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KNOWLEDGEPOOL[®]

CONSULTING LIMITED

...your solution, our passion

2020

**National/ International
TRAINING PROGRAMS**



FROM THE PRINCIPAL CONSULTANT



It is the beginning of a new decade, loaded with many possibilities, and we are so excited about what the year holds for us as an organization. The past decade had witnessed a whole lot of innovations and technological advancements globally, spilling over to various organizations and institutions across the world.

The narratives are changing, and they are changing very fast. Several organizations are discovering better and innovative ways of boosting productivity and enhancing performance, and your organization should not be left behind.

We believe, encapsulated in the next decade are much greater opportunities for growth and accelerated advancements. This calls for organizational repositioning and re-strategizing, to be able to get the best that the year has to offer.

At KNOWLEDGEPOOL CONSULTING LIMITED, we can help your organization achieve so much in the year 2020 and beyond, through our cutting-edge capacity building training programmes, well researched to meet your organization's training needs.

KNOWLEDGEPOOL is a human resource management and capacity building organization with a desire for organizational growth and success, through results-driven recruitment solutions, and training programmes. For years, we have been supporting organizations and individuals to improve their knowledge, skills and attitudes for improved performance and high productivity.

In the light of the above, we are presenting to you our 2020 capacity building training brochure, which we believe without any iota of doubt, will go a long way in improving the performance of your management teams, for outstanding job output in the year.

Our course topics are well researched to give your organization the best in knowledge acquisition, and our resource personnel are well equipped with contemporary information and knowledge, with best practices in results-driven training facilitation.

We look forward to your participation.

Olusegun Ojo

Principal Consultant/CEO



OUR TRAINING DELIVERY METHOD

We deploy highly participative, creative, interactive and relevant sessions to ensure participants are actively engaged from the beginning of the training programme and throughout the duration.

We are also passionate about ensuring that the participants are ready to apply what they have learnt as soon as they are back at their positions in their various organizations.

We also work thoroughly with our clients and participants to ensure the style of our training delivery for each course, complements the wide variety of individual and professional experience.

Our training programme uses a combination of instruction, worked examples, multimedia, case studies and group discussion which entrenches the practical application of our course values in related fields.

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BROAD MANAGEMENT COURSES



CUTTING-EDGE ORGANIZATION MANAGEMENT AND COMMUNICATION SKILLS FOR MANAGERS AND EXECUTIVES



Foundation

The sustainable success of an organization or business requires thoughtful strategy developed into a plan that is executed effectively. Organizational management is the process of leading an organization and effectively using or controlling its assets and resources.

Organizational management goes well beyond a corporate structure; it requires leaders to have innovative methods in place to resolve issues and develop solutions that help the business move closer to its desired goals and vision.

Organizational management is a combination of many components of leadership within an organization. The actual structure of the organization is utilized to gather information to analyze it. This analysis is then used to develop strategies that are then implemented and executed via meetings, training and promotion. Every business utilizes organizational management in a different way dependent on the unique needs of the organization.

After the plan is implemented, organizational management is expected to monitor and adjust activities depending on results. However, If an organization is not quick to change based on feedback, it's organizational management is not complete. There must be a complete circle of feedback that sets the fluid strategies set from the top and delegated to the deepest channels of the organization where performance results must let leadership know if strategies are succeeding.

It is also important for managers and executives to note that organizational management skills must include exceptional correspondence skills, both written and oral. Strong writing, researching, and interpersonal skills are also important for the proper handling of written correspondence in and out of the organization.

Why you need this training

This training course is designed to be highly interactive and will provide managers, executives and top administrators the opportunity to review and develop the interpersonal and professional administrative skills they need to do their jobs effectively, thereby contributing to the astounding success of their organisation.

Training Objectives

At the end of the training, participants will be able to:

- build and Sustain High-Performing organizational teams through enhanced leadership skills;
- foster positive and productive team communication and effectively manage conflict;
- deploy proficiency in professional administrative and management skills;
- manage a network of working relationships;
- increase productivity through enhanced correspondence skills;
- effectively manage teams by tracking performance, providing feedbacks, resolving issues, and managing changes; and
- discover the strategies for building high performance teams.

Target Audience

Target audience for this training programme includes; Directors, Managers, Administrative Managers/Officers Executive Confidential secretaries that are saddled with the responsibility of providing technical support, and all that wish to improve his/her skills in organizational administration.

Course Outline

- An Overview of Organizational Management: Theories and Approaches
- Managerial Competency and Correspondence Skills
- Assessing your Organizational Leadership Skills
- Tools and Techniques for Effective Organizational Planning

- Strategies for Creating Effective Administrative Procedures
- Organizational Team, Task and Time Management
- Building a Viable, Sustainable Performance Indicators in Organizational Management
- Leading, Communicating and Negotiating as Key Management Skills
- Manpower Planning and Talent Development
- Delegation, Motivation, Coaching and Mentoring Techniques

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|-----------------|----------------|-----------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:
Lagos
Abuja
University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant. The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

ACTIVE COMMUNICATION AND QUALITY INTERPERSONAL RELATIONS FOR CLERICAL OFFICERS AND SECRETARIES



Foundation

It is a proven fact that communication has remained an indispensable and significant force for the enhancement and guarantee of continuous smooth existence and relationship among people. The essential interdependency of people on one another in the various sphere of life that is crucial to the existence and realization of shared vision and goals can only be upheld and foster through unrestricted and smooth flowing communication.

Communication can be oral or written, verbal or non-verbal. Beside oral communication, which is perhaps the most often employed means of communication; written communication is another widely and extensively employed means. Types of written communication include letter writing, report writing, essay writing, speech reporting and several others.

Effective communication unarguably remains the heart of human interaction, relationship and socio co-existence. Just as effective and good communication a basic ingredient of enhanced social co-existence, bad communication has the wherewithal to generate severe negative consequences when allowed.

However, many prevailing human problems have resulted from communication breakdown or gaps. This is the failure arising from the inability of message or information to get to its targeted recipient in exactly the same form it was sent or the total inability of the recipient to receive the information.

Why you need this training

Interpersonal relationship skills help us to relate in positive ways within and outside the organization and in other places. It is a basic fact that in any progressive organization there is no doubt that meeting planned target or continuous increase in productivity will bed primary concern of management.

However, this achievement depends, to a large extent on the ability to use human relations skill to harmonize both individual aspirations and organizations objectives. Increased diversity and rapid changes in our society

make interacting with others continually more complex and difficult.

Relationship skills are important for success in the workplace. Employers need employees who can participate as a member of a team, teach others new skills, serve clients, exercise leadership, negotiate, and work with diversity.

These skills have been linked with higher productivity, product quality, and increased quality of work life. Focused attention is needed to help workers build interpersonal relationship skills.

Training Objectives

At the end of the training, participants will be able to:

- recognize the principles of effective communication as a major tool in office delivery;
- achieve maximum cooperation at all levels in spite of individual or group difference;
- make for effective communication and sound industrial relations practice;
- develop "Active Listening" Skills for productive relationships;
- display assertiveness without being passive or aggressive; and
- contribute effectively to smooth communication flow within the organization

Target Audience

Clerical Officers and Administrative staff

Course Outline

- The Concept of Communication
- Developing an Active Communication Plan
- Task Communication and Feedback Management
- Interpersonal Relations and Correspondence Skills
- Communication Theories and Application
- Effective Human Relations
- Team Building for Interpersonal Skill Development
- Developing Listening Skills for Effective Communication

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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STRATEGIC MANAGERIAL PROCEDURES FOR EFFECTIVE ORGANIZATION MANAGEMENT

Foundation

Managers play a pivotal role in any given organization to ensure that the smooth running of operations. Therefore it is not an overstatement to call them the backbone of the organization. In these contemporary times, there is a consistent need for skilled, experienced and good managers in all kinds of industries, be it health-care or information technology or education. Managers also work as administrators in various departments of an organization such as personnel department, accounts, human resources, sales, etc.

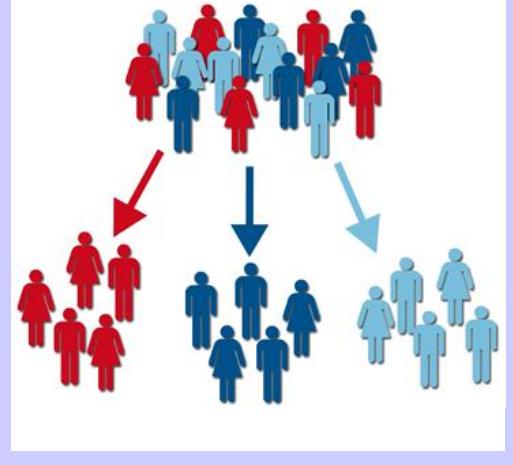
Why you need this training

It is important for those who are keen to enter this profession, or those already in it to enhance their knowledge of the various roles that they play, as well as the skills required to be successful in the profession. Hence the need for this capacity building training for managers and top administrative officers in your organization, which is expected to go a long way in equipping them with the requisite skills for organizational and office management success.

Training Objectives

At the end of the training, participants will be able to:

- apply the requisite knowledge of managerial procedures for effective organizational management;
- deploy proficiency in professional management skills;
- effectively manage both internal and external influences that affect organizational performance;
- increase productivity by challenging their processes and motivating personnel;
- foster positive and productive team communication and effectively manage conflict;
- discover the strategies for building high performance teams, taking into cognizance the organizational objectives; and
- effectively manage a network of working relationships.



Target Audience

Managers, Administrative Officers and Confidential Secretaries that are saddled with the responsibility of providing technical support, supervisors, human resource managers, administrative staff and all that wish to improve his/her managerial skills in organizational management and administration.

Course Outline

- An Overview of Strategic Managerial Procedures
- A Glimpse into Organizational Management
- Intricacies of Organizational Structure and Design
- Enhancing Managerial Competence
- Leadership Styles for Corporate Management
- The Role of Management in Organizational Development
- Advanced Skills for Controlling, Prioritizing and Organizing Work
- Essential Administrative Skills
- Developing Analytical Skills
- Enhanced Communication Skills for Effective Organizational Management
- Managing Stress for Enhanced Productivity

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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ORGANIZATIONAL INTRICACIES OF CORPORATE STRATEGIC PLANNING

Foundation

Having a systematic process of determining goals to be achieved in the foreseeable future is of utmost for every organization thirsty for astounding success. This systematic process should consist of, management's fundamental assumptions about the future economic, technological, and competitive environments.

Goals should be set which should be achieved within a specified timeframe. There should be a conduct of the analysis of the strength, weakness, opportunities and threats and select the main and alternative strategies to achieve the stipulated goals. The operational plans to achieve interim objectives should be formulated, implemented, and monitored.

Why you need this training

Corporate planning is broad and sporadic. Hence, what is needed is a conscious systematic approach that reflects a determined strategic principle to take decision on the basis of facts and to test the plan or by hypothesis in action.

Training Objectives

At the end of the training, participants will be able to:

- apply the concept of corporate planning;
- apply strategic planning for social and political change;
- proffer solutions to practical problems in corporate planning;
- deploy strategic planning resources; and
- deploy strategic planning for organizational growth and development



Target Audience

Senior executives, managers, senior level management officers in the public and private sectors

Course Outline

- An Overview of Strategic Planning
- Corporate Strategic Planning
- Strategic Planning for Social and Political Change in Public and Private Sectors
- Strategic Corporate Planning and Control
- Significant Challenges in Corporate Planning and Solutions
- Strategic Planning Resources
- Strategic Manpower Planning
- Corporate Strategic Planning for Growth and Development
- Change Management in Corporate Strategic Planning

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PEAK PERFORMANCE THROUGH STRATEGIC TEAM BUILDING

Foundation

A 2008 meta-analysis found that team-development activities, including team building and team training, improve both a team's objective performance and that team's subjective supervisory ratings. Team building can also be achieved by targeted personal self-disclosure activities.

A collective term for various types of activities used to enhance social relations and define roles within teams, which often involve collaborative tasks, is team building. It is however different from team training.

Interestingly, team building is one of the most widely used group-development activities in many organizations and a common strategy is to have a "team-building retreat" where team members try to address underlying concerns and build trust by engaging in activities that are not part of what they ordinarily do as a team.

Of all organizational activities, one study found team-development to have the strongest effect for improving organizational performance.

Why you need this training

It is important for every organization to understand that achieving superior performance in a dynamic work environment will be greatly influenced by the quality of manpower available and their ability to work together as a team. This training programme is designed to equip participants with the capacity to build effective work teams and manage their subordinates in a way that enables them to show commitment to team effort and use their creative abilities to achieve astounding organizational goals and objectives.

Training Objectives

At the end of the training, participants will be able to:

- develop effective work teams;
- apply team values and enhance commitment to team effort;
- add more positively to the development process of



their teams;

- analyze the performance level of their teams for possible improvement;
- deploy leadership skills to control and lead their teams effectively;
- effectively manage conflicts in teams; and
- communicate effectively with team members.

Target Audience

Managers, Deputy Managers, Assistant Managers and Heads of Department, Division and Unit, who have to lead teams in both public and private organizations for goal achievement.

Course Outline

- Understanding Team Building
- An Overview of Team Dynamics
- Stages of Team Development and Improvement
- Strategies for Developing High Performing Teams
- Team Leadership Fundamentals
- Communication and Interpersonal Relations among Teams
- Developing Analytical and Decision Making Skills in Teams
- Team Conflicts Management
- Understanding Personality Traits
- Work Ethics and Attitude Change for Enhanced Team Performance

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

CONTEMPORARY MANAGERIAL SKILLS ENHANCEMENT FOR MANAGEMENT TEAMS



Foundation

Managers perform crucial roles in the realization of corporate objectives. They interact with subordinates, their bosses and the general public. However, in order to achieve the desired corporate objectives, they need to be well equipped and improve on core skills and managerial competence.

Why you need this training

This training programme is designed to equip the participants with managerial skills and techniques needed for them to excel and succeed in a challenging and volatile work environment, excelling with excellence.

Training Objectives

- At the end of the training, participants will be able to:
- identify their estimable roles as leaders;
- effectively work with teams in their organizations;
- manage crisis effectively in their organizations;
- use problem solving skills in resolving conflicts;
- apply decision-making skills to solve problems in their organizations; and
- use appropriate motivational techniques to improve their performance.

Course Outline

- Understanding Managerial Roles
- Developing Interpersonal Styles and Skills
- Motivational Skills for High Performance
- Team Building Strategies
- Strategic Information Management
- Managing Difficult Employees
- Crisis Management
- Problem Solving and Decision-Making Skills
- Performance Management and Improvement Techniques
- Managing Organizational Change
- Negotiation Skills

Target Audience

Managers and senior executives in the public and private sectors

TRAINING DURATION: 1 WEEK

DATES

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|-------------|-------------|-------------|------------|-------------|
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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EFFECTIVE CORPORATE AFFAIRS AND PUBLIC RELATIONS MANAGEMENT



Foundation

The ability of organizations to survive and remain relevant depends largely on their relationship with their various external stakeholders. Corporate Affairs and Public Relations Managers are primarily responsible for the management of this function. The task of gaining and sustaining corporate reputation and relating with the public is an arduous task.

Why you need this training

The training programme is designed to equip participants with the knowledge, skills and competence necessary for carrying out corporate affairs functions and to be able to build and sustain healthy relations with the public.

Training Objectives

- At the end of the training, participants will be able to:
- identify the challenges of corporate and public relations;
- relate corporate affairs and public relations functions to the objectives of their organizations;
- identify key stakeholders in the performance of their duties;
- formulate strategies to strengthen relationship between organizations and stakeholders;
- produce information and communication materials needed to relate with the public; and
- evaluate the impact of public relations projects.

Course Outline

- Understanding Corporate Vision, Mission and Values
- Building Effective Corporate-Public Relationships
- Core Issues in Corporate Affairs and Public Relations Management
- Budgeting for Corporate Affairs and Public Relations Activities
- Ethical Issues in Corporate Affairs and Public Relations Management
- Corporate Affairs and Public Relations Planning Strategies
- Management of Community Relations Projects
- Events and Protocol Management

Target Audience

Managers and Trainers, Corporate Affairs Managers, Public Relations Managers, Community Relations Managers, Community Liaison Officers, Special Assistants to Chief Executives in both Public and Private Sectors, Protocol Officers

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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- Training Bag
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STRATEGIC ENTREPRENEURIAL PLANNING SKILLS

Foundation

Effective planning is a desirable tool for effective service delivery and goal achievement. Those who fail to plan are unable to take advantage of opportunities and cope with challenges in the business environment.

Why you need this training

Entrepreneurs and business operators need strategic planning skills to plan and properly manage their businesses. It is against this background, that this training programme is designed to upgrade the much needed managerial competence of entrepreneurs to reduce the rate of business failures.

Training Objectives

- At the end of the training, participants will be able to:
- identify environmental factors that affect their businesses;
- diagnose their businesses and make necessary changes;
- apply relevant strategies for business success;
- apply business management tools and techniques effectively; and
- develop capabilities that are required to effectively manage their business.



Target Audience

Personnel in small/ medium enterprises and departments of commercial and development banks, and Officers responsible for small/ medium enterprises' development in both state and federal ministries of industries, entrepreneurs thirsty for knowledge in strategic planning for business success.

Course Outline

- Strategic Planning Concept
- Strategic Planning Fundamentals
- Management Functions and Tasks
- Business Environmental Diagnosis
- Problem Solving and Decision Making
- Planning and Controlling
- Financial Planning
- Business Plan/Feasibility Study

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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- Certificate of Completion

DEVELOPING EXCELLENCE IN MANAGERIAL COMPETENCIES



Foundation

Excellence in management is the deep, driving, constant pursuit of greatness in a business. It is an aspirational state of being always slightly beyond the current state of management practice providing energy for learning, adaptation, and growth.

Why you need this training

This training programme has been designed for those already in a personnel management position or those about to take up an appointment, who wants to review their management style, explore contemporary and innovative thinking and models for effective management and leadership, and develop their skills to become excellent in their roles.

Training Objectives

- At the end of the training, participants will be able to:
- review their personal management style;
- differentiate between management and leadership;
- build and develop high performing teams;
- analyze and put into action the latest research in employee motivation;
- learn simple but effective tools to manage performance;
- apply strategic thinking and planning; and
- proactively and positively manage the change process.

Target Audience

Managers, Leaders, and Professionals who are preparing to take up managerial positions

Course Outline

- Leadership Fundamentals for Managers
- Intricacies of Management and leadership
- Innovative Thinking
- Contemporary Planning and Organizing Techniques for Managers
- Strategies for Developing Managerial Excellence in Teams
- Developing Managerial Competencies in Team Building
- Defining Critical Team Roles and Responsibilities
- Excellence in Communication
- Conflict Management through Analytical Skills

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
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- Training Bag
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- Group Photograph
- Certificate of Completion

INTENTIONAL DRIVING SKILLS FOR DRIVERS AND TRANSPORT STAFF IN PUBLIC ORGANIZATIONS



Foundation

Accidents arising from road and allied transportation have become the most dangerous trap to lives and property for some years now.

Establishment of the Federal Road Safety Corps has to some extent alleviated many road accidents, thereby saving commuters and goods.

Measures of implementing safety transportation of passengers, goods and other road users are pivotal concerns of all citizens.

Why you need this training

An overview of the mindset of most transport key actors show that impatience, carefree attitude and alcohol are the forces behind the scene and unless there is a proper education and re-education, this will definitely persist.

Training Objectives

- At the end of the training, participants will be able to:
- understand the need to relate well with others;
- improve their interpersonal skills;
- discover the dangers of driving while receiving calls;
- learn the rudiments of focused driving; and
- improve their driving skills for effectiveness

Target Audience

Drivers and Allied Transport Staff in the Public and Private organization

Course Outline

- Defensive Driving and Road Signs
- Effective Human Relations at Work
- Accidents Prevention and Traffic Codes
- Elements of Effective Communication for Drivers
- Maintenance of Motor Vehicle and Fire Prevention Techniques
- Drivers Relationship with the Federal Road Safety Corps Policies and Regulations
- Hazards, Risk, Benefits of Insurance and your Claims
- Causes of Road Accidents and Managing Stress and Fatigue

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
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STRATEGIC LEADERSHIP PREREQUISITES FOR EFFECTIVE TEAM BUILDING

Foundation

The task of an excellent leader draws on a wide range of personal skills. Research has shown that emotional competence makes the crucial difference between mediocre leaders and the best. Indeed, emotional competence makes up about two thirds of the ingredients of star performance in general, but for outstanding leaders emotional competencies – as opposed to technical or cognitive cues – make up 80 to 100% of those listed by companies as crucial for success.

Effectively motivating and gaining the trust of team members, by consulting with them in an open and honest manner; keeping them appropriately informed about decisions, plans, goals and aspirations, actions, and progress; providing them with sufficient personal support; honoring commitments made to them; treating them with respect and with appropriate confidentiality are all important ingredients in achieving excellence in leadership.

Why you need this training

The role of leadership in any organization cannot be underestimated as it plays a significant and pivotal role in determining the success or otherwise of the organization. Leaders are expected to work with their teams in a way which demonstrates the leader's commitment to the values and standards of the organization, and in a manner which demonstrates to team members that they have the respect and support of their leader. This is vital in enabling the leader to draw the best performance from his team, and for them to achieve their personal performance targets.

Training Objectives

- At the end of the training, participants will be able to:
- build and sustain high-performing teams;
- apply enhanced leadership skills;
- develop a strong team identity;
- empower team members to act through vision and purpose



- foster positive and productive team communication;
- effectively manage conflict;
- increase team productivity;
- manage both internal and external influences that affect team's performance;
- discover the strategies for building high performance team;
- develop team vision, mission and goal; and
- reduce unproductive intra-team conflicts.

Target Audience

Senior Executives, Officers and personnel saddled with leadership responsibilities towards ensuring effective administration, management, execution and implementation of job deliverables.

Course Outline

- Strategic Leadership Fundamentals
- Innovative Leadership for Effective Team Building
- Communicating and Negotiating Skills for Leaders
- Change Leadership and Team Management
- Manpower Planning
- Talent Management and Career Development
- Strategies for Creating Effective Administrative Procedures
- Team, Task and Time Management
- Delegation, Motivation, Coaching and Mentoring Techniques
- Effective Conflict Management

TRAINING DURATION: 1 WEEK

DATES

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|---------------|------------------|-----------------|----------------|-----------------|
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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

ORGANIZATIONAL PRODUCTIVITY THROUGH IMPROVED WORK ETHICS AND ATTITUDINAL CHANGE

Foundation

Work ethic is a cultural norm that advocates being personally accountable and responsible for the work that one does and is based on a belief that work has intrinsic value. The term is often applied to characteristics of people, both at work and at play. In sports, for example, work ethic is frequently mentioned as a characteristic of good players. Regardless of the context, work ethic is usually associated with people who work hard and do a good job. Research has shown that the many characteristics of work ethic can be summarized using three terms vis-à-vis interpersonal skills, initiative, and being dependable.

Why you need this training

Work ethics include not only how one feels about their job, career or vocation, but also how one does his/her job or responsibilities. This involves attitude, behaviour, respect, communication, and interaction; and how one gets along with others. Work ethics demonstrate many things about whom and how a person is. Work ethics involve such characteristics as honesty and accountability.

Essentially, work ethics break down to what one does or would do in a particular situation. The begging question in a situation involves what is right and acceptable, and above board, versus what is wrong, underhanded, and under the table. Institutions or companies whose work ethics have been rather shady who rather produce a negative impact on her clients.

Training Objectives

- At the end of the training, participants will be able to:
- adhere to work ethic in the workplace;
- better appreciate the importance workplace ethics;
- develop strategies for improving workplace attitude; and
- initiate attitudinal change.



Target Audience

All officers and personnel within the organization, interested in increasing their productivity through improved work ethics and attitudinal change

Course Outline

- Work Ethics: An Overview
- Workplace Attitudinal Change Process
- Understanding Organizational Culture and Climate
- Enhancing Productivity through Work Ethics and Attitudinal Change
- Creating Productive Work Culture
- Interpersonal Skills for Enhanced Work Ethics
- Time and Self-Management for Productivity
- Understanding Personality Traits and Managing your Boss
- Maintenance Discipline without Damage in the Workplace
- Effective Delegation
- Performance Management
- Problem Solving and Decision Making Techniques

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N135,000

The fee for the training is **N135,000** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

INTRICACIES OF CHANGE LEADERSHIP FOR INNOVATION



Foundation

Change management is a term used to refer to the introduction of new processes in an organization, or the management of people who are experiencing change. Some of us are better at handling changes than others, but none of us really likes it.

Why you need this training

For organizations and businesses to survive, change is not only good, it is essential. Your job as a manager is to help your people adjust to change with a minimum of disruption. That takes change management skill.

Training Objectives

- At the end of the training, participants will be able to:
- effectively lead and manage change in their organization;
- apply the rudiments of change management;
- productively manage their teams;
- apply requisite skills for leading change in their organization;
- sustain performance through enhanced leadership skills;
- apply leadership fundamentals for effective change management;
- apply communication strategies for successful change management; and
- enhance their interpersonal skills for change management.

Target Audience

Chief Executives of Organizations, Directors, Assistant Directors, Managers, Assistant Managers, Senior level management officers in the public and private sectors. Any officer or personnel of saddled with leadership responsibilities.

Course Outline

- Change Leadership: An Overview
- Strategic Leadership Fundamentals for Change Management
- Innovative Leadership for Change Management
- Succession Planning
- Strategic Tools for Change Management
- Understanding Change as a Process
- Human Psychology and the Change Process
- Challenges and Opportunities in Accelerating Organizational Change
- Communication Strategies in Change Management

TRAINING DURATION: 2 WEEKS

DATES

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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

CONTEMPORARY TRENDS IN PROTOCOL, PROGRAMME ANCHORING AND MANAGEMENT



Foundation

Protocol is an art. It operates based on a system of rules and serves as a strategic tool in realizing a number of ends which altogether is represented in the primary goals, mission and objectives of any organization – be it public or private. Protocol is employed and practiced more extensively in public services especially by government bodies, institutions and establishments as they seek to accomplish their statutory objectives and purposes by interacting within and among themselves. Even though protocol is not an end in itself, it is a strategic and crucial means employed to facilitate the realization of specific and identified ends.

Why you need this training

This capacity building training programme is designed to assist protocol officers in your organization in proffering sustainable solutions to challenges in protocol administration and management, by providing them with the platform to build their capacities in current trends in protocol management and programme anchoring for enhanced job performance through a well packaged training, designed to enhance their skills and bridge any identified gaps in knowledge and skills that might exist. Therefore, at the end of this training, the target participants shall be able to contribute effectively to administering and managing protocol services towards achieving their organizational goals and objectives.

Training Objectives

- list the rudiments of programme anchoring and management;
- apply the requisite skill(s) and knowledge in protocol management;
- deploy current trends in protocol management;
- effectively deploy their skills for quality programme anchoring and management;
- use their interpersonal skills for effectiveness in protocol management;
- use improved communication and public speaking skills;
- deploy current trends in programme anchoring;
- apply operational processes for successful protocol

management and programme anchoring; and

- understand security issues involved in protocol activities, and also be armed with practical solutions for effective and cordial collaboration with security arrangements and personnel set up for meetings; and
- use basic skills and qualities crucial to effective performance such as basic etiquettes, dress codes, communication skills, etc.

Target Audience

Protocol officers in organizations and other relevant personnel saddled with the responsibility of overseeing protocol administration and management activities.

Course Outline

- The Art of Protocol: Basic Concepts, Meaning, Scope and Purpose
- The 21st Century Protocol Officer: Current Trends, Qualities, Knowledge, Skills and Responsibilities
- Protocol Department Structuring and Organization
- Introduction to Effective Events Management Strategies
- Programme Anchoring: An Overview
- Tools and Techniques for Effective Programme Anchoring
- Interpersonal Relations and Basic Communication Skills
- Essentials of Proper Grooming, Dressing

and Basic Etiquettes

- Current Trends in Security Practices: Issues and Challenges in Protocol Service
- The Roles of Hospitality and Entertainment in Effective Protocol Service Delivery
- Effective Human Relations

TRAINING DURATION: 1 WEEK

DATES

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

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PROJECT MANAGEMENT COURSES



COST ENGINEERING, EFFECTIVE ESTIMATION AND CONTROL OF TECHNICAL PROJECTS

Foundation

Project leaders and technical staff who are charged with delivering tangible results in their areas of responsibility require objective cost assessments for funding and control decisions on an ongoing basis. The business purpose of the cost engineering function is to provide these assessments early and reliably, so that better decision may be made.

Why you need this training

This training workshop examines the key concepts of cost engineering including estimating, risk analysis, cost control, scheduling and change management to achieve best value for investments and expenditures. It provides methodologies, procedures and tools to do the work, along with hands-on experience on their use. Participants will be in a position to use these tools and procedures starting immediately to meet success criteria of current activities.

Training Objectives

At the end of the training, participants will be able to:

- discuss the principles and processes of cost engineering;
- apply cost estimating tools and methods,
- describe the key concepts of cost engineering, where and how they should be applied;
- prepare cost estimates and understand those prepared by others;
- give insights on how to forecast and control costs;
- identify ways to make cost reports to be more customer-focused;
- apply practical guidelines on forecasting costs.



Target Audience

Engineering and Technical Staff, Project Managers Construction Managers, and others who wish to increase their mastery of Cost Estimating and Control

Course Outline

- Overview of Cost Management
- Cost Engineering Practices
- Cost Estimating
- Risk Management Analysis
- Computer Based Estimating
- Option Analysis
- Project Cost Controls
- Cost Control and Management
- Life Cycle Costing

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

ESSENTIAL PROJECT MANAGEMENT SKILLS



Foundation

Project management involves the practice of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria at the specified time. The primary challenge of project management is to achieve all of the project goals within the given constraints.

Why you need this training

This training course will provide participants with first-hand experience of the essential tools and techniques of successful project management. On completion they will be equipped with the necessary skills to effectively manage own projects.

Training Objectives

At the end of the training, participants will be able to:

- prepare project strategies and plans;
- create highly effective project organization structures and teams;
- secure project sanction;
- manage project risks;
- estimate and manage project costs;
- estimate and manage project duration; and
- carry out a post-project appraisal.

Target Audience

This introductory and intermediate-level workshop is aimed at personnel with limited project management experience who want to improve their ability and confidence. It is suitable for Project managers, Supervisors and personnel from a variety of disciplines including: Engineering, Maintenance and Construction

Course Outline

- Project Management Overview
- Preparing Project Strategies and Plans
- Creating highly Effective Project Organization Structures and Teams
- Securing Project Sanction
- Managing Project Risks
- Estimating and Managing Project Costs
- Estimating and Managing Project Duration
- Post-Project Appraisal

TRAINING DURATION: 1 WEEK

DATES

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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VALIDATION OF PROJECT PERFORMANCE: RISK ASSESSMENT AND QUALITY MANAGEMENT



Foundation

Whether referred to as project supervision, top management board member, owner's representation or a number of other project-specific terms, Project Risk Assessment and Quality (PRAQ) is an essential oversight function that monitors and confirms adherence to project specifications, standards and requirements by minimizing the level of risk exposure which could have result in deviation. Since each project is unique, our training on PRAQ services is driven by your specific needs.

Why you need this training

This training is designed to help project team to build a system that can process and monitor risk, quality, cost and schedule. In the alternative, it will also assist them to effectively monitor and audit project performance to meet minimum safety and quality standards in all stages of the project from FEED through commissioning.

Training Objectives

At the end of the training, participants will be able to:

- appreciate the appraisal and assessment techniques of project performance standard in every facet of project activity;
- build quality at any phase in design, development, production, or sustainment of the project life-cycle;
- create more value through the use of principles of risk control and quality management;
- appreciate the role of sustainable quality in building confidence among the various stakeholders; and
- mitigate and proffer solutions to risks using available technological, human and organizational resources.

Target Audience

Project coordinators, program coordinators, Project managers, project supervisors, project officers, procurement officers, policy makers, monitoring and evaluation officers, quality control officers.

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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MANAGEMENT OF PROJECT PHASES IN DEVELOPMENT PROJECTS



Foundation

A comprehensive and effective management of projects has become a multifaceted challenge in contemporary times. It has been clearly proven that for a project to be successful, many issues have to be put into consideration, some of which seem rather unrelated to project execution. An example is the strong emphasis that has been placed on project stakeholders. Several concepts have been introduced to ensure comprehensive success of projects which need to be taken full cognizance of by project personnel.

Why you need this training

Development projects sponsored and facilitated by donor agencies and members of the International Development Association (IDA) have unique challenges due to the complex developmental terrains and social-political and economic challenges of the benefiting countries. Consequently, project personnel vested with the responsibility of effectively managing and executing these projects must be well versed in the contemporary methodologies that constitute Project Cycle Management such that they will be in the position to make the expected impact in the lives of their project beneficiaries.

Training Objectives

At the end of the training, participants will be able to:

- appreciate the entire spectrum of project management and the contemporary sequence for project success;
- gain a functional knowledge of the strong impact that stakeholders have on projects;
- harness these impact through strategic stakeholder analysis and management;
- take steps to implement and operate your PMIS and e-procurement system;
- understand project procurement management challenges and contemporary processes for effectiveness; and
- be able to effectively handle project change and risk management.

Target Audience

Project Coordinators, Project Managers, Operations Officers, Procurement Officers, Project Accounts and Finance Officers, Project M&E Officers, Project Communications Officers, and all other relevant project personnel and stakeholders saddled with the responsibility of ensuring effective project management, execution and implementation.

Course Outline

- An Overview of Project Management Fundamentals
- The Triple Constraint Concept
- The Project Life Cycle and Contemporary Methodologies
- Project Stakeholder Analysis and Management
- Project Procurement Management
- Project Change and risk Management
- Project Communications Management
- Project Monitoring and Evaluation
- Project Financial Management
- Strategies for Tackling Unique Challenges of Development Projects
- Fiduciary Management Approaches in Development Projects
- The Community Driven Development (CDD) Paradigm and Development Projects
- Information and Communication Technology (ICT) and Project Management

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 3rd – 14th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
| 9th – 20th | 13th – 24th | 11th – 22nd | 8th – 19th | 11th – 22nd |
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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

PROJECT PLANNING, IMPLEMENTATION AND TRACKING



Foundation

Project planning is at the heart of the project life cycle, and tells everyone involved where you're going and how you're going to get there.

After a project has been defined and the project team has been appointed, project planning is the second phase in the project management life cycle. It is also of utmost importance for a project to be well implemented and tracked for expected progress.

Why you need this training

The project planning and implementation phase is often the most challenging phase for a project manager, as you need to make an educated guess about the staff, resources, and equipment needed to complete your project. You may also need to plan your communications and procurement activities, as well as contract any third-party suppliers, hence the need for skills enhancement and capacity development in ensuring success.

Training Objectives

At the end of the training, participants will be able to:

- define project planning;
- list the purposes of project planning;
- state the processes of project planning;
- apply the processes of project implementation;
- track project progress

Target Audience

Project Coordinators, Project Managers, Operations Officers, Procurement Officers, Project Accounts and Finance Officers, Project M&E Officers, Project Communications Officers, and all other relevant project personnel and stakeholders saddled with the responsibility of ensuring effective project management, execution and implementation.

Course Outline

- An Overview of Project Management Fundamentals
- The Triple Constraint Concept
- Project Planning: An Overview
- Purpose of Project Planning
- Processes of Project Planning
- Project Implementation Process
- Tools and Techniques for Tracking Project Progress
- Project Stakeholder Analysis and Management
- Project Change and risk Management
- Project Communications Management
- Project Monitoring and Evaluation

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
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SUSTAINING PROJECT GROWTH AND DEVELOPMENT THROUGH BALANCING AND BUDGETING CONTROL

Foundation

Sustainable project growth and development would be a mirage, without a sound financial planning through budgetary control. A budget is a formal statement of the financial resources set aside for a specific activity over a certain period.

Why you need this training

Budgets help coordinate activities of the organization as a whole. The budget is a financial control for the organization. The three most important budgetary tools are the income, balance sheet and cash flow statement.

Training Objectives

At the end of the training, participants will be able to:

- effectively coordinate the budgetary activities of the organization;
- utilize the requisite skills to effectively apply the important budgetary tools of income, balance sheet and cash flow statement;
- develop greater ability to make continual improvements and anticipate problems;
- apply sound financial information on which to base decisions;
- improve financial clarity and focus; and
- develop greater confidence in financial decision-making.

Target Audience

Project finance managers, project directors, project coordinators, finance and accounts officers, project auditors, project finance monitoring unit, procurement officers, project implementation team. Public Finance Officers, Head due process, Project Managers, Senior Finance Officers, Senior Public Officers, Top Private Sector Executives, Contract Managers, Administrators, Project Management Staff, Members of Project M & E Teams, Project Accountants and other Stakeholders involving in Projects Conception, Execution and Evaluation.



Course Outline

- Understanding the concept of budget and budgetary control
- Budgetary Control Tools and Methods
- Project Budget Control and Balancing: Essentials of Budget Preparation
- Creating a Budgetary Control and Balancing System for development projects
- Challenges of budgeting and budgetary control
- Key benefits of budgetary control and its core importance
- Strategies for overcoming poor budgetary management in development project
- Budgetary techniques and cost control in development projects
- Strategies for Building an Effective Cost Control System
- Budget Control Reporting Procedures for development projects

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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EXECUTION – BASED PROJECT FINANCING AND MANAGEMENT

Foundation

Project financing and management is more than an administrative and control process. Sound financial management is a critical ingredient of project success. Timely and relevant financial information provides a basis for better decisions, thus speeding the physical progress of the project and the availability of funds, and reducing delays and bottlenecks.

Sound project financial management provides: essential information needed by those who manage, implement and supervise projects, including government oversight agencies and financing institutions; the comfort needed by the borrower country, lenders and donor community that funds have been used efficiently and for the purposes intended; and a deterrent to fraud and corruption, since it provides internal controls and the ability to quickly identify unusual occurrences and deviations.

Why you need this training

It is imperative to understand that bringing a project in on time and to budget requires a particular skill set. To do it successfully you need to have a thorough understanding of the financial implications of the variables within your project. This course will enable you to set budgets, evaluate risk, interpret data and forecast cash flow and final profit and loss on any project.

Training Objectives

At the end of the training, participants will be able to:

- apply requisite knowledge and skills for effective execution based financing of projects;
- deploy the crucial factors and techniques used in structuring project financings;
- better structure their project finance dealings;
- comprehend the uses and abuses of financial modeling i.e forecasts vs. reality;
- apply essential credit issues in assessing project finance proposals;
- utilize full knowledge of funding choices and capital structuring issues; and
- create a cash flow forecast for a project.



Target Audience

Heads of Project Finance, Heads of Corporate Finance, Heads of Structured Finance, Treasurers, Project Managers, Accountants, financial Analysts, staff who wish to understand the financial issues and considerations involved in the preparation and monitoring of projects.

Course Outline

- Introduction to project financial management.
- Project financial management procedures.
- Design and assessment of the project financial management system
- The need for financial planning
- Prudence and consistency in financial management.
- Cost, revenue depreciation and value added tax in financial management.
- Controlling project financial cost changes.
- Financial controls – purchases and income
- Contractual terms – the financial issues
- Avoiding the common pitfalls in project financial management.

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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IMPACT-DRIVEN PROJECT SCOPE, TIME AND COST CONTROL

Foundation

The project management triangle is used by managers to analyze or understand the difficulties that may arise due to implementing and executing a project. All projects irrespective of their size will have many constraints. Although there are many such project constraints, these should not be barriers for successful project execution and for the effective decision making. There are three main interdependent constraints for every project; time, cost, and scope.

Why you need this training

Scope, time and cost are the management issues that lead to many conflicts throughout the project life cycle. In this course, you will learn practical techniques for planning, managing, and balancing these and other key project constraints. The objective is to help you develop workable plans and processes that meet stakeholder needs, while keeping scope, time and budget on track.

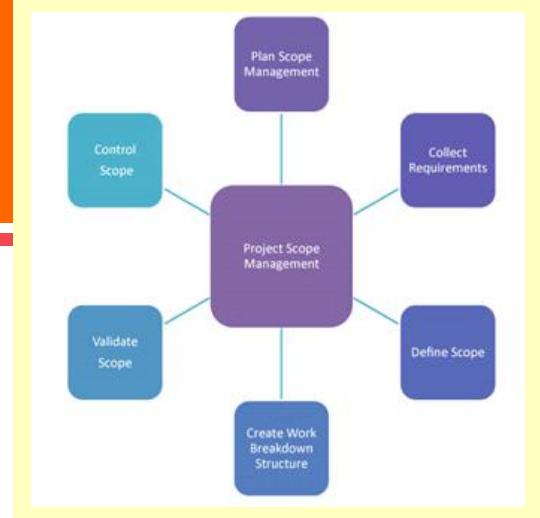
Training Objectives

At the end of the training, participants will be able to:

- develop a Work Breakdown Structure to define scope and prepare a project plan and budget;
- verify and control scope changes, to avoid schedule and cost overruns;
- analyze and forecast schedules with a network diagram;
- prepare a Gantt chart for schedule planning and project progress tracking;
- apply PERT applications for estimating activity durations; and
- identify priorities and shorten project duration by applying a critical path analysis.

Target Audience

Heads of Project Finance, Heads of Corporate Finance, Heads of Structured Finance, Treasurers, Project Managers, Accountants, financial Analysts, directors, deputy directors of ministries and parastatals, and personnel who wish to understand the financial issues



and considerations involved in the preparation and monitoring of projects.

Course Outline

- Scope, Time and Cost Management Framework
- Triple Constraints and other key Project Constraints, Essential Project Documents
- Developing the Work Breakdown Structure
- Controlling Scope changes, collecting and analyzing stakeholder requirements
- Project Teamwork and Time Management Strategies
- Project Cost Management: Estimating methodologies and variance analysis,
- Identifying risks that may lead to cost overruns and corrective actions,
- Using Earned Value Management/Analysis as a tool for cost effect management.
- Developing a Cost Management plan to track project costs and finish within budget-line.
- Performance Monitoring, Control and Validation.

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|--------------|--------------|-------------|-------------|-------------|
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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

PROJECT MANPOWER MANAGEMENT FOR HIGHER PERFORMANCE



Foundation

Project manpower Management is the process of utilizing all the individuals involved in the project effectively in order to get the best result for the project. This entails all the stakeholders of the project including the sponsors, clients, individual contributors, and all others. All the process runs in close interaction with each other as well as with the other knowledge areas as per the need of the project. It is therefore required to identify, manage and deploy personnel using relevant skills to harmonize and optimize productivity within a project.

Why you need this training

This training course is important because it blends the knowledge areas of project management, but from the perspective of Human Resource profession.

The people who do the work in a project - whether they are workers, managers, administrators, volunteers or board members - are crucial to providing quality services and maintaining a project. In the any sector particularly, where so much of the work is based on personal relationships and connections, being able to find and keep high performing staff should be a high priority.

In an project environment of poor qualitative worker and skills shortages, good human resources management and a safe workplace will go a long way to developing a great team. Once a project staff is employed, it is important that their performance is monitored regularly.

Training Objectives

At the end of the training, participants will be able to:

- identify and document project roles;
- apply responsibilities, required skills, and reporting relationships to create a staffing management plan;
- examine human resources availability and obtain the necessary project team to complete all project assignments;
- develop project team by improving competencies;
- manage project team by tracking team member

performance;

- providing feedback, resolving issues, and managing changes;
- enhance team interaction; and
- improve overall team environment to enhance project performance.

Target Audience

Heads of Project Finance, Heads of Corporate Finance, Heads of Structured Finance, Treasurers, Project Managers, Accountants, financial Analysts, directors, deputy directors of ministries and parastatals, and personnel who wish to understand the financial issues and considerations involved in the preparation and monitoring of projects.

Course Outline

- An Overview of Human Resource Considerations in Project Management
- Leading, Communicating and Negotiating as Key Management Skills
- Identifying, Documenting, and Assigning Project Roles and Responsibilities
- Staff Acquisition Methodologies for Optimizing Project Human Resources
- Addressing Unique Human Resource Challenges of Development Projects
- Developing Individual and Group Skills to Enhance Project Performance
- Project Management Methodologies for Team Development

- Tools and Techniques for Organizational Planning
- Delegation, Motivation, Coaching and Mentoring Techniques
- Performance Appraisal, Recruitment and Retention

TRAINING DURATION: 1 WEEK

DATES

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
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- Group Photograph
- Certificate of Completion

PROJECT AND INVESTMENT PLANNING, ANALYSIS AND APPRAISAL



Foundation

It is a known fact that projects constitute important elements of organizational activities and development goals. Unfortunately, many projects fail due to project identification, planning, appraisal, design and implementation.

Why you need this training

This training programme provides a means to screen projects, guide investment decisions and implementation as well as provide participants with necessary skills and competence required in project and investment planning that are likely to affect the success or otherwise of projects.

Training Objectives

At the end of the training, participants will be able to:

- state key issues in project and investment planning;
- analyze the socio-political and economic environment that can impact on projects;
- examine vital elements of project feasibility studies;
- apply relevant financial ratios in evaluating projects; and
- write feasibility reports.

Target Audience

Heads of Project Finance, Heads of Corporate Finance, Heads of Structured Finance, Treasurers, Project Managers, Accountants, financial Analysts, directors, deputy directors of ministries and parastatals, Entrepreneurs, Project Analysts, Loan and Advances Officers, Agricultural Lending Officers, Investment Analysts and Industrial Extension Officers from Federal and State Ministries of Agriculture, Commerce, Industries and Cooperatives, and personnel who wish to understand the issues involved in projects investment planning, analysis and appraisal.

Course Outline

- A Glimpse into Project and Investment Planning
- Project Cycle Management: An Overview
- Principles, Tools and Techniques of Project and Investment Planning
- Market Analysis
- Technical Analysis
- Management Analysis
- Investment Appraisal Process
- Financial Analysis Preparation and Presentation of Investment Plan
- Computer Packages in Project and Investment Planning and Analysis
- Tools and Techniques for Results-Driven Project Appraisal

TRAINING DURATION: 1 WEEK

DATES

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| 10th – 14th | 14th – 18th | 9th – 13th | 12th – 16th | 14th – 18th |
| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

STRATEGIES FOR DEVELOPING PUBLIC PRIVATE PARTNERSHIP IN DEVELOPMENT PROJECTS



Foundation

It is important to bring relevant stakeholders in the government and private sector together to examine current strategies and share opinion on way forward towards fostering a viable and lasting partnership between stakeholders to drive the laudable vision of the governments' transformation agenda in several sectors such as power, health, education, water and roads etc.

Why you need this training

This training course is important because it shall pool strategic professionals and experts to share their experiences and professional views on emerging best practices in Public-Private Partnerships for Socio-economic development.

Training Objectives

At the end of the training, participants will be able to:

- apply the concept of public private partnerships;
- list the criteria for public private partnerships
- apply policy initiatives and frameworks for implementing a successful public private partnerships; and
- deploy the roles of Key Stakeholders in Public Private Partnership.

Target Audience

Our target participants for this training programme are the entire Project Team Members and Stakeholders – Project Managers and Coordinators (National and Sub-national), Commissioners, Permanent Secretaries and Director – Generals/CEOs of Government Ministries, Agencies and Parastatals; Members of Legislative Committees; Project Task Team Leaders, State and National, Local Authorities' Executive Officers and Directors and all other Policy makers at the National and Sub-national levels

Course Outline

- Concept of Public Private Partnerships: An Overview
- Principles of Public Private Partnerships and Various Forms of Public Private Partnerships
- Overview of Public Private Partnerships in Development Projects: Challenges and Prospects
- Policy Initiatives and Framework for Implementing a Successful Public Private Partnerships
- Infrastructural Development Programmes in Nigeria: Understanding the Programme focus and Process
- The Strategic Roles of Key Stakeholders in Public Private Partnerships for Sustainable Development
- International Best Practices and Experience Sharing in Public Private Partnerships

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
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| 17th - 28th | | 17th – 30th | 16th – 27th | |

TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

PROCEDURES FOR RESULTS-BASED FINANCIAL PLANNING AND ACCOUNTING IN DEVELOPMENT PROJECTS



Foundation

It is interesting to note that for many years, international organizations and the communities have been working to deliver services, and activities or projects to achieve results in the most effective way. Traditionally, the emphasis was on managing inputs and interventions and it has not always been possible to demonstrate the results achieved in a credible way and to the full satisfaction of donors and other stakeholders. Their concerns are straightforward and legitimate: they want to know what use their resources are being put to and what difference these resources are making to the lives of people.

Why you need this training

It is said that if you do not know where you are going, any road will take you there. This lack of direction is what Results-Based financial planning and accounting procedure Management (RBFPAPM) is set to avoid. It is about choosing a direction and destination first, deciding on the route and intermediary stops required to get there, checking progress against a map and making course adjustments as required in order to realize the desired objectives.

Training Objectives

At the end of the training, participants will be able to:

- list the underlining factors of a result based financial planning for development project;
- deploy their skills on how to make financial planning recommendations;
- achieve a high positive results in development project;
- develop a deep insight into how internal and external control/measures can lead to success in project financial management;
- deploy the required skill and knowledge to negotiate and effectively maximize the use of donor funds; and
- fully understand the ability to develop functional financial performance indicators.

Target Audience

Project Coordinators, Project Managers, Finance Officers, Financial analysts, Investment brokers, Accountants, officers of the Accountant General of the federation, officers of the accountant General of the state, and all stakeholders that has interest in processing financial information

Course Outline

- Introduction to Project financial management
- Basic functions of Financial Management and planning.
- Activity based, results based and input based Financial planning
- Internal and external control for effective financial management and planning
- Audit procedures, accounting policies and financial management guideline
- Analyzing and evaluating for project financial status
- Developing and presenting financial planning recommendations and/or alternatives.
- Strategies for implementing the financial planning recommendations.
- Monitoring the financial planning recommendations.
- Long term financial planning and realizing financial Sustainability.

- Account & Cash Handling Procedures.
- Financial and Account reporting procedures in projects

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N135,500

The fee for the training is **N135,000** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

PROJECT PERFORMANCE MEASUREMENT THROUGH RESULTS-BASED MONITORING AND EVALUATION



Foundation

Effective programs and projects do not happen overnight, but rather are a pre-planned series of activities and events. However, things rarely work out exactly as planned. Managers must therefore periodically monitor selected indicators and measure performance during implementation so they can make timely adjustments where necessary, as well as subsequently determine the extent to which the program or project achieved its objectives. To do monitoring, inspection, evaluation and quality control effectively requires some understanding and application of probability theory to sampling and statistical analysis.

Why you need this training

The course is designed to provide candidates with knowledge and skills to design and implement a results-focused and integrated M&E system for programs and projects. The course will use a combination of presentations as well as practical exercises to explore steps in developing, introducing and implementing an operational results-based M&E system within their respective organizations.

Training Objectives

At the end of the training, participants will be able to:

- Identify the key concepts of monitoring and evaluation of projects, programs performance and organizations;
- undertake stakeholder analysis and how to determine key role players within a coordinated result-based M&E system;
- use the logical framework to define desired results at different levels of project or programme implementation;
- formulate and defining key performance indicators based on set standards;
- collect and analyzing qualitative and quantitative information to measure project and programme results;
- develop performance reports; and
- use monitoring and evaluation results to measure program and project performance.

Target Audience

The course is targeting project or program managers who are about to hold responsibilities or are already actively involved in designing, introducing and managing implementation of results-based M&E activities within their respective organizations. The course will be relevant for individuals such as project managers, monitoring and evaluation officers, project coordinators and teams from the public sector, private sector, non-governmental organizations.

Course Outline

- Introduction to results-based M&E and results-based framework
- Results-based M&E Components
- Stakeholders' mapping for achieving a coordinated results-based M&E system
- Understanding and using the logical framework approach
- Performance indicators and means of verification
- Setting targets as benchmarks for performance monitoring
- Tools and methods for collecting, synthesizing and analyzing quantitative and qualitative data
- Concepts and methods for data management
- Formative and summative evaluation

- Performance reporting and mainstreaming of M&E results
- Practical exercises towards developing a functional results-based M&E system
- Performance reporting and mainstreaming of M&E results
- Practical exercises towards developing a functional results-based M&E system

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|-----------------|----------------|-----------------|
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
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BUILDING HIGH PERFORMING PROJECT TEAMS THROUGH ANALYTICAL COMPETENCE



Foundation

Analytical skill is the ability to visualize, articulate, and solve both complex and uncomplicated problems and concepts, and make decisions that make sense based on available information. Such skills include demonstration of the ability to apply logical thinking to gathering and analyzing information, designing and testing solutions to problems, and formulating plans.

To test for analytical skills one might be asked to look for inconsistencies in an organization system, put a series of events in the proper order, or critically read a report. Usually standardized tests and interviews include an analytical section that requires the examiner to use their logic to pick apart a problem and come up with a solution.

Why you need this training

Although there is no questioning that analytical skills are essential to the growth and development of an organization, other skills are equally required as well. For instance in systems analysis, the systems analyst should focus on four sets of analytical skills: systems thinking, organizational knowledge, problem identification, and problem analyzing and solving. It also includes the way we describe a problem and subsequently finding out the solutions.

Training Objectives

- At the end of the training, participants will be able to:
- develop effective analytical skills;
- enhance their analytical competence;
- state the importance of enhanced analytical skills in effective decision making;
- convert analysis information into sounds decisions;
- solve both complex and uncomplicated project problems;
- develop the analytical skills of their teams for enhanced performance;
- monitor and track team performance for improved productivity;
- apply analytical competence and knowledge for enhanced organizational development; and
- deploy analytical skills for effective performance management.

Target Audience

Project Coordinators, Project Managers, Operations Officers, Project Accounts and Finance Officers, Project M&E Officers, Project Communications Officers, and all other relevant project personnel and stakeholders saddled with the responsibility of ensuring effective project management, execution and implementation.

Course Outline

- Developing Analytical Competence: An Overview
- Tools and Techniques for Developing Analytical Competence
- Strategies for Creating Effective Procedures for Analytical Competence
- Managing Project Teams for Competence
- Analytical Competence for Effective Decision Making
- Strategic Analytical Skills for Improved Performance and Productivity
- Performance Management
- Team Performance Monitoring and Evaluation, Benchmarking and Tracking Progress

TRAINING DURATION: 1 WEEK

DATES

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
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TACTICAL LEADERSHIP FUNDAMENTALS FOR PROJECT TEAM DEVELOPMENT

Foundation

All-inclusive and effective management of projects has become a multifaceted challenge in contemporary times. It has been clearly proven that for a project to be successful, many issues have to be put into consideration, some of which includes the effective building and management of project teams. However, several concepts have been introduced to ensure comprehensive success of projects which need to be taken full cognizance of by project personnel.

Why you need this training

Consequently, project personnel vested with the responsibility of effectively managing and executing these projects must be well versed in the contemporary methodologies that constitute strategic project team building and management, such that they will be in the position to make the expected impact in the lives of their project beneficiaries.

Training Objectives

- At the end of the training, participants will be able to:
- build and sustain high-performing project teams through strategic leadership skills;
- develop a strong team identity;
- develop their project team vision, mission and goals;
- empower team members to act through vision and purpose;
- foster positive and productive team communication;
- effectively manage team conflicts;
- increase productivity by challenging processes and motivating team members;
- manage both internal and external influences that affect team's performance;
- apply the strategies for building high performance project team;
- create, motivate, and disband teams effectively; and
- reduce unproductive intra-team conflicts.



Target Audience

Project Coordinators, Project Managers, Operations Officers, Project Accounts and Finance Officers, Project M&E Officers, Project Communications Officers, and all other relevant project personnel and stakeholders saddled with the responsibility of ensuring effective project management, execution and implementation.

Course Outline

- Developing Project Team Vision, Mission and Goals
- Developing your Project Team
- Leadership Theories and Approaches for Building Project Teams
- Assessing your Project Leadership Skills
- Strategies for Identifying Team Players in Projects
- Maintaining Discipline among Project Team Members
- Strategies for Managing Intra-Team Conflicts
- Building Decision Making Skills among Project Team Members

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

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- Writing Materials
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- Group Photograph
- Certificate of Completion

PROJECT PROCUREMENT PROCEDURES AND MANAGEMENT



Foundation

Key to developing any good procurement system is understanding the mission and goals of the overall organization, the role played by the sub – entities within the overall structure and the relationships among the various entities. Every procurement system shares certain core components – budgeting, cash and debit management and accounting. Other additional components can be incorporated.

Why you need this training

The primary objective of this training programme is to impart comprehensive knowledge and improve skills in all aspects of the Procurement process and thereby helping to develop expertise in the area and promote availability of accredited procurement specialists to handle large procurements effectively and in the most efficient way.

Training Objectives

At the end of the training, participants will be able to:

- appreciate the basic concepts of Project Procurement;
- utilize the processes and tools in procurement and contract administration and management;
- develop procurement monitoring indicators;
- apply functional skills needed to undertake an effective market survey and analysis;
- appreciate the external donor agencies perspectives of public procurement;
- develop effective negotiation skills in procurement processes;
- effectively report and document public procurement transactions and activities;
- implement risk management processes in procurement;
- create strategies for reducing wastages in the procurement process; and
- identify guidelines for procurement, bidding processes and contract management.

Target Audience

Procurement Managers, Procurement officers, Project Managers, Finance officers, project coordinators, Heads of Due Process units, Project Coordinators, Project Management Staff and other Stakeholders involved in project conception, Execution and Evaluation

Course Outline

- An overview of Project Procurement Management(PPM)
- Project Procurement Management processes and Tools
- Identifying and proffering solutions to contemporary challenges in Project Procurement Management
- Strategic Procurement Planning and Procurement Methods
- Importance of Efficient Market Survey and Analysis for functional Project Procurement.
- Developing and implementing a procurement Management Plan
- Developing Project Procurement Monitoring Indicators
- Legal considerations for facilitating Sound project procurement Management.
- Developing Effective Procurement contracts using S.M.A.R.T Criteria
- Negotiation techniques and Strategies for effective Project procurement management
- Project Procurement and documentation.

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

PLANNED PROJECT STAKEHOLDERS' ANALYSIS AND ADMINISTRATION

Foundation

Stakeholders represent diverse groups with vested interests in an organization's operations, such as employees, managers, board members, users or customers and communities. Analyzing the needs of stakeholders and being responsive to them helps companies or nonprofit organizations achieve their strategic goals. Involving stakeholders in long-term planning and addressing their concerns and values early in the product development cycle lessens the chances for problems that could derail implementing strategic plans.

Why you need this training

Many organizations express support of stakeholder involvement by promising participation, but gaining stakeholder involvement is not always easy. Careful and thorough planning is essential to identify the right stakeholders and to ensure stakeholders participate in appropriate and effective ways. This course will help you identify potential or current stakeholders and explore ways they can participate in a project successfully.

Training Objectives

At the end of the training, participants will be able to:

- identify potential stakeholders in a project;
- understand stakeholder needs and interests;
- classify stakeholder needs using stakeholder mapping;
- prioritize and balance the stakeholders; and
- integrate stakeholder needs into the strategies of the organization and into its action.

Target Audience

Project coordinators, programme Officers, operations officers, project managers, project officers, Communications Officers, Monitoring and Evaluation Officers, Procurement Officers, Technical Officers, project management staff and all charge with the responsibility of ensuring the success of any project.



Course Outline

- Introduction to stakeholder's analysis in project management
- Imperatives of Stakeholder Analysis and Management
- Steps in conducting a result based stakeholder analysis and administration of key interest in the project
- Analyzing and management of potential conflict of interest with and between stakeholders
- Stakeholder profiling and understanding key elements to stakeholders profiling
- Establishing various stakeholders Perceived Expectations and Goals in Relation to the Project
- Identifying practical strategies to sustaining stakeholders support for a result based project
- Effective stakeholder communication as a basis for project success
- Establishing participation categories and method.
- Creating a relationship model for various stakeholders

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N135,000

The fee for the training is **N135,000** per participant. The

fee covers the following:

- Course fee
- Training Manual
- Writing Materials
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- Tea break and Lunch
- Group Photograph
- Certificate of Completion

CONTRACT SUPERVISION AND PROCUREMENT MECHANISM IN PROJECT MANAGEMENT



Foundation

Projects have suffered colossal setbacks in its attempt to deliver to the populace, better and improved services. Reason for this is no other than the declining levels of competence, transparency and accountability that characterized the processes of administration in the projects, the various mechanisms for checks and balances notwithstanding. Procurement as a vital and sensitive activity in the service has been most exposed to the damaging effects of these declining values. The unavoidable consequence of this is the dwindling public service delivery to the citizens of the country.

Why you need this training

Consequent on the above, it is necessary to underscore the importance of strengthening the capacity of the officers in projects saddled with the responsibility of procurement and bid management in the art of Strategic procurement and contract administration. This training programme is therefore meant to provide officers with adequate and most up-to-date skills, norms, values, techniques and tools in procurement and bid processes in order to help them appreciate the relevance of good procurement principles.

Training Objectives

At the end of the training, participants will be able to:

- appreciate the basic concepts of Project Procurement;
- apply the processes and tools in procurement contract administration and management;
- develop procurement monitoring indicators;
- gain functional skills needed to undertake an effective market survey and analysis;
- develop effective negotiation skills in procurement processes;
- effectively report and document public procurement transactions and activities;
- implement risk management processes in procurement;
- apply guidelines for procurement, bidding processes and contract management.

Target Audience

Procurement managers, procurement officers, project managers, Project coordinators, Finance Officers, Heads of Due Process Units and other stakeholders involved in the project procurement process.

Course Outline

- An Overview of Project Procurement Management(PPM)
- Project Procurement Management processes and Tools
- Identifying potential project management challenges through synchrony of stakeholders scope perception
- Identifying and proffering solutions to contemporary challenges in PPM
- International Best practices in Project Procurement Management
- Contract Administration procedures for project procurement
- Importance of Efficient Market Survey and Analysis for functional Project Procurement.
- Developing and implementing a procurement Management Plan
- Developing Project Procurement Monitoring Indicators
- Legal considerations for facilitating Sound project procurement Management.
- Developing Effective Procurement contracts

using S.M.A.R.T Criteria

- Negotiation techniques and Strategies for effective Project procurement management and contract Administration.
- Project Procurement and documentation

TRAINING DURATION: 2 WEEKS

DATES

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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

HUMAN RESOURCE MANAGEMENT COURSES



INITIATING ORGANISATIONAL CHANGE AND EFFECTIVENESS THROUGH HUMAN RESOURCE PROCESSES

Foundation

It is no longer news that the Nigerian business environment is experiencing major changes in an unprecedented manner. Public and Private sector organizations are going through intense transformation occasioned by globalization, regulatory changes, privatization, instability of business environment, etc. Organizations have to develop competence that will facilitate their response to these challenges and provide quality services to the Nigerian public.

Why you need this training

This training programme has been designed to equip participants with requisite skills to initiate, maintain and sustain change using human resource management processes. Also, strategies for making far-reaching changes and for improving organizational performance will also be looked into.

Training Objectives

At the end of the training, participants will be able to:

- diagnose organizational health and problems;
- sharpen analytical and problem-solving skills;
- introduce effective performance measurement;
- initiate monitoring and evaluation systems for enhanced performance;
- plan and implement organizational change using HR procedures;
- develop corporate strategies for initiating change; and
- initiate functional work culture in organizations.



Target Audience

Human Resource Managers, Senior Executives and other change agents in both private and public sectors

Course Outline

- Human Resource Management for Change
- Understanding Organizational Culture and Climate in the Change Process
- Developing Organizational Core Values
- Enhancing Organizational Productivity through the Change Process
- Creative Problem-Solving and Decision Making Skills
- Managing Organizational Change
- Effective Organizational Change Communication
- Developing Corporate Strategy for Change
- Effective Team Building for Initiating Change

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

INITIATING ORGANISATIONAL CHANGE AND EFFECTIVENESS THROUGH HUMAN RESOURCE PROCESSES



Foundation

It is not an overstatement that human capital is the greatest asset of every organization. In spite of this fact, the actual practice of management does not often give the human resource much consideration. This is largely responsible for poor performance in many of public and private sector organizations in the country. The human resource of the organization has to be effectively managed if our organizations are to achieve their maximum potential and set goals.

Why you need this training

The vibrant nature of our business environment and the quest for repositioning business organizations to achieve excellence put further pressures on us to effectively manage the human resource for sustained results. This training programme is designed to sharpen the skills of participants to manage their human resources, improve innovation and performance.

Training Objectives

At the end of the training, participants will be able to:

- identify human resource management procedures;
- identify the challenges of human resource management;
- develop career development procedures for effective staff performance
- apply necessary skills for manpower planning and development;
- use appropriate techniques in recruitment and selection;
- develop and administer an effective staff performance appraisal system;
- manage union and labour-related problems effectively; and
- provide policy initiative on human resource management;

Target Audience

Human Resource Managers, Personnel and Administrative Officers, Senior Executives, Managers, others personnel saddled with the responsibility of achieving results through people.

Course Outline

- Overview of Human Resource Management
- Career Development and Talent Management
- Manpower Planning Techniques
- Personnel Recruitment and Selection
- Wages and Salary Administration
- Performance Management and Appraisal Techniques
- Personnel Audit
- Human Resource Training and Development

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
| 9th – 20th | 13th – 24th | 11th – 22nd | 8th – 19th | 11th – 22nd |
| 16th – 27th | | | 15th – 26th | |
| AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER |
| 3rd – 14th | 7th- 18th | 5th – 16th | 2nd- 13th | 7th – 18th |
| 10th – 21st | 14th – 25th | 12th – 23rd | 9th – 20th | |
| 17th - 28th | | 17th – 30th | 16th – 27th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

PERSONNEL PERFORMANCE APPRAISAL TARGET SETTING

Foundation

Performance appraisal is the process of formally evaluating performance and providing feedback to job holders. A good performance appraisal will achieve two basic purposes in the maintenance of quality workforce, evaluation and development. The evaluation function is intended to let people know where they stand relative to performance objectives and standards, while the development function is intended to assist in their training and continuous personal development.

Why you need this training

The desire to successfully attain organizational goals through effective performance appraisal initiated the design of this training programme. It is important to also note that a good performance management system sets standards, assesses results and plans for performance improvement and organizational productivity.

Training Objectives

- At the end of the training, participants will be able to:
- appraise organizational objectives and performance standards;
- include target setting into the appraisal system;
- design an effective appraisal system for their organizations;
- conduct employee performance appraisal;
- identify problems related to performance appraisal;
- proffer sustainable solutions to performance appraisal challenges;
- initiate and design career development for their employees; and
- effectively coach and counsel employees for enhanced performance.



Target Audience

Human Resource Managers, Human Resource Development Managers, Senior and Middle- Level Managers, Personnel and Administrative Officers

Course Outline

- An Overview of Organizational Culture and Climate
- Intricacies of Performance Appraisal
- Target Setting Processes
- Performance Appraisal Procedures
- Coaching, Counseling and Mentoring Skills
- Effective Communication and Appraisal Skills
- Designing and Reviewing Appraisal System
- Designing Appraisal Instruments
- Creating Performance-Based Reward Systems
- Career Planning and Development
- Performance Improvement Tools
- Imperatives of Training and Development

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
| 9th – 20th | 13th – 24th | 11th – 22nd | 8th – 19th | 11th – 22nd |
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| 10th – 21st | 14th – 25th | 12th – 23rd | 9th – 20th | |
| 17th - 28th | | 17th – 30th | 16th – 27th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N135,000

The fee for the training is **N135,000** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

STRATEGIC CAREER PLANNING AND DEVELOPMENT FOR IMPROVED PRODUCTIVITY

Foundation

The amplified importance of human resource management is emphasized by organizations' desire to maximize the abilities of their employees to the fullest and give them opportunity to grow. It is also important to note that effective human resource management is also aimed at giving all employees the chance to realize their full potential and develop successful careers.

Why you need this training

This training programme is designed to expose participants to human resource management practices that are focused on career development. The emphasis many organizations now place on career planning and development is aimed at enhancing the potential of the employees to realize their goals and to enable organizations achieve their goals. Career planning and development has to do with effective utilization of the workforce, charting their advancement and taking measures that will enable them achieve challenging career prospects.

Training Objectives

At the end of the training, participants will be able to:

- effectively appraise their human resources practices;
- measure their career management practices;
- recognize central elements of career planning and development;
- identify factors that affect employee career choices;
- effectively manage career action plans for enhanced performance.



Target Audience

Human Resource Managers, Human Resource Development Managers, Senior and Middle- Level Managers, Personnel and Administrative Officers

Course Outline

- A Glimpse into Human Resource Functions and Goals
- Career Planning and Development
- Developing Career Action Plans
- Individual Self-Assessment Strategies
- Performance Goal Setting and Management
- Managing Promotions and Transfers
- Managing Succession Plans
- Coaching, Counselling and Mentoring for Career Development

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

STRATEGIC RECRUITMENT AND SELECTION FOR TEAM PEAK PERFORMANCE



Foundation

To fill vacancies and replace personnel who leave the organizations for one reason or the other, organizations recruit new employees. They also recruit to inject new ideas for improved competence and increased performance.

Why you need this training

In order to attract and retain personnel with the right knowledge, attitude, skills, competence and attitude, the recruitment function has to be carried out professionally. However, these come with challenges. Hence, this training programme is designed to enable organizations to be more proactive and strategic in their recruitment efforts by identifying and properly utilizing effective recruitment processes in order to attract suitable job applicants which would in turn boost organizational productivity.

Training Objectives

At the end of the training, participants will be able to:

- identify and utilize recruitment sources effectively;
- prepare job description for recruitment;
- use appropriate selection methods;
- conduct effective selection interviews; and
- evaluate the results of selection interviews.

Target Audience

Human Resource Managers, Human Resource Development Managers, Administrative Managers, Personnel Managers, Senior and Middle- Level Managers and Training Managers

Course Outline

- An Overview of Recruitment and Selection
- A Glimpse into Manpower Planning and Development
- Recruitment and Selection Procedures
- Handling of Selection Interviews
- Interview Results: Evaluation and Selection Process
- Job Analysis and Description
- Career Management and Planning
- Succession Planning
- Learning and Development

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

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SUCCESSION PLANNING FOR STRATEGIC CAREER DEVELOPMENT

Foundation

Succession planning is the process whereby an organization ensures that employees are recruited and developed to fill each key role within the company. In this process, you ensure that you will never have a key role open for which another employee is not prepared. Through your succession planning process, you recruit superior employees, develop their knowledge, skills, and abilities, and prepare them for advancement or promotion into ever more challenging roles in your organization. Actively pursuing succession planning ensures that employees are constantly developed to fill each needed role in your organization. As your organization expands, loses key employees, provides promotional job opportunities and increases sales, your succession planning guarantees that you have employees on hand ready and waiting to fill the new roles.

Why you need this training

Succession planning is of utmost importance in every organization no matter their numerical strength or size. This is a vital part of their career development planning and management. It is a viable and strategic way of preparing for the future of an organization as far as having competent human resource is concerned. While it is less likely that you will have potential successors for every role in a ten person organization, you can minimally cross-train. The cross-training ensures that employees are prepared to take over the key job when the employee resigns. This keeps responsibilities from falling through the cracks. This will keep the mission on track if a key employee leaves.

Training Objectives

- At the end of the training, participants will be able to:
- apply basic knowledge of succession planning and its role in effective career development;
- utilize succession planning process;
- apply succession planning models and its applications;
- apply tools and techniques for designing succession plan;



- deploy learning and development in the organization; and
- prepare and apply skill-gap analysis for effective career development through capacity building.

Target Audience

Human Resource Managers, Career Development Managers, Administrative Managers, Personnel Managers, Senior and Middle- Level Managers and Training Managers

Course Outline

- Overview and Principles of Succession Planning
- Succession Planning Procedures
- Succession Planning Models
- Tools and Techniques for Designing Succession Planning Models
- Performance Management for Succession Planning
- Interconnection Between Leadership, Succession Planning and Performance Management
- Career Development Strategies
- Emerging Trends in Career Development
- Communication Strategy for Effective Succession Plan
- Strategizing Learning and Development for Improved Staff Performance

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
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| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

HIGH PERFORMING WORKFORCE THROUGH ORGANIZATIONAL TALENT MANAGEMENT STRATEGY



Foundation

Talent management is the science of using strategic human resource planning to improve business value and to make it possible for companies and organizations to reach their goals. Everything done to recruit, retain, develop, reward and make people perform forms a part of talent management as well as strategic workforce planning.

Why you need this training

Talent management is of utmost importance because it is the organization's ability to recruit, retain, and produce the most talented employees available in the job market. Having good talent management is when one has good skills, knowledge, cognitive abilities, and the potential to do well. Talent management is also an important and necessary skill for people in the workforce to acquire. Finding good and talented people is not a hard thing to do, but making sure that they want to stay working for the same organization is the challenge.

Training Objectives

At the end of the training, participants will be able to:

- apply basic knowledge of organizational talent management;
- apply employee resourcing strategy;
- develop organizational talents, manage and retain them for productivity;
- apply the performance management process;
- prepare and apply skill-gap analysis for effective talent management;
- apply operational processes for executing the learning and development strategy;
- apply learning and development in the organization for effective performance management.

Target Audience

Human Resource Managers, Career Development Managers, Administrative Managers, Personnel Managers, Senior and Middle- Level Managers and Training Managers

Course Outline

- A Glimpse into Organizational Talent Management
- Human Resource and Talent Management: An Overview
- Human Resource Planning: Employee Resourcing Strategy
- Talent Development, Management and Retention
- Performance Management
- Competency Management
- Talent Management: Conducting Effective Training Needs Assessment
- Management of Learning and Development
- Manpower Planning and Skills Management
- Imperatives of Manpower Planning in Managing Learning and Development
- Imperatives of Enhanced Communication Skills for Successful Talent Management

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

COACHING AND MENTORING SKILLS FOR PERSONAL AND TEAM EFFECTIVENESS

Foundation

Coaching and mentorship is a relationship in which a more experienced or more knowledgeable person helps to guide a less experienced or less knowledgeable person. The mentor or coach may be older or younger than the person being mentored, but he or she must have a certain area of expertise. Coaching and mentoring programs are common place in both the public and private sectors throughout the world. Both mentoring and coaching have different historical roots, however, in contemporary practice there is a blurring of the two and in some cases the terms can be used interchangeably.

Why you need this training

Coaching and mentoring is a proven approach to drive rich learning and development for both mentees and mentors. Mentoring also benefits the sponsoring organization. For employers, mentoring increases retention, promotion rates, and employee satisfaction.

Training Objectives

At the end of the training, participants will be able to:

- apply workplace coaching and mentoring skills;
- deploy mentoring as a process;
- state and utilize mentoring process, tools and techniques;
- list and apply coaching and mentoring strategies;
- identify the difference between mentoring and coaching
- develop their interpersonal skills for effective mentoring process; and
- apply mentoring process in performance management.



Target Audience

Human Resource Managers, Career Development Managers, Administrative Managers, Personnel Managers, Senior and Middle- Level Managers and Training Managers

Course Outline

- Coaching and Mentoring: An Overview
- Workplace Coaching and Mentoring Skills
- The Role of a Coach and Mentor: Maintaining a Balance
- Mentoring Process, Tools and Techniques
- Mentoring Strategies
- Mentoring vs. Coaching: A Juxtapose
- Interpersonal Skills for Effective Mentoring and Coaching Process
- Talent Management
- Performance Management
- Conducting Skill-Gap Analysis
- The Correlation between Succession Planning, Coaching and Mentoring

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

MANAGING LEARNING AND DEVELOPMENT FOR ENHANCED PERFORMANCE AND PRODUCTIVITY

Foundation

The management of learning in an organization ensures a knowledgeable workforce and helps prepare employees for organizational changes. From orientation training of new employees to ongoing skill improvements, managing the learning process of employees increases the ability of your organization to meet objectives and increase productivity. Learning takes place in formal and informal methods, but it is important to assess and track the success of all learning initiatives. Effective learning management creates a learning organization that organically increases employee knowledge.

Why you need this training

Developing a corporate learning strategy sets a direction for workplace training and development. Creating an environment of learning and development promotes learning in the organization, and in turn promotes improved and sustainable job high performance and productivity. This training programme is set to enhance employee skills in seeking out information as needed from other employees or references to organically enhance corporate knowledge.

Training Objectives

At the end of the training, participants will be able to:

- apply the rudiments of Managing Learning and Development in the organization;
- effectively deploy their skills in manpower planning and development;
- understand the role of learning and development in the organization;
- apply the ADDIE Model as a strategy for effective management of learning and development;
- learn how to prepare and apply skill-gap analysis for effective capacity building;
- apply operational processes for executing the learning and development strategy;
- list the importance of knowledge management for enhanced organizational learning and development; and



- apply learning and development in the organization for effective performance management.

Target Audience

Human Resource Managers, Training Managers, Learning and Development Personnel and other Senior Executives overseeing the management and capacity building of personnel

Course Outline

- Introduction to Management of Learning and Development
- Manpower Planning and Skills Management
- Imperatives of Manpower Planning in Managing Learning and Development
- The Evolving Role of Learning and Development in the Organization
- Strategizing Learning and Development using the ADDIE Model
- Operational Processes for Executing the Learning and Development Strategy
- Knowledge Management in Managing Learning and Development
- Understanding and Addressing Common Challenges and Misconceptions in Employee Training and Development
- Performance Management

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
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- Certificate of Completion

ANALYSIS OF TRAINING NEEDS FOR RESULTS-DRIVEN LEARNING



Foundation

The effective analysis of training needs plays a pivotal role in the management of learning in an organization, which ensures a knowledgeable workforce and helps prepare employees for organizational changes. From orientation training of new employees to ongoing skill improvements, the learning process of employees increases the ability of your organization to meet objectives and increase productivity. Learning takes place in formal and informal methods, but it is important to assess and track the success of all learning initiatives. Effective learning, through results-driven training needs analysis creates a learning organization that increases employee knowledge and productivity.

Why you need this training

Developing training needs analysis plays a key role in corporate learning and capacity building strategy, which creates a viable platform and a clear direction for workplace training and development. Creating an environment of learning and development promotes learning in the organization, and in turn promotes improved and sustainable job high performance and productivity. This training programme is set to enhance your training managers' skills in seeking out information as regards the training needs of your employees, and bridging the skill gaps to enhance corporate knowledge for sustainable growth and development.

Training Objectives

- At the end of the training, participants will be able to:
- apply the rudiments of conducting skill gap analysis for effective learning and development in the organization;
- bridge the skill gap in the workforce;
- apply the concept of Attitude, Skill and Knowledge (ASK) in learning development;
- deploy the principles and models of the training process;
- effectively deploy their skills in manpower planning and skills development;
- state the roles of learning and development in the

organization;

- prepare and apply skill-gap analysis for effective capacity building;
- identify importance of knowledge management for enhanced organizational learning and development;
- apply learning and development in the organization for effective performance management.

Target Audience

Training Managers, Human Resource Managers, Career Development Managers, Administrative Managers, Personnel Managers, Senior and Middle- Level Managers

Course Outline

- Training and Development: An Overview
- Manpower Planning and Skills Management
- Imperatives of Manpower Planning in Managing Learning and Development
- The Evolving Role of Learning and Development in the Organization
- Conducting Skill-Gap Analysis
- Principles of Learning and Models of the Training Process
- Operational Processes for Executing the Learning and Development Strategy
- Learning and Development: Imperatives of Knowledge Management
- The Role of Training in Performance Management
- Understanding and Addressing Significant Challenges and Misconceptions in Employee Training and Development

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
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ACHIEVING OPTIMAL PRODUCTIVITY THROUGH MANAGING ORGANISATIONAL RESOURCES



Foundation

When the human resource of an organization is inadequate, ineffective, and underutilized, it portends an uphill and arduous task for goal and mission accomplishment. Also, when the material resources available for use is wastefully utilized or underutilized, it becomes impossible for optimum productivity to be realized. Moreover, for there to be any significant success in accomplishing organizational aim and objectives, there is a need for prudent, effective and judicious allocation and utilization of financial resources as well as judicious management of information and time.

Why you need this training

To obtain optimum productivity that serves as bedrock for realization of basic organization mission of improved profit, goodwill, growth and development; adequate effort must be directed at organizing, allocating and managing every organizational resource. However, the managers whose most important task remain their ability to accomplish departmental and organizational tasks by and through adequate and effective organizing, allocating and management of organization resources must be well equipped with the basic knowledge and skills required to execute these challenges.

Training Objectives

At the end of the training, participants will be able to:

- identify and align with their Organization's Mission and Priorities;
- organize and allocate resources to achieve organizational objectives;
- acquire skills for analyzing problems for effective decision making;
- build the confidence that comes with quality management of resources; and
- contribute to organizational growth and development.

Target Audience

Human Resource Managers, Administrative Managers, Personnel Managers, Senior and Middle- Level Managers

Course Outline

- Management: An Overview
- Management Tools and Processes
- Understanding Organizational Vision, Mission, Goals and Objectives
- Organization Resources Analysis
- Problem Solving and Decision Making Techniques
- Tools and Techniques for Productivity Appraisal
- Performance Appraisal and Evaluation
- Human and Technological Resources Utilization

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
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| 23rd – 27th | | | | 27th – 31st |
| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
| 3rd – 7th | 7th – 11th | 2nd – 6th | 5th – 8th | 7th – 11th |
| 10th – 14th | 14th – 18th | 9th – 13th | 12th – 16th | 14th – 18th |
| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

FINANCE AND ACCOUNTING COURSES

| Debit | Credit | Debit | Credit | Debit | Credit | Debit | Credit | Debit | Credit | | |
|-------|--------|-------|-----------|------------|------------|--------|--------|--------|--------|--------|--------|
| 40,00 | 0,00 | 30,00 | 40,00 | 2,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | | |
| 6,00 | 4,00 | 6,00 | 6,00 | 1,140,873 | 1,140,873 | 60 | 2,81 | 60 | 33,00 | | |
| 40,00 | 0,00 | 40,00 | 40,00 | 0,00 | 0,00 | 60 | -23,66 | 60 | -31,65 | | |
| 4,00 | 2,10 | 4,20 | 4,05 | 0,00 | 0,00 | 60 | -23,64 | 60 | -31,65 | | |
| 1,60 | 2,50 | 1,60 | 1,60 | 51,751 | 51,751 | 33 | -5,33 | 33 | -5,33 | | |
| 30,87 | -3,18 | 11,20 | 10,61 | 2,077,616 | 2,077,616 | 60 | -13,32 | 60 | -11,01 | | |
| 4,95 | -1,00 | 5,00 | 4,90 | 13,041 | 13,041 | 60 | -9,80 | 60 | -2,95 | | |
| 3,63 | -2,26 | 5,77 | 5,56 | 32,835,108 | 32,835,108 | 60 | -13,64 | 60 | -6,11 | | |
| 3,14 | -2,18 | 3,23 | 2,64 | 7,507,380 | 7,507,380 | 552 | 800 | 56 | -5,88 | | |
| 1,71 | 1,18 | 1,75 | 1,75 | 4,165,902 | 4,165,902 | 60 | -0,94 | 60 | -0,94 | | |
| 68 | -0,20 | 40 | 0,00 | 552 | 552 | 60 | -10,13 | 60 | -10,13 | | |
| 40 | 0,00 | 1,61 | 2,636,888 | 2,636,888 | 60 | -9,86 | 60 | -9,86 | 60 | -9,86 | |
| 40 | 0,00 | 1,05 | 42,960 | 42,960 | 60 | -0,75 | 60 | -25,00 | 60 | -25,00 | |
| 14 | 0,00 | 14,12 | 645,133 | 645,133 | 60 | -25,00 | 60 | -25,00 | 60 | -25,00 | |
| 14 | 0,00 | 0,13 | 0,00 | 0,00 | 0,00 | 60 | -0,75 | 60 | -0,75 | 60 | -0,75 |
| 16,00 | 16,00 | 16,00 | 16,00 | 0,00 | 0,00 | 60 | -0,75 | 60 | -0,75 | 60 | -0,75 |
| 2,34 | 2,32 | 2,32 | 2,32 | 0,00 | 0,00 | 60 | -25,00 | 60 | -25,00 | 60 | -25,00 |
| 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 60 | -0,75 | 60 | -0,75 | 60 | -0,75 |
| 0,22 | 0,22 | 0,22 | 0,22 | 0,00 | 0,00 | 60 | -0,75 | 60 | -0,75 | 60 | -0,75 |

INVESTMENT MANAGEMENT AND RISK ANALYSIS



Foundation

Investment management involves the handling of financial assets and other investments, not only buying and selling them. Management entails devising a short- or long-term strategy for acquiring and disposing of portfolio holdings. It can also include banking, budgeting, and tax services and duties, as well.

It also refers to managing the holdings within an investment portfolio, and the trading of them to achieve a specific investment objective. It is also known as money management, portfolio management, or wealth management.

Risk analysis is the process of identifying and analyzing potential issues that could negatively impact key business initiatives or critical projects in order to help organizations avoid or mitigate those risks.

Why you need this training

It is not an overstatement that businesses in Nigeria operate in an unstable environment, and there is need for owners of enterprises to safeguard the management of their businesses against unexpected risks. Hence, this training programme is designed to provide participants with skills and requisite knowledge on how to handle business risks.

Training Objectives

At the end of the training, participants will be able to:

- examine and understand the concepts of business risks;
- explore the Nigeria's business environment;
- analyze the types of business risks;
- measure business risks; and
- avoid risky investment decisions.

Target Audience

This training programme is designed for Project and Investment Analysts, Loan and Advances Officers, NGOs, Trainers and Industrial Extension Officers from Federal and State Ministries of Agriculture, Commerce and Industries and the private sector.

Course Outline

- An Overview of Investment Management
- A Glimpse into Types of Investments
- Guidance on Business Opportunities
- Business Planning
- Financial Planning and Analysis
- Investment and Business Risks
- Handling Investment and Business Risk Decisions
- Measurement of Investment and Business Risks
- Risk Analysis and Contingency Planning

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
| 16th- 20th | 20th - 24th | 18th – 22nd | 15th- 19th | 20th – 24th |
| 23rd – 27th | | | | 27th – 31st |
| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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| 10th – 14th | 14th – 18th | 9th – 13th | 12th – 16th | 14th – 18th |
| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

EFFECTIVE PREPARATION, MANAGEMENT, ANALYSIS OF FINAL ACCOUNTS & FINANCIAL REPORTING



Foundation

The contemporary and competitive business environment calls for an effective preparation, management and analysis of final accounts and reporting. This will to a large extent enable forward-thinking organizations to be aware of their true financial position and to take strategic decisions that will put them on the path to where they desire to be if they need to sustain their competitive advantage and unique selling proposition.

Why you need this training

This workshop is designed to equip participants with the requisite skills and competencies that would enable them succeed in the preparation, management and analysis of final accounts and financial reporting in their organizations.

Training Objectives

- At the end of the training, participants will be able to:
- apply the best practice and methods in the preparation, management and analysis of final accounts;
- explain processing and approval of final accounts;
- effectively handle financial reporting; and
- apply best practices and methods in the preparation, management and analysis of final accounts.

Target Audience

Accountants, Finance and Accounts Managers, Finance and Accounts Supervisors, Heads and Officers of Finance and Accounts, Finance and Accounts Executives, Internal Auditors in the public and Private Sectors.

Course Outline

- Nature of Financial Statements
- Preparing Final Accounts
- Reporting Standards, Guidelines & Professional Pronouncements
- Bank Reconciliation
- Preparing for the Auditor
- Approval Process
- Filing Necessary Returns
- Reports in Financial Statements
- Analysis of Public Sector & Private Sector Accounting
- Management of Final Accounts

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
| 16th- 20th | 20th - 24th | 18th – 22nd | 15th- 19th | 20th – 24th |
| 23rd – 27th | | | | 27th – 31st |

| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
|-------------|-------------|-------------|-------------|-------------|
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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BUDGET PLANNING, FORECASTING, ANALYSIS & REPORTING



Foundation

This course on budgeting is to support individuals at every level in the organization in their involvement in the budget process. This comprehensible course offers an opportunity for participants to focus on developing and enhancing their knowledge and practical application of all the concepts, processes and techniques involved in budgeting for optimal performance.

Why you need this training

This training programme provides the practical skills for participants to take back to their jobs, along with insights needed to adapt the principles of budget planning, forecasting, analysis and reporting to specific work environments.

Training Objectives

At the end of the training, participants will be able to:

- state the appropriate techniques for effective budgeting;
- use excel budgeting models for income statement budgets, cost/volume/profit and break-even analysis, profit modeling, capital budgeting, balance sheet and cash flow budgets, and flexed budget analysis;
- use activity based budgeting (ABB), compared with traditional budgeting methods, as a solution to the over-costing and under-costing of products and services; and
- develop and effectively control budgets.

Course Outline

- Introduction to Budget Planning
- Introduction to Forecasting
- Qualitative Forecasting Models
- The Process of Budget Analysis and Reporting
- Budgeting and the Management Process
- The Framework for Budgeting
- Budget Preparation
- Budget Cost, Volume, Profit (CVP) and Break-even Analysis
- Budgetary Control
- Variance Analysis
- Capital budgeting principles
- Methods of Evaluating Capital Investment Projects

Target Audience

This training programme is for everyone involved in the budget process within their organization and also appropriate for those who desire to learn the concepts, processes and techniques of budgeting. The course is equally appropriate for those who already have some budgeting experience and wish to refresh or enhance their budgeting knowledge and skills. Accountants, Finance and Accounts Managers, Finance and Accounts Supervisors, Heads and Officers of Finance and Accounts, Finance and Accounts Executives, Internal Auditors in the public and Private Sectors.

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
| 16th- 20th | 20th - 24th | 18th – 22nd | 15th- 19th | 20th – 24th |
| 23rd – 27th | | | | 27th – 31st |
| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
| 3rd – 7th | 7th – 11th | 2nd – 6th | 5th – 8th | 7th – 11th |
| 10th – 14th | 14th – 18th | 9th – 13th | 12th – 16th | 14th – 18th |
| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N135,000

The fee for the training is **N135,000** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

STRATEGIC FINANCIAL MANAGEMENT FOR PROJECTS & CONTRACTS



Foundation

With competition increasing, and the focus on corporate earnings on the rise, project and contract managers are being held accountable, not just for achieving technical and scheduling goals, but also for meeting profitability targets and other cost.

Why you need this training

This training programme explores the financial metrics that are commonly used, and also examines the less frequently thought of financial impact of typical operating decisions and actions. Hence, building on your competencies, you will be able to examine the inner process of how finance and accounting management can impact your project for success. The course will help you to get a strong grip of the financial management issues that can affect your projects.

Training Objectives

At the end of the training, participants will be able to:

- communicate more effectively with accounting and financial personnel;
- read, understand, and analyze accounting and financial data;
- expand work in project scheduling and cost control to encompass additional financial metrics and tools;
- minimize project financial risk;
- develop and apply tools for comparing project financial returns;
- explain how finance often drives organizational decisions and evaluations of project performance.

Target Audience

Project Coordinators, Project Managers, Finance Officers, Financial analysts, Investment brokers, Accountants, anyone working within the projects and contracts departments who need to establish a firm understanding of finance would find this training course exceptionally beneficial.

Course Outline

- Financial accounting concepts
- Financial analysis
- Managerial accounting
- Break-even analysis
- Pricing strategy and tactics
- Profit planning
- Cost estimating
- Timing of cash flows
- Revenue recognition
- Cost estimating methods
- Planning and scheduling
- Cost estimating and pricing

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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| 10th – 14th | 14th – 18th | 9th – 13th | 12th – 16th | 14th – 18th |
| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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- Writing Materials
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INTERNAL CONTROLS POLICIES AND PROCEDURES



Foundation

Internal controls are the mechanisms, rules, and procedures implemented by a company to ensure the integrity of financial and accounting information, promote accountability and prevent fraud. Besides complying with laws and regulations, and preventing employees from stealing assets or committing fraud, internal controls can help improve operational efficiency by improving the accuracy and timeliness of financial reporting.

Why you need this training

This training programme will provide participants with a comprehensive understanding of how executing effective internal controls can reduce organizational risk. Weak internal control can lead to errors in information and decision making. This training workshop will also examine the criteria for good policy, procedures and activities to demonstrate the practical application of the information learned and identify appropriate solutions for their organization.

Training Objectives

At the end of the training, participants will be able to:

- define internal controls;
- explain risk management;
- develop internal control policies and procedures;
- state the elements in internal control;
- apply the components of control activities; and
- explain internal control limitations.

Target Audience

Internal Auditors and Risk Managers in the Public and Private Sectors

Course Outline

- Overview of Internal Controls
- Risk Management
- Developing Internal Control Policies and Procedures
- Elements of internal control
- Components of the Control Activity
- Internal Control Limitation

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
|-------------|-------------|-------------|-------------|-------------|
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| 10th – 14th | 14th – 18th | 9th – 13th | 12th – 16th | 14th – 18th |
| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

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- Writing Materials
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- Tea break and Lunch
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- Certificate of Completion

RISK MANAGEMENT: INTERNAL CONTROL AND FRAUD PREVENTION

Foundation

In the ever dynamic business environment, encountering risks is unavoidable. However, the ability to manage these increasingly significant risks now represents the difference between a thriving organization and one that is struggling to deal with the challenges facing it.

Why you need this training

This training workshop is set to enhance participants' skills in dealing with the challenges associated with the dynamic business environment, which requires extensive knowledge of risk management, effective internal control and proactive fraud prevention techniques.

Training Objectives

At the end of the training, participants will be able to:

- define risk management;
- apply effective risk management;
- list risk management process and techniques;
- effectively balance risk and control;
- apply risk mitigation processes;
- develop an effective fraud prevention strategy; and
- apply integrated approach to risk management and internal control



Target Audience

Risk Managers, Auditors, Quality Assurance Professionals, Accountants, Chief Accountants, Accounting Managers/Supervisors, Financial Controllers, Heads of Departments and any others who is interested in learning and updating their knowledge in risk management.

Course Outline

- Risk Management: An Overview
- Imperatives of Effective Risk Management
- Risk Management Process and Techniques
- Effective Balance between Risk and Control
- Effectively Managing the Risk Process
- Risk Mitigation Processes
- Overview of Internal Control
- Internal Control Environment
- Proactive Fraud Prevention
- Key Pressures on the Internal Control Processes
- Systems Development and the Risk of Internal Control

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
| 9th – 20th | 13th – 24th | 11th – 22nd | 8th – 19th | 11th – 22nd |
| 16th – 27th | | | 15th – 26th | |
| AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER |
| 3rd – 14th | 7th- 18th | 5th – 16th | 2nd- 13th | 7th – 18th |
| 10th – 21st | 14th – 25th | 12th – 23rd | 9th – 20th | |
| 17th - 28th | | 17th – 30th | 16th – 27th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N135,000

The fee for the training is **N135,000** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
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- Group Photograph
- Certificate of Completion

DRAFTING EFFECTIVE INTERNAL CONTROL PROCEDURES AND COMPLIANCE PROGRAMMES



Foundation

Prevention, detection and management of internal control procedures and compliance programmes starts with drafting and updating adequate internal control and compliance programmes that will adequately cover up for lapses where there is breach in the organizations processes and culture.

Why you need this training

This training course will expose participants to the current internal control and compliance programmes for enhanced organizational success.

Training Objectives

At the end of the training, participants will be able to:

- apply effective internal control procedures;
- identify and classify risk factors;
- identify protective factors;
- inhibit risk factors; and
- update and review internal control procedures and compliant programs.

Target Audience

Compliance officers, internal control/auditors, Accountants, team heads of all strategic business units, Risk Managers in the Public and Private Sectors

Course Outline

- A Glimpse into Effective Internal Control Procedures
- Identification and classification of risk factors.
- Identification and classification of protective factors.
- Isolation and inhibiting the risk factors and protective factors.
- Engagement and involvement of all strategic business units.
- Updating and review of internal control procedures and compliant programmes

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
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| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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- Group Photograph
- Certificate of Completion

FRAUD PREVENTION AND INTERNAL CONTROL

Foundation

According to the 2014 Report to the Nation on Occupational Fraud and Abuse (copyright 2014 by the Association of Certified Fraud Examiners, Inc.), research shows that the typical organization loses 5% of its annual revenue each year due to employee fraud. Prevention and detection are crucial to reducing this loss. Every organization should have a plan in place as preventing fraud is much easier than recovering your losses after a fraud has been committed.

Why you need this training

This training workshop will provide participants with a comprehensive understanding of fraud schemes, the design of internal controls, as well as the key challenges in fraud management. At completion of this training programme, participants would have enhanced their knowledge and skills in fraud prevention and internal control.

Training Objectives

At the end of the training, participants will be able to:

- state the importance and the role of internal controls in fraud detection and prevention;
- apply fraud mitigation activities;
- manage various types of fraud and corruption; and
- proffer solutions to key challenges in fraud management.



Target Audience

Compliance officers, internal control personnel/auditors, Accountants, team heads of all strategic business units, Risk Managers in the Public and Private Sectors, and everyone in the organization interested in internal control, fraud detection and prevention.

Course Outline

- Intricacies of fraud detection
- Overview of fraud prevention
- Types and fraud and mitigation challenges
- A Glimpse into internal control mechanism
- The role of internal control in fraud detection and prevention
- Creating systems for fraud prevention through internal control

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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AUDITING FOR INTERNAL CONTROL

Foundation

A system of internal control consists of policies and procedures designed to provide management with reasonable assurance that the organization achieves its objectives and goals. These policies and procedures are often called controls, and collectively they comprise an organization's internal control.

Why you need this training

There is a continuous need for evaluation of control methods, which should be identified, and appropriately applied for effective and stable business activities in the organization. Also, good risk management, steering and control, requires clearly defined delegation of responsibilities and duties, as well as observance of the duality principle, which means that no one should handle a routine or oversee a case without control or supervision.

Training Objectives

At the end of the training, participants will be able to:

- identify internal audit environment and associated risks;
- develop principles for effective internal audit;
- identify risk processes;
- apply principles for internal and risks control;
- build control systems that mitigate risks;
- develop control-based audit recommendations; and
- comply with the requirements on risk mitigation and internal control.



Target Audience

Compliance officers, internal control officers/auditors, Accountants, team heads of all strategic business units, Risk Managers in the Public and Private Sectors, and everyone in the organization interested in internal control, fraud detection and prevention.

Course Outline

- The internal audit environment and inherent risk
- Principles of effective internal audits
- Developing achievable audit objectives
- Principles of internal risk control
- The strengths and disadvantages of internal control systems
- Preparing complete audit work papers
- The impact of ICT on the audit process
- Maintaining a positive audit environment

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

UNDERSTANDING INTERNAL CONTROL SYSTEM: OPERATIONS, FINANCE AND MANAGEMENT

Foundation

Internal controls are highly integral to the success of any business and it is important to establish a clear understanding of their importance. In order to achieve effectiveness in internal controls, they must be designed to provide reasonable assurance.

Why you need this training

This training workshop is designed for professionals who must know how to manage and strengthen internal controls for business success.

Training Objectives

At the end of the training, participants will be able to:

- achieve of operational objectives;
- ensure effectiveness and efficiency of operations;
- apply accurate, timely, reliable and meaningful financial information;
- comply with applicable laws and regulations;
- safeguard corporate assets; and
- apply overall strategy for enhanced business performance.



Target Audience

Compliance officers, internal control officers/auditors, Accountants, team heads of all strategic business units, Risk Managers in the Public and Private Sectors, and everyone in the organization interested in internal control, fraud detection and prevention.

Course Outline

- An Overview of Internal Control Systems
- Operational Controls
- Financial Controls
- Cash Management
- Financial Prudence
- Assets Management
- Inventory Management
- Auditing and Internal Control Mechanisms

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
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TRAINING VENUES:

Lagos

Abuja

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INTERNAL CONTROL AND FRAUD AWARENESS



Foundation

In an increasingly regulated corporate world, many organizations need assistance making necessary changes to their business practices. Internal controls are no longer a regime for finance staff but all management who are required to take ownership of and sign off on controls.

Why you need this training

The contemporary challenge in most business environment is to understand how to create a strong internal control environment in the organization and how you can practically implement an internal control framework. Hence, this course is set to enhance participants' skills and knowledge in building strong structure of internal control that allows them to achieve business, financial reporting and compliance objectives.

Training Objectives

At the end of the training, participants will be able to:

- apply internal control process;
- state the roles of an internal auditor;
- list the essentials of internal control;
- carry out effective reconciliations;
- deploy information technology in internal control and fraud awareness; and
- create a successful internal control environment

Target Audience

Compliance officers, internal control officers/auditors, Accountants, team heads of all strategic business units, Risk Managers in the Public and Private Sectors, and everyone in the organization interested in internal control, fraud detection and prevention.

Course Outline

- Internal Control Process
- Role of Internal Auditor
- Essentials of Internal Control
- Effective Reconciliations
- Information Technology in Internal Control, Fraud Awareness and Detection
- Creating Successful Internal Control Environment
- Fraud Monitoring and Mitigation

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

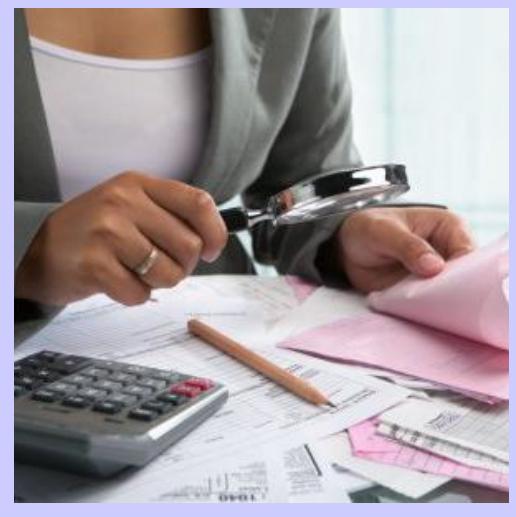
Course Fee: N69,500

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INTERNAL CONTROL DOCUMENTATION, EVALUATION AND REVIEW FOR INTERNAL AUDITORS



Foundation

Effective internal control is a built-in part of the management process, and keeps an organization on course toward its objectives and the achievement of its mission, and minimizes surprises along the way. Internal control promotes effectiveness and efficiency of operations, reduces the risk of asset loss, and helps to ensure the reliability of financial reporting and compliance with laws and regulations.

Why you need this training

If you have ever cared to have your Internal Control System appropriately documented, this course is for you. There is no need to wait until you notice the effect of weak Internal Control Systems in your Organization before taking appropriate steps. This is because the cost may be too much for the organization to bear. Moreover, such costs are unnecessary and avoidable. This training workshop is set to enhance your skills for effective internal control documentation, evaluation and review.

Training Objectives

At the end of the training, participants will be able to:

- state the elements of internal control;
- apply integrated framework of internal control;
- assess risks;
- effectively control activities;
- strengthen internal controls; and
- document and evaluate controls.

Target Audience

Compliance officers, internal control officers/auditors, Accountants, team heads of all strategic business units, Risk Managers in the Public and Private Sectors, and everyone in the organization interested in internal control, fraud detection and prevention.

Course Outline

- Elements of Internal Control
- An Overview of Integrated Framework of Internal Control
- Risk Assessment
- Control Activities
- Overview of the Enterprise Risk Management Framework
- Summary of Internal Control Framework Applications
- Documenting and Evaluating Controls
- Strategies for Strengthening Internal Controls

TRAINING DURATION: 1 WEEK

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HEALTH, SAFETY AND ENVIRONMENT (HSE) COURSES



EFFECTIVE HEALTH AND SAFETY MANAGEMENT

Foundation

An undeniable fact is that Industrial or workplace accidents can happen at any time in seemingly safe working environments. This course is intended to create consciousness amongst employees of the possible dangers, and also to comprehend their role in recognizing and reducing hazards.

Why you need this training

The training workshop provides an overview of each individual's responsibilities, as well as the responsibilities of managers and the employer in ensuring effective health and safety management in their workplace, as there is a highly significant correlation between a safe work environment and productivity.

Training Objectives

At the end of the training, participants will be able to:

- promote the culture of working safely;
- assess and deal with potential risks;
- identify legislation and regulations on health and safety at work;
- develop a health and safety policy;
- evaluate your organization's health and safety performance; and
- describe the key aspects covered by health and safety laws.

Target Audience

It is an ideal training for officers who are likely to become first-time managers. The training course is also recommended for those who are already managers but have had little or no formal training and inadequate work experience.



Course Outline

- Health and Safety Management: An Overview
- Risk Assessment and Control
- Effective Use of Personal Protective Equipment (PPE)
- Safety Management Systems and Processes
- Measuring and Improving Effective Health and Safety Performance
- Insurance Issues in Health and Safety Management
- Effective Health and Safety Reporting
- Hazards Analysis and Critical Control points
- Effective Fire Prevention and Control
- Workplace Ergonomics

TRAINING DURATION: 1 WEEK

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Lagos

Abuja

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ENVIRONMENT IMPACT ASSESSMENT (EIA)



Foundation

As concern grows for continually improving the quality of the environment, organizations of all types and sizes are increasingly turning their attention to the environmental impacts of their activities, products and services. The environmental performance of an organization is of utmost importance to internal and external stakeholders. Consequent on this, achieving sound environmental performance requires organizational commitment to a systematic approach and continual improvement of their environmental performance to significantly reduce negative impacts.

Why you need this training

This course is set to provide participants with the opportunity of gaining the skills and knowledge on how to conduct an Environmental Impact Assessment (EIA), thereby improving the organization's overall environmental performance.

Training Objectives

At the end of the training, participants will be able to:

- state the importance of Environmental Impact Assessment (EIA);
- apply the principles of environmental impact assessment practices and administration;
- identify the key elements of an Environmental Management System (EMS);
- conduct and carry out an Environmental Impact Assessment (EIA) on processes and projects; and
- identify all the waste stream types and the opportunities for recycling of waste.

Target Audience

All line professionals, supervisors and those who are involved with environmental matters, Production, maintenance and process engineers and all environmental personnel. All personnel involved in purchasing and managing hazardous substances.

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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ENVIRONMENTAL, SOCIAL & HEALTH IMPACT ASSESSMENT



Foundation

A process for predicting and assessing the potential environmental and social impacts of a proposed project, evaluating alternatives and designing appropriate mitigation, management and monitoring measures.

Why you need this training

This training programme provides an overview of the concept and practice of Environmental Social & Health Impact Assessment (ESHLA) including its linkage to the framework of sustainable development.

Training Objectives

At the end of the training, participants will be able to:

- define the Environmental Social and Health Impact Assessment process and why it is necessary;
- state the role of ESHIA in the decision-making process;
- evaluate the key benefits of ESHIA to proposed new projects;
- discuss the format of an ESHIA reporting;
- analyze ESHIA follow-up procedures
- appraise the global influence of ESHIA practice.

Target Audience

All line professionals, supervisors and those who are involved with environmental matters, Production, maintenance and process engineers and all environmental personnel, Project sponsors, financiers and developers, managers with line responsibility for EIA, Environment, Health & Safety officers, Community relations officers, Project & Site Management officers, Audit Risk Management, Officials of Local and Urban Planning Authorities. All personnel involved in purchasing and managing hazardous substances.

Course Outline

- Overview of Environmental, Social and Health Impact Assessment
- Spill Response and Site Assessment
- Management and Remediation for Water and Land
- Planning and Procedures for ESHIA
- Quality Assessment for ESHIA
- Health Risk impact Assessment
- Human Factor Engineering
- Environmental Monitoring and Data management

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

SAFETY ENGINEERING AND RISK MANAGEMENT



Foundation

Unsafe systems can result in loss of finances due to accidents, disruption to production, criminal and civil prosecutions, loss of market share, and the degradation of company assets and the environment. As technological systems become more complex, it becomes increasingly difficult to identify safety hazards and to control their impact. Plant Managers and Engineers are becoming more aware that safety and risk touch on every aspect of the day to day running of their plants, engineering and process systems, if they are to comply with ever-changing and demanding international and national environmental and economic values and standards.

Why you need this training

This training workshop is intended to introduce to the participants the practical ways in which safety engineering and risk assessment systems, methods and techniques can play a significant role in eliminating, mitigating and controlling high hazard situations and conditions.

Training Objectives

At the end of the training, participants will be able to:

- discuss and apply safety and risk management strategies;
- discuss the importance of the safety of persons and the environment;
- explain the importance of hazard and risk analysis;
- evaluate contractors and sub-contractors;
- prepare emergency response and contingency plan;
- apply appropriate methods and techniques for safety analysis and management.

Target Audience

Plant Managers, Engineers, Production, maintenance and process engineers and all environmental personnel, Project sponsors, financiers and developers, managers with line responsibility for EIA, Environment, Health & Safety officers, Community relations officers, Project & Site Management officers, Audit Risk Management, Officials of Local and Urban Planning Authorities. All personnel involved in purchasing and managing hazardous substances.

Course Outline

- Introduction to Safety Engineering
- Risk Management Fundamentals
- Hazard identification, reduction and control process
- National and International Safety Standards
- Safety Analysis and Management in Engineering, Chemical process and Manufacturing
- Evaluating Contractors and Sub-Contractors
- Emergency Response Procedures and Contingency Planning
- Hazard Analysis
- Risk Assessment
- Accident Reporting and Investigation

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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HAZARDOUS WASTE MANAGEMENT & POLLUTION PREVENTION

Foundation

Hazardous waste management involves reducing the amount of hazardous substances produced, treating hazardous wastes to reduce their toxicity, and applying sound engineering controls to reduce or eliminate exposures to these wastes. From a chemical engineering perspective, any wastes, but especially hazardous wastes, are produced unintentionally. Facilities that generate the chemicals are attempting to produce substances demanded by the marketplace, but in the process and under the wrong circumstances these substances or their components become hazards. If the same substance were produced intentionally, it would be a hazardous material, but not a hazardous waste.

Why you need this training

This training workshop will introduce participants to the whole concept of managing hazardous wastes which will include their generation, storage, collection, processing, treatment, transportation and disposal. All waste related definitions will be provided and recycling and other methodologies of minimizing waste generation will be included in the course. The course will also provide broad guidelines for operating a waste management system and a disposal site, based on international experiences.

Training Objectives

At the end of the training, participants will be able to:

- determine how to avoid serious and irreversible damage to the environment;
- discuss some of the current common pollution prevention techniques being used by industries in these contemporary times;
- dialogue effectively with like-minded individuals on specific issues of concern in their organizations;
- explore opportunities to develop networks to address common waste management and pollution issues;
- apply the concept of using more environmentally friendly products;



Target Audience

Health & Safety and Environmental Managers, Staff responsible for managing hazardous wastes, Laboratory Technicians, Staff wishing to reduce risk and liability arising from polluting activities and events, Technical assistants and anyone who has a role to play in environmental matters of the Organization.

Course Outline

- Overview of Hazardous Waste Management
- A Glimpse into Pollution Prevention Strategies
- Environmental Awareness and Due Diligence
- Hazardous and Non-Hazardous Wastes
- Introduction to ISO 14001 (Environmental Management System)
- The elements of ISO 14001 and its relationship with ISO 9001 (Quality Management System)
- Life Cycle Management of Hazardous Wastes
- Significance of documentation in hazardous waste management

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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HAZARD IDENTIFICATION & ASSESSMENT

Foundation

It is a fact that accidents in the process industry often result in serious consequences in terms of loss of life, asset damage and production interruptions. The modern concept of accident prevention is based on a pro-active approach to risk management based on structured and systematic risk assessment.

Why you need this training

This training course is aimed at providing hands-on experience on the application of work-activities risk assessments relevant to a wide variety of industries, including the oil, gas and process industries. It will enable participants to identify hazards, particularly those resulting from human error, evaluating risks and targeting resources to prevent accidents through effective risk management.

Training Objectives

At the end of the training, participants will be able to:

- identify the hazards and evaluate the risks in their workplace;
- list the different types of hazards;
- discuss hazards related to health, safety, environmental and the economy;
- apply structured and systematic techniques for hazard analysis;
- state the criteria for the evaluation of risks;
- discuss the role of human factor and human error in accident causation;
- identify and apply the role of Quantified Risk Assessment (QRA);
- prepare action plans for hazard identification and assessment.

Target Audience

Health & Safety and Environmental Managers, Staff responsible for managing hazardous wastes, Laboratory Technicians, Staff wishing to reduce risk and liability arising from polluting activities and events, Technical assistants and anyone who has a role to play in environmental matters of the Organization.



Course Outline

- Hazard Identification: An Overview
- The Concepts of Hazards, Type, Risk and Risk Assessment
- Human Contribution to Accidents
- Hazards Identification techniques
- Techniques for risk evaluation
- Hazard Analysis Techniques
- Workplace-Based and Task-based Risk Assessment
- Hazard & Operability Study
- Planning and implementing Hazard & Operability Actions
- Integrating human factor within HSE management System
- Types and Mechanics of fire, explosion and toxic releases

TRAINING DURATION: 1 WEEK

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Lagos

Abuja

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FIRE RISK ASSESSMENT, SAFETY & EMERGENCY PLANNING



Foundation

The purpose of Fire Risk Assessments is to improve Safety Management Systems, not simply to collect data. The assessments have to be both 'suitable and sufficient', must never be carried out in isolation but in a practical and systematic way.

Why you need this training

This training course provides the participants with all the requirements and instruction on what to do and what not to do when carrying out assessments and implementing the findings

Training Objectives

At the end of the training, participants will be able to:

- carry out an all-inclusive fire risk assessment;
- list the requirements for signage and fire-fighting equipment;
- discuss the significance of providing vivid and explicit alerts and warnings;
- explain the meaning of escape and emergency lighting;
- provide personnel with information on risks and training;
- grow individual and team awareness of fire safety and evacuation drills through a training Needs Analysis;
- state the techniques for implementing effective Safety Management Systems;
- develop and apply emergency plans;
- explain the requirements for an efficient and timely response; and
- conduct fire hazard identification and introduce best practice control measures.

Target Audience

Occupational Health and Safety professionals; Emergency response team members/leaders; Fire & security officers; Others who may find themselves in a leadership position when responding to a major emergency or involved in implementing the organization's Safety management systems.

Course Outline

- Industrial Fire Risk Assessment
- Safety & Emergency Planning
- Fire Precautions Regulations and Legislation
- Basics of Fire Safety
- Design and Construction Requirements for Exit Routes
- Evacuation Procedures during Bomb Threats
- Effective Safety, Fire Prevention and Emergency Planning Programme
- Fire Protection and Fire Prevention Measures
- Communications, Emergency and Evacuation Drills and Exercises
- Guidance on developing fire training, drills and exercises

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

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Abuja

University of Ibadan, Ibadan

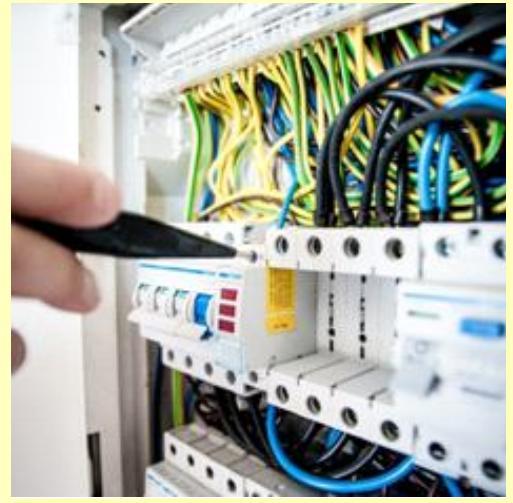
Course Fee: N69,500

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The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

SAFE HANDLING, OPERATION & MAINTENANCE OF ELECTRICAL EQUIPMENT IN HAZARDOUS AREAS & CLASSIFICATIONS



Foundation

Electrical Maintenance involves the fault diagnosis, routine servicing, and repair of electrical components of a machine. An electrical maintenance engineer is responsible for planning the maintenance to ensure the smooth running of production lines in a company.

Why you need this training

Preventing the unintentional ignition of explosive atmospheres is a critical safety and economic aspect of all petroleum and chemical plant operations.

Target Audience

Occupational Health and Safety professionals; Emergency response team members/leaders; Fire & security officers, Safety personnel, Loss Control Managers and Supervisors

Training Objectives

At the end of the training, participants will be able to:

-
- classify hazardous materials;
- describe the risk and the necessity to eliminate sources of ignition;
- discuss the relationship between electrical equipment;
- describe the installation and maintenance of the different types of equipment;
- identify the different methods of protection and describe how they work;
- state the characteristics of hazardous materials; and
- handle and operate electrical equipment cautiously.

Course Outline

- Maintenance of Electrical Equipment: An Overview
- Classifications of Hazardous Areas
- Techniques and Procedures for Maintenance of Electrical Equipment
- Methods of Protection from Hazards
- Intrinsic Safety Installation
- Segregation of Cables, Screens and Armour, Earthing and Bonding, Induction and Invasion, Creepage and Clearance
- Labels, Marking and Certificates
- Installation, Inspection and Maintenance
- Standards, Certificates and Codes
- Administration and Record Keeping

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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DEFENSIVE DRIVING

FUNDAMENTALS FOR SAFETY



Foundation

Defensive driving is a set of driving skills that allows you to defend yourself against possible collisions caused by bad drivers, drunk drivers, and poor weather. If you remain focused and look ahead, keeping your eyes moving, you will spot potential hazards more easily. When you have identified a potential hazard and decided what to do, it is important to act immediately.

Why you need this training

This training course teaches defensive driving techniques to help you visualize, anticipate, and react to the mistakes that other drivers are most likely to make and ensure your safety and that of others.

Training Objectives

At the end of the training, participants will be able to:

- carry out vehicle checks prior to driving;
- state common driving errors in the local driving environment;
- describe the typical driver's attitude and behavioral characteristics;
- recognize potential and actual hazards;
- demonstrate appropriate defensive actions;
- drive in emergency situations; and
- drive their vehicles out of danger zones to safety.

Target Audience

Drivers in organizations, Logistic officers and their supervisors

Course Outline

- Defensive Driving Concept: An Overview
- Highway Safety Techniques
- Common Driving Errors and Violations
- Vehicle Safety and Recovery Systems
- Pre-Driving Vehicle Checks
- Vehicle Control
- Vehicle Scanning Techniques

TRAINING DURATION: 1 WEEK

DATES

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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ATTITUDINAL CHANGE-BASED SAFETY

Foundation

In contemporary times, large improvements in health and safety performance have been achieved through improved hardware and design and through improved health and safety management systems and procedures. However, the industry's health and safety performance has not tallied with these changes the past few years.

Why you need this training

This training programme will expose participants to the factors that impact on human errors. There is the need for a new and different approach to encourage further improvements in an organization's health and safety performance. This involves taking action to ensure that the behaviour of people at all levels within the organization is consistent with human behavior based on safety culture. Research has revealed that over 80% of accidents are triggered by unsafe behaviour of people.

Training Objectives

At the end of the training, participants will be able to:

- assess human behaviour at work;
- discuss 'latent' and 'active' failure;
- describe how to change risk behavior (latent and active);
- describe how to improve risk perception within the organization;
- state the main categories of human failure;
- describe what safety culture is and how it is measured;
- conduct a safety culture survey



Target Audience

Professionals from all levels and disciplines in the organization who have occupational health and safety responsibilities within their role

Course Outline

- Defensive Driving Concept: An Overview
- Highway Safety Techniques
- Common Driving Errors and Violations
- Vehicle Safety and Recovery Systems
- Pre-Driving Vehicle Checks
- Vehicle Control
- Vehicle Scanning Techniques

TRAINING DURATION: 1 WEEK

DATES

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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Course Outline

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TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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EMERGENCY RESPONSE MANAGEMENT STRATEGIES



Foundation

Emergency response management introduces methods for identifying and assessing hazards and vulnerabilities that require a crisis management and emergency response plan. It should develop a process of a standard methodology for organizing, drafting and implementing emergency preparedness and emergency action plans, as well as related procedures. These designate how response teams will respond and document actions related to specific incidents.

Why you need this training

Research has proven that with any crisis, regardless of cause, there has to be proven, open and transparent corporate Emergency Response and Crisis Communication systems in place. Without such systems an effective grasp of command and control will be impossible. Hence, how this is reflected to your stakeholders will be critical to your survival.

Training Objectives

At the end of the training, participants will be able to:

- identify elements that are commonly encountered in an emergency situations;
- describe how to establish an efficient and an effective corporate response to crisis;
- implement coordinated command and control techniques in emergency situations;
- explain the need for co-ordinated planning, training, and team development in readiness for emergency situations; and
- develop an in-depth knowledge of crisis communications and the appropriate roles and responsibilities.

Target Audience

Every personnel in organizations saddled with the responsibilities of ensuring prompt and effective response to emergency situations

Course Outline

- Introduction to Emergency Response
- Strategies for Emergency Response Management
- Tools and Techniques for Effective Response to Emergencies
- Crisis Management and Emergency Response Plan
- Emergency Response and Crisis Communication Systems
- Effective Corporate Response to Crisis
- Crisis Management: Protecting Organizational Reputation
- Implementing Coordinated Command and Control techniques

TRAINING DURATION: 1 WEEK

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Abuja

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FIRST AID, ACCIDENT INVESTIGATION AND REPORTING TECHNIQUES



Foundation

It is an undeniable fact that no matter your occupation, career or profession, it is of utmost importance to have first aid skills. This is because you cannot acquire such skills during emergency situations, as you are not likely to be in the best frame of mind.

Why you need this training

This training course will provide participants with the requisite skills to manage emergency situations, including managing the unconscious victim, performing CPR, controlling bleeding and managing other life threatening situations.

Training Objectives

At the end of the training, participants will be able to:

- identify the different types of injuries in accident situations;
- treat injuries as first aid treatment;
- define the purpose of first aid treatment;
- investigate and report accidents effectively; and
- apply useful emergency measures.

Target Audience

Emergency management officers, personnel in search and rescue units of relevant organizations, health and safety officers

Course Outline

- First Aid: Overview, Tools and Techniques
- Purpose of First Aid Treatment
- A Glimpse into Accident Investigation
- Classifications of Accidents
- Consideration of Types of Injuries
- Method of Handling Injuries
- Contents of First Aids Kits
- Methods of Accident Investigations and Reporting

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

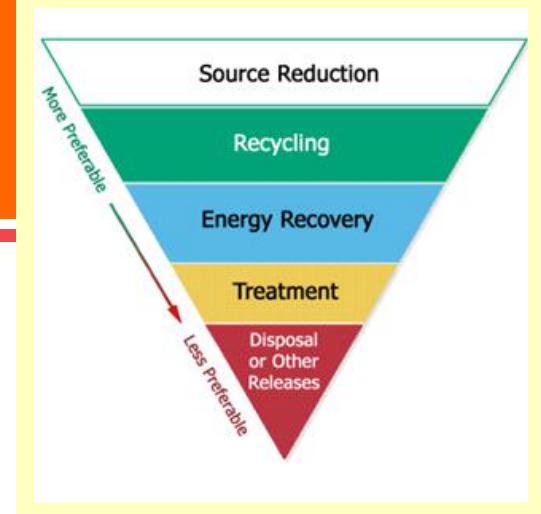
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POLLUTION PREVENTION AND CONTROL



Foundation

The heightened leap of developmental activities and rapid urbanization, have resulted in stress on natural resources and quality of life. The trend of increasing pollution in various environments is evident from the deteriorating quality in air and water, higher noise levels, increasing vehicular emission etc. However, realizing that conventional pollution control approach by treatment at the end of the pipe is not delivering the desired benefits in terms of resource conservation, the thrust has been shifted to pollution prevention and control through promotion of clean and low waste technology, re-use and recycling, natural resource accounting.

Why you need this training

This training workshop is designed to provide participants and employees of public and private sector organizations who wish to upgrade their skills, with the requisite knowledge to be able to tackle the complex issues relating to the integrated approach of environmental protection.

Training Objectives

At the end of the training, participants will be able to:

- discuss principles of pollution prevention and control including 3R principle (Reduce, Reuse, and Recycle);
- discuss environmental impact of pollution;
- describe the principles of various processes applicable to industrial wastewater treatment;
- identify and select the best applicable technology for the treatment of specific industry; and
- appreciate different options for sludge treatment, disposal and reuse.

Target Audience

Chemical, Production, Petroleum, Mechanical Engineers, Field production Supervisors, Technicians, Science Laboratory Technologists, Para-Medical employees.

Course Outline

- Overview of Pollution Prevention and Control
- Principles of Pollution Prevention and Control (PPC)
- Classifications of Pollutants
- Water Pollutants, Sewage Treatment and Biological Examination of Water
- Oil Spillage: Mitigating Procedures
- A Glimpse into Toxicology

TRAINING DURATION: 1 WEEK

DATES

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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OIL AND GAS INDUSTRY COURSES



INTRODUCTION TO THE OIL AND GAS INDUSTRY



Foundation

It is important to note that to achieve success in the international oil and gas industry, a lot depends on constant differentiation, evolution and innovation, as well as an ongoing drive to improve efficiency. There is the need to stimulate change, deliver results and develop long term relationships with stakeholders through quality service delivery.

Why you need this training

This training course will give participants a greater understanding of each key phase of the exploration and production industry. It offers oil and gas professionals the opportunity to gain technical and commercial understanding of the industry fundamentals.

Training Objectives

At the end of the training, participants will be able to:

- discuss scientific origins of oil and gas;
- state the issues behind hydrocarbon exploration and development;
- discuss the role of government and its agencies in oil and gas industry;
- apply the technical process of exploration, drilling and production; and
- discuss the challenges of decommissioning.

Target Audience

Participants who are new to the industry and require an understanding of the basics of upstream oil and gas, Non-technical personnel working in the industry, Industry stakeholders such as Human Resource, finance, Information Technology, Contracts, law and administration. Also those who are ready to have more meaningful and knowledgeable discussions with colleagues and clients within the oil and gas industry

Course Outline

- An Overview of the Scientific Origins of Oil and Gas
- The Commercial Issues Underpinning Hydrocarbon Exploration and Development
- The Role of Government and its Agencies in Oil and Gas Industry
- Oil and gas Terminology
- The Technical Process of Exploration
- The Technical Process of Drilling
- The Technical Process of Production
- The Challenges of Decommissioning

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

MASTERING FINANCE FOR NON-FINANCIAL OIL AND GAS PERSONNEL



Foundation

This course promises to be interesting, and will give non-financial oil and gas professionals an understanding of basic principles, theory and practice of financial reporting and analysis as they apply to the oil and gas industry.

Why you need this training

Participants on completion of this training course will feel much more confident in their understanding of financial and accounting matters and will be ready to make a more positive contribution to related business discussions.

Training Objectives

At the end of the training, participants will be able to:

- discuss finance for non-financial oil and gas personnel;
- state the sources of financial information;
- apply accounting policies on oil and gas;
- state the elements of financial management specific to the oil and gas industry
- develop a conceptual understanding of key E&P accounting topics

Target Audience

Managers and supervisors who want to improve their understanding of financial reports, personnel with budget responsibilities, Specialists in all disciplines who have to interpret and work with financial information, Advisers who make recommendations based on financial data

Course Outline

- Finance for Non-Financial Oil and Gas Personnel: An Overview
- Sources and uses of Financial Information
- Oil and Gas industry Accounting Policies
- Elements of Financial Management Specific to the Oil and Gas Industry
- A Conceptual Understanding of key Exploration and Production accounting topics
- Understanding Depreciation, Reserves, Decommissioning, and Asset Impairment Test

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

COST EFFICIENCY AND BUDGETING IN THE OIL AND GAS INDUSTRY

Foundation

In today's environment the management of costs is an ever higher priority. Across the industry, operators and service companies are working hard to embed a culture of rigorous cost management across all disciplines.

Why you need this training

On completion of this training workshop, employers should anticipate to see participants returning to work with a more strategic approach to cost management as well as some practical ideas to drive cost efficiencies in the workplace.

Training Objectives

At the end of the training, participants will be able to:

- explain underlying principles of cost management and budgeting;
- build credible budgets;
- identify practical cost management action;
- discuss the impact of decisions on operational performance; and
- deploy performance tracking systems to measure success



Target Audience

Management Teams, Sub-Surface staff, Operations staff, Project teams, Well Engineers, Procurement staff, Finance and Commercial Staff

Course Outline

- A Glimpse into Cost Efficiency and Budgeting
- Underlying Principles of Cost Management and Budgeting
- Building Credible Budgets
- Identifying Practical Cost Management Action
- Understanding the impact of decisions on operational performance
- Performance Tracking Systems to Measure Success

TRAINING DURATION: 1 WEEK

DATES

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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

AUDITING IN THE EXPLORATION AND PRODUCTION INDUSTRY



Foundation

This intensive training course is designed to improve and enhance skills of participants involved in auditing upstream exploration and production activities, concentrating on aspects of auditing that are unique to this industry.

Why you need this training

Participants on completion will be able to conduct internal, production sharing and joint venture audits, improving current practices and procedures: adding value and delivering commercial success for increased revenue.

Training Objectives

At the end of the training, participants will be able to:

- apply a structured methodology for conducting oil industry internal, production-sharing and joint-venture audits;
- implement the benefits of a multi-discipline team audit approach;
- adopt a model of best practice for conducting audits;
- apply a risk-based approach to audit; and
- investigate fraud.

Target Audience

Personnel who are new to the discipline of audit, experienced audit practitioners who wish to update their auditing techniques, Personnel from any discipline who intend to take part in internal or joint-venture audits, Personnel with a background in statutory audit in the accountancy profession who want insights into internal and joint-venture audits

Course Outline

- Structured Methodology for Conducting Oil Industry Internal, Production-sharing and Joint-Venture Audits
- Implementing the Benefits of a Multi-discipline Team Audit Approach
- Adopting a Model of Best Practice for Conducting Audits
- Applying a Risk-Based Approach to Audit
- Fraud Investigation

TRAINING DURATION: 1 WEEK

DATES

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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
|-------------|-------------|-------------|-------------|-------------|
| 3rd – 7th | 7th – 11th | 2nd – 6th | 5th – 8th | 7th – 11th |
| 10th – 14th | 14th – 18th | 9th – 13th | 12th – 16th | 14th – 18th |
| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

PETROLEUM PROJECT ECONOMICS & RISK MANAGEMENT



Foundation

This is a highly interactive training course which will enable participants to apply a structured approach to project justification, investment appraisal and decision-making in the upstream petroleum business.

Why you need this training

Participants on completion will be able to prepare convincing project proposals that will win management, partner and government approval: adding value and delivering commercial success.

Training Objectives

At the end of the training, participants will be able to:

- apply economic and risk management evaluation tools for oil and gas project proposals;
- identify and quantify key uncertainties during field development and full life-cycle economics;
- calculate the economic and financial viability of expenditure proposals projects under risk conditions;
- develop a structured approach to measuring, managing and combating commercial risk;
- assess the ranking of alternative projects;
- prepare credible project proposals; and
- improve project and business outcomes.

Target Audience

This workshop is targeted at participants with little or no previous project investment appraisal experience: Explorationists and petroleum/reservoir engineers, Asset managers, project managers and facilities engineers, Management accountants, finance and contracts specialists, Government and advisory executives, Service/supplier company personnel

Course Outline

- Applying Economic and Risk Management Evaluation Tools for Oil and Gas Project Proposals
- Identifying and Quantifying Key uncertainties during Field Development and Full Life-Cycle Economics
- Calculating the Economic and Financial viability of Expenditure Proposals Projects under Risk Conditions
- Developing a Structured Approach to Measuring, Managing and Combating Commercial Risk
- Assessing the Ranking of Alternative Projects
- Preparing Credible Project Proposals
- Improving Project and Business Outcomes

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
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| 17th - 28th | | 17th – 30th | 16th – 27th | |

TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

PETROLEUM PROJECT ECONOMICS & RISK MANAGEMENT



Foundation

Organizations encounter an ever-increasing amount of pressure to reduce costs and improve company performance. Contract strategy means selecting organizational and contractual policies required for the execution of a specific project. The size and complexity of the contract matter vary accordingly. Contract management is the process of managing contract creation, execution, and analysis to maximize operational and financial performance at an organization, all while reducing financial risk.

Why you need this training

This training course will give participants a greater understanding of cutting-edge thinking in upstream petroleum industry procurement. After completion, this hands-on training course would have equipped you on how to adopt a best-practice model, making valuable quantifiable contributions to your company's performance.

Training Objectives

At the end of the training, participants will be able to:

- develop and implement a highly effective procurement strategy;
- plan for your organization to reduce the overall cost of purchasing;
- manage your supply chain in order to deliver maximum value at minimum cost;
- develop and implement a best-practice process for the management of contracts and the supply chain;
- adopt innovative ways to select contractors and prepare tender documents;
- choose the type of contract and compensation terms that best achieves the contract's objectives; and
- prepare tender evaluation criteria and evaluate a tender submission.

Target Audience

Personnel at all levels and in all disciplines who have responsibility for, and involvement in, the entire procurement process, Line operational managers and specialists (the "end users"), Contracts managers and contracts specialists

Course Outline

- Developing and Implementing a highly effective Procurement Strategy
- Strategic Plan to Reduce Overall Purchasing Cost
- Manage Supply Chain in delivering maximum value at minimum cost
- Management of Contracts and the Supply chain
- Developing and Implementing a Best-practice process for the Management of Contracts
- Adopting Innovative ways to Select Contractors and Prepare Tender Documents
- Choosing the type of Contract and Compensation terms that best achieves the Contract's objectives
- Preparing Tender Evaluation Criteria and Evaluating a Tender Submission

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

PETROLEUM PROJECT ECONOMICS & RISK MANAGEMENT



Foundation

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- Strategic Plan to Reduce Overall Purchasing Cost
- Manage Supply Chain in delivering maximum value at minimum cost
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TRAINING DURATION: 2 WEEKS

DATES

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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

INTERNATIONAL OIL GAS EXPLORATION CONTRACTS



Foundation

The training course will give each participant an introduction to managing oil and gas exploration, development and production contracts: actively encouraging you to apply what you've learnt at work.

Why you need this training

On completion of the training course, participants will be able to structure agreements, identify and manage risks and opportunities in contract forms to meet organization's needs: adding value and delivering commercial success.

Training Objectives

At the end of the training, participants will be able to:

- apply the structure and benefits of different types of international contracts for petroleum exploration, development and production;
- structure the agreement(s) to meet company's needs;
- meet the different needs and expectations of national and international oil and gas companies;
- discuss non-financial elements and their impact on economics and profitability;
- identify and manage appropriately the risks and opportunities in the contract terms;
- differentiate between oil and gas exploration and marketing issues involved in gas contracts

Target Audience

This course is targeted at professional oil and gas company personnel at all levels and disciplines including those involved in: Business Development, Contract Negotiations, Business Analysis, Strategic Planning and Joint Venture Representatives

Course Outline

- Structure and Benefits of types of International Contracts for Petroleum Exploration, development and production
- Structuring Agreement(s) to meet Organizational needs
- Different needs and Expectations of National and International Oil and Gas Companies
- Understanding Non-financial elements and their impact on economics and profitability
- Identifying and Managing Risks and Opportunities in the Contract Terms
- Differentiating between Oil and Gas Exploration and Marketing Issues in Gas Contracts

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

NEGOTIATION SKILLS FOR THE OIL & GAS INDUSTRY



Foundation

This is a very interesting and interactive course which will give participants a structured approach to effective negotiation and also introduces “Breakthrough Negotiation Strategy” to achieve results in difficult and complex negotiations.

Why you need this training

This training is of utmost importance to the participants because it will enhance their knowledge and skills to be able to recognize the vital steps in a negotiated settlement, resolve stalemate and negotiate in teams, making valuable quantifiable contributions to the company's performance in achieving astounding results.

Training Objectives

At the end of the training, participants will be able to:

- plan and prepare for negotiations;
- recognize the vital steps in a negotiated settlement;
- exhaust one step before proceeding to the next in negotiation;
- improve their communication skills to achieve better results;
- resolve stalemate and handle difficult negotiations;
- negotiate in teams; and
- respect cultural differences in international negotiations.

Target Audience

This course is targeted at professional oil and gas company personnel at all levels and disciplines including those involved in: Business Development, Contract Negotiations, Business Analysis, Strategic Planning and Joint Venture Representatives

Course Outline

- Planning and Preparing for Negotiations
- Identifying Vital steps in Negotiated Settlement
- Improving Communication Skills for Enhanced Performance
- Skills for Resolving Impasse in Negotiation
- Handle difficult Negotiations
- Negotiating in Teams
- Cultural differences Considerations in International Negotiations

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

OPTIMIZATION OF CALIBRATION AND CONTROL LOOP, MAINTENANCE OF CONTROL VALVES AND ACTUATORS



Foundation

The need for the maintenance of control valves and actuators and the calibration as well as control loop optimization in any process plant cannot be overemphasized, as plant efficiency and consistent product quality depend on proper maintenance and loop performance. The enormous and rapid increase in the use of valves and actuators as control devices of fluids in industrial processes requires a corresponding expansion in knowledge and skills of personnel responsible for the installation, maintenance and calibration for optimization purposes of these instruments, which incidentally represent considerable investment of a company's financial resources.

Why you need this training

This training programme has been designed with the aim of helping participants to acquire knowledge and skills for optimization of control valves, actuators as well as the control loop. To gain the full advantages of instrumentation, control valves and actuators should be installed, maintained and calibrated by those with in-depth understanding as well as the requisite skill for exceptional performance in their work.

Training Objectives

At the end of the training, participants will be able to:

- define valve capacity and flow characteristics;
- explain the relationship between valves and actuators;
- state reasons for the control of critical variables in the process industry;
- demonstrate the important aspect of the rate of flow in industrial processes;
- demonstrate the fundamental principles of valves and actuators;
- give a complete picture of the accuracy of control valves and actuators;
- explain the functions of valves and categories;
- explain the constructional details of the various categories of valves;
- define control loop in relation to valves and actuators;

Target Audience

Instrumentation and Control Engineers & Technicians, Mechanical Engineers & Technicians, Projects Engineers, Process and Utility Supervisors, and Technical Supervisory personnel involved in Sizing, Selecting, and Applying Process Control Valves.

Course Outline

- Definition and functions of Valves
- Categories of Valves
- Valve Capacity and flow characteristics
- Constructional details of Control Valves
- Valve Recommendation and Applications
- Maintenance Requirement for the various Categories of Valves
- Valve Maintenance and Optimization
- Definition and Functions of Actuators
- Relationship between Valves and Actuators
- Categories of Actuators and their Basic Principles
- Sizing and Piping arrangement for the Control Valves
- Maintenance Requirement for Actuators
- Calibration Procedures for Control Valves
- Control of Variables in Industrial processes

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
| 9th – 20th | 13th – 24th | 11th – 22nd | 8th – 19th | 11th – 22nd |
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| 17th - 28th | | 17th – 30th | 16th – 27th | |

TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

PUMPS AND THE PUMPING SYSTEMS FOR THE PROCESS INDUSTRY



Foundation

The process industries are those industries where the primary production processes are either continuous, or occur on a batch of materials that is indistinguishable. Pumping systems account for nearly 20% of the world's electrical energy demand. Furthermore, they range between 25-50% of the energy usage in certain industrial plant operations. The use of pumping systems is widespread.

Why you need this training

The training course will be of particular interest to engineers employed in the process industries (including oil and gas and water) who are involved in pump and equipment selection, application and operation.

Training Objectives

At the end of the training, participants will be able to:

- apply their knowledge of pump operations;
- carry out pump analysis;
- state the principles of pump operations;
- select appropriate pumps and valves for a given application;
- carry out hydraulic analysis of fluid systems; and
- describe the steady and transient interaction between the equipment and system.

Target Audience

Service technicians, fitters, Maintenance engineers and site managers

Course Outline

- Pump Operation
- Pump Selection
- System analysis
- Pump Principles
- Drives
- Flow and pressure control elements: Case studies
- Hands on system Analysis using flow master and pump performance testing in laboratory

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

ESSENTIALS OF PIPING SYSTEM



Foundation

This is a course that should interest anyone in the piping system industry. The training course provides practical knowledge for junior engineers, it is also a good refresher course for senior engineers, and helps operations and maintenance supervisors, design and process engineers, and operators and maintenance personnel better understand how piping systems operate.

Why you need this training

This training workshop places an emphasis on understanding the relationship between components that make up the piping system. This course is designed to help develop core competencies of participants and essential skill sets, giving them the ability to take what they learned and apply it directly back on their job.

Training Objectives

At the end of the training, participants will be able to:

- state their knowledge of basic terminology, units and physical laws that apply to fluid flow;
- state the role of tanks and vessels;
- control valve operations;
- apply the principles of process measurement and controls; and
- apply clear understanding of how each of the items in a fluid piping system is interrelated.

Target Audience

Senior engineers, Junior engineers, operations and maintenance supervisors, design and process engineers and operators and maintenance personnel.

Course Outline

- Basic terminologies, units, and physical laws that apply to fluid flow
- The role of Tanks and Vessels
- Centrifugal Pump Operation
- Importance of the Pump Curve
- Power and Operating Cost Calculations
- Head Loss and Pressure drop calculations for pipelines, valves, and fittings
- Control Valve Operation, Classification, Sizing, and Selection
- Principles of Process Measurement and Controls
- Types of Processes and Process Equipment used in Piping Systems
- Types of Piping Systems
- Key Concepts to understanding System Operation
- Troubleshooting Piping System Problems

TRAINING DURATION: 2 WEEKS

DATES

MARCH
2nd – 13th
9th – 20th
16th – 27th

APRIL
6th – 17th
13th – 24th

MAY
4th – 14th
11th – 22nd

JUNE
1st – 12th
8th – 19th
15th – 26th

JULY
4th – 15th
11th – 22nd

| AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER |
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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

NATURAL GAS PROCESSING



Foundation

Natural gas is the cleanest burning fossil fuel and is abundantly available in Nigeria, which has the largest reserves in Africa and the ninth largest in the world. Natural gas (also called fossil gas) is a naturally occurring hydrocarbon gas mixture consisting primarily of methane, but commonly including varying amounts of other higher alkanes, and sometimes a small percentage of carbon dioxide, nitrogen, hydrogen sulfide, or helium.

Why you need this training

This training course is important because it provides a general overview of natural gas processing and emphasizes the design and operation of gas plants and related facilities. It will also review the physical, chemical, and engineering principles used to understand the processing of natural gas and its by-products.

Training Objectives

At the end of the training, participants will be able to:

- describe natural gas gathering and inlet separation;
- describe sour natural gas treating/sweetening;
- discuss the physical properties of natural gas;
- calculate phase and vapour liquid equilibria;
- describe dew point control, acid gas compression and injection; and
- describe natural gas liquid and sulphur recovery.

Target Audience

New engineering graduates and technologists, professionals who have been working in industry but are new to natural gas processing; or professionals who are familiar with natural gas processing, but are unfamiliar with how process simulators can be used to improve plant design and optimize plant profitability.

Course Outline

- Phase Equilibria and Vapour Liquid Equilibrium Calculations
- Water-Hydrocarbon Systems and Natural Gas Dehydration
- Natural gas gathering and plant inlet separation
- Sour Natural Gas Treating and Sweetening
- Dew Point Control and Natural Gas Liquid recovery
- Acid Gas Compression and Injection
- Sulphur Recovery

TRAINING DURATION: 1 WEEK

DATES

MARCH

2nd - 6th
9th – 13th
16th- 20th
23rd – 27th

APRIL

6th – 10th
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

TRANSMISSION AND DISTRIBUTION TECHNIQUES FOR GAS CONTROLLERS

Foundation

A gas controller distributes or process gas for utility companies and others by controlling compressors to maintain specified pressures on main pipelines.

Why you need this training

This training programme is designed to address human factors associated with control room operations. It will assist gas controllers to carry out their roles and responsibilities, recognize and respond to abnormal operations, and understand the operation of the pipeline system

Training Objectives

At the end of the training, participants will be able to:

- identify natural gas properties;
- state the pipeline fundamentals;
- identify common industry materials;
- effectively measure units;
- explain pipeline maintenance and operations;
- carry out chromatographs and gas sampling;
- use gas conditioning equipment; and
- use the maximum allowable operating pressure.

Target Audience

Gas controllers, Supervisors and managers responsible for gas control, other gas control support staff, Employees of companies that provide technical services and products related to gas control.



Course Outline

- Understanding Pipeline Code
- An Overview of Natural Gas Properties
- Pipeline Fundamentals
- Common Industry Materials
- Measurement Units
- Pipeline Maintenance and Operations
- Facility Startup and Shutdown
- Chromatographs and Gas Sampling
- A Glimpse into Basic Compressor
- Gas Storage Fundamentals
- Gas Conditioning Equipment
- Maximum Allowable Operating Pressure (MAOP)
- Pipeline Hydraulics
- Understanding Failure Modes
- Regulator Fundamentals
- OPP Types and Requirements
- Measurement Overview
- Gas Quality
- Supervisory Control and Data Acquisition (SCADA) and Automation

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

PIPING AND SYSTEM PLANNING IN GAS DISTRIBUTION ENGINEERING



Foundation

In the past years, Gas Distribution Engineering has played an essential role in the training of many distribution engineers. These trainings range from load analysis to the latest modeling software, and so on. However, this training offers participants an underpinning in the planning and design of modern gas distribution systems, through presentations on fundamental technical concepts, and relationships, including activities that show you how to use these concepts to solve both practical and everyday work problems.

Why you need this training

This training programme is set to furnish participants with important information on economics and safety issues as well as an in-depth discussion of Pipeline Integrity Management and Distribution, Pipeline Integrity rules and direct assessment methods.

Training Objectives

At the end of the training, participants will be able to:

- use piping systems and materials;
- deploy the distribution integrity management;
- identify natural gas properties;
- carry out incident investigation;
- carry out leakage control;
- deploy external loading of pipe and service conditions;
- identify expansion loops;
- carry out corrosion and cathodic protection;
- carry out transmission Pipeline Integrity Plan and Evaluation; and
- apply route selection criteria;

Course Outline

- Piping Systems and Materials
- Distribution Integrity Management (DIM)
- Natural Gas Properties Identification
- Incident Investigation
- Leakage Control
- Steel Pipe Properties and Design
- Plastic Pipe Properties and Design
- External Loading of Pipe and Service Conditions
- Secondary Stress Calculation
- An Overview of Construction Practices
- Fundamentals of Pipe Joining
- Tie-Ins Methods and Plans;
- Corrosion and Cathodic Protection Techniques
- Transmission Pipeline Integrity Plan and Evaluation
- Route Selection Criteria

Target Audience

Engineers who want to bridge the gap between formal schooling and gas industry technology and those with specialized experience who want to broaden and update their knowledge of gas distribution engineering.

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
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| 10th – 21st | 14th – 25th | 12th – 23rd | 9th – 20th | |
| 17th - 28th | | 17th – 30th | 16th – 27th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

NATURAL GAS PROCESSING: DEHYDRATION, REFRIGERATION AND FRACTIONATION



Foundation

This course will focus on water and glycol dehydration, mechanical propane refrigeration, a review of design and performance enhancements as well as troubleshooting and optimization. Also, tower operations and troubleshooting used in absorption and fractionation services will be discussed.

Why you need this training

This course is designed to re-familiarize technical professionals with the design and operation of several common gas plant processing blocks.

Training Objectives

At the end of the training, participants will be able to:

- apply hydrate formation, prevention and handling;
- state the options for dehydration;
- carry out glycol dehydrator sizing;
- deploy system optimization;
- carry out troubleshooting activities;
- state environmental considerations;
- discover equipment options; and
- carry out Power-Reducing Modifications;

Target Audience

The training course is designed primarily for engineers, technologists and operators involved in the operation and optimization of gas processing facilities.

Course Outline

- Water Content of Natural Gas
- Hydrate Formation, Prevention and Handling
- Options for Dehydration
- Glycol Dehydrator Sizing
- System Optimization
- Troubleshooting
- Environmental Considerations
- Basic Design and Operation of Refrigeration Circuit
- Capacity Control
- Equipment Options
- Power-Reducing Modifications
- Troubleshooting Hydrocarbon Dew Point Control Problems
- Gas Expander - Propane Refrigerant Comparison
- Basic Design of an Absorption and Fractionation tower
- Proffering Solutions to Turn-up and Turndown Problems
- Capacity Control and Issues

TRAINING DURATION: 2 WEEKS

DATES

MARCH

2nd – 13th
9th – 20th
16th – 27th

APRIL

6th – 17th
13th – 24th

MAY

4th – 14th
11th – 22nd

JUNE

1st – 12th
8th – 19th
15th – 26th

JULY

4th – 15th
11th – 22nd

| AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER |
|-------------|-------------|-------------|-------------|------------|
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| 10th – 21st | 14th – 25th | 12th – 23rd | 9th – 20th | |
| 17th - 28th | | 17th – 30th | 16th – 27th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

BASIC GAS CHROMATOGRAPHY



Foundation

Gas chromatography (GC) is a technique used for the analysis and quantification of volatile compounds. Compounds are injected onto the gas chromatograph and flash evaporated onto the column. This can be done using a packed or capillary column. The column is the stationary phase and the gas is the mobile phase.

Why you need this training

This course is important because emphasizes: problem solving, practical day-to-day operation tips, minimum of theory, column and phase selection, detectors, applications, method development, quality control, and troubleshooting. It is also interesting to note that all major Gas Chromatography detectors will be covered during this programme.

Training Objectives

At the end of the training, participants will be able to:

- discuss the basic principles of gas chromatographic process;
- describe the mechanisms of gas chromatography; describe the temperature and retention relationship;
- prepare sample protocols;
- discuss the column theory and stationary phase;
- choose and operate detectors;
- measure and optimize chromatographic parameters; and
- carry out basic maintenance and troubleshooting.

Target Audience

Chemists, technicians and others who have some experience on gas chromatography, but want to expand their knowledge base or those interested in learning Gas Chromatographic procedures.

Course Outline

- Chromatographic Process: An Overview
- Basic Principles of the Chromatographic Process
- Overview of System Components
- Main Mechanisms of Gas Chromatography
- Temperature and Retention: A Juxtapose
- Procedures for Sample Preparation
- Sample Introduction - Principles, Choice of Technique, Operation (split/splitless, on-column)
- Column Theory and Stationary Phase Considerations
- Detectors - Choice and Operation (including FID, ECD, TCD, NPD)
- Measuring and Optimizing Chromatographic Parameters (R, N, A, K)
- Basic Maintenance and Troubleshooting

TRAINING DURATION: 1 WEEK

DATES

MARCH

2nd - 6th
9th – 13th
16th- 20th
23rd – 27th

APRIL

6th – 10th
13th - 17th
20th - 24th

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JULY

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20th – 24th
27th – 31st

| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

GAS METERING PROCEDURES



Foundation

A gas meter is a specialized flow meter, used to measure the volume of fuel gases such as natural gas and liquefied petroleum gas. Gas meters are used at residential, commercial, and industrial buildings that consume fuel gas supplied by a gas utility. Gases are more difficult to measure than liquids, because measured volumes are highly affected by temperature and pressure. Gas meters measure a defined volume, regardless of the pressurized quantity or quality of the gas flowing through the meter. Temperature, pressure, and heating value compensation must be made to measure actual amount and value of gas moving through a meter.

Why you need this training

The training course addresses the concepts of custody transfer metering, principle of allocation in shared facilities, and the general operating principles of custody transfer instruments, equipping participants with the requisite skills and knowledge for enhanced performance.

Training Objectives

At the end of the training, participants will be able to:

- discuss the concepts of custody transfer;
- describe the various flow meters;
- describe chromatography;
- calculate routines and verification of flow computers;
- implement international standards;
- operate and report procedures.

Target Audience

Maintenance Technicians, Supervisors and Engineers

Course Outline

- Flow meters (orifice, turbine, ultrasonic, venturi, coriolis)
- Densitometers
- Pressure / temperature / differential transmitters
- Automatic samplers
- BS & W measurements
- Chromatography
- Physics of natural gas mixtures
- Calculation routines and verification of flow computers
- Implementation of international standards
- Generic operating and reporting procedures
- The function of the pipeline and regulatory auditors
- Review of typical fault conditions

TRAINING DURATION: 1 WEEK

DATES

MARCH

2nd - 6th

9th - 13th

16th- 20th

23rd – 27th

APRIL

6th – 10th

13th - 17th

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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

INSTRUMENTATION AND CONTROL IN THE OIL AND GAS INDUSTRY



Foundation

It is important to understand the operational principle of Instrumentation equipment/devices. Aside the generic understanding of instrumentation systems, participants have the opportunity of participating in hands-on practical demonstration and in the use of a real time laboratory process mini-plant.

Why you need this training

This training course is geared towards enabling Technical personnel in understanding the instruments used in the oil and gas industry and their application in control of process plants.

Training Objectives

At the end of the training, participants will be able to:

- discuss Instrumentation;
- classify instruments;
- list examples of instrument scales and types of instrument errors;
- discuss the principle of measurement;
- control process variables such as temperature, flow rate, level and pressure;
- state the types of control valves and describe their characteristics;
- list the steps required for the calibration process of an instrument in their proper order;
- use controllers to perform basic control operations.

Target Audience

Managers, engineers, technicians and system operators requiring a broad understanding of instrumentation, control, and electrical systems in oil and gas facilities

Course Outline

- Principles of Control Systems
- Temperature Detection & measurements
- Pressure Detection & Measurements
- Flow & Level Detection Measurements
- Position Indicators
- Radiation Detection & Measurements
- Relays & Electromagnetic Control Systems, Valve Actuators, Pneumatic,
- Hydraulic, Solenoid
- Pneumatic & Electro-pneumatic Control Systems
- Variable Speed Drives & Inverters
- Control Loops: Proportional, Integral and Derivative
- Introduction to Industrial IT Networks: PLCs, DCS & SCADA
- Instrument Calibration & Maintenance
- Control Systems Drawings & Documentation
- Control System and Personnel Safety

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

SELECTION, INSTALLATION, OPERATION& MAINTENANCE OF PUMPS AND VALVES



Foundation

This training course will present participants with the opportunity to discuss Pump & Valve construction, design selection, applications, operations, and maintenance issues and be provided with the most current information and best practice in dealing with Pumps and Valves problems in an effective and efficient manner.

Why you need this training

The Pumps and Valves training programme is a complete course focusing on the fundamentals of different types of pumps and Valves, being imparted with the requisite knowledge capacity for enhanced performance.

Training Objectives

At the end of the training, participants will be able to:

- identify the various types of pumps and valves;
- make the right selection for pumps and valves;
- discuss the principles of pumps and valves;
- operate and maintain pumps and valves effectively; and
- observe safety procedures while working with pumps and valves.

Course Outline

- Pumps and Valves: An Overview
- Centrifugal Pump Design & Construction
- Centrifugal Pump Characteristics & Operations
- Reciprocating Pumps
- A Glimpse into Rotary Pumps
- Reciprocating Pumps Start-up and Shutdown.
- Rotary Pump Start up and Shutdown
- Pumps Specification & Selection
- Pump Testing & Inspection
- Pump Maintenance Techniques
- Trouble-Shooting and Maintenance of Valve
- Valve Selection for Petroleum and Process Industry.
- Installation and Maintenance Guidelines

Target Audience

Instrumentation, Process Control Engineers, Supervisors, Technicians, Project and Maintenance Engineers

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|--------------|--------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

OPERATION, TROUBLESHOOTING AND MAINTENANCE OF PUMPS AND COMPRESSORS



Foundation

There is need for requisite knowledge in Pump and Compressor construction, design applications, operations; maintenance issues and also the need to be offered the most up-to-date information and best practice in dealing with the course of study.

Why you need this training

This training programme on pumps and compressor will be exposing participants to a comprehensive course focusing on the fundamentals of different types of pumps and compressors and it should be used.

Training Objectives

At the end of the training, participants will be able to:

- identify the various types of pumps and compressors;
- explain pump and compressor terminologies;
- describe pump and compressor characteristics;
- interpret pump and compressor curves;
- state the criteria for pump and compressor selection;
- describe how to install, test and commission pump and compressor systems;

Target Audience

Plant Operations and Maintenance Personnel, Process Control Engineers and Supervisors, Mechanical Engineers, Pump and Compressor Sales Engineers, Pump and Compressor Service Contractors, Pump and Compressor Operators and Plant Engineers

Course Outline

- Introduction to Pumps and Compressors
- Centrifugal Pump Design & Construction
- Centrifugal Pump Characteristics & Operations
- Pumps Specification & Selection
- Pump Testing & Inspection
- Pump Maintenance and troubleshooting
- Introduction to Compressors
- Reciprocating Compressors
- Centrifugal Compressors
- Practical Hand-on exercises and discussion, Summary & Conclusion

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

ESSENTIALS OF GAS ABSORPTION AND STRIPPING



Foundation

Gas absorption is a mass transfer operation in which a gas mixture is contacted with a liquid to preferentially absorb one or more of the components of the gas stream. In some cases, a solute is removed from a liquid by contacting it with a gas. This operation is the reverse of gas absorption and is called desorption or gas stripping.

Why you need this training

This training course is therefore designed to address the challenges faced by professionals during this operation in oil and gas production.

Training Objectives

At the end of the training, participants will be able to:

- discuss the basic principles of gas absorption and stripping;
- describe both physical and chemical absorption;
- develop a mathematical model for gas absorption and stripping columns;
- use design equations to predict the performance of gas absorption and stripping columns; and
- optimize the condition for absorption and stripping columns.

Target Audience

This training course is designed for Engineers, Production managers, Scientists and Technologists

Course Outline

- Basic Principles of Gas Absorption and Stripping
- Physical and Chemical Absorption: An Overview
- Steam Stripping
- Modeling of Absorption and Stripping Columns
- Optimum Conditions for Absorption and Stripping Columns

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
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| 23rd – 27th | | | | 27th – 31st |
| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
| 3rd – 7th | 7th – 11th | 2nd – 6th | 5th – 8th | 7th – 11th |
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| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

INSPECTION PRACTICES IN WELDING



Foundation

Consequent on the advancement in technology, emergence of new materials and developments in process design, welding forms a vital part in the production of efficient, precise and reliable components and assemblies. Inspection practices affect positively or negatively the realization of organizational goals and objectives especially in a welding project.

Why you need this training

This training course is designed to assist inspectors improve on their knowledge in inspection, welding processes as well as their skills in welds testing and visual inspection which are essential skills needed to overcome challenges usually encountered in weld inspection.

Training Objectives

At the end of the training, participants will be able to:

- effectively supervise projects;
- prepare procedure specification;
- define progress report; and
- support qualified welders to work on a project.

Target Audience

Welding inspectors, Supervisors and Project Engineers and Quality control staff associated with welding.

Course Outline

- Duties of a Welding Inspector
- Essential Requirements of a Welding Inspector
- Inspection Procedures
- Welding Processes and Typical Welding Defects
- Welding Symbols and Joint Geometry
- Welding Metallurgy
- Testing of Welds
- Visual Inspection of Welds
- Welders and Procedure Qualification

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

PUMPS AND COMPRESSORS: ROTATING EQUIPMENT MAINTENANCE



Foundation

It is a fact that more than 60% of maintenance costs are spent on equipment wear and tear. Predictably, continuous improvement of reliability by optimizing predictive maintenance for rotating equipment is one of the most important challenges maintenance professionals face today. To assist rotating engineers and maintenance professionals improve their equipment serviceability, there are numerous innovative condition monitoring techniques and proven reliability based maintenance techniques.

Why you need this training

This training course will deliberate on the difficulties and resolutions surrounding equipment failures, diagnostics and effective methods to prevent them.

Training Objectives

At the end of the training, participants will be able to:

- describe the applications and maintenance of pumps and compressors;
- identify the most common causes of shafts, bearings, seals fatigue and failures;
- understand the fundamentals of precision, preventive maintenance;
- examine the various condition monitoring techniques; and
- uncover best practices in conditioning “root cause failure analysis” practically in the workplace to prevent repeated equipment failures.

Target Audience

Engineers, Technologists and Technicians in Engineering Organizations and Oil & Gas Industries

Course Outline

- Pumps: Principles and Classification
- Operation Problems and Solutions to Pumps
- Compressor: Classification and Maintenance
- Bearing Maintenance and Installation
- Vibration and Condition Monitoring of Pumps and Compressor
- Corrosion of Rotating Equipment

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
| 16th- 20th | 20th - 24th | 18th – 22nd | 15th- 19th | 20th – 24th |
| 23rd – 27th | | | | 27th – 31st |

| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
|---------------|------------------|-----------------|----------------|-----------------|
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| 17th – 21st | 21st – 25th | 16th – 20th | 19th -23rd | |
| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

FUNDAMENTALS OF OIL AND GAS BUSINESS

Foundation

The petroleum industry, also known as the oil industry or the oil patch, includes the global processes of exploration, extraction, refining, transporting, and marketing of petroleum products. The largest volume products of the industry are fuel oil and gasoline. Petroleum is also the raw material for many chemical products, including pharmaceuticals, solvents, fertilizers, pesticides, synthetic fragrances, and plastics. The extreme monetary value of oil and its products has led to it being known as "black gold". The industry is usually divided into three major components: upstream, midstream, and downstream. This training course is developed to address the needs of Planners, and Non-technical personnel involved with the Natural Gas and Oil industry.

Why you need this training

This course is of utmost importance to practitioners in the oil and gas business as it will take participants through the fundamentals, followed by detailed insight of the Oil and Gas Industry and will also include delivery of soft skills like motivation, team building, personal and team effectiveness, and business etiquettes.

Training Objectives

At the end of the training, participants will be able to:

- differentiate between upstream and downstream Industries;
- discuss the basics of hydrocarbons formation;
- identify the challenges to the oil and gas business in Nigeria;
- state the principles of exploration, seismic operations and drilling activities;
- state the basic terminologies used in the oil and gas Industry;
- discuss the role of government and government agencies in the Oil and Gas business;
- identify the hazards and risks inherent in oil and gas business;



- apply the principles and practice of safety management system;
- identify the opportunities in the oil and gas industry.

Target Audience

New recruits to Oil and Gas Industries, companies, analysts, planners, sales, marketing, engineering, refining, communication and commercial personnel. All those requiring an understanding of the Oil, Gas and Energy value chain

Course Outline

- Fundamentals of Oil and Gas Business
- Principles and Operations of Production Facilities
- Production Facilities Maintenance and Troubleshooting
- Repairs and Servicing of Electrical and Mechanical Equipment
- Business Agreements, Partnerships and Government Agencies
- Principles and Practice of Safety Management
- Major Challenges in Oil and Gas Business
- Economic and Technological Trends in Oil and Gas Business

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|-----------------|----------------|-----------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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| AUGUST | SEPTEMBER | NOVEMBER | OCTOBER | DECEMBER |
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| 24th- 28th | | 23rd- 27th | 26th – 30th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

CATHODIC PROTECTION ESSENTIALS

Foundation

This training workshop provides an introduction to cathodic protection systems for all types of facilities, including an understanding of the corrosivity of soils on steel based materials, and provides guidelines for designing cathodic protection systems for underground and above ground structures.

Why you need this training

The training contents will cover applicable codes and standards, corrosion phenomena, and the principals of the cathodic protection systems for enhanced knowledge and capacity development.

Training Objectives

At the end of the training, participants will be able to:

- define the corrosion process;
- describe the effects of different factors involved in the corrosion process;
- discuss Galvanic Cathodic Protection System; and
- appropriately recommend cathodic protection design for various types of underground and above ground structures.

Target Audience

Petroleum engineers, Reservoir engineers, Technicians, Field supervisors and all those charged with Pipeline maintenance



Course Outline

- Introduction to Cathodic Protection
- Corrosion: An Overview
- Corrosion and CP Analysis
- Corrosion Control
- Cathodic Protection Criteria and Baseline Analysis.
- Measurement of CP Circuits
- CP Monitoring, Measurement and Acceptance Criteria
- Overland Survey Methods and Analysis
- Stray Current and Corrosion Testing
- Investigation and Maintenance
- Maintenance and Trouble Shooting

TRAINING DURATION: 2 WEEKS

DATES

MARCH

2nd – 13th
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OCTOBER

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12th – 23rd
17th – 30th

NOVEMBER

2nd- 13th
9th – 20th
16th – 27th

DECEMBER

7th – 18th

TRAINING VENUES:

Accra, Ghana
Dubai, UAE
United Kingdom

Course Fee:

**To be communicated
on request**

OIL FIELD CORROSION MANAGEMENT



Foundation

A large amount of the unforeseen incidents that occur in process plants are related to corrosion and erosion, and corrosion management is therefore essential to maintain the integrity of the facility. As the requirements for improved productivity and cost effectiveness increase, combined with an increased attention to safety and environmental issues, activities related to corrosion management play an increasingly important role. Safe operation depends on preventing loss of containment; however cost savings are also obtained through managing critical parameters and activities related to corrosion and material degradation.

Why you need this training

This training workshop is systematically sound and progresses from the basic to specific field techniques of corrosion mitigation with sufficient broadly accurate principle, based on practice rather than theory.

Training Objectives

At the end of the training, participants will be able to:

- discuss the basics of corrosion chemistry;
- describe the main corrosion mechanisms occurring in oil and gas production and processing systems;
- explain the different types of damage caused by corrosion;
- identify the various methods of corrosion control;
- describe the items to consider in corrosion inhibitor selection; and
- apply the various techniques of corrosion control.

Target Audience

Personnel in the Petroleum and Allied Industries involved with the problems of corrosion and water handling in process operations.

Course Outline

- An Overview of Electrochemistry
- Metallurgy Relevant to Corrosion
- A Glimpse into Rate of Corrosion
- Forms of Corrosion
- Corrosion Control Techniques
- Corrosion Monitoring
- Corrosion of Water system: Water Treatment and Steam System
- Corrosion Economics
- Safety Strategies

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
| 9th – 20th | 13th – 24th | 11th – 22nd | 8th – 19th | 11th – 22nd |
| 16th – 27th | | | 15th – 26th | |

| AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER |
|-------------|-------------|-------------|-------------|------------|
| 3rd – 14th | 7th- 18th | 5th – 16th | 2nd- 13th | 7th – 18th |
| 10th – 21st | 14th – 25th | 12th – 23rd | 9th – 20th | |
| 17th - 28th | | 17th – 30th | 16th – 27th | |

TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee:

**To be communicated
on request**

NATURAL GAS GATHERING, TRANSMISSION, DISTRIBUTION AND MANAGEMENT

Foundation

Natural gas is a mixture of gases which are rich in hydrocarbons. All these gases are naturally found in atmosphere. Natural gas reserves are deep inside the earth near other solid and liquid hydrocarbons beds like coal and crude oil. Natural gas is not used in its pure form; it is processed and converted into cleaner fuel for consumption. Many by-products are extracted while processing of natural gas like propane, ethane, butane, carbon dioxide, nitrogen, etc, which can be further used.

Why you need this training

The training course will cover all aspects of gas plant processing, transmission, distribution and management. This includes review of the gas laws, calculations of natural gas properties, inlet separation, condensate stabilization, sweetening processes, dehydration processes, refrigeration, LPG fractionation and gas sweetening processes, the focus will be on important operating principles, process control variables, operating problems and pertinent calculations, distribution and management.

Training Objectives

At the end of the training, participants will be able to:

- discuss the natural gas process;
- identify the characteristic of natural gas;
- discuss natural gas production and techniques;
- explain natural gas transmission, storage, management and control.



Target Audience

Field Operators, Technical Supervisors Engineers and Management staff involved in gas operations in major petroleum production and Service companies, Gas companies, Refinery Staff involved with Gas Plant Systems and Decision Makers in the Petroleum Industry.

Course Outline

- Characterization and composition of natural gas and related derivatives.
- Hydrocarbon fluids mechanics.
- Natural gas reservoirs and subsurface behavior of hydrocarbon fluids
- Natural gas operation: Surface and subsurface
- Natural Gas Production and Techniques
- Rotating Machines and their Application/Optimization in natural gas Transport
- Gathering and Pipelines system design, conceptualization sizing and topography and route selection
- Gas Pipelines Simulation and Network Analysis
- Natural Gas Conditioning, Processing, Scrubbing

TRAINING DURATION: 2 WEEKS

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|---------------|------------------|----------------|-----------------|-----------------|
| 2nd – 13th | 6th – 17th | 4th – 14th | 1st – 12th | 4th – 15th |
| 9th – 20th | 13th – 24th | 11th – 22nd | 8th – 19th | 11th – 22nd |
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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

BASIC NATURAL GAS PROCESSING TECHNOLOGY



Foundation

Importance is placed on offering plant operating personnel an improved understanding of the process techniques and equipment used. The plant systems covered include: gas feed receipt and condensate stabilization; dew-point control and refrigeration systems; treating, dehydration and mercury removal of hydrocarbons; NGL recovery and fractionation as well as nitrogen rejection units. This improved understanding of plant process operations and effective process plant surveillance techniques will lead to an increased ability to achieve optimum, economical operating performance.

Why you need this training

This training programme covers natural gas process plant operations to achieve marketable products that meet desired product specifications.

Training Objectives

At the end of the training, participants will be able to:

- discuss the source of gas and types;
- apply the mechanics of natural processing science and technology;
- discuss the justification for gas processing and science of impurities;
- discuss technical problems associated with gas processing;
- apply unit operation of the separator systems;
- apply natural gas dehydration technology and elements of gas thermodynamics;
- apply process variables and control; and
- apply the principles of reservoir hydrocarbon fluids separation.

Target Audience

Technicians, Technologists, Engineers, Managers

Course Outline

- Elements of Hydrocarbons Nomenclature and Classification
- Elements of Source Point Phenomenon and Gas Reservoir Technology
- Hydrocarbons Systems Physical Properties
- Qualitative and Quantitative Natural Behaviour
- Basic Natural Gas Thermodynamics
- Water Hydrocarbon Phase Behaviour
- Natural Gas Processing Technology
- Natural Gas Conditioning and Stabilization
- System Process control and Management

TRAINING DURATION: 2 WEEKS

DATES

MARCH

2nd – 13th
9th – 20th
16th – 27th

APRIL

6th – 17th
13th – 24th

MAY

4th – 14th
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JULY

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| AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER |
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TRAINING VENUES:

Accra, Ghana

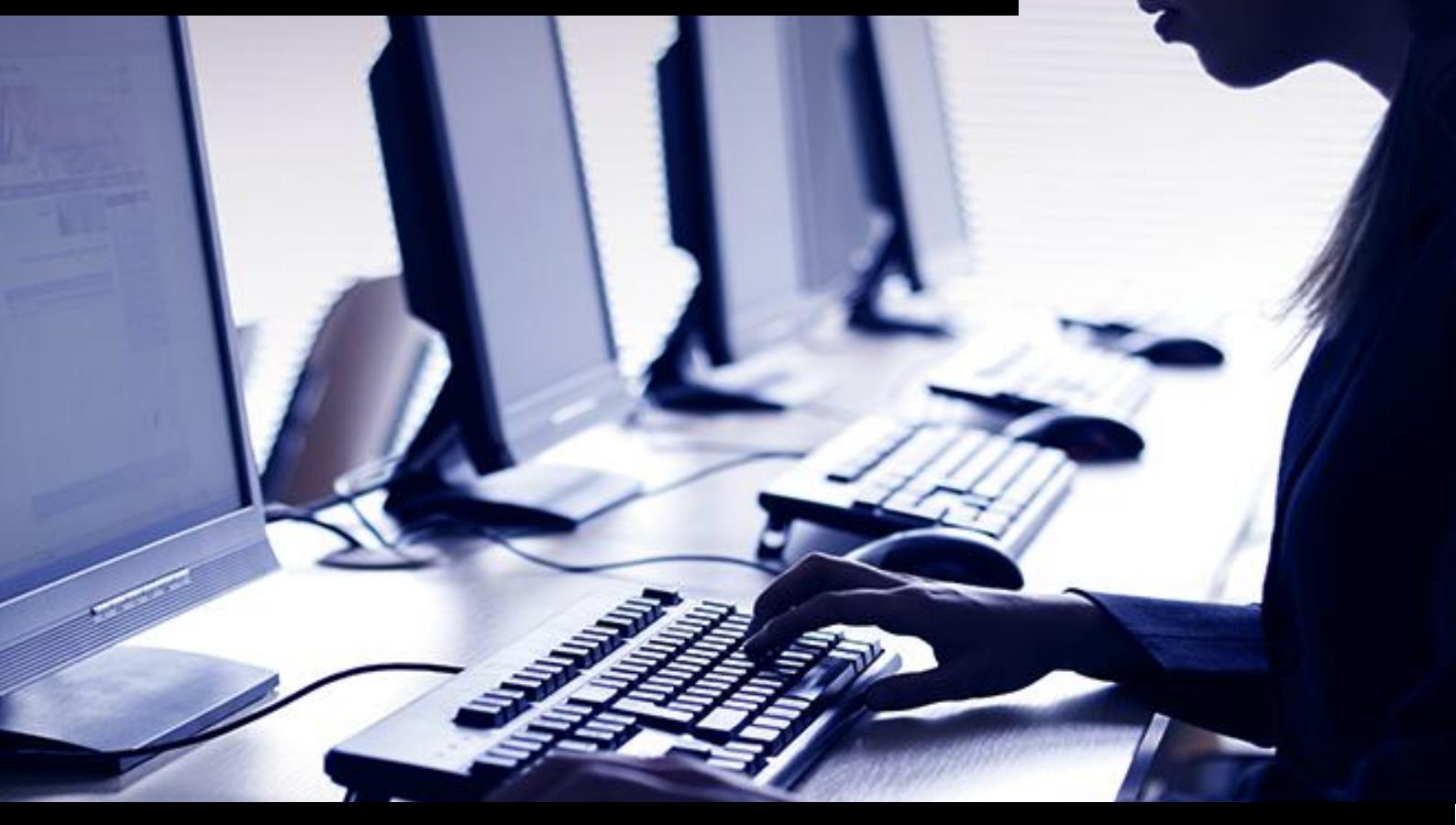
Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) COURSES



FUNDAMENTALS OF CYBER SECURITY AND IMPLEMENTATION



Foundation

Consequent on current cyber breaches at several organizations and institutions, it is now vivid that there is an increased sophistication, craftiness and determination of cyber-attacks that organizations are facing today from organized cyber-criminals, as well as threats from within the organization. Therefore, organizations are today constantly assessing their cyber-networks in order to identify vulnerable areas, and put in mitigations to safeguard their networks and business.

Why you need this training

This training workshop is therefore designed to focus on modern network threats; securing network devices; authentication; authorization and accounting; intrusion prevention and managing a secure network using CISCO approach to cyber security.

Training Objectives

At the end of the training, participants will be able to:

- discuss the evolution of network security;
- differentiate computer network viruses, worms and Trojans;
- explain the techniques used to mitigate viruses; worms and trojans;
- describe the importance of authentication, authorization and accounting;
- configure AAA authentication using the CLI to validate users against a local database;
- discuss the use of firewalls to secure networks; and
- use ACLs to mitigate common network attacks;

TRAINING DURATION: 2 WEEKS

DATES

MARCH

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9th – 20th
16th – 27th

APRIL

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MAY

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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

OFFICE AUTOMATION



Foundation

Office automation refers to the integration of office functions usually related to managing information. There are many tools used to automate office functions and the spread of electronic processors inside computers as well as inside copiers and printers is at the center of most recent advances in office automation. In contemporary times, significant changes have taken place in the office as various automated office systems and technologies have been introduced, and every function has been affected; clerical and secretarial operations have been altered as word processing and electronic information storage and retrieval system have replaced the typewriter and filing cabinet. However, with the increased application of information technology in business operations, there is growing concern for improving office processes.

Why you need this training

It is not an overstatement that office automation tools, if properly utilized could improve the efficient and effectiveness of services of office support staffs in organizations. Therefore, this workshop is designed to equip participants with required knowledge and skills for better utilization of office automation tools for enhanced productivity.

Training Objectives

At the end of the training, participants will be able to:

- At the end of the training, participants will be able to:
- identify office automation tools;
- use appropriate automation tools for document production, storage, retrieval and dissemination;
- schedule and conduct meetings using automation tools;
- apply best practices and standards in managing office;
- use text processing and electronic mail;
- use information storage and retrieval; and
- utilize personal assistance features;
- effectively manage task through office automation.

Target Audience

Office Secretaries and Personal Assistants in both Private and Public Organizations

Course Outline

- Office Automation Tools: An Overview
- Using Automation Tools for document Production, Storage, Retrieval and Dissemination
- Automation Tools: Scheduling and Conducting Meetings
- Text Processing and Electronic Mail
- Information Storage and Retrieval
- Task Management using Office Automation.
- Contemporary Practices in Office Automation

TRAINING DURATION: 1 WEEK

DATES

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

ELECTRONIC RECORDS MANAGEMENT AND ARCHIVING



Foundation

The difficult task of securing confidential information is simplified with an electronic record management system. Electronic Record Management System is a system that manages the creation, storage and control of documents electronically. The shift to electronic documents is definitely a great cost-saving opportunity for most organizations.

Why you need this training

This training programme is intended to allow participants gain relevant knowledge and skills to design and develop approaches for effective Electronic Records Management and Archiving.

Training Objectives

At the end of the training, participants will be able to:

- convert data from one media to other;
- create e-records file structure;
- manage electronic records and database;
- manage electronic filing system;
- archive records; and
- plan for security of electronic records and data archives.

Target Audience

Administrative Staff, Archivists, Librarians, Office Technologists and Information Officers, Office Secretaries and Personal Assistants in both Private and Public Organizations

Course Outline

- Overview of Electronic Records Management
- Tools and Techniques of Electronic Records Management
- Task and Paper Management
- Data Conversion Tools
- Creating E-record File Structure
- Managing Electronic Records and Database
- Managing Electronic Filing System
- Securing Electronic Records

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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- Certificate of Completion

CONTEMPORARY INFORMATION TECHNOLOGY MANAGEMENT

Foundation

Contemporary business operations cannot be perceived without the Internet, which is the synonym for information and computing infrastructure, since it is used to transfer, process and store information. Information will provide a reliable base for making business decisions provided that its safety, authenticity and integrity are guaranteed. In the event that these security service methods are violated, digital forensics methods are used to detect and repair incidental events. Reliable and secure information is transformed into valid and efficient business decisions using intelligent systems and data mining methods.

Why you need this training

The modern period of society development is characterized by the strong influence of computer technology and it has penetrated into all spheres of human activity. It provides the distribution of information into society, by forming a global information center. Information technology (IT) has become a vital and integral part of every business plan. From multi-national corporations who maintain mainframe systems and databases to small businesses that own a single computer, IT plays a role. The reasons for the universal use of computer technology in business can best be determined by looking at how it is being used across the business world. This training programme is intended to allow participants gain relevant knowledge and skills in contemporary information technology management.

Training Objectives

At the end of the training, participants will be able to:

- identify information technology tools and devices;
- state the uses of various information systems;
- explain methods of information processing;
- utilize internet technology to address business problems; and
- apply information technology to facilitate business processes and information management.



Target Audience

Cashiers, Records and Information Officers, Research and Development Officers and Management Information Systems Officers

Course Outline

- An Overview of Information Technology Tools and Devices
- Information Systems
- Fundamentals Information Processing
- Intricacies of Internet Technology
- Programming
- Security Management
- Network and System Administration

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
| 9th – 13th | 13th - 17th | 11th – 15th | 8th - 12th | 13th – 17th |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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DIGITAL INFORMATION MANAGEMENT FOR PERFORMANCE IMPROVEMENT

Foundation

Information management has become a vital and integral part of our everyday life and has become critical for the survival and growth of modern organizations. Its application automates office systems thus assist managers to make realistic decisions; model successful business practices and transform the business into a knowledge-based enterprise. In an information technology driven world where knowledge is increasing exponentially, it is necessary we equip ourselves with the requisite tools for us to be abreast with the trends of the era we are.

Why you need this training

This workshop is designed to expose participants to the techniques of managing digital information effectively for enhanced organizational performance and productivity.

Training Objectives

At the end of the training, participants will be able to:

- improve accuracy and timeliness of data;
- apply the use of computers and IT devices for data manipulation;
- apply internet technology to address business problems;
- use multimedia technology to design and implement professional computer-based presentation;
- facilitate and enhance organization's ability to make informed decisions;
- increase system effectiveness and efficient access to data;
- provide relevant information in a timely, usable, cost-effective and accurate manner to improve service delivery; and
- preserve information in a manner that retains the information authenticity, reliability, accessibility and integrity as long as required.



Target Audience

Managers, Supervisors, Researchers, Human Resource Personnel and Training Managers, Persons interested in Information Management

Course Outline

- Digital Information Management: An Overview
- Introduction to Digital Collections
- Introduction to Applied Technology
- Managing the Digital Information Environment
- Preserving Digital Collections
- Advanced Digital Collections

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
|-------------|-------------|-------------|-------------|-------------|
| 2nd - 6th | 6th – 10th | 4th – 8th | 1st – 5th | 6th- 10th |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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OPERATIONS MANAGEMENT COURSES



DEVELOPING CONTEMPORARY SKILLS IN FACILITY MANAGEMENT



Foundation

When facility management becomes effective, combining resources and activities, it becomes vital to the success of any organization. At a corporate level, it contributes to the delivery of strategic and operational objectives. On a day-to-day basis, effective facilities management provides a safe and efficient working environment, which is essential to the performance of any business whatever its size and scope.

Why you need this training

Within this fast growing professional discipline, facility managers have extensive responsibilities for providing, maintaining and developing a myriad of services. These range from property strategy, space management and communications infrastructure to building maintenance, administration and contract management. Hence, there is the need for capacity building and skills enhancement for facility managers to be able to deliver best results and excellence service delivery.

Training Objectives

At the end of the training, participants will be able to:

- discuss facilities management;
- apply best practice techniques in Facilities Management;
- apply cost effective facilities management plans that support and enhance business objectives;
- evaluate procurement options which provide the greatest leverage and reduced costs;
- prepare facilities management team into a high performance business unit, delivering productive and effective business outcomes; and
- develop a holistic view of facilities management.

Target Audience

Facilities Managers, Property Managers, Estate Managers, Procurement Managers, Contract Managers, Building Maintenance Managers, Building Engineers, Building Services Managers, Heads of Maintenance Support, Facilities Engineers, Estate Service Officers, Contract Administrators, Chief Operations Managers.

Course Outline

- Facilities Management: An Overview
- A Glimpse into Project Management
- Facilities Operation, Management and Space Management
- Technology Options in Facilities Management,
- Communication and Leadership
- Procurement Options, Outsourcing and Supplier Management
- Budgeting and Financial Skills for Facilities Managers
- Facilities Safety and Security

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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LOGISTICS AND SUPPLY CHAIN MANAGEMENT

Foundation

Organizations and institutions are shifting their focus beyond gains from internal operational improvements to the new frontier which lies in exploiting opportunities for cooperation, and the leverage inherent in the supply chain. The shift of focus to supply chain performance enhances the ability to meet customer needs regularly, and on-time.

Why you need this training

This training programme is set to develop participants' knowledge and skills for effective logistics and supply chain management to be able to exceed customer-expectations.

Training Objectives

At the end of the training, participants will be able to:

- discuss inventory, logistics procurement and service level management;
- state the best practices in logistics management and its implications for all levels in an organization;
- identify the key elements of customer service and design the most profitable approach;
- plan the processes of supply chain; and
- apply supplier and customer partnership to work in order to reduce costs and improve service delivery.



Target Audience

Senior and middle Level Managers with responsibility for managing some component of their organization's supply chain, Senior Managers in Production, Logistics, Marketing and Finance, Facilities Managers, Property Managers, Estate Managers, Procurement Managers, Contract Managers, Building Maintenance Managers, Building Engineers, Facilities Engineers, Contract Administrators, Chief Operations Managers.

Course Outline

- Supply Chain Management: An Overview
- Managing Procurement
- Processes Planning in Supply Chain Management.
- Inventory Management
- Logistics Management
- Supply Chain Management Metrics
- E-Commerce and IT Impact on Supply Chains
- Assessment of Key Supply Chain Management Issues.

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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PRODUCTION MANAGEMENT INTRICACIES

Foundation

Production management is a set of activities that embrace planning, coordination, supervision, control and decision-making regarding resources and outputs of a production process. It often applies to the organizational functions in charge of the entire production activities, including volume, cost and quality associated to them. Production management is one dimension of business management. It focuses on the transformation process of inputs and raw materials into the company's finished products, which differ from functions, specialized on other dimensions such as marketing, sales, distribution, finance and information systems.

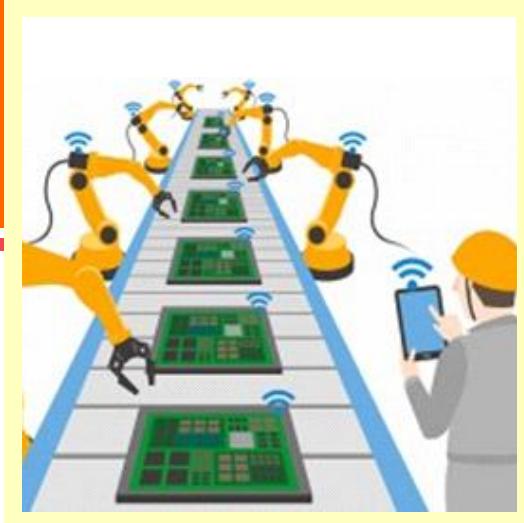
Why you need this training

The production management should guarantee the successful implementation of the company's production strategy which involves the application of certain technologies and achievements of pre-set goals related to production mixes, unit costs, quality, and production capacity. This training workshop will enhance participants' knowledge and skills for effective production management.

Training Objectives

At the end of the training, participants will be able to:

- identify the need for feedback and control in a production system;
- define the objectives and challenges of achieving inventory control;
- discuss the importance of work study and work measurement in productivity control;
- apply methods of production management as it applies to projects through network analysis;
- discuss the role of maintenance of facilities in production management; and
- describe the role of procuring in production.



Target Audience

Senior Managers in Production, Operations Managers, Engineers and Supervisors working in production and quality maintenance.

Course Outline

- Production Management: An Overview
- Feedback and Control in Production
- Inventory Control in Production
- Work and Method study
- Quality Control and Management in Production System
- Purchasing and Materials Management
- Production System: Issues in Environmental Sensitivity

TRAINING DURATION: 1 WEEK

DATES

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

The fee for the training is **N69,500** per participant.

The fee covers the following:

- Course fee
- Training Manual
- Writing Materials
- Training Bag
- Tea break and Lunch
- Group Photograph
- Certificate of Completion

EFFECTIVE INVENTORY PLANNING AND MANAGEMENT



Foundation

Inventory planning refers to the process that any organization adopts to determine the optimal quantity as well as timing, with the sole aim of aligning such plans with the organization's capacity to produce and make sales. Inventory planning, usually affects the company in a number of ways.

Why you need this training

It is important for business owners and managers to consider a robust inventory planning since it creates business forecasts that ensure the business ascertains how much it should produce and supply to customers in order to meet the market demand.

Training Objectives

At the end of the training, participants will be able to:

- make needed changes to methods to improve customer service whilst achieving reductions in inventory;
- eliminate uneconomical costs;
- avoid those internal problems that limit performance in inventory planning;
- gain value for money; and
- implement the essential tools for managing inventory in the supply chain.

Target Audience

This course is for those who are new to inventory management, and need to gain an awareness of the issues and key drivers of stock control, operations inventory, stock, Supply chain, logistics, warehouse and distribution supervisors and professionals, owners, operators and directors of companies who hold stock and inventory.

Course Outline

- Inventory Planning
- Inventory Management
- Supply Chain Essentials
- Product Classifications
- Inventory Costs and Service
- Model for Inventory Planning
- Replenishment Methods
- Demand Forecasting
- Stock Coding, Recording and Checking

TRAINING DURATION: 1 WEEK

DATES

| MARCH | APRIL | MAY | JUNE | JULY |
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Abuja

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MARKETING COURSES



STRATEGIC MARKETING FUNDAMENTALS

Foundation

Strategic Marketing is the way a firm effectively differentiates itself from its competitors by capitalizing on both current and potential strengths in order to consistently provide better value to customers than its competitors. Strategic Marketing is a method of planning, developing and implementing operations to obtain a competitive edge in your chosen position.

Why you need this training

This process of strategic marketing is necessary to outline and simplify a direct map of the company's objectives and how to achieve them. A company wanting to secure a certain share of the market, should ensure they clearly identify their mission, survey the industry situation, define specific objectives and develop, implement and evaluate a plan to guarantee they can provide their customers with the products they need, when they need them. The main objective of any company should be customer satisfaction, so they may dominate the market and become leaders in their industry and thus providing substantial business satisfaction. In order to do that, their marketing strategy must be perfected to create delight in their customers and beat out the competition, hence the need for this training course.

Training Objectives

At the end of the training, participants will be able to:

- define the strategic marketing process;
- differentiate between traditional and strategic approach to marketing;
- identify the key elements in strategic marketing process;
- explain the key marketing activities that drive value; and
- apply current techniques in strategic online marketing.



Target Audience

Marketing Managers and executives, Marketing Officers, Business Development and Product Managers and Officers with limited experience of the course

Course Outline

- Definition and Purpose of Strategic Marketing
- The 3 phases of the Strategic Marketing Process
- Guidelines for Effective Strategic Marketing Process
- Challenges of Strategic Marketing Process
- PEST Analysis in Implementing Marketing Strategy
- Elements of Strategy marketing
- Strategic Marketing Planning Process
- Key Issues in Strategic Marketing Decision-making
- Online Marketing Strategies

TRAINING DURATION: 1 WEEK

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EFFECTIVE OUTDOOR ADVERTISING: MARKETING INTRICACIES AND STRATEGIES



Foundation

Outdoor Advertising is any advertising done outdoors that publicizes your business's products and services. Types of outdoor advertising include billboards, bus benches, interiors and exteriors of buses, taxis and business vehicles, and signage posted on the exterior of your own location.

Why you need this training

Outdoor advertising works well for promoting the product and services of your clients in specific geographic areas. While billboards, bus benches, and transit advertising can be very effective for the small-business owner, any successful outdoor campaign begins with your own location's signage. The outdoor sign is often the first thing a potential customer sees. It is important to note that the sign is expected to be sufficiently bright and conspicuous to attract attention and sufficiently informative to let prospective customers know what's sold there.

Remember that you never get a second chance to make a first impression, so give this important marketing tool your best efforts through adequate training and retraining of personnel saddled with the responsibilities of marketing outdoor advertising in your organization.

Training Objectives

At the end of the training, participants will be able to:

- apply the rudiments of outdoor advertising;
- apply the requisite skills and knowledge for effective marketing of outdoor advertisement;
- create a marketing plan;
- apply the basics of identifying their target market; and
- apply innovative and creative skills for effective outdoor marketing.

Target Audience

Marketing Managers and executives, Marketing Officers, Business Development and Product Managers and Officers with limited experience of the course

Course Outline

- Rudiments of Outdoor Advertising: An Overview
- A Glimpse into Marketing Fundamentals
- Identifying your Target Market
- SWOT and PEST Analysis
- Creating a Marketing Plan
- Cost Effective Marketing
- Branding as a Marketing Tool
- Pricing as a Marketing Strategy
- Building your Marketing Team

TRAINING DURATION: 1 WEEK

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COMPETITIVE BUSINESS ENVIRONMENT: CUSTOMERS RELATIONSHIP MANAGEMENT

Foundation

Customer relationship management (CRM) is an approach to manage a company's interaction with current and potential customers. It uses data analysis about customers' history with a company to improve business relationships with customers, specifically focusing on customer retention and ultimately driving sales growth.

Why you need this training

Customer relationship management is concentrated upon the development of a customer-focused business culture that will beat any competition. Therefore there is the need for this training course on CRM, where participants will be equipped with the requisite skills and knowledge for astounding sales performance.

Training Objectives

At the end of the training, participants will be able to:

- discuss customer relationship management (CRM);
- identify competition in the business environment;
- develop strategic customer relationship management;
- apply sales force automation, marketing automation, and service automation
- discuss the systems of CRM; and
- ensure customer satisfaction through CRM implementation.



Target Audience

Customer Relationship Officers, Sales and Marketing Executives, Marketing Managers and executives, Marketing Officers, Business Development and Product Managers and Officers with limited experience of the course

Course Outline

- Customer Relationship Management: An Overview
- Strategies for Identifying Competitive Business Environment
- Developing Strategic Customer Relationship Management
- Sales Force Automation
- Marketing Automation
- Service Automation
- Developing CRM Systems
- Customer Satisfaction through CRM Implementation

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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BUILDING AN EFFECTIVE MARKETING NICHE FOR YOUR PRODUCTS AND SERVICES

Foundation

It is important for a business organization to find unique niches which are safe and profitable for the organization, and therefore devote all its efforts serving that market effectively through specialization.



Why you need this training

This course has been well researched to support organizations in identifying profitable niches in the business market, in order to survive stiff competition raging around them.

Training Objectives

At the end of the training, participants will be able to:

- define basic marketing concepts;
- analyze market competition;
- identify the marketing tools employed in segmenting the market;
- formulate marketing strategies; and
- apply marketing strategies to assist in maintaining the market share of a product or service.

Target Audience

Brand Managers, Manufacturers' Agents, Merchandise Managers, Promotion Managers and Sales Representatives, Customer Relationship Officers, Sales and Marketing Executives, Marketing Managers and executives, Marketing Officers, Business Development and Product Managers and Officers with limited experience of the course

Course Outline

- Marketing Concepts and Tools
- Concept of Marketing Niche
- Analyzing Market Competition
- Market Segmentation, Targeting and Positioning
- Strategies for Formulating and Implementing Niche

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

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BUILDING A CUSTOMER-CENTRIC ORGANISATION

Foundation

It is important for organizations to note that becoming customer centric should be of utmost importance to any organization. Customer service excellence gives an organization a competitive advantage in the marketplace and is the key factor that keeps customers coming back. Successful organizations understand the importance of developing a customer centric mindset and deliberately restructure their customer service model to increase customer satisfaction and brand loyalty. Today, customers have an increasing range of choice: choice of supplier, choice of channel, choice of products and services. Their loyalty is determined by the quality of the experience they receive.

Why you need this training

This training course will equip participants with the communication skills, technology tools, and motivation they require to build strong customer relationships, and develop a customer centric organization. Participants will also learn effective customer centric strategies and best practices to provide world-class customer service experience to their clients.

Training Objectives

At the end of the training, participants will be able to:

- improve the skills of service personnel;
- proactively manage and control customer expectations;
- establish the importance of setting and reviewing customer service standards;
- develop an understanding of internal and external customer expectations;
- communicate more effectively by utilizing active listening and questioning skills;
- demonstrate how to deal with difficult or demanding customers in a professional manner; and
- utilize stress management techniques to increase job satisfaction.



Target Audience

Brand Managers, Promotion Managers, Sales and Marketing Representatives, Customer Relationship Officers, Sales and Marketing Executives, Marketing Managers and executives, Marketing Officers, Business Development and Product Managers and Officers and Frontline customer service representatives (CSR).

Course Outline

- Building a Customer Centric Organization: An Overview
- Steps for Implementing a Customer Centric Service Model
- Understanding Customer's nonverbal Communication
- Developing a Top-Down Customer Centric Culture
- Understanding Customers' Personality types
- A Glimpse into Customer Loyalty Chain
- Measuring and Monitoring Customer Satisfaction
- Strategies for working with difficult and demanding customers
- Strategies for Customer Service Excellence

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Accra, Ghana

Dubai, UAE

United Kingdom

Course Fee:

**To be communicated
on request**

MANAGING SERVICE QUALITY AND CUSTOMER SATISFACTION

Foundation

In this increasingly dynamic and competitive world, customers are in a position where they always demand for increased levels of service quality. Consequent on this, there is the need for organizations to look for proactive ways to manage quality and continuously seek to improve levels of customer satisfaction.

Why you need this training

In this training programme, participants will learn about customer service and quality management tools and also be equipped with the requisite skills and knowledge on how to improve customer satisfaction. They will also improve their skills as service personnel and learn how to proactively manage and control expectations.

Training Objectives

At the end of the training, participants will be able to:

- describe how to use quality management tools and methods;
- build strong customer relationships;
- influence and set customer expectations;
- measure their level of customer focus;
- apply a variety of methods to get closer to the customer;
- implement improved people skills to enhance customer service;
- improve service to internal customers as well as external customers; and
- use skills to build effective customer relationships.



Target Audience

Brand Managers, Promotion Managers, Sales and Marketing Representatives, Customer Relationship Officers, Sales and Marketing Executives, Marketing Managers and executives, Marketing Officers, Business Development and Product Managers and Officers and Frontline customer service representatives (CSR).

Course Outline

- Introduction to Quality Management and Customer Service
- Quality Management: An Overview
- Understanding Customer Needs and Expectations
- Tools and Techniques for Service Quality
- Effective Quality Management
- Continuous Improvement in Quality Management
- Service Quality Tools and Techniques
- Managing Customer Expectations
- People Skills to Deliver Excellent Customer Service
- Strategies for Dealing with Difficult Customers

TRAINING DURATION: 1 WEEK

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TRAINING VENUES:

Lagos

Abuja

University of Ibadan, Ibadan

Course Fee: N69,500

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The fee covers the following:

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- Writing Materials
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MANAGING SERVICE QUALITY AND CUSTOMER SATISFACTION

Foundation

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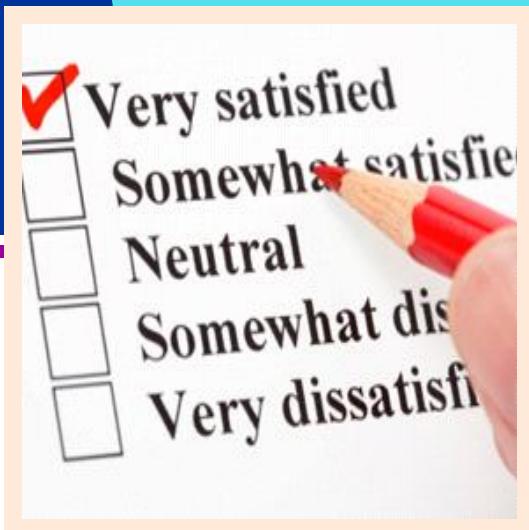
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Training Objectives

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- implement improved people skills to enhance customer service;
- improve service to internal customers as well as external customers; and
- use skills to build effective customer relationships.



Target Audience

Brand Managers, Promotion Managers, Sales and Marketing Representatives, Customer Relationship Officers, Sales and Marketing Executives, Marketing Managers and executives, Marketing Officers, Business Development and Product Managers and Officers and Frontline customer service representatives (CSR).

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Lagos

Abuja

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PAYMENT DETAILS

Account Name: Knowledgepool Consulting Limited

Bank Name: Zenith Bank Plc.

Account Number: 1014031190

Sort Code: 00000127

FURTHER ENQUIRY

Phone Numbers: 08106871518, 09049153793

Email: knowledgepoolconsultinglimited@gmail.com

NOTE

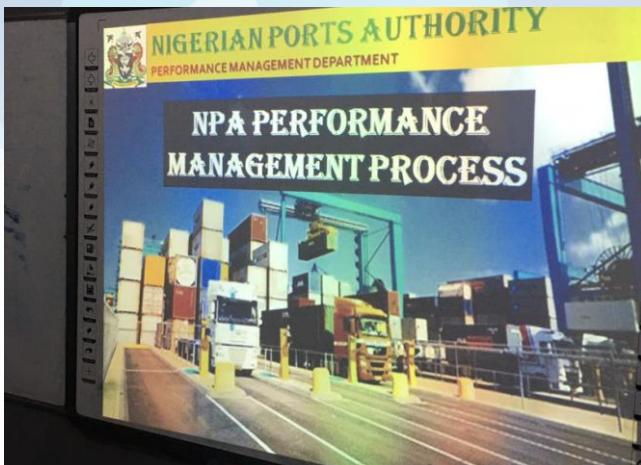
Interested organizations should note that training courses can be rescheduled to an earlier or later date based on request.

CONCLUSION

Consequent on all the above, we wish to use this medium to call for the nomination of your officers and personnel within the category of the stated target participants or others from your organization you may consider as relevant participants to attend the training.

We are looking forward to your participation.

Thank you.

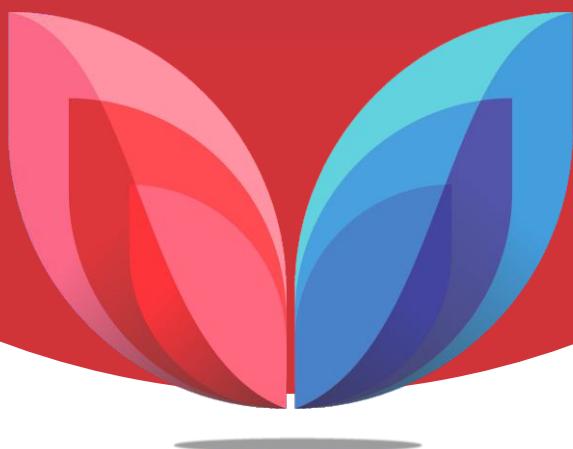


OUR MISSION

To render unique services, packaged to meet our clients' organization's ever growing and changing needs for accelerated development.

OUR VISION

To be highly rewarding in our quest to building completely satisfied clients.



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