

# Peoplesource Consulting Training Course Directory



## 2017

RECRUITMENT

CONSULTING

LEARNING & DEVELOPMENT

PRODUCTS

[www.peoplesourceconsulting.com](http://www.peoplesourceconsulting.com)

[associates@peoplesourceconsulting.com](mailto:associates@peoplesourceconsulting.com)

08052727684

08187756829

08098216501



## **Inspired learning to enhance your future performance.....**

**We've invested considerably in the Peoplesource Consulting brand over the past eight years, striving to become your partner of choice for innovative learning & development.**

Our strapline, 'your people, your greatest assets', is our guide as we continue pushing the boundaries of the quality and suitability of our training programmes to ensure we stay relevant to your learning needs; inspiring you with new ideas, new perspectives and new learning environments despite the challenging economic context currently facing most businesses in the Nigeria. We've reviewed and improved our offerings – the content, the experiential options, the breadth of our faculty experience, our training facilities and much more. Please visit [www.peoplesourceconsulting.com](http://www.peoplesourceconsulting.com) to find out just how we are adapting to your learning needs in today's changing business context.

We believe that our brand image should reflect our capabilities and personality in a positive way and I am confident you will find that the same approach colours the way we have designed each of our course offerings for the coming year. We hope you enjoy the options we can now provide to make your learning experience one that enhances your future performance and improves your organisations business prospects in the coming year.

**Bode Olutunbi – Managing Partner**

---

## TABLE OF CONTENTS

---

Keynote from the Managing Partner .....	2
Introduction .....	7
Our Areas of Competence .....	10
Our Bite-Size Partnering for Peak Performance (3P) Learning Solution .....	11
Fee Discount Offers.....	12
Open Programmes Calendar 2017 .....	13

### **PROGRAMME SUMMARIES**

Management and Leadership.....	17
Human Resource Management, Development and Capacity Building.....	21
Developing The Business.....	23
Personal Impact & Effectiveness.....	25
Banking and Finance .....	28

## **COURSE OUTLINES**

Leading in a Professional Service Firm-----	29
The People Skills of Management-----	30
Creating and Communicating a Vision That Sticks-----	31
Developing Senior Management Capacity-----	32
The Leadership and Strategic Management Programme-----	33
Project Management Skills for Managers-----	34
Leading Strategic Change-----	35
Commercial Awareness for Managers-----	36
Strategic HR Business Partnering-----	37
HR Leader's MasterClass-----	38
Effective HR Administration-----	39
Training the Trainer-----	40
Microsoft Office for HR-----	41
Fundamentals of HR Practice-----	42
Managing Talent for High Performance -----	43

HR for Non HR Managers-----	44
Selling in A Downturn-----	45
Building Resilience into Selling-----	46
Managing Crises Situations in Service Delivery-----	47
Risk Management-----	48
Sales Skills for Non-Sales Personnel-----	49
The Executive PA-----	50
The Resilient Employee-----	51
Emotional Intelligence Mastery-----	52
Developing Personal Resilience for Managers-----	53
Negotiation and Mediation Skills-----	54
Microsoft Office Mastery-----	55
Stress Management-----	56
Customer Service & Business Etiquette For Tellers And Operations Staff-----	57
Basic Banking Operations-----	58
Advanced Banking Operations-----	59

Legal & Regulatory Framework-----	60
Elements of Banking -----	61
Trade Finance -----	62
Advanced Credit Analysis and Management-----	63
Private Banking and Wealth Management -----	64
Strategy and Team Retreats-----	66
<b>Our Faculty</b> -----	<b>67</b>
<b>Contact Us</b> -----	<b>77</b>

---

# INTRODUCTION

---

## Who We Are

Peoplesource Consulting is a team of experienced management consultants focused on human resource management, organisational effectiveness and business development. Our goal is to increase the value of your human capital and the overall performance of your organisation. We believe that your people are your most valuable asset and they are what make your business successful. We work in partnership with you to maximise the competence and commitment of your people: their skills, their experience, their potential and their capacity. Our HR consultancy service also helps human resources functions to best support the ongoing growth and development needs of the organisation, its leaders and people.

The way people are led, managed, developed and motivated can make the winning difference. We work with you to enhance your ability to do this, ensuring that you have the right blend of skills and capabilities to achieve your business goals over the long term.

Peoplesource works with organisations committed to putting people first by empowering and valuing them. We help identify talent and support the development of skills within the workplace. Our passion is to see people excel within enabling environments where their contributions are valued.

Peoplesource Consulting works internationally along the following core areas of training competence:

- **Leadership and Management**
- **Human Resource Management, Development and Capacity Building**
- **Developing the Business**
- **Personal Impact and Effectiveness**
- **Banking and Finance**

## What We Do

### **Open Training Programmes**

Our open training programmes focus specifically on leadership and management, human resource management, organisational capacity building and developing personal impact and effectiveness. Participants are equipped to make positive impact within their organisations.

### **In-house Training Programmes**

In cases where our open training programme meets your specific training objectives, optimising both value for money and bringing economies of scale, especially where you require a number of your staff to undergo the training. We have the capacity to run the training across your organisation or deliver to your specific team.

### **Customised Training Programme**

We can design and deliver fresh and adaptable training programmes for your organisation. This is made possible through our ability and experience of evaluating ongoing client development need and in implementation of client projects across a wide range of disciplines. The Partnering for Peak Performance learning solution is a clear demonstration of this.

### **Resourcing**

Peoplesource Consulting has gained extensive experience placing top candidates in organisations. Our specialised recruitment team works with several leading organisations to ensure critical roles are filled with the right talent. We believe people are the most valuable asset in any business, they are what make any enterprise successful and we prioritise placing the right talent with the right set of skills to drive organisational excellence.

### **Outsourcing**

We offer a specialised recruitment outsourcing service which focuses on placing contract staff on client sites. We understand the effort and time organisations need to invest in order to place and manage competent employees, especially at the executive and non-executive levels. We have therefore designed our outsourcing service to partner with our client organisations to source and manage candidates – experienced and non-experienced, graduates and non-graduates who are a perfect fit for your workplace and can fulfill anything from basic administrative roles to more senior positions, up to the top management level, within the executive cadre of your organisation on short/long term fixed contracts.



## **Consulting**

Our consulting services focus on the clients' most critical issues and opportunities. We help our clients in the areas of strategy, sales and marketing and human resource management. We bring deep, functional expertise, and we are well known for our holistic perspective: we capture value across boundaries and between the silos of an organisation. We have competence in Strategy, Human Resource and Sales and Marketing consulting

## **Consulting Tools**

We offer a wide range of tools and products to enhance learning and make every experience with us really worth your while. These tools and products come as part of our training and consulting support for organisations. We also offer training and mentoring services to make our training maximally effective.

---

# OUR AREAS OF TRAINING COMPETENCE

---

## Leadership and Management

It is widely recognised that effective leadership is vital for capacity development, service transformation and reform. To develop an effective organisation, leaders must achieve results through their people. Peoplesource Consulting designs and delivers effective leadership training programmes aimed at equipping leaders with the necessary skills needed to achieve maximum efficiency and effectiveness in their relationship with people and in the discharge of their duties.

Our leadership development solutions provide all existing and aspiring leaders with a set of transferable tools, skills and techniques, offering participants the opportunity to develop a workable framework for sustaining change, supporting and sustaining necessary and positive outcomes in pursuit of organisational excellence.

## Human Resource Management, Development and Capacity Building

Your people are your greatest assets. Organisations around the world are increasingly aware of the importance of ensuring the right people are working in the right roles with the right competences and capabilities to deliver and sustain necessary and successful outcomes. Our core HR programmes are based around the themes of improving the effectiveness and accountability of departments, managing people effectively, achieving change and identifying and developing future leaders.

## Developing the Business

Perhaps one of the most important principles for business success is strong momentum in the sales department. We help develop your business through effective training of your sales and marketing staff. We also believe that successful organisations have holistic and harmonious systems, processes and services that support the people and its key stake holders to achieve the organisation's goals and objectives. Our business development solutions help ensure that your organisation can meet the challenges of globalisation and demands for more effective delivery of services.

## Personal Impact and Effectiveness

We believe the level of personal effectiveness of team members invariably translate into team effectiveness. Our interventions in this area aims at strengthening the personal effectiveness of participants and help them channel it to team and organisational effectiveness.

## Banking and Finance

The banking sector is one of the most important sectors of any economy. Monetary policies are driven through the banking sector and this inadvertently affects the whole of the economy, hence the need to pay a great attention to the sector. Peoplesource Consulting offers training programmes which are specifically designed to enhance employee performance and productivity in this sector.

# WHAT'S NEW IN 2017

## 3P Bite-Size Workshop Sessions Short... fresh... cost-effective

Our range of **in-company 2 hour bite size workshop sessions** give you the highly focused shot of knowledge that makes a real and immediate impact on your team. It is a high quality, flexible, time efficient and cost effective learning option for the prudent business and fits nicely into a knowledge session at the start, middle or end of day.

- Positive Mental Attitude
- Change - What People Need
- Closing a Sale
- Coaching Skills
- Communicating for Impact
- Effective Delegation
- Delighting Your Customers
- How to Facilitate Meetings
- Effective Feedback
- Handling Difficult Behaviour
- Handling Objections
- Influencing People
- Making Meetings Matter
- Managing your Manager
- Managing Team Performance
- Being Emotionally Intelligent

**2 Hours each.....**

**Highly Focused.....**

**Covers the Essentials.....**

**Very Cost Effective.....**

### **How much does it Cost?**

One standard bite size session seats up to 25 participants

We can run up to three sessions per day. Please call us for a breakdown of what will be addressed and to discuss your specific needs.

- Motivating Your Team
- How to Negotiate
- Managing Your Time
- Personal Branding and Impact
- Business Ethics 101
- Project Management 101
- Resolving Conflict
- Smarter Objective Setting
- Hallmarks of Professionalism
- Selling Benefits Effectively
- Presentations that Stick
- Uncovering Customer Needs
- Asking the Right Questions
- Effective Listening Skills
- The Ownership Mindset
- Expressing Ideas Effectively

---

## Take Advantage of Fee Discounts On Our Open Programmes

---

Rewarding your upfront investment .... Delivering economies of scale.... Very cost-effective!

Our range of discount offers are aimed at ensuring we reward you for your commitment to nominating more of your colleagues on our programmes and for making early payments of course fees to confirm they will be attending the programmes. Here are the details;

- Early bird discount of up to 10% if paid 30 days before the programme start date and 15% if paid 60 days before programme start date.
- Group discount of 10% for a minimum of 3 persons on full payment received 7 days before the programme start date.
- Corporate discount of 15% for a minimum of 5 delegates from the same organization on full payment received 7 days before the programme start date.

**If your organisation is large or you have six or more nominees for any of these courses, we strongly recommend that you consider an in-house option. We will come to your premises or other venue, design it to suit your specific needs and deliver it at a fraction of the open course fee.**

The above replaces all previous discount offers. For more details or to enquire about running an in-house course in your organisation, please call us on 08052727684, 08098216501 or 08187756829. Alternatively, you can email us at [associates@peoplesourceconsulting.com](mailto:associates@peoplesourceconsulting.com).

---

# OPEN PROGRAMMES CALENDAR: 2017

---

## FEBRUARY

## WHO IS IT FOR?

## DATES

---

<b>LEADING IN A PROFESSIONAL SERVICE FIRM</b>	Senior Personnel in Professional Service Organisations	<b>Thu 23rd – Fri 24th</b>
<b>CREATING &amp; COMMUNICATING A VISION THAT STICKS</b>	Senior Leaders and Managers	<b>Tue 28<sup>th</sup></b>

---

## MARCH

---

<b>THE EXECUTIVE PA</b>	Personal & Executive Assistants	<b>Fri 24<sup>th</sup> – Sat 25th</b>
<b>STRATEGIC HR BUSINESS PARTNERING</b>	HR Practitioners	<b>Wed 29<sup>th</sup> – Fri 31st</b>

---

## APRIL

---

<b>SELLING IN A DOWNTURN</b>	Sales and Business Development Personnel	<b>Thu 20<sup>th</sup> – Fri 21st</b>
<b>THE PEOPLE SKILLS OF MANAGEMENT</b>	Current and Aspiring Managers	<b>Wed 26<sup>th</sup> – Fri 28th</b>

---

## MAY

---

<b>FUNDAMENTALS OF HR PRACTICE</b>	Current and Aspiring HR Practitioners	<b>Wed 24<sup>th</sup> – Fri 26th</b>
------------------------------------	---------------------------------------	---------------------------------------

---

## JUNE

## WHO IS IT FOR?

## DATES

**EMOTIONAL INTELLIGENCE MASTERY**

Anyone in the workplace

**Wed 14<sup>th</sup> – Fri 16<sup>th</sup>**

**LEADING STRATEGIC CHANGE**

Senior Leaders and Managers

**Thu 29<sup>th</sup> – Fri 30<sup>th</sup>**

## JULY

**MANAGING TALENT FOR HIGH PERFORMANCE**

Managers, HR Professionals, All leaders

**Wed 26<sup>th</sup> – Fri 28<sup>th</sup>**

## AUGUST

**THE PEOPLE SKILLS OF MANAGEMENT**

Current and Aspiring Managers

**Wed 16<sup>th</sup> – Fri 18<sup>th</sup>**

## SEPTEMBER

**HR LEADERS MASTERCLASS**

Senior and Aspiring HR Leaders

**Wed 20<sup>th</sup> – Fri 22<sup>nd</sup>**

**LEADING IN A PROFESSIONAL SERVICE FIRM**

Senior Personnel in Professional Service Organisations

**Thu 28<sup>th</sup> – Fri 29<sup>th</sup>**

## OCTOBER

**FUNDAMENTALS OF HR PRACTICE**

Current and Aspiring HR Practitioners

**Wed 11<sup>th</sup> – Fri 13<sup>th</sup>**

**THE PEOPLE SKILLS OF MANAGEMENT**

Current and Aspiring Managers

**Wed 25<sup>th</sup> – Fri 27<sup>th</sup>**

**NOVEMBER****WHO IS IT FOR?****DATES**

---

**DEVELOPING SENIOR MANAGEMENT CAPACITY**

Senior Leaders and Managers

**Wed 29<sup>th</sup> Nov – Fri 1st Dec**

---

**DECEMBER**

---

**CREATING & COMMUNICATING A VISION THAT STICKS**

Senior Leaders and Managers

**Fri 8th**

---

**HR LEADERS MASTERCLASS**

Senior &amp; Aspiring HR Leaders

**Wed 13th – Fri 15th**

---

Please see course details in synopsis and outline sections below.

# PROGRAMME SUMMARIES

---

*All programmes are available for In-house delivery. Please see the selected list of open programmes in the calendar above. Pricing is provided for each open programme in the synopsis below.*



---

# MANAGEMENT AND LEADERSHIP

---

## THE PEOPLE SKILLS OF MANAGEMENT- (3 DAYS)

The need for the manager to effectively motivate the employees under him/her cannot be over emphasized. The manager needs to be equipped with what it takes to always get the best out of everyone around him/her. This is three day programme is highly impactful on personal and interpersonal skills and the successful management of people. This programme provides you with a unique opportunity to accelerate the development of your skills whether you are focusing on managing the impact of change or transition, building a high performance team, or developing the trust, enthusiasm and mutual development of your employees.

**Open Course Fee – N157,500.00 incl. VAT**

## LEADING IN A PROFESSIONAL SERVICE FIRM - (2 DAYS)

Achieving success in managing a professional service firm is a balancing act that requires extraordinary leadership abilities. Senior managers must work to satisfy clients, motivate staff, and build a strong vision—all while employing the fiscal discipline to maintain a sound bottom line. This course equips participants to develop the talent, corporate culture, and strategies needed to position their organisation for long-term success. Numerous case studies of successful service firms will be studied to develop the skills needed to refine their own organisation's business operations and strategy.

**Open Course Fee – N147, 000.00 incl. VAT**

## CREATING AND COMMUNICATING A VISION THAT STICKS - ( 1 DAY)

This programme helps business leaders, senior managers and others charged with the role of inspiring and galvanizing their organisations and teams to drive high performance and the execution of strategic objectives. Participants learn how to craft a vision, mission and strategic objectives that will resonate with their employees. They also acquire enhanced skills and capabilities to communicate their ideas in creative ways to engage employees to deliver on the company's ambitions. It involves the use of a variety of tools, strategies and ample role playing to inform practice.

**Open Course Fee – N84,000.00 incl. VAT**

### **DEVELOPING SENIOR MANAGEMENT CAPACITY - (3 DAYS)**

Focusing mainly on leadership, strategy and people, this 3 day course is specifically designed for top executives and Senior Managers who are looking for a more realistic approach to the use of the full range of strategic management tools and skills available to them in their roles, those needing to develop their capacity to lead and influence at top management level and those who want to acquire excellent people management capabilities. It combines aspects of organisational and management theory, a pragmatic approach to the realities of day-to-day work life and the factors impacting on the organisations and countries represented in the seminar room.

**Open Course Fee – N168, 000.00 incl. VAT**

### **LEADERSHIP AND STRATEGIC MANAGEMENT - (4 DAYS)**

This is a four day strategic management course for leaders in the public and private sectors as well as senior managers, executives and directors who understand the benefits both personally and professionally of developing strategic leadership skills and are seeking to motivate and inspire others to drive results in more effective ways. Transform yourself into an influential leader who spearheads change and drives improvement. Learn to inspire greatness in others while excelling within your own leadership role.

### **LEADING STRATEGIC CHANGE – (2 DAYS)**

Leadership and reform can be described as three dimensional; taking into account differences at the individual, organisational and environmental level. This programme will examine ways to clarify the need for change and observe the potential barriers and pitfalls across the three dimensional levels of leadership and reform outlined above. Participants will be introduced to new concepts and be involved in exercises to understand key change theories and their practical implementation.

**Open Course Fee – N147,000 incl.VAT**

### **COMMERCIAL AWARENESS – (2 DAYS)**

Participants gain an understanding of the critical business issues they need to be aware of to support their role to become more commercially focused in their role. The workshops focus on commercial and business awareness skills that will enable them to broaden their role and perspectives so they can take on increased responsibilities, gain credibility and achieve career growth. This course is designed for managers who want to hone their business and commercial skills, decision makers in non-profit making

organisations who want to sharpen their business acumen and help their organisation stay relevant during challenging economic conditions.

### PROJECT MANAGEMENT SKILLS FOR THE MANAGER – (2 DAYS)

All Managers increasingly find themselves managing a variety of projects in addition to the day-to-day process they have traditionally supervised. As organisations strive to introduce new products, policies and procedures and maintain or achieve competitive advantage more responsibilities fall on the managers whose task it is to make that change happen. Project management and its application of good management practice in a structured manner can help support this process. This course thus helps demystify the topic and introduces key, easy to use techniques that will help participants manage projects successfully and ensure quality service delivery.

---

# HUMAN RESOURCE MANAGEMENT

---

## **STRATEGIC HR BUSINESS PARTNERING (3 DAYS)**

This highly successful programme helps participants understand how to develop an HR Strategy that aligns with their organisation's objectives, how HR Business Partnering operates in practice, what success looks like, where common problems occur and what options there are for moving forward.

**Open Course Fee – N157,500.00 Incl. VAT**

## **THE HR LEADER'S MASTERCLASS - (3 DAYS)**

Based on participants' feedback, this was our most successful programme in 2014. It comes highly recommended for senior HR leaders. Organisations need their HR departments to lead and drive the achievement of outstanding results through people; effectively influencing the rest of the business to get on board. This programme is specifically designed to address the need of HR Managers seeking a fast track to career development by acquiring the prerequisite knowledge required to gain relevance as a HR leader within management. Participants gain insights, tools and confidence needed to deliver the organisations expectations from HR's leadership today. By drawing together a very senior and experienced practitioner faculty to lead sessions where best practice and leading thought is explored, the programme will equip participants with the competence for strategic HR practice at the highest level; helping them develop, build and lead outstanding HR teams.

**Open Course Fee – N168, 000.00 Incl. VAT**

## **EFFECTIVE HR ADMINISTRATION – (2 DAYS)**

This is a two day workshop for HR practitioners. It addresses specific details of the HR practice. It addresses such areas as the use of Excel and other tools in HR administration, HR and the social media, payroll management, administration of taxes and other statutory deductions, and effective reward system administration. It features a stellar faculty of highly experienced HR leaders, legal practitioners and HR analytics experts. It provides a learning, networking and career coaching opportunity for participants who are keen to establish themselves as true HR practitioners, functioning effectively operationally and strategically.

### **MANAGING TALENT FOR HIGH PERFORMANCE – (3 DAYS)**

This course will help participants understand how to identify, attract, manage, develop and engage talent within the organisation and individuals exiting the business to ensure current and future business needs are met. Managing the talent pipeline and effective succession planning is aimed at delivering business continuity and growth and deliver tailored, pro-active career development for an organisation's most talented individuals. This course explores the best approaches for managing talent and planning succession.

**Open Course Fee – N157,500.00 incl.VAT**

### **MICROSOFT OFFICE FOR HR – (3 DAYS)**

Microsoft Office is considered required skills for the business professional of today. In HR practice, Microsoft office is used for carrying out basic and advanced tasks, including preparation of payroll, time sheets, etc. It also includes programs that help solve problems, answer questions, express ideas, organise data and communicate. This programme is designed to help sharpen the skills of participants and also teach them tips and tricks they haven't even discovered yet on all Microsoft products, including Microsoft Office 2007, 2010 and the newest in Microsoft Office 2013 training.

### **FUNDAMENTALS OF HR PRACTICE – (3 DAYS)**

This course is a comprehensive and up-to-date guide to virtually every aspect of human resource practice. Participants will find in this course all the information and skills they need to do their job and make a positive impact within the HR team. They will be equipped with the knowledge they need to contribute towards enhancing the performance of HR within their organisation.

**Open Course Fee – N157,500 incl.VAT**

### **HR FOR NON HR MANAGERS – (2 DAYS)**

This programme is aimed at managers who have responsibility for managing people in addition to their other management tasks. Managers attending this programme will gain a thorough understanding of HR policies and practices enabling them to develop a range of skills so that they can work more effectively within the organisation.

---

## DEVELOPING THE BUSINESS

---

### SELLING IN A DOWNTURN - (2 DAYS)

The impending economic downturn will affect every business and we all need to make adjustments to connect with today's changing customer demands. Customers are establishing new priorities and reducing their overall spend. Also, technological factors have greatly affected the ways business is done. The world has become a global village and organisations compete effectively across borders; ensure your marketing teams are equipped for current market challenges.

**Open Course Fee – N147,000.00 incl. VAT**

### BUILDING RESILIENCE INTO SELLING – (2 DAYS)

In any business organisation, sales is the department that generates revenue. No matter how good the manufacturing operation is, how cutting-edge the technology is, how tight the financial goals are or how progressive and forward-thinking the management techniques are, there must still be a sales mechanism in place, or everything else is useless. In the face of distractions and challenges caused by the recent economic downturn, this programme will give participants the requisite knowledge, expertise and skills they need to stay focused, consciously improving on their service delivery and drive operations forward, positioning the business for enhanced competitive edge.

### MANAGING CRISES SITUATIONS IN SERVICE DELIVERY – (1 DAY)

To effectively deal with difficult situations, people must take ownership of issues, show genuine empathy, stay calm under pressure and work with customers, not against them. Managing Crises situations helps participants regain the confidence of customers, improve customer retention and creates future sales. This is a customer service improvement course. Delegates will learn how they can use the most difficult service delivery situations to their advantage to develop their relationship with a customer and control situations in order to achieve a positive outcome.

### RISK MANAGEMENT – (2 DAYS)

The management of risk is fundamental to the effective and efficient implementation of policies and programmes for the ongoing success of an organisation's strategy, business development and operations this programme will provide a comprehensive guide to risk management at the strategic level, focusing on organisation's effectiveness, managing programme and projects, and importantly, operational risk. It will demonstrate how risk management can be implemented and operated successfully within both public and private sector settings.

### **SALES SKILLS FOR NON SALES PEOPLE – (1 DAY)**

Many organisations give their employees sales targets even though they hold support or back office roles but without essential skills they fail to recognise and harness obvious sales opportunities. This course equips such employees to achieve their targets? Participants learn how the sales environment works and how to spot opportunities and get motivated to meet sales challenges with confidence.

---

# PERSONAL IMPACT AND EFFECTIVENESS

---

## THE EXECUTIVE PA - (2 DAYS)

The PA is a pivotal role in the management team. Senior PAs and EAs acquire the skills to achieve organisational objectives through partnership with their manager, gain time management and communication skills to contribute effectively to their organisation and focus on skills and competencies needed to excel in a PA role. Being a PA or EA requires working closely with someone important and busy and it can be difficult to avoid overlooking personal needs and aspirations. We explore how to manage future career growth and get participants to practice new skills through role play and group work.

**Open Course Fee – N141,750.00 incl. VAT**

## THE RESILIENT EMPLOYEE – (2 DAYS)

It is not possible to make progress without experiencing and overcoming occasional setbacks and disappointments. Resilience is the ability to maintain your normal level of performance, or improve on it, during times of change and adversity. The key to this training course is the understanding that the positive attitudes and behaviours which generate resilience can be developed. This is a course that addresses how to develop a winning mindset within an organisation and it is suitable for anyone in an organisation.

## DEVELOPING PERSONAL RESILIENCE FOR MANAGERS – (2 DAYS)

The way in which managers react and respond to problems will determine the success or failure of the organisation. Resilience is now a key competence for managers working under pressure during periods of change. This training course helps managers improve their personal resilience as well as supporting the resilience of those they work with by equipping them to lead themselves and others in ways that enable change readiness, innovation, creativity and productivity.

## EMOTIONAL INTELLIGENCE MASTERY - (3 DAYS)

As the pace of life in our world increases and our environment makes more and more demands on our cognitive, emotional and physical resources, emotional intelligence has become increasingly critical as a skill set. Emotional Intelligence strategies combined with contextual awareness increase our ability to successfully manage the constant challenges from customers and our business



associates. This course will help participants deliberately increase their ability to make decisions, temper negative responses to distressing situations, improve conflict management and enhance their communication and interpersonal skills.

**Open Course Fee – N157,500.00 incl. VAT**

### **NEGOTIATION AND MEDIATION SKILLS – (2 DAYS)**

Talented negotiators outpace their colleagues in business and in life because they build relationships that bring desired results; good negotiators get what they want – more quickly, more easily, with fewer resources and more often, masterful negotiators do more: many successful influence from a position of less power and inferior market advantage. This training programme aims to equip participants with the opportunity to analyse, refine and enhance their individual techniques and styles of decision making in negotiations and facilitation in mediation to reach an agreement of settlement that benefit all parties concerned.

### **MICROSOFT OFFICE MASTERY – (3 DAYS)**

Microsoft Office is considered required skills for the business professional of today. It includes programs that help you solve problems, answer questions, express ideas, organise data and communicate. Have you been operating these valuable tools without an owner's manual? If so, we are glad to help with Microsoft Office training. Sharpen your skills and learn tips and tricks you haven't even discovered yet on all Microsoft products, including Microsoft Office 2007, 2010 and the newest in Microsoft Office 2013 training.

### **STRESS MANAGEMENT – (2 DAYS)**

Stress management in the workplace requires more than helpful tips. Changing economic times have us pulled in multiple directions. The pressures and demands between work and personal life are blurred. As a result, the consequences of stress in the workplace come from what is happening to each of us both on and off the job. Through highly interactive learning, participants apply these stress management training tools to getting more of what's important to them done in less time. Organisational skills are improved so that less things "fall through the cracks."

### **TRAINING THE TRAINER – (3 DAYS)**

Organisations gain significant cost savings by running internal training and sharing knowledge with a staff faculty. This course equips experienced leaders and managers to train other members of staff using professional skills and tools to transfer their expertise and knowledge in an effective manner to ensure cost efficiency without compromising quality and results.

---

# BANKING AND FINANCE

---

## **CUSTOMER SERVICE & BUSINESS ETIQUETTE FOR TELLERS AND OPERATIONS STAFF – (2 DAYS)**

Banks are entrusted with a valuable asset: your money. According to a July 2012 article in Consumer Reports, a survey indicates that 26 percent of bank customers who opted to switch accounts to a different bank cited poor customer service as the reason. Proper training, knowledge of bank products, and prompt friendly service are all part of excellent customer service to bank clients. It is necessary to equip all bank staff with relevant customer care skills.

## **BASIC BANKING OPERATIONS – (3 DAYS)**

The banking environment is becoming increasingly challenging owing to intense competition and demand for quality service delivery platforms to satisfy and retain customers. Customers are becoming more sophisticated with increasing market and product knowledge and are equally challenging the banks for better services. This course equips participants with all they need to be exceptional bankers.

## **ADVANCED BANKING OPERATIONS – (3 DAYS)**

This is an advanced Masterclass. Many executives in financial services, IT, accounting, compliance, marketing and other areas in banking operations are not fully familiar as to what Banking is and the scope of Banking Operations. This Masterclass provides a practical and fairly detailed view of all the main banking operations, including what they are, how they operate and the current issues. This Masterclass will train the participants on all aspects of banking operations including Treasury, Lending and Trade Finance Operations.

## **LEGAL & REGULATORY FRAMEWORK – (3 DAYS)**

Regulatory Compliance is a set of processes and laws put in place by the bodies which control financial activity and is important to financial services firms. Compliance and Regulatory training courses ensure staff are clear on their regulatory responsibilities and the current regulations

## **ELEMENTS OF BANKING – (3 DAYS)**

The concept of "elements" is widely used by modern science. It refers to the study of various phenomena of nature and social development. It is believed that modern thought is a sign of a systematic approach. The term "elements" is willing to operate not only

by scientists, philosophers, and artists and the arts, the organisers of production and operation of banks. This course introduces the elements of banking in a unique way.

### **TRADE FINANCE – (3 DAYS)**

The overall goal of this three-day workshop is to use a structured and systematic approach to assess and manage the risks inherent in international trade and understand the techniques used to mitigate and/or transfer risks between the parties involved in the transactions. The focus is on understanding the working capital cycle of a business, identifying financing needs, and structuring solutions to meet client needs; whilst appropriately managing the risks in order to recommend optimal trade finance solutions.

### **ADVANCED CREDIT ANALYSIS AND MANAGEMENT – (3 DAYS)**

The essence of credit management is to ensure that facilities granted are repaid and the relationship created results in a win-win situation for the bank and its customers. It is therefore, imperative to continuously sharpen the skills of middle level credit employees beyond the appreciation of the basic tenets of lending. This need has become more compelling, given the tremendous growth in the volume and diversity of banks credit portfolios.

### **PRIVATE BANKING AND WEALTH MANAGEMENT I – (3 DAYS )**

This course is ideal for private bankers and advisors to gain the skills and understanding to formulate client-driven strategies. It allows you to gain a better understanding of your client relationship skills and effectiveness in managing wealth of Private Banking clients.

### **PRIVATE BANKING AND WEALTH MANAGEMENT II – (3 DAYS )**

These are both exciting and challenging times for the Private Banking and Wealth Management sector. The industry continues to grow strongly with the emerging markets, notably Africa, the Middle East and Asia creating a steady stream of new high net worth individuals. This course offers an opportunity for staff engaged in private banking / private wealth management to equip themselves with the skills to formulate innovative strategies, improve their customer relationships and effectively manage their clients' wealth.

# **COURSE OUTLINES**

# LEADING IN A PROFESSIONAL SERVICE FIRM

(2 DAYS)

## OVERVIEW

This programme equips participants with the skills and knowledge to develop the talent, corporate culture, and strategies needed to position their organisation for long-term success. Using case studies of successful service firms, participants are able to develop the skills needed to refine their own organisation's business operations and strategy.

### WHAT DO I GET OUT OF IT?

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Management consultants, accountants, lawyers, actuaries, engineers, architects, surveyors, physicians, public relations professionals, recruiters and others involved in professional practice of whatever kind who are saddled with the responsibility for crafting and leading the execution of firm operations at strategic and day to day levels.

### WHAT IS IT ABOUT?

Achieving success in managing a professional service firm is a balancing act that requires extraordinary leadership abilities. Senior managers must work to satisfy clients, motivate staff, and build a strong vision and employ the fiscal discipline to maintain a sound bottom line. Participants are equipped to develop talent, corporate culture, and strategies needed to position their organisation for long-term success. Case studies of successful service firms are studied to enable them refine their organisation's business operations and strategy.

### COURSE OVERVIEW

Working in groups and individually, participants on the course will gain diverse insights that will improve their ability to:

- Attract, develop, and retain talented professionals who will ensure their firm's growth
- Build a culture that fosters both corporate success and individual achievement
- Implement governance, decision-making, and performance metrics to suit their firm's unique attributes
- Sharpen core competencies and follow best practices to deliver maximum value

---

# THE PEOPLE SKILLS OF MANAGEMENT

(3 DAYS)

---

## OVERVIEW

---

The need for the manager to effectively motivate the employees under him/her cannot be over emphasized. The manager needs to be equipped with what it takes to always get the best out of everyone around him/her. This is a powerful three day programme on personal and interpersonal skills and the successful management of people. This programme provides you with a unique opportunity to accelerate the development of your skills whether you are focusing on managing the impact of change or transition, building a high performance team, or developing trust, enthusiasm and mutual development in your employees.

### WHAT DO I GET OUT OF IT?

---

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Established Managers who need to enhance their people and team management skills, specialist and technical managers who need to achieve a better balance between technical expertise and their people management capabilities, managers, directors, team leaders and others in leadership roles that believe there is need to keep enhancing their team management skills and achieve high performance in short time frames.

### WHAT IS IT ABOUT?

---

From mental preparedness to forging alliances and securing early wins, our highly experienced facilitators lead participants through every aspect of excellence in a leadership role. Sessions provide a systematic and powerful framework as well as strategies to enable them take charge effectively within in their roles.

### COURSE OVERVIEW

---

- Management challenges within the recent economic challenges
- Assessing your own organisation's culture
- Understanding your motivational drivers
- Structuring and presenting messages in a way that influences people
- Reviewing your management and leadership styles
- Learning how to manage the above average and below average performers
- Managing the impact of change and transition
- Team working in action
- Getting to action – reflection and action planning

---

# CREATING AND COMMUNICATING A VISION THAT STICKS

(1 DAY)

---

## OVERVIEW

---

This programme helps business leaders, senior managers and other charged with the role of inspiring and galvanizing their organisations and teams to drive high performance and the execution of strategic objectives. Participants learn how to craft a vision, mission and strategic objectives that will resonate with their employees.

### WHAT DO I GET OUT OF IT?

Understanding why leadership transitions are critical

- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

CEO's, Entrepreneurs, Business leaders, functional heads and others in key leadership roles

### WHAT IS IT ABOUT?

Participants acquire enhanced skills and capabilities to communicate their ideas in creative ways to engage employees to deliver on the company's ambitions. It involves the use of a variety of tools, strategies and ample role playing to inform practice.

### COURSE OVERVIEW

---

- Identifying direction and purpose
- Building loyalty through involvement
- Setting standards of excellence that reflect high ideals and a sense of integrity
- Being persuasive and credible
- Inspiring enthusiasm and encouraging commitment
- Developing a well-articulated and easily understood vision
- The role of ambition and calling for a shared commitment
- Challenging and inspiring people to align their energies in a common direction
- Ensuring a fit with unique business culture and values
- Ensuring it results in efficiency and productivity

# DEVELOPING SENIOR MANAGEMENT CAPACITY

(3 DAYS)

## OVERVIEW

This course provides a broad-based, practical introduction to the key ideas, techniques and overall competencies needed to manage effectively and productively, in modern organisations in any part of the world.

### WHAT DO I GET OUT OF IT?

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Top executives and senior managers who are looking for a more realistic approach to the use of the full range of strategic management skills

### WHAT IS IT ABOUT?

The course combines aspects of organisational and management theory, a pragmatic approach to the realities of day-to-day work life whilst taking into account the factors impacting on the organisations and countries represented in the seminar room.

### COURSE OVERVIEW

- Initiating the Strategic Planning Process
- Developing Greater Customer and Output Focus
- Time Management and Priority Setting
- Clarifying and Implementing Organizational Mandates
- Situational and Stakeholder Analysis Techniques
- Exploring the Role of Leadership and Management to Ensure Achievement of Objectives
- Developing Business Plans; Monitoring and Evaluating for Results
- Analyzing External and Internal Factors Driving Change; Developing Readiness for Change
- Building and Managing Dynamic Teams
- Analyzing the Current State of the Organization, Developing Strategies for Change
- Managing Staff through Change



---

# LEADERSHIP AND STRATEGIC MANAGEMENT PROGRAMME

(4 DAYS)

---

## OVERVIEW

---

All organisations need leaders who can handle today's business challenges effectively, in particular the complexities of organisational life. This programme equips participants to transform themselves into influential leaders who spearhead change and drive improvement. They learn to inspire greatness in others while excelling within their own leadership role.

### WHAT DO I GET OUT OF IT?

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

This is a one week strategic management and leadership course for leaders in the public and private sectors as well as senior managers, executives and directors who understand the benefits both personally and professionally of developing strategic leadership skills and are seeking to motivate and inspire others to drive results in more effective ways.

### WHAT IS IT ABOUT?

In today's world, a key aim of leadership is to develop the capability of the organisation to manage change and future challenges even if these challenges are yet to be discovered. Leading in the organisational setting is becoming increasingly difficult due to a myriad of factors including the increase in regulation in all sectors, the risk of litigation and constant changes in the marketplace. Organisations need leaders who can handle these challenges effectively, while influencing others in the business towards change and driving improvement.

### COURSE OVERVIEW

---

- The need for strategic leadership, levels of leadership, Qualities and capabilities of strategic leaders
- Developing specific leadership qualities, Understanding leadership processes at all levels
- Leadership and emotional intelligence, A strategic leadership toolkit
- Understanding strategic creativity, Developing strategic leadership capability
- Understanding corporate culture, How leaders can change corporate culture
- Analysing leadership techniques, Performance aspects at the strategic level
- Effective strategic influencing skills

---

# PROJECT MANAGEMENT SKILLS FOR MANAGERS

(2 DAYS)

---

## OVERVIEW

---

Project management and its application of good management practice in a structured manner supports the processes that lead to organisational effectiveness. This course helps Managers demystify the topic and introduces them to key, easy to use techniques that will help them manage projects successfully.

### WHAT DO I GET OUT OF IT?

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Experienced and new Managers who oversee projects of any kind in their day to day activities and are looking to acquire the competence needed to enhance their impact, credibility and contribution to their organisation in their roles.

### WHAT IS IT ABOUT?

All Managers increasingly find themselves managing a variety of projects in addition to the day-to-day process they have traditionally supervised. As organisations strive to introduce new products, policies and procedures and maintain or achieve competitive advantage more responsibilities fall on the managers whose task it is to make that change happen. This course equips participants with the basic project management skills they need to manage projects and other workflow situations more effectively.

### COURSE OVERVIEW

---

- What is a project?
- How is a project initiated?
- Setting up a project team
- Planning a project
- Managing risk
- Managing the project team
- Monitoring and control systems
- What does a Project Manager do?
- Essential skills of a good Project Manager
- Developing your project management skills & Closing a project

---

# LEADING STRATEGIC CHANGE

(2 DAYS)

---

## OVERVIEW

---

In a highly competitive global business environment, being able to adapt quickly to new conditions is a key predictor of success. Senior executives frequently grapple with situations in which they know that change is imperative but can't determine exactly what has to change or how to make it happen. This programme helps set the right direction for a transforming initiative and inspire effective action.

### WHAT DO I GET OUT OF IT?

- Understanding why change is critical
- Skills to lead strategic change effectively
- Confidence to build credibility in the process of change
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to effective change at team and individual levels
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Senior executives, managers at different levels, etc.

### WHAT IS IT ABOUT?

---

This programme is designed to help participants develop a framework for change within the context of their organisations. Throughout this programme, participants will progress from analysing change initiative, through the design of a framework for change, to developing a unique model for accelerating the process in their organisations.

### COURSE OVERVIEW

---

- Diagnose and analyse change initiative.
- Assess change leadership models
- Design a framework for change
- Learn how to inspire effective action and establish change
- Perform stakeholders analysis
- Learn how organizational strategy informs the process of change leadership.

---

# COMMERCIAL AWARENESS

(2 DAYS)

---

## OVERVIEW

---

Participants gain an understanding of the critical business issues they need to be aware of to support their role to become more commercially focused in their role. The workshops focus on commercial and business awareness skills that will enable them to broaden their role and perspectives so they can take on increased responsibilities, gain credibility and achieve career growth

### WHAT DO I GET OUT OF IT?

- Develop greater commercial awareness of factors affecting your organisation
- Define the role and purpose of your organisation.
- Understand issues and dilemmas facing organisations at a strategic level.
- Recognise the key issues involved in managing change.
- Remove myths and fears about finance and understand the jargon
- Explore the attitudes and behaviours of a “Commercial”

### WHO IS IT FOR?

Experienced PAs, office professionals and HR practitioners who are looking to either increase business acumen, take on a managerial role with confidence or and enhance their impact, credibility and contribution to their organisation.

### WHAT IS IT ABOUT?

The course enables them explore the commercial factors affecting their organisations and develop a commercially driven vision for the business.

### COURSE OVERVIEW

---

- Understanding Your Organisation – its Role and Purpose
- The role and purpose of organisations
- Organisational culture
- The power and influence of stakeholders
- The structure of organisations
- profile of a Commercial Professional
- contributing to sustainable high performance
- Nature of value and maximising your value contribution
- Introduction to Strategy and how it drives organisations
- Analysing internal strengths and weaknesses
- Analysing external opportunities and threats
- Benchmarking to improve performance
- Developing a compelling commercial vision
- Making Sense of Finance and profitability

# STRATEGIC HR BUSINESS PARTNERING

(3 DAYS)

## OVERVIEW

This programme helps participants understand how to develop an HR Strategy that aligns with their organisation's objectives, how HR Business Partnering operates in practice, what success looks like, where common problems occur and what options there are for moving forward.

### WHAT DO I GET OUT OF IT?

- Key characteristics of an effective HR strategy
- The knowledge to apply strategic Human Resource Management in practice
- Steps to achieve acceptance for the HR strategy
- An understanding of how HR fits with organisational strategy
- The skills to develop HR plans
- Gain 'buy-in' from key players in the organisation

### WHO IS IT FOR?

Experienced HR professionals responsible for HR strategy, HR Business Partners looking to enhance their skills and competencies and other HR departmental managers seeking ways to ensure HR makes a strategic impact on their organisation.

### WHAT IS IT ABOUT?

People are key to the achievement of organisational goals and can be an organisation's most important competitive edge. HR strategy therefore should be integrated with overall organisational strategy to facilitate the achievement of organisational objectives, and to ensure that the policies and processes are in place to meet the needs of your staff.

### COURSE OVERVIEW

- Strategic human resource management
- Getting commitment and meaningful HR Planning
- Ensure HR makes a real difference for the organisation
- Formulating the strategy and developing HR plans
- Advantages and disadvantages of different approaches
- Aligning HR strategy with organisational goals
- Principles and levels of HR strategy
- HR strategy that contributes to business success

# HR LEADERS MASTERCLASS

(3 DAYS)

## OVERVIEW

All Organisations need their HR departments to lead and drive the achievement of outstanding results through people; effectively influencing the rest of the business to get on board. This programme will give participants the insight, tools and confidence to deliver against these expectations.

### WHAT DO I GET OUT OF IT?

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

This course is for senior HR leaders and others looking for fast track career growth

### WHAT IS IT ABOUT?

Do your HR leaders need a more thorough, broad and strategic view of HR management and practice? Are you or any of your colleagues a senior or mid-level HR practitioner in need of a career boost? Are you or your colleagues experienced in a specific area of HR e.g. Learning and Development and in need of a broad based, high level and strategic perspective to HR management as a whole? This programme is for you.

### COURSE OVERVIEW

- HR and its strategic role within the organisation
- Resourcing and Talent Attraction
- Talent Management
- Organisational Development
- Compensation and Benefits
- Performance Management
- Change Management
- HR Strategy & HR Business Partnering
- HR Analytics
- Organisational Design
- Career Management

---

# EFFECTIVE HR ADMINISTRATION

(2 DAYS)

---

## OVERVIEW

---

Administering HR is a very important part of the department's role. This very practical programme helps participants develop the confidence and skills to excel as HR Administrators.

### WHAT DO I GET OUT OF IT?

- Understand the role of the HR Administrator
- Acquire best practice perspectives to how the role is executed.
- Identify key activities within the role that add the most strategic value to the organisation,
- Understand how to use HR metrics and how to identify which ones to focus on to make the Administrators role contribute effectively to management's decision making

### WHO IS IT FOR?

This programme is highly beneficial for new and experienced HR professionals seeking to develop a more strategic focus to their roles, HR Managers and others with responsibility for HR, Line Managers as well as middle to senior level HR generalist or specialists

### WHAT IS IT ABOUT?

This is a very practical and highly interactive programme which explores the role of the HR administrator, laws guiding HR administration, record keeping, data confidentiality, and document retention, recruitment and selection, processing contracts as well as employment termination, discipline and grievance and other relevant aspects of the role.

### COURSE OVERVIEW

---

- The role of HR and the Administrator.
- Laws guiding the execution of HR
- Activities the HR Administrator undertakes
- Engagement procedures
- Managing HR documentation
- Metrics to provide useful management information
- Executing disciplinary and grievance procedures
- Processing recruitment and selection
- Handling dismissal and termination of appointment
- The importance of legal contracts
- Developing an action plan

---

# TRAINING THE TRAINER

## (3 DAYS)

---

### OVERVIEW

Organisations gain significant cost savings by running internal training and sharing knowledge with a staff faculty. This course equips experienced leaders and Managers to train other members of staff using professional skills and tools to transfer their expertise and knowledge in an effective manner to ensure cost efficiency without compromising quality and results.

#### WHAT DO I GET OUT OF IT?

- A structured framework of best practice
- Constructive feedback to improve performance
- The skills to transform from a Manager to a 'Competent - Trainer'
- Versatility of training delivery
- Facilitation and Leadership skills to enhance the delegate's learning experience

#### WHO IS IT FOR?

Experienced Managers and Team leaders who increasingly have to train colleagues or team members and want to develop and enhance their training delivery and facilitation skills in a supportive learning environment.

#### WHAT IS IT ABOUT?

Building on core competencies that have been applied as a model for best practice in a learning environment, the course focuses on the key phases & dimensions of training: Contracting; Design & Development, Delivery; and Evaluating.

#### COURSE OVERVIEW

---

- Trainer as Learner - understanding your own style and development needs and their impact on delegates
- Developing your capabilities as an internal consultant
- Developing a credible leadership style and rapport
- Creating a positive learning environment
- Principles of training design
- Adapting course structures and learning activities
- Strategies to assist delegates in achieving learning
- Managing the group process to develop inclusion
- Using facilitation and questioning techniques
- Importance of process objectives and content outcomes
- Practical application of skills against competency



---

# MICROSOFT OFFICE FOR HR

(3 DAYS)

---

## OVERVIEW

---

Microsoft's suite of office products is the gold standard for businesses across the globe. A solid, working knowledge of the various programs is crucial to success in the working world. In this programme, you will delve into the specifics of programs such as Microsoft Excel 2003 and 2010 for creating spreadsheets, Microsoft Word 2003 and 2010 for creating documents, Microsoft SharePoint for collaborative projects, Microsoft PowerPoint for presentations and Microsoft Access for database creation and management. Participants on this course also have the opportunity to learn about Microsoft Outlook 2010.

### WHAT DO I GET OUT OF IT?

- Understanding the details of Microsoft packages in HR practice
- Skills to make presentations better
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply innovative skills to office practices

### WHO IS IT FOR?

---

This is specifically designed for HR practitioners.

### WHAT IS IT ABOUT?

---

This programme will equip you with all that is needed to perform your tasks effectively as an HR practitioner. You will prepare your reports more effectively, handle payroll better, etc.

### COURSE OVERVIEW

---

- Basic introduction into the Microsoft Office.
- Definition of terms and terminologies
- Microsoft Word.
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Microsoft Outlook.
- Preparing payroll and other documents with Microsoft package
- Scenarios, exercises.

# FUNDAMENTALS OF HR PRACTICE

(3 DAYS)

## OVERVIEW

This course equips HR professionals with the knowledge skills and tools they need to contribute effectively within the HR team and enhance the performance of HR within their organisation. The profession is explored in detail with a focus on exposing participants to the role of the HR function and how to ensure it has strategic impact, applies best practices and considers the best fit for the organisation.

### WHAT DO I GET OUT OF IT?

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

This programme is highly beneficial for new and experienced HR professionals seeking to develop a broader and deeper understanding of the departments function

### WHAT IS IT ABOUT?

This course offers a comprehensive and up-to-date guide to virtually every aspect of human resources practice. Participants will find in it all the information and skills they need to do their job and make a positive impact in their organisation. It is a very practical and highly interactive programme designed to ensure participants gain a detailed foundational understanding of HR practice within organisations. Participants are able to bring their learning into the workplace to enhance the effectiveness of their organisation's HR operations.

### COURSE OVERVIEW

- The role of Human Resource in the organisation
- The types of activities the HR undertakes
  - Recruitment
  - HR Administration
  - Learning and Development
  - Employee Relations
  - Managing Employee Contributions
  - Managing the Employee Life- Cycle
- Concepts and approaches relevant to HRs role
  - HR as a customer service
  - HRs stakeholders
  - HR as a business partner and a custodian of organisational culture
  - HR as a catalyst for change & in organisational communication

---

# EFFECTIVE TALENT AND PERFORMANCE MANAGEMENT

(3 DAYS)

---

## OVERVIEW

---

This course will help participants understand how to identify, attract, manage, develop and engage talent within the organisation and manage exiting individuals effectively to ensure current and future business needs are met.

### WHAT DO I GET OUT OF IT?

---

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

This programme will be beneficial for mid to senior level professionals with responsibility for talent and performance management, leadership development and learning, and organisational effectiveness at either business unit or group head office level.

### WHAT IS IT ABOUT?

---

Managing the talent pipeline and effective succession planning is about delivering business continuity and growth as well as tailored, pro-active career development for an organisation's most talented individuals. Managing the performance of employees. This course explores the best approaches for managing talent and planning succession.

### COURSE OVERVIEW

---

- Current thinking on talent management
- The nature of talent,
- Competence, skills, talent and strength,
- How talent management is currently defined,
- The limitations of current thinking
- Progressive thinking on talent management;
- Radical approaches by progressive organisations,
- Playing to strengths and positive psychology
- Design a progressive talent management strategy
- Philosophy and leadership for talent,
- Components of a progressive strategy

---

# HR FOR NON HR MANAGERS

(2 DAYS)

---

## OVERVIEW

---

This programme is aimed at managers who have responsibility for managing people in addition to their other management tasks. Managers attending this programme will gain a thorough understanding of HR policies and practices enabling them to develop a range of skills so that they can work more effectively within the organisation.

### WHAT DO I GET OUT OF IT?

---

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

---

This course would be suitable for all existing non HR managers and/or potential/aspirational managers. Anyone with responsibility for managing people within a team, unit or division in the organisation.

### WHAT IS IT ABOUT?

The course concentrates on developing the HR skills of Line Managers, ultimately improving retention of employees, the reputation of the employer and taking significant steps to enhance productivity within the organisation. The course can be used as a refresher offering new techniques or as an introduction to new skills for new managers.

### COURSE OVERVIEW

---

- The role of the line manager
- HR responsibilities of a line manager
- An overview of employment law
- Grievance and disciplinary procedures
- Recruitment and selection process
- Strategies for motivating and retaining employees
- Managing performance improvement
- Rewarding talent performance
- Effective communication
- leading your team
- Coaching and mentoring

---

# SELLING IN A DOWNTURN

(2 DAYS)

---

## OVERVIEW

---

The current economic downturn will affect every business and we all need to make adjustments to connect with today's changing customer demands, preferences and requirements. Customers are establishing new priorities and reducing their overall spend. Also, technological factors have greatly affected the ways business is done. The world has become a global village and complete compete effectively across borders. Ensure your marketing teams are equipped for current market challenges.

### WHAT DO I GET OUT OF IT?

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness

### WHO IS IT FOR?

This is an essential course for Sales and Marketing Managers, team and unit heads and other staff within the marketing and sales function.

### WHAT IS IT ABOUT?

This course will teach sales and marketing people the sales techniques required to ensure that can achieve continued growth in sales in spite of the recession and help them gain the skills and know how to adopt and implement an effective sales approach by focusing on higher productivity and avoiding bottlenecks to sales growth. It will also expose them to the key result areas top sales performers focus on.

### COURSE OVERVIEW

---

- Understand the changing psychology of the customer
- Leverage the marketing spending approach to energise the sales process
- Implement segmented selling and focused actions along the sales funnel
- Discover the sales teams' four key high impact levers
- Reduce bottlenecks to growth along the sales cycle
- The sales key result areas
- How clear is your marketing communication?
- Devising relationship plans for key accounts

---

# BUILDING RESILIENCE INTO SELLING

(2 DAYS)

---

## OVERVIEW

---

In any business organisation, sales is the department that generates revenue. No matter how good the manufacturing operation is, how cutting-edge the technology is, how tight the financial goals are or how progressive and forward-thinking the management techniques are, there must still be a sales mechanism in place, or everything else is useless. Professionalism and resilience are two major elements that set sales people apart. With the two attributes, they are better able to recognise opportunities and have better closure rates on their sales leads.

### WHAT DO I GET OUT OF IT?

- Understanding the concept of resilience
- Understanding the relevance of resilience on selling
- Further enhancement of service delivery
- Better sales closure rate
- Linking resilience with selling effectively

### WHO IS IT FOR?

Sales professionals at all levels.

### WHAT IS IT ABOUT?

This programme will give participants a new orientation about their role as sales personnel and empower them with what is needed to function with their new orientation.

### COURSE OVERVIEW

- Understanding resilience, pressure, stress and adversity.
- Emotional Awareness
- Self-efficacy
- Impulse control
- Empathy
- Relationship building
- Building a resilience development plan
- Understanding the changing psychology of the customer
- Implementing segmented selling, focused action in sales and Closing a sale
- The sales key result areas & devising relationship plans for key accounts.

---

# MANAGING CRISES SITUATIONS IN SERVICE DELIVERY

## (2 DAYS)

---

### OVERVIEW

---

To effectively deal with difficult situations, people must take ownership of issues, show genuine empathy, stay calm under pressure and work with customers, not against them. Managing Crises situations helps participants regain the confidence of customers, improve customer retention and creates future sales.

#### WHAT DO I GET OUT OF IT?

- Develop your ability to handle complex and challenging customer service situations effectively.
- Acquire the skills to turn negative situations into positive outcomes and turn difficult service delivery situations to the advantage of your organisation.
- Learn to handle customer complaints professionally
- Develop your own ability to maintain control of your emotions and influence others in a positive manner

#### WHO IS IT FOR?

This one day course is designed to help delegates reduce resistance and potential conflict and is ideal for anyone who wants to handle difficult situations and customer complaints professionally. Staff of all levels can attend this course; Administrators, Advisors, Assistants, Analysts, Support, Consultants, HR & Accounts Personnel, Team Leaders, Managers and Directors.

#### WHAT IS IT ABOUT?

This is a customer service improvement course Delegates will learn how they can use the most difficult service delivery situations to their advantage to develop their relationship with a customer and control situations in order to achieve a positive outcome.

#### COURSE OVERVIEW

---

- Take ownership with a positive 'can do' attitude
- Avoid behaviour that could escalate situations
- Stay calm under pressure & handle criticism positively
- Take the positives, not the negatives from difficult situations
- Maintain a positive mindset after a negative encounter
- Reduce stress by controlling reactions & emotions
- Establish the needs of customers and manage expectations
- Structured approach when answering tough questions
- Effective problem solving technique

---

# RISK MANAGEMENT

(2 DAYS)

---

## OVERVIEW

---

Too often risk management is seen as reactive, but nothing could be further from the truth. In this Risk Management training course you will learn to work through a proactive approach to risk threat and opportunity. You will address how to identify, quantify, control and respond to risk management in the context of the project life-cycle. Learn qualitative and quantitative techniques and tools for assessing the impact of risk. Through interactive exercises and case studies, participants will be able to apply risk management theories, concepts and principles to real-world situations.

### WHAT DO I GET OUT OF IT?

---

- Use practical eight-step process to manage project risk.
- Identify threats and opportunities and weigh their relative value in the project
- Control multiple risks using limited strategy
- Overcome psychological barriers to risk in stakeholders and team members

### WHO IS IT FOR?

This course is suitable for all Project Managers, Program Managers and team members who need to develop their knowledge of how to identify, manage and plan for risks, positive and negative.

### WHAT IS IT ABOUT?

Participants will be empowered to learn qualitative and quantitative techniques and tools for assessing the impact of risk

### COURSE OVERVIEW

---

- The concept of risk and risk management
- Risk management planning and identifying risk
- Analysis fundamentals
- Risk response planning
- Execution, evaluation and update



---

# SALES SKILLS FOR NON SALES PERSONNEL

(1 DAY)

---

## OVERVIEW

---

Almost all employees are given sales targets in Nigerian companies today and being a support or back office staff won't exempt them from the firing line. It isn't usually helpful that they are not in the sales team and may thus fail to recognise obvious sales opportunities due to a lack of training. This course equips such employees to effectively support organisational sales targets.

### WHAT DO I GET OUT OF IT?

---

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

This programme is highly beneficial for employees at any level within the organisation working in non-sales roles who have sales targets to achieve.

### WHAT IS IT ABOUT?

This course will help participants gain an understanding of the sales environment, sales and transaction cycles and how to spot and maximise opportunities. They also learn the basic skills required to meet sales challenges with confidence so they can contribute to achieving the organisations sales goals.

### COURSE OVERVIEW

---

- Understanding sales, why people buy and how we sell.
- Principles of selling, influencing and persuasion
- Your role and the sales process
- The profile and basic skills of a sales person
- Active listening and asking the right questions
- Building your confidence and keeping motivated
- Basic sales techniques and influence and persuasion skills
- Building rapport with customers
- Managing your sales team and their expectations
- Identifying new business opportunities
- Customer retention and promoting your organisation
- Why a customer is always important; not always right
- Understanding what the customer needs

---

# THE EXECUTIVE PA

(2 DAYS)

---

## OVERVIEW

---

The PA is a pivotal role in the management team. Senior PAs and EAs acquire the skills to achieve organisational objectives through partnership with their manager, gain time management and communication skills to contribute effectively to their organisation and focus on skills and competencies needed to excel in a PA role.

### WHAT DO I GET OUT OF IT?

---

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and cases

### WHO IS IT FOR?

This course is for secretaries and PAs and EAs to directors and senior managers.

### WHAT IS IT ABOUT?

Being a PA or EA requires working closely with someone important and busy and it can be difficult to avoid overlooking personal needs and aspirations. We explore how to manage future career growth and get participants to practice new skills through role play and group work.

### COURSE OVERVIEW

---

- Purpose, definition and expectations of an executive PA
- Working with senior management
- Understanding business goals and information flow
- Senior management: what do their role involves
- Models of management
- Relating your role to your managers
- Understanding work styles
- Effective communication:
- Questioning techniques
- Project and time management
- Juggling multiple tasks, personal organisation and prioritisation

---

# THE RESILIENT EMPLOYEE

(2 DAYS)

---

## OVERVIEW

---

It is not possible to make progress without experiencing and overcoming occasional setbacks and disappointments. Resilience is the ability to maintain your normal level of performance, or improve on it, during times of change and adversity. The key to this training course is the understanding that the positive attitudes and behaviours which generate resilience can be developed.

### WHAT DO I GET OUT OF IT?

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

This is a course that addresses how to develop a winning mindset within an organisation and it is suitable for anyone in an organisation. Many organisations run this course for their staff, in conjunction with the Manager's version.

### WHAT IS IT ABOUT?

Resilience skills are practical and can be learned and developed through appropriate training. The characteristics which are associated with higher levels of resilience are inherent in our personalities; however resilience skills can be used to help us adapt our natural style and tendencies.

### COURSE OVERVIEW

---

- Understanding Resilience, Pressure, Stress and Adversity
- Resilience Questionnaire- Measuring your own levels of resilience
- Realistic optimism and negative thinking
- Emotional Awareness- The Emotional Pot Concept
- Empathy- Core skills required to be empathetic
- Relationship Building- Reaching in – Reaching out
- Problem Solving- 7 Part Problem Solving Strategy
- Self Efficacy- The importance of self-belief and self-esteem

---

# EMOTIONAL INTELLIGENCE MASTERY

(3 DAYS)

---

## OVERVIEW

---

Our ability to deal effectively with our emotions in the work place is critical to our success as managers and service providers. As the pace of the world increases and our environment makes more and more demands on our cognitive, emotional and physical resources, Emotional Intelligence is increasingly critical as a skill set.

### WHAT DO I GET OUT OF IT?

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

For individuals who want to increase deliberate ability in making decision, temper negative responses to distressing situations, improve conflict and communication skills.

### WHAT IS IT ABOUT?

Emotional Intelligence strategies combined with native intelligence increase our ability to successfully manage the constant challenges from customers and business associates. Participants will explore tools, techniques, skills and perceptions to perform their role and manage their emotions with confidence and positive results.

### COURSE OVERVIEW

---

- General Overview of emotional intelligence
- Competencies of Emotional Intelligence
- Influencing and Partnering skills
- Communication skills
- Social management and responsibility
- Tools to regulate your emotions
- Choice and control model
- Personality Development
- Dealing with individual challenges
- Business practices & Making Impact

---

# DEVELOPING PERSONAL RESILIENCE FOR MANAGERS

(2 DAYS)

---

## OVERVIEW

---

The way in which managers react and respond to problems will determine the success or failure of the organisation. Resilience is now a key competence for managers working under pressure during periods of change. This training course helps managers improve their personal resilience as well as supporting the resilience of those they work with.

### WHAT DO I GET OUT OF IT?

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

This programme is highly recommended for is designed for all experienced managers and leaders, line managers and team leads. This course is suitable for anyone with team responsibility

### WHAT IS IT ABOUT?

The course content will be adapted to incorporate the organisation's development priorities. The theme of the day involves introducing areas of personal resilience and how this can be improved. During this process facilitated discussion will be used to link individual resilience to both team and organisational resilience so that managers can prepare practical action plans at the end of the course.

### COURSE OVERVIEW

---

- The relationship between resilience, pressure, stress and adversity.
- Personal boundaries: what are they and why they are so important in building resilience?
- Resilience Questionnaire – identify the resilience skills you already have
- Review of basic resilience skills
- Tools and exercises to develop resilience skills
- Applying the resilience skills to your team
- 7 Steps to enable managers to manage change more effectively
- Management techniques for strengthening resilience

---

# NEGOTIATION AND MEDIATION SKILLS

(2 DAYS)

---

## OVERVIEW

---

This course provides an opportunity for participants to acquire basic skills in mediation and to assist others in the resolution of conflict. Participants will gain knowledge and understanding of the mediation process and develop the confidence to perform as a mediator in a two-person dispute.

### WHAT DO I GET OUT OF IT?

---

- Understanding the concept of mediation and negotiation.
- What are the values and importance of mediation and conflict intervention
- Recognising the cases suitable for mediation
- Developing the right skills for mediation and negotiation

### WHO IS IT FOR?

Managers, decision makers, professionals.

### WHAT IS IT ABOUT?

---

This course will involve participants exploring their relationship to conflict. They will have the opportunity to reflect on and develop skills to enable them to respond to the different needs of the participants involved. The participants will be guided through a range of mediation processes that will assist those in the conflict gain greater understanding of others position. The course will also explore the need for negotiation, what is involved and how to reach an acceptable win/win situation.

### COURSE OVERVIEW

---

- Understand the mediation process
- Recognise core values in mediation and conflict intervention
- Develop analytical skills for assessing conflict situations
- Recognise cases suitable for mediation
- Develop appropriate skills for intervening in conflict
- Mediation and negotiation skills

---

# MICROSOFT OFFICE MASTERY

(3 DAYS)

---

## OVERVIEW

---

Microsoft's suite of office products is the gold standard for businesses across the globe. A solid, working knowledge of the various programs is crucial to success in the working world. This course will expose you to great details about the Microsoft package.

### WHAT DO I GET OUT OF IT?

---

- Understanding the use of Microsoft package better
- Skills to manage time and efficiency when working on Microsoft packages
- Making better presentations, record keeping and representation with Microsoft
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Executive PAs/EAs, accountants and account officers, secretaries, administrative officers, sales and research personnel, line managers, etc.

### WHAT IS IT ABOUT?

It empowers participants with the necessary skills needed to function more effectively, using the Microsoft tool.

### COURSE OVERVIEW

---

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Microsoft Outlook
- Microsoft SharePoint

---

# STRESS MANAGEMENT

(2 DAYS)

---

## Overview

---

Our stress management workshops are much more than tips and techniques for relieving workplace stress. We provide a new framework for building the necessary skills for identifying and managing the sources of stress, rather than simply treating the symptoms. The foundations for this stress management framework are in Emotional Intelligence, and in learning to take ownership for proactively managing every difficult situation you encounter at work and in your personal life.

### WHAT DO I GET OUT OF IT?

- Understanding why stress management is critical
- Stress management and emotional intelligence
- Stress management and employee productivity
- Skills to manage stress in others
- Steps to diagnose and solve stress symptoms
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

All employees

### WHAT IS IT ABOUT?

In our stress management training workshop, managers, supervisors and employees are trained on how to improve productivity by managing the external and internal sources of their stress.

### COURSE OVERVIEW

---

- Definition of stress and stress management
- How to recognize when someone is stressed
- Techniques of effective stress management
- Stress management tools
- Stress management role plays and exercises



---

# CUSTOMER SERVICE & BUSINESS ETIQUETTE FOR TELLERS AND OPERATIONS STAFF

(2 DAYS)

---

## OVERVIEW

---

Banks are entrusted with a valuable asset: your money. According to a July 2012 article in Consumer Reports, a survey indicates that 26 percent of bank customers who opted to switch accounts to a different bank cited poor customer service as the reason. Proper training, knowledge of bank products, and prompt friendly service are all part of excellent customer service to bank clients. It is necessary to equip all bank staff with relevant customer care skills.

### WHAT DO I GET OUT OF IT?

- Understanding how to relate excellently with customers
- Helping bank employees to be aware of the type of bank products to suggest to customers based on their account operations.
- Confidence to build credibility with colleagues
- Understanding the technique and importance of prompt response
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Banking officers, tellers, bank customer care personnel, banking hall managers, and others.

### WHAT IS IT ABOUT?

Basic good manners go a long way in demonstrating excellent customer service skills in a bank. Know bank clients by name, extend a friendly welcome when a customer arrives, then follow up with a sincere thank you after bank services have been rendered.

### COURSE OVERVIEW

---

- General overview of customer care services
- Customer care services to a bank personnel
- Excellent customer care service
- Job description for a customer care representative in a bank
- Skills and traits of customer service jobs
- Customer service and emotional intelligence
- Qualities of a bank teller
- Personality Development
- Dealing with individual challenges

---

# BASIC BANKING OPERATIONS

(3 DAYS)

---

## OVERVIEW

---

The banking environment is becoming increasingly challenging owing to intense competition and demand for quality service delivery platforms to satisfy and retain customers. There is need for bankers to ensure that bank operations are sound and ethical. This course equips participants with all they need to be exceptional bankers.

### WHAT DO I GET OUT OF IT?

- Understanding the basic banking operations.
- Discussing typical procedures for major bank operational functions.
- Identifying red flags for weak controls
- Evaluating the adequacy of internal controls
- Participating on internal control reviews at banks.
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Banking officers, tellers, bank customer care personnel, banking hall managers, and others.

### WHAT IS IT ABOUT?

---

To reinforce learning, in practical and class form, about banking operations and also provide opportunity to examine the safety and soundness of banks.

### COURSE OVERVIEW

---

- General overview of basic banking operations
- Cash and teller operations
- Cheque operations
- Back Office Routines and Proof and Transit Operations
- ACH Operations
- Wire Transfer Operations
- Investment Operations
- Lending Operations
- Accounts Payable
- Introduction to Call Report
- Payment Systems Risk

---

# ADVANCED BANKING OPERATIONS

(3 DAYS)

---

## OVERVIEW

---

This is an advanced Masterclass. This Masterclass provides a practical and fairly detailed view of all the main banking operations, including what they are, how they operate and the current issues. This Masterclass will train the participants on all aspects of banking operations including Treasury, Lending and Trade Finance Operations.

### WHAT DO I GET OUT OF IT?

- Provide an overview of the knowledge and competences expected from banking professionals in varied roles.
- Develop skills that contribute to the creation of high performing banking system
- Analyse, prioritise and determine the feasibility of new banking products
- Raise the standard of performance of the workforce employed in the banking sector
- Sharpen executive skills set of bank professionals
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

People in banking operations who possess two years of minimum banking experience

### WHAT IS IT ABOUT?

To reinforce learning, in practical and class form, about more technical and advanced banking operations.

### COURSE OVERVIEW

- General overview of basic banking operations
- Advanced cash and teller operations
- Advanced cheque operations
- Advanced back Office Routines and Proof and Transit Operations
- Advanced ACH Operations
- Advanced wire Transfer Operations
- Advanced investment Operations
- Advanced lending Operations
- Analysis of banking products
- Introduction to Call Report
- Payment Systems Risk

---

# LEGAL AND REGULATORY FRAMEWORK

(3 DAYS)

---

## OVERVIEW

---

Regulatory Compliance is a set of processes and laws put in place by the bodies which control financial activity and is important to financial services firms. Compliance and Regulatory training courses ensure staff are clear on their regulatory responsibilities and the current regulations

### WHAT DO I GET OUT OF IT?

---

- Provide an overview of the laws regulating the banking sector.
- Understanding the rights and responsibilities of the banker and customer
- Understanding the laws regulating borrowing and lending
- Raise the standard of performance of the workforce employed in the banking sector
- Sharpen executive skills set of bank professionals
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

People in banking operations who possess two years of minimum banking experience

### WHAT IS IT ABOUT?

---

To reinforce learning, in practical and class form, about the legal and regulatory framework of banks.

### COURSE OVERVIEW

---

- Introduction to the legal and regulatory framework of financial institutions
- Transactions involving negotiable instruments
- Regulatory & Legal Framework for Banking & Financial Institutions/Services
- The Legal rights and responsibilities of the banker
- The Legal rights and responsibilities of the customer
- Treating Customers Fairly (TCF)
- Laws/Regulations governing the Payment System and Electronic Funds Transfer
- Laws/Regulations affecting lending and credit facilities

---

# ELEMENTS OF BANKING

(3 DAYS)

---

## OVERVIEW

---

The concept of "elements" is widely used by modern science. It refers to the study of various phenomena of nature and social development. It is believed that modern thought is a sign of a systematic approach. The term "elements" is willing to operate not only by scientists, philosophers, and artists and the arts, the organisers of production and operation of banks. This course introduces the elements of banking in a unique way.

### WHAT DO I GET OUT OF IT?

---

- Understanding the ways of collecting and integrating financial data.
- Understanding the techniques of preparing final accounts
- Understanding statistical ratios
- Understanding financial ratios
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Banking officers, tellers, bank customer care personnel, banking hall managers, and others.

### WHAT IS IT ABOUT?

---

To reinforce learning, in practical and class form, about the elements of banking operations in order to lay a solid foundation for a sustainable career.

### COURSE OVERVIEW

---

- Participants will be able to:
- Collect and integrate basic financial data for use in investment decisions
- Assist in the preparation of final accounts
- Assist in the preparation of short and long term budgets
- Collect and collate relevant financial information to aid superior officers/and management financial decisions.
- Compute basic financial and statistical ratios.
- Assist in the analysis and evaluation of investment proposals, price and market trends

---

# ADVANCED CREDIT ANALYSIS AND MANAGEMENT

(3 DAYS)

---

## OVERVIEW

---

The essence of credit management is to ensure that facilities granted are repaid and the relationship created results in a win-win situation for the bank and its customers. It is therefore, imperative to continuously sharpen the skills of middle level credit employees beyond the appreciation of the basic tenets of lending. This need has become more compelling, given the tremendous growth in the volume and diversity of banks credit portfolios.

### WHAT DO I GET OUT OF IT?

- Appreciating more complex credit analysis techniques and their place within corporate lending
- Identifying ways of resolving problems recently encountered by financial institutions in corporate lending
- Identifying loan workout issues and developing appropriate solutions
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Executives with responsibility for supervising the credit function, credit control, loan recovery and loan workout in banks and other financial institutions, as well as those supervising these roles and those being prepared for these roles in the near term.

### WHAT IS IT ABOUT?

The focus is on understanding the working capital cycle of a business, identifying financing needs, and structuring solutions to meet client needs; whilst appropriately managing the risks in order to recommend optimal trade finance solutions.

### COURSE OVERVIEW

---

- Fundamentals of Credit Analysis
- Target Market Analysis
- Credit Policy Formulation
- Advanced Financial Statements Analysis
- Basel II and Economic Capital
- Risk Analysis
- Packaging and Management of Syndicated Facilities
- Predicting Corporate Failures
- Credit Customer Relationship Management
- Problem Loan Management

---

# TRADE FINANCE

(3 DAYS)

---

## OVERVIEW

---

The overall goal of this three-day workshop is to use a structured and systematic approach to assess and manage the risks inherent in international trade and understand the techniques used to mitigate and/or transfer risks between the parties involved in the transactions. The focus is on understanding the working capital cycle of a business, identifying financing needs, and structuring solutions to meet client needs; whilst appropriately managing the risks in order to recommend optimal trade finance solutions.

### WHAT DO I GET OUT OF IT?

- Understanding the application of a structured approach to identifying of trade
- Understanding the key drivers of cash generation and cash use in trade
- Understanding how to minimize risk to the bank in trade financing
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Credit and risk officers, relationship bankers, transaction banking sales and product specialists, and professionals working in trade, export and commodity finance.

### WHAT IS IT ABOUT?

The focus is on understanding the working capital cycle of a business, identifying financing needs, and structuring solutions to meet client needs; whilst appropriately managing the risks in order to recommend optimal trade finance solutions.

### COURSE OVERVIEW

---

- Participants will be able to:
- Apply a structured approach to identifying the key risks to which importers and exporters are exposed and match trade finance solutions
- Understand the key drivers of cash generation and cash use throughout a company's business cycle and how this changes as a result of economic and commodity cycles, organic and acquired growth, and company-specific strategic initiatives
- Distinguish the main features, benefits and risks mitigation characteristics inherent in a wide range of structured and trade finance products
- Understand the accounting, cash flow and capital requirement implications of trade finance products
- Structure trade finance transactions to meet client needs and minimize risk to the bank

---

# PRIVATE BANKING AND WEALTH MANAGEMENT TRAINING I

(3 DAYS)

---

## OVERVIEW

---

This course is ideal for private bankers and advisors to gain the skills and understanding to formulate client-driven strategies. It allows you to gain a better understanding of your client relationship skills and effectiveness in managing wealth of Private Banking clients. This is a highly interactive training and it includes, group debates and group works for case studies to enhance the learning of the topics discussed.

### WHAT DO I GET OUT OF IT?

---

- Understanding how to be a high performing private banker
- Enhancing customer knowledge
- Enhancing product knowledge
- Relationship management skills and expertise
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Private bankers and wealth managers

### WHAT IS IT ABOUT?

Discussing and reviewing asset allocation, profiling and assessment tools and structuring portfolio's. Attention will be paid to building effective client relationships, developing roadmaps for clients and winning new mandates.

### COURSE OVERVIEW

---

- Overview of the private banking industry
- Profiling clients and needs analysis
- Asset allocation & portfolio construction for private banking clients
- Estate Planning
- Business development in private banking – Networking , Client Acquisitions and onboarding.
- Where are the next opportunities
- Globalisation of the private banking industry



---

# PRIVATE BANKING AND WEALTH MANAGEMENT TRAINING II

(3 DAYS)

---

## OVERVIEW

---

These are both exciting and challenging times for the Private Banking and Wealth Management sector. The industry continues to grow strongly with the emerging markets, notably Africa, the Middle East and Asia creating a steady stream of new high net worth individuals. This course offers an opportunity for staff engaged in private banking / private wealth management to equip themselves with the skills to formulate innovative strategies, improve their customer relationships and effectively manage their clients' wealth.

### WHAT DO I GET OUT OF IT?

- Understanding how to be a high performing private banker
- Detecting growth opportunities in the private banking sector
- Enhancing customer knowledge
- Client profiling
- Enhancing product knowledge
- Relationship management skills and expertise
- Reinforced learning through group work, role plays and case studies

### WHO IS IT FOR?

Private bankers and wealth managers

### WHAT IS IT ABOUT?

The focus of this course is on equipping delegates to help their bank to grow and win new business, to retain and develop existing client relationships and to defend against clients leaving.

### COURSE OVERVIEW

---

- Growth and opportunities in the private banking market
- Private client profiling and changing characteristics
- Private client requirements and expectations
- Appealing to both macro and micro markets
- The challenges of investor choice
- Asset allocation and portfolio structuring techniques
- Structured products and solutions for private banking clients
- How to make a high quality service deliver rewards for the bank as well as the client
- Risk reduction and return enhancement opportunities and strategies

---

# STRATEGY AND TEAM RETREATS

(MULTI DAY)

---

## OVERVIEW

---

We work with organisations to set up and deliver retreat programmes ranging from one day meetings to multi day executive level management or strategy retreats, sales meetings, HR Strategy workouts and team building programmes. Strengthen strategic clarity, focus, performance, team working and sales effectiveness within your organisation with a retreat programme.

### WHAT DO I GET OUT OF IT?

- Understanding why leadership transitions are critical
- Skills to manage leadership transitions effectively
- Confidence to build credibility with colleagues
- Skills to motivate your team to higher performance
- Knowledge to apply big picture thinking to team management
- Steps to diagnose and solve bottlenecks to team and individual effectiveness

### WHO IS IT FOR?

---

Our retreats are ideal for building any of the following teams;

- The Management team
- Marketing teams
- Operational teams
- Strategy teams
- HR teams

### WHAT IS IT ABOUT?

---

Our expert facilitators work with you and your team away from your office location so everyone can reflect as a team and think through longer term growth strategies and tactics for their area of business or function. Using a variety of tools we help groups to collectively attack issues which may be slowing down their progress and effectiveness be it teamwork, performance or creativity and innovation issues.

We provide facilitation and handle all logistics so your team can focus on the outcomes they want achieved at the retreat. In our experience, the right retreat environment is crucial to stimulating group effectiveness and creativity so we ensure meetings are held at interesting locations with comfortable surroundings and excellent accommodation within and outside Nigeria.

---

## OUR FACULTY

---

Peoplesource comprises a team of highly experienced consultants and associates with diverse expertise in HR and Business working within and outside Nigeria. They all share our values, ethics and passion for delivering exceptional service to our clients. Meet some members of our consulting team and training faculty below.



### **Kemi Olutunbi**

Kemi is a very experienced management consultant with over 24 year's commercial experience working with a many blue chip retail and financial service companies and voluntary organisations in the UK. This includes several years working with NatWest Bank Plc, Britannia Building Society and Bristol & West Plc rising to the positional of a regional manager. She also worked extensively in banking operations, call center management and HR within banking. Kemi heads the practice at Inspired Concepts Consulting and is also a Senior Partner on Peoplesource Consulting team in Nigeria. She has handled Consulting projects for clients within the UK's commercial and voluntary sectors and has facilitated a variety of programmes for CEOs, Charity board members and other management personnel in the UK and Nigeria. She holds a BSc. in Economics, an MA in Human Resource Management, is a Certified Personal Financial Manager in the UK, a Fellow of the Chartered Institute of Personnel & Development in the UK and an Associate of the Institute of Chartered Secretaries and Administrators, UK. She is also a faculty member at IBFC Alliance Training in Nigeria.



### **Phillips Ilesanmi Owoeye**

Sanmi Owoeye heads our banking and finance training faculty. He is a highly experienced and consummate banker who started his banking career in 1989 and in the past 26 years he has worked in various Nigerian Banks in different capacities. His last assignment was as the, Director, Consumer Banking of United Bank of Africa Plc, a Pan Africa Bank with presence in 19 African countries, USA, UK, Cayman Islands and France. Prior to joining UBA in 2007, he was Executive Director, Retail/Commercial Banking of Pacific Bank, an institution he helped revamp/reposition from a moribund Merchant Bank to a vibrant Universal bank following the acquisition of majority stake by new investors. In previous employments, he had worked variously as Divisional Head, Retail/Commercial Banking , Group Head, operations and technology, Head, Branch marketing/ coordination, and was a key part of the 1992 restructuring/repositioning of Crystal Bank (later renamed Standard Trust Bank ) that eventually acquired the present UBA Plc His over 25 years banking experience cut across Retail, Consumer/Commercial, Public Sector and corporate Banking. A multi award winner and best graduate of the faculty of Business Administration, University of Lagos (1988), Sanmi holds a First Class Honors Degree in Banking and Finance and a Masters of Business Administration (MBA) both from the University of Lagos. He is a Fellow of Nigeria Institute of marketing (Chartered), Chartered Institute of Banking of Nigeria (HCIB), and an Alumnus of the Advance Management Program of Lagos Business School (AMP14).



## Malcolm Lewis

Malcolm is our international Lead on banking and finance programmes for senior management teams. He has combined his past business life as a company “trouble-shooter”, corporate and project financier with his experiences as a culture expert and former International sportsman (Golf – England Captain, Walker Cup, Low Amateur British Open) to deliver Board and Senior Management Team (SMT) business performance facilitation/coaching and development. Malcolm undertakes work with both the private and public sectors incorporating the full range of SME’s through to LE. Some of the larger corporate entities he works with are AXA, Coca Cola Hellenic, Sabanci, EDF Energy, Sudan Oil, Vodafone, Toyota, Cablecom, Merck, Abu Dhabi National Dredging Corp, CPA Global, etc through to public sector health as well as Local Government, National Trust, Cancer Research and the Armed Forces. SVP is Malcolm’s firm and is based in Bristol (UK) though operates around the world in UK, Europe, Middle East and USA. He qualified as a Chartered Accountant with KMG Thomson McLintock (KPMG) has been in industry as a finance controller and finance director and still retains his Chartered Accountancy practising certificate (ICAEW) and management consultancy qualifications.

He has degrees in Business Administration (BSc - Bath University) and Financial Management (MSc - UWE), is a Chartered Accountant (FCA - ICAEW) and a Certified Management Consultant (CMC). He is also a visiting lecturer on postgraduate (Masters and PhD) and Executive programmes at Bradford Business School (University of Bradford), Henley Business School (Fellow) (University of Reading - Executive Development), University of Bath (Entrepreneur in Residence 2009-2010) and the University of the West of England (Leadership). He has strong connections with Nigeria having been brought up and schooled between 1959 - 1972 in Kaduna and Lagos and actually has a street named after his father in Lagos.



### **Bode Olutunbi**

Bode is the Managing Consultant /CEO of Peoplesource Consulting. He also sits on the board of UK based consulting firm, Inspired Concepts. He holds a MSc. in Entrepreneurship from the University of Bristol UK and a B.A in History from Obafemi Awolowo University, Ile Ife. He has over 23 years cognate and commercial experience gained in Nigeria and the UK. Bode held executive and management positions within the banking and finance industry in Nigeria and the Consulting sector in the UK and spent 10 years working in the Nigerian retail banking sector with brands such as First Bank Plc, Gateway Bank (Now part of Sterling Bank), Magnum Trust and Standard Trust Bank. He has facilitated a variety of training programmes for professional and corporate organisations in the UK and Nigeria and worked with several banks including the Stanbic group, Sterling Bank, GT Bank and Skye Bank as a consultant. He is also part of the faculty at IBFC Alliance, Nigeria's leading financial services training company.



### **Ndidì Adegbite**

Ndidì is a multi-skilled Professional with over 19 years experience spanning various areas in Banking and Finance and Consulting. She has trained the employees of various organisation's in different sectors of the economy. Some of these include the following banks: Access Bank, Sterling Bank, GT Bank, Heritage Bank, Diamond Bank, First Bank, Stanbic IBTC Bank, Forte Oil, Chicken Republic and Red Star Express. Prior to her facilitation exposure she worked with Citibank for several year and then with Afribank and Mainstreet Bank. She is a member of the faculty of Training Companies such as; Financial Institutions Training Center (FITC), Leadership and Vision, IBFC Alliance, Learners and Trainers and Kendor Consulting. Ndidì has a Master's degree in Business Administration from the University of Wales, Cardiff and a Bachelor's degree in Economics from the University of Lagos. She is a certified member of the Society for Human Resources Management USA (GPHR), an Associate of the Chartered Institute of Personnel Management Nigeria (ACIPM). She is also a Customer Service Consultant and a Certified Customer Service Trainer Service Quality Institute (SQI), USA and has been certified as a Trainer by Centre for Management Development (CMD).



### **Victor Banjo FCIPD, mni**

Victor Banjo is a senior-level business executive with twenty years' experience with leading FMCG, Aviation and Banking organizations. He has delivered bottom-line impact in Nigeria, UK, Ghana, Sao Tome & Principe, Gambia, Cameroun, Senegal and South Africa; as Executive Director (Human Resources) at British American Tobacco Nigeria and Virgin Nigeria and General Manager/Group Head (Human Resources) at Oceanic Bank International Plc. He graduated from the University of Ife (now Obafemi Awolowo University) with BA (Hons) Degree in English Studies, earned a Postgraduate Diploma in Human Resource Management from London Metropolitan University and Postgraduate Certificate in Education (Adult Learning specialism) from the University of Greenwich, UK. He has consulted and facilitated training interventions on Leadership Development, Strategic Talent Management, Human Resources Business Partnering, Managing Diversity and Building a High Performance Culture. Victor is the immediate past Director General of the Institute of Directors Nigeria (IOD). He also sits on the Advisory Boards of the Lagos Business School/Pan African University and Afterschool Graduate Development Centre (AGDC), Lagos, Nigeria.





## **AKIN FADIPE**

Morakinyo is a Human Resources Professional with over a decade's experience working as a Talent Management Expert, Performance Coach and Facilitator for numerous Leadership Development Programmes. His wide-range HR experience spanning Recruitment, Strategy, Organisational Design, HR Business Partnering and Change Management has seen him implement strategic HR initiatives in various blue chip organisations. He is a Certified Senior Professional in Human Resources (SPHR) with the Society of Human Resource Management in America and also Prince 2 Certified. He has conducted several training programmes in Marketing, Human Resources, Strategy and Management across West Africa and South Africa. He is also a Certified BusinessWise Trainer a training Programme based in South Africa. Companies he has worked for include SO&U Saatchi & Saatchi, FrieslandFoods Campina WAMCO, British America Tobacco and Subsea7 Oil & Gas where he managed the training function for its Nigeria office.



### **Sarah Asafo-Agyei**

Sarah is a wealth management specialist with over 16 years' experience in the financial services sector. Prior to founding Attai Capital, Sarah was a Director at Societe Generale Private Bank Hambros UK. Her primary focus was on Ghanaian and Nigerian clients. Prior to this she was with Barclays Wealth UK, where she was Vice-President in the Wealth Management division focusing on West African clients.

Her wealth management career has seen her work with Investec Private Bank in South Africa and ABSA Wealth, it was her role at ABSA Wealth that propelled her move to Barclays Wealth UK. She started off her financial services career with Citibank N.A South Africa, a role which gave her significant exposure to the financial services sector in Kenya, Zambia and South Africa.

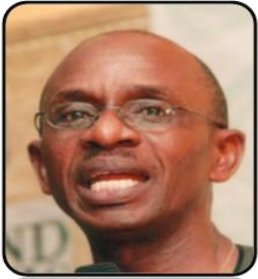
She has a Masters in Business Administration (MBA) from the University of the Witwatersrand South Africa, a Bachelor of Commerce Honours (Cum Laude) degree from the University of Kwazulu Natal, where she received a Golden Key National Honour Society award for scholastic achievement. She is a member of the Chartered Institute For Securities & Investments UK (CISI). She is a 2015 Laureate of the Institute Choiseul "100 Africa Economic Leaders of Tomorrow" award and has published articles in the South African Journal of Psychology.



### **Abiola Orojo**

Abiola Orojo is an accomplished Banker and a seasoned Human Resources Practitioner. Her banking career spans 28 years of which she spent the last 18 years with StanbicBTC Bank Plc, where she held various managerial roles in Banking operations and Branch banking for a period of 5 years. She made a career change while in StanbicBTC, into Human resources in 2002, when she took up the role of Head, Learning & Development. With over 13 years' experience in the Human resources, she has acquired specialist knowledge in Strategic Human Resources, Learning & Development, Talent Management, Performance Management, Talent Acquisition, Employee Engagement, Employee Retention, Change Management and Business Partnering.

She has a first degree in Economics and is a Fellow of the Institute of Chartered Accountants of Nigeria (FCA), a professional member of Society of Human Resources management (SHRM, USA) and certified as SHRM's Senior Certified Professional (SHRM-SCP). She is a member of the International Coaching Federation (ICF) and is now practicing as a Business and Personal Development Coach. She is a certified trainer and facilitator.



## **DOKUN ADEDEJI**

Dokun currently runs a media firm and consults for a number of leading organisations. His experience spans 27 years working within the healthcare and FMCG sectors. He was until recently Head of HR and HR Business Partner, Supply Chain at Cadbury Nigeria Plc. He holds a Bsc. degree in Health Sciences and an M.B.CH.B from the Obafemi Awolowo University, Ile – Ife. He is a published writer and accomplished manager who won several awards in the course of his career. Dokun's areas of specialism include senior executive level recruitment, change management, leadership development and HR Business Partnering.

---

## CONTACT US

---

The programmes detailed above are just a few of the learning interventions we deliver at Peoplesource Consulting; to find out about course fees, faculty, detailed outlines and our capabilities or to request our full services brochure, please get in touch with us through the contact details below.

Our firm has strong affiliate relationships with Inspired Concepts Limited, a management consulting firm based in the United Kingdom, Indigo Training, the Europe licensee for De Bono training programmes, Goldisc UK and Peoplekeys Inc. USA, providers of the DISC Insights range of personality profiling products, MOL, the CIPD UK's leading UK center international programmes partner, SHL, the leading global candidate assessment tool, SalesAssessment.com, the leader in Sales Talent specific assessment and many other institutions and organisations across Africa, Europe and the USA. We are positioned to deliver value added solutions to all your learning and development needs and our team is keen to hear from you. Contact us today to discuss any of the programmes above or other specific requirements you may have.

**Our Address:**

Third Floor,  
13, Biadou Street, Off Keffi Street,  
Ikoyi, Lagos.

**Phone:**

08052727684, 08098216501, 08187756829

**Online:**

[www.peoplesourceconsulting.com](http://www.peoplesourceconsulting.com)

[associates@peoplesourceconsulting.com](mailto:associates@peoplesourceconsulting.com)