







TRAINING BROCHURE FOR THE YEAR 2019

S/N	COURSES	DURATION /DATES	TARGET AUDIENCE	LEARNING OBJECTIVES	FEES
1.	Basic Front Desk and Customer Service Skills	5 days JUN 17-21 JUL 22-26 AUG 5-9 SEPT 9-13 OCT 7-11 NOV 18-22 DEC 2-6	This Course is suitable for all front desk officers and their supervisors, Receptionists, Customer Service Officers, Executive assistants and all those that have contact with customers	Several activities taking place at your workspace, co-workers asking questions, strict deadlines to meet, phones ringing, and there comes a customer or even customers and the environment becomes pressurized. As a front desk/customer service officer in an organization, how do you handle several people and requests simultaneously with professionalism and poise? Providing excellent	NGN100,000 / USD400

				customer service is the most important thing a front-desk officer does. This 5-day intensive program is always designed to equip front desk and customer service officers with the necessary skill required to man the front desk effectively and create positive first impression. In this course we are also going to look at what customer service is and isn't and identify how you can understand and provide good customer service.	
2.	Budget Presentation, Administration & Management Techniques	AUG 5-9 2019	Management workers and the assistants of theirs that are associated with the budgeting process	<p>At the end of this 5 days intensive programme, participants will be equipped with knowledge and skills on:</p> <ul style="list-style-type: none"> • Importance of budgets in organizations • The tools and techniques required for effective budget and budgeting • The different types of budgets • How to plan and develop effective budgets • Budget presentation skills • Methods to monitor budget and make adjustments when necessary • Cost Control measures • Five common mistakes in managing budgets 	NGN100,000 /USD400
3.	Building a	5 days/	Managers and		NGN100,00

	Team: Leading for Success	JAN 7-11 FEB 18-22 MAR 25-29 APR 8-12 MAY 27-31 JUN 17-21 JUL 8-12 AUG 5-9 SEPT 2-6 OCT 21-25 NOV 4-8 DEC 2-6	supervisors whose main responsibilities include analyzing the strengths and weaknesses of their team in relation to their goals and providing the motivation and skills to achieve those goals	This course provides a survey of principles and practices that archivists and records managers apply, as well as issues that they confront. We will discuss the nature of documentation and recordkeeping in contemporary society and the different types of institutions with responsibility for records. We will also examine the archival profession, its internal diversity and its relationships with allied professions.	0/USD400
4.	Business Etiquette and Excellent Customer Service	5 days/ JAN 14-18 FEB 18-22 MAR 4-8 APR 1-5 MAY 6-10 JUN 10-14 JUL 22-26 AUG 5-9 SEPT 23-27 OCT 14-18 NOV 4-8 DEC 2-6	All front desk officers Marketing professionals Every professional who interface with customers. All specialists responsible for building and sustaining their company's reputation for customer service excellence.	By the end of this course, participants will be able to: -Define etiquette and understand how it is valuable to companies and other organizations. - Identify the 'Three Cs' of a good impression. - Apply outstanding customer service techniques to generate return business, etc	NGN100,000 / USD400
5.	Business Data Analytics with Excel	5 days JUN 24-28 JUL AUG 19-23 SEPT OCT 7-11 NOV DEC 16-20	Business Data Analytics with Excel is a great course for both beginners and experienced professionals. It is best suited for individuals who presently use Excel at the office and will gain from enhanced Excel abilities for reporting, analysis, and	Every organization generates raw data in day-to-day transactions. This data is unstructured and is generated at a considerable rate. Making sense of the data in its raw format will be extremely difficult. This data must be summarized, categorized and presented in a user-friendly manner to enable managers to understand and make sense	NGN150,000 / USD 500

			<p>presentation. Specifically, this course should be attended by business managers, junior data scientists, data analysts, Project managers, analytics professionals and all professionals working with data in any industry.</p>	<p>of it. Business Data Analytics is the journey from "Confusion to Conclusion" by use of Data. It is important for Organizations to arrive at meaningful and actionable insights from information and take data-driven choices using Excel.</p> <p>Business Data Analytics with Excel training will help an organization to take decisions on the long-term and strategic business planning using internal and external data. This 5- day intensive course will help participants to get a hands-on skill about Business Data Analytics using excel to arrive at insights. Discover unknown information from the available data, predict future with accuracy and manage the knowledge of external environment impacting your business is a few key deliverables of business analytics.</p>	
6.	Business Leadership Skills Development	5 days/ JAN 21-25 FEB 4-8 MAR 18-22 APR 22-26 MAY 6-10 JUN 10-14 JUL 8-12 AUG 5-9 SEPT 9-13 OCT 14-18 NOV 11-15 DEC 16-20	<p>New and old managers wanting to improve their leadership skills.</p>	<p>Anyone can be promoted to a manager, but not anyone can lead.</p> <p>In this Leadership Skills Development Program, new and aspiring leaders will get fully engaged in:</p> <p>Being an active part of a learning organization.</p> <p>Understanding the functions of leaders.</p> <p>Applying systems thinking to leadership.</p> <p>Practical methods of leadership, including change,</p>	NGN100,000 / USD400

				<p>performance, and people management.</p> <p>Understanding when to lead and when to manage.</p>	
7.	<p>Coaching & Mentoring Framework: Everyday Dynamics</p>	<p>5 days JUNE 10-14 JULY 8-12 AUG 5-9 SEPT 9-13 SEPT 30-OCT 4 NOV 18-22</p>	<p>Suitable for all Managers and Supervisors, heads of departments, HR Personnel. All those that have the responsibility to monitor performance</p>	<p>Every successful organization thrives on dynamic cultural background to achieve organizational goals and objectives. Everyday coaching as an organizational culture impacts positively on Total Performance Management of workforce. Hence, the need for practical knowledge of the step by step process of everyday coaching for optimal performance. At the end of this course, participants are expected to be able to develop and implement a workable coaching and mentoring framework in their various organizations for knowledge sharing and long run cost reduction.</p>	<p>NGN100,000 / USD400</p>
8.	<p>Strategic Communication and Media Presentation</p>	<p>5 days JAN 7-11 FEB 18-22 MAR 18-22 APR 8-12 MAY 20-24 JUN 17-21 JUL 15-19 AUG 12-16 SEPT 16-20 OCT 21-25 NOV 11-15 DEC 9-13</p>	<p>This course is recommended for senior communications professionals responsible for designing or supervising a press office or communication team for any kind of organization. It is suitable for anyone responsible for managing communication campaigns and programmes at a</p>	<p>Strategically projecting your image in the right media - print, electronic and new media services through interviews and presentations will not only improve the brand image of your organization, but also increases your visibility, builds your brand and sets you apart from competitors. We understand how the industry works and what is needed. Using exemplary presentations. This 5 days intensive training will take you through the knitty gritty of projecting your image and</p>	<p>NGN100,000 /USD400</p>

			senior level.	that of your organization to the public through the media.	
9.	Customer Relationship Management That Works	5 days/ JAN FEB MAR 25-29 APR 22-26 MAY 6-10 JUN 3-7 JUL 22-26 AUG 19-23 SEPT 23-27 OCT 7-11 NOV 11-15 DEC 16-20	Customer/Client Relationship Managers, Marketing and Sales Managers, Business Development Officers, and Customer Service/ Support Executives	To create the framework for best practices in customer-centric organizations toward meeting and even exceeding customer expectations. Covers Customer Relationship Skills, CRM Technology, Data Mining, Value Management, Pricing Strategy, Digital Marketing, and Customer Service Initiatives.	NGN100,000 / USD400
10.	Defensive Driving & Safety Consciousness for Drivers and Dispatch Riders	5 days/ JAN 14-18 FEB 18-22 MAR 25-29 APR 8-12 MAY 13-17 JUN 3-7 JUL 22-26 AUG 26-30 SEPT 23-27 OCT 7-11 NOV 25-29 DEC 2-6	All level of drivers and dispatch riders as well as their supervisors	All organizations have a legal requirement to ensure their staff are adequately protected from the risk of injury while driving at work. This 3-day training program contributes to helping your organization fulfill this obligation by providing essential driver safety training in digestible modules that are proven to help improve understanding and retention levels.	NGN100,000 / USD400
11.	Emotional Intelligence & Anger Management in the Workplace	5 days/ JAN 14-18 FEB 18-22 MAR 11-15 APR 22-26 MAY 6-10 JUN 3-7 JUL 1-5 AUG 26-30 SEPT 2-6 OCT 7-11 NOV 25-29 DEC 2-6	Executives who need to create a healthy, productive workplace and organizational culture by enhancing their overall effectiveness. Anyone who wants to better manage their own emotions, strengths and skills, or the emotions and skills of others. All those who have any reason to come across people.	By the end of this Emotional Intelligence and Anger Management in the Workplace program, participants will be able to emotionally connect with their environment and identify their "anger triggers", then focus on what to do and what NOT to do when they begin to feel the sensations of anger setting in.	NGN100,000 / USD400

			Anyone who like to develop healthier relationships with family, friends and work associates.		
12.	Employee Performance Management	5 days JAN 21-25 FEB 18-22 MAR 4-8 APR 15-19 MAY 13-17 JUN 10-14 JUL 15-19 AUG 5-9 SEPT 2-6 OCT 7-11 NOV 11-15 DEC 2-6	HR Managers Managers or Supervisors that facilitate performance reviews Employees that are involved with performance discussions	This workshop will help leaders to manage for optimum performance, contribute to motivating work environments, to understand the role of goal setting in performance management, use ideal tools to help employees set and achieve goals, apply a three-phase model that will help prepare employees for peak performance, activate their inner motivation, and evaluate their skills.	NGN100,000 / USD400
13.	Employee Relations Best Practices	5 days/ JAN 14-18 FEB 18-22 MAR 11-15 APR 1-5 MAY 13-17 JUN 10-14 JUL 22-26 AUG 12-16 SEPT 16-20 OCT 14-18 NOV11-15 DEC16-20	Employee Relations Specialists HR and Personnel Professionals Line Managers Supervisors and Team Leaders	This Employee Relations training seminar is designed to develop increased productivity and motivation through the application of best practice in the way that employees are treated by the organization. This training will enable the creation of a working environment in which all staff are able to contribute their full potential. This will involve creating a supportive and trusting climate at work and ensuring that individual and collective ER issues are handled positively and sensitively.	NGN100,000 / USD400
14.	Essentials of Recordkeeping in Human Resource Management	5 days/ JAN 21-25 FEB 11-15 MAR 11-15 APR 8-12 MAY 20-24 JUN 3-7	Especially for HR officers and employers who want to make sure that organizational records management practices comply with the latest	Proper employee records management is one of HR's most important tasks. This comprehensive program is designed to provide accurate and authoritative information in regard to the various	NGN100,000 / USD400

		JUL 1-5 AUG 12-16 SEPT 23-27 OCT 21-25 NOV 4-8 DEC 16-20	laws, regulations, and industry standard	Employment Records Retention, Retrieval and Destruction.	
15.	Exceptional Secretarial Skills Training	5 days/ JAN 21-25 FEB 4-8 MAR 11-15 APR 1-5 MAY 13-17 JUN 17-21 JUL 22-26 AUG 12-16 SEPT 9-13 OCT 14-18 NOV 18-22 DEC 9-13	Secretaries, Personal and Administrative Assistants handling secretarial duties	This intensive course focuses on skill enhancement and training to become, or consolidation of skills for, Secretary position in any sector. We also look at building confidence through improving interpersonal and self-developmental skills – providing a sounder footing on your secretaries’ career development path.	NGN100,000 /USD400
16.	Excellent Service Delivery And Safety Consciousness For Drivers And Dispatch Riders	5 days/ JAN FEB MAR 18-22 APR 22-26 MAY 6-10 JUN 10-14 JUL 22-26 AUG 5-9 SEPT 16-20 OCT 7-11 NOV 25-29 DEC 9-13	All level of drivers and dispatch riders as well as their supervisors All staff of courier companies who work directly work with drivers and dispatch riders		NGN100,000 /USD400
17.	Exceeding Customer Service Excellence	5 days/ JAN 14-18 FEB 18-22 MAR 25-29 APR 8-12 MAY 27-31 JUN 17-21 JUL 2-5 AUG 5-9 SEPT 2-6 OCT 21-25 NOV 4-8 DEC 2-6	Frontline executives Call centre executives Service managers Customer Service Representatives (CSR) Team Supervisors Department Managers Account Managers Field Service	The purpose of the program is to develop customer service skills that increase value to the participant’s company and career, recognizing that service delivery is an “individual response value” and that one’s Consumer Affairs Managers, Customer Care Managers, Customer Service Representatives,	NGN100,000 /USD400

			Representatives		
18.	Equipment Maintenance & Facility Management	5 days/ JAN FEB MAR 4-8 APR 15-19 MAY 6-10 JUN 17-21 JUL 22-26 AUG 26-30 SEPT 2-6 OCT 14-18 NOV 11-15 DEC 16-20	Anyone who wishes to learn more about how to effectively and safely manage a large, complex plant, especially facilities managers, operations supervisors, chief operating officers and line supervisors	Success as a facilities manager means juggling competing needs and expectations with a high level of professionalism and a strong knowledge base. The course is designed to provide the technical skills and management techniques participants need to increase their effectiveness.	NGN100,000 /USD400
19.	High Impact Training For Front Desk Officers	5 days/ JAN 7-11 FEB 18-22 MAR 4-8 APR 1-5 MAY 6-10 JUN 10-14 JUL 22-26 AUG 19-23 SEPT 16-19 OCT 28- NOV 1 NOV 11-15 DEC 9-13	New hires Management trainees All front line officers All customer Service Officers All personnel who interact directly or indirectly with customers	To help you make the most of the all-important role of your frontline people. At the end of the training, the participant should be able to: (1) Handle difficult people with skill and professionalism; (2) Manage mails effectively; (3) Apply proven telephone techniques to save time and satisfy callers (4) Become conversant with digital (online) marketing; (5) Practice successful telemarketing; (6) Apply the secrets of assertive (not aggressive) language; (7) Improve communication skills; (8) Improve negotiation skills; (9) Enhance customer service; (10) Dress and groom corporately; and (11) Build a positive image for your company.	NGN100,000 /USD400
20	Hospitality Etiquette and Customer Service Excellence	5 days JAN 21-25 FEB 11-15 MAR 11-15 APR 8-12 MAY 20-24 JUN 3-7 JUL 1-5	Employees in the hospitality industry, junior workers (front desk officers, customer service officers, waiters, receptionists, attendants, etc	<ul style="list-style-type: none"> • Success in any industry relies on relationships: with co-workers, clients, suppliers or 	NGN100,000 /USD400

		AUG 5-9 SEPT 2-6 OCT 21-25 NOV 11-15 DEC 16-20		<p>investors.</p> <ul style="list-style-type: none"> • When you are polite and considerate in dealing with others, you're more likely to create engaging, productive and long-term business relationships. This is why knowledge of etiquette and customer service excellence is vital. • This programme will introduce participants to the principles of building and maintaining professional relationships, as well as providing practical guidance for typical workplace situations. In this course we are also going to look at the hospitality etiquette best practices, what customer service is and isn't and identify how you can understand and provide excellent customer service. 	
21.	Human Resource Business Partner (HRBP) Training	5 days/ JAN 14-18 FEB 11-15 MAR 25-29 APR 22-26 MAY 13-17	Senior HR Business Partner HR Business Partner	This HR Business Partner training is a 5-day comprehensive course on human resource issues facing today's business owners, managers and	NGN100,000 /USD400USD 250

		JUN 17-21 JUL 15-19 AUG 19-23 SEPT 16-20 OCT 7-11 NOV 18-22 DEC 9-13	HR Director HR Generalist Talent Development Director People Manager Talent Analyst	human resource support staff. Facilitators will demonstrate that HR staff needs to be armed with the expertise to deal with the many employee relationship issues faced in today's dynamic workforce -from recruitment planning to exit interviews. Emphasis is placed on making HR decisions that are both effective and legal. After completing the training, participants should be able to demonstrate a practical grasp of: (1) The changing role of the human resource professional as a business partner; (2) How human resource planning and the organization's strategic plan work together; among many other issues.	
22.	Industrial Relations Practice In Nigeria	5 days JAN 21-25 FEB 11-15 MAR 11-15 APR 8-12 MAY 20-24 JUN 3-7 JUL 1-5 AUG 5-9 SEPT 2-6 OCT 21-25 NOV 11-15 DEC 16-20	Anyone involved in HRM at all levels Employee Relations Officers/Managers Those who have joined a HR or Personnel Department Union Members and Labour Leaders All level of Staff	The objective of this course is to equip participants with the necessary skills required to: 1. Recognize and understand the impact of important factors affecting the Industrial Relations context in Nigeria. 2. Identify important principles which underlie best practices in Industrial Relations. 3. Utilize these principles in the implementation of best practice in key Industrial Relations processes. 4. Understand the contribution of effective Industrial Relations Practice to sustainable economic development.	NGN100,000 /USD400
23.	Interviewing, Selection &	5 days/ JAN 7-11	Managers, superintendents,	In this training program on Interviewing Selection &	NGN100,000 /USD400

	Recruitment Skills	FEB 4-8 MAR 18-22 APR 22-26 MAY 6-10 JUN 17-21 JUL 22-26 AUG 5-9 SEPT 23-27 OCT 7-11 NOV 18-22 DEC 9-13	supervisors and officers in the functions of human resources or recruitment whose jobs require recruiting and selecting employees. The course is also very useful for all those outside human resources whose jobs require conducting frequent and important selection interviews.	Recruitment Skills you will learn the latest process and techniques covering all critical steps of interviewing. This is a very practical training program with numbers being limited so you can learn, practice and build confidence. When you finish this engaging and enjoyable program you will be in a position to put the techniques into practice immediately upon return to work.	
24.	Managing HR Processes, Culture & Change	5 days/ JAN FEB MAR APR 1-5 MAY 20-24 JUN 17-21 JUL 8-12 AUG 19-23 SEPT 16-20 OCT 14-18 NOV 25-29 DEC 9-13	Anyone involved in HRM at all levels Those who have joined a HR or Personnel Department in past few years but who have no formal HR Training Those who would benefit from an understanding of the HR role and function Professionals and Supervisors who wish to enhance their competencies in change management HRM Personnel who need to stay up-to-date on current practices and trends in change management and organizational development Occupational Health & Safety and Training Staff involved in	This important training seminar focuses on vital areas of modern Human Resource Management (HRM). It is a unique seminar that addresses core HR issues in a critical and evaluative way. The course also provides a theoretical background, guidelines on best practice, and skills development in organizational development processes, all from a HR perspective. This exciting training seminar will bring you up to date on the latest techniques and approaches that are appropriate in effective management of Human Resources, Culture and Change including:	NGN100,000/USD400USD200

			<p>change management</p> <p>Those who received their training in past years and need to be brought up to date with best practice in Change Management</p>		
25.	<p>Managing Your Boss: "Accelerating Growth"</p>	<p>5 days/ JAN 14-18 FEB 18-22 MAR 18-22 APR 1-5 MAY 20-24 JUN 10-14 JUL 8-12 AUG 5-9 SEPT 2-6 OCT 21-25 NOV 4-8 DEC 9-13</p>	<p>Personal Assistants, Secretaries and others working with busy executives in forward-looking organizations</p>	<p>Provides practical skills participants need to stimulate better performance, improve their working life, job satisfaction and workload, which only the boss can guarantee. The course covers a whole lot of personal development and administrative skills including emotional intelligence, personal time and project management, and interpersonal skills</p>	<p>NGN100,000 /USD400</p>
26.	<p>Manpower Succession & Retention</p>	<p>5 days/ JAN 21-25 FEB 4-8 MAR 4-8 APR 8-12 MAY 20-24 JUN 24-28 JUL 22-26 AUG 19-23 SEPT 9-13 OCT 21-25 NOV 4-8 DEC 9-13</p>	<p>All senior managers who wish to develop a greater understanding of how to manage the organizations greatest resource (its people) & support the development of a sustainable succession plan to meet growth expectations.</p>	<p>With people no longer leaving school or University to join a company as a fresh graduate and stay until retirement is gone! Globally workforces are becoming increasingly mobile and because of this, organisations need to identify who their best employees are, and look at how to retain and develop the best talent. This means having suitable processes in place to ensure that leaders not only recognize but bring out the best in their staff. This Training provides the essential skills and knowledge needed to develop Strategic Human Resource Planning, Succession Planning and Talent Management.</p>	<p>NGN100,000 /USD400</p>

27.	Navigating Office Politics for Managers	5 days/ JAN 14-18 FEB 18-22 MAR 4-8 APR 1-5 MAY 20-24 JUN 24-28 JUL 8-12 AUG 26-30 SEPT 2-6 OCT 14-18 NOV 4-8 DEC 16-20	All levels of the organizational hierarchy, especially mid-level to senior managers who are desirous of getting from here to there – such as securing a promotion, seeing an idea come to fruition or gaining support to make an organizational change.	Like it or not, every workplace is a political environment. But operating effectively within it doesn't have to mean destroying, lying or getting dirty. At the upper level, a large part of climbing the corporate ladder depends on defining a political style: how to handle power and control, build relationships, and manage diplomacy. Face it –you can't get rid of office politics, so you might as well learn how to play! The course covers the 10 most common types of office politicians, with tips on how to manage them as well as 7 best office-politics plays and maneuvers.	NGN100,000 /USD400
28	Nigerian Labour & Employment Law	5 days/ JAN 14-18 FEB 11-15 MAR 25-29 APR 22-26 MAY 13-17 JUN 17-21 JUL 15-19 AUG 19-23 SEPT 16-20 OCT 7-11 NOV 18-22 DEC 9-13	Anyone involved in HRM at all levels Those who have joined a HR or Personnel Department Union Members and Leaders All level of Staff	After successfully completing this Labour and Employment Law course, you will be able to: describe Employment-at-will; identify commonly committed workplace torts; understand Title VII of the Civil Rights Act and Race Discrimination; describe gender and family issues legislation, as well as discrimination based on religion and national origin; discuss discrimination based on age and disability; and understand and describe EEO legislation.	N100,000 / USD400
29.	Office Management Skills	5 days JAN 21-25 FEB 18-22 MAR 18-22 APR 15-19 MAY 6-10 JUN 24-28 JUL 8-12 AUG 19-23 SEPT 9-13	Any who desires to boost their image, communication skills, professional development and job satisfaction as an indispensable star admin/office manager	In this era of dramatic change in the business world, admin office personnel have never been more challenged –more stretched –than they are today. They're expected to do whatever it takes to keep the "train moving" amidst the confusion brought on by	NGN100,000 / USD400

		OCT 7-11 NOV 18-22 DEC 16-20		reengineering, restructuring, new technology and whatever changes they're up against. This course is designed to boost their image, communication professional development and job satisfaction	
30.	Operational Safety for the Oil & Gas Industry	5 days/ JAN 21-25 FEB 11-15 MAR11-15 APR 1-5 MAY 6-10 JUN 24-28 JUL 15-19 AUG 26-30 SEPT 23-27 OCT 7-11 NOV 25-29 DEC 2-6	<p>All supervisors and line management who have assigned responsibilities within the organization's HSE management system</p> <p>Production and Process Engineers</p> <p>Maintenance Personnel</p> <p>Personnel interested in developing skills in this area</p> <p>All personnel involved in planning and implementing the organization's HSE Management System</p>	<p>The importance of effective health and safety training in the oil and gas industry cannot be over emphasized.</p> <p>This training course covers oil & gas operations both, upstream and downstream, and is designed to provide a sound breadth of underpinning knowledge that enables personnel to manage oil and gas operational risks effectively.</p>	NGN100,000/USD400
31.	Personal Effectiveness & Team Work	5 days/ JAN 21-25 FEB 4-8 MAR 25-29 APR 22-26 MAY 27-31 JUN 10-14 JUL 15-19 AUG 19-23 SEPT 16-20 OCT 7-11 NOV 25-29 DEC 16-20	All levels of operative staff including clerical and non-clerical, marketing and mid-level officers	<p>This course is designed to:</p> <p>Help you identify specific areas where you may need to improve your skills;</p> <p>Create a forum for you to share thoughts with your peers on how to excel in this relentlessly innovating economy where challenges are great and opportunities abundant.</p>	NGN100,000/USD400
32.	Professional Telephone Skills for the Help Desk	5 days JAN 7-11 FEB 18-22 MAR 18-22 APR 8-12	Help Desk Executives, Call Centre Executives, Receptionists, Secretaries, Customer Service Officers and	The front office/help desk is a place where the relentless ringing of the phone can slowly drive a perfectly sane, patient and skilled help desk	NGN100,000/USD400

		MAY 6-10 JUN 17-21 JUL 1-5 AUG 12-16 SEPT 16-20 OCT 14-18 NOV 11-15 DEC 16-20	other frontline people.	operator into a frazzled shell of their former self. In a world where the ubiquitous telephone plays such an important role in the customer service that an organization provides, it is worthwhile to review a few of the basics when it comes to using the phone, especially from the perspective of the help desk officer.	
33.	Professional Writing Skills for Secretaries, Personal & Executive assistants	5 days/ JAN 21-25 FEB 11-15 MAR 4-8 APR 15-19 MAY 6-10 JUN 3-7 JUL 15-19 AUG 19-23 SEPT 23-27 OCT 7-11 NOV 18-22 DEC 2-6	Designed for all those who must do business writing as part of their job: Personal and platform assistants, Secretaries, Administrators and all executive assistants, Directors, Human Resource Managers, Lawyers, Marketers, Consultants, etc.	Nobody really likes writing anything; this applies to professional writers as much (if not more) than to the rest of us who have to write to communicate, on top of our other responsibilities. Fortunately, there are some ways of making it a relatively painless process. Trainers will devote time to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. They will also learn techniques for writing business cases, proposals, and reports. Participants should be able to master the professional requirements for writing and presenting clear, concise, complete and correct business documents, technical reports, incident reports etc. of world-class standard.	NGN100,000 / USD400
34.	Record Keeping and Archival Management	5 days JAN 21-24 FEB 4-8 MAR 18-22 APR 8-12 MAY 13-17 JUN 10-14 JUL 8-12	Secretaries, Personal Assistants, Librarians, Record Keepers, Customer Service Officers, Archivists and all those who handle records and documents for one	This course provides a survey of principles and practices that archivists and records managers apply, as well as issues that they confront. We will discuss the nature of documentation and recordkeeping in	NGN100,000 /USD400

		AUG 5-9 SEPT 2-6 OCT 21-25 NOV 4-8 DEC 9-13	reason or the other.	contemporary society and the different types of institutions with responsibility for records. We will also examine the archival profession, its internal diversity and its relationships with allied professions.	
35.	Retirement Planning Workshop	5 days JAN 14-18 FEB 20-24 MAR 25-29 APR 1-5 MAY 27-31 JUN 3-7 JUL 1-5 AUG 26-30 SEPT 9-13 OCT 21-23 NOV 4-8 DEC 16-20 JAN 14-18 FEB 20-24 MAR 25-29 APR 1-5 MAY 27-31 JUN 3-7 JUL 1-5 AUG 26-30 SEPT 9-13 OCT 21-23 NOV 4-8 DEC 16-20	Whether Business Owners, Professionals or Employees (with family or employees alone),this pre-retirement training course has various topics that will not only interest everyone but have practical value for the rainy day	Experts recommend that employees attend a pre-retirement training programme at least three years prior to retirement. By doing so, those attending have time to prepare for the rainy day that must come someday soon rather than do everything at the last minute. We therefore urge employers to avail their staff who are nearing retirement this opportunity to plan ahead. Allowing their spouses to accompany the intending retirees can be of maximum benefit. This is because retirement will affect those that they interact with.	NGN100,000 /USD400
36	Revenue Generation Strategies: Tools and Techniques	5 days JULY 8-12 AUG 19-23 SEPT 2-6 OCT NOV 25-29 DEC 16-20	The course is designed for officers whose responsibility is to generate and collect revenue within their organizations. It will also benefit directors, business owners, managers/supervisors, and anyone involved in marketing and sales	The most basic point about revenue is that without it, an organization cannot stay viable in the long run. Hence, the need to collect revenue to justify the fixed and variable expenses incurred to run an entity. Revenue is often examined more closely than profits when assessing the growth of an entity. This 5 days intensive course will examine various strategies that could be adopted to improve the	NGN100,000 / USD400

				performance capability of relevant institutions for enhanced revenue generation and cost minimization.	
37.	Service Quality & Customer Satisfaction: Tools & Techniques	5 days/ JAN FEB MAR 11-15 APR 15-19 MAY 13-17 JUN 10-14 JUL 1-5 AUG 12-16 SEPT 23-27 OCT 21-25 NOV 4-8 DEC 9-13	<p>Frontline Customer Service Representatives (CSR)</p> <p>Team Supervisors</p> <p>Department Managers</p> <p>Account Managers</p> <p>Field Service Representatives</p> <p>Brand Managers</p> <p>Public Relation Professionals</p>	<p>At the end of this training, participants will learn to:</p> <p>-Establish the importance of setting and reviewing customer service standards</p> <p>-Use body language to build trust and rapport face-to-face or over the phone</p> <p>-Communicate more effectively by utilizing active listening and questioning skills</p> <p>-Demonstrate how to deal with difficult or demanding customers in a professional manner</p> <p>-Set SMARTER objectives and goals to become more productive</p> <p>-Utilize stress management techniques to increase job satisfaction</p>	NGN100,000 /USD400
38	Time Management and Productivity Course			At the end of your workday you feel exhausted, overwhelmed and unproductive. In today's busy world it is important for workers to be as effective as they can with the limited hours of time during the day. If the unexpected interruptions and crises are affecting your productivity, then it is time to	

				take control of your workday!	
40.	Time & Task Management	5 days/ JAN 21-25 FEB 18-22 MAR 18-22 APR 22-26 MAY 6-10 JUN 24-28 JUL 1-5 AUG 19-23 SEPT 2-6 OCT 21-25 NOV 4-8 DEC 16-20	Anyone who needs to master the principles and practices of effective time management. From senior managers/directors to administrative and technical staff, in fact anyone who needs to find solutions to the following challenges: <ul style="list-style-type: none"> • I don't always feel in control, I need to increase my productivity, I have to juggle a multitude of tasks I'm always being interrupted I'd love to have more time for the things I enjoy but never get the time 	Designed to help people become more effective at time and task management, to be efficient, and organized. This training is founded in the principle that knowing what we want and setting concrete, clear, and motivating goals are essential steps to success, as is getting tasks done.	NGN100,000 /USD400
41.	Tomorrow's HR Department- Transform The HR Function	5 days/ JAN FEB MAR APR 8-12 MAY 20-24 JUN 3-7 JUL 8-13 AUG 5-9 SEPT 16-20 OCT 21-25 NOV 4-8 DEC 9-14	Senior HR Business Partner HR Business Partner HR Director HR Generalist Talent Development Director People Manager Talent Analyst	In this exciting training we present the current results of the Chartered Institute of Personnel and Development (CIPD) survey of HR practitioners. This program provides a forum for experienced HR practitioners and consultants to update delegates' HR skills by: (1)Analyzing the relevance of the results with a view to reviewing their organizations' HR policies and practices in line with global HR trends; and (2) Professional Human Resource Managers, Directors or Consultants, Employee Benefits Administrators, Training/ Learning Managers and other corporate executives. (3)Benchmarking local and international HR best practices and applying the	NGN100,000 /USD400

				lessons learned to their own or clients' organizations.	
42.	Training Methods & Presentation Skills	5 days/ JAN 14-18 FEB 18-22 MAR 18-22 APR 22-26 MAY 27-31 JUN 3-7 JUL 8-12 AUG 26-30 SEPT 2-6 OCT 7-11 NOV 11-15 DEC 16-20	<p>Effective Presentation Skills course will be of benefit to you if you:</p> <p>Are new to delivering formal presentations</p> <p>Would like to overcome your anxiety about presenting to groups .</p> <p>Take part in client presentations and meetings</p>	<p>At work we are often required to present our ideas, solutions or services to colleagues or clients. Delivering client sales pitches, making presentations to senior managers or contributing to formal meetings can all be daunting experiences even when you are confident in your material.</p>	NGN100,000 /USD400
43	Work Ethics, Hygiene And Safety In The Work Place	5 days JAN 21-25 FEB 11-15 MAR 11-15 APR 8-12 MAY 20-24 JUN 3-7 JUL 1-5 AUG 5-9 SEPT 2-6 OCT 21-25 NOV 11-15 DEC 16-20	<p>It is designed for all employees from entry level to executive office.</p> <p>It is also important for those who are conscious of ethical standards for a healthy organization.</p>	<p>This program is designed to provide an introduction to work ethics, generally acceptable good morals and behavior underlying hygiene and safety practice in the workplace.</p>	NGN100,000 /USD400

Venue: Lagos Learning Centre: 117, Shasha Road, Akowonjo, Lagos

Please note that course fee, date and venue can be adjusted to suite your need.

Account Details: GoldStead Resources Company: Keystone Bank: 1006952223

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