



TRAINING CALENDAR FOR THE YEAR 2023

S/N	COURSES	DURATION	FEES		JULY	AUG	SEPT	OCT	NOV	DEC
			NGN	USD						
ADMINISTRATIVE, CLERICAL AND CUSTOMER SERVICE										
1	Administrative Functions & Office Management	5 days	180,000.00	700.00	3-7	31/07-04/08	4-8	2-6	30/10 - 3/11	4-8
2	Advanced Business Writing Skills for Senior Executives	5 days	200,000.00	700.00	3-7	31/07-04/08	4-8	2-6	30/10 - 3/11	4-8
3	Advanced Office Management Skills for Managers/Supervisors	5 days	200,000.00	700.00	3-7	31/07-04/08	4-8	2-6	30/10 - 3/11	4-8
4	Advanced Secretarial Skills for Confidential Assistants	5 days	180,000.00	700.00	3-7	31/07-04/08	4-8	2-6	30/10 - 3/11	4-8
5	Interpersonal Communication and Service Management Course	5 days	190,000.00	700.00	3-7	31/07-04/08	4-8	2-6	30/10 - 3/11	4-8
6	Professional Writing Skills for Secretaries, Personal & Executive assistants	5 days	180,000.00	700.00	3-7	31/07-04/08	4-8	2-6	30/10 - 3/11	4-8
7	Record Keeping and File Management	5 days	160,000.00	600.00	3-7	31/07-04/08	4-8	2-6	30/10 - 3/11	4-8

8	Fundamentals of Relationship Management: The Boss and the PA	5 days	160,000.00	600.00	3-7	31/07-04/08	4-8	2-6	30/10 - 3/11	4-8
9	Managing Your Boss: "Accelerating Growth"	5 days	175,000.00	600.00	3-7	31/07-04/08	4-8	2-6	30/10 - 3/11	4-8
10	Office Management Skills	5 days	160,000.00	600.00	3-7	31/07-04/08	4-8	2-6	30/10 - 3/11	4-8
11	Exceptional Secretarial Skills	5 days	160,000.00	600.00	3-7	31/07-04/08	4-8	2-6	30/10 - 3/11	4-8
CUSTOMER SERVICE/FRONT DESK MGT										
12	Front Desk & Cubicle Management Techniques	5 days	150,000.00	500.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15
13	Advanced Skill Development For Front Desk Officers	5 days	150,000.00	500.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15
14	Advanced Telephone Handling and Front Desk Management for Senior Executives	5 days	200,000.00	700.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15
15	Basic Front Desk and Customer Service Skills	5 days	150,000.00	500.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15
16	Beyond Customer Service Excellence	5 days	180,000.00	700.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15
17	Business Etiquette and Excellent Customer Service	5 days	180,000.00	700.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15
18	Exceeding Customer Service Excellence	5 days	180,000.00	700.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15

19	Hospitality Etiquette and Customer Service Excellence	5 days	185,000.00	450.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15
20	Professional Telephone Skills for the Help Desk	5 days	150,000.00	500.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15
21	Service Quality & Customer Satisfaction: Tools & Techniques	5 days	195,000.00	700.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15
22	Emotional Intelligence for Call Centre Representatives	5 days	175,000.00	600.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15
23	Interpersonal Communication and Service Management Course	5 days	190,000.00	700.00	10-14	31/07-04/08	25-29	9-13	6-10	11-15
DRIVERS, RIDERS AND DRIVING										
24	Administrative Support Skills for Drivers	5 days	150,000.00	500.00	17-21	7-11	18-22	16-20	20-24	18-22
25	Advanced Service Etiquette and Safety Tips for Drivers	5 days	160,000.00	600.00	17-21	7-11	18-22	16-20	20-24	18-22
26	Ageing and Driving: Self and Safety Management	5 days	150,000.00	500.00	17-21	7-11	18-22	16-20	20-24	18-22
27	Defensive Riding & Safety Consciousness for Dispatch Riders	5 days	150,000.00	500.00	17-21	7-11	18-22	16-20	20-24	18-22
28	Defensive Driving & Safety Consciousness for Drivers and Dispatch Riders	5 days	160,000.00	600.00	17-21	7-11	18-22	16-20	20-24	18-22
29	Driving behavior and personality development	5 days	180,000.00	700.00	17-21	7-11	18-22	16-20	20-24	18-22

30	Excellent Service Delivery And Safety Consciousness For Drivers And Dispatch Riders	5 days	180,000.00	700.00	17-21	7-11	18-22	16-20	20-24	18-22
31	Fleet Management Course for Drivers	5 days	195,000.00	700.00	17-21	7-11	18-22	16-20	20-24	18-22
32	School Bus Safety & Management for drivers	5 days	150,000.00	500.00	17-21	7-11	18-22	16-20	20-24	18-22
33	Service Delivery & Safety Techniques for Dispatch and Delivery Drivers	5 days	150,000.00	500.00	17-21	7-11	18-22	16-20	20-24	18-22
34	The Boss & the Driver: Relationship Management	5 days	145,000.00	450.00	17-21	7-11	18-22	16-20	20-24	18-22
35	Truck Management and Safety Awareness	5 days	180,000.00	700.00	17-21	7-11	18-22	16-20	20-24	18-22
36	Wheel Intelligence and Control Course for Drivers	5 days	175,000.00	600.00	17-21	7-11	18-22	16-20	20-24	18-22
37	Work Ethics and Safety Awareness for Drivers	5 days	180,000.00	700.00	17-21	7-11	18-22	16-20	20-24	18-22
ACCOUNTING, AUDIT AND CONTROL										
38	Account Payable, Account Receivable and Debt recovery management course.	5 days	195,000.00	700.00	17-21	14-18	25-29	9-13	27/11 - 01/12	18-22
39	Basic Bookkeeping Accounting Course	5 days	160,000.00	600.00	17-21	14-18	25-29	9-13	27/11 - 01/12	18-22
40	Budget Presentation, Administration & Management Techniques	5 days	180,000.00	700.00	17-21	14-18	25-29	9-13	27/11 - 01/12	18-22

METRICS, ANALYTICS AND INFORMATION TECHNOLOGY										
53	Business Data Analytics with Excel	5 days	205,000.00	700.00	24-28	21-25	11-15	23-27	6-10	27/11 - 01/12
54	Foundation Excel For Beginners	5 days	180,000.00	700.00	24-28	21-25	11-15	23-27	6-10	27/11 - 01/12
55	Microsoft Excel for HR Professionals	5 days	195,000.00	700.00	24-28	21-25	11-15	23-27	6-10	27/11 - 01/12
56	Microsoft Excel Skills for Business Analysis and Reporting	5 days	195,000.00	700.00	24-28	21-25	11-15	23-27	6-10	27/11 - 01/12
LEADERSHIP, MANAGEMENT AND PERSONAL DEVELOPMENT										
57	ATTITUDE!: Resolving Difficult Situations in the Workplace	5 days	160,000.00	600.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
58	Coaching & Mentoring Framework: Everyday Dynamics	5 days	160,000.00	600.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
59	Communication Skills for Supervisors	5 days	180,000.00	700.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
60	Business Leadership Skills Development	5 days	180,000.00	700.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
61	The Art of Common Sense and Critical Thinking In The Workplace	5 days	160,000.00	500.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
62	Corporate Governance in the Boardroom: A Practical Approach	5 days	160,000.00	500.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8

63	Corporate Team Building & Leadership Skills	5 days	185,000.00	700.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
64	Emotional Intelligence & Anger Management in the Workplace	5 days	195,000.00	700.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
65	Leadership and Management Skill Development	5 days	200,000.00	700.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
66	Navigating Office Politics for Managers	5 days	180,000.00	700.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
67	Personal Effectiveness & Team Work	5 days	160,000.00	600.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
68	Retirement Planning Workshop	5 days	180,000.00	700.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
69	Time & Task Management	5 days	160,000.00	600.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
70	Time Management and Productivity	5 days	150,000.00	500.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
71	Strategic Negotiations and conflict resolutions For Public and Private Sector Executives	5 days	195,000.00	700.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
72	Training Methods & Presentation Skills	5 days	160,000.00	600.00	3-7	28/08 - 01/09	18-22	2-6	13-17	4-8
HUMAN RESOURCE AND GENERAL MANAGEMENT										
73	Coaching & Mentoring Framework: Everyday Dynamics	5 days	195,000.00	700.00	10-14	1-5	4-8	23-27	20-24	4-8

74	Crisis management techniques for managers	5 days	180,000.00	700.00	10-14	1-5	4-8	23-27	20-24	4-8
75	Diversity and Inclusion: A Step-by-Step Guide for Employees	5 days	160,000.00	600.00	10-14	1-5	4-8	23-27	20-24	4-8
76	Effective People and Relationship Management Skills	5 days	160,000.00	600.00	10-14	1-5	4-8	23-27	20-24	4-8
77	Employee Appraisal & Performance Management	5 days	160,000.00	600.00	10-14	1-5	4-8	23-27	20-24	4-8
78	Employee Relations Best Practices	5 days	150,000.00	500.00	10-14	1-5	4-8	23-27	20-24	4-8
79	Essentials of Recordkeeping in Human Resource Management	5 days	160,000.00	600.00	10-14	1-5	4-8	23-27	20-24	4-8
80	Human Resource Business Partner (HRBP) Training	5 days	180,000.00	700.00	10-14	1-5	4-8	23-27	20-24	4-8
81	Human Resource Metrics and Analytics: The Strategic Business Partner	5 days	195,000.00	700.00	10-14	1-5	4-8	23-27	20-24	4-8
82	Industrial Relations Practice In Nigeria	5 days	150,000.00	500.00	10-14	1-5	4-8	23-27	20-24	4-8
83	Interviewing, Selection & Recruitment Skills	5 days	180,000.00	700.00	10-14	1-5	4-8	23-27	20-24	4-8
84	Leadership, management and entrepreneurship course in the 21st century	5 days	195,000.00	700.00	10-14	29/08-02/09	18-22	23-27	13-17	27/11-01/12
85	Managing HR Processes, Culture & Change	5 days	180,000.00	700.00	10-14	1-5	4-8	23-27	20-24	4-8
86	Manpower Succession & Retention Planning	5 days	175,000.00	600.00	10-14	1-5	4-8	23-27	20-24	4-8

87	Microsoft Excel for HR Professionals	5 days	195,000.00	700.00	10-14	1-5	4-8	23-27	20-24	4-8
88	Nigerian Labour & Employment Law	5 days	130,000.00	450.00	10-14	1-5	4-8	23-27	20-24	4-8
89	The HRM in the Boardroom: Navigating the Politics	5 days	205,000.00	700.00	10-14	1-5	4-8	23-27	20-24	4-8
90	Tomorrow's HR Department- Transform The HR Function	5 days	185,000.00	700.00	10-14	1-5	4-8	23-27	20-24	4-8
91	Training Methods & Presentation Skills	5 days	160,000.00	600.00	10-14	1-5	4-8	23-27	20-24	4-8
92	Virtual team building and management	5 days	175,000.00	600.00	10-14	1-5	4-8	23-27	20-24	4-8
SALES, MARKETING AND RELATIONSHIP MGT										
93	Selling Essentials: Developing Clients for Life	5 days	185,000.00	700.00	17-21	7-11	25-29	16-20	27/11 - 01/12	11-15
94	Business Etiquette and Excellent Service Delivery	5 days	180,000.00	700.00	17-21	7-11	25-29	16-20	27/11 - 01/12	11-15
95	Accelerated Business Growth Training	5 days	150,000.00	450.00	17-21	7-11	25-29	16-20	27/11 - 01/12	11-15
96	Customer Relationship Management That Works	5 days	175,000.00	600.00	17-21	7-11	25-29	16-20	27/11 - 01/12	11-15
97	Revenue Generation Strategies: Tools and Techniques	5 days	180,000.00	700.00	17-21	7-11	25-29	16-20	27/11 - 01/12	11-15
98	Strategic Negotiations and conflict resolutions For Public and Private Sector Executives	5 days	195,000.00	700.00	17-21	7-11	25-29	16-20	27/11 - 01/12	11-15

SERVICE, HYGIENE AND SAFETY										
99	Customer Service, Hygiene and Safety for Office Cleaning Employees	5 days	150,000.00	500.00	3-7	14-18	4-8	23-27	23-27	18-22
100	Work Ethics, Hygiene And Safety In Food Handling	5 days	180,000.00	700.00	3-7	14-18	4-8	23-27	6-10	18-22
REAL ESTATE AND FACILITY MGT										
98	Emergency Action Plan: Crisis Under Control	5 days	175,000.00	600.00	10-14	21-25	11-15	2-6	20-24	18-22
99	Equipment Maintenance & Facilities Management	5 days	180,000.00	700.00	10-14	21-25	11-15	2-6	20-24	18-22
100	Real Estate Development and Finance	5 days	160,000.00	500.00	10-14	21-25	11-15	2-6	20-24	18-22
MEDIA AND COMMUNICATION										
101	Strategic Communication and Media Presentation	5 days	195,000.00	700.00	17-21	31/07-04/08	4-8	9-13	13-17	4-8
102	The Media and the People: Top Notch Public Speaking Skills	5 days	180,000.00	700.00	17-21	31/07-04/08	4-8	9-13	13-17	4-8

103	Training Methods & Presentation Skills	5 days	160,000.00	600.00	17-21	31/07-04/08	4-8	9-13	13-17	4-8
104	Public Presentation Skills: "The winning Speech".	5 days	180,000.00	700.00	17-21	31/07-04/08	4-8	9-13	13-17	4-8
AGRICULTURE AND ENTREPRENEURSHIP DEVELOPMENT										
105	Agricultural Leadership Development	5 days	150,000.00	500.00	24-28	14-18	18-22	2-6	27/11 - 01/12	11-15
107	Entrepreneurship: Be Your Own Boss	5 days	150,000.00	500.00	24-28	14-18	18-22	2-6	27/11 - 01/12	11-15
108	Fish Farming Skill Development	5 days	120,000.00	450.00	24-28	14-18	18-22	2-6	27/11 - 01/12	11-15
GENERAL/UNCATEGORIZED COURSES										
109	Enterprise Risk Management	5 days	205,000.00	700.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8
110	Cooperative Society Management for success	5 days	175,000.00	600.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8
111	Logistics and Supply Chain Management	5 days	180,000.00	700.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8
112	Insurance Marketing	5 days	150,000.00	500.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8

113	Operational Safety for the Oil & Gas Industry	5 days	150,000.00	500.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8
114	Post Traumatic Counseling	5 days	150,000.00	500.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8
115	Production and Operations Management	5 days	150,000.00	500.00	17-21	31/07-04/08	4-8	9-13	13-17	4-8
116	Project Management essentials	5 days	180,000.00	700.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8
117	Purchasing and Procurement Management Course	5 days	180,000.00	700.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8
118	Public – Private- Partnership (PPP) that works	5 days	205,000.00	700.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8
119	Planning and Forecasting: Analysis and Tools for Positioning your Agency for Global Relevance	5 days	180,000.00	700.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8
120	Strategic Planning & Operational Research In Public Agencies	5 days	195,000.00	700.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8
121	Safety and security techniques for humanitarian / aid life work	5 days	160,000.00	600.00	10-14	28/08 - 01/09	18-22	23-27	13-17	4-8

Venue: Lagos. Venue can be adjusted to meet your requirement

Account Details: GoldStead Resources Company Ltd.: Keystone Bank: 1013061679

For more details contact: Training Coordinator, GoldStead Resources Company

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

