




MANIFIELD
TRAINING CONSULT


2026 **BROCHURE**



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OUR ORGANIZATION

Mainfield Training Consult is a registered organization with corporate affairs commission (CAC), we are into corporate Manpower Development, Training and Research.

our facilitators are credited with relevant professional bodies such as ; Center For Management Development (CMD) for Human Resource, Leadership, ICT, Engineering, Accounting And Management Courses including Project Management, for continuous professional development .

Training Courses:

We offer courses which cover all aspects of personal and organizational development, innovatively tailored to address organization-specific issues and objectives, aimed at improving organizational performance and effectiveness.

Approach To Training:

Mainfield Training Consult uses the holistic approach in designing and delivering training solutions, which are second to none. The designs are based on the outcomes of researches into trends in professional, organizational and environmental

developments, and the outcomes of the evaluation of course deliveries and participants' feedback. This approach has made our courses exceptionally innovative, practical, problem-solving, and organization-specific, covering every aspect of personal and organizational development. In addition, we have integrated training needs assessment and organizational best practices in some subject matters addressed by our courses.



Range of Courses

Mainfield Training Consult organizes a wide range of courses

Central Open Courses:

These courses are attended by delegates from different organizations in and outside Nigeria.

Our Courses are held at the following Centres:

- I. Hotel Del Miles Collins, Kigali
- ii. 20 Bedford Way, London
- lii. Oak Place Conference & Training Centre Nairobi City, Kenya
- Iv. Event Space & Hotels In Kinshsa Democratic Republic of Congo
- V. SQRP Group Events And Training Centre, Dubai
- VI. Radisson Blu, Doha
- VII. OLC Education and Conference Centre Ontario
- Viii. Dar es salaam Serena Hotel, Dar es Salam, Tanzania

Inplant Courses:

These are Organization-specific courses tailored to meet the specific needs of our clients for their staff. These training can be arranged within the premises of organizations or conducted in any of our

training centres.

On request, each open course can also be organized on bespoke basis, so as to give clients the opportunity to build the capacity of large numbers of their staff in critical areas addressed by the identified courses.

Evaluation of our Courses

Mainfield usually evaluates its courses by assessing how the courses are delivered, and receiving feedback from participants at the end of the training programs. In addition, in some courses, participants are assessed at their respective work stations so as to determine the impact of the programs on the individual participant's work performances, and ultimately the performance of the sponsoring organizations. The outcomes of these evaluations have greatly influenced the planning, implementation, and the modification of our training programs.

Course fee:

\$4,000.00 (Four thousand USD) for one week course per delegate.

\$7,000.00 (Seven thousand USD) for two weeks course per delegate.



The Outcomes and Benefits of Our Courses

Our courses afford individuals and organizations the opportunity to achieve, exceed and maintain increased sustainable performance. Senior Management Staff of different organization have exceeded their targets as a result of attending one or more of our courses. Our courses also provides platforms for meeting, networking, and exchanging ideas with participants from different backgrounds, cultures and organizations as participants to some courses come from different countries around the world. Our past participants have had their horizons expanded, built profitable networks, broadened their experiences, and applied the new knowledge, skills, and attitudes acquired back in their organizations. Consequently, our courses have helped in the re-orientation of the work places of sponsoring organizations making them to reflect modernization and globalization. Certainly, organizations sponsoring their staff to our courses will reap maximum value for their money and huge returns on their training related investments.

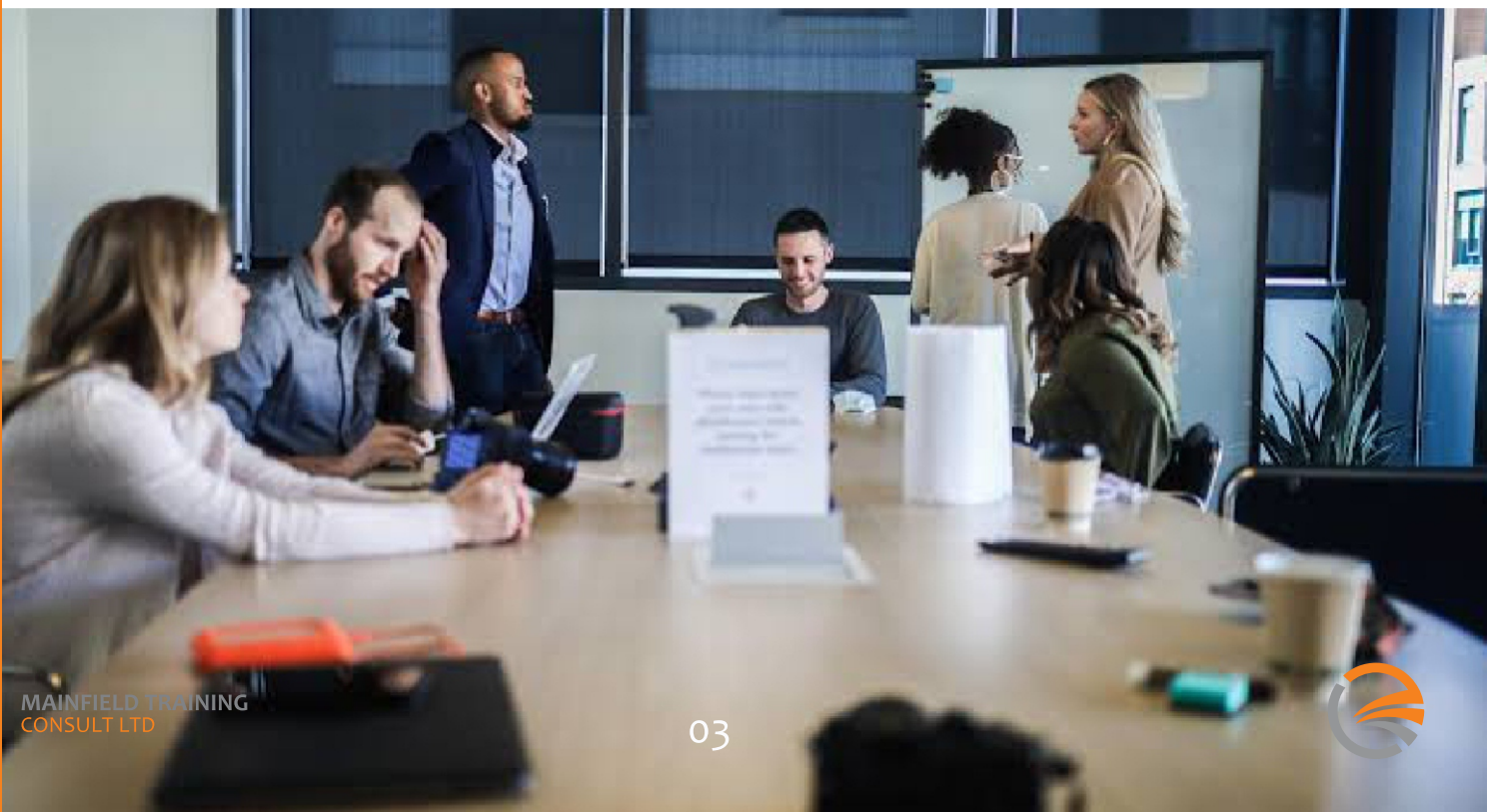
Duration

Our courses have varied duration – lasting between one week to two weeks. Majority of courses are however for a period of five

(5) days. Seminars last for one to two days.

Mainfield Certifications

1. Executive Certificate of Attendance. This is for tailored courses ONLY in which there are no standardized examinations. Participants are to participate in Pre and Post Test evaluation
2. Executive Certificate of Proficiency. This is for all standardized courses with a post course examination. Participants also receive certificate of attendance along with their proficiency certificates. These courses usually last for a period of 5 days



Our Training Locations

We deliver our training in various location across the world





MAINFIELD COURSE PROGRAMMES

1. Human Capital

The Human Capital Programmes (HCP) courses are designed to enhance organization and individual performances. This is premised on the concept of organizational performance being driven by the quality of human capital existing in an organization.

Participants at these courses will be effectively equipped with the requisite skills and will have their competencies enhanced for the competitive comparative advantage of their organizations.



1) HUMAN CAPITAL

Venue: Accra (Ghana) , Doha (Qatar), Kigali(Rwanda) , Kinshasha (DRC) , London (Uk), Nairobi (Kenya), Ontario (Canada) , Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th , Jan 26th - 30th , February 2nd - 13th , Feb 23rd - 27th , March 9th -20th , Mar 23rd - 27th , April 6th - 17th , April 20th - 24th , May 4th - 15th , May 18th - 22nd , June 8th - 19th , Jun 22nd -26th , July 6th - 17th , July 20th - 24th , August 10th - 21st , Aug 24th - 28th , September 7th - 18th , Sept 21st -25th , October 5th - 16th , Oct 26th - 30th , November 16th - 20th , Nov 23rd - 27th , December 7th -18th 2026.

LIST OF HUMAN CAPITAL COURSES

- Hands-On HR Analytics Course for Human Resources
- Records Management Human Capital
- Administrative Human Resources (HR) for top Executives
- Unions and Collective Bargaining Human Resources Certification Course
- Human Resources (HR) as a business Partner
- Workforce Analytics for HR Managers and Executives
- Managing Compensation and Benefits
- Talent Development and Management
- Performance Measurement and Appraisal
- Setting Standards for Organizational Effectiveness
- Team Building and Management
- Workforce Retirement Masterclass
- Developing Presentation Skills
- Strategic Planning and Management
- Human Resource Management Masterclass
- Managing the Training Function
- Change Management & Human Resources
- Job Analysis & Evaluation (HR Perspective)
- Behavioral Management and Emotional Intelligence
- Effective Performance Management
- 360 Degrees Performance Appraisal
- Team Building and Coaching Skills for Managers
- Advanced Programme on Training & Development
- Conflict Management, Mediation, Resettlement & Reconciliation
- Managing People in the HR Function
- Remuneration, Pensions & Employee Benefit
- Workplace Counselling & Employee Welfare Management



- Consultation and Negotiation Skills for Senior Executives
- Developing High Performance HR Business Partner and Consulting Skills
- Efficient Training Needs Analysis: Corporate HR Development
- Encouraging Staff Performance and Building Reward Systems
- Human Resource Management and Career Development
- Talent Management and Succession Planning
- Strategies and Organizational Problems: Constructing Corporate Value and Coherence in Balanced Scorecard Processes
- Management Control Systems and the Crafting of Strategy: A Practice-Based View

HANDS-ON HR ANALYTICS COURSE FOR HUMAN RESOURCES

HR Analytics or People Analytics is about taking people based decisions using data. That way HR Analytics can touch every division of HR and improve its decision making including Talent Acquisition and Management, Compensation and Benefits, Performance Management, HR Operations, Learning and Development, Leadership Development, etc.

COURSE OBJECTIVES: Participants at the end of this course will learn

- Relevant HR Metrics relevant for your organization and build HR Dashboards
- What data to look for in various scenarios relating to HR
- The right analytics methods/tools for a given HR scenario
- How to Create Histograms, Boxplots and perform necessary analysis to validate various HR Scenarios with data
- The Use of scatter diagram, correlation, chi-square test, ANOVA, T-Test to validate HR Hypotheses
- Simple predictive models using Regression
- Lead a HR Analytics project

COURSE OUTLINE:

- Introduction to HR Analytics
- Concept, Evolution of HR Analytics and

RECORDS MANAGEMENT HUMAN CAPITAL

The efficient and effective operation of business is very important, the need to use technology to aid employees work is vital. It's always good to use the latest automation methods and the latest records house management systems. Time spent walking round the records house locating files and the correct computer terminals is wasteful, inefficient and tedious. Mobile workstations, hand-held tablets, automated bins and the rest will help reduce the time taken to complete task. Good warehouse businesses must ensure that they develop a brand that has reputation so that future employees are willing to work with them.

COURSE OBJECTIVES: What you'll learn

- Strategies for engaging your warehouse workers
- Tips for recruiting and retaining warehouse employees
- Ideas for boosting warehouse retention rates
- Ways to motivate and retain warehouse employees
- Toughest warehouse workforce challenges
- Smart strategies to combat warehouse workers challenges

COURSE OUTLINE:

- Introduction to Warehouse Human Capital
- Strategies for Engaging Warehouse /Storehouse Workers
- Tips for Recruiting and Retaining Warehouse Employees
- Ways to Motivate and Retain Warehouse Employees
- Effective Task Management and Smart Working
- ICT in Store –Records Management

ADMINISTRATIVE HUMAN RESOURCES (HR) FOR TOP EXECUTIVES

Human Resources (HR) administration is vital to the success of every business and every employee. HR is responsible for ensuring compliance with regulations – but they are also responsible for keeping employees engaged and motivated to do good work. The ability to balance both equally is a skill that requires knowledge and practice.



COURSE OBJECTIVES: What you'll learn

- Explore the role of human resources (HR) from administrative and compliance to strategy and business growth.
- Discover where to begin with a HR audit.
- Discover the process of recruiting great talent, from job analysis to writing interview questions and job postings.
- Discover a performance management process with more impact.

COURSE OUTLINE:

- Introduction to Human Resources Administration
- The Role of Human Resources
- Labor and Employee Relations
- Conducting an HR Audit
- Organization Culture, Structure and Strategy
- Reward System in Organization
- Training and Development

UNIONS AND COLLECTIVE BARGAINING HUMAN RESOURCES CERTIFICATION COURSE

In this course, the focus will be on one of the key goals of a labor union, to gain employer recognition as the exclusive bargaining representative of a bargaining unit. We'll also examine the union-organizing process as prescribed by the National Labor Relations Act, employee rights and employer rights, employer and union unfair labor practices and the details of collective bargaining and its processes.

COURSE OBJECTIVES: Participants will learn at the end of this course

- Labor Relations and Unionization fundamentals
- Unfair Labor Practices
- Collective Bargaining
- Strikes, Picketing, and Secondary Boycotts

COURSE OUTLINE:

- Employee and Labor Relations: Unions and Collective Bargaining
- Labor Relations and Unionization
- The influence of Contemporary HR
- The Employee Life Cycle
- HR Competency Model
- Stakeholder Engagement and Management
- The language of Collective Bargaining

HUMAN RESOURCES (HR) AS A BUSINESS PARTNER

In this course we provide valuable information on how Human Resource Business Partnering (HRBP) operates in practice and discuss the required business partnering skills of those individuals working within the Human Resources (HR) function within an organization.

COURSE OBJECTIVES: Participants will learn to

- Explore the Human Resource Business Partnering (HRBP) Approach and recognize its Key Drivers
- Identify the attitudes, knowledge and skills required of a Human Resources (HR) Business Partner
- Discover how to operate as a successful HR Business Partner

COURSE OUTLINE:

- Essentials of Human Resources (HR) as a Business Partner
- Human Resources Functions
- Human Resource Business Partnering (HRBP)
- Types of Business Partnerships
- HR Business Smart Objectives and Goals

MANAGING COMPENSATION AND BENEFITS

In this course, the focus will be on compensation policies, programs, and activities. We'll examine methods for job evaluations, pay structures, and common compensation structures. Then the discussion will turn to compensation policies and programs, as well as how to manage payroll-related information.

COURSE OBJECTIVES: At the end of this course, participants will learn

- Job Evaluation, Pricing, and Pay Structures
- Organizational Pay Programs
- Compensation Policies and Programs
- Managing Payroll-related Information

COURSE OUTLINE:

- The influence of Contemporary HR
- The Employee Life Cycle
- HR Competency Model
- Job Evaluation, Pricing and Pay structures
- Compensation and Benefits- Managing Policies, Programs and Activities
- Organizational Pay Programs



HUMAN CAPITAL MANAGEMENT

Overview: The central and critical role of making organizations competitively successful has made the management and motivation of people in organizations top priority. This course is designed to expose participants to the innovative techniques of getting the best out of the human capital of their organizations, for effective, profitable and competitive positioning.

Who to Attend: This course is designed for experienced senior and middle level Human Resources Managers and line professional staff having personnel responsibilities. Managers new to the human resources function will find the course very beneficial.

OBJECTIVES

The course aims at making participants to:

- Understand current and emerging human resources management and development practices and policies.
- Acquire the techniques and skills for implementing human resources, policies, and practices.
- Be equipped with the skills of applying the knowledge and techniques to be acquired.

OUTLINE

- Human Resources and Human Resources Issues.
- Human Resources Strategic Planning.
- Gaining Competitive Advantage through Human Resources Management.
- Value for Money from Human Resources.
- Human Resources Management Skills and Techniques.
- Formulating and Implementing Human Resources Policies.

- Analyzing Human Resources Supply and Demand.
- Human Resources Competencies.
- Training and Developing Human Resources.
- Human Resources Balanced Score Card.
- Employee Relations Management.
- Human Resources Management and the Law.

MANAGING THE TRAINING FUNCTION

Overview: In appreciation of the critical need for high quality human capital by organizations which can be secured partly through constant training and retraining, organizations capable of maintaining their own training outfits are faced with the challenge of making those outfits to be functional. In this course, participants will be led through the plethora of actions to take in order to make their training functions produce enhanced return on human resources development investment.

Who to Attend: Training Managers, Human Resource Management Officers and Establishment Personnel Officers in charge Of training in organizations.

OBJECTIVES

The course aims at:

- Enhancing participants to increase their capacity to plan, coordinate, and control their training activities.
- Equipping participants with the skills for making training activities to impact positively on the performances of their organizations.



OUTLINE

- Types of Training and Development Activities.
- Training Methods and Presentation Skills.
- Developing Training Policies.
- Training Needs Identification and Analysis.
- Developing Core Training Staff.
- Training for Change and Organizational Improvement.
- Personal and Organizational Development.
- Information and Communication Technology-Based Training Function

STRATEGIC TOOL FOR EFFECTIVE TRAINING AND DEVELOPMENT

Overview: There is the dire need for training at the work place to be result-oriented so that upon return to the office, participants can put into practical use new knowledge, skills, and attitudes learnt. This course has been designed to arm participants with the tools required for result-oriented training and development most conducive to comprehensive and practical training in organizations.

Who to Attend: Directors, Deputy and Assistant Directors, Managers, Senior Officers in Human Resource Departments, and Human Resource Development Practitioners.

OBJECTIVES

The objectives of the course are, to:

- Introduce participants to new techniques for accelerated acquisition of knowledge and skills.
- Enable participants to enumerate effective presentation techniques.
- Mobilized participants on how to apply the new techniques acquired during the course in their organizations.

OUTLINE

- Strategies for Effective Staff Training at the Workplace
- Training Program Design and Planning
- Communication Strategies in Human Capital Development
- Implementing Training Plans
- Effective Presentation Techniques
- Training Aids
- Using Training Aides Effectively
- ICT in Training Presentations

DEVELOPING PRESENTATION SKILLS

Overview: The quality of presentation affects the degree of effectiveness and reception of the message. This is dependent, to a large extent, on the skills for presentation. It is, therefore, necessary for individuals involved in presentations to possess the requisite skills, in order to be effective. In this course, participants will be taught the skills needed to become more effective presenters.

Who to Attend: Trainers, Training Managers and Officers, and Senior Executives and Officers involved in public speaking.

OBJECTIVES

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

- Identify the various presentation skills.
- Know when and how to use the skills.
- Apply the skills during their presentations effectively.



OUTLINE

- Overview of Training Methods and Skills.
- Types of Presentation Skills.
- Information and Communication Technology and Public Presentations.
- Self-Management.
- Personal Effectiveness.
- Use of Vocabulary to Build Relationships.
- Effective Use of Visual Aids: Flip Charts
- Make participants use coaching and succession planning to sustain effective performance in organizations.

COACHING AND SUCCESSION PLANNING

Overview: To guarantee and sustain effective performance, Organizations need to coach their personnel, and put in place succession plans that will make existing high Performing workers to be succeeded by equally performing colleagues. In this course, participants will be taught skills required for coaching and drawing up Succession plans.

Who to Attend: Training Managers and Officers; Heads of Departments, Sections, and Units; and Human Resources Management Managers.

OBJECTIVES

The objectives of the course are to:

- Introduce participants to the methods of Coaching.
- Enable participants to know the methods and techniques of succession planning.
- Make participants use coaching and succession planning to sustain effective Performance in organizations.

OUTLINE

- Overview of Organizational Performance.
- Organizational Competence and Talent Profile Analysis.
- Fundamentals of Coaching for Peak Performance.
- Employee Retention Survey.
- Workforce Planning.
- Welfare Planning.
- Setting Strategic Organizational Direction

CAPACITY BUILDING NEEDS ASSESSMENT

OVERVIEW:- In order for training and indeed all capacity building activities to be functional needs and problem specific and also impact positively on organizational performance, needs identification and analysis should precede the planning and implementation of training programs. These activities enhance the dispassionate identification of programs critically desired to enhance effective performance. This course is designed to introduce participants to the activities and techniques for carrying them out.

Who Should Attend: Heads of training outfits and Training Officers.

OBJECTIVES

The objective of the course is to enable participants to:

- Evolve shared values on the importance of identifying and analyzing training needs.
- Identify the techniques of carrying out the exercise.
- Design and implement the exercise.



OUTLINE

- Instruments of Training Needs Identification and Analysis.
- Human Resource Planning
- Job Analysis
- Performance Appraisals
- Designing of Training Needs Identification and Analysis Instruments.
- Conducting Training Needs Identification and Analysis.
- Data Collection and Analysis Methods.
- Using the Results of Training Needs Identification and Analysis.

FORMULATING AND IMPLEMENTING HUMAN CAPITAL POLICIES

Overview: Well formulated policies and procedures provide the framework for effective performance at work. Human resources practitioners need to acquire the skills with which to formulate human resource policies for their organizations. This course will expose participants to the complexities involved in the policy formulation Process.

Who to Attend: Senior and Middle level Human Resources Managers responsible for human resources management and development in organizations.

OBJECTIVES

The objectives of the course are to enable participants to:

- Formulate human resources policies.
- Link human resources policies with strategic plans.
- Develop the criteria for effective policies.
- Implement and monitor human resources policies.

OUTLINE

- Aims and Objectives of Human Resources policies.
- Principles of Human Resources Policies.
- Essential Characteristics of Sound Human Resource Policies.
- Origin and Sources of Human Resource Policies.
- Human Resources Policies Formulation Process.
- Situational Variables in Policy Formulation.
- Policy Formulation Methods.
- Policy Implementation.
- Policy Administration, Monitoring, and Evaluation.
- Policy and Strategic Plans.
- Legal Context of Human Resources Policies.

PERFORMANCE MEASUREMENT AND APPRAISAL

Overview: Effective performance is sine qua non for the survival of Organizations. It is, therefore, incumbent on organizations to consciously develop ways of ensuring their effective performance. This is brought about by effective performance management. A good performance system sets standards for targets, assesses results, and plans for performance improvement. This course is designed to equip participants with techniques and skills for effective performance management.

Who to Attend: Senior and Middle Level Managers, Heads of Departments, Sections, and Units as well as Human Resources Management and Development Managers of Organizations.



OBJECTIVES

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

- Understand the central and critical factors affecting organizational performance.
- Acquire the skills for managing the work place in order to guarantee effective performance.
- Design effective performance systems for organizations.

OUTLINE

- Overview of Organizational Performance Management.
- Organizational Values, Mission and Objectives.
- Organizational Performance.
- Individual Performance.
- The Principles of Effective Performance Management.
- Performance Management in Multi-Cultural Organizations.
- Career Development.
- Training and Development.
- Total Quality Management.
- Problem-Solving Techniques.
- Time Management.
- Personal Effectiveness.



SETTING STANDARDS FOR ORGANISATIONAL EFFECTIVENESS

OVERVIEW:- A good performance management system encompasses standards for organizational effectiveness. Individuals charged with managing organizational performance need to know how to set Standards for their organizations. This course will equip participants with the knowledge and skills for setting effective standards for their organizations.

Who to Attend: Corporate Planners, Heads of Departments, Sections, and Units as well as Human Resources Managers.

OBJECTIVES

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

- Acquire Knowledge on the fundamentals of organizational effectiveness.
- Understand how to set realistic standards for organizations.
- Identify ways of enhancing organizational effectiveness through standards setting.

OUTLINE

- Organizational Values and Mission.
- Organizational Effectiveness: An Overview.
- Performance Standards.
- Fundamentals of Setting Performance Standards.
- Coaching and Counseling Skills.
- Effective Communication.
- Monitoring and Evaluating Organizational Performance.
- Performance-Based Compensation System.



IMPLEMENTING TOTAL QUALITY MANAGEMENT

OVERVIEW:- The world over, Total Quality Management (TQM) has been identified to hold the ace for effective and efficient product and service output that guarantee organizational effectiveness, profitability, and competitiveness. Organizations desirous of competitive survival need to embrace and operate on the principles of the concept. This course is designed to expose participants to an in-depth understanding of the concept, and the means of implementing it at the workplace.

Who to Attend: Top Executives, Senior and Middle Level Managers, and Administrators responsible for quality in the products and services of their organisations.

OBJECTIVES

The objectives of the course are to:

- Expose participants to a deeper understanding of the concept and principles of Total Quality Management.
- Enable participant's diagnosis organizations for the effective application of the TQM.
- Equip participants with the skills for the effective application of the concept in their organizations.

OUTLINE

- Overview of Total Quality Management.
- Quality Management Systems.
- Principles of Total Quality Management.
- Total Quality Management Processes.
- Organizational Diagnosis for Total Quality Management.
- Capability Analysis, Managing and Implementing change.
- Principles of Best Practices and Corporate Image Building.
- TQM and International Quality Standards:

1509000 and 9001.

- Implementing Total Quality Management.
- Committed Organizational Leadership.
- Overcoming Resistance to Change.
- Building Multi-Skilled Quality Teams.
- Bench-marking Quality Parameters.
- The Deming Cycle
- Developing Individual and Group Action Plans

STRATEGIC PLANNING AND MANAGEMENT

OVERVIEW:- The ever changing operating environment for organizations imposes the need for organizations aspiring to achieve superior performance to be proactive in carrying out their activities. This can be achieved by adopting strategic management which will enable them to analyse, develop, and change their structures and processes in order to be effective and efficient. This course is designed to teach participants the analytical tools, attitude, and approaches to be used to manage strategically.

Who to Attend: Top Executives Senior Managers, Directors of Planning, Heads of Departments, and Planning Specialists.

OBJECTIVES

The objective of the course is to enable participants to:

- Know the elements of strategic management,
- Understand the process of strategy formulation.
- Be able to prepare the vision and mission statements of their organizations.
- Apply strategic management in their organizations.



- Overview of Strategic Management.
- The Evolution of Strategic management.
- Strategic Planning and Control Principles and Processes.
- Understanding and Preparing Organizational Vision and Mission Statements.
- Assessing Internal and External Organizational Environment.
- Formulating a Strategy: Data Synthesis and SWOT Analysis.
- Strategic Creative Thinking.
- Formulating a Competitive Strategy.
- Ensuring Strategic Alignment.
- Designing Organizational Structure for Higher Performance.
- Developing Performance Indicators.
- Strategic Leadership and Motivation
- Strategic Human Resources Management.
- Strategic Financial Management.
- Managing Change.
- Monitoring and Evaluation.

TEAM BUILDING AND MANAGEMENT

Overview: The effect of team work on productivity has encouraged organizations to build and use teams in their operations.

To enhance performance, organizations need to, among other actions build, manage, and use teams effectively.

This course has been designed to equip participants with a deeper knowledge and effective skills for using teams in order to shore up performance in their organizations.

Who to Attend: Senior Management Staff; Heads of Departments, Sections, and Units, and Chairmen and Secretaries of Committees.

OBJECTIVES

The objectives of the course are to:

- Teach participants the fundamentals of using teams.
- Make participants know the elements of building and managing teams.
- Stimulate participants to use teams effectively in their organizations.

OUTLINE

- The place of Teams in Organizational Performance.
- Team Building Elements and Processes.
- Identifying and Assigning Team Roles.
- Managing Teams
- Delegation in Team Works.
- Problem-Solving and Decision-Making in Teams
- Leading Teams for Effective Performance.
- Training and Developing Team Members
- Team Maintenance.
- Monitoring and Evaluating Team Performance.
- Time Management
- Personal Effectiveness



Behavioral Management and Emotional Intelligence

Course Objectives:

- Understand the case for the emotionally intelligent workforce and appropriate behaviors for sustainable organizational success
- Adapt best-practice behavioral frameworks to their organisation
- Adopt suitable evaluation criteria for organisational behavioural competencies
- Facilitate individual, team and organisational emotional intelligence learning
- Establish human resource roles and responsibilities for ensuring the theory has a practical application within their organisation
- Establish human resource roles and responsibilities for ensuring the theory has a practical application within their organisation

Course Outline

- Theory and practice for organisational behaviour and emotional intelligence
- Review and critically assess samples of behavioural frameworks and formulate criteria for their assessment
- Consideration of the relevance of organizational and individual behaviour within the context of all human resource processes, in particular recruitment, selection, learning, performance management and career progression
- Definition of emotional intelligence and its importance to competent and effective performance

- How management of behavioral and emotional intelligence skills enable organizational change

CONSULTATION AND NEGOTIATION SKILLS FOR SENIOR EXECUTIVES

Course Overview

As a senior executive your skills in consultation and negotiation are extremely important in creating a business environment fit for the challenges of managing and leading today. This course will enhance and develop your existing consultation and negotiation skills in a comprehensive range of situations.

Course Objectives

Delegates will gain knowledge and skills to:

- Identify the most appropriate strategy when consulting and negotiating in a range of issues and behavioural classifications
- Understand the importance of thorough planning and preparation when designing your negotiation strategy and positioning tactics
- Identify and recognise behaviours which are critical to a mutually acceptable solution to all stakeholders
- Recognise and manage conflict situations and devise strategies for managing successful outcomes
- Manage the emotion of self and others to achieve win-win outcomes
- Use appropriate communication approaches when negotiating in a variety of situations and circumstances



Course Outline

At the end of this course you'll understand:

- ✓ Identifying the key skills and challenges when consulting and negotiating today
- ✓ Working towards effective communication and understanding
- ✓ Establishing the classic behavioural types and devising a coping strategy
- ✓ Managing disagreement and working with the four key classifications and types
- ✓ Understanding how we classify what is negotiable and what is non – negotiable

Developing High Performance HR Business Partner and Consulting Skills

Course Overview

This comprehensive course was specifically designed to improve delegate's ability to increase the impact HR has on the rest of the organisation.

This course will help delegates apply new initiatives and approaches that leverage people power. These new skills will make them an invaluable asset to the business and allow them to reach their full potential as a high performer.

Course Objective

At the end of this course delegates will understand:

- ✓ Strategic partnership in Organisation
- ✓ Team dynamics as it relates to performance management
- ✓ Implementation of strategies and skills to manage Organisational Man power

Course Outline

Delegates will gain knowledge and skills to:

- Establish the key motivational tools and techniques Secure sustainable commitment from other
- Apply a consulting framework
- Leverage team strengths for peak performance
- Understand the role of HR business partner as a strategic partner
Understand the importance of team building and team dynamics
- Establish objectives and realise the benefits of mentoring

Efficient Training Needs Analysis: Corporate HR Development

Course Overview:

This course equips human resources (HR) staff to conduct effective training needs analysis and evaluate training and development interventions.

Course Outcomes

Delegates will gain knowledge and skills to:

- Identify the skills needed to take your organisation's objectives forward
- Analyse the gap between your organisation's current skill resources and future skills needed
- Create a comprehensive plan to deal with skill gap(s) and meet your organisation's present and future needs



- Understanding the purpose of evaluating training and development interventions
- Develop plans to improve organisation performance through training and development strategies and plans

Course Outline

At the end of this course you'll understand:

- Understand the value of conducting training needs analyses
- Develop a robust and practical approach to evaluating the training, development initiatives and interventions in your organisation
- Assess current skill levels in your organisation and quantify the total skills resources available and required
- Devise a simple training evaluation process
- Understand a range of evaluation methods
- Understand the budget and resource implications of undertaking either a training needs analysis or evaluation of training project

ENCOURAGING STAFF PERFORMANCE AND BUILDING REWARD SYSTEMS

Course Overview

This course addresses performance issues and the strategic application of rewards and incentives to boost individual and organisational work output and quality.

The course equips delegates with relevant problem-solving and decision-making skills for their respective HR and team-building functions.

Course Outcomes

Delegates will gain knowledge and skills to:

- Understand the requirements of a workplace performance management system
- Plan and implement appropriate reward systems to motivate staff in their organisational culture
- Develop an objective performance system
- Enhance personal appraisal interviewing for getting the best out of staff
- Identify recommendations and action plans to improve their own organisational performance management systems

Course Outline

At the end of this course you'll understand:

- ✓ Understand the whole performance management cycle
- ✓ Design, implement, evaluate and monitor performance management systems
- ✓ Ensure that systems reflect the organizational work culture and align with its vision, mission and set objectives
- ✓ Combine performance and strategic rewards to develop performance
- ✓ Implementing appraisals, individual targets and reviewing competencies



HR AS BUSINESS PARTNER

Course Overview

This course will help delegates develop their skills and progress as a business partner. Delegates will also learn how to influence stakeholders, build credibility and take the organisation forward. Delegates will understand how HR takes a proactive role in both supporting current business needs and anticipating future business direction.

Course Outcomes

Delegates will gain knowledge and skills to:

- Assess implications for HR careers and the organisation as a whole
- Devise strategies for influencing line managers
- Understand the key techniques for building relationships as an HR business partner
- Understand the fundamental and application of HR business partner model (Ulrich model)
- Clarify the roles – Business Partner, specialist, operational
- Apply financial acumen and financial outcomes relationship with the strategic decisions by a HRBP with different levels of HR strategy implications implemented in an organization

Course Outline:

At the end of this course you'll understand:

- ✓ Analytical thinking
- ✓ Conflict management

- ✓ HR Metrics
- ✓ Stakeholder Management

Human Resource Management and Career Development

Course Overview:

This course aims to examine the key issues facing human resource (HR) managers as new developments and techniques are introduced.

The course will further develop HR managers' skills to improve operational effectiveness and achieve personal and organisational goals.

Course Objectives

Delegates will gain knowledge and skills to:

- Develop effective modern human resource policies and practices, as well as write such plans
- Effectively manage employee relation skills, and gain ability to deal with disciplinary and grievance matters in an objective manner
- Help line managers write better job descriptions and personnel specifications to help with recruitment, succession and talent management
- Develop and implement career development and talent management strategies
- Understand organisational culture and the impact it has on human resource management
- Develop ways to begin human resource transformation



COURSE OUTLINE

At the end of this course you'll understand:

- ✓ Organisational development: factors affecting HR planning, succession, career development and talent management
- ✓ Internal marketing strategies to promote training and career development within an organisation
- ✓ Dealing with employee relations, health and safety, disciplinary and grievance procedures
- ✓ Examination of factors affecting pay, job evaluation and salary, including recruitment, retention, motivation and incentives.
- ✓ Employee relation skills

TALENT MANAGEMENT AND SUCCESSION PLANNING

Course Overview

An in-depth exploration of the challenges and complexities attached to talent management and succession planning.

This training course will also assist you in gaining the skills and principles required to draft and implement a successful talent management and succession planning policy.

Course Objectives

Delegates will gain knowledge and skills to:

- Use the motivational tools for employee management and recognise the challenges of talent management
- Define 'talent' and differentiate talent management from succession planning
- Describe key factors and techniques in identifying potential high performers

- Identify appropriate recruitment and development methods for your organisation's talent management and succession planning initiatives
- Develop talent maps, career paths and remuneration strategies
- Manage your own and other key stakeholders' expectations and aspirations for the succession pool

Course Outline

At the end of this course you'll understand:

- ✓ Talent management Overview
- ✓ Development and succession
- ✓ Retention and remuneration
- ✓ Tools to inspire and reward staff
- ✓ Effective recruitment strategies to hire the right people for your organisation
- ✓ Talent and Skills Evaluation



	Course	Week	SCHEDULE		
S/N	MTC 01 HUMAN CAPITAL MANAGEMENT	WEEKS One/ Two	SCHEDULE 1 2026	SCHEDULE 2 2026	SCHEDULE 3 2026
1.	Hands-On HR Analytics Course for Human Resources	1 & 2	Accra Jan 5 th -16 th	Dubai, March 2 nd 13 th	Kigali, October 12 th – 23 rd
2.	Records Management Human Capital	1 & 2	Dubai, Jan 12 th -23 rd	London, April 13 th – 24 th	Nairobi, September 7 th – 18 th
3.	Administrative Human Resources (HR) for top Executives	1 & 2	Ontario, Feb 2 nd – 13 th	Accra, May 4 th – 15 th	Accra, August 3 rd – 7 th
4.	Unions and Collective Bargaining Human Resources Certification Course	1 & 2	Kigali, Feb 16 th – 20 th	Nairobi, June 1 st -12 th	Kigali, August 17 th – 28 th
5.	Human Resources (HR) as a business Partner	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd -7 th

6.	Workforce Analytics for HR Managers and Executives	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th – 9 th
7.	Managing Compensation and Benefits	1 & 2	Ontario, March 2 nd – 13 th	Nairobi, July 6 th -17 th	Accra, September 7 th – 11 th
8.	Talent Development and Management	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 7 th – 18 th
9.	Performance Measurement and Appraisal	1 & 2	Kigali, May 5 th – 16 th	London, July 6 th – 17 th ,	Nairobi, September 7 th – 11 th
10.	Setting Standards for Organizational Effectiveness	1 & 2	Manchester, Feb 16 th – 20 th	Ontario, June 15 th – 26 th	Accra, October 12 th –23 rd
11.	Team Building and Management	1 & 2	London, April 13 th – 24 th	Kigali, August 3 rd – 14 th	Tanzania, October 12 th – 23 rd
12.	Workforce Retirement Masterclass	1 & 2	Dubai, Feb 16 th - 20 th	Kigali, June 15 th – 26 th	Nairobi, October 5 th – 9 th
13.	Developing Presentation Skills	1 & 2	Accra, March 2 nd - 13 th	London, August 3 rd - 7 th	Nairobi, October 12 th –23 rd



14.	Strategic Planning and Management	1 & 2	Tanzania, March 2 nd - 13 th	Manchester, Sept 7 th – 11 th	Kigali, November 2 nd -6 th
15.	Human Resource Management Masterclass	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
16.	Managing the Training Function	1 & 2	Dubai, Jan 19 th -30 th	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
17.	Change Management & Human Resources	1 & 2	Ontario, Feb 2 nd – 13 th	Accra, May 4 th – 15 th	Accra, August 3 rd – 7 th
18.	Job Analysis & Evaluation (HR Perspective)	1 & 2	Kigali, Feb 16 th – 20 th	Nairobi, June 1 st -12 th	Kigali, August 10 th – 21 st
19.	Behavioural Management and Emotional Intelligence	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 18 th – 22 nd	Accra, August 3 rd -7 th
20	Effective Performance Management	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 10 th – 21 st	London, October 5 th - 16 th



360 Degrees Performance Appraisal	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th - 23 rd
Team Building and Coaching Skills for Managers	1 & 2	Nairobi, May 4 th - 15 th	Kigali, August 18 th - 29 th	London, October 5 th - 9 th
Advanced Programme on Training & Development	1 & 2	Ontario, March 2 nd - 13 th	Nairobi, July 6 th -17 th	Accra, September 7 th - 11 th
Conflict Management, Mediation, Resettlement & Reconciliation	1 & 2	Manchester, April 13 th 24 th	Tanzania, August 3 rd - 7 th	Dubai, September 7 th - 18 th
Managing People in the HR Function	1 & 2	Kigali, May 4 th - 15 th	London, July 6 th - 17 th ,	Nairobi, September 7 th - 11 th
Remuneration, Pensions & Employee Benefit	1 & 2	Manchester, Feb 16 th - 20 th	Ontario, June 15 th - 26 th	Accra, October 12 th - 23 rd
Workplace Counselling & Employee Welfare Management	1 & 2	London, April 13 th - 24 th	Kigali, August 3 rd - 7 th	Tanzania, October 12 th - 23 rd
Developing High Performance HR Business Partner and Consulting Skills	1 & 2	Dubai, Feb 16 th -20 th	Kigali, June 15 th - 26 th	Nairobi, October 5 th - 9 th

29	Efficient Training Needs Analysis: Corporate HR Development	1 & 2	Accra, March 2 nd - 13 th	London, August 3 rd - 7 th	Nairobi, October 12 th - 23 rd
30	Encouraging Staff Performance and Building Reward Systems	1 & 2	Accra Jan 5 th - 16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th - 23 rd
31	Human Resource Management and Career Development	1 & 2	Dubai, Jan 19 th - 23 rd	London, April 13 th - 24 th	Nairobi, September 14 th - 25 th
32	Talent Management and Succession Planning	1 & 2	Ontario, Feb 2 nd - 13 th	Accra, May 4 th - 15 th	Accra, August 3 rd - 7 th
33	Strategies and Organizational Problems: Constructing Corporate Value and Coherence in Balanced Scorecard Processes	1 & 2	Kigali, Feb 16 th - 20 th	Nairobi, June 1 st - 12 th	Kigali, August 17 th - 28 th
34	Management Control Systems and the Crafting of Strategy: A Practice-Based View	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th - 29 th	Accra, August 3 rd - 7 th



2. Corporate Governance Programme

The quality of corporate governance determines the degree of effectiveness and competitiveness of organizations, as it is through it that organizations are able to initiate and complete the production and delivery of goods and services. It has been proven that good governance breeds and sustains organizational effectiveness while bad governance produces the opposite. Competitive organizations ensure that they install good corporate governance on their shores, by building the capacity of their personnel to imbibe the traits of good governance.

Our courses in this faculty have been designed to kit participants with the skills congenial to the practice of good corporate governance that will enthrone the culture of effective performance and proficiency.

Venue: Accra (Ghana) , Doha (Qatar), Kigali(Rwanda) , Kinshasha (DRC) , London (Uk), Nairobi (Kenya), Ontario (Canada) , Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th , Jan 26th – 30th , February 2nd - 13th , Feb 23rd – 27th , March 9th -20th , Mar 23rd - 27th , April 6th – 17th , April 20th – 24th , May 4th – 15th , May 18th – 22nd , June 8th – 19th , Jun 22nd -26th , July 6th – 17th , July 20th - 24th , August 10th – 21st , Aug 24th – 28th , September 7th – 18th , Sept 21st -25th , October 5th – 16th , Oct 26th – 30th , November 16th – 20th , Nov 23rd – 27th , December 7th -18th 2026.

LIST OF CORPORATE GOVERNANCE COURSES

- The Complete Guide to Corporate Governance
- Audit Committee and Corporate Governance
- The Corporate Finance Course
- Essentials of Corporate Governance
- Implementing Strong Corporate Governance and Legal Structures
- Corporate Records and Information Management
- Strategic Planning and Management
- Leading a Project Team
- Effective public Sector governance and ethics
- Performance Management Master class
- Change Management for Higher Productivity
- Corporate Policy formulation and Implementation
- Corporate Culture and Performance
- Corporate Public Relations Strategies
- Negotiation and Conflict Management
- Public Finance Management
- Anti-corruption Policy & Adherence
- Creating & Managing Compliance at Work
- E-Government (Policy, Strategy & Implementation)
- Public Sector Reform and Capacity Building
- Advanced Communication Skills for Managers and Leaders



THE COMPLETE GUIDE TO CORPORATE GOVERNANCE:

This Course is meant for business owners, entrepreneurs, corporate executives or Board of directors, on this course you will acquire diverse knowledge of the following to do your job properly and give yourself the best chance of success. This Knowledge skill sets include Governance, Corporate Culture, Ethics, How to run a sustainable business, Risk management, Company structure, Strategy, Leadership, Stakeholder engagement.

COURSE OBJECTIVES: At the end of this Course, Participants will learn

- Everything about corporate governance from the basics to advanced
- About culture and ethics within a company
- How to make an impact in the corporate world and how to boost your career
- How boards and board committees work
- How to get a head start in your career
- All about risk and risk management

COURSE OUTLINE:

- The Complete Guide to Corporate Governance
- The Board
- The Corporate Governance Framework
- Committees
- Risk Management
- Audit
- The Future of Corporate Governance
- Environmental, social and governance issues (ESG)

AUDIT COMMITTEE AND CORPORATE GOVERNANCE

This course examines audit committee attributes as an integral part of corporate governance to improve quality, reliability, and transparency of financial reports as well as credibility and effectiveness of the related audit functions.

The effectiveness of the audit committee depends on the quality, timeliness, and reliability of information it received from management, internal auditors, legal counsel, and external auditors regarding financial, internal control, risk, legal, and auditing issues. This course presents the roles, responsibilities, structure, composition, qualification, authority, resources, and other attributes of the audit committee in accordance with the most recent regulatory

requirements and best practices.

COURSE OBJECTIVES: Participants at the end of this course will

- Explore the status of Corporate Governance and the Audit Committee.
- Explore Audit Committee Derivers, Roles, and Functions.
- Discover the Audit Committee's Authority, Structure, Diligence, Resources, Compensation, Qualification, Independence, Financial Expertise, Charter, Meetings, Agenda, Legal Liability, and need for continuous improvement.
- Explore the Corporate Governance Oversight Function of Audit Committees.
- Identify Financial Reporting Oversight and Internal Control Functions of Audit Committees.
- Explore the Risk Assessment, Ethics, Whistle-Blowing, and Anti-Fraud Oversight Functions of Audit Committees.

COURSE OUTLINE:

- Defining Audit Committee and its Relevance
- Audit Committee Interaction and Composition
- Audit Committee Oversight and Responsibilities
- Setting up Audit Committees for Public, Private and Non-Profit Organizations
- Best Practices of Audit Committees
- Managing Financial Reporting, Operating and Compliance Risk
- Internal and External Auditing Oversight Function of Audit Committees.

THE CORPORATE FINANCE COURSE: This Course explains the five main areas of corporate finance. Corporate Governance; Capital Budgeting, Cost of Capital, Leverage, and Working Capital. Complete Corporate Finance Course provides understanding on what drives business value from a financial perspective.

COURSE OBJECTIVES: Participants at the end of this course will

- Have a good foundation for a corporate



finance career

- Possess strong understanding of finance fundamentals and advanced topics concepts
- Acquire an understanding of corporate governance, capital budgeting, cost of capital, measures of leverage, and working capital management

COURSE OUTLINE:

- Working Capital Management
- Inventory Management
- Capital Budgeting- Principles and Processes
- Cost of Capital
- Measures of Leverage
- Corporate Governance and Environmental, social and governance issues (ESG)
- How to use a Financial Calculator

ESSENTIALS OF CORPORATE GOVERNANCE

Corporate governance is one of the foremost key performance indicators and critical components of strategic management. The strategic value of corporate governance has become even more important today, where business management is becoming more and more complex. The sections of the Course include; Essentials of Corporate Governance, The Impact of Business Culture on Corporate Governance, Corporate Social Responsibility, New Trends In Corporate Governance.

COURSE OBJECTIVES: By the end of the training; participants will acquire Knowledge on

- Skills and competence regarding corporate governance.
- Essentials Of Corporate Governance
- Impact Of Business Culture On Corporate Governance
- Corporate Social Responsibility
- New Trends In Corporate Governance

COURSE OUTLINE:

- Introduction to Corporate Governance
- The Impact of Business Culture on Corporate Governance
- Control Environment and Enterprise Risk Management
- Essentials of Corporate Social Responsibility (Doing Well and Doing Good)
- New Trends in Corporate Governance

IMPLEMENTING STRONG CORPORATE GOVERNANCE AND LEGAL STRUCTURES

Good Corporate governance allows people to trust your business and to know that if they invest in you the business will be well managed and it will last. Good corporate governance allows your customers know that you mean what you say and what you produce or serve has gone through a series of policies and procedures to ensure it is of the best standards. At end of the courses, you should have a comprehensive understanding of product/service development and provision, business operations, sales and marketing, ownership, management and control, business structures, financial forecasting and financing plan and have a strong business plan to act as a roadmap for continued business scale and success.

COURSE OBJECTIVES: Participants at the end of this will learn

- How to set up your business
- Steps to consider when registering your business in Nigeria and in other jurisdictions
- What to consider when choosing the right legal structure for your business
- The various forms of legal structures for your business
- Considerations for setting up your business as a partnership
- The key considerations for setting up your business as a company
- Understanding the concept of shares, shareholder rights and types of shares
- Understanding Share Capital
- Understanding key corporate governance principles

COURSE OUTLINE:

- Business Law
- Selecting the right Legal Structure for your Business
- Business Registration
- Demystifying Shares and Share Capital
- Ownership/ Control and Key Parties in a Company
- Key Corporate Governance Principles and Pillars
- Business Plan Development



OUTLINE

- Overview of Change Management.
- Leading and Managing Change
- Planning and Introducing Change.
- Features of Change
- Resistance Issues in Change management
- Handling People in the Change Process
- Strategic Communication in Changing Times.
- Providing Support and Empathy.
- Changing Teams.
- Team and Personal Strategies for Making Change Happen.
- Monitoring and Evaluating Change.
- Critical Success Factors in Change Management.
- Encouraging Creativity, Innovation, and Knowledge Building.
- Creating Strategies for Overcoming Barriers to Change.
- Measuring and Sustaining Organisational Change.
- Future Roles and Accountability.

PERFORMANCE MANAGEMENT PROGRAMME

Overview: Since the quality of the performance of organizations determines their classification and nature, organizations embark on measures directed at improving their performances. This is based on the fact that effective organizational performance attracts greater recognition and patronage which lead to enhanced earnings and investment, there by guaranteeing their sustenance. Consequently, organisations manage their performance in order to be effective.

This course has been designed to arm participants with the skills for effective performance management.

Who to Attend

Senior and Middle level Staff, Heads of Departments, Division, Sections and Units of Organizations.

OBJECTIVES

The objectives of the course are to:

- Enable participants identify the Critical factors Affecting organizational performance.
- Enable participants to describe the measures Used to improve Organizational performance.
- Mobilize participants to influence their Organization to adopt and implement strategies and skills to be learnt ineffective manage men to their performances.

OUTLINE

- Overview of Organizational Performance.
- Individual Performance.
- Total Quality Management.
- Effective Communication.
- Motivation for Optimal Performance.
- Compensation and Performance.
- Training and Development.
- Performance Indicators.
- Performance Management.
- Team Work.
- Interpersonal Relationship.
- Conflict Resolution.
- Performance Measurement.
- Human Capital Management.
- Time Management.
- Monitoring and Evaluating Performance.
- Performance Appraisal.
- Performance Improvement techniques.
- ICT and Performance Management



EFFECTIVE CORPORATE GOVERNANCE

Overview: One of the critical factors determining corporate performance is corporate governance: where there exists effective corporate governance, performance is high; but the reverse is the case where there is ineffective corporate governance. Organizations aiming at being high performers have to install and maintain effective corporate governance. In this course, participants will learn the rudiments of, and techniques for, effective corporate governance, and be prepared to apply the concept in their organizations.

-

Who to Attend: Management Staff; Senior and middle-level Managers; Heads of Departments, Sections, and Units; and Trainers.

OBJECTIVES

The objectives of the course are to:

- Enable participants to know the elements of effective corporate governance.
- Introduce participants to the tools, techniques, and skills for effective corporate governance.
- Equip participants with the requisite skills for effective corporate governance.
- Enable participants to install effective corporate governance in their organizations.

OUTLINE

- Overview of Corporate Governance.
- Elements of Effective Corporate Governance.
- Policy Formulation and Implementation in Organizations.
- Effective Organizational Performance
- Accountability in Organizational Performance.

- Duties and Responsibilities of Boards and Top Managements.
- Effective Boards and their Committees.
- Effective Corporate Governance and Meaningful Corporate Disclosures.
- Internal and External Audits.
- Ethics and Organizational Integrity.
- Getting it Right
- Sustaining Effective Corporate governance.

CHANGE MANAGEMENT FOR HIGHER PRODUCTIVITY

Overview: Against the back-drop of change being the only permanent phenomenon in life, organizations need to evolve management systems and styles that will enable them to remain highly productive while coping with change. This course aims at introducing participants to the techniques of effectively managing change in order to make their organizations to be highly productive and competitive.

Who to Attend

Senior Staff, Heads of Departments, Sections, Units and Employees in charge of Corporate Planning.

OBJECTIVES

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

- Have a deeper understanding of the impact of change on organizational productivity.
- Get acquainted with the techniques of change management.
- Identify the strategies for applying the new knowledge and techniques in their Organisations.



PUBLIC SECTOR GOVERNANCE AND ETHICS

OVERVIEW:- Individual and organizational behaviors are greatly influenced by prevailing moral principles which also determine values and goals. Adherence to ethics influences both individual and organizational Performance to align with societal aspirations and expectations. Consequently, individuals and organizations that are ethically sensitive and compliant are regarded and appreciated as good citizens who are most of the time patronized and made relevant. There is a dire need for public sector workers to be ethically sensitive and compliant for them to be seen as relevant and be involved. This course will introduce participants to the techniques of ethical sensitivity and compliance.

Who to Attend: Top Officials like Permanent Secretaries, Director-General, Directors, Heads of Sections and Units in the Public Sector.

OBJECTIVES

The objectives of the course are to:

- Make participants to appreciate the importance of ethics in performance management.
- Expose participants to a deeper understanding of ethical principles.
- Stimulate participants to develop ethical standards in their organizations.
- Enable participants enforce adherence to, and guidance by, ethical principles in their organizations.

OUTLINE

- Ethics and Ethical Principles.
- Public Sector Governance.
- Values in Public Sector Organizations.
- The performance of public sector Organizations.
- Accountability in Public Sector Organizations.

- Changes Facing Performance in Public Sector Organizations.
- Corruption in Public Sector Organizations.
- Tackling Corruption in Public Sector Organizations.
- Value Re-Orientation in Public Sector Organizations.
- Communicating Value Re-orientation in Public Sector Organizations.
- Personal Effectiveness and Ethical Consideration

CORPORATE RECORDS AND INFORMATION MANAGEMENT

OVERVIEW:- Records form a very reliable basis for effective performance at both individual and organizational levels, as they provide hindsight, and the basis of planning for the future. It behooves high performing organizations to build, keep, and manage their records effectively. In this course, participants will be exposed to the principles and techniques of records management, with the expectation that upon return to their offices, participants will positively influence the installation and maintenance of effective records management systems.

Who to Attend: Office Managers, Secretaries and officers involved in managing records in organizations.

OBJECTIVES

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

- Appreciate the importance and relevance of records in organizations.
- Have more knowledge on record and information management tools and systems.
- Develop effective records and information management systems.
- Influence the adoption and use of effective systems for managing records and information in their organizations.



OUTLINE

- Overview of Records and Information Management.
- Legal Framework for Records and Information Management.
- The freedom of Information Act.
- Types of Records and Information in Organizations.
- Developing Organizational Records Plan.
- The Storage, Retrieval and Disposal of Records and Information Audit.
- The Infrastructure for Records and Information Management.
- Developing Organizational Records Plan.
- ICT and Records Management.
- Change Management
- Challenges of Records and Information Management

CORPORATE ETIQUETTE AND PROTOCOL MANAGEMENT FOR HIGHER PERFORMANCE

Overview: Two aspects of organisational culture impact directly on organisational performance when they are managed Well, they enhance performance but their poor management leads to poor organisational performance. These critical aspects are etiquette and protocol. While etiquette addresses communication, protocol takes care of movements by managements and staff. In the bid to develop an organisational culture most conducive to higher performance, organisations make their employees to imbibe the right corporate etiquette and also institute effective protocol measures so as to remove bottlenecks that cause inertia in the march to higher organisational performance. In this course, participants will be exposed to organisational cultural practices that promote performance-enhancing etiquette and maintain a flawless protocol regime.

Who to Attend

Top and Middle Management Team Members

OBJECTIVES

The objectives of this course are, to:

- Introduce participants to performance enhancing etiquettes and protocol practices.
- Enable participants to acquire the skills for high etiquette and protocol regimes.
- Empower participants with the strategies for integrating the high etiquette values and good protocol practices in their organisations.

OUTLINE

- Impact of Culture on Organisational Performance: the Case of Etiquette and Protocol.
- Business Ethics and Etiquette: Code of Conduct.
- Understanding Ethics and Etiquette for Personal and Professional Use Etiquettes and Norms of Professional and Corporate Personnel. Principles of Etiquette: Dining, Dressing, Grooming,
- Greetings, Phone, and E-mail Etiquette.
- Building Rapport for Stronger Relationships.
- Managing Organisational and Individual Ensuring Strategic Alignment. Reputation.
- Fundamentals of Protocol.
- Protocol and Image Management.
- Managing the Boss.
- Liaison Functions and Services.
- Planning, Organising and Controlling Protocol



- Convoy Travel Arrangements, Airport
- Duties, Freight Handling, Management of (Hotel)
- Accommodation and Visa Arrangements.
- Time Management for Personal Effectiveness.
- Security Functions in Protocol. Implementing Work-Life Balance in the Workplace. Media Relations.

GLOBAL BEST PRACTICE IN CORPORATE RECORDS AND MANAGEMENT

Overview Records form a very reliable basis for effective performance at both individual and organisational level. They provide hindsight and the basis of planning for the future. It be hooves high performing organisations to build, keep and manage their records effectively. In this course, participants will be exposed to the principles and techniques of records management with the expectation that upon return to their offices, participants will positively influence the installation and maintenance of effective records management systems in their respective organisations.

Who To Attend

Office Managers, Secretaries and Officers involved in managing records in organisations.

OBJECTIVES

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

- Appreciate the importance and relevance of records and documents in organisations.
- Have more knowledge on record and information management tools and systems.
- Develop effective records and information management systems.
- Influence the adoption and use of effective systems for managing records and information in their organisations.

OUTLINE

Overview of Corporate Records and Management.

- Legal Framework for Corporate Records and Management.
- Types of Corporate Records Management In Organisations.
- Developing Organisational Records Plan.
- Accountability Capacity Building Setting Strategic Priorities for Records and Management.
- Electronic Document Management.
- Disaster Planning in Records Management.
- The Storage, Retrieval and Disposal of Records and Information Audit.
- The Infrastructure for Records and Information Management.
- Developing Organisational Records Plan.
- ICT and Records Management.
- Change Management
- Challenges of Records and Document Management

CORPORATE CULTURE AND PERFORMANCE

Overview: Culture greatly influences organizational performance, as where there prevail saculture of hardwork, organisations normally perform effectively but a culture of laxity and laziness brings about ineffective organisational performance. Organisations desirous of being high performers and competitive need to develop and install performance friendly cultures. In this course, participants willll earn about the effects of culture on performance in organisations and how to develop and maintain the right culture.

Who to Attend

Senior Management staff and Heads of Departments, Sections and Unit.



NEGOTIATION AND INFLUENCING SKILLS FOR MANAGERS

OBJECTIVES

The objectives of the course are to:

- Stimulate the appreciation of the impact of culture on organisational performance in participants.
- Enable participants to know how to develop the right culture for their organisations.
- Equip participants with the tools and techniques of making employees to imbibe the culture of their organisations.

OUTLINE

- Organisational Culture and Performance.
- Elements and Characteristics of Organisational Culture.
- Organisational Vision, Mission, Values and Goals The Performance Balance Finding the Right Balance.
- Managing Things and Leading People.
- Soft Skills, Hard Results: Harnessing the Power of Emotional Intelligence.
- Strengthening Internal Partnership for Customer-Centredness and High Performance.
- Working With External Partners.
- Developing the Congenial Organisational Culture.
- Corporate Governance and Organisational Culture.
- Agents of Organisational and Cultural Change.
- Communicating Organisational Culture.
- Process of Organisational Cultural Orientation and Reorientation.
- Entrenching Organisational Culture.
- Motivation and Rewards for Adherence to Organisational Culture.
- Continuous Improvement through Reviewing, Assessing, Collaborating and Reforming.
- Monitoring and Evaluating Organisational Culture.
- Emerging Trends in Corporate Culture.

Overview The effective management of human resources in organisations makes it essential for managers to have skills for negotiating and influencing the work force they manage and lead. This is because on a routine basis, managers encounter difficult situations that thrust on them the need to negotiate with their subordinates and also persuade the staff to take certain courses of action. The possession of these requisite skills enables managers to harmonise diversities and mobilise their workforce for effective Performance. This course aims at arming targeted participants with the skills for effective negotiation and influencing.

Who to Attend

Heads of Departments, Sections, Units, and Teams in Organisations saddled with the responsibility of leading and managing people.

OBJECTIVES

The objectives of the course are, to:

- Introduce participants to the nature of complex diversity at the workplace and its effect on performance.
- Enable Participants to identify the techniques for negotiating with staff and influencing them for effective performance.
- Equip participants with the ability to apply the skills to be learnt in their organisations.

OUTLINE

- Nature of Organisational Behaviour: Diversity, Misconduct, Indiscipline, and Difficult Dispositions.
- Resourcing for Organisations.
- Negotiation: Concept, Process, and Skills.
- Ethics and Negotiation.
- Negotiation Techniques.
- Managing Emotions in Negotiations.



- Leadership Concepts, approaches, and Styles.
- The Art, Science, and Elements of Influence.
- Dealing with Set back: Negotiation and Influencing.
- Identifying Individual skills for Negotiation and Influencing.
- Strategies for Successful Negotiation and Influencing.
- Techniques for Influencing Staff Attitudes and Performance.
- Reciprocal Influence between Managers and Subordinates.
- Strategic Use of Information.
- Using Feedback to Create Shared Understanding.
- Securing Commitment for Lasting Agreement.
- Techniques for Developing Management and Leadership Skills.
- Emerging Trends in Negotiation and Influencing.

EFFECTIVE REWARD AND COMPENSATION SYSTEMS FOR ORGANISATIONS

Overview One of the effective means of boosting organisational performance is the maintenance of an effective rewards and compensation system. This is because individual employee performance and overall organisational performance are significantly affected by the type of reward system used by organisations. Researcher have shown that organisations perform optimally when their employees are properly rewarded with efficient salaries and wages. These enhance employee commitment, creativity, productivity and response to the dynamics of the environment. Organisations can boost their performances by installing and maintaining effective reward systems. This course has been structured to acquaint participants with the elements of performance-friendly reward and compensation systems, in order to stimulate them to adapt the systems in their organisations.

Who to Attend

Executive and Senior Management and Team Members responsible for human resource management and development in Organisations.

OBJECTIVES

The course aims at:

- Introducing participants to the various reward and compensation systems.
- Equipping participants with the techniques of formulating and implementing performance inducing reward systems.
- Enhancing the ability of participants to use the reward system to boost the performances of their organisations.

OUTLINE

- Pay roll Obligations and Requirements.
- Reward Management System.
- Strategic Reward Management.
- Tools and Techniques of Reward Management.
- Grading and Wage Structure.
- Wages and Salaries Survey and Review.
- Wage Policies.
- Reviewing and Implementing Strategic Rewards.
- Evaluating Rewards: Grading and Wage Structure.
- Industrial Relations Practice and Reward Management.
- The Relationship between Rewards and Performance.
- Combining the Use of Performance and Strategic Rewards.
- Appraising, Assessing, and Rewarding Performance.
- Performance Related Pays and Rewards.
- Emerging Trends in Rewards and Compensation Packages



MTC 02:CORPORATE GOVERNANCE		week	Course Schedule		
38.	The Complete Guide to Corporate Governance	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
39.	Audit Committee and Corporate Governance	1 & 2	Dubai, Jan 19 th -23 rd	London, April 6 th – 17 th	Nairobi, September 14 th – 25 th
40.	The Corporate Finance Course	1 & 2	Ontario, Feb 2 nd – 13 th	Accra, May 4 th – 15 th	Accra, August 3 rd – 7 th
41.	Essentials of Corporate Governance	1 & 2	Kigali, Feb 16 th – 20 th	Nairobi, June 1 st - 12 th	Kigali, August 17 th – 28 th
42.	Implementing Strong Corporate Governance and Legal Structures	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
43.	Implementing Strong Corporate Governance and Legal Structures	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th



44.	Corporate Records and Information Management	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
45.	Strategic Planning and Management	1 & 2	Manchester, June 15 th – 19 th	Kigali, August 17 th – 28 th	Accra, October 5 th – 9 th
46.	Leading a Project Team	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 3 rd – 7 th
47.	Effective public Sector governance and ethics	1 & 2	Kigali, May 4 th – 15 th	London, July 6 th – 17 th ,	Nairobi, September 7 th – 11 th
48.	Performance Management Master class	1 & 2	Manchester, Feb 16 th – 20 th	Ontario, June 15 th – 26 th	Accra, October 12 th -23 rd
49.	Change Management for Higher Productivity	1 & 2	London, April 13 th – 24 th	Kigali, August 3 rd – 7 th	Tanzania, October 12 th – 23 rd
50.	Corporate Policy formulation and Implementation	1 & 2	Dubai, Feb 16 th -20 th	Kigali, June 15 th – 26 th	Nairobi, October 5 th - 9 th
51.	Corporate Culture and Performance	1 & 2	Accra, March 2 nd - 13 th	London, August 3 rd -7 th	Nairobi, October 12 th -23 rd



52.	Corporate Public Relations Strategies	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 rd - 7 th	Dubai, September 3 rd - 7 th
53.	Negotiation and Conflict Management	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th - 23 rd
54.	Public Finance Management	1 & 2	Dubai, Jan 19 th - 23 rd	London, April 13 th - 24 th	Nairobi, September 14 th - 25 th
55.	Anti-corruption Policy & Adherence	1 & 2	Ontario, Feb 1 st - 12 th	Accra, May 4 th - 15 th	Accra, August 3 rd - 7 th
56.	Creating & Managing Compliance at Work	1 & 2	Kigali, Feb 16 th - 20 th	Nairobi, June 1 st - 12 th	Kigali, August 17 th - 28 th
57.	E-Government (Policy, Strategy & Implementation)	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th - 29 th	Accra, August 3 rd - 7 th
58.	Public Sector Reform and Capacity Building	1 & 2	Nairobi, May 4 th - 15 th	Kigali, August 17 th - 28 th	London, October 5 th - 9 th



59.	Advanced Communication Skills for Managers and Leaders	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
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3. COMMUNICATION AND PUBLIC RELATIONS STRATEGY PROGRAMME

Good corporate reputation, earned through demonstrated smooth community relationship and the display of high level corporate social responsibility enhance organizational patronage, high degree of customer retention, the maintenance of large market share, and impressive profit margin. The realization of this fact has made organizations to strive to register their relevance, and maintain smooth relationships with their public. Consequently, public relations strategies are consciously and deliberately developed and sustained.

Our Communication and Public Relations Faculty offers courses on basic and advanced Public Relations practices in order to equip practitioners with the requisite skills for a more effective performance that will enhance corporate performance and increased market share.

Venue: Accra (Ghana), Doha (Qatar), Kigali (Rwanda), Kinshasha (DRC), London (UK), Nairobi (Kenya), Ontario (Canada), Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th, Jan 26th - 30th, February 2nd - 13th, Feb 23rd - 27th, March 9th - 20th, Mar 23rd - 27th, April 6th - 17th, April 20th - 24th, May 4th - 15th, May 18th - 22nd, June 8th - 19th, Jun 22nd - 26th, July 6th - 17th, July 20th - 24th, August 10th - 21st, Aug 24th - 28th, September 7th - 18th, Sept 21st - 25th, October 5th - 16th, Oct 26th - 30th, November 16th - 20th, Nov 23rd - 27th, December 7th - 18th 2026.



LIST OF PROFESSIONAL COURSES

- Public Relation- Media Crisis Communications
- Public Relations Masterclass
- Press Coverage, Publicity and Public Relations for Corporate Branding
- Negotiation and Influencing Skills for Managers
- The Complete Presentation and Public Speaking Speech
- Public Writing Skills
- Strategic Corporate Public Relation
- Corporate Image Management
- Planning and Managing Public Relation
- Advanced Writing Skills for Executives
- Communication and Public Relations
- Effective Media Relations Management
- Social Media, Print Media and Mainstream
- Media Regulation & Policy
- Essentials of Communications
- Advanced Presentation Skills Training
- Public Relations, Communication & Media
- Customer Service, Stakeholder Communication & Media Relations
- Media & Development Research Methods
- Customer Care & Public Relations
- Facilitation & Presentation Skills
- Managing Stakeholders & Public Relations
- Report Writing Skills

PUBLIC RELATION- MEDIA CRISIS COMMUNICATIONS

You will learn how to prepare and deliver messages to the media in a time of a Public Relations crisis. How to plan for press conferences, media statements, messages, and sound bites will be covered. Why it is essential to prepare for a crisis before you know when or what the crisis will be. Crisis communications Public Relations requires a plan that covers every aspect of message development, rehearsal and media management. This course is ideal for CEOs, PR managers, crisis managers, and anyone who is responsible for the reputation of an organization.

COURSE OBJECTIVES: At the end of this course, Participants will

- Be able to Manage Crisis Communications
- Know how to appear Confident on Camera
- Prepare Messages
- Speak in Sound Bites
- Handle tough questions

COURSE OUTLINE:

- Essential elements to handle crisis communications
- Creating your Winning Message
- The Biggest Crisis Blunders to Avoid in Public Relations
- The Media- The Big Picture thinking
- Public Speaking and Engagement skills

PUBLIC RELATIONS MASTER CLASS

This course will equip you with everything you need to become an expert public relations professional. It's packed full of case studies, statistics, checklists, templates and practical activities that bring the theory to life. Participants will learn how to bring this all together into a comprehensive public relations and communications strategy that shows what you're going to do, why you're going to do it and how you're going to do it.

COURSE OBJECTIVES: At the end of this course, participants will learn

- How to build a PR strategy that generates leads, makes your brand famous, builds a community and attracts customers.
- How to use PR to increase traffic to your



website.

- How to manage, implement and measure the success of your PR strategy.
- How to present your PR strategy to stakeholders, get buy-in and secure budgets.
- How to use social media, video, content and traditional media to gain publicity.
- How to write for PR.
- How to generate your own media stories.
- How to manage a crisis / handle negative publicity.
- How to build authority and thought leadership through the media.

COURSE OUTLINE:

- Introducing Public Relations
- Research and Planning in Public Relations
- Generating Ideas
- Media Relations
- Social Media
- Writing For PR
- Strategic PR Planning
- Issues Management and Crisis Communications

PRESS COVERAGE, PUBLICITY AND PUBLIC RELATIONS FOR CORPORATE BRANDING

This course will teach you how to get publicity (PR) and press coverage for your business from podcasts, radio shows, books, industry publications, and even celebrities. The course gives you actionable strategies to get publicity and to position your corporate business to naturally get more PR exposure by being more exciting. This course exposes you to practical tips on how to get publicity in various types of media, and how to pitch journalists, radio show hosts and podcasters to get them to invite you on their shows.

COURSE OBJECTIVES: Participants at the end of this course will learn

- How to Get publicity for your business and get exposure to massive new audiences
- How to Get on the radio, podcasts, online magazines, big blogs, and be promoted on big social media channels!!
- How to Pitch journalists in effective ways that work
- High level, savvy long-term strategies to get publicity

- How to Get publicity for a book

COURSE OUTLINE:

- Introduction and Publicity Fundamentals
- Your Publicity story to stand out and grab attention
- Reverse Publicity Method
- Actionable Strategies to implement in PR
- Press Release Writing
- Publicity Stunts
- Publicity for a book or Book Launch

THE COMPLETE PRESENTATION AND PUBLIC SPEAKING SPEECH COURSE

The course aims to help you hone your interpersonal skills in vital areas such as public speaking, critical thinking, digital communication, visual persuasion, and audience adaptation both virtually and in person. Communication strategies such as Psychology of persuasion, Characteristics of public speaking, and Adapting messages to diverse audiences, Digitalization & data visualization and Critical thinking to upgrade messages will be covered

COURSE OBJECTIVES: At the end of this Course, Participants will

- Deliver an Unforgettable Presentation Experience: We will discuss how to deliver your masterpiece + using the best body language.
- Create Incredible Content: We will thoroughly cover what to include in your speech.
- Make Unbelievable Slides: We will discuss making incredible slides using many proven examples.
- Be More Prepared than Anyone for Your Speech
- Impress Your Audience: We will identify with the audience (your customer/target market).

COURSE OUTLINE:

- Essentials of Public Speaking
- Identifying with the Audience (Your Customer/Target Market)
- Speech Goals, Content and Purpose
- Slides Presentations Guide
- Building Confidence in Speech Speaking
- Do's and Don'ts in Public Speaking



REPORT WRITING SKILLS

OVERVIEW:- Reports constitute one of the tools for public relations. The quality of report determines in part, the effectiveness of the public relations function.

Organizations need to deliberately work towards producing high quality reports, as one of the means of polishing their public image. This course has been designed to introduce participants to the elements of, and skills for effective report writing.

Who to Attend: Middle Level Management Staff of Public Relations Department, Project Managers, Team leads, Sections, and Units; and Private PR Practitioners.

OUTLINE

The objectives of the course are, to:

- Enable participants to review the elements of report writing.
- Enable participants to identify the skills for effective report writing.
- Effective organizational report writing.

OBJECTIVES

- Reports as Public Relations Tools.
- Types of Organizational Reports.
- Writing News Articles.
- Feature Articles and Documentaries
- Research, Data and Information Gathering.
- Effective Interviewing for Information Gathering.
- Using Internet Search Engines.
- Use of Language and the Economy of Words.
- Packaging of Reports.
- Effective Use of ICT Software.
- Proof-reading

STRATEGIC CORPORATE PUBLIC RELATIONS

OVERVIEW:- Organizations and Public Relations (PR) practitioners need to have strategies to use in order to manage the public effectively for guaranteed survival and competitiveness. This course has been designed to enable participants identify and use the strategies.

Who to Attend: Heads of PR Departments and other Departments, Committees, and Task Forces.

OBJECTIVES

The objectives of the course are, to:

- Enable participants to know the relationship between public relationship, public relations and corporate strategies.
- Enable participants to identify the strategies for managing corporate image.
- Enable participants to use the strategies effectively in the course of carrying out their functions.

OUTLINE

- Overview of organizational Vision, Mission, Values, and Strategies,
- Linking Public Relations to Organizational Strategy.
- Types of Corporate Public Relations Strategies.
- Identifying and Engaging Key Stakeholders.
- Employee Relations Strategy.
- Community Relations Strategy.
- Media Relations Strategy
- Reputation Management Strategy
- Managing Relationship Programs
- Monitoring and Evaluating the PR Strategies.



CORPORATE IMAGE MANAGEMENT

OVERVIEW:- In order for an organization to enhance its effectiveness and competitiveness, it needs to have functional public relations that will project it in the market place. This course will introduce participants to the fundamentals of public relations and the skills required to make the PR function more effective.

Who to Attend: Managers responsible for the public relations of organizations.

OBJECTIVES

The objectives of the course are, to:

- Enable participants understand the elements of public relations.
- Introduce participants to the skills for public relations.
- Stimulate participants to manage the public relations functions of their organizations effectively.

OUTLINE

- The Nature of Public Relations.
- Organizational Culture and Change.
- Public Relations Tools and Skills.
- Developing Best Practices.
- Planning Public Relations Campaigns.
- Communication Theories.
- Writing for Public Relations.
- Public Speaking.
- Media Relations.
- Building and Managing Corporate Image
- Events Management
- Crisis Management in Public Relations
- Securing the Sponsorship of Events
- Ethical Considerations in Public Relations.
- Monitoring and Evaluating Public Relations

PLANNING AND MANAGING PUBLIC RELATIONS

OVERVIEW:- Deliberate steps need to be taken to plan and manage public relations activities in order to make the function effective for organizations. In this course, participants will be taught the rudiments of planning and implementing public relations activities.

Who to Attend: Heads of Public Relations Departments and their Deputies.

OBJECTIVES

The objectives of the course are, to:

- Enable participants to know the basic activities of the public relations function.
- Lead participants to identifying the strategies and skills for planning and managing public relations activities.
- Stimulate participants to be effective in planning and managing public relations activities.

OUTLINE

- Overview of Public Relations Activities.
- Integrating Public Relations into Organizational Activities.
- Planning of Media Relations: Radio, Television and Newspaper Interviews; and Press Conferences.
- Planning Press Releases
- Planning Documentaries on organizations.
- Managing Corporate Image and Reputation.
- Managing Relationships.
- Building and Managing the PR Teams.
- Techniques and Skills for P R Planning and Management.
- Corporate Social Responsibilities.
- Budgets and Value-for-Money in Public Relations.
- Monitoring and Evaluating Public Relations Activities.



MTC 03: Communication And Public Relations Strategy Programme		Week	Schedule		
60	Public Relation- Media Crisis Communications	1 &2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
61	Public Relations Masterclass	1 &2	Ontario, March 2 nd – 13 th	Nairobi, July 6 th -17 th	Accra, September 7 th – 11 th
62	Press Coverage, Publicity and Public Relations for Corporate Branding	1 &2	Manchester, April 13 th -24 th	Tanzania, August 3 rd – 7 th	Dubai, September 3 rd – 7 th
63	Negotiation and Influencing Skills for Managers	1 &2	Kigali, May 4 th – 15 th	London, July 6 th – 17 th ,	Nairobi, September 7 th – 11 th
64	The Complete Presentation and Public Speaking Speech	1 &2	Manchester, Feb 16 th – 20 th	Ontario, June 15 th – 26 th	Accra, October 12 th - 23 rd
65	Public Writing Skills	1&2	London, April 13 th – 24 th	Kigali, August 3 rd – 7 th	Tanzania, October 12 th – 23 rd
66	Strategic Corporate Public Relation	1 &2	Dubai, Feb 16 th -20 th	Kigali, June 15 th – 26 th	Nairobi, October 5 th - 9 th
67	Corporate Image Management	1 &2	Accra, March 2 nd - 13 th	London, August 3 rd - 7 th	Nairobi, October 12 th - 23 rd



68	Planning and Managing Public Relation	1&2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
69	Advanced Writing Skills for Executives	1 &2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
70	Communication and Public Relations	1 &2	Ontario, March 2 nd – 13 th	Nairobi, July 6 th -17 th	Accra, September 7 th – 11 th
71	Effective Media Relations Management	1 &2	Manchester, April 13 th - 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 3 rd – 7 th
72	Social Media, Print Media and Mainstream Media Regulation & Policy	1 &2	Kigali, May 4 th – 17 th	London, July 6 th – 17 th ,	Nairobi, September 7 th – 11 th
73	Essentials of Communications	1 &2	Manchester, Feb 16 th – 20 th	Ontario, June 15 th – 26 th	Accra, October 12 th - 23 rd
74	Advanced Presentation Skills Training	1&2	London, April 6 th – 10 th	Kigali, August 3 rd – 7 th	Tanzania, October 12 th – 24 th
75	Public Relations, Communication & Media	1&2	Dubai, Feb 16 th -20 th	Kigali, June 15 th – 26 th	Nairobi, October 5 th - 9 th



76	Customer Service, Stakeholder Communication & Media Relations	1&2	Accra, March 2 nd - 13 th	London, August 3 rd - 7 th	Nairobi, October 12 th - 23 rd
77	Media & Development Research Methods	1 & 2	Accra Jan 5 th -17 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
78	Customer Care & Public Relations	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
79	Facilitation & Presentation Skills	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 th – 7 th	Dubai, September 3 rd – 7 th
80	Managing Stakeholders & Public Relations	1 & 2	Kigali, May 4 th – 15 th	London, July 6 th – 17 th ,	Nairobi, September 7 th – 11 th
81	Report Writing Skills	1 & 2	Manchester, Feb 16 th – 20 th	Ontario, June 15 th – 26 th	Accra, October 12 th - 23 rd





4. PROJECT MANAGEMENT PROGRAMME

These are in-depth courses covering the project management body of knowledge, methodologies and tools including MS Project and PMW. It is a Total Package designed for every potential or current project management professional irrespective of placement in project management professional ladder. On completion candidates will be supported to write any of the professional examinations including PMI-US CAPM &PMP and APM-UK PRINCE2 examinations.

Venue: Accra (Ghana), Doha (Qatar), Kigali(Rwanda), Kinshasha (DRC), London (UK), Nairobi (Kenya), Ontario (Canada), Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th, Jan 26th – 30th, February 2nd- 13th, Feb 23rd– 27th, March 9th -20th, Mar 23rd - 27th, April 6th – 17th, April 20th – 24th, May 4th – 15th, May 18th – 22nd, June 8th – 19th, Jun 22nd -26th, July 6th – 17th, July 20th - 24th, August 10th – 21st, Aug 24th – 28th, September 7th – 18th, Sept 21st -25th, October 5th – 16th, Oct 26th – 30th, November 16th – 20th, Nov 23rd – 27th, December 7th -18th 2026.

Project development, implementation and management are central, strategic and induce growth in the development of both public and private organizations. Project management underpins most economic activities, leading to the translation of political promises, policy formulation and the delivery of developmental goals to the public. Our Project Management Programmes focuses on the resolve to promote project management, draw the attention of government and private organizations to use it as a means for transformation and Progress.

Organizations and individuals should take advantage of the listed professional courses that has been tailored to meet specific needs of participants to entrench the culture of good project management and result-oriented corporate governance.

Who to Attend: Potential or current project management professional irrespective of placement in project management professional ladder, project & Program Managers, team managers and other professionals.



LIST OF TRAINING COURSES

- Project Management Fundamentals- Run Projects Effectively
- Project Management for Development Professionals (PMD-Pro)
- Global Best Practice in Projects and Program Management
- Project Management Scheduling and Compliance
- Monitoring, Evaluation and Reporting in Project Management
- Project Management Professional Masterclass
- 10- Steps Model in Building a Result- Oriented Monitoring and Evaluation System in Ministries, Departments and Agencies of Governments
- A- Z steps in Project Life Cycle Implementation
- Project Risks Management- Risk Identification, Assessment and Mapping
- Emerging Trends for Project Implementation in Public Service
- Strategic Thinking Masterclass
- Monitoring & Evaluation of Developmental Projects
- Project Management Information system (PMIS)
- Project Stakeholder Governance and Management
- Project Planning Tools & Techniques
- Projects Contracts & Consortium Management
- Project Management Body of Knowledge (PMBOK)
- Managing Organizations Complex Projects
- Why Projects Fail
- Managing Finance in Projects
- Result-based Monitoring & Evaluation
- Project Quality Management

PROJECT MANAGEMENT FUNDAMENTALS- (Running Projects Effectively)

Project Management is an incredibly powerful skill, and pretty much everything in the world relies on it! The Olympics, developing a new disease cure, putting a man on the moon, launching a new product range, or even just planning a birthday party - if you can master Project Management you can lead any project of any size with the same simple process. In this course, participants will be walked through step by step on how to simply and effectively manage any project, in any industry, with any budget.

COURSE OBJECTIVES: At the end of this class, participants will

- Feel confident applying Project Management theory to your real life project
- Be able to manage a successful project even with zero experience in that industry
- Build a Gantt chart using no specialist software (just Excel and Post-it Notes)
- Use the PMP or PMI method to do Project Management
- Measure whether you're on budget and on time - and how to fix it if you're not
- Learn how to make a Gantt Chart and a PERT diagram with ease
- Feel calm and effective in running a project of any size in any industry

COURSE OUTLINE:

- Defining the Project
- Project Phases, Stages, Activities and Tasks
- Work Breakdown Structure
- Estimating Project Time and Cost
- Monitoring Project Progress
- Risk Analysis
- Create a Gantt Chart using only Excel, and a PERT diagram using just Post-It notes
- Why Projects Fail



PROJECT MANAGEMENT FOR DEVELOPMENT PROFESSIONALS (PMD-PRO)

In this course you will learn how to optimize international project investments and improve your professional project management skills in the development/humanitarian sector. Project DPro is aligned with existing internationally recognized project management standards and includes components specific to the NGO sector.

COURSE OBJECTIVES: By the end of the course you will be able to:

- Organize your work in a way that will make you more effective
- Articulate what is in your project scope, what is out of scope, and why
- Develop an accurate schedule and employ techniques to effectively manage it
- Identify, analyse, and engage stakeholders
- Define roles and responsibilities for your project team
- Assess project risks and develop strategies for responding

COURSE OUTLINE:

- Programmatic Support
- Programme Design
- Monitoring and Evaluation
- Quality and Governance
- Management Essentials
- Budgets and Finance
- Project Management Best Practices
- Identify, analyse and Engaging Project Stakeholders

GLOBAL BEST PRACTICE IN PROJECTS AND PROGRAM MANAGEMENT

In the quest to achieve individual and organizational effectiveness, global bodies are developing standards and principles to ensure project success. This course has been designed to build the capacity of participants in project management to global standard and best practices anywhere in the world.

COURSE OBJECTIVES: At the end of this course, participants will be

- Introduced to the fundamentals of Project Management
- Enabled to know the processes, tools and techniques in project management
- Exposed to best global practices and Strategies adaptable to individual organizations
- Aware of Emerging trends in Program Management

COURSE OUTLINE:

- What are Projects?
- Project Identification, Preparation and Approval
- Financial and Economic Analysis of Projects
- Project Budgeting
- Managing the Project Environment
- Monitoring the Project Team
- Project Management Information Software (PMIS)
- Global Best Practices Standards

PROJECT MANAGEMENT SCHEDULING AND COMPLIANCE

To maximize the benefits of project management, organizations have to ensure that the initiation, design, planning, scheduling, implementation and control of projects comply with stakeholder's requirements and also fall within their policies and missions. This course has been structured to consolidate the need to conform to this fundamental project objectives.

COURSE OBJECTIVES: The objectives of the course are to:

- Enable participants to learn how to schedule project activities in compliance with project objectives
- Prepare participants to be skilled in implementing project plans
- Introduce participants to project Work breakdown structures
- Become skilled with Gantt Charts

COURSE OUTLINE

- Understanding Project Management Concepts
- Examining the project management life



cycle

- Work Breakdown Structures
- Project planning and Scheduling
- Developing Optimum Schedule Plans
- Critical Paths Networks
- Gantt Charts

PROJECT MANAGEMENT MONITORING, EVALUATION AND REPORTING

A well-functioning monitoring and evaluation system helps to guide the intervention strategy and ensures effective operations for all key stakeholders. Project Management Practices lay emphasis on monitoring and evaluation as an important aspect which should be evident throughout the lifecycle of a project. This course is designed to build and strengthen participant's skills in monitoring, evaluation and reporting of projects.

COURSE OBJECTIVES: At the end of this course participants will be able to:

- Apply tools and techniques for monitoring and evaluating project's development
- Write good monitoring and evaluation reports
- Identify project constraints
-
- Discuss the significance and roles of monitoring and evaluation in project implementation

COURSE OUTLINE:

- An overview of monitoring and evaluation
- Project Management Reporting
- Institutional Framework for Monitoring and Evaluation of projects
- Designing M & E System
- Logical Framework Analysis
- Writing M&E Report
- Role of ICT in Project Management Evaluation

PROJECT MANAGEMENT CONCEPTS AND PRINCIPLES

OVERVIEW:- To guarantee successful project management, it is necessary to have the team driving the project to be very knowledgeable and possess the requisite skills for proper management of the project. This course has been designed to equip those heading project teams with the requisite leadership techniques and skills for outstanding performance.

Who to Attend

Heads of Project Teams and team Leaders in Organizations.

OBJECTIVES

The objectives of the course are to:

- Enable participants know the techniques and Skills for managing project teams.
- Expose participants to a deeper Understanding of the key stages of project development.
- Equip participants with the skills for delivering projects on time

OUTLINE

- Project Management Processes
- Project Management Team
- Planning Process Group
- Project Organizational Chart
- Project Management Concepts
- Breakdown Structures (Organisational BS, Programme WBS, Plan BS, Product BS, Cost BS)
- Project Management Methodologies



PROJECT MANAGEMENT BODY OF KNOWLEDGE

OVERVIEW:- As part of the determination to achieve organizational effectiveness, organizations are intensifying efforts at ensuring the success of all their projects. Project Management Body of Knowledge (PMBOK) consists of Ten (10) knowledge areas in project management. The Course has been designed to build the capacity of participants in project management for overall organizational effectiveness

Who to Attend

Senior Executives involved in financing, implementing, monitoring, and evaluating projects in the public and private sectors, and Non-Governmental Organizations (NGOs).

OBJECTIVES

Participants will be enabled to

- Develop a Project Charter
- To create a Work Break down Structure (WBS)
- Plan, administer & conduct procurement
- Develop Risk Breakdown Structure (RBS)
- To prepare a Cost Budget
- To plan for Quality
- To develop a Project Team

OUTLINE

- Project Integration Management
- Project Scope Management
- Project Time Management
- Project Cost Management
- Project Quality Management
- Project Human Resource Management
- Project Communications Management
- Project Risk Management
- Project Procurement Management
- Project Stakeholders Management

FINANCE IN PROJECT

OVERVIEW:- Effective financial management lies at the heart of the management of special projects. Such projects succeed when their finances are effectively managed. This course has been designed to teach participants the skills for managing the finances of projects.

Who to Attend

Senior and Middle level Management Staff responsible for managing the finances of special projects; and private accounting practitioners.

OBJECTIVES

The objectives of the course are, to:

- Enable participants to understand, analyse, interpret and use financial statements.
- Enable participants use profit and cash flow as tools for measuring project success.
- Stimulate participants to apply the new knowledge for effective project management.

OUTLINE

- Accounting Principles and Financial Statements.
- Mastering Project Performance Objectives.
- Public Sector Projects: Cost-Benefit Analysis, and Value for Money Concepts.
- Commercial Project Objects: the Risk and Reward Relationship.
- Using Financial Criteria to Measure Project Success.
- Identifying Critical Success Factors and Developing Key Performance Indicators (KPIs).
- Working Capital Management and Cash Flow Improvement.



- The Time-Cost-Quality Triangle.
- Project Finance Basics.
- Making a Business Case for the Project.
- Project Cost Estimation: Three Point Method and Monte Carlo Simulation.
- Project Finance Appraisal Techniques Public Sector Project Approval Methods.
- Preparing Winning Project Bids and Proposals.
- Project Budgeting and Contingency Funds.
- Monitoring and Controlling Project Costs.

RISK MANAGEMENT IN PROJECTS

OVERVIEW:- The extent to which an investor can derive benefits from investments in the energy sector depends on the quality of managing the risks inherent in business transactions in the sector. This course aims at arming participants with the knowledge of the risks in the sector, and introducing them to the techniques of managing the risks.

Who to attend

Investors, Board Members and Senior and Middle-level Executives in organizations

OBJECTIVES

The objectives of the course are, to:

- Educate participants on the risks in the sector of economies of developing Countries.
- Arm participants with the techniques and strategies for managing the risks.
- Build the capacities of participants in integrating the knowledge in their routine operations.



OUTLINE

- Building Capacity for Risk Management in Projects.
- An Overview of Project Risks.
- Management of Risk
- PMI Risk Management Cycle (Risk Identification, Risk Quantification, Response development, Response Control)
- Principles of Risk Management

PRINCE2 PRINCIPLES, THEMES & PROCESSES

OVERVIEW:- PRINCE2® (PProjects IN Controlled Environments) is a process-based approach for project management providing an easily tailored and scalable method for the management of all types of projects. The method is the de-facto standard for project management in the UK and is practiced worldwide.

The continued international development of PRINCE2 examinations, training and course material is contributing significantly to the recognition of PRINCE2 as a truly international standard. More and more people are having the opportunity to benefit from the training courses and certifications that are available worldwide.

Who to Attend: Senior Managers involved in planning, financing, implementing, monitoring, and evaluating projects in the public and private sectors, and Non-Governmental Organizations (NGOs).

OBJECTIVES

- Benefit from a shared and thoroughly understood language and approach to reporting which will save time and effort.



- Increase staff awareness of their roles and responsibilities in the project management life cycle.
- Utilize an invaluable diagnostic tool, facilitating the assurance and assessment of project work, troubleshooting and audits.
- Ensure stakeholders (including sponsors and resource providers) are properly represented in planning and decision making.
- Enable more effective engagement of stakeholders in the process of project approval and management.
- To recognize the factors that enable successful projects to be delivered on time, within budget and according to expectations.
- How to Tailor & embed PRINCE2 into systems and organizations

OUTLINE

- Executive Summary (Project Definition, Business Case, Project Organisation, Timescales)
- Project Definition (Objectives, Scope/Exclusions, Major Deliverables (Products))
- Business Case (Reasons, Options, Benefits Expected, Risks, Summary Costs, Investment Appraisal)
- Project Organisation (Organisation Chart, Role Allocation, Roles & Responsibilities Communication Plan (Project Communication, External Communication)
- Project Plan (Project Approach, Timeline & Stages, Financial Plan, Resources, Tolerances, Change Budget, Risk Budget, Contingency plans)
- Project Quality Plan (Customer's Quality expectation, Acceptance Criteria, Quality Responsibilities, Standards, Quality

- Control & Audit, Change Management, Configuration Management)
- Project Controls (Authority & Approvals, Reviews, Action Management, Issue, Change & Escalation Management, Risk Management)
- Glossary of Terms
- Tailoring & embedding of prince2 into systems and organizations
- Describe the PRINCE2 components, processes, and techniques.
- PRINCE2 Tailoring and Embedding

MONITORING AND EVALUATION OF PROJECTS

OVERVIEW:- Without M & E, We can't determine if implementation of budgets, programmes and projects is going in the right direction, Progress and success cannot be confirmed, It will be difficult to plan for future improvement.

OUTLINE

- Project Monitoring
- Balance Score Card Project Indicators
- Evaluation Analysis
- Project Controls
- Project Reporting

OBJECTIVES

Participants should have a better understanding of the following : The meaning of monitoring and evaluation

- The importance and purpose of M & E
- Different steps of the M&E process
- Who needs and uses M&E information?
- Evaluation and its importance
- A good indicator and the qualities of a good indicator?



Maintenance Planning and Scheduling

OVERVIEW: Maintenance planning and scheduling is the first step needed to assist maintenance departments in achieving the two conflicting objectives of maximizing assets availability and reliability with the optimal cost. Besides planning and scheduling activities the planners need to ensure that all logistics are provided for, and engage in the financial evaluation of maintenance initiatives.

This training course provides the participants with principles of effective maintenance planning, as well as proven techniques for the development of an effective maintenance plan, the planning and control of maintenance work, shutdown management, and management reporting and analysis.

OBJECTIVES: The Maintenance Planning, Scheduling & Cost Control training course is designed to provide essential physical asset management skills, a clear understanding of your role and work more effectively within a team environment. Upon completion of the course, the participants will be able to:

- Identify planning best practices and key elements for taking action on them
- Understand how world-class organizations solve common planning problems. Evaluate their practices compared to those of others

- Improve productivity through the use of better, more timely information
- Create and preserve lead-time in work management and use it for planning and scheduling resources
- Improve consistency and reliability of asset information

Who to Attend: The Maintenance Planning, Scheduling & Cost Control training course is

suitable for Maintenance Engineers, Supervisors, and Planners; Maintenance Operations Professionals; Maintenance Schedulers and Work Preparers; Maintenance Support Team Members.



MTC 04: Project Management Programme		Week	Schedule		
82	Project Management Fundamentals- Run Projects Effectively	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 th – 7 th	Dubai, September 3 rd – 7 th
83	Finance in Projects	1 & 2	Kigali, May 4 th – 15 th	London, July 6 th – 17 th ,	Nairobi, September 7 th – 11 th
84	Project Management Professional Masterclass	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 th - 27 th	Kigali, October 12 th – 23 th
85	High Impact Leadership Essentials	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
86	Project Management for Development Professionals (PMD-Pro)	1 & 2	Ontario, March 2 nd – 13 th	Nairobi, July 6 th -17 th	Accra, September 7 th – 11 th
87	Strategic Thinking Masterclass	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 7 th – 11 th
88	Monitoring & Evaluation of Developmental Projects	1 & 2	Kigali, May 4 th – 15 th	London, July 6 th – 17 th	Nairobi, September 7 th – 11 th



89	Project Management Information system	1 &2	Manchester, Feb 16 th – 20 th	Ontario, June 15 th – 26 th	Accra, October 12 th – 23 rd
90	Stakeholders Analysis and Organisational Project Management (OPM)	1 &2	London, April 6 th – 10 th	Kigali, August 3 rd – 7 th	Tanzania, October 12 th – 23 rd
91	Project Planning Tools & Techniques	1 &2	Dubai, Feb 16 th -20 th	Kigali, June 15 th – 26 th	Nairobi, October 5 th - 9 th
92	Projects Contracts & Consortium Management	1 &2	Accra, March 2 nd - 13 th	London, August 3 th - 7 th	Nairobi, October 12 th - 23 rd
93	Project Management Body of Knowledge (PMBOK)	1 &2	Manchester, April 13 th - 24 th	Tanzania, August 5 th – 7 th	Dubai, September 3 rd – 7 th
94	10- Steps Model in Building a Result-Oriented Monitoring and Evaluation System in MDA's	1 &2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
95	Why Projects Fail	1 &2	Dubai, Jan 19 th -23 rd	London, April 6 th – 17 th	Nairobi, September 14 th – 25 th



96	Result-based Monitoring & Evaluation	1 & 2	Ontario, Feb 2 nd – 13 th	Accra, May 4 th – 15 th	Accra, August 3 rd – 7 th
97	Project Quality Management	1 & 2	Kigali, Feb 16 th – 19 th	Nairobi, June 1 st – 12 th	Kigali, August 17 th – 28 th
98	Essentials of Project Management	1 & 2	Manchester, March 2 nd – 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd – 7 th
99	Effective Purchasing, Tendering and Supplier Selection	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th – 9 th
			Accra Jan 5 th – 16 th	Dubai, March 23 rd – 27 th	Kigali, October 12 th – 23 th

5. LEADERSHIP AND MANAGEMENT PROGRAMME

This is a course specifically created to tackle what it takes to be a leader in a rapidly changing world. Today, being a leader is no longer about your job title or your years of experience. Today's top modern leaders have learned to inspire others to create, be more competitive and to innovate -- with or without the job title. We explore the concept of the modern leader, and how true leadership can stem from all areas of society, no matter your background, education, gender, or ethnicity. We have carefully selected this Courses to enable participants learn modern leadership approaches and how to apply them to your own leadership journey, learn to effectively lead others by understanding the purpose for you and those around you. Perhaps most importantly, course participants will learn how to kickstart your leadership journey, while creating the balance between career and the other important aspects of your life.

Venue: Accra (Ghana) , Doha (Qatar), Kigali(Rwanda) , Kinshasha (DRC) , London (Uk), Nairobi (Kenya), Ontario (Canada) , Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th, Jan 26th – 30th , February 2nd- 13th , Feb 23rd- 27th , March 9th -20th , Mar 23rd - 27th , April 6th – 17th, April 20th – 24th , May 4th – 15th ,May 18th – 22nd , June 8th – 19th , Jun 22nd -26th , July 6th – 17th , July 20th - 24th ,August 10th – 21st ,Aug 24th – 28th , September 7th – 18th , Sept 21st -25th , October 5th – 16th ,Oct 26th – 30th , November 16th – 20th ,Nov 23rd – 27th , December 7th -18th 2026.



LIST OF TRAINING COURSES

- Leadership and Management Essentials
- People Management (Learn How to Connect)
- Transformational Leadership
- Decision Making and Problem Solving Techniques
- Implementing Sustainable Change Management
- Improving Performance for Organizational Effectiveness
- High Performance Management
- Leading High Performing Teams
- Effective Management of Projects and Programs for Leaders
- Leadership Strategies Masterclass
- Effective Time Management
- Leadership and Change Management
- Learning and Organizational Development
- Strategic Management and High Impact Leadership
- Organizational Crisis Management
- Conflict Resolution as a Leadership Skill
- Effective Communication Skills for Leaders
- Aligning Vision, Mission and Strategies for Organizational Development
- Understanding Stakeholders Needs for Organizational Growth
- Leadership Balance Score Card
- 360 Degrees Performance Appraisals for Leaders
- Building Personal Effectiveness
- Emotional Intelligence For Leaders
- Strategy and Critical Thinking Masterclass
- Decision Making and Problem Solving Techniques

TRANSFORMATIONAL LEADERSHIP:

Transformational leadership is a theory of leadership where a leader works with teams or followers beyond their immediate self-interests to identify needed change, creating a vision to guide the change through influence, inspiration, and executing the change in tandem with committed members of a group.

Transformational Leaders inspire and motivate their workforce to strive beyond required expectations to work toward a shared vision. Every organization needs leaders who must transform into a world-class performance coach and create a coaching culture in their organization if they want to continue to grow and thrive. This course will make you a great leader and coach who develops champions and a top-performing coaching culture.

COURSE OBJECTIVES: Participants will

- Learn The Skill of Coaching and Developing a REMOTE Sales Team
- Develop the new Conversations Managers needs to facilitate and Improve Engagement and Retention
- Eliminate Departmental Silos & organizational bottlenecks by developing a shared Vision & Goal Everyone Wants to Achieve
- Attract & Retain Top Talent by Building a Trusting, Authentic, Top-Performing Coaching Culture
- Improve Employee Engagement, Trust and Collaboration With Your Team and Coworkers

COURSE OUTLINE:

- Fundamentals of Transformational Leadership
- Training and Coaching
- The Art of enrollment to build trust and buy-in for organizational goals
- The L.E.A.D.S Coaching Framework
- Having Difficult and Critical Conversations



MANAGEMENT AND LEADERSHIP DEVELOPMENT

OVERVIEW:- One of the methods used to develop managers and leaders in organisations is training. This course is designed to provide the avenue for training employees of organisations who are in management and are occupying leadership positions.

Who to Attend

Senior and Middle Level Management Staff; Heads of Departments; and Staff responsible for training in organisations.

OBJECTIVES

The objectives of the course are, to:

- Enable participants learn more about their duties and responsibilities.
- Introduce participants to the strategies and skills required for their roles.
- Enable participants to identify how to improve on their performance.

OUTLINE

- The Vision, Mission, Values, and goals of Organisations.
- Duties and Responsibilities of Managers and Leaders.
- Management and Leadership Styles.
- Managing Versus Leading.
- Planning and Organizing.
- Delegation.
- Directing and Control.
- Problem Solving and Decision Making.
- Team Building and Management.
- Human Resources Management.
- Budgeting and Budgetary Control.
- Marketing of Organizational Products and Services.
- Time and Stress, Management.

- Managing Change.
- Assessing Individual Management and Leadership Styles.
- Personal Effectiveness.
- Self- Development

DECISION MAKING TECHNIQUES

OVERVIEW:- Employees are paid because of the impact of the decisions you make, Understanding the art of effective and factual decision making is vital as a Project Management

Who to Attend

Stakeholders, Senior Management executives, Department Heads

OBJECTIVES

- To empower participants make best possible decisions with the every given information
- Enable teams make better group decisions

OBJECTIVES

- Decision Making Techniques
- Basic decision Making Tools
- Pareto Analysis
- Paired Comparison Analysis (PCA)
- Grid Analysis (GA)
- Plus/Minus/Interesting (PMI)
- Force Field Analysis (FFA)
- Six Thinking Hats
- Star Bursting
- Stepladder Technique
- The Delphi Method
- Cost Benefit Analysis (CBA)
- Cash Flow Forecasting (CFF)
- Decision tree Analysis (DTA)



EMOTIONAL INTELLIGENCE FOR WORKPLACE SUCCESS

Overview: Leaders need to understand how their own emotions have an impact on their performance, and how understanding and handling the emotions of others can maximize individual and team performance. This programme is designed to teach Participants the necessary skills on how to manage their emotion and interpersonal skills within and outside their working environments.

Who to Attend: Team Leaders, Middle and senior Management staff.

OBJECTIVES

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

- Understand the background and core principles of emotional intelligence.
- Take control of difficult situations and resolve conflicts easily.
- Improve their ability to manage, coach, influence and support others.
- Understand how emotional hijacking interferes with values and outcomes.

OUTLINE

- At the end of the course, the participants will be able to:
- Understand the background and core principles of emotional intelligence.
- Take control of difficult situations and resolve conflicts easily.
- Improve their ability to manage, coach, influence and support others.
- Understand how emotional hijacking interferes with values and outcomes.

IMPROVING PERFORMANCE FOR ORGANISATIONAL EFFECTIVENESS

Overview Most Organisations aim at achieving excellence and being the very best in their operations with the prudent and transparent use of resources. This course will expose the participants to these techniques and skills with which they can contribute to the efforts directed at enhancing their organisations performance and accountability.

Who to attend: Senior and Middle level Management Staff, Team Members, Heads of Departments, Sections, Units, Secretaries of Committees and Task forces.

OBJECTIVES

The objectives of the course are to:

- Introduce the Participants to the elements of performance improvement and accountability
- Equip Participants with the techniques and skills for performance improvement.
- Enable participants to use the techniques and skills to be acquired to improve performance and accountability in their organisations.

OUTLINE

- Overview of Performance Improvement
- Organisational Vision, Mission, Objectives and Values
- Organisational Effectiveness
- Key performance Indicators
- 360 Degree Reviews
- Appraisal Performance
- Ethics, Accountability and Corruption
- Management Accountability
- Performance Management
- Measuring Corruption
- Performance Improvement Checklist
- Managing Individual and Team Behavior



LEADERSHIP, CRITICAL THINKING AND INNOVATION

Overview Dynamism, which has forced change, thrown up numerous opportunities, and engendered competition in societies, is forcing leaders of organisations to think and innovate. Leaders who fail to think critically and innovate cannot start new businesses, and transform existing ones. Such leaders are less productive; and their organisations are less profitable and less competitive. To survive and be profitable and competitive, organisations need leaders with the skills to make them innovative.

This course has been designed to impart these requisite skills in leaders of organisations so as to enable them think critically and be innovative.

Who to Attend: Senior Team Members in organisations

OBJECTIVES

At the end of this course, participants will be able to:

- Identify the challenges of leaders in dynamic and competitive environments.
- Enumerate the benefits of critical thinking and innovation.
- Describe the framework for critical thinking and innovation.
- Mention how to make organisations can embrace critical thinking and innovation.

OUTLINE

- Effective Leadership in a Dynamic and Competitive Business Environment.
- Critical Thinking for Organisational Effectiveness.
- Developing Critical Thinking Skills.
- Innovation in Business.

- Innovation Methodology and Framework.
- Identifying, Evaluating, and Innovating Around Opportunities.

INSPIRATIONAL LEADERSHIP TECHNIQUES

Overview: Leadership, particularly good leadership, is critically needed in organisations as it is the aspect of the human resource that influences the making and implementation of decisions. The quality of decision making and performance is determined, to a large extent, by the quality and style of leadership. One of the performance enhancing styles is inspirational leadership. To guarantee success, organisations need to take deliberate steps to develop their leaders and equip them with the requisite skills for effective leadership necessary for peak performance. In this course, participants will be exposed to the skills critically needed for them to become effective and inspiring leaders.

Who to Attend

Senior and Management Staff, Heads of Standing Committees and Task Forces in the Organisation.

OBJECTIVES

At the end of the course, participants will:

- Know the essential elements of inspirational leadership.
- Be exposed to the skills for inspirational leadership.
- Be empowered to provide inspirational leadership in their organisations.

OUTLINE

- Leadership Roles and Functions.
- Leadership Styles.
- Inspirational Leadership.
- Emotions and Emotional Intelligence.
- Influence, Authority and Power.
- Building Rapport.
- Affectionate Contagion.
- Effective Communication Skills.



MTC 05: Leadership And Management Programme		Week			
100	Leadership and Management Essentials	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
101	Decision Making & Problem Solving Techniques	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
102	People Management (Learn How to Connect)	1 & 2	Ontario, Feb 2 nd – 13 th	Accra, May 4 th – 15 th	Accra, August 3 rd –7 th
103	High Performance Management	1 & 2	Kigali, Feb 9 th 13 th	Nairobi, June 1 st -12 th	Kigali, August 17 th – 28 th
104	Leading High Performance Teams	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd -7 th
105	Transformational Leadership	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th



106	Strategies for Leadership Masterclass	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
107	Effective Time Management	1 & 2	Manchester, April 13 th -24 th	Tanzania, August 3 rd – 7 th	Dubai, September 7 th – 18 th
108	Leadership and Change Management	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
109	Learning and Organizational Development	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th - 24 th	Nairobi, September 7 th – 18 th
110	Effective Purchasing, tendering and supplier selection	1 & 2	Manchester, April 13 th – 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 7 th – 18 th
111	Contract Management & Dispute Resolution	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
112	Digital Libraries Management	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th



113	Strategic Management & High Impact Leadership	1 & 2	Ontario, Feb 2 nd – 13 th	Accra, May 4 th – 15 th	Accra, August 3 rd – 7 th
114	Crisis Management & Contingency Planning	1 & 2	Kigali, Feb 9 th – 19 th	Nairobi, June 8 th – 12 th	Kigali, August 17 th – 28 th
115	Personal Effectiveness	1 & 2	Manchester, March 2 nd – 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd – 7 th
116	Stakeholders Analysis and Organisational Structure	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th – 9 th
117	Project Planning Tools & Techniques	1 & 2	Accra Jan 5 th – 16 th	Dubai, March 23 rd – 27 th	Kigali, October 12 th – 23 rd
118	The Balance Score Card	1 & 2	Manchester, April 13 th – 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 7 th – 25 th



6. ICT Programme

Venue: FCT Abuja, Nasarawa, Lagos, Enugu, Port Harcourt, Warri, Benin, Kaduna, Kano, Calabar, Minna, Ilorin, Ibadan, Accra (Ghana), Doha (Qatar), Kigali (Rwanda), Kinshasha (DRC), London (UK), Nairobi (Kenya), Ontario (Canada), Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th, Jan 26th - 30th, February 2nd - 13th, Feb 23rd - 27th, March 9th - 20th, Mar 23rd - 27th, April 6th - 17th, April 20th - 24th, May 4th - 15th, May 18th - 22nd, June 8th - 19th, Jun 22nd - 26th, July 6th - 17th, July 20th - 24th, August 10th - 21st, Aug 24th - 28th, September 7th - 18th, Sept 21st - 25th, October 5th - 16th, Oct 26th - 30th, November 16th - 20th, Nov 23rd - 27th, December 7th - 18th 2026.



LIST OF TRAINING COURSES

- Data Based Management
- ICT Cyber Security Risk Assessment and Management
- Advanced Computer Skills & ICT Records Management
- Computer Microsoft Office Packages
- Coding and ICT Networking
- Advance Computer Networking, Systems Maintenance & Development
- Cloud Computing
- Computer Forensics & Cyber Security
- Data Management & Statistical Analysis
- Digital Libraries Management
- Information Systems Security
- Asset Management with Computer Application
- IT Systems & Network Security
- PC Hardware & Software Management Maintenance
- Web Development
- SQL Server Application & Development
- Programming System Analysis & Design
- Behavioural Management and Emotional Intelligence in ICT
- Information Technology in Monitoring & Evaluation
- Internal Auditing for Computer Auditing
- ICT Records Management
- Computer Microsoft Office Packages
- Coding and ICT Networking
- Use of ICT in Research and Data Analysis



DATA BASED MANAGEMENT

Overview: The availability of data and information plays a significant role in management practice. This is because it increases the certainty, accuracy, relevance and potency of decisions and actions. To increase organisational effectiveness therefore, organisations need to make available the data and information required at all levels of management for appropriate decision-making, problem-solving and other actions. This course has been designed to enable participants to appreciate the significance of data and information in managerial practice and be able to generate, make available and use data effectively.

Who to Attend: Senior and Middle Level Staff, Heads of Departments, Section and Units and Trainers.

OBJECTIVES

- The objectives of the course are to:
- Introduce participants to Data-based Management.
- Enable participants to identify the data and Information required for management practice.
- Introduce participants to the methods of generating and analysing the data and information for management practice.
- Stimulate participants to practice Data Based Management.
-

OUTLINE

- Principles and Practice of Management.
- Effective Management.
- Data-Based Management.
- Data and Information for Management Practice.
- Sources of Data and Information for Management Practice.
- Methods of Data and Information Generation.
- Leveraging on Soft Skills for Effective

- Data and Information Gathering.
- Confidence and Trust Building.
- Effective Motivation of Subordinates
- Tools for Analysing Data and Information for Management Practice.
- The Use of ICT in Data-Based Management.
- The Application of Data and Information in Managerial Functions.
- Smart Risk taking.
- Developing and Leveraging Resilience and Optimism.
- Personal Effectiveness.
- Self-Development.

ADVANCED MICROSOFT EXCEL FOR MANAGERS OVERVIEW:

Overview: Microsoft Excel is an essential work tool needed in the day to day operations of an organization. Course Modules have been carefully selected to cover all areas needed for optimal productivity at workplace.

Who to Attend:

All staff, ICT Unit Officers, Research and Development units.

OBJECTIVES:

- To enable users to customize Excel spreadsheets to produce valid and clear reporting of data integrated with macros for faster ways of working.
- To get familiarize with Excel's basic features.
- To create future Excel spreadsheets with ease and comfort.
- To appreciate what a spreadsheet is and how to analyse it.

Course Outline

- Using Formatting and Functions
- Using Templates and Workbooks
- Working With Data
- Analyzing Data
- Using Macros and Auditing tools
- Sharing Workbooks



USE OF ICT IN RESEARCH AND DATA ANALYSIS

Overview: The availability of data and information plays a significant role in management practice. This is because it increases the certainty, accuracy, relevance and potency of decisions and actions. To increase organisational effectiveness therefore, organisations need to make available the data and information required at all levels of management for appropriate decision-making, problem-solving and other actions. This course has been designed to enable participants to appreciate the significance of data and information in managerial practice and be able to generate, make available and use data effectively.

Who to Attend: Senior and Middle Level Staff, Heads of Departments, Section and Units and Trainers.

OBJECTIVES

- The objectives of the course are to:
- Introduce participants to Data-based Management.
- Enable participants to identify the data and Information required for management practice.
- Introduce participants to the methods of generating and analysing the data and information for management practice.
- Stimulate participants to practice Data Based Management.
-

OUTLINE

- Principles and Practice of Management.
- Effective Management.
- Data-Based Management.
- Data and Information for Management Practice.
- Sources of Data and Information for Management Practice.
- Methods of Data and Information Generation.
- Leveraging on Soft Skills for Effective

- Data and Information Gathering.
- Confidence and Trust Building.
- Effective Motivation of Subordinates
- Tools for Analysing Data and Information for Management Practice.
- The Use of ICT in Data-Based Management.
- The Application of Data and Information in Managerial Functions.
- Smart Risk taking.
- Developing and Leveraging Resilience and Optimism.
- Personal Effectiveness.
- Self-Development.

COMPUTER MICROSOFT OFFICE PACKAGES

Overview: Microsoft Excel is an essential work tool needed in the day to day operations of an organization. Course Modules have been carefully selected to cover all areas needed for optimal productivity at workplace.

Who to Attend:

All staff, ICT Unit Officers, Research and Development units.

OBJECTIVES:

- To enable users to customize Excel spreadsheets to produce valid and clear reporting of data integrated with macros for faster ways of working.
- To get familiarize with Excel's basic features.
- To create future Excel spreadsheets with ease and comfort.
- To appreciate what a spreadsheet is and how to analyse it.

Course Outline

- Using Formatting and Functions
- Using Templates and Workbooks
- Working With Data
- Analyzing Data
- Using Macros and Auditing tools
- Sharing Workbooks



MTC 06: ICT Programme		Week	Course Schedule		
119	Data Based Management	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
120	ICT Cyber Security Risk Assessment and Management	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
121	Advanced Computer Skills & ICT Records Management	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
122	Computer Microsoft Office Packages	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 7 th – 18 th
123	Coding and ICT Networking	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
124	Advance Computer Networking, Systems Maintenance & Development	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
125	Cloud Computing	1 & 2	Manchester, April 13 th 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 7 th –18 th



126	Computer Forensics & Cyber Security	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th - 23 rd
127	Data Management & Statistical Analysis	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th - 24 th	Nairobi, September 14 th - 25 th
128	Digital Libraries Management	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th - 29 th	Accra, August 3 rd - 7 th
129	Information Systems Security	1 & 2	Nairobi, May 4 th - 15 th	Kigali, August 17 th - 28 th	London, October 5 th - 9 th
130	Asset Management with Computer Application	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th - 23 rd
131	IT Systems & Network Security	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 rd - 7 th	Dubai, September 7 th - 18 th
132	PC Hardware & Software Management Maintenance	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th - 23 rd



133	Web Development	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
134	SQL Server Application & Development	1 & 2	Manchester, April 13 th – 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 7 th –18 th
135	Programming System Analysis & Design	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
136	Behavioural Management and Emotional Intelligence	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
137	Information Technology in Monitoring & Evaluation of Projects	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
138	Internal Auditing for ICT Management	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
139	ICT Data Management	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd



140	Computer Microsoft Office Packages	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 rd - 7 th	Dubai, September 7 th - 18 th
141	Coding and ICT Networking	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th - 29 th	Accra, August 3 rd - 7 th
142	Use of ICT in Research and Data Analysis	1 & 2	Nairobi, May 4 th - 15 th	Kigali, August 17 th - 28 th	London, October 5 th - 9 th





7. PROCUREMENT AND SUPPLY CHAIN

Venue: Accra (Ghana) , Doha (Qatar), Kigali(Rwanda) , Kinshasha (DRC) , London (Uk), Nairobi (Kenya), Ontario (Canada) , Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th, Jan 26th - 30th , February 2nd- 13th , Feb 23rd - 27th , March 9th -20th , Mar 23rd - 27th , April 6th - 17th, April 20th - 24th , May 4th - 15th, May 18th - 22nd , June 8th - 19th , Jun 22nd -26th , July 6th - 17th, July 20th - 24th ,August 10th - 21st, Aug 24th - 28th , September 7th - 18th , Sept 21st -25th , October 5th - 16th ,Oct 26th - 30th , November 16th - 20th, Nov 23rd - 27th , December 7th -18th 2026.



PROCUREMENT AND SUPPLY CHAIN MANAGEMENT PROGRAMME

List of Professional Courses

- Strategic Cost Management (Procurement and Supply Chain)
- Procurement & Supply Planning tools and techniques.
- Sourcing, Purchasing and Procurement
- Advance Purchasing Management
- Commercial Law & Purchasing Management
- Planning & Scheduling of Projects and Programme
- Managing Public Private Partnerships (PPP)
- Managing Performance and Contract Compliance
- Procurement Best Practices
- Contracts Administration from Award to Completion
- Project Procurement Management
- International Procurement for Donor Funded Projects
- Procurement, Logistics and Materials Management
- Stock Control & Inventory Management
- The Public Procurement Reforms in Nigeria
- Mastering Procurement /Contracts and Performance
- Effective Purchasing, Tendering and Supplier Selection
- Advanced Tendering & Bid Evaluation
- Public Procurement Act 2007 Masterclass

Strategic Cost Management (Procurement and Supply Chain)

Course Overview: In this course we will look into procurement's role in the company and some prejudices about Procurement, Purchasing and Supply Chain specialists. You will understand that our role in the company is really important, and the best way to prove it is to look into the leverage effect of Procurement.

Course Objectives: Participants will learn

- How to work with cost management

- How to develop the systems for working with the prices, price development
- How to react on increasing price pressure
- How to turn your suppliers into the partners, who would help you to reach the price development goals
- And most important – how to develop the strategic approach to Cost management in your organization AND how to sustain it over the long period of time.

Course Outline:

- Leverage effect of Procurement
- Low Price Illusions
- Perception of Price from Vendors
- Preparing for Price Negotiations
- Cost Analysis of the Product
- Cost Based Pricing
- Economies of Scale
- Cost Sharing Agreements

Procurement & Supply Planning tools and techniques.

Course Overview:

The course combines analytics and theory. During which, you will have a supply planning journey where you will be responsible for forecasting, planning for production, and Material requirement planning. Participants will learn how to do forecasting for purchasing and procurement purposes, what are the strategies we use for negotiation with suppliers and how to do make or buy decisions?

Course Objectives: Participants will learn

- Tools and techniques for your procurement journey!
- Know the different kind of organizational purchases and the right inventory planning tools for them.
- Master the forecasting of demand for supply planning
- Excel in negotiation strategies as a procurement professional
- How to segment your suppliers and negotiate with them accordingly.



- Know the delivery terms used in Contracts and purchase orders
- Know the different payment terms used in Contracts.
- Use Make or Buy tools to make Purchasing decisions.

Course Outline:

- Supply Chain Overview
- Inventory Planning Tools
- The Procurement Space
- The Purchasing Cycle
- Procurement and Bidding Strategies
- Request For Quotation and Request for Proposals
- Purchase Orders
- Inventory with Uncertainty
- Make or Buy Decisions

Sourcing, Purchasing and Procurement Masterclass

Course Overview: This course explains clearly the Procurement supply chain process: Sourcing, procurement and purchasing/buying. You will learn how to source, value, and analyze good products with ready templates used by a businessman. This course will allow you to have the big picture of sourcing-buying-procurement proposing a rigorous methodology

Course Objective: Participants will learn

- How to source properly everywhere in the world
- How to value a good factory/partner
- How to avoid the mistakes when you source a product
- How to save time, effort and money when you start sourcing
- How to manage operational templates to start sourcing

Course Outline:

- Prospection and negotiation
- Sourcing and buying/purchasing
- Production follow-up and quality assurance
- Transportation and logistics
- Negotiating and Contracting in Procurement and Supply
- Supply- RFQ Tool



ADVANCED TENDERING PROCEDURES AND BID EVALUATION

OVERVIEW: This Course aims to provide delegates with the knowledge, concepts, and skills needed to perform all tendering tasks. The course covers each step of the tendering processes, as well the different techniques and approaches used in evaluating the bids.

WHO SHOULD ATTEND: This course is suitable for contracts professionals, contracts analysts, purchasing professionals and procurement officers.

COURSE OBJECTIVES: Delegates will gain knowledge and skills to

- Learn the best practices in tender procedures
- Understand the additional requirements for documentation and Scope of work
- Apply technical and commercial evaluation methodologies
- Create an appropriate evaluation methodology to judge bids and tenders
- Apply competitive procurement procedures
- Properly manage the contract award stage

KEY COURSE OUTLINE

- Tender Procedures
- Tender Documentation
- Supplier Management
- Bid Opening and Evaluation
- Feedbacks and Communication



PROCUREMENT IN PUBLIC PRIVATE PARTNERSHIPS

COURSE OVERVIEW: This course establishes common understanding of public private partnerships (P PPs) and the significant opportunity for accelerated infrastructure development through the use of ppps. This course will take delegates through the key elements and challenges of the process for procuring a private partner to deliver a PPP project. This course is about setting out the key parameters that make for successful and robust PPP agreements.

COURSE OUTLINE:

- Defining Procurement Management
- Understand the role of procurement Managers
- Current Procurement best practices used for purchasing both goods and services
- Evolution, objectives and responsibilities of procurement management
- Supplier evaluation and Selection
- Supplier Performance Management

PROCUREMENT BEST PRACTICES

COURSE OVERVIEW: It is important that professionals, particularly in the procurement industry have the requisite skills to understand and contribute to the procurement process. This course is designed precisely to equip delegates with best practice s to ensure they keep up with trends regarding the shift from operational buying to strategic procurement. Though procurement has always been crucial to an organisation's success, it is only in recent years that businesses have really come to terms with added value it can create.

WHO SHOULD ATTEND? Delegates are welcome from the procurement unit of organisations, supply chain, admin and finance units and general services.

COURSE OBJECTIVES: Delegates will gain knowledge and skills to

- Strategically measure procurement performance
- Select the best suppliers by using cross -functional commodity terms, scorecards, and total cost analysis
- Improve vendor performance management
- Conduct Benchmarking
- Understand the process of building effective tenders/RFP's
- Develop methods for application of procurement policies and strategies.



MASTERING PROCUREMENT CONTRACTS AND PERFORMANCE

OVERVIEW: It is imperative for procurement to constantly deliver value by delivering products and services that contributes to the wellbeing of the organisation. This course develops fundamental procurement process knowledge and skills that you can apply immediately in all aspects of effective business and project procurement. This course is aligned to the Project Management Institute's standards.

WHO TO ATTEND: All involved in the acquisition of materials, equipment and services. Personnel working in procurement unit, tendering, contract management, claims management who are involved in the planning and execution of purchases and contracts.

COURSE OBJECTIVES: Delegates will gain knowledge and skills to

- Select the appropriate procurement strategy to deliver value while addressing organisational risks and capabilities
- Reduce in total cost of ownership
- Understand the evolution in Procurement
- Improve supplier performance
- Develop a procurement strategy which accepts the need for potential contract change
- Understand the legal principles which underlie the rights and obligations of contracting parties
- Apply effective performance management techniques to contract delivery

KEY COURSE OUTLINE:

- Mastering Procurement
- Procurement Issues- A world-wide perspective
- Structured approach to strategic procurement
- Procurement Lifecycle
- An introduction to Contract Law
- Performance Management
- Contractual Issues and disputes
- Contract Closeout

PRINCIPLES AND BEST PRACTICE FOR SUPPLY CHAIN MANAGEMENT

COURSE OVERVIEW: This course is designed to enhance the strategic practices of supply chain management. The course aims to project the ethos that best practice is essential in the makeup of a business. The course will explain the importance of setting the highest possible standards and the importance of the continuous



WHO SHOULD ATTEND? This training is designed for middle to senior level management staff of ministries, departments and agencies (MDA) of government with a direct or indirect role in the PPP process. Project developers, sponsors, consultants, and private sector actors with interest in PPP development, procurement and management will equally benefit from the course.

COURSE OBJECTIVES: Delegates will gain knowledge and skills to:

- Understand the key principles of PPP and the implications of PPP for sound public financial management
- Apply best practice in procurement, promoting transparency, fairness and bankability
- Understand the main principles and techniques for robust PPP Contract design
- Explain the importance of value for money and affordability in the evaluation of bids and the award of PPP Contract
- Appreciate the benefits of competitive negotiation and the skills required to effectively negotiate a PPP contract
- Understand the Main components of a PPP contract management framework
- Monitor PPP partner technical and financial performance and manage issues and disputes.

COURSE OUTLINE:

- PPP project planning and value for money assessment
- Causes for PPP project failure
- Managing critical events in PPP
- Procurement strategies and process
- Contracting issues and management framework
- Bid criteria, evaluation and award
- Payment and performance mechanisms
- Negotiation Skills and partner relations
- Monitoring performance
- Dispute Resolution





monitoring of the efforts of your competitors to stay healthy and improve competitiveness.

WHO SHOULD ATTEND? This course will benefit delegates working in supply chain unit, and those looking to refresh their skills in this area of knowledge.

COURSE OBJECTIVES: Delegates will gain knowledge and skills to

- Recognise the best practices in supply chain management
- Become more effective in staying ahead of the competition
- Recognise and demonstrate new initiatives in supply chain management
- Learn how to continuously be proactive to the benefit of your business

COURSE OUTLINE:

- Most ideal practices and benchmarks in supply chain management
- Use of ICT to enable best practices for supply chain management
- Make or buy Procedures
- Analysing and Mitigating Risks
- Supplier and supply Market Research



MTC 07:Procurement and Supply Chain Management		Week	Course Schedule		
143	Strategic Cost Management (Procurement and Supply Chain)	1 &2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
144	Procurement & Supply Planning tools and techniques	1 &2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
145	Sourcing, Purchasing and Procurement	1 &2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
146	Managing Public Private Partnerships (PPP)	1 &2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
147	Managing Performance and Contract Compliance	1 &2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
148	Procurement Best Practices	1 &2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd



149	Contracts Administration from Award to Completion	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
150	Project Procurement Management	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
151	International Procurement for Donor Funded Projects	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
152	Procurement, Logistics and Materials Management	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
153	Stock Control & Inventory Management	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
154	Mastering Procurement /Contracts and Performance	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 7 th – 18 th



155	Effective Purchasing, Tendering and Supplier Selection	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th - 29 th	Accra, August 3 rd - 7 th
156	Advanced Tendering & Bid Evaluation	1 & 2	Dubai, Jan 19 th - 23 rd	London, April 13 th - 24 th	Nairobi, September 14 th - 25 th
157	Public Procurement Act 2007 Masterclass	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th - 29 th	Accra, August 3 rd - 7 th
158	The Public Procurement Reforms in Nigeria	1 & 2	Nairobi, May 4 th - 15 th	Kigali, August 17 th - 28 th	London, October 5 th - 9 th





8. SECRETARIAL ADMINISTRATION PROGRAMME

Venue: Accra (Ghana), Doha (Qatar), Kigali(Rwanda), Kinshasha (DRC), London (Uk), Nairobi (Kenya), Ontario (Canada), Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th, Jan 26th – 30th, February 2nd- 13th, Feb 23rd- 27th, March 9th-20th, Mar 23rd - 27th, April 6th – 17th, April 20th – 24th, May 4th – 15th, May 18th – 22nd, June 8th – 19th, Jun 22nd -26th, July 6th – 17th, July 20th - 24th, August 10th – 21st, Aug 24th – 28th, September 7th – 18th, Sept 21st -25th, October 5th – 16th, Oct 26th – 30th, November 16th – 20th, Nov 23rd – 27th, December 7th -18th 2026.

Who should attend?

This course is for Experienced administrative professionals, including executive secretaries, administrative assistants, secretaries or other members of the administrative support staff who need to expand their management skills so they can better support their organization and enhance their careers.

LIST OF TRAINING COURSES

- Advanced Secretarial & Administrative Assistant Course
- Effective Secretarial Office Administration
- The Office Professional and Records Management Masterclass
- Administrative Work Processes and Procedures Course
- Advanced Presentation Skills
- Administrative Work Processes and Procedures Course
- Contracts Administration from Award to Completion
- Public Administration Management
- Office Management & Effective Administration Skills
- Electronic & Archiving Records Management
- Exceptional Performance Management for Secretaries & PA's
- Interpersonal Effectiveness Skills in Management



A). Advanced Secretarial and Administrative Assistant Course

Overview

This comprehensive course for secretaries and administrative assistants provides participants with a deep understanding and skill required to help delegates handle any work challenge in the office environment with greater confidence and effectiveness.

Course Objectives

Delegates will gain knowledge and skills to:

- Understand the importance of office management and confidentiality
- Feel more confident in their own capability to handle unusual situations as they occur
- Manage Time and Priorities
- Scheduling Meetings and Writing Minutes effectively
- Planning for development – identifying and overcoming barriers to your success
- Improving communication skills – negotiating, influencing, persuading and delegating
- Developing and Improving Key administrative Skills
- Benefiting from key motivation techniques – motivating yourself, your subordinates and your boss
- Managing roles, responsibilities and authority to meet goals
- Better able to think through situations in a more logical and analytical manner

B) Administrative Work Processes and Procedures Course

This highly engaging and practical training course will provide the valuable opportunity for all participants to learn about the concepts of Work Simplification as well as the stages involved in the design, development, management, control, implementation, simplification and monitoring of Work Processes and Procedures.

In today's complex and increasingly technical workplace, a renewed focus on Work Simplification is essential to help employees overwhelmed by increasing organisational and process complexity and information overload. The achievement of Objectives and KPI's correlates negatively with work complexity, therefore simplification is becoming essential to help meet challenging objectives.



Course Outline:

- The compelling need for simplicity and clarity and how to achieve it
- The stages of work simplification and a Process Simplification Guide
- How to analyse procedures in order to simplify them
- How to develop a robust approach to Process Simplification
- The need for a specific team to oversee the simplification opportunities
- Total Quality Management (TQM)

C). Effective Presentation Skills Course

One of the most important skill sets of a great leader is good presentation skill. To be competent, a leader needs to focus on three elements: Mission, People, and Teamwork. Effective presentation skills impact all of these areas. If you want to inspire and influence people, win business, gain respect, or simply give clear, unambiguous messages, then you need this training course.

The highly interactive training course on Advanced Presentation Skills starts by looking at the characteristics and behaviours of top performers and, with the close help of a skilled coach, works out where you could develop further. Using state-of-the-art management techniques and Emotional Intelligence combined with insights from professionals and their support services, this course will guide delegates through the world of presentation skills relevant to your business.

Course Objectives

Participants on the Advanced Presentation Skills training course will develop:

- A greater understanding of themselves and others
- Greatly improved public speaking skills
- Highly professional, competent and confident presentation style
- Greater powers of persuasion
- Masterful body language and gesture

D). Office Management and Effective Administration Skills

Office Management and Effective Administration Skills is an exciting and interactive training course. It is designed to provide office administrators, supervisors of clerical and administrative staff, executive secretaries and personal assistants the opportunity to review and develop the interpersonal and professional skills they need to do their jobs



effectively – thereby contributing to their own, their boss' and their organisation's success.

Course Outline

In this training course participants learn how to:

- Manage a network of working relations
- Communicate effectively
- Manage time for yourself and others
- Manage the performance of admin staff
- Improve written communications
- Manage and present information
- Organise and improve office systems

E). The Office Professional and Records Management Masterclass

The Office Professional and Records Management Masterclass is an exciting and interactive training course, designed to provide participants with the opportunity to review and develop interpersonal and professional skills needed to do their jobs effectively, thereby contributing to personal and organizational success.

After exploring and developing the multi-faceted skills required of the office professionals and administrative staff (including both inter-personal and technical skills), the combination allows participants to explore in more detail the issues involved in meeting responsibilities for managing documentation and records.

This training course also covers

- The strategies, tools and technologies used to capture, categorise, manage, store, preserve (archive) and
- Principles of Effective records keeping
- Secretarial Ethics
- Effective Communication in the Office
- Managing Your Boss
- As well as the core components of ISO 15489 so that organisations become compliant with best practices.



F.) Office Management Training for Officers and Managers Course

Course Overview:

Our office management training courses will give you high quality skills that employers actively seek out in their employees. Our training is all practical and enables you to build confidence alongside ability.

Course Objectives:

At the end of training, Officers and Managers who participate will:

- Have learned how to work well in ways that maintain and improve efficiency and productivity
- Be able to successfully address the intricacies of the workplace
- Understand the management styles that can affect workplace success
- Provide Support to develop the right competencies in the work environment
- Be Encouraged to maintain necessary discipline at work
- Make them know their career growth path.
- Learn how to recognize, stimulate and develop high professional qualities
- Manage the tricky liaison between their department and other departments.

Course Outline

- **DEFINING RESPECTIVE ROLES:** How to define respective roles , Understanding the organization, know your stakeholders, Customer service, Human resources practices and Records Management.
- **WORKPLACE MASTERY:-** Self-Mastery, Interpersonal Mastery, Business Mastery.
- **OFFICE MANAGEMENT CULTURE:** How to establish trust, how each cadre becomes more effective, trusting your colleagues, change management.
- **ESSENTIAL ADMINISTRATIVE CAPABILITIES :** Setting priority and managing work pressure, Becoming an Organised Person, Procrastination - the thief of time, Work space arrangements and organization , Managing meetings, Assertiveness Skills, Dealing with Time Wasters and Managing projects to meet deadlines.
- **MANAGEMENT SYSTEMS REQUIRED TO SUCCEED:** Developing tactics and strategies for the future, The ability to pay attention to detail, Smooth functioning of an office's day-to-day, Effective interpersonal communications
- **THE FOCUS ON PERFORMANCE :** Agree priority and measurable performance criteria, Raise the performance bar , Creating a sense of urgency and excitement, Maintaining focus on the goal and Sustaining momentum
- **RELEVANT ACUMEN:** Link daily activities with set business direction , Recognize, stimulate and develop high performance, Motivate others, get them to



participate in team decisions and removing interpersonal barriers to understanding, cooperation and motivation.

G. **Effective Office Administration Masterclass**

Overview: The Course is designed to equip delegates with knowledge and Skills in administration and communication in a business environment . It provides delegates with tools and techniques that will enable them to communicate efficiently and effectively in a business environment and to perform a range of office administration tasks.

The effect of office administration on work productivity has encouraged organizations to entrust office administration staff in their operational management.

To enhance performance, organizations need to, among other actions build, manage, and use office admin executives effectively.

This course has been designed to equip participants with a deeper knowledge and effective skills on office administration management in order to shore up performance in their organizations.

Who Should Attend: Office Admin Executives, personal assistants, front desk officers, Office assistants, and Customer Service Executives.

Course Objectives: The objectives of the course are to:

- Expose participants to the fundamentals of office administration
- Understand the nature and challenges of office administration as it relates to workplace and technological advancement.
- Stimulate participants on how important and effective their roles are to the organization.

Course Outline: To include

- Administrative Management within an Organization
- The place of Office Administrators in Organizational Performance.
- Diary Management, Record keeping and filing
- The Role of Communication in office Administration and Handling Confidential Documents
- Taking notes, Dictating and proof reading
- Arranging interviews, bookings and Travels
- Organizing a Meeting



MTC 08: Secretarial Administration Programme		Week	Course Schedule		
159	Advanced Secretarial & Administrative Assistant Course	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
160	Effective Secretarial Office Administration	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
161	The Office Professional and Records Management Masterclass	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
162	Administrative Work Processes and Procedures Course	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
163	Advanced Presentation Skills	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
164	Administrative Work Processes and Procedures Course	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd



165	Contracts Administration from Award to Completion	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 17 th	Nairobi, September 7 th – 18 th
166	Public Administration Management	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
167	Office Management & Effective Administration Skills	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
168	Electronic & Archiving Records Management	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
169	Exceptional Performance Management for Secretaries & PA's	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
170	Interpersonal Effectiveness in Management	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th



9-TRANSPORT AND LOGISTICS MANAGEMENT PROGRAMME

Venue: Accra (Ghana) , Doha (Qatar), Kigali(Rwanda), Kinshasha (DRC) , London (Uk), Nairobi (Kenya), Ontario (Canada) , Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th , Jan 26th – 30th , February 2nd- 13th , Feb 23rd- 27th , March 9th -20th , Mar 23rd - 27th , April 6th – 17th , April 20th – 24th , May 4th – 15th , May 18th – 22nd , June 8th – 19th , Jun 22nd -26th , July 6th – 17th , July 20th - 24th , August 10th – 21st , Aug 24th – 28th , September 7th – 18th , Sept 21st -25th , October 5th – 16th , Oct 26th – 30th , November 16th – 20th , Nov 23rd – 27th , December 7th -18th 2026.



LIST OF TRANSPORT AND LOGISTICS MANAGEMENT COURSES

- Advanced Transport Technology
- Security & Protocol Management in Transport Operations
- Transport and Logistics Management
- Fleet Management Masterclass
- Transport Facility Management, Operation & Maintenance
- Tracking & Global Positioning System (GPS)
- Fleet Safety Management
- Eco- Friendly Defensive Driving
- Vessel & Cargo Management
- Lean Six-Sigma in Transport & Logistics
- Inventory Management
- Supply Chain Management Fundamentals
- Enterprise Resource Planning (ERP) in Transport Operations
- Occupational Health Safety & Effective Fleet Workshop Management



Overview: This course offers specialization in supply chain management, it explains in depth on logistics, operations, planning, and sourcing.

Course Contents:

- Warehousing and Inventory
- E-Logistics
- Logistics Network Design
- Six Sigma Quality and Lean Practices
- Forecasting Approach
- Creating a Productive Supplier-Client strategic relationships

Who Should Attend: Transportation Planners, Logistics & Operation unit, Transportation Analyst, Terminal Managers.

Course Overview

In the Logistics program, delegates will focus on the movement of goods, including costs, inventory control, government regulations, and traffic management.

Course Contents

- Best Practices to Inventory and Facilities Management
- Effective Communication with Personal and Vendor Management
- Transportation & Traffic Management
- Transportation Economics
- Relevant Government Regulations



Who Should Attend: Transportation Planners, Logistics & Operation unit, Transportation Analyst, Terminal Managers.

Inventory Management

Course Overview: Inventory Management Course covers key elements of Inventory control and management, including inventory cost components, types and uses of inventory and planning inventory levels.

Course Contents:

- Introduction to Inventory Management
- Metrics & Roles associated with inventory management
- Maintaining Inventory accuracy
- Monitoring and Analysing Inventory Management
- Inventory Control

Who should attend:–Who Should Attend: Transportation Planners, Logistics & Operation unit, Transportation Analyst, Terminal Managers.

Supply Chain and Enterprise Resource Planning (ERP)

Course Overview:

This course is designed for professionals who wish to increase profits and stakeholder value in their organizations, the course delivers the decision-making tools necessary to design value in the global supply chain.

Course Contents:

- Supply Chain Management Tools & Integrated Capabilities
- Supply Chain Logistics
- Procurement and Risk Management



- ERP Infrastructure and Product lifecycle
- Customer-Relationship Management
- Collaboration in Supply Chain Management

Who Should Attend: Logistics & Operation Unit, Sales Unit, ERP users and Professionals.

Course Overview: The trucking and transportation industry have started to move into lean and Six Sigma in larger numbers due to its success in continuous process improvement by companies around the country.

Much Like in Logistics and Supply chain trucking companies, Six Sigma methodology is use to support the goal of making operations more efficient and effective.

Course Content:

- The Pareto Principle
- Plan, Do, Check, Act (PCDA)
- Logistics Planning
- Work-Breakdown Structure
- Process Maps

Who Should Attend: Logistics & Operation Unit, Sales Unit, ERP users and Professionals.



MTC 009: Transport and Fleet Management Programme		Week	Course Schedule		
171	Advanced Transport Technology	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
172	Security & Protocol Management in Transport Operations	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
173	Transport and Logistics Management	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
174	Fleet Management Masterclass	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
175	Transport Facility Management, Operation & Maintenance	1 & 2	Accra Jan 5 th -16 th	Dubai, March 16 th - 27 th	Kigali, October 12 th – 23rd
176	Tracking & Global Positioning System (GPS)	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th



177	Fleet Safety Management	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th - 24 th	Nairobi, September 14 th – 25 th
178	Eco- Friendly Defensive Driving	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
179	Vessel & Cargo Management	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
180	Lean Six-Sigma in Transport & Logistics	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
181	Inventory Management	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 th – 7 th	Dubai, September 3 rd – 7 th
182	Supply Chain Management Fundamentals	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
183	Enterprise Resource Planning (ERP) in Transport Operations	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th



184	Occupational Health Safety & Effective Fleet Workshop Management	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd -7 th
185	Hydraulics & Air Brakes System	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
186	Automobile Engine Fundamentals, Service & Repair	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
187	Facility Management Operations	1 & 2	Accra Jan 5 th -16 th	Dubai, March 16 th - 20 th	Kigali, October 12 th – 23 rd





10. Accounting and Financial Programme

Venue: Accra (Ghana), Doha (Qatar), Kigali(Rwanda), Kinshasha (DRC), London (UK), Nairobi (Kenya), Ontario (Canada), Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th, Jan 26th - 30th, February 2nd- 13th, Feb 23rd- 27th, March 9th -20th, Mar 23rd - 27th, April 6th - 17th, April 20th - 24th, May 4th - 15th, May 18th - 22nd, June 8th - 19th, Jun 22nd -26th, July 6th - 17th, July 20th - 24th, August 10th - 21st, Aug 24th - 28th, September 7th - 18th, Sept 21st -25th, October 5th - 16th, Oct 26th - 30th, November 16th - 20th, Nov 23rd - 27th, December 7th -18th 2026.

ACCOUNTING AND FINANCIAL PROGRAMME

LIST OF TRAINING COURSES

- Accounting and Book Keeping
- Financial Modeling and Valuation
- Analysing Financial Statements
- Tax Accounting Systems and Administration
- Corporate Finance and Strategy for Managers
- Developing PPP Programmes and Initiatives
- Driving Performance Through Enhanced Strategic and Financial Planning
- Finance for Non-Finance Managers
- Financial Accounting and Planning
- Project Cost Management
- Improving Management Performance through Budgeting and Cost Control
- International Public Sector Accounting Standards (IPSAS)
- International Financial Reporting Standards (IFRS)

- Project Finance in PPP and PFI's
- Public Finance Management
- Withholding Tax Processes and Application
- Corporate Finance Theory and Practice
- Building a Financial Model

ACCOUNTING AND BOOKKEEPING

This course is for beginners in Accounting, struggling in understanding basic accounting concepts and techniques like Double Entry System, Rules for Debit and Credit, Journalizing Process, Ledgers, Trial Balance, Rectification of Errors, Bank Reconciliation Statements, Final Accounts, Partnership Accounting, Company Accounting.

COURSE OBJECTIVES:

At the end of the training, participants will

- Understand Need And Importance Of Accounting
- Understand Book Keeping,



- Objectives And Advantages
- Understand Accounting Process, Accounting Cycle,
- Understand Users Of Accounting Information
- Understand Branches Of Accounting
- Understand Basic Accounting Terms
- Understand Accounting Assumptions, Concepts And Principles
- Understand Rules Of Accounting
- Understand Journal, Ledger, Trial Balance And Final Accounts Preparation

COURSE OUTLINE:

- ✓ Introduction to Accounting;
- ✓ Book Keeping and Accounting – Objectives and Process;
- ✓ Accountancy, Accounting and Book Keeping;
- ✓ Technical Terms in Accounting
- ✓ Accounting Assumptions, Concepts and Principles
- ✓ Double Entry System
- ✓ Basic Accounting Procedures Rules for Debit and Credit
- ✓ Journalising Process and Ledger
- ✓ Subsidiary Books covering Sales and Purchases Books
- ✓ Purchase Returns and Sales Returns Books
- ✓ Cash Book, Bills of Exchanges and Related Books
- ✓ Journal Book/ Journal Proper

- ✓ Bank Reconciliation Statement

FINANCIAL MODELING AND VALUATION

COURSE OVERVIEW: This course is a comprehensive bundle of MS Excel, Valuation, Accounting, Financial Analysis and Financial Modeling. Financial Analyst Training involves analyzing companies' financials in detailed manner. Financial Modeling course will study in details the balance sheet, income statements, cash flow, projections along with the financial model in practical.

COURSE OBJECTIVES: Participants will learn

- Master Microsoft Excel and many of its advanced features
- Become one of the top Excel users in your team
- Carry out regular tasks faster than ever before
- Build P&L statements from a raw data extraction
- Acquire financial modeling skills
- Discover how to value a company
- Build Valuation models from scratch
- Create models with multiple scenarios
- Design professional and good-looking advanced charts
- Become a proficient user able to work with Excel functions, pivot tables, visualizations, and advanced features

COURSE OUTLINE:

- Introduction to Excel charts
- Financial Functions in Excel
- Business Analysis techniques applied in Excel
- Financial Modeling Fundamentals
- Introduction to Company Valuation
- Building Discounted Cash flow model in Excel
- Capital Budgeting



ACCOUNTING AND BOOKKEEPING

This course is for beginners in Accounting, struggling in understanding basic accounting concepts and techniques like Double Entry System, Rules for Debit and Credit, Journalizing Process, Ledgers, Trial Balance, Rectification of Errors, Bank Reconciliation Statements, Final Accounts, Partnership Accounting, Company Accounting.

COURSE OBJECTIVES:

At the end of the training, participants will

- Understand Need And Importance Of Accounting
- Understand Book Keeping, Objectives And Advantages
- Understand Accounting Process, Accounting Cycle,
- Understand Users Of Accounting Information
- Understand Branches Of Accounting
- Understand Basic Accounting Terms
- Understand Accounting Assumptions, Concepts And Principles
- Understand Rules Of Accounting
- Understand Journal, Ledger, Trial Balance And Final Accounts Preparation

COURSE OUTLINE:

- ✓ Introduction to Accounting;
- ✓ Book Keeping and Accounting – Objectives and Process;
- ✓ Accountancy, Accounting and Book Keeping;
- ✓ Technical Terms in Accounting
- ✓ Accounting Assumptions, Concepts and Principles

- ✓ Double Entry System
- ✓ Basic Accounting Procedures Rules for Debit and Credit
- ✓ Journalising Process and Ledger
- ✓ Subsidiary Books covering Sales and Purchases Books
- ✓ Purchase Returns and Sales Returns Books
- ✓ Cash Book, Bills of Exchanges and Related Books
- ✓ Journal Book / Journal Proper
- ✓ Bank Reconciliation Statement

FINANCIAL MODELING AND VALUATION

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COURSE OBJECTIVES: Participants will learn

- Master Microsoft Excel and many of its advanced features
- Become one of the top Excel users in your team
- Carry out regular tasks faster than ever before
- Build P&L statements from a raw data extraction
- Acquire financial modeling skills
- Discover how to value a company
- Build Valuation models from scratch
- Create models with multiple scenarios
- Design professional and good-looking advanced charts
- Become a proficient user able to work with Excel functions, pivot tables, visualizations, and advanced features



COURSE OUTLINE:

- Introduction to Excel charts
- Financial Functions in Excel
- Business Analysis techniques applied in Excel
- Financial Modeling Fundamentals
- Introduction to Company Valuation
- Building Discounted Cash flow model in Excel
- Capital Budgeting

INTERNATIONAL PUBLIC SECTOR ACCOUNTING STANDARDS (IPSAS)

Course Overview

International Public Sector Accounting Standards (IPSAS) are being introduced in almost every country in the world. This course helps delegates meet the challenges of introducing IPSAS and secure the benefits of improved financial management to help secure organizational objectives and goals of their public service organization.

Who Should Attend

Finance professionals in the public sector, anyone who requires an understanding of international financial reporting standards within the public sector, Accountants and Finance staff at all levels involved in the preparation of financial statements, IFRS and IPSAS implementation and Maintenance Teams, Internal Auditors and Consultants dealing with financial reporting.

Course Outcomes

Delegates will gain knowledge and skills to:

- Describe clearly the background to IPSAS and its introduction to the public sector
- Identify and apply the links and implications to and for broader strategies, including financial management, taxation, asset management, governance and accountability
- Understand the accounting standards and their implementation issues
- Explain how introducing IPSAS in the public sector will have implications for internal and external audits
- Know the accounting requirements of IPSAS
- Develop the skills to aid implementation, capacity development, benefits realization and risk-management plans.



Key Course Outlines

- Unique Learning and assessment programme tailored for public sector
- High Quality and Practical Programme developed by public sector financial reporting experts
- Supports both direct IPSAS adoption and implementation of IFRS modified for the public sector
- Financial reporting transparency

PUBLIC FINANCE MANAGEMENT

Course Overview

This course focuses on analyzing public financial management, reviewing systems of finance administration within the public sector and highlighting the need and possibility for reform. This will help with streamlining public expenditure, planning and budgeting.

Who Should Attend

The course is ideal for all managers and senior officers in the public sector who handle the task of managing public funds and have responsibility for administering financial structures within their respective departments. The course will also suit private sector directors, managers, consultants and budget analysts in public finance positions.

Course Outcomes

Delegates will gain knowledge and skills to

- Demonstrate a better understanding of public fiscal administration
 - Acquire improved capacity to reconcile financial plans and target achievement
 - Implement financial management reform and improve on existing structures
 - Demonstrate expertise and capacity building in the civil service
-
- Recognize the changing face of financial controls for medium-term financial strategy that is implemented.

Key Course Outlines

- Financial Management
- Best Practice in central government
- Local Authority management practices
- Impact of leading practice in parastatal organizations
- Public economics and finance: role of the government



MTC010: Accounting and Financial Programme

188	Analysing Financial Statements	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
189	Corporate Finance and Strategy for Managers	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
190	Accounting and Book Keeping	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
191	Strategic and Financial Planning	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
192	Finance for Non-Finance Managers	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
193	Tax Accounting Systems and Administration	1 & 2	Dubai, Jan 26 th -30 th	London, April 20 th – 24 th	Nairobi, September 14 th – 25 th
194	Improving Management Performance Through Budgeting and Cost Control	1 & 2	Accra June 15 th - 19 th	Dubai, May 4 th - 8 th	Kigali, September 14 th – 18 th



196	Project Finance in PPP and PFI's	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th - 23 rd
197	Public Finance Management	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th - 29 th	Accra, August 3 rd - 7 th
198	Withholding Tax Processes and Application	1 & 2	Nairobi, May 4 th - 15 th	Kigali, August 17 th - 28 th	London, October 5 th - 9 th
199	Corporate Finance Theory and Practice	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th - 23 rd
200	Building a Financial Model	1 & 2	Accra Jan 5 th -16 th	Dubai, March 16 th - 20 th	Kigali, October 12 th - 23 rd





11. OIL, GAS AND ENERGY MANAGEMENT

Venue: Accra (Ghana), Doha (Qatar), Kigali (Rwanda), Kinshasha (DRC), London (UK), Nairobi (Kenya), Ontario (Canada), Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th, Jan 26th - 30th, February 2nd - 13th, Feb 23rd - 27th, March 9th - 20th, Mar 23rd - 27th, April 6th - 17th, April 20th - 24th, May 4th - 15th, May 18th - 22nd, June 8th - 19th, Jun 22nd - 26th, July 6th - 17th, July 20th - 24th, August 10th - 21st, Aug 24th - 28th, September 7th - 18th, Sept 21st - 25th, October 5th - 16th, Oct 26th - 30th, November 16th - 20th, Nov 23rd - 27th, December 7th - 18th 2026.



LIST OF TRAINING COURSES

- Oil Spill Detection using GIS
- Advanced Strategies in Oil & Gas Economics and Management
- Drafting Power Purchase Agreements (PPAs)
- Oil & Gas Modelling: A Practical Approach
- Oil & Gas Production Management
- Practical Data Analysis and Reporting Techniques Infographics
- Oil & Gas Facility Management
- Theory of Constraints in Oil & Gas Construction Projects
- Facility Management
- Health, Safety and Environment
- Oil and Gas Asset Management
- Oil and Gas Exploration
- Energy Reform and Management
- Waste Management
- Lean and Value Management
- Sustainable Energy



MTC 011 Oil, Gas, Energy Management Programme

201	Oil Spill Detection using GIS	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th – 9 th
202	Advanced Strategies in Oil & Gas Economics and Management	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
203	Drafting Power Purchase Agreements (PPAs)	1 & 2	Manchester, April 13 th – 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 7 th – 18 th
204	Oil & Gas Modelling: A Practical Approach	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd -7 th
205	Oil & Gas Production Management	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
206	Practical Data Analysis and Reporting Techniques Infographics	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd – 7 th
207	Oil & Gas Facility Management	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th – 9 th
208	Theory of Constraints in Oil & Gas Construction Projects	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th – 9 th





12. DIGITAL MARKETING

We designed this digital marketing course based on our experience working with clients in various industries and on the feedback we received from our students. What differentiates this course from the rest is that it will not only teach you the theory, but it will show you step-by-step how to use digital marketing to boost your online presence. As an active digital marketing agency, we continually optimize our processes by testing different theories and techniques, and our findings are transferred to our online courses. For you, this means that you can focus on digital marketing practices and procedures that are proven to work and are not

only useful in theory. Each course covers a digital marketing channel in detail with checklists and actionable tips you can apply to your digital marketing campaigns. It is suitable for beginners and anyone that wants to learn digital marketing in the fastest possible way. The course content is updated regularly to take into account the latest digital marketing techniques and practices. The digital marketing course bundle has ten courses covering all major aspects of digital marketing. In particular, it includes the following courses:





DIGITAL MARKETING

Venue: Accra (Ghana), Doha (Qatar), Kigali (Rwanda), Kinshasha (DRC), London (UK), Nairobi (Kenya), Ontario (Canada), Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th, Jan 26th - 30th, February 2nd - 13th, Feb 23rd - 27th, March 9th - 20th, Mar 23rd - 27th, April 6th - 17th, April 20th - 24th, May 4th - 15th, May 18th - 22nd, June 8th - 19th, Jun 22nd - 26th, July 6th - 17th, July 20th - 24th, August 10th - 21st, Aug 24th - 28th, September 7th - 18th, Sept 21st - 25th, October 5th - 16th, Oct 26th - 30th, November 16th - 20th, Nov 23rd - 27th, December 7th - 18th 2026.

LIST OF TRAINING COURSES

- Digital Advertising and E-Commerce
- Digital Marketing Basics Course (How To Generate Sales Leads)
- Content Marketing Course
- Email Marketing Course
- Social Media Marketing Course
- Google Analytics Course
- Marketing Psychology (How to Become a Master of Influence)
- Marketing Masterclass for Senior Executives and Leaders
- Copywriting and Content Marketing
- Artificial Intelligence in Digital Marketing
- Amazon Kindle Publishing and Marketing
- Create a Social Media Marketing Strategy
- B2B Marketing for Beginners



DIGITAL ADVERTISING AND E-COMMERCE: This Course explains in detail the strategy and techniques used in bringing your business to life through marketing and advertising. This course explains the basic principles as well as the other core areas relevant in the ever-changing world of digital advertisement. This course will be valuable for business owners who want to promote their services or products online.

COURSE OBJECTIVES: Upon successful completion of this course, participants will be able to

- Acquire Skills that can be applied to any aspect of business to compete globally
- Identify how ads are measured and the most common standard sizes set by IAB
- Define cookies and various types of targeting
- Discuss what metrics are generally tracked and what standard benchmarks are
- Analyse reporting metrics based on the publisher display, rich media, video and social media

COURSE OUTLINE

- Digital marketing basics and Media
- Types of Advertisement (Banner ads, Video ads, and rich media) Facebook / Instagram Ads
- Industry standards used in developing premium contents for advertisement and marketing
- Digital Ads and Digital Ads Ecosystem
- Ecommerce and Search engine optimization (SEO)
- Branding and Content marketing
- Digital Marketing and Reporting
- Google Analytics (including Google Analytics 4)

DIGITAL MARKETING BASICS COURSE (How to Generate Sales Leads)

The Digital Marketing Basics course will teach you the fundamentals of digital marketing. You'll learn what digital marketing is and how to design and execute a successful digital

marketing campaign. It also includes a study guide to help you organize your learning and take full advantage of the course bundle material.

COURSE OBJECTIVES: Participants Will Learn

- The fundamentals of digital marketing and e-commerce
- Customers engagement and attraction through digital marketing channels like search and email
- Measure marketing performance through analytics and present insights
- Build e-commerce stores, analyze online performance, and grow customer loyalty

COURSE CONTENTS

- Lesson – Digital Marketing Basics NEW
- Digital Marketing Study Guide
- What is Digital Marketing?
- Digital Marketing Strategy
- The role of a Digital Marketing Manager
- Digital Marketing Checklist

CONTENT MARKETING COURSE : The Content Marketing Course will teach you how to use content to increase brand awareness, achieve better SEO rankings, and engage with your audience in the various digital marketing channels.

COURSE OBJECTIVES: On this course, participants will learn

- What type of content to create and when to publish it, which audience to target
- How to measure the effectiveness of your content marketing campaigns.
- The core strategies content marketers use to acquire and retain customers profitably.



- How to develop, organize and implement a content marketing strategy.
- Analyze and measure the effectiveness of content marketing
- Write compelling copy, use a strategic framework when writing.
- Build your professional brand and authority through content marketing.
- How to put the ideas presented to you into action and build your own personal brand through content marketing.

COURSE CONTENTS

- Content Marketing Basics
- Content Marketing Strategy
- What is evergreen content
- How to create linkable and shareable content
- Content Writing and Promotion
- Content Marketing Tools

EMAIL MARKETING COURSE

The Email Marketing Course will teach you how to use email as a sales and communication channel. You'll learn how to get email subscribers fast, how to use email automation to increase conversions, and how to dramatically reduce your email marketing costs.

COURSE OBJECTIVES: At the end of the course, participants should:

- Understand the marketing management concepts and frameworks, and apply these to a new or existing business
- Develop skills to analyze and synthesize information and derive insights related to marketing management, from several perspectives
- Enhance business communication skills required to work effectively with a marketing team

COURSE CONTENTS

- Email Marketing Basics
- Email Marketing Campaigns
- How to create an email list
- How to get more email subscribers
- Email Marketing Automation
- Email Marketing Tools
- Email Tools and Costs
- Email Marketing Checklist

SOCIAL MEDIA MARKETING COURSE

This course is for beginners to Social Media Marketing. It's for people that don't know how to get started with social media and need a plan to help them prioritize their activities. You'll learn how to create a social media marketing strategy, how to run successful social media campaigns and how to increase your Facebook followers.

COURSE OBJECTIVES: Participants will

- Understand everything about Social Media Marketing!
- Create highly optimized and high quality paid ads on all Social Media platforms.
- Learn Instagram Marketing A-Z and how to monetize the social platform.
- Learn Twitter Marketing strategies for LASER focused ads.
- MASTER YouTube marketing, including: layout, content creation, and video ads!
- Optimize your LinkedIn profile and use LinkedIn ads to grow your business.
- Use Web 2.0 blogs to further expand your reach with SEO and content marketing.
- Learn the power of Pinterest promoted pins and ALL the



Pinterest Marketing strategies we implement for our clients!

COURSE CONTENTS

- Social Media Marketing Basics
- What is social media marketing?
- Social Media Marketing Strategy NEW
- How to create a social media strategy
- How to run social media campaigns
- Facebook Marketing
- How to get more FB followers fast
- Social Media Marketing Checklist

GOOGLE ANALYTICS COURSE: The Google Analytics Course shows you how to use Google Analytics (Universal Analytics and Google Analytics 4) to monitor the performance of your website and make data-driven decision to get more traffic and sales.

COURSE OBJECTIVES: Participants will

- Use Google Business to benefit your local business and help your Search Engine Optimization.
- Gain an immersive understanding of the practices and processes used by a junior or associate data analyst in their day-to-day job.
- Learn key analytical skills (data cleaning, analysis, & visualization) and tools (spreadsheets, SQL, R programming, Tableau)
- Understand how to clean and organize data for analysis, and complete analysis and calculations using spreadsheets, SQL and R programming
- Learn how to visualize and present data findings in dashboards, presentations and commonly used visualization platforms

COURSE OUTLINE

- Universal Analytics Basics
- Introduction to Google Analytics
- Google Tag Assistant
- Google Analytics Basic Settings
- Google Analytics and Google Search Console
- Universal Analytics and SEO
- What is bounce rate and How to Reduce

Bounce rate

- Google Analytics popular reports for SEOs.
- Advanced Universal Analytics
- Google Analytics 4 Basics NEW
- Google Analytics 4 Reports NEW
- Introduction to GA4 Reporting and How to Customize Reports
- Advanced Google Analytics 4 NEW



MTC012: DIGITAL MARKETING PROGRAMME

209	Digital Advertising and E-Commerce	1 &2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th - 23 rd
210	Digital Marketing Basics Course (How To Generate Sales Leads)	1 &2	Dubai, Jan 19 th -23 rd	London, April 13 th - 24 th	Nairobi, September 14 th - 25 th
211	Content Marketing Course	1 &2	Dubai, Jan 19 th -23 rd	London, April 13 th - 24 th	Nairobi, September 14 th - 25 th
212	Marketing Masterclass for Senior Executives and Leaders	1 &2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th - 23 rd
213	Copywriting and Content Marketing	1 &2	Dubai, Jan 19 th - 23 rd	London, April 13 th - 24 th	Nairobi, September 14 th - 25 th
214	Artificial Intelligence in Digital Marketing	1 &2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th - 23 rd



215	Amazon Kindle Publishing and Marketing	1 &2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
216	Google Analytics Course	1 &2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
217	Marketing Psychology	1 &2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd

13. CUSTOMER SERVICE PROGRAMME

These training programme consist of courses that afford employees and organizations the opportunity to achieve, exceed and maintain increased sustainable performance. Mid-Management Staff of different organization have exceeded their targets by attending some of our courses. Our courses also provides platforms for meeting, networking, and exchanging ideas with participants from different backgrounds, cultures and teams in organizations. Our past participants have had their horizons expanded, built profitable networks, broadened their experiences, and applied the new knowledge, skills, and attitudes acquired back in their organizations. Consequently, our courses have helped in the re-orientation of the work places of sponsoring organizations making them to reflect modernization and globalization.

Venue: Accra (Ghana) , Doha (Qatar), Kigali(Rwanda), Kinshasha (DRC) , London (Uk), Nairobi (Kenya), Ontario (Canada) , Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th , Jan 26th - 30th , February 2nd - 13th , Feb 23rd - 27th , March 9th -20th , Mar 23rd - 27th , April 6th - 17th , April 20th - 24th , May 4th - 15th , May 18th - 22nd , June 8th - 19th , Jun 22nd -26th , July 6th - 17th , July 20th - 24th , August 10th - 21st , Aug 24th - 28th , September 7th - 18th , Sept 21st - 25th , October 5th - 16th , Oct 26th - 30th , November 16th - 20th , Nov 23rd - 27th , December 7th -18th 2026.



LIST OF TRAINING COURSES

- Customer Service and Management
- Customer Service Masterclass
- Administrative Support Management
- Developing Customer Service Skills and Support for Customer Service Executives
- Customer Service Communication Skills
- Customer Analysis- Knowing Your Customer
- Cold Calling And Tele-Marketing
- Customer Service Mastery (Customer Service, Support and Experience)
- Digital Customer Service
- Keys to exceptional Customer Service with Emotional Intelligence
- Customer Retention (Maximizing Profit)
- Soft Skills Fundamentals in Customer Service
- Service Delivery Best Practices
- Customer Service Toolbox
- Customer Service Contact Centers
- Client Retention and Growth Strategies
- Customer Service to Customer Relationship Management



CUSTOMER SERVICE AND MANAGEMENT:

Customer Service and Customer Management form the major pillars, upon which a business can be sustained, and successfully promoted. The importance of having good Customer Service cannot be overemphasized. Customer Service refers to the process of providing services to clients/customers before, during or after they buy something or receive services from you.

COURSE OBJECTIVES: Course participants will learn the following:

- Basic Ingredients needed to champion the customer service function
- Core strategies and attitudes needed to become successful in providing customer service
- Creating your own customer service strategy
- Conducting surveys through questionnaires and interviews
- Dealing with people face-to-face or through the phone
- Using the Internet and e-mail in customer service
- Calming irate and upset customers
- Resolving conflicts

COURSE OUTLINE:

- Creating a Customer Focused Structure and Organization
- Building your Customer Service Strategy
- Customer Surveys: Questionnaires and Interviews
- Service Standards; Rewards and Recognitions
- Phone & Email Etiquettes
- Handling Tough and Difficult Customers (Managing Conflicts)
- Effective Human Relations, Body Language and Gesticulations
- Handling Customer Complaints
- Customer Service on the Web

CUSTOMER SERVICE MASTERCLASS:

Customer Service plays a critical role in today's business world. This masterclass course will explore the skills involved in dealing with customers, customer complaints and the legal and ethical duties of customer service personnel. Participants will learn about customer types, needs and wants, measuring service standards and the difference between customers and consumers. The course goes on to discuss the concept of mystery shopper programs and the ways in which customer opinions influence product and service evolution.

COURSE OBJECTIVES: By the end of this course, participants will be able to

- Explain the Principles of Customer Service within an Organization
- Identify the difference between consumer and customer
- Explain the role of Customer Relationship Management (CRM)
- Discuss how to manage timely responses and to manage the stress of pressure and negativity.
- Discuss how to resolve customer queries

COURSE OUTLINE:

- The context of customer services
- Customer Types and Measuring Service Standards
- Identifying Customer Types, Needs, Wants and Measuring Service Standards
- Mystery Shopper Programmes
- The Consumer Rights Act and Implications
- Personal Skills in Delivering Customer Service Excellence
- Customer Queries, Complaints and Compliance Management
- Developing Loyal Customers and Employees
- Money Laundering and Managing Customer Data

ADMINISTRATIVE SUPPORT MANAGEMENT:

This course teaches participants the basics of organization, resource and time management and



communication. The course explains how to manage office resources and time more effectively to improve everyone's performance, showing how to improve verbal and non-verbal communication skills to influence others and empower self.

COURSE OBJECTIVES: By the end of this course, participants will be able to

- Describe the importance and practice of good organizational skills
- Explain the process of Maintaining effective Time Management
- Recognize how to provide excellent customer service
- Outline how to quickly prioritize and execute tasks
- Demonstrate how to deal with specialized tasks
- Appreciate the importance of verbal communication skills

COURSE OUTLINE:

- Managing Time
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Special Tasks Management
- Business Administration
- Self-Empowering Skills
- The Team of Two

DEVELOPING CUSTOMER SERVICE SKILLS AND SUPPORT FOR CUSTOMER SERVICE EXECUTIVES:

This course exposes the participants to basics of customer service and translates that knowledge into practical application. Participants will know how a positive attitude, going a step beyond basic customer service, and dealing effectively with complaints will enhance their work experience. Participants will learn the difference between internal and external customers and will learn how the development and implementation of a comprehensive customer service policy promotes consistency in how customers are treated and keeps customers happy.

COURSE OBJECTIVES: At the end of the course, participants will

- Understand customer service

- Learn how to interact positively with customers
- Learn to communicate effectively
- Learn to create and implement service standards
- Learn to evaluate and monitor service standards
- Learn to create memorable customer service experience

COURSE OUTLINE:

- Developing a Positive Attitude
- Going a Step Beyond what is expected
- Dealing with Complaints and Problems
- Developing Verbal and Nonverbal Communication
- Customer Service Best Practices
- Attracting Loyal Customers



CUSTOMER SERVICE COMMUNICATION SKILLS

This course covers a must have important skills in customer service. A customer service professional spends mostly 80% of his/her time in communicating. Several communication models, channels and policies will be dissected during this class to provide participants with a total package experience in engaging and managing customers better.

COURSE OBJECTIVES: At the end of this Course, participants will learn

- Essentials of Customer Service
- Developing a Customer-Centric Mindset
- Where and When Does Customer Service take place
- Developing a Customer Friendly Attitude
- The Need for Customer Service (Penalties and Rewards)

COURSE OUTLINE:

- Developing Effective Communication Skills
- Presenting a Professional Image
- Channels of effective Communication
- Verbal and Non-verbal Communication Skills
- Key Body Language Aspects
- The choice of Words (May I, Please, Thank You) Etiquettes
- Tone of Voice (Inflection, Energy, Volume and Pace)

CUSTOMER ANALYSIS- KNOWING YOUR CUSTOMER

Knowing Your Customer (KYC) provides the foundation for quality customer service and focuses on building life-long customer relationships strategies. It provides basics of interest in getting to know the customers better, what their concerns and expectations are and how to satisfy them.

COURSE OBJECTIVES: Participants at the end of this course will learn

- What makes Customers Upset?
- Customer Profiling
- Accurately identify customer's concern and expectations
- Affirming the Customer's Value
- Quality Service Delivery and Satisfaction

COURSE OUTLINE:

- Knowing Your Customer
- Amiable Details Oriented
- Customer Expectations
- Assertive Working Style- Results Oriented
- Analytical- Details Oriented
- Dominant Behavioral Style
- Determining your level of service
- 5 key Steps of calming upset customers
- Customer Emotional Intelligence

COLD CALLING AND TELE-MARKETING:

Cold calling is the solicitation of business from potential customers who have had no prior contact with the sales person conducting the call. It is attempt to convince potential customers to purchase either the salesperson's product or service.

COURSE OBJECTIVES: Participants at the end of this course will be able to

- Deliver your opener
- Ask power (thought provoking) questions to create meaningful dialog
- Make power (benefit) statements to establish credibility
- Qualify the prospect as to need, desire, decision making capability and Money
- Gather Information from customers
- Cross-sell organizational products effectively

COURSE OUTLINE:

- Cold Calling Strategy
- Mastering the Telephone
- Answering the Telephone
- A Professional Greeting
- Active Listening
- Customer Online Support
- Scripted Responses
- Putting Callers on Hold and Transferring a call
- Closing the Call



218	Customer Service Masterclass	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd -7 th
219	Administrative Support Management	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
220	Customer Service Communication Skills	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
221	Customer Analysis- Knowing Your Customer	1 & 2	Manchester, April 13 th - 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 3 rd – 7 th
222	Cold Calling And Tele-Marketing	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd -7 th
223	Customer Service Mastery (Customer Service, Support and Experience)	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 17 th	Nairobi, September 14 th – 25 th
224	Digital Customer Service	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th





14. DATA SCIENCE AND DATA ANALYTICS PROGRAMME

To understand the role that data professionals play across industries, it's important to first understand what Data Science and analytics is. We have more data than ever before. But data alone cannot tell us much about the world around us. We need to interpret the information and discover hidden patterns. This is where data science comes in. Data science uses algorithms to understand raw data

and Analytics brings together theory and practice to identify and communicate data-driven insights that allow managers, stakeholders, and other executives in an organization to make more informed decisions. Experienced data professionals consider their work in a larger context, within their organization and in consideration of various external factors.





Venue: Accra (Ghana) , Doha (Qatar), Kigali(Rwanda) , Kinshasha (DRC) , London (UK),
Nairobi (Kenya), Ontario (Canada) , Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

Schedule Dates: Jan 5th - 16th , Jan 26th – 30th , February 2nd- 13th , Feb 23rd– 27th , March 9th -20th , Mar 23rd - 27th ,
April 6th – 17th, April 20th – 24th , May 4th – 15th , May 18th – 22nd , June 8th – 19th , Jun 22nd -26th , July
6th – 17th , July 20th - 24th , August 10th – 21st , Aug 24th – 28th , September 7th – 18th , Sept 21st -25th ,
October 5th – 16th , Oct 26th – 30th , November 16th – 20th , Nov 23rd – 27th , December 7th -18th 2026.

List of Training Courses

- Data Science A-Z
- Data Management
- Data Analysis
- Statistics for Business Analytics and Data Science Masterclass
- Microsoft Excel - Data Visualization, Excel Charts & Graphs
- Microsoft Power Bi Essentials
- Learning Python for Data Analysis and Visualization
- Machine Learning
- Data Visualization for Beginners
- Data Storytelling
- Dynamic Dashboards and Data Analysis

with Data Studio

- Data Visualization with MATLAB
- Google Spreadsheet from A to Z

DATA SCIENCE A-Z: Data science is the domain of study that deals with vast volumes of data using modern tools and techniques to find unseen patterns, derive meaningful information, and make business decisions.

COURSE OBJECTIVES: At the end of this course, participants will learn

- Types of Data Statistical Analysis
- Knowing your target customers
- New Innovations
- How to reduce Operational Cost



This course will give you a full overview of the Data Science journey. Upon completing this course you will know how to clean and prepare your data for analysis, how to perform basic visualization of your data, how to model your data, how to curve-fit your data and finally, how to present your findings and wow the audience

COURSE OBJECTIVES: Participants will learn how to

- Successfully perform all steps in a complex Data science project
- Clean data and look for anomalies
- Present data science projects to stakeholders
- Perform Basic Visualization of your data
- Curve-fit your data

COURSE OUTLINE:

- What is Data Science
- Data Science Lifecycle
- Data Science tools and Applications
- Data methods, scientific analysis, and statistics
- Forecasting Algorithms and Data Model
- Create Basic Data Visualization
- Introduction to Tableau
- Data Mining in Tableau
- Linear Regression
- Scripts Creation in SQL
- SQL Server Integration Services (SSIS)

DATA MANAGEMENT: : Data is a collection of facts and statistics, such as numbers, words, measurements, images, videos, observations or descriptions of things. Data management is the process of collecting, organizing, safeguarding, and storing an organization's data so that it may be used for analysis and business decision-making. Data management solutions are crucial for making sense of the enormous amounts of data that enterprises are producing and consuming at previously unheard-of rates.

COURSE OBJECTIVES: Participants at the end of the course will learn

- What is Data

- Sources of Data Collection
- Types of Data (Qualitative, Quantitative Data, Nominal and Ordinal Data)
- Data Management Best Practices

COURSE OUTLINE:

- What is Data Management
- Data management processes and plans
- Benefits and Challenges of Data management
- Data Modelling and Cataloguing
- Data Security and Architecture
- ETLs (Extract, Transform, Load)
- Data Quality Management
- Data management best practices

DATA ANALYSIS: Data Analysis is the process of inspecting, cleaning, transforming and modelling data for Business decision-making. It ensures that the data that is reported and used can be trusted, Data analysis and governance helps to ensure quality data is available, usable, secure and has integrity. Data Analyst don't work with just data, they might be part of an overall data governance team

COURSE OBJECTIVES: Participants at the end of the course will learn

- What is Data
- Sources of Data Collection
- Help solve Problems
- Obtain Accurate data

COURSE OUTLINE:

- Introduction to Data Analysis
- Roles and Responsibilities of a Data Analyst
- Types of Data Statistical Analysis (Descriptive, Diagnostic, Predictive and Prescriptive)
- Data Collection Process
- Data Analysis Life cycle
- Data Visualization and Interpretation
- Data Analysis Tools
- Data Modelling using Power BI
- Using Data in Project Management



STATISTICS FOR BUSINESS ANALYTICS AND DATA SCIENCE MASTERCLASS.

If you are aiming for a career as a Data Scientist or Business Analyst then brushing up on your statistics skills is something you need to do. On this course you will quickly get the absolutely essential stats knowledge for a Data Scientist or Analyst. This is a very practical course that have specifically included real-world examples of business challenges to show you how you could apply this knowledge to boost your career. At the same time you will master topics such as distributions, the z-test, the Central Limit Theorem, hypothesis testing, confidence intervals, statistical significance and many more!

COURSE OBJECTIVES: Participants will learn at this course

- What a Normal Distribution is
- Understand standard deviations
- The difference between continuous and discrete variables
- Understand what a sampling distribution is and the Central Limit Theorem
- Apply the Central Limit Theorem in practice
- Apply Hypothesis Testing for Means and for Proportions
- Understand the difference between a normal distribution and a t-distribution
- Understand and apply statistical significance
- Create confidence intervals and understand the potential pitfalls of overusing p-Values

COURSE OUTLINE:

- Essentials of Business Statistics
- Statistical Distribution
- Central Limit Theorem
- Hypothesis Testing
- Statistical Significance
- Using T-Score and T-Tables
- Use the z-Score and Z-Tables

MICROSOFT EXCEL - DATA VISUALIZATION, EXCEL CHARTS & GRAPHS

What comes to people's mind when they think of Excel, is that they will say "spreadsheets". The truth is, Excel is an incredibly powerful and dynamic data visualization platform for those willing to think beyond rows, columns, and primitive pie charts. This course gives you a deep, 100% comprehensive understanding of Excel's latest data visualization

tools and techniques. This Course will show you when, why, and how to use each Excel chart type, introduce key data visualization best practices, and guide you through interactive, hands-on demos and Excel exercises every step of the way.

COURSE OBJECTIVES: At the end of this course Participants will

- Understand WHEN, WHY, and HOW to use 20+ chart types in Excel 2016+
- Learn advanced Excel tools like automated dashboards, scrolling charts, dynamic formats, and more
- Master unique tips, tools and case studies that you won't find in any other Excel course, guaranteed
- Explore fun, interactive, and highly effective lessons from a best-selling Excel instructor
- Build 10+ Excel projects designed to take your data visualization skills to the next level

COURSE OUTLINE: We will cover advanced Excel data visualization topics on

- Custom image overlay charts
- Automation with named ranges and OFFSET/COUNTA functions
- Scroll & Zoom functionality with Excel form controls
- Animated charts to visualize changes over time
- Dynamic, custom Excel dashboards
- Value-based chart formatting
- Custom gauge charts & pacing charts
- Grid visuals using Excel array formulas

MICROSOFT POWER BI ESSENTIALS

This is a comprehensive introduction to Microsoft Power BI, Master Power BI Desktop, the Power BI service & Power BI mobile. This user-friendly course is designed to familiarize you with Microsoft Power BI's business intelligence capabilities in the most logical order.

The course reflect the way in which Microsoft Power BI works and the order in which operations are carried out, each of the sections in this course starts with an overview and ends with a section summary which recaps the key topics covered and



reminds you where these techniques fit into the overall Microsoft Power BI cycle.

COURSE OBJECTIVES: At the end of this course Participants will learn

- Essentials of Power BI
- How to use Power BI Desktop to import and model data and create reports.
- How to use the Power BI service for the creation of dashboards, collaboration and sharing of content.
- Tailor Microsoft Power BI to Organization use

COURSE OUTLINE:

- Getting Started,
- Connecting to Data,
- Data Wrangling and Data Modelling,
- DAX formulas using DAX language
- Visualization using Cards, KPI Visual and the Gauge
- Publishing & Sharing.
- Create reports and dashboards



MTC 014: DATA SCIENCE AND DATA ANALYTICS PROGRAMME

225	Data Science A-Z	1 &2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
226	Data Management	1 &2	Accra Jan 6 th -17 th	Dubai, March 24 th - 28 th	Kigali, October 13 th - 24 th
227	Data Analysis	1 &2	Manchester, April 13 th - 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 3 rd – 7 th
228	Statistics for Business Analytics and Data Science Masterclass	1 &2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
229	Microsoft Excel- Data Visualization, Excel Charts & Graphs	1 &2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
230	Microsoft Power BI Essentials	1 &2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
231	Learning Python for Data Analysis and Visualization	1 &2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th



232	Machine Learning	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
233	Data Visualization for Beginners	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
234	Data Storytelling	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23rd - 27 th	Kigali, October 12 th – 23 rd
235	Dynamic Dashboards and Data Analysis with Data Studio	1 & 2	Manchester, April 13 th 24 th	Tanzania, August 3 rd – 7 th	Dubai, September 3 rd - 7 th
236	Data Visualization with MATLAB	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
237	Google Spreadsheet from A to Z	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th



15. ORGANIZATION AND PERSONAL MANAGEMENT PROGRAMME

Venue: Accra (Ghana) , Doha (Qatar), Kigali(Rwanda) , Kinshasha (DRC) , London (UK), Nairobi (Kenya), Ontario (Canada) , Tanzania

Course fee: Contact us for Bookings (\$4000 for One week and \$7,000 Two Weeks Course)

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MTC 015: ORGANIZATIONAL AND MANAGEMENT COURSES

238	Managing the Boss at workplace	1 & 2	Manchester, March 2 nd - 13 th	Kigali, May 25 th – 29 th	Accra, August 3 rd - 7 th
239	Emotional Intelligence at workplace	1 & 2	Nairobi, May 4 th – 15 th	Kigali, August 17 th – 28 th	London, October 5 th - 9 th
240	Effective Negotiation and Mediation skills	1 & 2	Accra Jan 5 th -16 th	Dubai, March 23 rd - 27 th	Kigali, October 12 th – 23 rd
241	Managing Change, People and Processes	1 & 2	Tanzania, Jan 5 th -16 th	London, March 23 rd - 27 th	Ontario, October 12 th – 23 rd
242	Work Ethics for enhanced Productivity at workplace	1 & 2	Dubai, Jan 20 th -24 th	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th
243	Organizational Culture, Structure and Strategy	1 & 2	Kigali, Jan 26 th -30 th	Accra, April 20 th – 24 th	Manchester, September 14 th – 25 th
244	Leading a High Performing Team	1 & 2	Accra June 15 th - 19 th	Dubai, May 4 th - 8 th	Kigali, September 14 th – 18 th
245	Corporate Etiquette and Protocol Management	1 & 2	Dubai, Jan 19 th -23 rd	London, April 13 th – 24 th	Nairobi, September 14 th – 25 th





LIST OF PROFESSIONAL TRAININGS

- Managing the Boss
- Emotional Intelligence
- Office Etiquettes and Courtesy
- Use of First Aid
- On Time- On Target management
- Balanced Scorecard as a tool for performance management
- Corporate Etiquette and Protocol Management
- Effective Negotiation and Mediation Skills
- Effective Time Management Skills
- Excellent Customer Service: Going the Extra Mile
- Management Skills for Executive Secretaries and PA
- Managing Change, People and Processes
- Facility and Vendor Management
- Supply Chain and Logistics
- Travel and Fleet Management
- Advanced Communication Skills for Managers and Leaders
- Coaching and Mentoring Skills for Managers
- Impressive Presentation and Public Speaking Skills
- Advanced excel skills for Finance Managers
- Asset Liability Management: Tools and Techniques
- Business Financial Forecasting and Modeling
- Corporate Finance Theory and Practice
- Cost Optimization: A Strategic Emphasis
- Effective Budgeting and Financial Management
- Corporate Tax Planning and Management for Tax Payers
- Effective Disaster Management
- Forensic Auditing and Accounting
- International Financial Reporting Standards

PROFESSIONAL TRAININGS





- International Public Sector Accounting Standard (IPSAS)
- Interpreting and Using Financial Report for Non-Finance Managers
- Public Financial Management: Reporting and Auditing
- Best Practice in Procurement Management
- Contract Management
- Project Appraisal and Impact Analysis
- Project Planning and Scheduling
- Effective Stress Management
- Brand Innovation and Product Management
- Strategic Protocol Management and Effective Public Relations
- HR Recruitment and Selection
- Negotiation and Influencing Skills for Managers
- Health and Safety in Workplace
- Effective Records Management
- Understanding Organizational Culture and Behavior at Work place
- Lean and Value Management
- Research Methodology and Analytics
- Corporate Social Responsibility (CSR)
- Security and Crime Prevention
- Vocational Training Masterclass
- Cyber Security Masterclass

LIST OF OTHER PROFESSIONAL TRAINING COURSES

CONTACT US:

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Kenuj O2 Mall, Gudu,
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Tel: +2348091362351

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