

ADMINISTRATION AND SECRETARY TRAINING 2020

REF	TRAINING TITLE	TRAINING OBJECTIVES	VENUE	TRAINING FEE
	Communication and Planning Skills for Administrative	<ul style="list-style-type: none"> • Determine how to improve the way they communicate with others through a variety of mediums. • Understand how they can enhance the process of knowledge transfer by creating an understanding in others and bringing around change in action. • Identify how to make the most of the time they have, ensuring tasks are achieved effectively. • Understand how to demonstrate a change in 'mindset' when it comes to having to deal with workloads and other people. 	Abuja	
	Office Management and Effective Administration Communication Skills	<ul style="list-style-type: none"> • Extend their understanding of their roles and the key contribution they make to organizational success. • Review their working relationships • Review and develop their personal organization, communication and interpersonal skills. • Develop an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways. 		
	Record Management Skills Training	<ul style="list-style-type: none"> • Extend their understanding of their roles as office managers and administrators and the key contribution they make to organizational success. • Review and develop their personal organization, communication and interpersonal skills. • Review their working relationships • Develop an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways. • Understand the key concepts and overall architectural scope of records and document management. • Develop business cases and business requirements for records management systems. • Identify the business drivers for improving document and records management in their organizations. • Determine how document and records management can be implemented across their organizations. • Assess the implications of technologies, including Enterprise Content Management (ECM) on document and records management. • Understand the key concepts and overall 		

		scope of ISO 15489 and how to apply ISO 15489 in their organizations.		
	Organizing and Behavioral Skills for Administrative Professionals/ Executive Secretaries/pas	<ul style="list-style-type: none"> • Enhance and develop skills of a 21st century Secretary, PA or Administrative Professional. • Strengthen the appreciation, value and importance of the role of a Secretary, PA or Administrative Professional. • Understand organizations and their purpose to aid in working effectively and therefore becoming aligned with the organizational needs. 		
	Documents and Records Management Compliance	<ul style="list-style-type: none"> • To understand document and records management lifecycle. • To understand ISO 15489 records management standard. • Review how to implement a records management system based on ISO 15489 • Help create business case and requirements for the selection and procurement of document and records management. • Create a document and records management plan of action to implement in their organization and learn from best practice implementations and case studies. • Concepts for managing information and content, such as workflow, business process and collaboration. • Review industry leading solutions and vendors in this marketplace. • Using metadata, business classification scheme, taxonomy and setting retention plans. • Learn about legislation, standards and regulation. • Set up search and retrieval. • Setting up access controls and security • Develop storage models, audit trail and storage technologies. 		
	E-library Management Techniques	<ul style="list-style-type: none"> • Create, develop and put in an action plan for creating, setup, management and control of e-library management. • system including document control, auditing and compliance. • Review the security requirements and put together controls for managing confidential and private materials. • Provide an understanding of how good filing systems are developed. • Consider who needs to be involved in the process of developing such e-library management systems, policies and standards. • Investigate issues concerning the lack of 		

		<p>good e-library filing and documentation standards.</p> <ul style="list-style-type: none"> • Understand how a green library works. • Improve filing and documentation standards. • Improve manual hardcopy and softcopy e-library management systems. • Introduce records management, document control and management practices and standards. • Review ISO standards for library management, storage and archiving and documentation management. 		
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MANAGEMENT AND LEADERSHIP TRAINING

REF	TRAINING TITLE	TRAINING OBJECTIVES	VENUE	TRAINING FEE
	Mastering Business Data Collection, Analysis and Presentation	<ul style="list-style-type: none"> • Understand the business context of data collection. • Learn to obtain and analyze business information from a wide range of primary and secondary information sources including stakeholder consultations, surveys and research. • Use proven diagnostic and analytical tools to organize, verify, validate and prioritize data. • Apply some simple statistical analysis tools to obtain specific business insights. • Develop and present viable business solutions based on a rational analysis of options. • Learn a simple, tried and tested approach for persuasive and influential presentation of business information. 		
	Managing Stress & Work-life Balance	<ul style="list-style-type: none"> • Understand their own personalities and personal stress challenges. • Finding meaning and purpose in work • Setting and achieving short and long term goals. • How to create a success mind set and attitude. • How to manage emotions and be a calm mature influential leader. • Manage anger and conflict within yourself and the team. • Communicate in a clear, confident and calm manner. • Master mindfulness and stress management techniques. • Organize your work and personal life to achieve balance and synergy. 		
	HRM Skills for Today's Leaders	<ul style="list-style-type: none"> • Implement critical areas of HR Management. • Build a good working relationship with their 		

	and Professional	<p>staff.</p> <ul style="list-style-type: none"> • Help and support their employees. • Drive individual and team performance. • Motivate and inspire their team. • Build effective and productive teams. • Select the right person for the job. • Specify training and development needs. • Implement procedures that will retain talented people. • Assess and appraise performance. • Develop an action plan to improve performance. 		
	Budgeting, Planning & Management Reporting	<ul style="list-style-type: none"> • Implement critical areas of HR Management. • Build a good working relationship with their staff. • Help and support their employees. • Drive individual and team performance • Motivate and inspire their team. • Build effective and productive teams. • Select the right person for the job. • Specify training and development needs. • Implement procedures that will retain talented people. • Assess and appraise performance. • Develop an action plan to improve performance. 		
	Emotional Intelligence: EQ For Innovative Leadership and Corporate Teamwork	<ul style="list-style-type: none"> • Develop interpersonal skills such as self-awareness, which is the ability of an individual to recognize and understand one's moods, emotions and drives as well as their impact on others. • Cultivate empathy or the ability to understand the emotional make-up of other people and skill in responding according to their emotional reactions. • Develop interpersonal skills which indicate the individual's proficiency in managing relationships and building networks. • Develop skills in responding to criticisms and adversity. • Leadership strategies for working with others towards shared goals. 		
	Business Process Optimization and Modelling	<ul style="list-style-type: none"> • Understand business processes and their components. • Apply process analysis, planning, and measurement concepts and techniques to their own organizations Processes. • Define processes using the Business Process Modelling Notation (<i>BPMN</i>) standard. • Apply IIBA® BABOK® best practice business analysis standards. • Develop a business process architecture. • Analyze process customer requirements. 		

		<ul style="list-style-type: none"> Specify measures of business process performance (<i>KPIs</i>). Diagnose the health of a business process. Use process improve techniques to transform business processes. 		
	Improving Productivity Through Quality Enhancement & Cost Reduction	<ul style="list-style-type: none"> Advantages of cost reduction. Cost of good quality. Internal failure costs and external failure costs. Failure costs of poor quality. Quality improvement initiatives. Understanding of people vs. process issues. Implementing appropriate activities to enhance productivity. 		
	Business Analysis Within A Project Environment	<ul style="list-style-type: none"> Understand how a business analyst acts as an intermediary managing the interests and needs of both the business / project management and IT communities. Learn how to use a systematic approach based on “<i>A Guide to the Business Analysis Body of Knowledge®(BABOK® Guide)</i>” Version 2.0 and “<i>A Guide to the Project Management Body of Knowledge (PMBOK®Guide)</i>” 5th Edition. Understand and apply the systematic framework for conducting business analysis activities through the phases of the business analysis life cycle. Provide best practices and theory with practical tools and techniques that can be applied immediately in your own organization. 		
	Time Management and Personal Effectiveness	<ul style="list-style-type: none"> To help participants manage time better (their own and other people's) To provide an opportunity for participants to explore the skills and principles of time-management and exchange ideas, tips and techniques. To provide an opportunity for participants to take stock of their current working practices and decide on an action-based strategy to 'work smarter'. To encourage participants to be proactive in their continuous professional development and to provide them. with a range of tools to support their learning. 		
	Strategic Planning in The Public Sector	<ul style="list-style-type: none"> Understand the meaning and impact of strategic thinking. Know how to apply the main analytical tools and techniques. Develop skills in project specification and scheduling. Apply the most effective approaches to 		

		<p>strategy formulation.</p> <ul style="list-style-type: none"> • Combine and leverage analytical and creative thinking. • Achieve targets and performance standards during periods of change. • Build strong public-private relationships in development activities • Gain commitment of their teams to the process of strategic development. 		
	Strategic Management in The Public Sector	<ul style="list-style-type: none"> • Understanding task-oriented and strategy-oriented behavior. • Keeping teams focused on strategic objectives and requirements. • Leading multinational and multi-cultural teams. • Communicating effectively internally and externally. • Dealing with rapid advances in best practice • Improved decision-making in different conditions. • Keeping programmes and projects on track and under control. 		

FINANCE AND BUDGETING

REF	TRAINING TITLE	TRAINING OBJECTIVES	VENUE	TRAINING FEE
	Accounts Receivable: Planning, Organizing & Achieving Best Practice	<ul style="list-style-type: none"> • Work effectively with the fundamentals of accounts receivable, financial. • Accounting and working capital optimization. • Understand and apply the fundamentals of Accounts Receivable systems. • Review and comment on collection methods and cash management. • Analyze the need to incorporate risk and uncertainty in to accounts receivable analysis. • Identify best practice across all industries. 		
	Advanced Budgeting & Forecasting	<ul style="list-style-type: none"> • How to implement advanced planning and control techniques into your budgeting process. • Know how to integrate the budgeting process with the development of the company's long-term strategic vision. • Know how to provide a decision support structure that provides timely and useful information to decisionmakers. • Successfully build an integrated planning, budgeting and reporting process. • Know how to forecast costs and revenues with greater confidence. • Apply management tools to the budgeting process that contribute to strategic goals. 		

		<ul style="list-style-type: none"> • Effectively manage the budgeting process • Identify key performance indicators for effective and focused decision making. • Develop ways to increase profitability and performance through stream lined planning and reporting. 		
	Internal Controls: Monitoring, Evaluation & Risk-based Auditing	<ul style="list-style-type: none"> • Understanding the Internal Controls environment. • Comprehending the roles and responsibilities of stakeholders. • Learning techniques to monitor and evaluate Internal Controls. • Managing risk and how this impacts operational efficiency and effectiveness. • Appreciating the impact of the controls environment on the external audit. • Formulating a risk-based audit approach. 		
	Best Practice Financial Management and Reporting For The Public Sector (ifrs And Ipsas)	<ul style="list-style-type: none"> • Background to IFRS and IPSAS • The Technical Bases • Links and implications to and for broader strategies: Financial Management, Taxation, Asset Management, • Governance and accountability • The Standards • Financial Reporting • How to satisfy donor and stakeholder requirements • Implications for Internal and External Audit • Impact on financial processes and systems • Implementation • How to formulate a documented action plan • How to manage substantial financial resources • How to develop skills to aid implementation, capacity development, benefits realization and risk management plans • How to provide wider training and how to contribute to the strategic consequences of IFRS and IPSAS • How to implement • How to reduce risk of qualified accounts • To define and apply the transition process to IFRS or IPSAS and identifying the first-time exemption • Exceptions relating to the financial statements of a transitioning organization 		
	International Public-Sector Accounting Standards (ipsas)	<ul style="list-style-type: none"> • Background to IPSAS • The Technical Bases • Links and implications to and for broader strategies: Financial Management, Taxation, Asset Management, • Governance and accountability 		

		<ul style="list-style-type: none"> • The Standards • Financial Reporting • Satisfying donor & stakeholder requirements • Implications for Internal and External Audit • Impact on financial processes and systems • Implementation • How to formulate a documented action plan • How to manage substantial financial resources • How to develop skills to aid implementation, capacity development, benefits realization and risk management plans • How to provide wider training and how to contribute to the strategic consequences of IPSAS • How to implement • How to reduce risk of qualified accounts 		
	Business Process Optimization and Modelling			
	Improving Productivity Through Quality Enhancement & Cost Reduction			

HUMAN RESOURCES

REF	TRAINING TITLE	TRAINING OBJECTIVES	VENUE	TRAINING FEE
	Advanced Human Resources Management	<ul style="list-style-type: none"> • Develop your understanding of HR Strategic Thinking and its place in business • Experience new HR framework and understand the resulting organization structural changes needed • Assessing the existing position and develop future strategies including case study • Understand and use strategic models and implementation processes to deliver future based results • Understand and be able to deliver corporate programmes to initiate organizational cultural changes • Explore new motivational model(s) to re-energizing the organization • Develop existing appraisal systems to produce measurable improvements in performance and competencyperformance-case study • Understand and be able to use your own creativity to improve HR performance • New approaches to pay and benefits 		

		<ul style="list-style-type: none"> • Explore knowledge management and the expanding role of emotional intelligence in tomorrow's organization • Creating added value to satisfy business key performance indicators 		
	Recruitment, Selection and Retention: Creating A Highly Competent Motivated Workforce	<ul style="list-style-type: none"> • To examine leading edge techniques and develop skill practice in various behavioural based approaches to • Recruitment and Selection • Discuss potential outcomes and consequences when employing a variety of approaches including social media techniques to recruitment and selection • Consider a variety of techniques and methodologies to differentiate the excellent from 'the average' candidate using competency frameworks • Explore the appropriate use of various psychometric tests including both general ability and personality tests. • When to use Myers Briggs (<i>MBTI</i>), Review SHL's OPQ 32 reporting material including feedback on personality questionnaires • Understand the benefits and use of assessment and development center approaches to test candidates against future job requirements • Examine various Emotional Intelligence (<i>EI</i>) tools to test the potential of the candidate(s) including Daniel • Goleman's research and theory • Develop your influencing skills by making persuasive presentations of key requirements in planning recruitment selection campaigns • Practice all the techniques to achieve understanding and competence in a friendly and supportive environment 		
	Enhancing the Skills of Training Coordinators and Administrators	<ul style="list-style-type: none"> • Analyze how Training & Development contribute to business performance • Reposition Training & Development by adopting a measured approach • Examine administration systems and techniques • Develop a profile for the Training Coordinator & Administrators role • Apply a new 4-quadrant analysis model for individual performance issues • Be able to apply the 10 steps in the training cycle • Consider action planning for your return to work including training requirements 		
	Enhancing Job Performance:	<ul style="list-style-type: none"> • Understand the key aspects of job performance 		

	Skills for Achieving Personal And Organizational Goals	<ul style="list-style-type: none"> • Describe the key theories and approaches related to performance • Understand the psychology of motivation • Demonstrate a understanding of performance management • Understand groups and teams • Identify people's behavioral strengths and weaknesses in the workplace • Develop mechanism to cope with stress at the workplace • Develop critical thinking skills • Manage conflict through negotiation and mediation 		
	Organization and Relationship Systems in The Workplace	<ul style="list-style-type: none"> • Describe the significant changes impacting on the workplace • Discuss 'best practices' in teamwork and organizational design • Apply knowledge to increase worker retention • Differentiate between change management and change leadership • Design communication systems to enhance organizational systems 		
	HRM Skills for Today's Leaders and Professionals	<ul style="list-style-type: none"> • Implement critical areas of HR Management • Build a good working relationship with their staff • Help and support their employees • Drive individual and team performance • Motivate and inspire their team • Build effective and productive teams • Select the right person for the job • Specify training and development needs • Implement procedures that will retain talented people • Assess and appraise performance • Develop an action plan to improve performance 		

CUSTOMER AND PUBLIC RELATION

REF	TRAINING TITLE	TRAINING OBJECTIVES	VENUE	TRAINING FEE
	Strategic Planning and Management in The Public	<ul style="list-style-type: none"> • Understand the meaning and impact of strategic thinking • Know how to apply the main analytical 		

	Sector	<p>tools and techniques</p> <ul style="list-style-type: none"> • Develop skills in project specification and scheduling • Apply the most effective approaches to strategy formulation • Combine and leverage analytical and creative thinking • Achieve targets and performance standards during periods of change • Build strong public-private relationships in development activities • Gain commitment of teams to the process of strategic development • Understand task-oriented and strategy-oriented behavior • Keep teams focused on strategic objectives and requirements • Lead multinational and multi-cultural teams • Communicate effectively internally and externally • Deal with rapid advances in best practice • Improve decision-making in different conditions • Keep programmes and projects on track and under control 		
	Managing Service Quality and Customer Satisfaction	<ul style="list-style-type: none"> • Describe how to use Quality Management tools and methods • Build strong customer relationships • Help influence and set customer expectations • Measure their own degree of customer focus and be able to 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 • Use skills to build effective relationships • Develop Strategies and Skills for harnessing Internet and Social Media tools to create and maintain meaningful and sustainable relationships with Customers 		