will understand the importance of the frontline officer's role and project the best image for their company
- Learn how to make a first impression people will remember
- Develop best telephone practices
- Learn how to develop strategies for dealing with difficult people and situations
- Develop best telephone practices
- Learn how to receive visitors professionally
- Develop effective listening skills and focus on customer care
- Learn how to stay motivated and be part of the company team
- Increase work effectiveness through a better understanding and application of the key responsibilities involved in this

COURSE CONTENT:

- Steps for dealing with upset people on the phone
- Identifying, communicating and relating with different personality types and character traits
- Factors that encourage internal and external customer conflicts
- Guidelines for managing difficult customer situations with the FBI and HEAT techniques.

SUMMARY:

DEALING WITH DIFFICULT CUSTOMER SITUATIONS

COURSE CRI-12:

GENERAL MANAGEMENT PROGRAMMES

INTRODUCTION:

This workshop is designed to equip participants with the requisite skills essential for fully exploiting the creative potentials of available human resources to enhance organizational harmony and improved performance.

COURSE OBJECTIVES:

- Critically analyze the prevailing work ethics and its impact on organizational performance.
- Identify factors that have negative effect on employees' attitude to work
- Design work ethics and productivity improvement instruments
- Develop strategies for managing human resources for higher productivity and
- Review the adequacy of current productivity improvement programmes

COURSE CONTENT:

- Concepts of Work Ethics and Productivity
- Environment and Ethics
- Human Behaviors in Organizations
- Leadership
- Change Management
- Organizational Culture
- Measuring and Rewarding Performance
- Productivity Improvement Techniques
- Productivity Measurement Tools

COURSE 2i2c-13:

STRATEGIC SALES MANAGEMENT WORKSHOP

INTRODUCTION:

The programme is designed to expose participants to modern sales management strategies and techniques that would enable them to meet their sales targets more effectively and efficiently.

COURSE OBJECTIVES:

- Generate relevant sales and marketing data for corporate decisions
- Manage sales territories
- Identify strategies for increasing sales volume and
- Profitability
- Evaluate sales strategies and
- Write sales reports

COURSE CONTENT:

- An overview of Sales Management
- Managing Sales Force
- Managing Customer Satisfaction
- Identifying Social Styles for the Effective Customer Relations
- Customer Behaviour
- Pricing Decision
- Territories Management
- Sales Report Writing
- Computer Application

COURSE 2i2c-14:

TIME MANAGEMENT WORKSHOP FOR MANAGERS

INTRODUCTION:

The programme has been built around one factor which most Supervisors, Officers and Managers should effectively manage, but have often neglected. Participants on the programme will be exposed to critical issues and techniques in planning their time and that of their subordinates.

COURSE OBJECTIVES:

- Identify time management activities
- Priorities their management activities
- Use a planner for short, medium and long term planning and
- Manage time effectively and efficiently

COURSE CONTENT:

- Management Process and Objectives
- The Concept of Time Management
- Identifying Time Wasters
- Planning and Organization of Work
- Using Time Planner
- Network Analysis
- Delegation and Time Management
- Stress Management
- Personal Effectiveness

COURSE 2i2c-15:

CUSTOMER SERVICE/RELATIONS WORKSHOP

INTRODUCTION:

The workshop is designed to expose participants to relevant techniques and strategies for identifying and meeting customers' needs thereby ensuring customer loyalty to their respective products and/or services

COURSE OBJECTIVES:

- Generate feedback on their relationships with customers
- Evaluate the quality of their customers service programmes
- Evolve appropriate strategies and programmes for enhancing customer relations
- Effectively implement customer service programmes and
- Identify, advise and possibly solve customers' problems

COURSE CONTENT:

- Marketing and Sales Objectives
- Customer Relations/Functions
- Quality of Customer Service Delivery
- Understanding the Customer
- Responsibility of the Marketing Executives to the Customer
- Collecting Marketing and Sales Information
- Communication for Improved Customer Relations
- Handling Sales Complaints and Crises
- Building Customer Loyalty
- Customer Relations and Satisfaction Strategies

COURSE 2i2c-16:

MAINTENANCE MANAGEMENT WORKSHOP

INTRODUCTION:

Good maintenance of plant and equipment in an organization aims at minimizing down time, while providing for the most effective use of facilities and manpower in order to secure the desired results at the lowest possible cost. This workshop is designed to address these and other emerging issues.

COURSE OBJECTIVES:

- Apply the principles of and procedures for maintenance management
- Identify organizational problems that affect maintenance
- Formulate strategies for maintenance of physical assets of their organizations
- Generate and use maintenance management information systems effectively and
- Manage a maintenance department/section.

COURSE CONTENT:

- Maintenance Policy and Strategies
- Types of Maintenance
- Asset Identification and Coding
- Fault Recognition and Recording
- Maintenance Budgeting and Cost Control
- Condition Monitoring
- Maintenance Information System Planning
- Uses of Computer in Maintenance Management
- Manpower Planning
- Building Maintenance
- Time Management in Maintenance
- Industrial Visit
- Contract and Use of Contractors
- Stores and Spares Management
- Stress Management

COURSE 2i2c-17:

MIDDLE-LEVEL MANAGEMENT DEVELOPMENT WORKSHOP

INTRODUCTION:

This workshop is targeted at middle-level management personnel of private and public organizations, to enable them to acquire modern management skills necessary for improving organizational capacity to adapt to emerging changes environments.

COURSE OBJECTIVES:

- Diagnose organizational problems
- Use appropriate problem-solving and decision-making techniques
- Identify the variables in the management of change
- Apply basic financial principles to managerial decision-making and
- Manage organizational resources effectively.

COURSE CONTENT:

- Management Processes
- Organizational Effectiveness
- Planning and Organizing Work
- Strategies for Managing Change
- Team-Building
- Managerial Decision-making Processes
- Effective Delegation
- Personnel Functions of the Manager
- Marketing Company's Products and Services
- Budgeting and Budgetary Control
- Stress Management
- Motivation of Workers

COURSE 2i2c-18:

MANAGEMENT WORKSHOP FOR ADMINISTRATIVE/PERSONNEL OFFICERS

INTRODUCTION:

The major objective of this programme is to equip participants with relevant management techniques and skills that would enable them to operate as effective and efficient Administrative and Personnel Officers.

COURSE OBJECTIVES:

- Apply modern management techniques
- Identify key result areas in their jobs
- Set targets and performance standards for themselves and subordinates
- Evaluate employee performance objectively and
- Build effective work teams

COURSE CONTENT:

- Management Processes
- The Personnel Functions
- Planning and Organizing Work
- Delegation and Authority
- Budgeting and Budgetary Control
- Effective Team Building
- Leadership Styles
- Disciplinary Procedures
- Motivation of Workers Performance Appraisal
- Performance Appraisal
- Industrial Relations

COURSE 2i2c-19:

MANAGEMENT WORKSHOP FOR HEALTH PROFESSIONAL AND ADMINISTRATORS

INTRODUCTION:

The workshop is designed to help health administrators become better managers, relate better, become better decision makers and use resources more efficiently.

COURSE OBJECTIVES:

- Identify management problems in their organizations
- Develop effective work team and inter-personal skills
- Plan and utilize health resources effectively
- Communicate effectively with colleagues and relevant publics and
- Use a variety of management techniques to solve problems in health-care institutions.

COURSE CONTENT:

- Principles of Management
- Leadership and Supervision
- Team Building
- Interpersonal Skills
- Effective Communication
- Problem Solving/Decision-making
- Motivation
- Asset Management
- Budget and Budgetary Control
- Time Management
- Performance Appraisal

COURSE 2i2c-20:

RECORD MANAGEMENT WORKSHOP

INTRODUCTION:

This workshop is designed to provide participants with the necessary skills and knowledge that require to enhance information management in their organizations. It will also afford participants the opportunity of appreciating the economics and efficiencies that can be achieved by having a system for the control of records.

COURSE OBJECTIVES:

- Recognize the need for compiling and maintaining safe record system
- Identifying various forms of records and their relevance to organizational development
- Acquire the skills for enhancing record keeping and maintenance and
- Develop appropriate techniques for sorting out records and managing information.

COURSE CONTENT:

- Computer Appreciation/Election Records
- Files and Filing System
- Future Trends in Information System
- Managing Information
- Financial Records
- Types and relevance of Records
- Disposal of Records
- Personnel Records
- Other Business Records

COURSE 2i2c-21:

PROBLEM ANALYSIS AND DECISION-MAKING WORKSHOP

INTRODUCTION:

The workshop is designed to help managers define and analysis problems and decide upon the best solutions from the range available.

COURSE OBJECTIVES:

- Develop skills for problem analysis and decision-making
- Define and diagnose their organizational problems more effectively
- Apply appropriate problem-solving and decision-making techniques
- Generate alternative courses of action to select the best option

COURSE CONTENT:

- Problem Solving and Decision-making: An Overview
- The Manager as a Problem-Solver/Decision-Maker
- Stages in Problem Analysis/Decision-Making
- Types of Decisions and Techniques
- Information for Decision-Making
- Risk Management
- Communication and Decision-Making
- Programme Implementation
- Use of Computer in Decision-Making

COURSE 2i2c-22:

COMMUNITY RELATIONS WORKSHOP

INTRODUCTION:

This programme is designed to educate officers' in-charge of Corporate Affairs on the need for Business to see itself as a corporate citizen with responsibilities to its environment which are essentially for acceptability and harmonious existence.

COURSE OBJECTIVES:

- Define organizations' community neighbours
- Identify key interest groups in the community
- Formulate strategies for strengthening relationships between the organization and its community
- Determine specific projects that could be beneficial to the community and
- Evaluate the impact of community relations efforts.

COURSE CONTENT:

- Theories of Community Relations
- The Role of Public Relations Community Development
- Social Responsibility
- Communicating with Community Neighbour
- Negotiation and Consultation
- Administration of Community Development Projects
- Budgeting for Community Relations

COURSE 2i2c-23:

MANAGEMENT WORKSHOP FOR EDUCATIONAL EXECUTIVES

INTRODUCTION:

This workshop is packaged for educational administrators, who though are specialists in their own areas, also need to acquire and sharpen their planning, organizing and decision-making skills to improve their administration.

COURSE OBJECTIVES:

- Apply modern management concepts in the work situation
- Take decisions that will lead to improved school administration
- Set targets and performance standards for themselves and subordinates
- Motivate subordinates for improved productivity
- Plan school programmes more effectively
- Manage the work-force effectively
- Keep proper school records and
- Manage school finances more effectively and efficiently

COURSE CONTENT:

- Strategic Management Concept
- Management Principles and Functions
- Decision Making
- Motivation
- Communication and Interpersonal Relationship
- Grievances Handling and Discipline
- Programme Planning
- Leadership and Supervision
- Target Setting, Performance Monitoring and Appraisal
- Team Building
- Guidance and Counseling
- Office Records Management
- Office Records Management
- School Finance Management

COURSE 2i2c-24:

**ADVANCED STRATEGIC MANAGEMENT WORKSHOP FOR
EDUCATIONAL ADMINISTRATORS**

INTRODUCTION:

This is a highly participative and experience-sharing programme specially designed for senior educational administrators to broaden their knowledge and sharpen their management skills as well as increase confidence in them.

COURSE OBJECTIVES:

- Apply result-oriented management approaches for effective administration of their institutions
- Analyze their business environment
- Build effective work teams
- Use appropriate leadership and supervisory styles
- Communicate effectively and develop inter-personal skills
- Manage change
- Develop and apply effective budgets and budgetary control

COURSE CONTENT:

- Approaches to Effective Management
- Environmental Analysis
- Leadership & Motivation
- Team Building
- Effective Communication & Interpersonal Relations
- Decision Making
- Managing Change
- Time Management
- Negotiation Skills
- Budgeting & Budgetary Control
- Stress Management
- Total Quality Management

COURSE 2i2c-25:

MANAGEMENT APPRECIATION WORKSHOP

COURSE OBJECTIVES:

- Appreciate the functions of management
- Plan and schedule resources to improve performance
- Communicate effectively
- Relate better with clients and staff

COURSE CONTENT:

- Principles of Planning and Controlling
- Organizing
- Forecasting
- Coordination
- Motivation
- Human Relations
- Management Styles
- Effective Communication
- Conduct of Meetings

COURSE 2i2c-26:

INDUSTRIAL SAFETY MANAGEMENT WORKSHOP

INTRODUCTION:

The safety of an organization's assets has always been considered as very vital for its survival and growth. This workshop is to enable participants to develop the requisite skills for enhancing industrial safety practices in their work environments.

COURSE OBJECTIVES:

- Identify causes of industrial accidents
- Investigate accidents properly
- Identify measures by which losses, consequent upon unavoidable mishaps can be reduced
- Perform safety audits
- Appreciate the role of insurance industry in industrial safety management
- Develop relevant safety communication channels
- Minimize stress

COURSE CONTENT:

- First Aid in Emergencies
- Accident and their causes
- Accident Investigation
- Identification of Environmental Hazards
- The Role of Insurance in Industrial Safety Management
- Fire Prevention
- Total Loss Control
- Stress Management

COURSE 2i2c-27:

MATERIAL MANAGEMENT WORKSHOP

INTRODUCTION:

Material management involves balancing the risks of having too much inventory against the risks of having too little inventory. Insufficient inventories impede the production process and restrict sales. Organizations can use a lot of operating management techniques to alter capacity, schedule production and manage inventory. This workshop will address these and other emerging issues.

COURSE OBJECTIVES:

- Acquire and enrich skills for inventory management
- Apply appropriate techniques for stock evaluation and inventory control
- Design the most appropriate layout of stores
- Identify new methods of frauds prevention and control in stores
- Apply computer to inventory management
- Share experience with colleagues from both private and public sectors of the economy

COURSE CONTENT:

- Functions of Store Officers
- Problems Encountered by the Store Officer and Possible Control
- Types of Store and Management Controls
- Accounting Systems Design and Installation for Various Stores
- Stock Valuation and Verification Techniques
- Inventory Control Systems
- Prevention and Control of Fraud in Stores
- Stock Budget Preparation Procedures
- Use of computers in Stores Acquisition, Processing and Storage
- Experience sharing Session

COURSE 2i2c-28:

PRUCHASING AND SUPPLY MANAGEMENT WORKSHOP

COURSE OBJECTIVES:

- Apply principles of effective purchasing and supply
- Identify new methods of sourcing for supply
- Organize personnel for effective purchasing
- Improve their negotiating skills
- Assess the performance of the purchasing and supply functions

COURSE CONTENT:

- General Principles and Objectives of Purchasing Functions
- Techniques of Purchasing
- The Purchasing Cycle, Forms and Records
- Management of Storage, Damages and Returns
- The Supply Functions and the Make-or-by Decisions
- Negotiations

COURSE 2i2c-29:

ADVANCED MANAGEMENT WORKSHOP FOR HEALTH PROFESSIONALS AND ADMINISTRATORS

INTRODUCTION:

This workshop is designed in response to several requests from top Health Professionals and Administrators who need to broaden and sharpen their management skills, knowledge and attitude required to manage the Health Sub-sector effectively and efficiently.

COURSE OBJECTIVES:

- Select and apply effective management strategies to hospital administration
- Build effective work teams and interpersonal relations
- Communicate effectively with colleagues and patients
- Identify factors affecting drug procurement and distribution
- Design an effective drug procurement and distribution
- Design an effective preventive maintenance programme for the physical facilities
- Set target and monitor budgets effectively
- Motivate subordinates and other members of the work-force
- Select and use appropriate leadership styles and effective supervisory strategies

COURSE CONTENT:

- Approaches to Management
- Managing Change
- Health Policy and Organization
- Effective Communication and Interpersonal Skills at Work
- Decision Making Processes
- Manpower Planning
- Hospital Equipment Procurement, Management and Maintenance
- Drug Management, Procurement and Distribution
- Health Financing
- Industrial Relations
- Motivation
- Team Building
- Total Quality Management

COURSE 2i2c-30:

GENERAL SUPERVISORY MANAGEMENT WORKSHOP

INTRODUCTION:

This workshop is designed to expose participants to management and supervisory techniques and skills that would develop in them clearer role perception, leadership and supervisory skills to enable them build and manage their teams more effectively.

COURSE OBJECTIVES:

- Identify their roles as leaders of work teams in their organizations
- Examine the problems they and their teams could experience when changes are introduced and how to go about solving them
- Analyze their organizations' communication process
- Identify various cost centres within their organizations and how these cost centres are related to one another.
- Evaluate various productivity improvement methods

COURSE CONTENT:

- General Principles of Supervision
- Work and Methods Study
- Quality Control
- Time Management
- Budget and Budgetary Control
- Effective Communication
- Conflict Management and Effective Styles of Handling conflicts
- Industrial Relations
- Health and Safety
- Motivation
- delegation

COURSE 2i2c-31:

STRESS MANAGEMENT WORKSHOP

COURSE OBJECTIVES:

- Identify causes of stress and recognize how they react to them
- Recognize stress in others
- Deal with the stress that prevent them from “unwinding”
- Use techniques of remaining calm in stressful inter-personal situations
- Use relaxation exercise
- Identify a variety of diagnostic instruments, their applications and limitations, and where to obtain them
- Identify the various methods of changing organizational stressors.

COURSE CONTENT:

- Stress – What is it? Concepts and Theories
- Role Conflict and Stress
- Behavior and Personal Profiles
- Stress inducing Elements (stressors)
- Consequences of Stress and Psychophysiology
- Individual Approaches to Manage Stress and Managerial issues
- Clinical/Vital signs and Stress reduction Techniques.

COURSE 2i2c-32:

CONFERENCE MANAGEMENT WORKSHOP

INTRODUCTION

This programme is designed to improve the skills required in organizing conferences, workshops, seminars, etc as such numerous events contribute immensely to socio-economic development

COURSE OBJECTIVES:

- Identify the principles of conference management
- Acquire the skills in planning and implementation of conferences, workshops and seminars

COURSE CONTENT:

- Principles and Concepts of Conference Management
- Steps in Conference Planning and Marketing
- Events Planning
- Conference Budgeting and Control
- Managing Conference Facilities
- Conference Protocol
- Implementing the Conference
- Post Conference Management

COURSE 2i2c-33:

**PLANNING WORKSHOP FOR CORPORATE EXCELLENCE AT
THE LOCAL GOVERNMENT LEVEL**

INTRODUCTION

This workshop is being organized in recognition of the mismatch between the increased responsibilities/functions assigned to Local Government and the inadequate capacity to perform them. The effect has been high increase of project failures, poor service delivery and general underdevelopment.

COURSE OBJECTIVES:

- Design programmes and projects
- Undertake feasibility studies and project appraisal
- Prepare project budgets
- Monitor and evaluate project

COURSE CONTENT:

- Statutory Roles/Functions of Local Government
- Overview of Management Function and Total Quality Management (TQM)
- Planning in the Public Sector
- Planning at the Local Government Level (Institute arrangements/process and key actors)
- Data/Information Requirement for Planning
- Feasibility Studies/Appraisal
- Programme Project Budget
- Project Implementation Monitoring and Evaluation
- Case Study

COURSE 2i2c-34:

ADVANCED MANAGEMENT WORKSHOP

INTRODUCTION

Experienced managers are aware that achieving the short and long term objectives of their organizations, places a great demand on their ability to lead their staff. In order to do this effectively, managers need to have tools for planning and analysis. They also need to know and understand their own strengths and weaknesses and the influence of their own personal qualities on their management styles.

This workshop has, therefore, been packaged to help experienced managers improve their skills and to provide them with new tools and methods to raise their performances on the job.

COURSE OBJECTIVES:

- Manage their time well
- Plan
- Delegate and monitor effectively

COURSE CONTENT:

- Strategic and Operational Management: Differences and Similarities
- Development and Formulation of Management Purpose, Vision, Strategy and Objectives
- The Role of a Manager and Personal Skill Required
- Personal Management style and its Impact on a Manager
- Management of Change
- Time Management
- Delegation and Empowerment
- Developing Human resource management skills such as Motivation, Team Building, Coaching, Counseling

COURSE 2i2c-35:

CORPORATE PLANNING WORKSHOP

INTRODUCTION

This workshop is designed to help participants develop the requisite skills required for charting the future of their organizations in a dynamic business environment. It will help participants to critically evaluate their operating environment and develop appropriate strategies that would enhance organizational performance both in the short and long terms. The workshop will help participants better understand, predict and manage their operating environment.

COURSE OBJECTIVES:

- Discuss corporate planning concepts
- Identify information requirements for effective corporate/long-range planning
- Conduct situational analysis including SWOT and Force Field Analysis.
- Develop appropriate strategies for dealing with environment threats and challenges
- Use the Force Field analysis model to identify impelling and impeding forces in corporate planning
- Produce functional specific plans

COURSE CONTENT:

- Socio-Cultural Context of Corporate Planning
- Strategic Planning Concepts and Theories
- Evaluating Corporate Planning Culture, Team Building Initiative and Communicating Change
- Management Information, Planning, Marketing, Manpower and Production
- Techniques and Processes of Implementing Strategic Plans
- Experience-sharing in Corporate Planning
- Scenario Planning

COURSE 2i2c-36:

TOTAL QUALITY MANAGEMENT WORKSHOP

INTRODUCTION

The workshop is designed to enable participant to acquire modern skills and techniques required for operational efficiency and strategic focus through the implementation of result-oriented quality management programmes.

COURSE OBJECTIVES:

- Discuss the concepts of total quality management from contemporary perspectives.
- Apply modern quality management techniques in all functional areas to improve productivity.
- Identify and examine quality policies and principles
- Advise on the maintenance of quality at minimum overall cost to satisfy customers needs
- Design and install total quality management system
- Compute quality costs
- Proffer solutions to quality problems

COURSE CONTENT:

- The Concept of Total Quality Management
- Quality Policy and Principles
- Customer Expectations, Needs and Complaint
- Quality Circles
- Quality Assurance
- Team Building
- Problem Solving Techniques
- Design and Installation of Total Quality Management
- Quality Cost
- Quality Audit

COURSE 2i2c-37:

STRATEGIC MARKETING MANAGEMENT WORKSHOP

COURSE OBJECTIVES:

- Analyze marketing environments
- Relate effectively with both internal and external customers
- Formulate and implement marketing strategies for competitive advantages
- Evaluate marketing effectiveness and
- Write marketing reports

COURSE CONTENT:

- Contemporary Marketing Concepts
- Cost Control in Packaging, Transportation and Warehousing
- Techniques for Analyzing Marketing Environment
- Selling and Distribution Cost Control
- Strategies for Predicting Changes in Local & International Markets
- Market Surveys
- Product Pricing, Distribution & Promotion Strategies
- Practical Models for Designing, Implementing and Evaluating Marketing Plans

COURSE 2i2c-38:

TEAM BUILDING WORKSHOP

INTRODUCTION

Achieving superior performance in a dynamic business environment will be greatly dependent on the quality of human resources available and how they are utilized. This workshop is designed to equip participants with the requisite skills that would enhance their ability to manage their subordinates effectively and exploit their creative abilities.

COURSE OBJECTIVES:

- Analyze the performance and stage of development of their work teams
- Use leadership skills to control and lead their teams effectively
- Handle difficulties in the teams
- Communicate effectively with their members

COURSE CONTENT:

- Handling Environment Team Work
- Group Dynamics
- Stages of Team Development and Improvement
- Team Leading and Maintenance
- Communication and Counseling Skills
- Managing Committee Meetings and Decision-making
- Handling Difficult People in the Team
- The Individual and Personality Traits

COURSE 2i2c-39:

ORGANIZATIONAL DEVELOPMENT WORKSHOP

INTRODUCTION

The effectiveness of an organization is often hindered by a number of problems within the management processes of the organization. In recognition of this fact, the Centre has designed Organizational Development (OD) Workshop with a view to helping organizations develop internal capacity for problem-solving without having to involve or rely on external consultants. The workshop aims at equipping participants with knowledge and skills required for diagnosing problems in their organizations, developing and implementing strategies for organizational change and managing the process of change.

COURSE OBJECTIVES:

- Define and approach OD systematically
- Describe and perform the role of the change agent
- Explain and apply models for organizational diagnosis
- Design and implement a range of techniques for collecting data on organization's health
- Apply the concepts and skills necessary to serve as an OD consultant
- Manage successfully the process of change

COURSE CONTENT:

- An Overview of Organizational Development
- Roles of Change Agent
- Organizational Diagnosis
- Techniques for Data Collection
- Team Building
- Role Negotiation
- Inter-group Team Building
- Organization Mirror Intervention
- Quality Circles
- Effective Communication
- Managing change in a Work Situation

COURSE 2i2c-40:

**INTER-PERSONAL SKILLS IMPROVEMENT WORKSHOP FOR
PERSONAL SECRETARIES**

INTRODUCTION

The workshop is designed to help relevant officers become more effective members of their teams which have to solve problems and get things done within their respective organizations.

COURSE OBJECTIVES:

- Identify their roles and responsibilities as personal secretaries
- Plan their activities more effectively
- Build effective work teams
- Relate better with superiors, colleagues, subordinates and the public
- Provide timely reports and information

COURSE CONTENT:

- The Concept of Management
- Roles and Functions of a Personal Assistant
- Inter-personal Relations Skills
- Planning and Organizing Work
- Team Building
- Office Communication Process
- Cultural Patterns in Communication
- Reports and Minutes Writing
- Human Relations at Work
- Stress Management

COURSE 2i2c-41:

INDUSTRIAL RELATIONS WORKSHOP

INTRODUCTION

The workshop is designed to equip participants with relevant skills for resolving labour issues.

COURSE OBJECTIVES:

- Analyze the Nigerian Labour and Environment Laws
- Appraise the theories of labour relations
- Identify causes of conflicts in organizations
- Develop effective collective bargaining skills
- Develop effective methods of handling grievances
- Formulate strategies for addressing employee welfare
- Manage stress and stressful situations effectively

COURSE CONTENT:

- Theories of Industrial Relations
- Labour and Employment Laws
- Negotiations and Consultants
- The Role of Employer's Association (NECA)
- Leadership in Labour Relations
- Grievances and Resolutions
- Employee Welfare in the Work Environment
- Collective Bargaining
- Effective Communication in Labour Relations
- Stress Management

COURSE 2i2c-42:

INTER-PERSONAL SKILLS WORKSHOP

INTRODUCTION

Inter-personal problems generate a series of other problems in organizations. These problems so generated have adverse effects on productivity and employee attitude. Inter-personal skills are, therefore, fundamental for organizational success. This workshop is designed to address these issues.

COURSE OBJECTIVES:

- Discuss the basic concept of human relations
- Apply basic communication skills
- Develop team building skills
- Use interviewing skills
- Conduct effective meetings

COURSE CONTENT:

- Basic Concept and Dynamics of Human Relations
- Communication
- Team Building
- Negotiation
- Meeting and Committee Management Skills
- Interviewing Skills

COURSE 2i2c-43:

ADVANCED HUMAN RESOURCE MANAGEMENT WORKSHOP

INTRODUCTION

In a dynamic business environment, organizations must continually strive to improve the quality and quantity of its human resources in order to enable them to remain competitive.

The workshop is designed to equip participants with the new skills and techniques that would help them to refocus the human resource roles and responsibilities in their organizations.

COURSE OBJECTIVES:

- Examine the relevance of their organizations' human resource policies in a highly dynamic business environment
- Analyze major new trends and explore their implications
- For human resource policy development in their organizations
- Examine the role of the Personnel Director as an agent of strategic change

COURSE CONTENT:

- Overview of Human Resource Management
- Significant Social, Economic and Political Trends
- New Horizons and New Challenges
- Competitive Advantage through Human Resource Management
- Employment Policies as part of Corporate Strategic Planning
- Human Resource Development
- Human Resource Planning
- Human Resource in the Light of New Technologies and Competition