

# STRATEGY AND STRATEGIC PLANNING WORKSHOP

## WORKSHOP OVERVIEW

“Strategy” is a frequently misunderstood concept which needs to be translated into everyday language, and its process demystified. Strategy is not merely about “achieving and keeping a sustainable competitive advantage”, but is about being genuinely creative. Strategic planning is very much not therefore an academic exercise, but is one which entails thinking through implementation, and getting real value out of the process.

This highly interactive and participatory workshop is aimed at answering questions and problems of individuals relating to developing and implementing strategic plans in their various organizations. It is also aimed at acquainting participants with contemporary skills for effective and result oriented management of material, financial resources and social capital.

## WORKSHOP OBJECTIVES

- To define and to demystify the concepts of “strategy” and “strategic plans”; and also to demystify the strategic process
- To break down Strategic Planning process step-by-step, providing a toolkit for each key stage
- To illustrate Strategic Planning through some well chosen and highly stimulating case studies - and to distil lessons from them
- To apply Strategic Planning to some of Participants' own management issues - through planning the analysis, options generation, choice and implementation phases of strategy, etc.
- To put Strategic Planning within the overall context of the organization
- Participants to gain a lot more confidence in managing their roles strategically

## ORGANIZATIONAL IMPACT

- Much better decision-taking and time and resource allocation - leading to better organisational and individual performance
- Use of a well proven planning process
- More effective implementation

## PERSONAL IMPACT

- Increasing career flexibility (vertically and horizontally)
- Accelerated thinking speed and problem resolution for all difficult dilemmas
- Far greater motivation and proactively

## COMPETENCIES EMPHASIZED

- “Helicopter” (visionary) thinking
- Creativity
- Strategic influencing
- Strategic leadership
- Problem-solving
- Prioritisation
- Implementation
- Change management
- Imagining the future
- Business analysis
- Strategic team working
- Strategic presentation skills

## WORKSHOP OUTLINES

### Module 1 - Strategic Thinking and Analysis

- What Is Strategy/Strategic Planning?
- What Forms Can It Take?
- Evaluating Strategic Options
- Strategic Planning Process
- Mastering the Act of Goal Setting
- KSF's in Strategic Management
- Benchmarking Your Own Strategic Position

### Module 2 - Strategic Breakthroughs and Implementation

- Understanding Due Process
- Understanding & Benchmarking Stakeholders' Value

# STRATEGY AND STRATEGIC PLANNING WORKSHOP

- Diagnosing Strategic Problems
- Strategic Diagnosis, Option Evaluation, Implementation And Change
- Applying Implementation Techniques And Stakeholder Analysis To Issues In Your Role: The Mini-Strategy Process.

## Module 3 - Scenarios and Strategic Innovation

- Analytical Tools and Techniques – SWOT, PEST, and STEEPLE Analysis
- Thinking Future: Using Scenario Story Telling To See Around Corners - At Corporate, Business, Project, Individual Levels
- Checklists For Being More Creative
- Enhancing Forecasting Capabilities

## Module 4 - Strategic Influencing and Action

- Effective Communication of Goals And Strategies
- Getting Buy-In Organizational-wide
- Becoming A More Effective Internal Strategic Influencer/Consultant
- Using Strategic Project Management To Turn A Strategic Plan Into Reality
- Strategic Risk Management
- Exercise On One's Own Influencing Skills

## Module 5 - Getting Value Out of Strategy

- Plan Implementation, Evaluation And Control
- The Business Value System: Value And Cost Drivers
- Developing Fail Safe Strategies
- Action Planning: Translating Ideas Into Future Practice
- Strategic Options In Your Own Career

## Should Attend?

- This workshop is designed for management level employees of all business going concern, who may find it hard to take a “bigger picture” view of organizational issues - both within and outside of the strategic planning process.
- This workshop is also designed for employees at strategic levels.

## OUR TERMS

<b>Date:</b>	To be communicated
<b>Duration:</b>	2 Days
<b>Venue:</b>	<b>TF ACADEMY</b> <b>3, Allen Lane, Capable People Africa Building</b> <b>Allen, Ikeja, Lagos.</b>
<b>Class Size</b>	<b>20 Participants (minimum)</b>
<b>Fees:</b>	<b>N100,000</b>

# PERFORMANCE MANAGEMENT BEST PRACTICES WORKSHOP

## OVERVIEW

The success of every organisation depends largely on these four core competencies of the managers: social, technical, directorial and conceptual aptitude in achieving strategic objectives. There are however challenges for every organisation: How do you cascade these strategic objectives down to employee performance goals? How do you align individual employee behaviours with the organisation's strategy? How do you monitor and assess employee performance?

This workshop is aimed at building the capacity of Participants at both generating and achieving optimally high performance goals and productivity through acquisition of skills for effectiveness in the four dimensions identified above.

Since people constitute the real competitive advantage in every organisation, enhancing the performance of your people ultimately results in high organisational productivity.

In this workshop emphasis will be on people skills and how to develop and operate an effective Performance Management System which assists employees to perform at their best and align their contributions with the goals and values of Government. The workshop will avail strategic level officers and supervisors in Government MDA's with skills and tools to plan, monitor, analyze, and maintain a satisfying process of performance improvement for their staff.

## ORGANIZATIONAL IMPACT

The organization will be able to establish a high performance culture in which individuals and teams will take responsibility for the continuous improvement of work processes and for their own skills and contributions within a framework provided by effective leadership.

Some other organizational impacts of this workshop are:

- Develop a healthy and realistic Appraisal system.
- Build and maximize the potentials of individuals for optimal productivity.
- Proactively managing and measuring performance against agreed accountabilities and objectives.
- Using Feedback mechanism as a tool for Employee motivation.
- Develop visionary, innovative, and effective employees for the success of the organization

## LEARNING OBJECTIVES

At the end of the workshop, participants will:

- Understand how individual and functional unit performance translates into overall corporate performance
- Know how to set performance goals and prepare performance agreements
- Be able to track performance and deploy appropriate coaching behaviours
- Know how to use relevant appraisal instruments to appraise employee performance
- Be able to measure the performance of subordinates effectively and professionally

## LEARNING APPROACH

For enhanced effectiveness there will be a dynamic blend of the following:

- Facilitator-led presentations
- Interactive sessions
- Target setting skills practice
- Performance measurement skills practice
- Case Studies
- Individual action plans

# PERFORMANCE MANAGEMENT BEST PRACTICES WORKSHOP

## LEARNING CONTENT

### • **Module One: Overview of the Employee Performance Management Process**

- Integrated Overview of Productivity Management
- Performance Management
  - ✓ Planning Performance: What is expected?
  - ✓ Monitoring Performance: How Are We Doing
  - ✓ Analyzing Performance: What Performance Gaps Exist?
  - ✓ Improving Performance: How Can We Make It Better?
  - ✓ Maintaining Performance: How Do We Keep Performance on Track?
  - ✓ Implementing Performance Management

### **Module Two: Performance Planning**

- Discussing Past Performance and Priorities For Year Ahead
- Role Clarity and Effective Performance
- Target Setting Criteria: What Should Be Measured?
- Working Through the Performance Agreement Process
- Employee Development Plans

### **Module Three: Performance Measurement**

- Performance Measurement Tools
- Guidelines For Defining Performance Measures
- Pre-Assessment Review
- Conducting Appraisal Meeting
- Applying Rating Criteria

### **Module Four: Coaching for High Performance**

- Productivity Management Through People Skills
- Giving and Receiving Feedback
- Managing Employee Ineffective Performance
- Conversations That Facilitate Transfer Of Skills
- Handling Performance Problems

- Attitude is Everything

## WHO SHOULD ATTEND?

This workshop is for Management level employees of all organizations aspiring to be at the top including Strategic level executive functionaries involved in the management of Human, Material and Financial resources.

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<b>Fees:</b>	N120,000

# EFFECTIVE BUSINESS COMMUNICATION AND REPORT WRITING SKILLS

Vibrant organizations that value the importance of excellent communication, which can promote their image by correctly conveying the outcome of their programmes and activities, need to ensure that their management and other employees master the intricate principles of Business Communication and Presentation through appropriate training. Our specialist training will focus on helping the participants to learn the latest techniques of effective Business Presentation through informal, participative, and user-friendly methods; and master simple and modern practice for basic communication

## FOR WHOM

Categories of Employees as deemed fit by Management

## TOPICS:

Detailed outline

- Understanding Communication
- Critical management competencies
- Principles of effective communication
- Barriers to communication
- Understanding the audience
- Communication in different cultures

Participants will learn how to identify and apply the key principles of cross-cultural communication skills required by international managers.

Additionally, they will be able to assess their own communication skills and opportunities for development.

## EFFECTIVE ORAL COMMUNICATION

Principles of oral communication

- Oral communication skills
- Communication skills questionnaire
- Telephone skills
- Productive business meetings

Course participants will learn how to use oral communication more effectively in order to achieve objectives. Special attention will be placed on increasing their effectiveness in leading and participating in business meetings.

## EFFECTIVE WRITING SKILLS

- Principles of effective writing
- Email: sending and receiving
- Letter writing
- Winning proposals
- Effective report writing

Participants will learn how to use written communication by letter, email, and proposals more effectively in order to achieve objectives and persuade clients and colleagues towards their point of view.

## PRESENTATION SKILLS

Characteristics of successful presenters

- How to plan, prepare, and practice
- How to handle questions
- How to deliver a presentation

Participants will learn the process that is necessary to follow in order for them to be ready to deliver high impact presentations to an international audience. Check lists will be provided to help guide participants to this end.

## PERFORMING PRESENTATIONS

Dealing with nerves

Voice control

Attention grabbers

Dealing with questions

Using visual aids

Managing time

# EFFECTIVE BUSINESS COMMUNICATION AND REPORT WRITING SKILLS

## METHODOLOGY:

We believe in facilitating learning. We will go beyond simply instructing participants to the actual creation of high-energy group discussions, role-plays, along with other tools and techniques to create a multi cerebral learning experience. Training shall include experience-sharing, group work, practices and presentations. Participants will have an opportunity to discuss ideas and present solutions. Theory 40%; Practical 60%

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# CRISIS MANAGEMENT WORKSHOP

No business operates without pain. Regardless of industry, sector, or company, organizations experience problems, both chronic and unexpected, that can turn into crises. Very often, a manager's response to crisis is panic. Emotional stress accompanying the crisis inhibits reflection, creativity and sound judgment. Patience is at a premium and money needed to address the issue is often lacking.

Crises are pivotal moments that demand immediate action and urgent results. The swift response must incorporate: objective assessment of possible causes; evaluations of options to solve the issue; and the plan of action to address the problem.

This Crisis Management Workshop provides organizations with a focused, swift and powerful process for managing the crisis. It allows individuals to slow down, reflect, think, feel, and together, create a solution that endures.

Participants will also learn how to identify, protect and deal with critical infrastructure, utilities and critical assets necessary for dealing with a crisis. The workshop will cover the decision making processes such as whether to evacuate or not, ride it out or run, and what are the ramifications of these decisions. Most important of all, participants will leave this workshop ready to put together the company's own cost-effective emergency action plan, with the certainty that the plan will serve both the community and the company.

- Design solution for crisis, and establish an action plan with clear next steps, assignments of responsibilities, and a time line for the action
- Demonstrate understanding and use of the Problem-solving Techniques
- Evolved new ways of using time, and of encouraging individual creativity that will benefit them as colleagues in the future--crisis or no crisis
- Developed more effective work processes and improved intra-team

Members of a work team or task force facing problems of crisis proportions  
The department(s) involved in the task of resolving the crisis  
The entire Organization

By the end of the workshop, participants will know how to:

- How to identify vulnerabilities and conduct threat assessments
  - How to conduct and use risk assessments as a decision making tool
  - How to think outside the box to develop and harness previously unrecognized local response assets
  - The importance of pre-event crisis management
  - Sensitive intelligence information, where it comes from and how to handle it.
  - Jurisdictions and who's responsible
  - Crime scene and forensics considerations in crisis management
  - Developing a crisis management plan
  - Exercises to test every part of the plan
  - Where post incident recovery fits into the plan
  - Public information and how to deal with the media
  - How to develop sound and effective planning components for your local emergency management/response plans
  - How to manage a locally developing panic event
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- Participating groups can be Executive teams, site management, crisis management teams, and product management staff.
  - Corporate Heads concerned with the survivability of their organization beyond any catastrophic event
  - Corporate Executives tasked with emergency management and/or insurance and safety responsibilities
  - Safety Managers representing infrastructure entities or high valuetarget

# CRISIS MANAGEMENT WORKSHOP

- occupancies
- Human Resource Directors/Managers from corporations with active operations
- Corporate Officers tasked with public information responsibilities during crisis situations
- Crisis Management Team Leaders or any professional tasked with large scale response and/or mitigation responsibilities
- Any professional tasked with developing emergency response plans or, crisis management plans.

## COURSE OUTLINE

### Module 1: Crises in the Workplace

- A Brief History of Crisis Management
- The hazards we face
  - Natural
  - Man-made
  - Others
- Working with Local Crisis Response Infrastructure
- The Event Recognition and Response Activation Cycles
- Examining Incident Management Structures in Place
- Critical data sharing and retrieval

### Module 2: An Inside Look at Crises & Their Responses

- The value of risk assessments
- The Impact of the event on Business
- Local versus National Response
- Event Logistics & Economics
- Liability and Legal Aspects
- Resource requirements and response by threat type
- Critical infrastructure protection

### Module 3: Emergency Action Plans (EAP)

- Where does Emergency Action Plans (EAP) fit?
- Components, Focus and Functions of the EAP
- EAP compliance

- Understanding threats and how they affect your EAP
- Assembling the Emergency Action Team
- The effects of pandemics on our plan
- Ensuring quality control in your plan
- Writing the EAP

### Module 4: Developing Effective Crisis Management Networks

- Crisis Management Partnerships
- Privacy Issues & Areas of Responsibility
- Developing Response Capability
- Opportunities for Exercising Response Components
- The decision making process
- What about money?
- Intelligence sharing and protection

### Module 5: Managing the Media

- Media interface at Panic Events
- Planning and Timing the Initial Press Conference
- Developing the Message
- Site Selection
- The Guest List - Who Needs to Attend

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<b>Fees:</b>	N100,000



# D.I.S.C PERSONALITY TRAINING

## HOW DOES THIS COURSE BENEFIT YOUR ORGANIZATION?

This workshop engages individuals in one of the most important aspects of leadership- self-awareness. Prior to attending the training, participants complete a DiSC Management Profile that is then used to guide the training in order to build self-awareness.

Once self-awareness is established, participants learn how to read the styles of others through a simple two-step process. This allows participants the opportunity to apply the understanding they have of individuals' preferences and priorities to lead more effectively, realizing that there is not a one-size-fits-all approach to leading, but rather the best approach to lead depends on the individual(s) they are working with.

## WHAT TOPICS DO WE COVER

Our modular approach allows you to create different course versions for different audiences, and refresh course content over time.

- Overview of the DiSC, and the four behavioural styles
- How does your DiSC profile affect your interactions with others?
- When does a behavioural strength become a weakness?
- How to identify the DiSC profile of others, and how to connect your strengths
- Identifying and resolving conflict with individuals who have different traits to your own
- Questions and answers

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<b>Fees:</b>	N70,000

# EMOTIONAL INTELLIGENCE

## HOW DOES THIS COURSE BENEFIT YOUR ORGANIZATION?

Emotional intelligence describes the ability to understand one's own feelings. It also provides great insight on how emotion influences motivation and behavior. The concepts of Emotional Intelligence have been around since the early 20th century, but the term was first introduced by Wayne Payne in 1985. With our Emotional Intelligence workshop participants will gain a better understanding of self-management and self-awareness. This in turn will give them better insight and control over their actions and emotions. With a greater understanding of emotions your participants will experience a positive impact on their professional and personal lives.

After completing this course participants will have learned how to: Define Emotional Intelligence (EQ) Identify the benefits of having higher emotional intelligence. ... Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy.

## WHAT TOPICS DO WE COVER

Our modular approach allows you to create different course versions for different audiences, and refresh course content over time.

- Module One: Getting Started
- Module Two: What is Emotional Intelligence
- Module Three: Four Skills in Emotional Intelligence
- Module Five: Non-Verbal Communication Skills
- Module Six: Social Management and Responsibility
- Module Seven: Tools to Regulate Your Emotion
- Module Eight: Gaining Control
- Module Nine: Business Practices (I)
- Module Ten: Business Practices (II)

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<b>Class Size</b>	10 Participants (minimum)
<b>Fees:</b>	N70,000

# STANDARDS & CODE OF CONDUCTS TRAINING

## HOW DOES THIS COURSE BENEFIT YOUR ORGANIZATION?

Our Ethics in the Workplace course seeks to empower your employees with a proper understanding of how to conduct business ethically, while upholding your organization's core values. Our team of ethics and compliance experts have designed an employee-focused, interactive training course that presents real-world scenarios in business transactions including supplier relations, privacy and data protection, money laundering prevention, international trade and financial transactions, competition laws, harassment laws, and how to identify and report business misconduct.

This course bridges the gap between your organization's mission statement and real-world application that you've been searching for, by creating an everyday model for your employees to use from the boardroom to the front line. Your employees will be armed with the necessary tools to foster an environment where they feel more secure, motivated, and most importantly, completely comfortable seeking help when they experience an ethical dilemma.

## WHAT TOPICS DO WE COVER

Our modular approach allows you to create different course versions for different audiences, and refresh course content over time.

- Anti-Bribery
- Competition Law
- Confidential Information & Social Media Compliance
- Conflicts of Interest
- Data Privacy
- Discrimination
- Financial Integrity
- Gifts, Entertainment and Hospitality
- Workplace Harassment
- Information Security
- Insider Trading
- Political Activities
- Protecting Our Organization's Assets
- Speaking for Our Organization
- Working with Third Parties
- Workplace Violence & Abusive Conduct

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<b>Class Size</b>	10 Participants (minimum)
<b>Fees:</b>	N180,000

# PRODUCTIVITY IMPROVEMENT PROGRAMME FOR STAFF

## INTRODUCTION

Every Executive officer holds a key position of influence and a powerful partnership with the senior management team. Success in their roles has a direct effect on the success of executive operations. The executive who understands the role and pressures of management and governance and even thinks like the executive team will achieve improved performance, outstanding results and respect from superiors and the Government.

This highly interactive seminar is designed to empower ambitious individuals who are looking for ways to enhance their performance, broaden their role and develop the managerial aspects of their position.

## OBJECTIVES

- Creating opportunities for Participants' personal development and accepting the challenges when they arise
- Managing self, subordinates and senior associates more effectively
- Developing the managerial aspects of Participants' role
- Improving Participants' confidence, assertiveness and communication skills
- Managing the stress and pressure in an increasingly challenging environment

## COMPETENCIES EMPHASIZED

- How to communicate with a wide range of people
- How to negotiate with others effectively
- How to use a variety of self and time management tools effectively
- How and when to effectively delegate
- How to motivate yourself and others
- How to analyse your performance for future development opportunities
- 

## PERSONAL IMPACT

- Attendance at the seminar will result in each Participant being exposed to a wide range of interpersonal and organisational techniques required to operate effectively in this highly responsible position. Participants will be able to understand and explain the methods that will be of benefit to them in

managing the pressures and demands of their workplace in such a position. Participants will be introduced to different techniques and approaches for operating effectively within their role. They will be coached on techniques that suit them as individuals and will have practiced such techniques with a view to applying them effectively in the workplace.

## ORGANIZATIONAL IMPACT

Staff attending this programme will appreciate the range of skills and competencies required to fulfil their job roles effectively. They will have been exposed to, and will have practiced, techniques in competencies that are essential in the Senior Secretary role. They will also see the benefit of integrating such competencies to provide a proactive support to their Superiors within their establishment.

## WORKSHOP OUTLINES

### Module 1 - Defining and Developing the Role

- The Executive PA & SA –Vital Partnership With Senior Executive
- Defining the Responsibilities & Authority of These Roles
- Developing Essential Management Skills
- Planning For Development – Identifying & Overcoming Barriers to Career Success
- Finding And Working With A Mentor

### Module 2 - Effective Communication

- Interacting With Others & Networking For Success
- How to Get Yourself Seen & Heard
- Developing & Advancing Your Relationship With Your Superior
- Improving Your Communication Skills – Negotiating, Influencing, Persuading & Delegating

### Module 3 - Developing Confidence

- Trusting Your Initiative & Judgement
- Saying "No" Constructively

# PRODUCTIVITY IMPROVEMENT PROGRAMME FOR STAFF

- Prioritising & Communicating The Demands of Different Parties

## Module 4 - Developing & Improving Key Skills

- Improving Your Confidence & Assertiveness
- Practising Effective Time Management Skills
- Concentrating, Thinking, Listening & Making Decisions Under Pressure
- Presenting Your Views & Ideas Effectively In Meetings & to Management
- Problem Solving Tools For Managing Difficult Situations & People

## Module 5 - Getting Results

- Motivating Yourself, Your Subordinates & Your Boss
- Achieving Results Through Others
- Managing Stress & Pressure That Comes With Change & Challenge
- Measuring Your Performance Based On Objectives, Standards & Responsibilities
- Preparing For Your Appraisal
- Action Planning

## Who Should Attend?

Special Assistants (SAs), Personal Assistants (PAs) and Senior Secretaries who are confident in their current positions, who wish to be more proactive, grow in their position and take on more management responsibilities.

## Training Methodology

- The workshop is based on a combination of interactive activities - group and individual exercises, case studies, role plays and discussions - along with formal inputs.
- The environment will be a supportive one in which individuals with varying degrees of experience will be encouraged to share the approaches they

currently use as well as try out new ones that they encounter in the workshop.

- The programme Facilitators will be on hand to answer questions and to assist in building and applying new approaches.
- We aim for this workshop to be an enjoyable as well as a learning experience and feel that the mix of style and learning techniques will prove valuable to all Participants.

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<b>Class Size</b>	<b>10 Participants (minimum)</b>
<b>Fees:</b>	<b>N90,000</b>

# INTERPERSONAL RELATIONSHIPS, ATTITUDINAL CHANGE & WORKPLACE ETHICS

## WORKSHOP FOCUS

This workshop is designed to address the positive impact of work ethics-the nerve centre of corporate governance and productivity. It will also bring participants to a level of being able to express their own individuality and getting the best results while working in a corporate environment, without hurting anybody.

## WORKSHOP OBJECTIVE

Everyone has problems in interacting day-to-day with other people-be they Junior staff, Supervisors, Bosses, Customers, Partners, Family Members, etc. One's overall success and happiness would largely depend upon one's ability to relate to people. Hence, Interpersonal relationship, positive attitude and ethics play a significant role in the success of any individual or an organization.

## BENEFITS

Some of the benefits of this workshop to participants will include, but not limited to the following

- Dismantling mental blocks that prevents a person from adopting positive attitudes
- Know how to manage ethics in the workplace for personal and corporate benefits
- Understanding expected moral responsibilities of the employee
- Becoming proactive instead of just reacting to situations
- Inculcate a corporate work culture of continuous and never-ending improvement
- Know how to support good winning attitudes at work.
- Know how to manage ethics in the workplace for personal and corporate benefits.

## WORKSHOP OUTLINE

- Concepts of Work Ethic, Productivity & Corporate Performance
- Attitude - Your Most Priceless Possession
- Some Common Attitudes of Nigerian Workers

- Concepts of Work Ethic, Productivity & Corporate Performance
- Attitude - Your Most Priceless Possession
- Some Common Attitudes of Nigerian Workers
- How to Build & Support Winning Attitudinal Strategies
- The Customer and Interpersonal Relations
- Effective Communication: Concepts, Barriers & Way Out
- How to Build Lasting Relationships
- Getting People To Do What You Want Them To
- Work Ethical Standards
- Business Etiquettes
  - “Behaving Well” in the Business World
    - Business Vs Social Etiquettes
    - Politeness, Appearance, Office & Business Entertainment Etiquettes
- Practical Application of Interpersonal Skills

## WHO SHOULD ATTEND?

All levels of Executives, Managers, Officers and other categories of staff as deemed fit by the management

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<b>Fees:</b>	N100,000

# EXECUTIVE STRESS MANAGEMENT

## WORKSHOP FOCUS

Equipping participants with tools to successfully manage stress and promote healthy living consciousness in order to effectively cope with work pressures and other daily activities of life.

## WORKSHOP OBJECTIVE

Stress management is an important aspect of human life that must be taken seriously especially for top executives, considering the volume of work that lies on their shoulders. World Health Organization (WHO) estimates that 80% of all visits to the Doctor are stress-related. Our findings showed that about 90% of top executives and middle managers both in the private sector and the government in Nigeria operate at a very high level of stress. Based on this, we feel your Executives would need this important workshop to build up their health towards achieving maximum effectiveness and efficiency in their work.

*“The doctor of the future will give no medicine, but will interest his patients in the care of the human frame, in diet, and in the cause and prevention of diseases” -Thomas Edison*

## BENEFITS OF THE WORKSHOP

Some of the benefits of this workshop to Participants will include, but not limited to, the following:

- Improving the quality of work output of each participant thereafter
- Ability to identify stress in themselves and in others
- Developing their own stress management techniques
- Know when to use such techniques to reduce stress
- Manage time more effectively
- Coping with work overload
- Cost savings. For every one hundred naira invested in stress coping education, five hundred naira is saved.
- How to identify and control common dependences in top executives, such as smoking, alcohol, caffeine, drug abuse, etc.

- How to reduce stress with rational thinking

Bottom Line: The outcome of the seminar is intended to leave the participant stress-free in order to effectively and efficiently discharge their legislative duties effortlessly.

## OUR METHODOLOGY

Intensive lecture sessions, Case studies, Use of Audio visual aids, Participative group exercises/discussions and Experiential learning.

## WORKSHOP CONTENT

Please, find below the course content and our approach to this World Health Organization Standard workshop on Executive Stress Management,

I)Comprehensive Lecture on Stress and Stress Management Techniques: -

- Understanding Stress
- Causes of Stress
- Effects of Stress on Individuals
- Effects of Stress on an Organization
- Sign and Symptoms of Individuals under Stress
- Sign and symptoms of Organization under Stress
- How to Handle Stress
- Working Successfully With Powerful/Stressful People
- Stress Coping Strategies
- How to Avoid or Recover From Burnout

The lecture on stress avoidance for executive will feature among other things expert counseling on tips for healthy living, reproduction/fertility, menopause, aging, hypertension, diabetes mellitus, obesity etc.

II)Stress Exercise Therapy Test and Recommendation(s)

- Aerobic: This includes calisthenics and aerobic exercises which combine dance steps, running in place, brisk walking and skipping, all set

# EXECUTIVE STRESS MANAGEMENT

to music. Exercise can help to improve cardiovascular (Heart) endurance, assist to diffuse effects of stress and reduce neck/back pain.

- Psychometric and Clinical Stress Test (Interactive): This consists of know – yourself questionnaire (psychosocial and personality stress audits, which is self-applied). This session is interactive.
- Lifestyle approach to Stress Management Case Histories: Our approach is multi-disciplinary using a psychiatrist/clinical psychologist, a cardiologist, a nutritionist, a fitness expert and a stress management specialist to evaluate on stress management, general health and well being of top executives.
- Introduction to Wellness Therapies and Complimentary Health Medical Remedies for Stress: It is practical, it can be adopted on do-it-yourself method on daily basis. This includes breathing therapies, progressive relaxation, meditation, food supplements and biofeedback.
- Diet and Health Cuisine: Designed to help participant understand the impact of appropriate diet and also the guideline for planning diets. Participants are educated on how to maximize the value of food during its preparation, with emphasis on Nigeria and international cuisine.

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<b>Class Size</b>	<b>10 Participants (minimum)</b>
<b>Fees:</b>	<b>N100,000</b>



# CULTURE & WORKPLACE ETHICS

Your organization is comprised of and defined by its employees, and its long-term success is dependent on those employees making decisions which reflect organizational values and conform with industry standards and regulations. Inspired eLearning's training solutions are an effective way to ensure they do just that. Our innovative, video-based online ethics training program is designed to train your workforce and help your organization comply with Sarbanes-Oxley (SOX), the Federal Sentencing Guidelines (FSGs), Federal Acquisition Regulation (FAR) amendments, and the Dodd-Frank Act.

## **A ROBUST, MODULAR TRAINING PROGRAM TO MEET ALL ETHICS AND CODE OF CONDUCT NEEDS.**

TF Academy's code of conduct and ethics training program is an enterprise-wide solution designed to foster and maintain an ethical culture, one in which all employees make decisions that are consistent with organizational values, codes of ethical conduct, laws, and regulations.

## **WHAT TOPICS ARE COVERED?**

### **ETHICAL CULTURE**

- How to make complaints
- Safeguarding confidential information
- Safeguarding intellectual property
- Gifts and entertainment
- Understanding the code
- Enforcing the code
- Being a role model
- Improper payments
- Information security

- Conflicts of interest
- Respectful workplace
- Accurate records
- Fraud and Abuse
- Always being professional
- Handling complaints
- Management best practices
- Office harassment

<b>Date:</b>	To be communicated
<b>Duration:</b>	2 Days
<b>Venue:</b>	TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.
<b>Class Size</b>	10 Participants (minimum)
<b>Fees:</b>	N150,000

# MANAGING SELF & RESOURCES FOR IMPROVED JOB PERFORMANCE

## WORKSHOP OBJECTIVES

- To give participants the opportunity to learn Self-Management and related techniques which, when applied to their work, will enable them to operate more effectively.
- To challenge and equip participants with proven principles for financial prudence and thereby start to build their own wealth through expense control, planning, savings, wise investments, etc so that they eventually will experience financial freedom in its entirety.
- This course will deliver to participants the tools for effective and maximum control of time and other resources, in order for them and their subordinates to become more productive.

## BENEFITS OF THE WORKSHOP

- Some of the benefits of this workshop to Participants will include, but not limited to, the following:
- Avoid grumbling and complaining for more money all the time and focus on effective income management
- How daily financial decisions can lead to financial freedom
- Personally appraise self to know your financial freedom status
- How to run a simple personal and family financial budget
- Improving the quality of work output of each participant
- Knowing and practicing how to set Personal and corporate goals/targets
- Aligning Personal goals with Organization's Goals for overall development of the individual and the entire Organization

At the end of the workshop, participants would have attained a reasonable level of personal development and be poised to increase and improve their commitments to the attainment of the goals and aspiration of their Organizations.

## OUR METHODOLOGY

Intensive lecture sessions, Case studies, Use of Audio visual aids, Participative group exercises/discussions and Experiential learning

## WORKSHOP CONTENT

Any staff that management knows that need to enhance his/her level of teamwork and mutual trust within its workforce/members, thereby channeling them toward peak performance.

## MODULE 1: Effective Self/Time Management

1. Dealing With Time Stealers and Constraints
2. How Do I Manage My Time?
3. The Principle of Balance
4. Self-management Matrix

## MODULE 2: Fundamentals of Personal Financial Freedom

1. Financial Freedom-Self Appraisal
2. The Secrets of the Genuinely Wealthy
3. What Should Be My Attitude to Money?
4. How Do I Manage and Grow my Income?

## MODULE 3: How to Set and Achieve Personal/Corporate Goals

1. Principles of Goal Setting
2. Successfully Achieving Set Goals
3. Class Activities

## MODULE 4: Effective/Efficient Management of Resources

1. Leading People
  - Working Proactively
  - Effective Delegation
  - Coaching
2. Managing Other Resources
  - Prioritization
  - Principles of Accountability

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<b>Class Size</b>	<b>10 Participants (minimum)</b>
<b>Fees:</b>	<b>N100,000</b>

# BUILDING HIGH PERFORMING TEAM

## WORKSHOP FOCUS

More than anything else, it takes experienced and well trained teams to easily move the workforce of an organization to the point of attainment of corporate goals and objectives.

## WORKSHOP OBJECTIVE

To drive into all participants the doctrine of “None of us is as smart as all of us”. An effective team spirit generates high level of creative and innovative ideas, which result from the interaction of its members that eventually translate into increased productivity and profitability for the organization.

## BENEFITS OF THE WORKSHOP

- Increased commitment level of staff toward collective achievement of corporate goals
- Know that diversity and difference in skills are the natural compliments of a good team
- Understand why teamwork is a prerequisite for lasting success
- Attitudinal change from individual efforts to collective ones
- Understand the importance of team members being multi-skilled and working in a stress-free environment
- Understand the importance of well coordinated and disciplined techniques for remaining high flyers
- Understand the importance of working as a team in a focused and purposeful way for enhanced performance and increased profitability

## WORKSHOP CONTENT

- The What & Why of a Team
- Features of a Successful Team
- Team Basics
- Stages in Team Development
- Self Perception Inventory (Self Assessment)

- Conflict Management in Teams
- Effective Team Communication
- Setting & Achieving Team Goals
- How to Win the Cooperation of Other Team Members in All Situation

## WHO SHOULD ATTEND?

Any staff that management knows that need to enhance his/her level of teamwork and mutual trust within its workforce/members, thereby channeling them toward peak performance.

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<b>Venue:</b>	<b>TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.</b>
<b>Class Size</b>	<b>10 Participants (minimum)</b>
<b>Fees:</b>	<b>N100,000</b>

# MOTIVATING PEOPLE FOR PEAK PERFORMANCE

## WORKSHOP FOCUS

To improve the effectiveness and overall performance of the organization's activities, the individuals within its workforce must improve their own effectiveness". This course will provide participants practical and affordable steps for creating a motivated workforce

## WORKSHOP OBJECTIVES

- To give participants the opportunity to learn Self-Management and related techniques which, when applied to their work, will enable them to operate more effectively.
- To equip participants with tools for tackling the root cause of any problem and thereby unleash synergy amongst the workplace
- Provide participants the requisite skills for proper organization of themselves and colleagues towards improved job performance on a daily basis
- This course will deliver to participants the tools for effective and maximum control of time in order to be more productive.

## BENEFITS OF THE WORKSHOP

- Improving the quality of work output of each participant
- Knowing and practicing how to set Personal and corporate goals/targets
- How to practically work at achieving set goals/targets within given deadlines
- Aligning Personal goals with Organizational goals for overall development of the individual and his organization at large.
- Buying into the organization's strategic intent and ultimately the organization's success.

## WORKSHOP CONTENT

- Fundamentals of Motivation
- Becoming an Effective/Efficient Worker
- A to Z of Setting & Attaining Realistic Goals (Corporate & Personal)
- Step to Achieving Success

- Effective Time Management
- How to Promote Work Team Synergy
- Managing Self for Positive Results
- Creating a "Trusting" Organization
- Linking Motivation to Improved Performance
- The Seven Habits of Highly Effective People

## WHO SHOULD ATTEND?

Those whose daily activities impact on the attainment of set corporate/group goals & objectives

<b>Date:</b>	<b>To be communicated</b>
<b>Duration:</b>	<b>2 Days</b>
<b>Venue:</b>	<b>TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.</b>
<b>Class Size</b>	<b>10 Participants (minimum)</b>
<b>Fees:</b>	<b>N100,000</b>

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<b>Duration:</b>	<b>2 Days</b>
<b>Venue:</b>	<b>TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.</b>
<b>Class Size</b>	<b>10 Participants (minimum)</b>
<b>Fees:</b>	<b>N100,000</b>

# MENTORING FOR CAREER SUCCESS:

## An Introductory Course for Mentees

Overview: A recent survey indicated that eighty-five percent of Fortune 500 companies provide structured mentoring programs for their employees. This is because they know that as they give mentees the opportunity to advance their careers, they are also improving the organization's productivity and bottom line. To be successful, any mentoring relationship should focus on the goals and interests of the mentee. This course provides you with the opportunity to consider your own career objectives and how a mentor might help you to achieve your goals.

### Who Should Attend?

Those who want to explore the unlimited benefits of being mentored and the "how to's" of finding a mentor and excelling from the experience.

### Prerequisite: None

### Objective: By the end of this course, you will

- Understand the concepts and value of mentoring.
- Learn the strategies for selecting the "right" mentor.
- Persuade an expert to mentor you.
- Negotiate the scope of the relationship.

## Topics

- The History of Mentoring
- Mentoring Benefits
- What Mentoring Is and Isn't
- The Traits and Qualities of Good Mentors
- What You Need to Bring to the Relationship
- Recruiting Your Mentor
- Negotiating the Scope of the Match
- Setting Learning Goals and Determining Match Activities
- Using the Mentoring Relationship for Career Success

<b>Date:</b>	To be communicated
<b>Duration:</b>	2 Days
<b>Venue:</b>	TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.
<b>Class Size</b>	10 Participants (minimum)
<b>Fees:</b>	N100,000

# ADVANCED BUSINESS WRITING

## Overview:

This is a two-day workshop to help good writers get even better. In today's hectic, fast-paced "sound-bite" environment, getting your point across clearly and powerfully yet succinctly is absolutely vital to your success. You'll learn how to make your prose easy to understand and compelling.

In this workshop, you'll learn how to focus your writing like a laser beam, and provide your readers only that information essential to achieving your purpose. You'll learn how to eliminate passive voice usage, redundancy and wordiness by working through numerous practical exercises. You'll also learn how to improve paragraph development, sentence construction and word selection. You'll be instructed on and have a chance to practice advanced editing and proofing techniques.

**Who Should Attend?** Those who want to take their writing skills to the next level. Specifically those who seek to save time and effort in producing higher-quality written products and advance their careers.

**Prerequisite:** Recommended Write 2 the Point! or knowledge of basic business writing,

**Objectives:** By the end of the course, you will be better

## Topics

able to write effectively with greater clarity, conciseness and completeness. You will also be able to apply the principles in class to edit and proofread the work of others.

### Topics:

- Use practical and inclusive language.
- Present ideas and information in a logical sequence
- Learn techniques to maximize clarity and effectiveness.
- Determine proper breadth, depth, style, tone and courtesy.
- Review do's and don'ts in business letters, memos and e-mails Calculate the Readability Index of your documents.
- Apply the Proofing Checklist to correct mistakes.

<b>Date:</b>	To be communicated
<b>Duration:</b>	2 Days
<b>Venue:</b>	TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.
<b>Class Size</b>	20 Participants (minimum)
<b>Fees:</b>	N65,000

# EXPERT PRESENTATION SKILLS

## Overview:

If your job requires you to make presentations or if you want to gain important visibility, this is a one-day course you can't miss. Since most of us have difficulty putting our thoughts into words, this course will give you the simple methodology to improve your speaking style and presentation delivery. Since superior presentation skills are crucial to personal/professional growth, you'll learn how to prepare material easily and communicate more effectively just as the experts do.

Since the expression: "Practice makes Perfect" doesn't hold true in public speaking - it's important to know the basics of what works and what doesn't work. The expression is actually: "Practice makes Permanent." And who can afford to solidify bad speaking habits?

The training manual is timely, relevant and designed to help you get long-term results. It includes valuable tips and checklists with the very latest information to equip you with the tools necessary to present highly professional, effective briefings.

**Who Should Attend?** Those interested in learning about public speaking as well as those more seasoned speakers who want to stay abreast of the latest

## Topics

information in the highly visible field of public speaking.

**Objective:** By the end of the course, you will understand the dynamics of expert public speaking.

## Topics:

- Uncover the myths in public speaking.
- Review the tips to overcome nervousness.
- Understand the components of an audience analysis.
- Understand what it takes to present like a pro.
- Review proven techniques that work.
- Understand style and how to use it.

<b>Date:</b>	To be communicated
<b>Duration:</b>	2 Days
<b>Venue:</b>	TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.
<b>Class Size</b>	20 Participants (minimum)
<b>Fees:</b>	N65,000



# BEYOND TIME MANAGEMENT

## Overview:

Would you like to have extra time each day to take care of business? Or would you to overcome the vicious stress cycle that comes from being time-starved? By using the countless tips, techniques and common sense advice from this session, you'll be more productive and able to free up your schedule. It all boils down to using your time more effectively.

You must know how to achieve a balance between what you're doing and what you should be doing. Once you've mastered that, you're on your way to getting more done.

And finally, you'll learn how to set priorities, devise "to do" lists and reduce stress simply by doing what the experts do in effective time management.

**Who Should Attend?** Anyone who would like to make realistic goals and manage time more effectively while achieving more with less stress.

**Objectives:** By the end of this session, you will be able to analyze how you currently use your time by identifying time wasters, set goals and priorities to better use your time and apply time-saving tips.

## Topics

- Analyze your typical time wasters both external and self-generated.
- Prioritize your daily activities.
- Determine career or personal goals then work toward achieving them.
- Communicate more effectively in less time (orally and in writing).
- Handle interruptions with the utmost diplomacy  
Organize yourself by using 15 different tips.
- Understand stress and learn ways to manage it.
- Understand the "Can't Say No?" syndrome and set boundaries.
- Understand delegation (both upward and downward).
- Deal effectively with procrastination.
- Run highly effective meetings.
- De-Clutter your home and your life!



<b>Date:</b>	<b>To be communicated</b>
<b>Duration:</b>	<b>2 Days</b>
<b>Venue:</b>	<b>TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.</b>
<b>Class Size</b>	<b>20 Participants (minimum)</b>
<b>Fees:</b>	<b>N65,000</b>

# CHANGE MANAGEMENT: CHANGE AND HOW TO DEAL WITH IT

## Overview:

Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and managing stressors. These steps can also ensure that desired changes are implemented successfully.

**Who Should Attend?** Those who want to understand change, learn how to adapt to it and potentially become change leaders.

**Objective:** By the end of the course, you will learn how to manage and cope with change and how to help those around you too.

## Topics:

- Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are.
- See change not as something to be feared and resisted but as an essential element of the world to

be accepted.

- Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are.
- Recognize that before we can embrace the way things will be, we must go through a process of letting go of the way things used to be.
- See change as an opportunity for self-motivation and innovation.
- Identify strategies for helping change be accepted and implemented in the workplace.

<b>Date:</b>	To be communicated
<b>Duration:</b>	2 Days
<b>Venue:</b>	TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.
<b>Class Size</b>	20 Participants (minimum)
<b>Fees:</b>	N80,000

# MASTERING THE ART OF BUSINESS COMMUNICATIONS

## Overview:

Are you looking for new ways to communicate to your co-workers and employees, increase your productivity and advance your career? Are you communicating to make the right visual, vocal and verbal impact? This two-day course is filled with information to become a better communicator. Nothing can be achieved without the combined cooperation, commitment and action of people. That's why your interpersonal skills are so critical to your own effectiveness and performance boosting your productivity and promotability.

Communication with colleagues is no longer just a matter of having a good working relationship. Today, successful communication has become a business imperative and an ingredient for success. It's the art of savvy business interaction. Since most of our day (about 80%) is spent communicating -why not communicate with clarity, authority and power?

The course covers developing communication skills that will help foster collaborative relationships in the workplace. This includes positively influencing others and developing skills to become flexible in your actions, thoughts and feelings to better handle any situation.

**Who Should Attend?** Those who want to master the

keys to communication for handling any communication situation with greater flexibility, confidence and professional presence.

**Objectives:** By the end of the course, you will be able to use proven interpersonal communication techniques to successfully achieve your goals.

## Topics:

- Persuade others to get what you want.
- Listen actively to your advantage.
- Understand and use the power of body language.
- Increase the power of your words
- Learn the keys to communicating in the workplace.
- Talk your way to success.

<b>Date:</b>	To be communicated
<b>Duration:</b>	2 Days
<b>Venue:</b>	TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.
<b>Class Size</b>	20 Participants (minimum)
<b>Fees:</b>	N65,000

# MEDIATION, NEGOTIATION & CONFLICT RESOLUTION SKILLS

## Overview:

We all operate in an increasingly complex commercial and professional environment that requires us to negotiate on a daily basis not only with customers, clients, suppliers and contractor, but also with managers, fellow employees and colleagues within our own organisation.

Mediation, Negotiation and Conflict Resolution skills are vital for career success. Learn to achieve results, create agreements and build relationships that last through effective negotiation and conflict resolution skills.

This training program is led by some of the most experienced mediation trainers in the world. It gives you the skills to effectively mediate all kinds of workplace and employment-related disputes.

## You will be able to:

- Settle employment and workplace disputes effectively – in days rather than months, saving vital management time.
- Add value to employment and workplace disputes by finding workable solutions to problems.
- Manage the mediation process and facilitate advanced negotiation.

- Advise others on the features and uses of other effective dispute resolution techniques.
- Plan and implement a successful negotiation.
- Able to recognise manipulative tactics and deal with them.

## What is Included?

Mediation and Negotiation Skills Training covers all you need to mediate all kinds of workplace and employment-related disputes. It includes theory, development of key skills, typical case mediation and practical assessment.

## Who Should Attend?:

- Anyone responsible for resolving disputes
- HR professionals (ER, L&D, HRBPs, managers and directors).
- In-house lawyers.
- Business Executives.
- Line managers and directors.
- Complaints handlers and customer service representatives.

# MEDIATION, NEGOTIATION & CONFLICT RESOLUTION SKILLS

- Trade union and work council representatives.
- Professional body representatives.

## Day One

- Introductions.
- Principles and definitions.
- Mediation Process (Video Demo).
- Opening Statements, Developing questions.

## Day Two

- Mediation Preparation and conflict Analysis (presentation and discussion).
- Mediation Skills.
- Negotiation Skills.
- Practice Session I.

## Day Three

- Summary and revision.
- Practice Session II.
- Lessons Learned.
- One-on-one Coaching/Advisory Session.
- Revising the Basics.
- Preparing for Negotiation.
- Case Study.

## Day Four

- Common Mistakes.
- Non-Financial Components.
- Acting commercially not legally.
- Case Study.
- Power.
- Superior vs. Toxic Negotiators.
- Case Study.

<b>Date:</b>	To be communicated
<b>Duration:</b>	4 Days
<b>Venue:</b>	TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.
<b>Class Size</b>	20 Participants (minimum)
<b>Fees:</b>	N150,000

# MICROSOFT OFFICE PRODUCTIVITY TOOLS

## COURSES

	<b>DURATION</b>	<b>FEES(N)</b>
Basic Excel-	<b>2 days</b>	<b>50,000</b>
Intermediate & Advance Excel	<b>3 days</b>	<b>90,000</b>
Excel Power BI- Business Intelligence	<b>3 days</b>	<b>95,000</b>
Financial Modelling Using Excel	<b>3 days</b>	<b>95,000</b>
Data Analysis Using Excel	<b>2 days</b>	<b>75,000</b>
Big Data Analysis Using Excel	<b>2 days</b>	<b>75,000</b>
Excel Dashboard Reporting & PowerMap	<b>2 days</b>	<b>75,000</b>
VBA- Programming Using Excel tools	<b>3 days</b>	<b>95,000</b>
Intermediate Excel & PowerPoint Fusion	<b>3 days</b>	<b>95,000</b>
PowerPoint & Outlook 2019	<b>2 days</b>	<b>30,000</b>
Word 2019 Essentials (Basic, Intermediate)	<b>3 days</b>	<b>50,000</b>
Excel 2019 Expert (Modeling & Visualization)	<b>3 days</b>	<b>90,000</b>

<b>Date:</b>	To be communicated
<b>Duration:</b>	2 Days
<b>Venue:</b>	TF ACADEMY 3, Allen Lane, Capable People Africa Building Allen, Ikeja, Lagos.
<b>Class Size</b>	10 Participants (minimum)