



<b>CUSTOMER SERVICE/FRONT DESK MGT</b>														
11	Front Desk & Cubicle Management Techniques	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
12	Advanced Skill Development For Front Desk Officers	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
13	Advanced Telephone Handling and Front Desk Management for Senior Executives	5 days	150,000.00	500.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
14	Basic Front Desk and Customer Service Skills	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
15	Beyond Customer Service Excellence	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
16	Business Etiquette and Excellent Service Delivery	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
17	Exceeding Customer Service Excellence	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
18	Hospitality Etiquette and Customer Service Excellence	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
19	Professional Telephone Skills for the Help Desk	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
20	Service Quality & Customer Satisfaction: Tools & Techniques	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
<b>DRIVERS, RIDERS AND DRIVING</b>														
21	Administrative Support Skills for Drivers	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
22	Advanced Service Etiquette and Safety Tips for Drivers	5 days	120,000.00	450.00	18-22	15-19	1-5	12-16	17-21	21-25	19-23	2-6	13-17	18-22
23	Ageing and Driving: Self and Safety Management	5 days	120,000.00	450.00	18-22	15-19	1-5	12-16	17-21	21-25	19-23	2-6	13-17	18-22

24	Defensive Driving & Safety Consciousness for Drivers and Dispatch Riders	5 days	120,000.00	450.00	18-22	15-19	1-5	12-16	17-21	21-25	26-30	2-6	13-17	11-15
25	Excellent Service Delivery And Safety Consciousness For Drivers And Dispatch Riders	5 days	120,000.00	450.00	18-22	15-19	1-5	12-16	17-21	21-25	19-23	2-6	13-17	18-22
26	Fleet Management Course for Drivers	5 days	120,000.00	450.00	18-22	24-28	1-5	12-16	17-21	21-25	19-23	2-6	13-17	18-22
27	School Bus Safety & Management for drivers	5 days	120,000.00	450.00	18-22	15-19	1-5	12-16	17-21	7-11	28/6-2	2-6	13-17	11-15
28	Service Delivery & Safety Techniques for Dispatch and Delivery Drivers	5 days	120,000.00	450.00	18-22	15-19	1-5	12-16	17-21	7-11	28/6-2	2-6	13-17	11-15
29	The Boss & the Driver: Relationship Management	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
30	Truck Management and Safety Awareness	5 days	120,000.00	450.00	18-22	15-19	1-5	12-16	17-21	21-25	19-23	2-6	13-17	18-22
31	Wheel Intelligence and Control Course for Drivers	5 days	120,000.00	450.00	25-29	8-12	8-12	26-30	3-7	21-25	19-23	2-6	20-24	11-15
32	Work Ethics and Safety Awareness for Drivers	5 days	120,000.00	450.00	18-22	8-12	8-12	12-16	17-21	21-25	19-23	2-6	13-17	18-22
<b>ACCOUNTING, AUDIT AND CONTROL</b>														
33	Account Payable, Account Receivable and Debt recovery	5 days	120,000.00	450.00	25-29	8-12	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
34	Basic Bookkeeping Accounting Course	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
35	Budget Presentation, Administration & Management Techniques	5 days	120,000.00	450.00	25-29	8-12	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
36	Internal Control and Audit for Result	5 days	120,000.00	450.00	25-29	8-12	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
37	Managing Operational Risk in Organizations.	5 days	120,000.00	450.00	25-29	8-12	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
38	Quality Assurance and Quality Control essentials course	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15

39	Revenue Generation Strategies: Tools and Techniques	5 days	120,000.00	450.00	25-29	8-12	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
40	Tax Management for Organizations	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
41	Top notch Accounting Skills Training for Accounting Officers	5 days	120,000.00	450.00	18-22	8-12	8-12	12-16	17-21	21-25	19-23	2-6	13-17	18-22
<b>METRICS, ANALYTICS AND INFORMATION TECHNOLOGY</b>														
42	Business Data Analytics with Excel	5 days	150,000.00	500.00	25-29	8-12	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
43	Foundation Excel For Beginners	5 days	120,000.00	450.00	11-15	22-26	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
44	Microsoft Excel for HR Professionals	5 days	150,000.00	500.00	18-22	15-19	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
45	Microsoft Excel Skills for Business Analysis and Reporting	5 days	150,000.00	500.00	18-22	15-19	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
	Cyber Security	3 days	150,000.00	500.00	<b>ONLINE TRAINING SCHEDULED ON REQUEST</b>									
	Internet of Things (IoT)	3 days	150,000.00	500.00	<b>ONLINE TRAINING SCHEDULED ON REQUEST</b>									
	Artificial Intelligence	3 days	160,000.00	550.00	<b>ONLINE TRAINING SCHEDULED ON REQUEST</b>									
<b>LEADERSHIP, MANAGEMENT AND PERSONAL DEVELOPMENT</b>														
46	ATTITUDE!: Resolving Difficult Situations in the Workplace	5 days	120,000.00	450.00	25-29	8-12	8-12	26-30	3-7	21-25	19-23	2-6	20-24	11-15
47	Coaching & Mentoring Framework: Everyday Dynamics	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15



HUMAN RESOURCE AND GENERAL MANAGEMENT														
62	Coaching & Mentoring Framework: Everyday Dynamics	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
63	Diversity and Inclusion: A Step-by-Step Guide for Employees	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
64	Employee Appraisal & Performance Management	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
65	Employee Relations Best Practices	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
66	Essentials of Recordkeeping in Human Resource Management	5 days	120,000.00	450.00	25-29	8-12	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8=3	11-15
67	Human Resource Business Partner (HRBP) Training	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
68	Human Resource Metrics and Analytics: The Strategic Business Partner	5 days	150,000.00	500.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
69	Industrial Relations Practice In Nigeria	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
70	Interviewing, Selection & Recruitment Skills	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
71	Managing HR Processes, Culture & Change	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
72	Manpower Succession & Retention Planning	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
73	Microsoft Excel for HR Professionals	5 days	150,000.00	500.00	18-22	15-19	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
74	Nigerian Labour & Employment Law	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
75	The HRM in the Boardroom: Navigating the Politics	5 days	150,000.00	500.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
76	Tomorrow's HR Department-Transform The HR Function	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15

77	Training Methods & Presentation Skills	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
<b>SALES, MARKETING AND RELATIONSHIP MGT</b>														
78	Marketing and Sales: Developing Clients for Life	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
79	Business Etiquette and Excellent Service Delivery	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
80	Accelerated Business Growth Training	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
81	Customer Relationship Management That Works	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
82	Revenue Generation Strategies: Tools and Techniques	5 days	120,000.00	450.00	25-29	8-12	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
83	Strategic Negotiations and conflict resolutions For Public and Private Sector Executives	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
<b>SERVICE, HYGIENE AND SAFETY</b>														
84	Customer Service, Hygiene and Safety for Office Cleaning Employees	3 days	120,000.00	450.00	18-22	15-19	1-5	12-16	17-21	21-25	26-30	2-6	13-17	11-15
85	Work Ethics, Hygiene And Safety In Food Handling	5 days	120,000.00	450.00	11-15	22-26	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
<b>REAL ESTATE AND FACILITY MGT</b>														
86	Emergency Action Plan: Crisis Under Control	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29





97	Enterprise Risk Management	5 days	120,000.00	450.00	18-22	8-12	8-12	12-16	17-21	21-25	19-23	2-6	13-17	18-22
98	Cooperative Society Management for success	5 days	120,000.00	450.00	18-22	8-12	8-12	12-16	17-21	21-25	19-23	2-6	13-17	18-22
99	Logistics and Supply Chain Management	5 days	120,000.00	450.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
100	Insurance Marketing	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
101	Operational Safety for the Oil & Gas Industry	5 days	120,000.00	450.00	25-29	8-12	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
102	Post Traumatic Counseling	5 days	150,000.00	500.00	25-29	1-5	8-12	26-30	17-21	7-11	28/6-2	9-13	30/8-3	11-15
103	Project Management essentials	5 days	120,000.00	450.00	11-15	22-26	15-19	5-9	24-28	14-18	28/6-2	23-27	6-10	25-29
104	Purchasing and Procurement Management Course	5 days	120,000.00	450.00	25-29	8-12	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8
105	Public – Private- Partnership (PPP) that works	5 days	120,000.00	450.00	25-29	8-12	22-26	19-20	10-14	31/5-4	5-9	16-20	27-01/10	4-8

**Venue: Akowonjo, Lagos**

**Account Details: GoldStead Resources Company: Keystone Bank: 1006952223**

**For more details contact: Training Coordinatoor, GoldStead Resources Company**

**Akowonjo, Lagos**

**Tel: 08037119334, 08183174787**

**Email: info@goldsteadresources.com, training@goldsteadresources.com**

**Website: www.goldsteadresources.com**

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



























|



<b>9-12</b>	<b>6-10</b>
<b>9-12</b>	<b>6-10</b>
<b>9-12</b>	<b>6-10</b>
<b>9-12</b>	<b>6-10</b>
<b>9-12</b>	<b>6-10</b>
<b>9-12</b>	<b>6-10</b>
<b>9-12</b>	<b>6-10</b>
<b>9-12</b>	<b>6-10</b>
<b>9-12</b>	<b>6-10</b>
<b>9-12</b>	<b>6-10</b>
<b>9-12</b>	<b>6-10</b>
<b>15-19</b>	<b>29/11-3</b>
<b>15-19</b>	<b>29/11-3</b>



22-26	13-17
15-19	29/11-3
15-19	29/11-3
22-26	13-17
22-26	13-17
9-12	6-10
15-19	29/11-3
1-5	29/11-3
15-19	29/11-3
8-12	13-17
9-12	6-10
8-12	13-17
8-12	13-17
8-12	13-17
22-26	13-17

<b>8-12</b>	<b>13-17</b>
<b>22-26</b>	<b>13-17</b>
<b>15-19</b>	<b>29/11-3</b>
<b>8-12</b>	<b>13-17</b>
<b>8-12</b>	<b>13-17</b>
<b>8-12</b>	<b>13-17</b>
<b>8-12</b>	<b>13-17</b>
<b>1-5</b>	<b>29/11-3</b>
<b>22-26</b>	<b>13-17</b>

<b>9-12</b>	<b>6-10</b>
<b>1-5</b>	<b>29/11-3</b>
<b>9-12</b>	<b>6-10</b>
<b>1-5</b>	<b>29/11-3</b>
<b>1-5</b>	<b>29/11-3</b>
<b>1-5</b>	<b>29/11-3</b>
<b>1-5</b>	<b>29/11-3</b>
<b>1-5</b>	<b>29/11-3</b>
<b>1-5</b>	<b>29/11-3</b>
<b>9-12</b>	<b>6-10</b>
<b>22-26</b>	<b>13-17</b>
<b>9-12</b>	<b>6-10</b>
<b>9-12</b>	<b>6-10</b>
<b>22-26</b>	<b>13-17</b>
<b>22-26</b>	<b>13-17</b>

22-26	13-17
22-26	13-17
22-26	13-17
22-26	13-17
22-26	13-17
22-26	13-17
22-26	13-17
22-26	13-17
22-26	13-17
22-26	13-17
22-26	13-17
22-26	13-17
22-26	13-17
8-12	13-17
22-26	13-17
22-26	13-17
22-26	13-17

22-26	13-17
22-26	13-17
9-12	6-10
22-26	13-17
9-12	6-10
8-12	13-17
22-26	13-17
22-26	13-17
22-26	13-17
9-12	6-10

9-12	6-10
8-12	13-17
1-5	29/11-3
1-5	29/11-3
22-26	13-17
22-26	13-17
22-26	13-17
CRM)	
22-26	13-17
22-26	13-17

<b>15-19</b>	<b>29/11-3</b>
<b>15-19</b>	<b>29/11-3</b>
<b>22-26</b>	<b>13-17</b>
<b>9-12</b>	<b>6-10</b>
<b>8-12</b>	<b>13-17</b>
<b>22-26</b>	<b>13-17</b>
<b>9-12</b>	<b>6-10</b>
<b>8-12</b>	<b>13-17</b>
<b>8-12</b>	<b>13-17</b>























































































































































































































































































































































































































































































































































































































































































































































































































