



PEOPLESOURCE NIGERIA LIMITED

"Go where you are celebrated"

PEOPLESOURCE CONSULTING

Training Course Directory



2019

RECRUITMENT

CONSULTING

LEARNING & DEVELOPMENT

PRODUCTS

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

We've continued to invest in the Peoplesource Consulting brand over the years, striving to become your partner of choice for innovative learning and development.

Our goal is to 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. We've therefore 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 to find out more.

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

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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 Programmes

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.

Recruiting

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 aim 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.

Partnering For Peak Performance: Bite-Size Workshops

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 or 08098216501. Alternatively, you can email us at associates@peoplesourceconsulting.com.

OPEN PROGRAMMES CALENDAR: 2019

FEBRUARY

WHO IS IT FOR?

DATES

DEVELOPING A SALES CULTURE	Managers, HR Practitioners and Senior Professionals	Thu 14th – Fri 15th
THE EXECUTIVE PA	Personal & Executive Assistants	Fri 22nd– Sat 23rd

MARCH

EFFECTIVE FEE NEGOTIATION SKILLS	Anyone interested in procurement of professional services	Fri 22nd
HR LEADERS MASTERCLASS	Senior and Aspiring HR Leaders	Wed 27th – Fri 29th

APRIL

SELLING IN A DOWNTURN	Sales and Business Development Personnel	Wed 17th - Thur 18th
THE PEOPLE SKILLS OF MANAGEMENT	Current and Aspiring Managers	Wed 24th – Fri 26th
DISC CERTIFICATION COURSE (ABUJA)	Leaders, HR Practitioners and Consultants	Mon 8th – Fri 12th

MAY

THE HIGH PERFORMING MANAGER	Current and Aspiring Managers	Wed 22nd – Fri 24th
THE ADVANCED PA	Senior Personal & Executive Assistants	Wed 29th – Fri 31st

JUNE

WHO IS IT FOR?

DATES

DISC CERTIFICATION COURSE	Leaders, HR Practitioners and Consultants	Mon 17th – Fri 21st
THE SKILFUL INTERVIEWER	HR Professionals and Line Managers involved in recruiting staff	Thur 27th – Fri 28th

JULY

THE EXECUTIVE PA	Personal & Executive Assistants	Thur 18th – Fri 19th
BUILDING HIGH PERFORMING TEAMS	Managers and Leaders	Thur 25th – Fri 26th

AUGUST

DATA ANALYSIS AND PRESENTATION FOR MANAGERS	Managers and Leaders	Thur 22nd – Fri 23rd
HR LEADERS MASTERCLASS	Senior and Aspiring HR Leaders	Wed 28th – Fri 30th

SEPTEMBER

SALES SKILLS FOR NON SALES PEOPLE	Back Office and Operations Managers	Fri 20th
DEVELOPING SENIOR MANAGEMENT CAPACITY	Senior Leaders and Managers	Wed 25th – Fri 27th

OCTOBER

EFFECTIVE INTERPERSONAL RELATIONSHIP SKILLS	Managers and Leaders	Wed 23rd – Fri 25th
COMMERCIAL AWARENESS FOR MANAGERS	Senior Leaders and Managers	Wed 30th – Thur 31st

NOVEMBER

THE RESILIENT EMPLOYEE	Sales Managers and Leaders	Thur 21st – Fri 22nd
MANAGING TALENT FOR HIGH PERFORMANCE	Senior HR Leaders and Managers	Wed 27th – Fri 29th

DECEMBER

WHO IS IT FOR?

DATES

CREATING & COMMUNICATING A VISION THAT STICKS

Senior Leaders and Managers

Fri 13th

Please see course details in synopsis and outline sections below.

INHOUSE TRAINING SUCCESS STORY

Peoplesource Consulting constantly explores new and innovative ways to support our client's talent and organisational development objectives. Our team has worked with a number of organisations to deliver **in-house learning solutions** through a blend of training and consulting to achieve a bespoke outcome and provide answers to day to day or project based people management challenges faced by these organisations. Our work with the leadership at Tetra Pak West Africa in Lagos is a recent example.

Tetra Pak West Africa adopted new working systems globally in 2010. It also developed a bespoke performance management system to drive efficiency, enhance performance and achieve uniformity and integration across its global network of offices. To ensure these changes achieve their potential positive impact, the company's Nigeria office identified 12 middle managers to champion the resulting changes and to lead their colleagues through the process.

Peoplesource was engaged to develop, design and deliver a branded, dynamic two day train the champion learning vehicle. It equipped participants with an understanding of the change programme and their role in driving it through, helped them identify and understand the levers for change in their organisation, gave them an understanding of personality and learning dynamics and its impact on the change processes and helped them identify how to model the new changes in credible ways and sell the ideas underpinning the change effectively. They also acquired the knowledge they needed to drive a new culture to support the implementation of the operational system platforms being put in place.

Participants had developed the confidence to successfully lead the changes in their organisation and Tetra Pak has since rolled out and implemented the new systems successfully. Work then followed to ensure the gains of the roll out were sustained while Peoplesource Consulting has continued to explore how to develop and embed the company's leadership culture as part of its next developmental phase. The programme was a huge success and it subsequently led to enabling Peoplesource Consulting develop a long standing broader vendor relationship with this client. A relationship that is still ongoing today.

Could you profit from our professional tailored in-house training and consulting service? We can conduct an in-depth training needs analysis, have the training designed and tailored to your exact specifications and requirements and help maximise the productivity and value of your staff while you choose when and where the course will hold, who will attend, what specifically the course will cover and control your costs with an all-inclusive cost effective price structure. Our clients save up to 40% when they compare their in-house costs to investing in open training. They also avoid participants' travel and accommodation costs, minimize time out of the office and get to focus the training on their specific business needs.

Our professional experience shows that clients can get more value from their training spend by sourcing in-house training solutions especially when implementing a programme or project or where the training needs identified cut across units and levels within the organisation.

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 HIGH PERFORMING MANAGER - (3 DAYS)

A Manager's break- even point is the stage at which he or she has contributed as much value to the organisation in his or her role as he or she has consumed. Most leaders start off in a role as net consumers and transit to value creators as they gradually learn to lead effectively and take strategic action. —The High Performing Manager programme enhances participant's ability to become net contributors to their organisation in a much shorter time to increase value to the employer.

Open Course Fee – N157,500.00 incl. VAT

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

DEVELOPING A SALES CULTURE – (2 DAYS)

Leading an organisation or team where everyone is focused on sales and performing to high levels is a challenge especially for those in a leadership role. Successful leaders build their team's capability to achieve greater sales, revenue and profit by developing and leading in a sales focused way and driving to deliver high performance levels and establish a high sense of purpose. This programme is aimed at developing and coaching your people to exhibit a sales orientation in whatever role they have within the business and to strive for continuous improvement and accelerated performance.

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

BUILDING A HIGH PERFORMING TEAM – (2 DAYS)

Harnessing a team's full potential can often be a daunting task and leaders need to be able to analyse the performance of their teams and focus on each individual's key attributes to ensure they are getting the best out of them. We all know that teams can achieve far more than people working individually and this training course will help ensure that managers are given all the skills necessary to enhance their team's performance and inspire them to success.

Open Course Fee – N147,000 Incl. VAT

DATA ANALYSIS AND PRESENTATION FOR MANAGERS – (2 DAYS)

Acquiring the technical and conceptual analytical skills you need to make high-quality decisions and answer your organisation's toughest questions is a must have in today's competitive business environment. This course provides hands-on experience with using data to draw conclusions, make recommendations, and present data in an influential way; thereby empowering leaders with the knowledge they need to make informed decisions.

Open Course Fee – N147,000 Incl. VAT

COMMERCIAL AWARENESS FOR MANAGERS – (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.

Open Course Fee – N147,000.00 incl. VAT

HUMAN RESOURCE MANAGEMENT

THE HR LEADERS' 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

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

THE SKILFUL INTERVIEWER – (2 DAYS)

Having the right people in the right jobs is essential. That means hiring needs to be right, which depends critically on interviewing skills. It's also too easy to hire on a subjective impression; you just like the person and find out later they lack the skills, knowledge or temperament for the job. This course will take participants through on how to use a competency-based approach based on the job description. This training develops interviewing skills and up-to-date techniques to improve your ability to hire a winning team.

Open Course Fee – N147,000.00 Incl. VAT

DEVELOPING THE BUSINESS

SELLING IN A DOWNTURN - (2 DAYS)

Economic downturns 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

EFFECTIVE FEE NEGOTIATION SKILLS (1 DAY)

This fast paced, interactive one-day workshop is designed to give participants a firm grasp of the key aspects of effective fee negotiation. Success in this area isn't about methods for fooling someone into paying our preferred price but rather is about developing a clear, concise, evidence based explanation of what makes our proposition value for money. The workshop covers powerful influencing skills for building great relationships with the other party and explains how to apply a rigorous planning and 'meeting management process' to close those deals where price or fees are a key component.

Open Course Fee – N84,000.00 Incl. VAT

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.

Open Course Fee – N84, 000.00 incl. VAT

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

EFFECTIVE INTERPERSONAL RELATIONSHIP SKILLS (3 DAYS)

Some believe that successfully navigating relationships is an inherent quality that can't be learned—but this is not true. Developing your interpersonal skills increases your self-awareness and strengthens your ability to better understand others. Gain a better understanding of your communication style and how it differs from others, and learn to use that understanding to communicate effectively—verbally and nonverbally. You will participate in an interactive game where you use your newfound interpersonal skills to respond to a series of real-world scenarios.

Open Course Fee – N157,500.00 incl. VAT

DISC CERTIFICATION COURSE - (5 DAYS)

Effectiveness and maximum efficiency are two of the most important values you can add to your organisation in a highly competitive market. As a professional, you need to be equipped with the right knowledge needed to effectively manage all the resources in your charge, especially the human resources and D.I.S.C is a psychometric tool which empowers you to get this done. D.I.S.C is used by thousands of organisations all over the world, to achieve maximum efficiency of their human resources.

Open Course Fee – N399,500.00 Incl. VAT

THE ADVANCED PA – (3 DAYS)

The roles of Executive Personal Assistants in business are continually evolving. Today's Senior Executive Personal Assistant is a multi-skilled, dynamic member of the management team. The demands of the job are huge; they lead themselves as well as their colleagues. The Assistant should consider that their role is that of a business partner so understanding the vision and mission of the organisation whilst thinking for their boss and complementing their boss's limitations become imperative.

Open Course Fee – N168,000.00 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.

Open Course Fee – N147,000.00 incl. VAT

BANKING AND FINANCE (In-house Only)

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

THE HIGH PERFORMING MANAGER

(3 DAYS)

OVERVIEW

A Manager's break- even point is the stage at which he or she has contributed as much value to the organisation in his or her role as he or she has consumed. Most leaders start off in a role as net consumers and transit to value creators as they gradually learn to lead effectively and take strategic action. "The High Performing Manager" programme enhances participant's ability to become net contributors to their organisation in a much shorter time to increase value to the employer.

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

WHO IS IT FOR?

New team leaders and Managers and others assuming new leadership roles that need to enhance 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 taking on a new leadership role. Sessions provide a systematic and powerful framework as well as strategies to enable them take charge effectively within their first quarter in the new role.

COURSE OVERVIEW

- Fundamental Principles for successful transitions
- Laying the groundwork: Preparing to take charge
- Accelerating your learning: When, where and how to
- Diagnosing the situation and developing the right strategies
- Identifying key immediate priorities and securing early wins
- Building productive working relationships
- Identifying and addressing root causes of poor performance
- Building the team and implementing change where required
- Identifying key stakeholders and creating coalitions
- Maintaining personal disciplines and support frameworks
- Accelerating the development and potential of the team

DEVELOPING A SALES CULTURE

(2 DAYS)

OVERVIEW

The programme aimed at developing and coaching your people for continuous improvement and achieving greater sales, revenue and profit by developing and leading employees to be more focused on delivering to high performance levels and establishing a high sense of purpose.

WHAT DO I GET OUT OF IT?

- Understanding why leadership excellence is critical in sales
- Skills to manage your talent effectively
- Increased creativity and innovation
- Confidence to build credibility with your team
- 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 effectiveness
- Reinforced learning through group work, role plays and case studies

WHO IS IT FOR?

This course is designed for Managers, Sales Professionals and others interested in developing an organisation focused on sales.

WHAT IS IT ABOUT?

Leading an organisation or team where everyone is focused on sales and performing to high levels is a challenge especially for those in a leadership role. Successful leaders build their team's capability to achieve greater sales, revenue and profit by developing and leading in a sales focused way and driving to deliver high performance levels and establish a high sense of purpose.

COURSE OVERVIEW

Working in groups and individually, participants on the course will gain diverse insights into:

- Management and purpose
- Shared goals
- Major mistakes Managers make
- Leading change
- Managing underperformance
- Training for success
- Maintaining a collaborative environment
- How to structure the job for success
- Measuring performance and setting standards
- Motivation versus manipulation

BUILDING HIGH PERFORMING TEAMS

(2 DAYS)

OVERVIEW

Harnessing a team's full potential can often be a daunting task and leaders need to be able to analyse the performance of their teams and focus on each individual's key attributes to ensure they are getting the best out of them. We all know that teams can achieve far more than people working individually and this training course will help ensure that managers are given all the skills necessary to enhance their teams' performance and inspire them to success.

WHAT DO I GET OUT OF IT?

- Work effectively with their teams, nurturing talent and driving success.
- Identify with different types of team members and adapt to their needs.
- Understand how to adapt their leadership style to suit the situation.
- Communicate effectively with team members, so that everyone contributes to team goals.
- Be able to develop a clear direction and vision – motivating and driving the team towards the achievement of the vision

WHO IS IT FOR?

This course is designed for Managers and Leaders.

WHAT IS IT ABOUT?

This programme is designed to help participants develop a framework for high performance within the context of their organisations. Participants will appreciate different team roles and how they work with others. It focuses on the issues of poor communication, poor influencing and 'groupthink'

COURSE OVERVIEW

- What makes a high performing team
- Why teams fail
- Stages of team formation
- Measuring contribution
- Communicating as a team
- Building effective relationships
- Managing conflict

DATA ANALYSIS AND PRESENTATION FOR MANAGERS

(3 DAYS)

OVERVIEW

This programme helps participants acquire the technical and conceptual analytical skills they need to make high-quality decisions and answer organizational toughest questions.

WHAT DO I GET OUT OF IT?

- Understanding key elements of data for decision making
- The knowledge of data visualization.
- The knowledge of Powerpoint and presentation
- Hands-on data analysis and presentation
- Knowledge to apply innovative skills to problem solving.

WHO IS IT FOR?

This course is designed for Managers and Leaders.

WHAT IS IT ABOUT?

This course provides hands-on experience with using data to draw conclusions, make recommendations, and present data in an influential way; thereby empowering leaders with the knowledge they need to make informed decisions.

COURSE OVERVIEW

- Documenting, exploring and condensing data and checking and ensuring data quality.
- Averages, variability, histograms, samples, scatter diagrams.
- Trends forecasting and seasonality,
- When to use tables and charts.
- Demonstration tables: essential standards, derived statistics, aggregates and order, guidelines for formatting and layout, how to read and analyse reference tables.
- Presentation charts: essential standards, accessibility, simplicity, types (pie, line, bar and column and variations).
- What to avoid.
- Problem solving with excel

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?

- Differentiate your firm in the context of new competitors and market trends
- Sharpen core competencies to deliver maximum value to your clients
- Maintain strategic and operational alignment and focus through business ebbs and flows
- Create an intimate, flexible culture that is inclusive, supportive, and collegial
- Implement meaningful governance, decision-making, performance approaches, and metrics
- Communicate your vision and strategy effectively and inspire others to realize their potential
- Reinforced learning through group work

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?

- Transition successfully from worker to manager
- Coach for increased productivity
- Motivate your team to reach its potential
- Turn around poor performers
- Conduct worthwhile performance reviews
- Manage your time more effectively
- Run meetings and relate messages in a way that influence people
- 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 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?

- Understand the overall vision and department's role in helping to meet the company's larger goals
- Articulate the vision with my team
- Willing to empower others to make decisions and foster creative thinking
- Challenge and inspire your team to high performance
- Identify the strengths and weaknesses of those with whom I work, and channel those strengths and weaknesses into positive tasks
- 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

WHAT DO I GET OUT OF IT?

- Equip participants with skills for effective management of the human, financial, and material resources of their organisations.
- Empower participants to initiate and manage change.
- Stimulate participants to lead their organisations to higher performance.
- Understand trends in Business Environment.
- Team Building and Management.
- Accessing Problem and designing Solution
- Dealing with Conduct and Capability Issues.
- Reinforced learning through group work, role plays and case studies

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.

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?

- The strategic, human resource and organizational foundations for creating and capturing value for sustainable competitive advantage – including how to manage people and organizations
- Analyze the competition, and develop strategies both within a business and across a portfolio of businesses.
- Identify management skills necessary for effectiveness in an organization
- Solve problems with greater foresight and draw on influencing skills

WHO IS IT FOR?

This is a four day 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 of project management and the process
- Initiating a successful project
- Preparing and surviving the project planning stage
- Structuring project teams – organising roles and responsibilities
- Managing a diverse project team
- Keeping a finger on the pulse – steering, monitoring and controlling projects capably
- Covering the bases – identifying key project issues and risk planning
Managing change and unexpected problems

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?

- Understand strategy as a choice of trade-offs an added-value decision, and a commitment process to build competitive advantage.
- Analyse the factors that lead to strategic decline and those factors that are necessary for strategic change.
- Understand the many paradoxes in the strategic change process and the basic principles to cope with them.
- Understand how to successfully lead through a strategic change process by communicating effectively.

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 commercial attitudes and professional behaviour.

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?

- Understand the latest thinking and best practices in HR.
- Gain confidence to contribute to top level strategic discussions on the role and impact of HR to the business.
- Understand key aspects of HR and its application at management and strategic level.
- Acquire a broad and global perspective on key issues and concepts leaders in HR are faced with today.
- Understand what makes an effective and strategic HR leader
- Acquire the knowledge and acumen to think, act and plan strategically

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

THE SKILFUL INTERVIEWER

(2 DAYS)

OVERVIEW

The Skillful Interviewer is a course designed to equip participants with the skills to become better interviewers and to learn how to conduct successful interviews and choose the right employee(s). As well as improving interviewing skills, participants will also learn recruitment and employment law and best practices.

WHAT DO I GET OUT OF IT?

- Identifying the benefits of interviewing skills and the various types of interviews
- Establishing a plan for an interview and prepare the room for an interview.
- Handling an interview by developing an understanding of the various types of candidates
- Conducting an interview by following a specific structure, and use effective communication techniques when interviewing.
- Identifying the types of bias, the steps involved in evaluating a candidate, and several criteria for ranking candidates.

WHO IS IT FOR?

This is a highly beneficial course for those involved in conducting or sitting on interview panels.

WHAT IS IT ABOUT?

Participants learn the stages of carrying out interviews and how to conduct an effective interview that will identify the best candidates for the job. This is a very practical programme with lots of role plays, reviews and feedback. It will be especially relevant for Line Managers, HR practitioners, Recruitment Consultants and others involved in interviews.

COURSE OVERVIEW

Fundamentals of interviews

- Importance of interviewing skills
- Identifying types of interviews
- Defining the job, analyzing and defining the culture
- Planning and preparing
- Planning for an interview, analysing a candidate's resume, identifying lead questions
- Preparing for an interview and ensuring privacy
- Identifying personality styles and types of candidates
- Handling and conducting the interview
- Understanding the importance of silence
- Conducting an interview – Role Plays
- Opening the interview, gathering information, taking notes and closing the interview
- Identifying effective communication techniques
- Evaluating, deciding and following up after an interview

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?

- Understand the various units within HR and their functions.
- Learn the legal framework within which HR operates
- Explore transitions in HRs role within the organization including its customer care, stakeholder and business partner perspectives.
- Learn how to input HR Metrics and Analytics into action
- Understanding of basic HR Tools and Methods

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?

- Manage your employees' performance as a process, not as isolated events
- Use performance management support tools to communicate and manage performance
- Give more specific, less subjective performance feedback
- Use coaching techniques that improve performance
- Conduct an effective performance appraisal with your employees

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 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 LINE 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?

- Explain the key stages of the employee life-cycle (from pre-recruitment to post termination) and the associated underpinning legal obligations of employers and rights of employees
- Demonstrate when to consult with HR as a line manager
- Identify means of establishing employee performance standards and subsequently monitor and review that performance
- Understand the impact of relevant legislation in the workplace
- Undertake and manage as an-ongoing responsibility, the control, discipline and motivation of employees

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

MANAGING TALENT FOR HIGH PERFORMANCE

(3 DAYS)

OVERVIEW

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.

WHAT DO I GET OUT OF IT?

- Understand how to measure and monitor organisational and departmental performance
- Develop the skills to successfully develop and manage talent
- Initiate effective communication at all levels
- Learn how to turn problems and challenges into opportunities
- Improve their ability to deal with conflict and have difficult conversations
- Engage and empower people for increased results and performance
- Reinforced learning through group work, role plays and case studies

WHO IS IT FOR?

This course is for HR Leaders and Managers

WHAT IS IT ABOUT?

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.

COURSE OVERVIEW

- Recognising talent and matching it to your organisational need
- The basics of succession planning and building team resilience
- Smarter recruiting strategies to hire the right people at the outset
- Techniques to address talent shortages and leadership gaps
- Tools to inspire and reward staff
- How to better engage staff and inspire them to perform and develop
- How to create a culture that nurtures talent from the outset
- How to recognise and overcome barriers to development

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?

- Find the hidden prospect
- Eliminate time wasting false opportunities
- Have prospects tell the truth
- Skills to motivate your team to higher performance
- Accelerate the sales process
- Reinforced learning through group work, role plays and case studies

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

EFFECTIVE FEE NEGOTIATION SKILLS

(1 DAY)

OVERVIEW

This fast paced, interactive one-day workshop is designed to give participants firm grasps of the key aspects of effective fee negotiation. Success in this area isn't about methods for fooling someone into paying our preferred price but rather is about developing a clear, concise, evidence based explanation of what makes our proposition value for money.

WHAT DO I GET OUT OF IT?

- Gain an insight into how to establish the 'true value' that is being offered as part of the deal
- Understand the importance of 'pre-framing' in a fee negotiation
- Acquire a 'toolbox' of nine tried and tested influencing skills
- Discover how to build a sense of agreement and collaboration into a meeting
- Reinforced learning through group work, role plays and case studies

WHO IS IT FOR?

This programme is highly recommended for Procurement professionals, Engagement Managers and others involved in selling professional services.

WHAT IS IT ABOUT?

The training covers powerful influencing skills for building great relationships with the other party and explains how to apply a rigorous planning and 'meeting management process' to close those deals where price or fees are a key component.

COURSE OVERVIEW

- Price negotiation strategies
- Influencing skills
- The negotiation planning process
- The Boulden "Deal Making" meeting process

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?

- Understand the value of becoming a trusted advisor
- Understand how to add value to a client by offering solutions
- Have a question bank they can use for expanding on a client need
- Be able to compellingly present your company's services or products
- Learn how to identify 'buying signals' and 'close'
- 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?

- Realize their value and pivotal role in the organisation
- Learn the secrets of supporting senior executives
- Master your behaviour and emotions
- Improve your confidence and influence on others
- Offer greater service and value to your manager
- Develop your career and professionalism
- 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?

- Understand that resilient attitudes and habits can be developed and enhance performance, leadership and general wellbeing at work and in life
- Understand why one person goes under when another thrives
- Improved ability to understand and solve problems and remain positive under pressure
- Learn to view setbacks, adversity and change as challenges
- Increased flexibility and confidence, with a stronger sense of being in control when face with uncertainty
- Maintain performance, stamina, clarity and logic under pressure

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

DISC CERTIFICATION COURSE

(5 DAYS)

OVERVIEW

Effectiveness and maximum efficiency are two of the most important values you can add to your organisation in a highly competitive market. As a professional, you need to be equipped with the right knowledge needed to effectively manage all the resources in your charge, especially the human resources and D.I.S.C is a psychometric tool which empowers you to get this done.

WHAT DO I GET OUT OF IT?

- Opens new doors to consulting and training programmes
- Use the graphs to resolve some of the most pressing needs of businesses today
- Effectively analyse the 3 graphs of the personality System Profile and apply what you learn.
- Create a strategic process that improves communications and increases productivity
- Significantly enhance your marketability as an expert consultant
- Reinforced learning through group work, role plays and case studies

WHO IS IT FOR?

This course is for HR Practitioners, training facilitators and consultants, training & development specialists, all Leaders and Managers looking to enhance their capacity to engage and motivate people.

WHAT IS IT ABOUT?

Everyone has distinctive characteristics and qualities which influence our thinking, preferences and behaviour. Research shows that these behavioural characteristics can be grouped into four categories called personality styles or profiles and that people with similar personalities tend to exhibit specific traits common to that style or profile.

COURSE OVERVIEW

- Enhance relational time professionally and personally
- Gain greater sensitivity to others around you
- Maximise personal strengths and minimize weaknesses
- Resolve internal conflicts and power struggles more quickly
- Enhance teamwork among an organization's staff
- Help others develop a positive self-image
- Assess a person's nonverbal communication
- Identify how and why people make decisions
- Identify how and why people make decisions
- Reveal root communication problems in seven minutes
- Motivate others toward greater productivity

EFFECTIVE INTERPERSONAL RELATIONSHIPS

(3 DAYS)

OVERVIEW

Some believe that successfully navigating relationships is an inherent quality that can't be learned—but this is not true. Developing your interpersonal skills increases your self-awareness and strengthens your ability to better understand others.

WHAT DO I GET OUT OF IT?

- Complete an action plan to develop interpersonal skills
- Use multiple self assessments to increase their understanding of themselves and the perspectives of others
- Apply positive and productive communication techniques to various types of interactions by receiving feedback from others
- Create supportive workplace relationships by treating others with respect, trust and dignity
- Reinforced learning through group work, role plays and case studies

WHO IS IT FOR?

This course is intended for individuals at all levels who want to improve their communications and relationships with others.

WHAT IS IT ABOUT?

Gain a better understanding of your communication style and how it differs from others, and learn to use that understanding to communicate effectively—verbally and nonverbally. You will participate in an interactive game where you use your newfound interpersonal skills to respond to a series of real-world scenarios.

COURSE OVERVIEW

- Building positive workplace relationships is key to success
- Making and keeping a favourable impression on others
- Creating an environment that fosters excellent communication
- Using listening skills to your advantage
- Building bridges across your organisation
- Strategies for managing conflict
- Working with difficult people and other tough situations
- Key to persuading and influencing others

THE ADVANCED PA COURSE

(3 DAYS)

OVERVIEW

The roles of Executive Personal Assistants in business are continually evolving. Today's Senior Executive Personal Assistant is a multi-skilled, dynamic member of the management team. The demands of the job are huge; they lead themselves as well as their colleagues.

WHAT DO I GET OUT OF IT?

- Understanding the partnership with your executive.
- Skills to manage time and efficiency
- Understanding HR and finance as an Executive Assistant
- Understand working with the Board
- Reinforced learning through group work, role plays and case studies

WHO IS IT FOR?

Senior Executive PAs, EAs and experienced secretaries, administrative officers etc.

WHAT IS IT ABOUT?

The Assistant should consider that their role is that of a business partner so understanding the vision and mission of the organisation whilst thinking for their boss and complementing their boss's limitations become imperative.

COURSE OVERVIEW

- Building a strategic partnership
- Blending in with the Executive team
- Managing your time and team
- Social media and the Executive PA
- Successful events management
- Working with Directors and the Board

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?

- Understand Emotional Intelligence (EQ)
- Identify the benefits of having higher emotional intelligence
- Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy
- Successfully communicate with others in a non-verbal manner
- Verbally communicate with others with emotional awareness
- Relate emotional intelligence to workplace situations
- Master tools to regulate and gain control of your own emotions

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?

- Enhanced realistic optimism balanced with a can-do attitude
- A more flexible, adaptable and positive approach to change
- Acquire skills that can help to reduce workplace/home anxiety (regarding their job)
- Become more level-headed and objective under pressure
- Greater appreciation of the benefits of personal care and pacing oneself
- Improved understanding of the benefits of building and restoring important relationships
- Improved understanding of personal boundaries and how they can be strengthened

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.

WHO IS IT FOR?

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

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

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?

- Build a more effective team in an office or organization
- Take stock of progress in a project or with organizational change initiatives
- Engender creativity and synergy around problems or future directions
- Create a degree of shared ownership in key planning issues, or in solutions to organizational problems
- Discuss issues at a much deeper and more thoughtful level
- Allow people who are located in different geographical regions the opportunity to re-connect

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 TEAM

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



Kemi Olutunbi Chartered FCIPD

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, finance and senior management team development. 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. These entities include AXA, Coca Cola

Hellenic, Sabanci, EDF Energy, Sudan Oil, Vodafone, Toyota, Cablecom, Merck, Abu Dhabi National Dredging Corp, CPA Global, etc. through to The National Trust, Cancer Research UK and the Armed Forces. He is a qualified Chartered Accountant and has been in industry as a finance controller and finance director. He holds 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

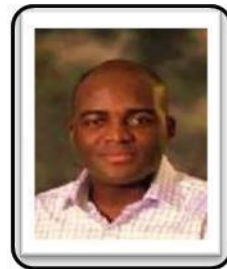
Bode is the Managing Consultant /CEO of Peoplesource Consulting. He also sits on the board of UK based consulting firm, Inspired Concepts. He holds a MSc. in Entrepreneurship from the University of Bristol UK and a B.A in History from Obafemi Awolowo University, Ile Ife. He has over 23 years cognate 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.



Ndidi Adegbite

Ndidi 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. Ndidi 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 Chartered 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 StanbicIBTC, 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.



Emmanuel Cole FCIPM

Emmanuel was a Union Bank Scholar in Secondary School as well as a Lagos State Government Scholar at University. He holds a degree in Social Sciences majoring in Political Science is a Fellow of the Chartered Institute of Personnel Management of Nigeria and a member of both the Chartered Nigerian Institute of Management and Nigerian Institute of Training and Development. His career spans both the private and public sectors and he has held senior HR roles in manufacturing, banking, aviation, Oil and Gas and in a World Bank project. He also has extensive consulting exposure working for the Federal

Government of Nigeria on public service reforms, institutional review, reorganization and capacity building. He has developed strong skills in Consulting, Recruitment, Selection and Placement, Manpower Planning, Learning and Development and Capacity Building, Succession Planning, Establishment of HR / Admin functions in Companies, Negotiation with Unions and Government Agencies, and has also worked with a wide range of organizations as a management consultant and training advisor focusing on management and leadership development, personal and professional development and entrepreneurship.



Seyi Akinyoyenu

Seyi is our technology, sales and business development subject matter specialist. He has gathered technical and operational experience working with several international and local technology companies in different capacities. His career spans working for such organisations as Via Affinity, Nestle Plc, Globacom, IBM and SAP in different capacities. While working for SAP, covering the whole of West Africa, he headed the Line of Business solutions – Supply Chain & Manufacturing (SCM), Human capital management (HCM), Procurement and Customer Relationship Management (CRM) as well as Cloud Solutions, giving him breadth in quality checking of employee performance, sales and customer service. Working with other members of our core resourcing team, Seyi has what it takes to identify top quality talents to fit any technology role.



Precious Ajoonu

Precious holds an MSc in Management from the University of Aberdeen and a Certificate in Marketing from the London School of Economics. She has 12 years experience spanning stints with Guinness Nigeria Plc, Financial Derivatives Company Limited, Transall Nigeria Limited, Jumia Food and BusinessDay Media. She is also, on faculty at Simon Page College of Marketing and the MacTay Group and is the founder of a social education initiative called The Thinking School. Precious specialises in helping people and organisations improve their skills, processes, objectives and managing change, through her work both with teams and individuals. She is comfortable at all levels of a business including the boardroom, coaching sales and marketing professionals, managers and other trainers and has spoken at thought leadership conferences. When delivering bespoke solutions she creates much of her own materials and has trained and worked with other trainers to deliver local and international projects. When consulting and coaching, her focus is on measurable client ROI and feedback. Her areas of expertise and interest

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, the University of Bath Executive Education in London 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.

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