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## COMMUNICATION SKILLS CLUSTER

L1C1

### Overview

Almost everyone has difficulties with communication at some point or another. Conveying your needs, thoughts, and feelings in an academic or professional environment can be especially challenging. The experience may leave you feeling nervous or even intimidated, especially when power dynamics are in play. Mastering the fundamental skills can make a big difference in how your career evolves.

### Course objective

At the end of this course, participants will

- Develop effective communication ability within and outside the organization
- Increase productivity through early anticipation of problems and sourcing of solution
- Be more effective through steady flow of work related information
- Have strong business relationships & enhanced professional image through effective communication

### Course content

- ∇ Basic communication
- ∇ Oral communication
- ∇ Writing effectively (Business communication)
- ∇ Internal memo writing skill
- ∇ Presentation skills
- ∇ Electronic mails and internet etiquette
- ∇ Communication and relationship management
- ∇ Communication in corporate culture- protocols
- ∇ Assessment center

### Target audience

Fresh hires, management trainees, new managers

**Duration:** 4 days

**Cost:** # 85000 / participant

**Training dates:** Jan. 25-28, Apr. 25-28, Jul. 25-28, Oct. 17-20, November 28 – Dec



## CORE MANAGERIAL SKILLS CLUSTER L1C2

### Course objectives

*At the end of this course, participants will*

- ∇ *Have understanding of their own managerial skills.*
- ∇ *Learn from the management experience of others.*
- ∇ *Develop effective customer service skills*
- ∇ *Develop and learn about goals specific to the students of this class*
- ∇ *Learn about basic concepts, principles, and processes of management.*
- ∇ *Be exposed to the history of management thought.*
- ∇ *Explore organizational culture*

### Course content

- ↔ *Managerial Attributes and Functions – a new culture*
- ↔ *Principles of Management- Rules of works, Rules of Management*
- ↔ *Getting Organized - Core skill*
- ↔ *Corporate Governance System and Manager*
- ↔ *Customer Focus*
- ↔ *Financial Literacy*
- ↔ *Learning from Experience*
- ↔ *Fighting Procrastination*
- ↔ *Assessment Centre*

### Target audience

*Fresh hires, management trainees, new managers, all staff*

**Duration:** 4 days

**Cost:** # 85,000 / participant

**Training dates:** Jan 18-21, Mar. 21-24, Jul. 4-7, Sept. 26-29, Nov. 28-Dec 1



## PERSONAL EFFECTIVENESS SKILLS CLUSTER

L1C3

### Overview

Personal effectiveness is a result of not just one thing, but of a combination of factors which all impact upon each other.

This Personal Effectiveness training course is designed for those who seek to further develop the key skills and techniques needed to build personal impact, influence and effectiveness in dealings with others.

### Course objectives

At the end of this program, participants will be able to:

- Analyze their current effectiveness in terms of time and priority management.
- Identify appropriate situations and techniques for assertive communication.
- Confidently deal with conflict situations and 'difficult' people.
- Consider the most appropriate Influencing style(s) to achieve positive results.
- Recognize the factors that contribute to building personal profile and impact.
- Develop a personal action plan to enhance personal effectiveness at work.

### Course content

- Understanding Personal Effectiveness
- The Effectiveness Tool
- Time Management
- ICT Tools
- Resource Management
- Office Management
- Management of Emotions- (anger) in the workplace
- Assertiveness and Managerial Confidence
- Taking Responsibility- being in control
- Team Work/Collaboration
- Assessment and Mentoring Session

### Target audience

Employee in customer care unit, newly promoted supervisors, employee in supervising roles.

**Duration:** 4 days

**Cost:** # 85,000 / participant

**Training dates:** Feb. 8-11, May 16-19, Aug. 1-4, Oct. 31-Nov. 1



## THINKING CREATIVELY CLUSTER

L1C4

### Overview

Creativity connotes originality, imagination, and expressiveness. While it is often associated with the fine arts and literature, it is often relevant to aspects of science, engineering, and other fields where design, research, and innovation are required. The instructional challenge is to help participants develop their creative potential. Creativity requires flexibility and divergence in thinking – new ways of thinking or expressing oneself; pursuing questions for which there is no single, correct answer. It implies a stretching and expansion of the students' thoughts and ideas and the development of original insights

### Course objectives

- A greater understanding of themselves and each other
- Increased ability to think on your feet when under pressure
- More confidence and ease when pitching and working with clients
- Enhanced skills in collaboration and co-creation
- Skill development in adapting to change, resilience, risk taking and team thinking
- Increased creative and innovative behaviors
- Principles that can be applied outside of the workshop setting

### Course content

- Understanding Creativity
- Developing Creative Skills
- Using the Creative Approach to problems in the workplace
- Working with others to solve problems
- Problem Solving and Decision Making
- Case studies
- Learning on the Job- improvement projects
- Assessment and mentoring sessions

### Target audience

Employee in R & D, HR unit, newly promoted supervisors, employee in supervising roles.

**Duration:** 4 days

**Cost:** # 85,000 / participant

**Training dates:** Feb. 29-Mar 3, Jun. 13-16, Sep 12-15, Nov. 21-24



### Overview

Your job requires you to influence people just about all of the time. It may take the form of gaining support, inspiring others, persuading other people to become your champions, engaging someone's imagination, creating relationships. Whatever form it takes, being an excellent influencer makes your job easier.

An interesting point about people who use their influencing skills well, is that other people like being around them. There's a kind of exciting buzz, or sense that things happen when they're about.

### Course Objective

At the end of this course, participants will learn:

- The skills of dealing with difficult people
- How to get things done with team members
- The principles of leadership
- Coaching people rather than managing them
- How to deal with emotions in the workplace
- How to negotiate to achieve optimal result

### Course content

- Influencing People
- Emotional Intelligence in the Workplace
- Interpersonal Skills
- Dealing with Difficult people
- Succeeding with people
- Principle of Leadership
- Leadership in the workplace
- Effective negotiation
- Leading teams
- Pushing your ideas
- Managing self as a role model
- Mentoring and Assessment

### Target audience

Employee in R & D, HR unit, newly promoted supervisors, employee in supervising roles.

**Duration:** 4 days

**Cost:** # 105,000 / participant

**Training dates:** Feb. 1-4, Apr. 11-14, Jul. 18-21, Oct. 3-6, Nov. 14-17



## MAXIMIZING PERFORMANCE SKILLS

L2C2

### Course Overview

*This hands-on performance management training workshop will provide a proven roadmap and set of tools for not only managing, but truly maximizing both individual and team performance*

### Course objective

You will learn how to:

- *FOCUS – Create clarity, alignment, and commitment for what is important and why.*
- *PLAN – Create both a results plan and a development plan.*
- *EXECUTE – Provide coaching to achieve the plan and making adjustments as you go.*
- *REVIEW – Track, display, and discuss both results and learning from both success and failure.*
- *REINFORCE – Build on strengths and minimize weakness.*

### Course content

- *Understanding Corporate Performance*
- *Goal setting and Target Management*
- *Thinking about Performance- continuous improvement planning*
- *Delegation option in achieving more*
- *Helping others to improve*
- *Leveraging on ICT tools*
- *Managing employee appraisals and Feedbacks*
- *Mentoring and Incentives*
- *Mentoring and Assessment session*

### Target audience

*Employee in sales, marketing, Business development, relationship managers, newly promoted supervisors, employee in supervising roles.*

**Duration:** 4 days

**Cost:** # 105,000 / participant

**Training dates:** Feb. 22-25, May 3-6, Aug. 8-11, Nov. 7-10



## PUTTING CUSTOMER FIRST SKILLS

L2C3

### Course overview

*Everything you do that is customer-facing is marketing. Every phone call, every email and every face-to-face interaction with a customer is all marketing.*

*Organisations can and do spend many years and lots of marketing budget building a positive, trustful relationship with the public. They think carefully about the type of customer that they wish to attract, the image their brand portrays, and how they communicate the benefits of their products or services to potential customers.*

***All of that hard work can be undone in a few minutes with bad customer service.***

### Course objectives

- *Equip participants with the skills required to confidently manage high levels of customer service*
- *Participants will look at different types of customers and the ways in which they behave.*
- *Practical techniques and checklists will help delegates solve difficult situations and manage awkward customers.*
- *Participants will also be encouraged to develop greater understanding of their own behavior and explore the effect it may have on others.*

### Course content

- *Understanding the Customer*
- *Your Value Proposition*
- *The Customer Supplier- Alignment Process*
- *Meeting Customer Expectations*
- *Internal vs External Customers*
- *Handling Difficult Customers*
- *Know the Best Customers*
- *CRM Tools*
- *Customer Service Enablers*
- *Customer Focus Culture*
- *Assessment Centre*

### Target audience

*Employee in customer service, sales, marketing, business development, relationship managers, newly promoted supervisors, employee in supervising roles.*

**Duration:** 4 days

**Cost:** # 105,000 / participant

**Training dates:** Mar. 7-10, May 23-26, Jul. 25-28, Sep 5-8, Nov 28-Dec 1



## **ACHIEVING SATISFACTION IN THE WORKPLACE CLUSTER**

**L2C4**

### **Course overview**

*Job satisfaction is an emotional response to a job situation. As such it cannot be seen, it can only be inferred. It is often determined by how well outcome meet or exceed expectations. It represents several related attitudes which are most important characteristics of a job about which people have effective response. These to Luthans are: the work itself, pay, promotion opportunities, supervision and co-workers*

### **Course objective**

*At the end of this course, participants will*

- *Be enlightened on how to achieve high performance*
- *Be taught how to cope with stress in the workplace*
- *Be taught how to avoid burn-out*
- *Be taught how to build a winning team*

### **Course content**

- *Building High Performance Teams*
- *Reshaping Your Career -Route to the top*
- *Balancing Work and "life"*
- *Avoiding stress in the Workplace*
- *A manager all the way*
- *Meeting family and Community Expectations*
- *Keeping Fit for Sustainable Performance*
- *Assessment session*

### **Target audience**

*All cadre of employees*

**Duration:** 4 days

**Cost:** # 105,000 / participant

**Training dates:** Mar. 28-31, Jun 6-9, Aug. 22-25, Oct. 24-27, Nov. 21-24



## STRATEGIC BUSINESS MANAGEMENT CLUSTER L3C1

### Objectives

The program focus is to build strong managerial capacity in individuals, to enable them manage business and institutes applying relative strategies and best practices. This is the ability to manage at the executive level; looking at the future and responding appropriately at all times.

### Program Details

This program builds on the skills learnt and acquired subsequent to participating in the Level 2 manager (Managing Others) program. It is designed in 4 clusters. Each cluster contains detailed contents to ensure participants become reasonable knowledgeable and able to apply such skills in the workplace.

### Course Content

- Understanding Strategic Management in Organization
- Red Ocean Scenario
- Blue Ocean Scenario
- Designing Functional Strategies
- Managing Strategy Implementation process
- The people issues in Strategy process
- Acting as a change Agent
- Using Case studies
- Assessment Centre

### Target audience

- Graduates of Level 2 Manager (Managing Others)
- Managers with more than 15 years' work experience
- Business Owners with More than 10 years' experience
- Self Employed Professionals
- Functional and Divisional Head
- Corporate Leaders
- Corporate executive retiring into personal business

**Duration:** 4 days

**Cost:** # 200,000 / participant

**Training dates:** Jan. 25-28, Apr. 18-21, Jul. 11-14, Oct. 10-13



## ADVANCED LEADERSHIP CLUSTER L3C2

### **Focus and Objectives**

The program focus is to build strong managerial capacity in individuals, to enable them manage business and institutes applying relative strategies and best practices. This is the ability to manage at the executive level; looking at the future and responding appropriately at all times.

### **Program Details**

This program builds on the skills learnt and acquired subsequent to participating in the Level 2 manager (Managing Others) program. It is designed in 4 clusters. Each cluster contains detailed contents to ensure participants become reasonable knowledgeable and able to apply such skills in the workplace.

### **Course Content**

- Change Management in Organization
- Building Corporate Culture
- Stress Management for Executives
- Building Teams for Business continuity
- Performance Review and Tracking for Team Management
  
- Executive Role in Corporate Governance
- Talent Management
- Managing Succession
- Become a Role Model
- Coaching clinic

### **Target audience**

- Graduates of Level 2 Manager (Managing Others)
- Managers with more than 15 years work experience
- Business Owners with More than 10 years experience
- Self Employed Professionals
- Functional and Divisional Head
- Corporate Leaders
- Corporate executives retiring to personal business

**Duration:** 4 days

**Cost:** # 200,000 / participant

**Training dates:** Feb. 15-18, May 9-12, Sep. 19-22, Nov. 14-17



## EXECUTIVE MANAGEMENT SKILLS CLUSTER L3C3

### **Focus and Objectives**

The program focus is to build strong managerial capacity in individuals, to enable them manage business and institutes applying relative strategies and best practices. This is the ability to manage at the executive level; looking at the future and responding appropriately at all times.

### **Program Details**

This program builds on the skills learnt and acquired subsequent to participating in the Level 2 manager (Managing Others) program. It is designed in 4 clusters. Each cluster contains detailed contents to ensure participants become reasonable knowledgeable and able to apply such skills in the workplace.

### **Course Content**

- Procurement management skills
- Managing Financial level
- Managing at HR level
- Managing at Operations level
- Understanding Corporate IT Initiatives and Business Performance
  
- Managing Public Relationship at the Local and Global levels
- Coaching Clinic – coaching and mentorship techniques

### **Target audience**

- Graduates of Level 2 Manager (Managing Others)
- Managers with more than 15 years work experience
- Business Owners with More than 10 years experience
- Self Employed Professionals
- Functional and Divisional Head
- Corporate Leaders
- Corporate executives retiring to personal business

**Duration:** 4 days

**Cost:** # 200,000 / participant

**Training dates:** Mar. 14-17, May 30- Jun.2, Aug. 15-18, Oct. 3-6



## MEETING STAKEHOLDERS EXPECTATION CLUSTER L3C4

### Objectives

The program focus is to build strong managerial capacity in individuals, to enable them manage business and institutes applying relative strategies and best practices. This is the ability to manage at the executive level; looking at the future and responding appropriately at all times.

### Program Details

This program builds on the skills learnt and acquired subsequent to participating in the Level 2 manager (Managing Others) program. It is designed in 4 clusters. Each cluster contains detailed contents to ensure participants become reasonable knowledgeable and able to apply such skills in the workplace.

### Course Content

- Putting Stakeholders First
- Stakeholders Mapping
- Sustaining Stakeholder loyalty
- Corporate Result Drivers
- Business Growth Options
- Alliance Management in the Global World
  
- Planning for Corporate Exit
- Foreign Program Opportunity. Business Acumen for High Potential Leaders
- Positive Organization Leadership
- Emerging Leaders Program

### Target audience

- Graduates of Level 2 Manager (Managing Others)
- Managers with more than 15 years work experience
- Business Owners with More than 10 years experience
- Self Employed Professionals
- Functional and Divisional Head
- Corporate Leaders
  
- Corporate executives retiring to personal business

**Duration:** 4 days

**Cost:** # 200,000 / participant

**Training dates:** Feb. 8-11, Apr. 4-7, Jul. 20-23, Sep. 12-15