

# GOS INHOUSE TRAINING PROGRAMS

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## Management Leadership Training

### **Course Objective:**

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

- Know their leadership style and how it impacts on others
- Communicate elegantly and effectively
- Build a motivated and inspired team of people
- Develop a plan to create ongoing success
- Motivate and inspire employees
- Coach and develop staff effectively
- Resolve conflicts quickly
- Build and lead high performing teams
- Resolve performance issues quickly and effectively
- Delegate tasks with confidence
- Understanding what causes stress and learn to take action steps to remedy the causes and the symptoms of the stress
- Organise their time and workload

### **Course Content:**

#### **Introduction & Objectives**

##### **What makes an effective manager?**

Here we look at the difference between management and leadership, what are the key duties of a manager?, what makes an outstanding manager? management best practice

##### **Exploring your managerial style/potential**

Take a managerial assessment to find out your current managerial style and how to use this back at the workplace, management styles team game, find out what your style means to your team and how to develop your managerial skills further

##### **Coaching & Feedback Skills**

Learn how to coach and give feedback to your staff members to help their personal and professional development. Learn different models of coaching and how to give positive and constructive feedback to apply these to fit the situation. i.e. formal coaching sessions, on the job coaching, reviews, etc

##### **Communication & Influencing Skills**

Learn how to be a master communicator and how to get your point across in a clear, concise and positive manner. Learn how to make small talk with strangers, the importance of non-verbal communication and how to influence others to see your point of view so that you sell your idea effectively.

**Managing Conflict**

Learn how to manage conflict more effectively. Learn communication and process techniques to be able to handle any conflict situation that may arise.

**Managing Performance**

Learn how to set goals, objectives and put development plans together with your staff. Learn how to review performance and how to manage under-performers. Learn how to deal with difficult people in an effective manner.

**Building High Performance Teams**

Building highly effective and performing teams is an essential objective in your role. Learn how to get all of the members in your team to work together and to exceed all targets that are asked of you.

**Motivation Skills & Understanding Others**

Learn what makes people tick and what gets them out of bed in the morning and how to use this to your advantage. Learn how to elicit your staff's motivations, values and beliefs and how to tailor your communications with them to motivate them to do an outstanding job in all that they do.

**Time Management & Delegation Skills**

Managing your time and juggling workloads is a difficult task. Learn how to prioritize your work and know how to manage conflicting priorities. Gain an appreciation of the difference between "importance" and "priority" and how to effectively delegate your work.

**Stress Management For Busy Executives**

Our lives are so busy, and it can be hard to implement some stress reducing techniques into the daily routine. You will develop a full understanding of what causes stress and learn to take action steps to remedy the causes and the symptoms of stress.

**Understanding Your Own Managerial & Learning Styles**

Understanding yourself and others is critical for any manager to succeed. Take some assessments and tests and get feedback on your own style and what it means to you and everyone in your team.

**Course Duration:** 3 days

Time schedule will run from 9:00a.m. to 5:00p.m.

**Class Size:**

The class size is expected not to be more than 25 people per stream

**Course Fees:** ₦70,000 (Seventy-Five Thousand Naira Only) per participant per day

# Exceptional Customer Service

## Objectives of the Training

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

- Understand the importance of Customer and Customer Service.
- Understand what Customer Service means from the BPE perspective.
- Learn to identify and analyze customer needs.
- Identify internal and external customers.
- Identify service improvement opportunities through “Moment of Truth” and Service-Profit chain.
- Understand and create Customer Delight
- Practice complaint handling skills and recognize the most common reasons for Customer complaints.
- Tips to practice and demonstrate Exceptional Customer Service
- Develop service recovery skills

## Course Content

- *Our Story*
- Primary Indicator Of Business Success
- Why Companies Lose Customers
- What Is Customer Service?
- Who Is Your Customer?
- Why Is Exceptional Customer Service So Important?
- The Service Profit Chain
- The Customer Satisfaction Model
- Products And Services
- 5 Top Important Things To Customers – RATER
- Calming Upset Customers Philosophy
- How To Avoid Turning A Dissatisfied Customer Into An Angry One
- Opportunities To Exceed Customer Expectations
  - Before
  - During
  - After
- Disney Customer Service Philosophy
- Communication And Customer Service
- Assessing Customer Service Quotient
- Why Good Companies Give Poor Service
- Framework For Great Service
- Team Building Through Experiential Learning
- Stress Management
- The 14 Standard Key Tests Of Exceptional Customer Service
- Proven Strategies And Best Practices To Achieve Excellent Customer Service
- High Performing Companies Who Consistently Achieve Excellent Customer Service

Activity 1	-	Who is my customer?
Activity 2	-	Why Bother with Customer Care?
Activity 3	-	Defining Excellent Customer Service
Activity 4	-	Customer Service Examples

#### Exceptional Customer Service Videos

Video 1	-	The Essence Of Customer Service
Video 2	-	Building Customer Goodwill & Trust
Video 3	-	Turning Around Angry Customers

#### Program Duration

- Program duration is 3 days.
- Time schedule will run from 9:00a.m. to 5:00p.m.

#### Class Size:

The class size is expected not to be more than 25 people per stream

**Course Fees:** ₦50,000 (Fifty Thousand Naira Only) per participant per day

# Performance Management

## Objectives of the Training

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

- Understand how to conduct successful performance appraisals
- Learn how to prepare for a performance appraisal interview
- Set SMART performance goals
- Highlight key result areas and their related performance indicators
- Recognise good and poor performance and the approaches to manage each equally effectively
- Understand various biases affecting appraisee performance rating
- Learn how to give effective feedback

## Course Content

- Introduction and objectives
- Definition and focus of Performance Appraisal
- Current research findings on performance management
- Developing an appraisal form
- Understanding the appraisal process
  - Preparation
  - How To Review Past Performance Objectively
  - How to listen actively
  - How to concentrate on performance rather than personalities
  - How to be specific about successes and failures
  - How to agree objectives
  - Identifying the benefits and constraints of performance reviews
  - Performance improvement cycle
  - Giving and receiving constructive feedback
  - Achieving accuracy, objectivity and consistency in assessment
  - Identifying good and poor performance and adopting approaches to each
  - Disciplinary and grievance procedures
  - Tips for creating an excellent appraisal system
  - Principles of effective performance coaching
  - Preparation for the performance review meeting
  - Conducting the performance review meeting

## Program Duration

- Program duration is 2 days
- Time schedule will run from 9:00a.m. to 5:00p.m.

## Class Size:

The class size is expected not to be more than 25 people per stream

**Course Fees:** ₦50,000 (Fifty Thousand Naira Only) per participant per day

# Basic Stress Management

**Key Take Away:** The workshop is designed to introduce the concept of stress (stressors and the stress response), its management and ancillary issues.

**Program Elements:** It includes:

- Pre-workshop Survey and Analysis
- Anatomy of Stress : Stressors vs. The Stress Response
- The Physiology of Stress
- Introduction to the Psychology of Stress
- Introduction to Stress and Nutrition
- Stress and the Chronic Disease Cycle
- Introduction to Emotional Intelligence and Stress
- Personal Development Strategies
- Essentials of Time Management
- Screening Exercises: Cardiovascular Checks, Biometric Stress Indicators, Weight Screening and Analysis(BMI), Random Blood Sugar Assay.
- Post-Workshop Support and SMS Campaign
- 1 year Subscription To Livinghealth Health Advisory Service

**Course Duration:** 2 days

**Target Participants:** These Include:

- Supervisors
- Middle Management Staff
- Staff at special risk of job-related-stress

**Course Fees:** ₦100,000 (One Hundred Thousand Naira Only) per participant which covers:

- Training Materials
- Certificate of Attendance
- Screening Tests
- One Biometric Stress Reader per participant
- Post-Workshop Support and SMS campaign
- 1 Year Subscription To Livinghealth Health Advisory Service

# Personal Effectiveness

## Objectives of the Training

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

- Identify the elements of Personal Effectiveness
- Acquaint themselves with the attributes, and requirements of personal effectiveness
- Identify the link between personal effectiveness and organizational effectiveness
- Manage time better – a vital and finite resource- using skills and techniques learnt
- Minimise time wasters and prioritize tasks effectively
- Organize themselves and others effectively.
- Use self-organisation and time management tools

## Course Modules

The programme has been structured into three (3) different modules to effectively capture the learning focus for this training and they include;

- Defining Personal Effectiveness
- Developing Personal Effectiveness
- Time Management Techniques

### Module 1: Defining Personal Effectiveness

Achieving effectiveness whether at the personal or organizational level is a daunting challenge most individuals and organizations are faced with. The increasing work load and the pressure to perform optimally in the midst of all manner of constraints and barriers has made the concept of effectiveness both at the personal and organizational level imperative for organizations desirous of market leadership.

Topics that will be covered under this module will include;

- Personal Effectiveness Defined
- Effectiveness vs Efficiency
- The elements of personal Effectiveness
- The impact of Personal Effectiveness on the Bottom Line

### Module 2: Developing Personal Effectiveness

Further to knowing the requirements of personal effectiveness is the need to walk the talk through conscientious application and commitment to the principles and demands of personal effectiveness.

This will entail fashioning out a plan of action on how to acquire the necessary skills and attributes required for effectiveness at the personal level. This module will cover topics such as;

- Self Management and empowerment
- The concept of developing personal vision and mission statements
- Principles of goal setting
  - What is a Goal?
  - Attributes of effective goals
  - Effects of goal setting
  - How to set goals
  - Setting long and short range goals
- Achieving Work- Life balance

### **Module 3: Time management techniques**

A familiar adage goes thus; “If you don’t know where you’re going, it does not matter which road you take or how long it takes you to get there”. It is important for individuals to understand that personal effectiveness means the ability to manage oneself adequately in order to deliver maximum results within the constant constraints of limited time.

At the end of his module, participants will be able to identify time wasters and use time saving techniques. Typical time wasters encountered at the work place will be examined and various techniques of overcoming these constraints will be explored. Time wasters to be explored will include;

- Personal Disorganisation
- Procrastination
- Lack of Planning
- Wrong Priorities
- Interruptions
- Inability to say No
- Slow Decision Making
- Ineffective Meetings
- Filing and Organisation of Records

### **Program Duration**

- Program duration is 3 days.
- Time schedule will run from 9:00am. to 5:00p.m.

### **Class Size:**

The class size is expected not to be more than 25 people per stream

**Course Fees:** ₦50,000 (Fifty Thousand Naira Only) per participant per day



# Report Writing

## Introduction

The importance of good writing skills can not be over emphasized. A good business letter commands attention and respect conveying professionalism and a sense of competence.

Businesses are won and lost based on presentations made on pieces of paper. The ability to therefore write persuasively and professionally is a skill that is required for the modern day executive.

## Objectives of the Training

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

- Identify the elements of Effective business writing
- Develop skills required for effective business writing
  - Identify the different forms of business writing

## Course Modules

- The elements of Effective business writing
- The different forms of effective business writing

### Module 1: The elements of effective business writing

This module will address the different elements of effective business writing. It will focus on introducing the participants to what is required to write effective business writings.

It will focus on the following topics;

- The five C's of good business writing.-
  - ❖ Clarity,
  - ❖ Cleanliness,
  - ❖ Completeness,
  - ❖ Conciseness
  - ❖ Courteousness
- The skills of effective business writing

## **Module 2: The different forms of effective Business writings**

There are different forms of business writings. Regardless of the form however the same rules apply. This module will focus on helping the participants familiarize themselves with all the forms of business writings.

This module will focus on the following topics;

- Memo Writing
- Letter Writing
- Proposal Writing
- Presentation development
- The structuring of an effective business letter and documents

### **Program Duration**

- Program duration is 2 days.
- Time schedule will run from 9:00a.m. to 5:00p.m.

### **Class Size:**

The class size is expected not to be more than 25 people per stream

**Course Fees:** ₦50,000 (Fifty Thousand Naira Only) per participant per day

# Team Building

## Introduction

Successful organizations worldwide have adopted and institutionalized the philosophy of team work to harness the different potentials and capabilities of their work force into useful synergy which translates into optimal productivity at all levels of the organization and that imparts positively on the bottom line.

One of the challenges that your company will face in the coming months is building high performing teams from the different groups of talented individuals that make up the respective regions in your company.

## Course Modules

The programme has been structured into three (3) different modules to effectively capture the learning focus for this training and they include;

Module 1: Why Teamwork?

Module 2: Understanding Self And Others

Module 3: Effective Team Management

### Module 1: Why Teamwork?

What do we mean by Teamwork? What does it entail? Why is it important to anyone? Why is it important to your company? What does Teamwork mean to your company?

It is important that participants gain an understanding of the overall concept of Teamworking. In order to fully maximize the benefits accruable in running the team building programme, participants must fully understand what teamworking entails and how the successful practice of these concepts are aligned to corporate performance and the overall achievement of business objectives. This module will present to participants an overview or the 'big picture' of the concept of teamwork and its importance to corporate distinction and success. Areas that will be covered include:

- What is teamwork and why is teamwork an important issue
- The impact of teamwork on organisational performance
- What teamwork means from your company perspective
- Building High performing teams
- Managing the team building process of Forming, Storming, Norming and Performing
- What do we mean by Leadership? Why is it important in the context of teamwork? Why is effective team leadership important to your company? What does it mean to be an effective leader in your company?

## **Module 2: Understanding Self And Others**

Who am I?

The Theory Of Behavior

The Thomas Theory

The Individual And The Environment

Interpreting Profiles

## **Module 3: Effective Team Management Through Experiential Learning**

This intervention will involve a full-day outdoor events, focused on entrenching the ideals of effective team working in individuals through a series of games and “fun” team building activities. The team building activities on the team bonding day will get the groups of people (teams) working together on challenges that will require group efforts and a broad range of skills to get a great result.

Each activity is followed by a short debrief, aimed at highlighting and summarizing the key learning points from the completed tasks. The debriefs will focus on the strengths of the team and the team members within it.

This module will present to participants an overview of the requirements and expectations, for effectively building and leading world-class teams through experiential learning. The following are the activities/games that will be covered:

- Team train
- Follow the leader
- Trust Me
- Ah-Ko-So
- Ball in the bowl
- Team identity and value
- Zip-Zap-Zoom

The catch phrase for this series of interventions is “**FUN, FUN and more FUN!!!**”

### **Program Duration**

- Program duration is 2 days.
- Time schedule will run from 9:00a.m. to 5:00p.m.

### **Class Size:**

The class size is expected not to be more than 40 people per stream

**Course Fees:** ₦65,000 (Sixty-five Thousand Naira Only) per participant per day

# Presentation Skills For Managers

## Introduction

To succeed in today's competitive business world, everyone needs to present well. Like it or not, good presenters come across as more effective and more dynamic than their less eloquent colleagues. Often a company's reputation hangs on one person's ability to persuade clearly, concisely and convincingly. Everyone can develop effective presentation skills. Everyone can learn to command - and hold - attention. Persuasive Business Presentations is a highly practical course for anyone whose business or professional success depends on their ability to present well.

## Objectives of the Training

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

- Define the requirements of effective presentations
- Develop the necessary skills required for making winning presentations
- Role play the lessons learnt from this training

## Course Modules

The programme has been structured into different modules to effectively capture the learning focus for this training and they include;

- Preparing for a winning presentation
- Structuring a winning presentation
- Delivering a winning and persuasive presentations
- Role Plays

### Module 1: Preparing for a winning presentation

A winning presentation is a master piece. It has basic elements without which it will just be an ordinary piece of presentation that is consigned to the dust bin of history. The elements are the reasons why a presentation commands, arrest and inspires the audience and another is considered boring and a waste of time. This module will cover such topics that include;

- What Makes a Great Presentation
- Preparing Your Content
- Converting Your Content into a Slide Presentation
- The Basics of Designing High Impact Slide Presentations
- The Presentation Environment and Logistics
- The Delivery: The Presenter's Guide to Facilitation; Getting Ready and Delivering Your Presentation
- Developing presentation objectives i.e to
  - ❖ Inform
  - ❖ Entertain
  - ❖ Persuade and

❖ Inspire

- Researching for your presentation
- Audience Analysis

### **Module 2: Structuring a Persuasive and Winning presentation**

The process of creating a winning and persuasive presentation depends on the structure of the presentation. The structure determines the successful development and delivery of a persuasive and winning presentation. This module will cover such topics that include;

- Creating your Outline
- Starting Strongly
- Making Your Point
- Finishing in Style
- Bridging with Transitions
- Presenting Information
- Organizing a Persuasive Speech.
- Determining support materials
- Adding Multimedia for Impact.

### **Module 3: Delivering a persuasive and winning presentation**

The final process of creating a persuasive and winning presentation involves the act of skilful and professional delivery of the presentation to achieve the objectives of the presentation. This module will cover such topics that include;

- Rehearse, Rehearse, Rehearse
- Overcoming Stage fright
- Opening a presentation
- Presentation postures
- Delivering a winning presentation
- Managing a hostile audience
- Managing questions during presentations
- Closing a presentation.

### **Module 4: Role Plays**

Participants will be able to have hands-on experience of the different learning points from this course.

### **Program Duration**

- Program duration is 3 days.
- Time schedule will run from 9:00a.m. to 5:00p.m.

### **Class Size:**

The class size is expected not to be more than 20 people per stream

**Course Fees:** ₦55,000 (Fifty-five Thousand Naira Only) per participant per day

# Effective Delegation For Managers

## Introduction

Managers have some tasks that they need to do, but their primary job is to make sure that others are doing what they have been assigned to accomplish the mission and goals of the organization. Effective managers know what responsibilities to delegate to allow themselves time to plan, to collaborate with others in the organization, and to monitor the performance of their employees, making sure to give them adequate feedback and development opportunities.

People who are good at managing projects and daily tasks understand the value of effective delegation.

## Objectives of the Training

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

- Describe the value of delegation.
- Recognize barriers to successful delegation.
- Explain the step in effective delegation.
- Choose the right person for the right task.
- Delegate the correct level of authority and
- Monitor delegated tasks.

## Course Modules

The programme has been structured into different modules to effectively capture the learning focus for this training and they include;

- Starting Thoughts
- Barriers To Delegation
- Why Delegate?
- Establishing Accountability
- Deciding To Delegate Or Not To Delegate
- Dependency Analysis
- Levels Of Delegation
- Steps To Successful Delegation
- Delegation Checklist

## Program Duration

- Program duration is 2 days.
- Time schedule will run from 9:00a.m. to 5:00p.m.

**Class Size:** The class size is expected not to be more than 25 people per stream

**Course Fees:** ₦50,000 (Fifty Thousand Naira Only) per participant per day