

COURSE CATALOGUE



**'THE TEAM DEVELOPMENT &
PERFORMANCE IMPROVEMENT PEOPLE'**

www.sigmastrat.com

People | Technology | Processes



Table of Contents

| | |
|---|-----------|
| Welcome to SigmaStrat | 1 |
| Our Training Offering | 2 |
| International Training Locations | 3 |
| FEATURED COURSES PROGRAMMES | 9 |
| Corporate Leadership & Governance for The Public Service | 10 |
| Strategic Planning and Change Management | 11 |
| Executive Certificate in Educational Leadership and Governance | 12 |
| Executive Certificate in Environmental Governance | 13 |
| Monitoring and Evaluation for Project Success | 14 |
| Recruitment, Selection and Resourcing | 15 |
| Talent Management and Succession Planning | 16 |
| Poverty Alleviation and Rural Development | 17 |
| SigmaStrat Management and Leadership Retreat | 18 |
| Talent Dynamics Workshop - Creating Team Excellence From The Inside | 18 |
| Talent Dynamics for Churches - Creating Pastoral Excellence From The Inside | 19 |
| LEADERSHIP & GOVERNANCE PROGRAMMES | 20 |
| Leadership, Public Management and Governance | 21 |
| Public Sector Governance and Ethics | 21 |
| Management Development for Executives | 22 |
| Leading with Emotional Intelligence | 23 |
| Executive Leadership for Senior Management | 24 |
| Corporate Governance for Boards and Senior Executives | 25 |
| Ethics, Governance and Public Sector | 25 |
| Strategic Management in the Public and Not-for-Profit Sectors | 26 |
| Project Management for Development Projects | 27 |
| The Complete Policy Maker | 27 |
| Impact Evaluation of Public Policies, Programmes and Projects | 28 |
| High Impact Leadership Programme | 29 |
| Leading Public Service Transformation | 30 |
| Essential Leadership Skills for Technical Professionals | 30 |
| Leadership and People Management | 31 |
| Introduction to Management & Team Leadership | 33 |
| CORPORATE COMMUNICATION PROGRAMMES | 35 |
| Communication Skills for Managers | 36 |
| Advanced Report Writing | 37 |
| Technical Report Writing | 37 |
| Business Writing Dynamics | 38 |

Table of Contents

| | |
|---|-----------|
| SOFT SKILLS PROGRAMMES | 40 |
| Beating The Clock: Personal Time Management | 41 |
| Winning an Interview | 42 |
| Networking Masterclass | 42 |
| Stress Management | 43 |
| The Skilled Presenter | 43 |
| BUSINESS MANAGEMENT PROGRAMMES | 44 |
| Developing High Performing Teams | 45 |
| Effective Management Skills | 45 |
| Strategic Change Management | 46 |
| Directing and Managing Organisational Strategy | 47 |
| Public Sector Entrepreneurship | 48 |
| Financial Management of Development Projects | 48 |
| Financial Risk and Inventory Management | 49 |
| Marketing and Communications Excellence | 50 |
| Tenders and Contracts Management | 50 |
| Supplier Relationship Management | 51 |
| Project Management for Engineering and Construction | 52 |
| Making Change Happen: People and Process | 53 |
| Managing and Leading Others | 53 |
| Effective Record Management & Filing Systems | 54 |
| Administrative Assistant Fundamentals | 55 |
| Introduction to Project Management | 55 |
| Project Management Essentials for Construction | 56 |
| Professional Project Management | 58 |
| PMP® Examination Preparation | 59 |
| Strategic Commercial Awareness | 60 |
| Introduction to Contract Law | 60 |
| Negotiation Skills for Managers | 61 |
| Negotiation Skills for Sales People | 62 |
| Microsoft Project Essentials | 62 |
| Finance for Non-Finance Managers | 64 |
| CUSTOMER SERVICE PROGRAMMES | 65 |
| Customer Relationship Management Essentials | 66 |
| Managing Difficult and Demanding Customers | 66 |
| Customer Service Excellence | 67 |
| Strategic Selling Skills | 68 |

Table of Contents

| | |
|---|-----------|
| WORKPLACE IMPROVEMENT PROGRAMMES | 69 |
| Applied Excel for Banking and Finance | 70 |
| Applied Excel for Business Improvement | 70 |
| Lean Six Sigma White Belt | 71 |
| Lean Six Sigma Yellow Belt | 71 |
| Lean Six Sigma Green Belt | 72 |
| Lean Six Sigma for Manufacturing | 73 |
| Other Available Courses | 74 |
| Our E-Learning Offering | 77 |
| Customized Training Offering | 78 |
| How to book | 79 |
| Stay in touch - Our contact details | 81 |



Welcome to SigmaStrat

Sigma Strategic Business Consult Limited (SigmaStrat) is a business strategy, project management and continuous performance improvement consulting firm that serves as a key advisor to leading companies in the Africa and North America. We provide our clients with unique insight to drive critical decision making and solve their most pressing problems. SigmaStrat specializes in Lean Kaizen and Six Sigma solutions. We are dedicated to helping companies and organizations improve their performance and achieve sustained profitable growth.

SigmaStrat has a widely spread footprint with a mobile, highly experienced team of technical specialists and performance improvement experts with impressive track records and over 100 years combined experience in various fields of business growth. Apart from corporate level strategy, SigmaStrat offers bespoke management training services, both online and classroom based, and have tailored on-site sessions to meet specific corporate needs.

Our process excellence deployment, training and delivery has been assessed as being robust and consistent with global best practices and standards within the Lean Six Sigma Community. Further, our instructors are competent to instruct the methodology, and the course content is consistent with the industry's generally accepted Bodies of Knowledge.

Every year, the majority of our business comes from clients with whom we worked in the previous year, an indicator of our ability to achieve lasting results for our clients. Our client relationships are enduring, as many clients have remained partners for years. We are dedicated to helping clients achieve meaningful and measurable results in areas critical to their success. We measure our success by the results our clients achieve and by the depth and extent of our relationship with them.

SigmaStrat has grown to become an international brand with regional offices in North America, East Africa and West Africa.

Our Training Offering



190 Training dates **6 locations** **60 courses**

Course Portfolios

Our courses cut across 10 disciplines.

Course delivery modes

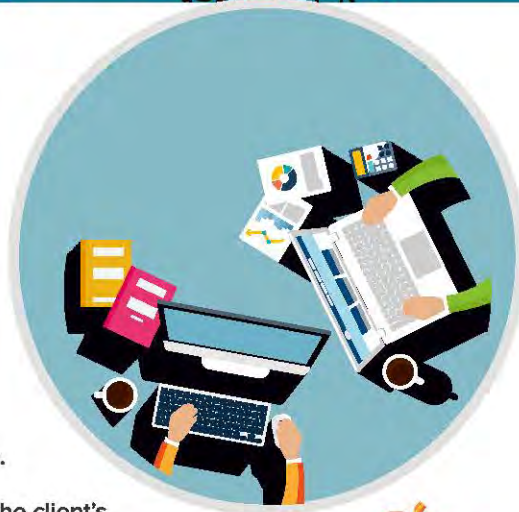
Public:
Open invitation to the general public attracting a diverse mix of participants from across organisations, countries and sectors.

In-house:
Made for groups of 6 and above at the client's facility. This is great for tailor-made courses and content specific to client's needs.

Travel & Accommodation

Participants will take care of their travel, accommodation and other out of pocket expenses.

We are able to arrange accommodation for our participants upon client request. This affords our participants the opportunity to enjoy discounted rates from selected hotels.



Course levels

Courses are segmented by levels being:

- ★ Foundation
- ★ Intermediate
- ★ Advanced

Course fees

Our stated course fees cover tuition, lunch and tea break snacks, and training materials.

Perks

- 5%** Discount for groups of 5 and above.
- 10%** OFF if you book January to March courses.



Training Locations



Accra, Ghana



Picture by Kwasi Long

Our courses in Ghana are held in Accra. Training takes place at our training centre on the Independence Avenue and in hotels nearby. Accra is the capital of Ghana, on the Atlantic coast of West Africa. Accra is home to a beautiful skyline, beaches and business centres. Kwame Nkrumah Memorial Park honors Ghana's first president, who helped lead the country to independence. The park contains Nkrumah's mausoleum and a museum charting his life. Makola Market is the city's vast, colorful bazaar. Popular seafront spots Labadi Beach and Kokrobite Beach offer golden sand and high-energy nightlife. The intersection of the Lafa stream and Mallam junction serves as the western border of Accra, the Great Hall of the University of Ghana forms Accra's northern border, while the Nautical College forms the eastern border. The Gulf of Guinea forms the southern border.

London, United Kingdom



Picture by Colin and Kim Hansen

Our courses in the United Kingdom are held in London. Training takes place in a hotel, situated in London, the capital of England and the United Kingdom. London is a 21st-century city with history stretching back to Roman times. London is a leading global city in the arts, commerce, education, entertainment, fashion, finance, healthcare, media, professional services, research and development, tourism and transportation. London contains four World Heritage Sites: the Tower of London; Kew Gardens; the site comprising the Palace of Westminster, Westminster Abbey, and St Margaret's Church; and the historic settlement of Greenwich. Other landmarks include Buckingham Palace, the London Eye, Piccadilly Circus, St Paul's Cathedral, Tower Bridge, Trafalgar Square and The Shard. London is home to numerous museums, galleries, libraries, sporting events and other cultural institutions, including the British Museum, National Gallery, Natural History Museum, Tate Modern, British Library and West End theatres. The London Underground is the oldest underground railway network in the world.

Houston (Texas), USA



Picture by David Daniel Turner

Our Houston office facilitates training across North America. Houston is a large metropolis in Texas, extending to Galveston Bay. It's closely linked with the Space Center Houston, the coastal visitor center at NASA's astronaut training and flight control complex. The U.S. is a country of 50 states covering a vast swath of North America, with Alaska in the northwest and Hawaii extending the nation's presence into the Pacific Ocean. Houston's economy has a broad industrial base in energy, manufacturing, aeronautics, and transportation. Leading in health care sectors and building oilfield equipment, Houston has the second most Fortune 500 headquarters of any U.S. municipality within its city limits (after New York City). The Port of Houston ranks first in the United States in international waterborne tonnage handled and second in total cargo tonnage handled. Houston has an active visual and performing arts scene in the Theater District and offers year-round resident companies in all major performing arts.

Dubai, United Arab Emirates



Picture by Pixabay

Our courses in the United Arab Emirates are held in Dubai. Dubai is a city known for luxury shopping, ultramodern architecture and a lively nightlife scene. Burj Khalifa, an 830m-tall tower, dominates the skyscraper-filled skyline. The Emirate's Western-style model of business drives its economy with the main revenues now coming from tourism, aviation, real estate, and financial services. The city has become iconic for its skyscrapers and high-rise buildings, in particular the world's tallest building, the Burj Khalifa. Dubai has been criticised for human rights violations concerning the city's largely South Asian and Filipino workforce. Most capitals and other major cities have direct flights to Dubai. More than 120 airlines operate to and from Dubai International Airport to more than 260 destinations, making it one of the world's busiest. Dubai is also the home base of Emirates Airline, the international airline of the UAE, which operates scheduled services to more than 100 destinations.

Nairobi, Kenya



Picture By Africanmodern

Our office in Nairobi coordinates our services in the East Africa region. Nairobi is Kenya's capital city. In addition to its urban core, the city has Nairobi National Park, a large game reserve known for breeding endangered black rhinos and home to giraffes, zebras and lions. Home to thousands of Kenyan businesses and over 100 major international companies and organisations, including the United Nations Environment Programme (UN Environment) and the United Nations Office at Nairobi (UNON), Nairobi is an established hub for business and culture. Nairobi is known as the safari capital of Africa, however the city has still managed to keep up with modernisation. Unlike other cities, Nairobi is surrounded by 113 km² (70 mi²) of plains, cliffs and forest that makes up the city's Nairobi National Park. The city is filled with many things to do during the day and the night. Tourists can have their pick from numerous safaris (wildlife, cultural, sport, adventure, scenic and specialist), ecotourism tours, restaurants, culture, shopping and entertainment. While in Nairobi, tourists can also engage in numerous sports from golf, rugby, athletics, polo, horse-racing, cricket and football (soccer).

Johannesburg, South Africa



Picture By Dylan Harbour

Our courses in the South Africa are held in Johannesburg. Training takes place in a hotel, situated in Johannesburg, South Africa's biggest city and capital of Gauteng province. The city began as a 19th-century gold-mining settlement. Its sprawling Soweto township was once home to Nelson Mandela and Desmond Tutu. It is the second largest city in Africa. In 2016 there were 4.94 million people living in the City of Johannesburg. The city is the economic hub of South Africa, and increasingly for the rest of Africa. Although estimates vary, about 10% of sub-Saharan Africa's GDP is generated in Johannesburg. The city was established in 1886 following the discovery of gold on what had been a farm. The city is commonly interpreted as the modern day El Dorado due to the extremely large gold deposit found along the Witwatersrand. The name is attributed to one or all of three men involved in the establishment of the city.



FEATURED COURSES

Corporate Leadership and Governance for Public Service

COURSE OVERVIEW

This is a 5 day course. The programme is formatted around two primary areas – Good Governance including new and integrated models of governance focused on strategic leadership, coalition building, financial management, budget implementation, public-private partnerships, and Sustainable Development including such items as environmental policy, climate change, urbanisation, housing policy, and city planning.

WHO SHOULD ATTEND?

The programme is designed for public sector executives including MPs, provincial, state, regional, district, and other local leaders and managers from around the globe.

LEARNING OBJECTIVES

- ✓ Achieve the highest professional standards in management, administration and leadership;
- ✓ Equip participants with specialised knowledge and skills to play a meaningful role in management and;
- ✓ Provide professional leadership in government, public and private sectors of the economy as well as the NGOs;
- ✓ Provide adequate response to the managerial, administrative and leadership requirements of government and industry;
- ✓ Meet the demands and aspirations for continuing education of serving employees in public and private sector organisations and local and regional government leaders.

COURSE CONTENT

- ✓ Leadership – Concepts, Principles & Practice
- ✓ Leadership – Case Studies and the African Context
- ✓ Governance – Principles & Practice
- ✓ Governance – Globalisation & Global Governance
- ✓ Strategic Thinking & Management
- ✓ Public Sector Legal and Regulatory Framework
- ✓ Public Sector Economics & Finance
- ✓ Policy Formulation & Analysis Governance & Leadership

○ *When you choose SigmaStrat as your business partner, you are also selecting our international reputation for being "the team development and performance improvement people"*

Strategic Planning & Change Management

COURSE OVERVIEW

This is a 4 day course. The course is designed to provide participants with skills tools and techniques to develop a business vision and strategy, understand and apply the principles of change management in the workplace. Change is the only constant that we can rely on in the business world. It is critical that organisations understand change, promote change, cope with change and value change.

WHO SHOULD ATTEND?

The programme is designed for both private and public sector executives including managers and executives from around the globe engaged in strategic planning and change management.

• LEARNING OBJECTIVES •

Upon completion of this course, the participants should be able to:

- ✓ Understand Change
- ✓ Evaluate the impact of change in the organization
- ✓ Assess the requirements for a sound change process within the organization
- ✓ Describe how to implement a Change Programme
- ✓ Identify and overcome Obstacles to Change
- ✓ Identify the characteristics of effective strategy managers
- ✓ Understand the ten main strategy schools
- ✓ Implement a Five Step Strategy Model
- ✓ Identify strategic and financial objectives
- ✓ Understand how to implement, execute and evaluate an organizational strategy

• COURSE CONTENT •

WHAT IS STRATEGIC PLANNING

- ✓ What do we mean by Strategy?
- ✓ Why do strategic planning at all?

STRATEGIC PLANNING PROCESS

- ✓ SWOT Analysis
- ✓ Stakeholder Analysis
- ✓ Strategic Issues

PLANNING

- ✓ Operational Plans
- ✓ Work breakdown structure
- ✓ Gantt chart
- ✓ Budgets

PLANNING FOR CHANGE

IMPLEMENTING CHANGE

ORGANISATIONAL CHANGE

- ✓ Definition of Organisational Change Management
- ✓ Phases of change

CHANGE – THE HUMAN RESPONSE

MANAGING RISKS

Executive Certificate in Educational Leadership and Governance

This is a 5 day course. The course is designed to provide participants with the opportunity to gain and/or refine their understanding of educational governance. This understanding will be built as participants acquire knowledge and skills from theories, research, and current practices related to governance in education. In addition, the course is structured to provide participants with the opportunity to explore and understand current issues in educational governance. At the conclusion of the course, participants should be able to utilize this understanding of educational governance and its issues in their formal and informal contribution in the field of educational administration and be able to transfer skills to the educational governance workplace.

WHO SHOULD ATTEND?

Executives/Directors of the Ministries of Education, Managers or Heads of Educational Institutions and all other executives that deal with management and governance of education.

• LEARNING OBJECTIVES •

The aim of the first unit is to provide you with a theoretical foundation in education governance and leadership models.

The aim of the second unit is to provide you with an understanding of the concept of governance and the conditions under which change in education takes place and of the consequences of attempts by governmental agencies and institutional leaders to promote or enable change. As an important element in this, you will also learn what role quality plays in the current governance shifts that take place with respect to higher education.

• COURSE CONTENT •

1. Education Governance and Policy

This unit focuses on system-level governance of higher education and the relationship between governance models and change within higher education institutions.

Themes include:

- ✓ Competing models of governance
- ✓ Governance components, such as policy and management
- ✓ Examination of processes of change at the level of the higher education institutions

2. Education Management

Educational governance and leadership models are explored in relation to the following areas:

- ✓ Institutional planning
- ✓ Budgeting and financial management
- ✓ Evaluation and quality management
- ✓ Legal issues with respect to education administration
- ✓ The application of higher education research to the practical problems of higher education administration

Executive Certificate in Environmental Governance

COURSE OVERVIEW

This is a 5 day course. The course examines how global governance, which includes international environmental organizations and institutions, addresses global environmental challenges. It investigates theories and concepts that can be used to analyze the relative strengths and weaknesses of existing governance structures and to suggest alternative governance forms that might advance sustainability. It examines specific actors and the management of selected global environmental challenges.

WHO SHOULD ATTEND?

The programme is designed for Executives with interests in Environmental management including NGO Executives Government and Private Organisations.

• LEARNING OBJECTIVES •

Upon completion of this course, the participants should be able to:

- ✓ Understand the root causes of global environmental problems;
- ✓ Understand the larger picture of intertwining relationships between natural, political, economic, and social systems that shape environmental policy;
- ✓ Examine the way in which governance structures have evolved over time and explore specific organizations and other actors;
- ✓ Examine ways in which society addresses environmental challenges by means of 'global governance' –international, transnational, and global institutions and organizations intended to deal with global environmental issues;
- ✓ Assess the design and performance of International Institutions for environmental governance, and identify options for reform.

• THE COURSE WILL PROVIDE PARTICIPANTS WITH •

- ✓ Broad understanding of contemporary discussions and debates related to the theory and practice of global environmental governance as well as in-depth, comparative understanding of selected issues;
- ✓ Knowledge of major theories of political science to identify and examine social barriers of global environmental governance;
- ✓ Capacity to distinguish different political dimensions (actors, institutions, interlinkages) and their relevance for the success or failure of global environmental politics;
- ✓ Ability to summarize effectively advanced discussions explaining outcomes in global environmental governance;
- ✓ Capacity to critique succinctly, supported by evidence and logic, in oral and written form, a variety of perspectives on global environmental governance;
- ✓ Ability to devise solutions for environmental governance problems at the local, national and global levels and identify limits of and realistic options for reform.

Monitoring and Evaluation for Project Success

COURSE OVERVIEW

This is a 4 day course. This course will equip you with advanced Project Monitoring and evaluation skills including developing an appreciation of the components of an effective M & E Plan, Data collections methods, tools, ethical considerations in data collection, statistical analysis, processing, storage, sharing and feedback mechanisms and reporting to enhance your capacity of managing the project effectively and efficiently to deliver on the expected intervention outcomes.

Delegates will learn the theories, methods, and applications of monitoring and evaluation for high impact social mission organizations,

WHO SHOULD ATTEND?

- Monitoring and Evaluation Officers in NGOs & other development organizations
- Project Managers
- Program Officers
- Other professionals who are involved in the monitoring and evaluation process

• LEARNING OBJECTIVES •

At the end of this course, students should be able to:

- ✓ Explain the concepts which support the design of different types of assessments used in project based organizations
- ✓ Describe the methods used in the design and implementation of monitoring and evaluation in high impact social mission organizations.
- ✓ Analyze case studies of real assessments carried out on social initiatives, and make judgments about the quality of these assessments.
- ✓ Design evaluation questions for different types of evaluations, including needs assessment, programme theory assessment, process assessment, outcomes assessments, impact assessment, and efficiency assessment.
- ✓ Demonstrate their mastery of the material through the design of an outcomes assessment (end of course project)

| | |
|-----------------|---|
| MODULE 1 | Introduction to monitoring and evaluation |
| MODULE 2 | Theories of change and formulating evaluation questions |
| MODULE 3 | Evaluation design and sample design |
| MODULE 4 | Indicators and measurement |
| MODULE 5 | Management of data collection strategies |
| MODULE 6 | Data analysis and reporting results |

RECRUITMENT, SELECTION AND RESOURCING

COURSE DURATION:

5 days

COURSE OVERVIEW:

This course delivers practical and intensive training that will equip HR managers with the tools to successfully source and recruit the best candidates. They will also investigate the key strategic and practical elements that will keep staff in post as loyal employees, building the success of the organisation.

Recruitment, Selection and Resourcing Talent is a highly effective course providing an overview of the recruitment, selection and resourcing process, including preparation for, and practical experience of, conducting interviews. This course provides you with the essential tools for different recruitment and selection methods and explains the legal context of how to select appropriate recruitment channels. The group discussions and practical application of your skills developed over the duration of the course, will enable you understand how best to construct job descriptions and person specifications, and ascertain suitably effective induction processes.

Learning Objectives

By the end of the course you should be able to:

- Explain the factors that affect an organization's talent planning, recruitment and selection policy;
- Put to work best practice recruitment methodologies;
- Contribute to the recruitment and selection interviewing process for a job role;
- Demonstrate an understanding of the importance of effective induction;
- Write accurate and compelling job descriptions;
- Ensure you are offering a competitive package;
- Conduct evidence-based interviews that assess against the criteria;
- Plan successful inductions that build commitment;
- Play a role in retaining and developing key staff.

COURSE CONTENT

- **Talent planning, recruitment and selection policies:**
Attracting talent; the benefits of attracting and retaining a diverse workforce;
- **The recruitment and selection process:** key elements;
- **Equal opportunities:** dealing with subjectivity, diversity and good practice; major legal issues in recruitment and selection;
- Compiling a job description, person specification and writing competencies;
- **Interviewing skills:** preparing questions and questioning techniques ; structuring the interview;
- **Practicing your Interview and selection skills:** role playing a selection interview;
- **Making a decision:** arriving at soundly-based selection decisions; evaluating candidates at shortlist stage and after interview; feedback to unsuccessful candidates;
- The importance of effective induction: the basics on an induction process.

WHO SHOULD ATTEND

This course is suitable for persons in HR support roles and those looking to become involved in recruitment, selection and resourcing talents.

TALENT MANAGEMENT & SUCCESSION PLANNING

COURSE DURATION:

5 days

COURSE OVERVIEW:

This course will equip you with the skills to proactively identify and implement a talent management and succession plan to assist business performance, recruitment and retention. Delegates will also gain essential performance management skills which will improve performance in individuals and teams and nurture talent. Drawing on your own experience, we will work through real life examples to identify key people and critical roles. This approach which will enable you to immediately translate what you learn in the classroom into a series of practical actions you can take back in the workplace to develop the talent pipeline and succession plans within your company.

COURSE CONTENT

- Talent management-what's it all about?
- Talent reviews;
- Building your external network;
- Development and succession;
- Evaluation and action.

LEARNING OBJECTIVES

By the end of this course, you should be able to:

- Create a comprehensive plan of human resources capabilities and values;
- Identify and analyse current levels of individual competence;
- Implement a talent development plan that improves and retains staff with potential;
- Identify and strengthen the key attributes of the next generation of leaders;
- Plan and implement a cost-efficient succession plan;
- Improve performance management procedures;
- Produce monitoring data and reports to track the development of staff

KEY TOPICS

- Understanding current workforce strengths and weaknesses;
- Succession planning;
- Workforce planning;
- Performance management;
- Career planning processes;
- Learning and development plans.



WHO SHOULD ATTEND

This course is designed for mid-level managers who manage first line managers. Those stepping into an HR business partner role for the first time will gain a broad understanding of talent management. This course is not aimed at experienced HR professionals.

POVERTY ALLEVIATION & RURAL DEVELOPMENT

COURSE DURATION:

5 days

COURSE OVERVIEW:

Most of the world's poor still live in rural areas, and whilst poverty in the world's growing cities is a major problem, a large proportion of the urban poor are migrants from rural areas. This makes rural development important, not only for the rural poor but also for the urban poor whose prospects are often made worse by population pressures caused by rural-urban migration. The course is taught using a combination of instruction, facilitated discussion, and hands-on exercises using real-world examples related to poverty alleviation and rural development.

LEARNING OBJECTIVES

By the end of this module, participants should be able to:

- Explain and critically review current debates in rural development regarding rural livelihoods and the respective roles the markets, the state, institutions, property rights, agriculture and the rural non-farm economy;
- Critically evaluate past and existing attempts to supply rural services, such as infrastructure, finance, research and extension, health and education;
- Analyse critically alternative rural development policies in terms of their potential impact on rural poverty, equity and economic growth, taking account of different regional and geographical circumstances;
- Outline and evaluate different approaches to the management of land and water resources and their potential impact on rural development goals.

COURSE CONTENT

- What is rural development?
- Rural livelihoods
- The agriculture sector
- The rural non-farm economy
- Rural Infrastructure
- Rural finance
- Agriculture research and extension
- Health and education
- Land
- Water



WHO SHOULD ATTEND

The programme is designed for Executives with interest in poverty alleviation and rural development including NGO Executives, Government and Private Organisations involved in corporate citizenship, CSR and social performance.

SigmaStrat **MANAGEMENT AND LEADERSHIP RETREAT**

COURSE DURATION:

6 days

COURSE OVERVIEW:

This residential programme is designed for senior professionals who want to take their self-development and 'best self' as leaders to the next level. Held in a serene setting in Dubai, Naivasha/Nairobi or Houston, the programme will take you completely out of your demanding and stressful environment, creating a space where you can truly pause, take stock and challenge yourself to think differently. A manager directs and is focused on getting the tasks done; a leader inspires and enables their team to get the tasks done. The war for talent is at a peak, and you can't afford to be a bad leader (or manager) and risk having your team run to the competitors. Leadership is about who you are as much as what you do. It's a journey intrinsically linked to your development as a person. This programme will help participants develop their leadership stamina, and to build agility and problem-solving skills for the 21st Century Leadership challenges. This is also an opportunity to network with other business leaders across the globe.

PROGRAM OBJECTIVES

- Build on leadership concepts that will result in improvements in personal and organisational performance and the enhanced delivery of policies and public services at the highest levels;
- Build on essential qualities that make you unique and the blocks and challenges that can often get in the way of realising your purpose and life goals;
- Develop leadership stamina to take on today's challenges;
- Learn to create a truly collaborative leadership team;
- Build agility and complex problem-solving skills;
- Learn to lead across cultures and generations.

KEY TOPICS include:

- Maximising productivity-an enterprise approach,
- Management and Team Leadership;
- Inclusive business strategy;
- Enhancing customer experience for competitive advantage.

WHO SHOULD ATTEND:

The programme is designed for senior level leaders, entrepreneurs and directors of SMEs, Not-for-profits, public sector executives, Permanent secretaries and deputies, directors general, chief executives, elected officials.

TALENT DYNAMICS – CREATING TEAM EXCELLENCE FROM THE INSIDE

COURSE DURATION:

2days

COURSE OVERVIEW:

The Talent Dynamics Profile will help participants to assess people's personality, productivity, behaviour and values in order to ensure that people are aligned to their roles.

This two-day workshop will help participants develop the skills and knowledge to identify with 100% accuracy which of the eight different Talent profiles each member of their team fits into and how to align roles within the workplace around people's profiles. Participants will learn how to create a balanced dynamic, with each team member contributing to the overall flow of the organisation resulting in increased levels of innovation, creativity and effective action.

An understanding of the Talent Dynamics Profile will help you find people to fit and fulfil roles, help you to restructure a team or even change and transform an entire enterprise to increase team productivity.

KEY TOPICS include:

Day 1

- Introduction to the Talent Dynamics Profile Square;
- Introduction to the concept of Identity and Flow;
- The Creator – “Innovation, Product”;
- The Star - “Improve the brand”;
- The Supporter - “Build team, network”;
- The Deal Maker – “Get Agreements, Connect the dots”;
- The Trader – “Timing, Trends, Volume”;
- The Accumulator – “Long term thinking”;
- The Lord – “Refine Cashflow”;
- The Mechanic – “Optimise the process”.

Workshop

How to conduct Talent dynamics personality profiling Strengths, weaknesses, successes and failures of each of the eight different profiles.

Day 2

Workshop

1. Creating alignment on the Primary purpose of your team and enterprise;
2. Talent Dynamics profiling for each team member;
3. View of each team members strengths or weaknesses;
4. Insight into how the resulting trust and flow (or lack of) is impacting productivity;
5. Discussion and actions that lead to simple, high impact improvements;
6. Creation of the Enterprise Promise, Team Charter and Personal Compass for every member of the team;
7. Development of measurable performance goals for the next 12 months.

WHO SHOULD ATTEND:

This workshop is aimed at managers at all levels in the organisation as well as team leaders.

TALENT DYNAMICS FOR CHURCHES

COURSE DURATION:

1 day

COURSE OVERVIEW

The Talent Dynamics Profile will help anyone involved in church leadership to assess the personality, productivity, behaviour and values of people working in the church organisation in order to ensure that people are aligned to their roles.

Knowing your value means that you can concentrate on your strengths and allow others to use their strengths in areas that you are not inspired by or proficient in.

This one day workshop will help participants develop the skills and knowledge to identify with 100% accuracy which of the eight different Talent profiles each member of their team fits into and how to align roles within the church administration around people's profiles. Participants will learn how to create a balanced dynamic, with each team member contributing to the overall flow of the organisation resulting in increased levels of innovation, creativity and effective action.

An understanding of the Talent Dynamics Profile will help you find people to fit and fulfil roles, help you to restructure a team or even change and transform an entire enterprise to increase team productivity.

KEY TOPICS include:

- Introduction to the Talent Dynamics Profile Square
- Introduction to the concept of Identity and Flow
- The Creator – “Innovation, Product”
- The Star - “Improve the brand”
- The Supporter - “Build team, network”
- The Deal Maker – “Get Agreements, Connect the dots”
- The Trader – “Timing, Trends, Volume”
- The Accumulator – “Long term thinking”
- The Lord – “Refine Cashflow”
- The Mechanic – “Optimise the process”

Workshop

How to conduct Talent dynamics personality profiling Strengths, weaknesses, successes and failures of each of the eight different profiles

WHO SHOULD ATTEND:

This workshop is aimed at founders of churches, church administrators, Heads of Bible schools and anyone involved in missionary selection.



LEADERSHIP AND GOVERNANCE PROGRAMMES

LEADERSHIP, PUBLIC MANAGEMENT AND GOVERNANCE

COURSE DURATION:

10 days

COURSE OVERVIEW:

Leadership development is neither new nor unique to the public sector. It is a critical component of good public governance. This course aims to enable participants to understand the development of management theory, its application in a constantly changing public sector and the shift from public management to governance. It is intended to give managers the theoretical basis and knowledge to understand and articulate these changes and to equip them to deal with the challenges they bring. The course will help to identify and bridge the gap between how public sector operates, and how the interests of the nation need them to be now or in the future.

LEARNING OBJECTIVES:

The objectives of the course are to:

- Build the understanding and self-confidence to develop original and feasible solutions to public governance scenarios;
- Bring together and apply knowledge, concepts and techniques drawn from a variety of relevant disciplines;
- Analyse, interpret and evaluate public governance literature and research;
- Enhance your personal, team working and communication skills;
- Develop your critical analysis, evaluation, and evidence based judgemental skills.

COURSE OUTLINE:

- Critical analysis of theories of leadership and power and how this applies in public sector organisation and across sectors;
- Changes in the public-sector environment and service provision;
- The role of stakeholders and the conflicting roles and demands of those shapers and leaders on public policy and its delivery;
- Current public management theory and the academic theory which underpins this;
- The key features of public governance.

- The complexity of public organisations and the necessity for flexibility;
- Applying models appropriately to a range of given contexts;
- The basis of power and decision-making in public agencies;
- Models of accountability, responsibility and effectiveness in public governance systems.

WHO SHOULD ATTEND:

The programme is designed for public sector executives including MPs, provincial, state, regional, district and other local leaders and managers from around the globe.

PUBLIC SECTOR GOVERNANCE AND ETHICS

COURSE DURATION:

10 days

COURSE OVERVIEW:

Leadership is an important and crucial variable that leads to enhanced management capacity, as well as organisational performance. Ethical Public Service is an important component of Public Sector Governance. This course seeks to provide a comprehensive understanding of the link between public sector governance and ethics, the infrastructure of public service ethics and their associated values and norms, common public service ethical dilemmas, and approaches towards ethics management in the public sector.

LEARNING OBJECTIVES:

The objectives of the course are to:

- Explain the link between public sector governance and public service ethics;
- Describe the principles of public governance and the rationale for public service ethics;
- Describe the sources of public sector values and norms;
- Discuss and reflect critically appropriate ethical behaviour in public service delivery;
- Discuss the importance of ethics in performance management;
- Enable participants enforce adherence to and guidance by, ethical principles in their organisations.

COURSE OUTLINE:

1. Public Sector Governance and Public Service Ethics

- Principles of Public Sector Governance;
- Rationale for Public Sector Ethics;
- Normative Theories of Ethics;
- Ethics, Morality and Legality.

2. Architecture of Public Sector Ethics and their values

- International and regional legislation and norms;
- Weberianism;
- National legal instruments;
- Codes of conduct/Codes of ethics;
- Democratic standards and principles;
- Administrative Law;
- Citizen Charters.

3. Factors influencing Unethical Behaviour and Common Ethical Dilemmas Facing Public Servants

- Administrative discretion;
- Corruption, clientelism and nepotism;
- Politics/Administration Dichotomy dilemmas;
- Dealing with pressure groups and civil society;
- Confidentiality and privacy vs. whistle blowing;
- Public accountability;
- Policy dilemmas;
- Conformity.

4. Approaches to Ethics Management in the Public Sector

- Compliance versus integrity approaches;
- Principles for solving ethical dilemmas & challenges;
- Conflict of Interest – identification, management and prevention;
- Strategies for promoting ethical behaviour in the public sector;
- Strategies and mechanisms for promoting ethical behaviour: Salient features and gaps;
- Implementation, compliance, and enforcement of Public Service Ethics;
- Opportunities and Challenges.

5. Fraud and Corruption in the Public sector

- Defining public sector fraud and corruption
- Typology, causes, and effects of public sector corruption
- Strategies to combat fraud and corruption in the public sector

WHO SHOULD ATTEND:

The programme is design for public sector executives including Senior staff, Heads of Sections, MPs, provincial, state, regional, district and other local leaders and managers from around the globe.

MANAGEMENT DEVELOPMENT FOR EXECUTIVES

COURSE DURATION:

10 days

COURSE OVERVIEW:

This programme provides the developing manager with essential knowledge and tools for making the transition from a management to a leadership role. The role of managers in senior and executive positions is evolving to include high-level performance management and change facilitation. This course has a focus on developing yourself as a manager and developing sustainable and successful teams. It gives participants the opportunity to explore key areas of performance management, succession planning and organisational development.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand your own management style and the impact it has on your team;
- Learn coaching skills and styles to develop high-performing, motivated teams;
- Undertake appraisals, set targets and give instructive and constructive feedback;
- Build your team: talent management and succession planning;
- Be a change agent: understand and manage the impact of change on you and your team;
- Prepare for your next step: understand the difference between management and leadership and the skills you need to make that transition.

KEY TOPICS:

- Understanding your management style and areas needing improvement;
- Aligning your team's competencies with organisational goals;
- Developing effective and motivated teams
- Managing organisational change;
- The difference between management and leadership;
- Talent management and succession planning.

WHO SHOULD ATTEND:

This programme is designed for those who are either new to management, or have been managing for a while but have not completed any formal training.

LEADING WITH EMOTIONAL INTELLIGENCE

COURSE DURATION:

10 days

COURSE OVERVIEW:

Emotions influence human behaviour. Unbridled emotions can mar performance. Emotional intelligence (EQ) enables you to bring thinking and feelings together, working in harmony with IQ, cognitive intelligence, to create a more rounded and successful individual. EQ is now increasingly recognised by organisations worldwide as an important leadership quality. The emotionally intelligent leader will be more resilient, have better work relationships and make smarter and more authentic decisions. This course has been designed to assist leaders to increase their performances by improving the management of their emotions.

COURSE OBJECTIVES: On completion, you will be able to:

- Identify the influence of emotions on leadership performance;
- Gain insight into your emotional intelligence – how you view yourself and how others view you;
- Understand your emotions and 'trigger points' and harness them for improved outcomes at work;
- Examine and challenge entrenched ideas and self-limiting behaviours;
- Use your improved social, empathetic and listening skills to build better relationships;
- Bring IQ and EQ into greater harmony to make more considered and smarter business decisions;
- Use the skills learned to build your resilience and manage stress.

KEY TOPICS:

- Developing Self-Awareness and Emotional Intelligence;
- Recognising and Addressing People's Blind Spots as Leaders;
- Balancing Intrinsic and Extrinsic Motivations to find Sweet Spots of Capabilities;
- The power and importance of emotional intelligence in the modern workplace;
- Understanding the science behind the emotions we feel;
- Assessing your level of emotional intelligence and behavioural styles;
- Empathy, listening skills and tuning in to the feelings of others;
- Improving resilience and managing stress;
- Managing the emotional aspects of change.

WHO SHOULD ATTEND:

The programme is designed for senior level executives, heads of departments, sections and units within the private and public sectors.

EXECUTIVE LEADERSHIP FOR SENIOR MANAGEMENT

COURSE DURATION:

10 days

COURSE OVERVIEW:

Senior executives with expanded responsibilities are frequently called on to handle complex challenges. Confronted with an ever-changing business landscape, today's corporate leaders must have cutting-edge strategies, tools, and techniques to lead with vision and confidence. Through a carefully constructed series of executive leadership training sessions that blends faculty lectures, case studies, videos, group workshops, and individual exercises, you will balance thought-provoking debate and analysis with self-reflection and personal development. This programme provides the opportunity to explore your strengths in a trusting, peer-to-peer environment. Focused on real-life challenges, the one-to-one coaching and group surgery sessions will result in tangible 'lightbulb' moments. Delegates will identify the qualities and values of a successful leader, focusing on their own personal development journey.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand your own leadership style by examining your personal values and preference;
- Understand how to leverage your skills and competencies across the enterprise;
- Develop your emotional intelligence to grow as a leader and an individual;
- Improve your influencing skills;
- Use power appropriately to deal with difficult situations and individuals;
- Improve your communication skills, using personal influencing techniques for resolving conflicts and getting the best out of people;
- Benefit from one-to-one personal coaching during and after the course;
- Learn how to coach others for performance improvement;
- Return to work with a practical Personal Development Plan.

KEY TOPICS:

Theories of leadership and power and how this applies across sectors

- The complexity of public organisations and the necessity for flexibility;
- Applying models appropriately to a range of given contexts;
- Models of accountability, responsibility and effectiveness in public governance systems.

The Customer-Strategic Perspective

- Building ownership into your business strategy;
- Increasing your customer ownership quotient (OQ) by putting customers to work;
- Shaping an ownership culture.

Managing Teams Effectively

- Fostering a culture of leadership to build productive teams;
- Evaluating and increasing the effectiveness of your team;
- Leading diverse teams—and getting the most value from individual differences;
- Maximizing creativity within groups Leadership Style and Impact;
- Creating a culture of leadership and motivating a diverse workforce;
- Managing talent from a strategic perspective;
- Understanding how personal decisions affect organizational capability, execution, and innovation.

Extraordinary Leadership

- Promoting a sense of shared responsibility throughout the organization;
- Creating a personal vision;
- Inspiring others to help create positive organizational change Leading Change;
- Creating a culture of leadership;
- Focusing on the challenges of maintaining high levels of performance.

WHO SHOULD ATTEND:

The programme is designed for senior level executives, heads of departments, sections and units within the private and public sectors.

CORPORATE GOVERNANCE FOR BOARDS AND SENIOR EXECUTIVES

COURSE DURATION: 5 days

COURSE OVERVIEW:

To maximize impact, aspiring and current board members must possess an in-depth understanding of how corporate boards work and what it takes to lead with transparency, accountability, and efficiency. By examining today's corporate governance challenges, this programme positions participants to positively influence their company's direction and shareholder performance. This programme will equip delegates to effectively discharge their individual and collective governance roles, responsibilities and accountabilities, and lead the organisation to success and sustainability through governance excellence.

COURSE OBJECTIVES:

On completion, you will be able to:

- Evaluate and improve your personal leadership style;
- Use your personal influencing skills to get the best out of People;
- Understand the requirements of good corporate governance frameworks;
- Help create a culture conducive to good governance based on accountability and values.

KEY TOPICS:

- Improving personal development, leadership styles and influencing skills;
- Board effectiveness including decision making, oversight and stakeholder engagement;
- Effective risk governance and risk management;
- Understanding shareholders;
- Building a board;
- The board-CEO relationship;
- Dilemmas in the board room;
- The board's oversight role;
- Challenges of succeeding as a director.

Special benefits of this course include:

- Senior-level cadre of guest speakers;
- A networking dinner;
- Access to a private alumni group on LinkedIn.

WHO SHOULD ATTEND:

The programme is design for senior level executives, board members, board committee members and senior (C Suite) executives.

ETHICS, GOVERNANCE AND PUBLIC SECTOR

COURSE DURATION: 10 days

COURSE OVERVIEW:

Increased requirement for accountability in public sector organisations has brought to public attention the ethical dimension of corporate governance. Individual and organisational behaviours are greatly influenced by prevailing moral principles which also determine values and goals. Adherence to ethics influences both individual and organisational performance to align with societal aspirations and expectations. Consequently, individuals and organisations that are ethically sensitive and compliant are regarded and appreciated as good citizens who are most of the time patronized and made relevant. This course will introduce participants to the techniques of ethical sensitivity and compliance.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand the importance of ethics to corporate performance;
- Enforce adherence to ethical principles and standards.

COURSE OUTLINE:

- Ethics and Ethical Principles;
- Public Sector Governance;
- Values in Public Sector Organisations;
- The Performance of Public Sector Organisations;
- Developing Corporate Culture for Effective Corporate Governance;
- Accountability in Public Sector Organisations;
- Technology and Corporate Governance;
- Corruption in Public Sector Organisations;
- Tackling Corruption in Public Sector Organisations;
- Value Re-Orientation in Public Sector Organisations;
- Managing Change;
- Communicating Value Re-orientation in Public Sector Organisations;
- Personal Effectiveness and Ethical Considerations.

WHO SHOULD ATTEND:

The programme is designed for senior level executives, heads of departments, sections and units within the private and public sectors.

STRATEGIC MANAGEMENT IN THE PUBLIC AND NOT-FOR-PROFIT SECTORS

COURSE DURATION:

10 days

COURSE OVERVIEW:

The aim of this course is to provide delegates with a framework for understanding the concepts of strategy and to expose them to a range of strategic behaviour models. It explores which concepts derived from the private commercial sector have relevance to managers working in a not for profit or public-sector context. After the growing adoption of a more 'business-like' approach in public services and the voluntary sector, issues of ethical practice will be considered. The interface between the policy and strategic domains is also a focus area.

KEY TOPICS:

- How strategic management thinking is developing in the public and not for profit sectors and the ways this may impinge on organisations in the future;
- The main themes in strategic management literature and their applicability in the public sector and not for profit domains;
- Economic, social, technological, environmental and international factors which influence and affect management practice and policy-making in these sectors;
- The major political issues relevant to modern day public sector and not for profit management.

Gain new intellectual, practical and transferable skills:

- Think and plan more strategically;
- Engage effectively in critical analysis and evaluation, assessment and interpretation of complex information;
- Evaluate and make appropriate judgements and recommendations;
- Communicate information effectively and succinctly;
- Demonstrate evidence-based judgement skills.

WHO SHOULD ATTEND:

The programme is designed for public sector executives including MPs, provincial, state, regional, district and other local leaders and managers from around the globe.

KEY TOPICS:

- Programme and project life cycle;
- Project governance and organisation;
- Project design, initiation and planning;
- Logframe tool and theories of change;
- Complex stakeholder management;
- Project implementation, project control and project triangle;
- Risk and issue management;
- Monitoring, reporting and evaluation;
- Project review and change.

PROJECT MANAGEMENT FOR DEVELOPMENT PROJECTS

COURSE DURATION: 10 days

COURSE OVERVIEW:

Governments, public institutions, development agencies, and others who promote economic and social development often struggle to turn proposals into concrete realities that increase social well-being and achieve results within the available time with scarce resources. Organisations in the international development sector see improvements in project management practice as a top priority. It is crucial to embed a common approach to project management so that the fundamental and complex challenges faced by managers of development projects can be consistently and effectively addressed.

This course provides concepts and tools to apply in project management that can generate a substantial change in the way objectives are being met.

COURSE OBJECTIVES:

On completion, you will be able to:

- Describe typical activities in each phase of the project life cycle;
- Assess the quality of a project logframe;
- Map key project stakeholders and create an effective engagement plan;
- Plan an appropriate approach to M&E for a given project;
- Recognise and distinguish all elements in the life of a development project as described in the PMD Pro Guide;
- Participate actively in the management of a development project from identification to end of project transition.

WHO SHOULD ATTEND:

The programme is design for policy makers, project managers and public service practitioners from public and private sector organisations, NGOs, international Governmental Organisations local government departments and agencies.

THE COMPLETE POLICY MAKER

COURSE DURATION: 10 days

COURSE OVERVIEW:

Whether it is at an individual or an organisational level, poor understanding, thinking and practice can lead to bad decision making. This in turn can lead to unworkable policies and meagre outcomes. This training course provides delegates with the tools and techniques needed to help would-be policymakers use evidence more effectively, ultimately leading to better decision-making and improved real world outcomes. The successful policy maker is able to make the right decisions throughout the policy making process, confident that their policies are based on sound evidence. This programme informs you on the most relevant aspects of effective policy making and offers the tools and instruments that can help you in developing effective policies. The programme takes a practice oriented approach providing you with examples from practitioners.

COURSE OBJECTIVES: On completion, you will be able to:

- Improve your skills in policy making and implementation;
- Deal with complexities and uncertainties in public policy making;
- Make use of different types of evidence and evaluation to create successful policies, projects or programmes;
- Analyse policy for the purposes of drafting legislation;
- Work more effectively with policy-making or drafting colleagues;
- Improve your skills in the use of appropriate legislative expression;
- More effectively communicate policy ideas.

KEY TOPICS:

- Applying critical appraisal of research evidence to formulate sound policy;
- Understanding the processes involved in analysing policy from a drafter's perspective;
- Communicating and 'selling' policy ideas to key decision makers;
- Using research evidence to develop, implement and monitor robust and strategic policy;
- The different types of research and evaluation;
- Compiling high-quality evidence in performance-managed government and resource allocation.

WHO SHOULD ATTEND:

The programme is designed for public sector executives including MPs, ministers of state, permanent secretaries, provincial, state, regional, district and other local leaders and managers from around the globe.

IMPACT EVALUATION OF PUBLIC POLICIES, PROGRAMMES AND PROJECTS

COURSE DURATION:

5 days

COURSE OVERVIEW:

The aim of impact evaluation is to assess the relevance and effectiveness of a project, programme or public policy in bringing about a desired change in the well-being of the target population, as well as to measure improvements in pre-defined indicators in the particular sector, where applicable, that can be attributed to the development intervention. The evaluation is usually undertaken during a defined period subsequent to the implementation of a given intervention using a variety of techniques, including counterfactual impact, that measure/compare the results achieved with what would have happened (to the beneficiaries) had the project/programme intervention not taken place. This five-day programme will help policy makers, project managers and public service practitioners understand how to assess the likely impacts of potential policies and projects at the planning stage, and then evaluate whether the expected impacts and outcomes of these initiatives have been achieved. This programme will benefit participants from public and private sector organisations, NGOs, local government departments and agencies.

COURSE OBJECTIVES:

The direct objective of the course is to provide a thorough introduction to the concepts and methods used for conducting impact evaluation and cost-benefit analysis.

The goal of an impact evaluation is to attribute impacts to a certain policy, programme or project as well as to assess the relevance and effectiveness of an intervention.

On completion, participants will be able to:

- Improve their understanding of concepts and methods for appropriate counter-factual impact evaluation and cost-effectiveness of Development projects and programmes;
- Identify impact evaluation options that recognise budget, time and data constraints, and that best suit the needs of specific programmes, countries and institutional context;

- Understand, interpret and identify the pros and cons of quantitative impact evaluations (experimental and quasi-experimental design) qualitative impact evaluations and costs-benefits analysis;
- Improve the planning, procurement and management of impact evaluations and assessments;
- Use the methods of impact evaluation to identify the most effective, efficient and value-for-money policy initiatives;
- Improve the accountability of policy-making and public services in your locality, region or country.

KEY TOPICS:

- The difference between impact assessment and impact evaluation and when these should be applied in the policy Process;
- M&E system in Development Cooperation projects and programmes;
- Concept and methods for impact evaluations
- Cost-benefit and costs-effectiveness analyses;
- Conducting an impact evaluation under budget, time and data constraints;
- Using systematic reviews of evidence to assess impact;
- Key qualitative methodologies;
- Workshop “Clinic”. As a practical complement to the theoretical lectures, the participants will commit a substantial part of their study time to group work.

WHO SHOULD ATTEND:

The programme is designed for project directors, technical specialists in charge of monitoring and evaluation of projects and programmes as well as officials from Line Ministries, Ministry of Planning, Ministry of Finance, the UN, EU and NGOs. The course is also intended to fit the needs of social partners engaged in the design and implementation of development projects and programmes.

HIGH IMPACT LEADERSHIP PROGRAMME

COURSE DURATION:

5 days

COURSE OVERVIEW:

The High Impact Leadership Programme provides managers with the tools and processes needed to meet their organisation's leadership challenges. The course is designed to encourage participants to unlock the potential in themselves and others. A hands-on insight into authentic leadership, this programme teaches participants how to strategically utilise development plans, while adopting a 'Positive Psychology' to inspire employees. Participants will explore both 'macro' and 'micro' issues – from organisational structures, incentives and informal networks to managing performance and using feedback to enhance personal professional growth.

Course Objectives: On completion, you will be able to:

- Create and leverage networks to lead: Understand how organisations work and how to develop and use your professional network to achieve your objectives;
- Develop high-yield 'X-teams': Learn how to create and maintain a high-talent, high-energy and high-performance 'X-team';
- Improve leadership skills: Enhance your ability to obtain results through others by improving self-awareness, motivating your team and influencing your organisation.

KEY TOPICS:

- The Art of Leadership Presence;
- The Power of Dialogue: Leader as Communicator;
- Partnerships in the Workplace: Every Business is a Relationship Business;
- Feedback: Giving and Receiving “The Sandwich Effect”;
- Discovering your Authentic Leadership.

WHO SHOULD ATTEND:

The programme is designed for managers with three to six years' experience in leadership roles, including MBA graduates seeking to refresh their leadership and management skills. The programme welcomes participants from all functions and units within all kinds of companies, and will benefit a range of candidates – from high-potentials to experienced technical specialists who have come to leadership positions late in their careers.

LEADING PUBLIC SERVICE TRANSFORMATION

COURSE DURATION: 5 days

COURSE OVERVIEW:

Leadership plays a key role in public transformation and preparing public institutions fit for the future. Public sector leaders have individual, shared, and collective responsibilities, and all three are important. This programme is designed to enhance the skills of public service leaders to become effective in modern public service delivery. Far more than just tools and techniques delegates will be shown how to work from outcomes to come up with the best solutions to meet citizens' and community needs. They will be challenged to think beyond their own perspective and to understand the vital role of behavioural insight in helping to get policy right, first time. Delegates will also examine the strengths and weaknesses of their unique leadership style and how it can be used to implement real change.

COURSE OBJECTIVES:

On completion, you will be able to:

- Be a leader in delivering total system change in public service improvement;
- Work from outcomes and improve service planning and delivery;
- Understand a Demand Management and Commissioning Tree approach;
- Apply the latest tools and techniques in public sector reform.

KEY TOPICS:

- Using citizen segmentation and behavioural insight;
- Developing your role in Partnership Building;
- Adopting an Area Working and Programme way of working;
- Optimising the key role of digital engagement in Demand Management;
- Gaining real insight into your own personal Leadership Style.

Special benefits of this course include:

Senior-level cadre of speakers and visits
One-to-one mentoring session
Networking dinner with prestigious guest speaker

WHO SHOULD ATTEND:

The programme is designed for public sector executives including MPs, provincial, state, regional, district and other local leaders and managers from around the globe.

ESSENTIAL LEADERSHIP SKILLS FOR TECHNICAL PROFESSIONALS

COURSE DURATION: 5 days

COURSE OVERVIEW:

In technical fields, skilful and competent leadership is extremely important for safety, productivity, and asset management. The 21st century brings new emphasis on leaders, new communication technologies, increased focus on safety, information overload, workforce dynamics, asset integrity, and many other concerns which challenge even the most proficient leader /manager. How do we blend these new challenges with tried and true wisdom of success? There are skills to learn that will help you be more effective, with less stress. In this seminar/workshop you will explore your internal drivers and learn how to combine them with new skills for greater effectiveness. This seminar/workshop will include self-assessment, discussion, lecture, readings, role-playing, games, video examples, and creation of participant action plans. This course will help you unleash natural motivation in your team. Your stress level can be lowered by working more efficiently and effectively by tapping the emotional intelligence of your team and co-workers.

COURSE OBJECTIVES: On completion, you will be able to:

- Manage time more effectively;
- Make better decisions by assessing when to make what kind of decisions;
- Help others develop themselves by unleashing their career motivation;
- Have more effective communications with technical and non-technical teams by developing the patience to let the team do its work;
- Recognize and resolve conflicts before they get out of control by early detection of conflicts, when they're simpler and have less impact;
- Develop the ability to lead an empowered team of technical professionals by more effective delegation;
- Reduce your own stress level by teaching yourself how to lower your stress with clearer thinking;
- Walk your talk by getting buy-in for your ideas and vision;
- Leading by example.

KEY TOPICS:

- Leadership vs. management;
- Listening;
- Motivation;
- Group dynamics;
- Conflict management;
- Team building;
- Critical thinking and taking action.

WHO SHOULD ATTEND:

This course is designed for anyone who has new responsibilities to lead a team. Supervisors, team leads, managers, and others interested in becoming a better leader and a contributing team member will greatly benefit from this one-week experience. Many may want to take this seminar/workshop more than once for continuous improvement.

LEADERSHIP AND PEOPLE MANAGEMENT

COURSE DURATION:

5 days

COURSE OVERVIEW:

This course will enhance corporate leadership capabilities and provide a leadership development roadmap for business leaders. Delegates will also gain essential management and leadership skills which will improve organisational performance. Drawing on your own experience, we will work through real life examples. This approach which will enable you to immediately translate what you learn in the classroom into a series of practical actions you can take back in the workplace. It enables leaders and managers to keep up-to-date with the latest trends and practices through structured and peer learning.

COURSE OBJECTIVES: On completion, you will be able to:

- lead the implement vision at operational levels within an organisation;
- Identify innovation, facilitate learning opportunities and coach team leaders toward operational excellence.

KEY TOPICS:

Team Leadership

- Facilitate implementation of organisation strategies;
- Promote compliance with corporate governance requirements;
- Provide direction and guidance to team leaders.

Change Management

- Facilitate innovation in the workplace;
- Manage the implementation of change strategies and processes;
- Monitor and evaluate impact of change on team leaders.

Enabling the team

- Identify team leaders' skill requirements;
- Facilitate learning opportunities of team leaders;
- Coach team leaders.

Managing performance

- Develop team plans
- Manage and reward team performance
- Monitor Implementation of team plans

Managing self

- Communicate effectively
- Influence decision making
- Demonstrate commitment to self-development

WHO SHOULD ATTEND:

This course is designed for anyone who has new responsibilities to lead a team. Supervisors, team leads, managers, and others interested in becoming a better leader and a contributing team member will greatly benefit from this one-week experience. Many may want to take this seminar/workshop more than once for continuous improvement.

what our clients are saying



“The Monitoring & Evaluation training is highly interactive drawing examples and references from a vast array. The materials are well researched and presented in a manner that allows the logical flow of ideas. The facilitators are very enthusiastic and had a lot of vigour.”

***Mohamed Sanusie Mansaray,
Project Officer, Governance &
Accountability, National
Authorizing Office– Sierra
Leone, a delegate on Monitoring
& Evaluation for Project Success
– June 2018***

INTRODUCTION TO MANAGEMENT & TEAM LEADERSHIP

Gain practical skills to link management strategy to effective team performance

COURSE DURATION:

2 days

COURSE OVERVIEW:

You will learn how to motivate and develop your team to continuously improve their performance. You'll also develop your skills and confidence to deal decisively with difficult situations. Explanations of current management theory and practice will be combined with practical exercises to give you confidence in your management style. You'll leave equipped with the skills to tackle the team leader role head on.

COURSE OUTLINE:

- An insight into the roles and responsibilities of a supervisor;
- Models for effective leadership and the skills to apply them;
- Techniques to get the best from other people;
- Management approaches for difficult people and difficult situations;
- An understanding of the best way to delegate.

Time management and ways to deal with time bandits

- Appropriate communication styles for diverse people and situations;
- Skills to motivate others and lead your team to success;
- Recommended reading list;
- A blended learning experience allowing you to continue to develop skills in the workplace.

We lead the way in providing continuous improvement solutions to organisations by helping to develop their People, optimise the use of Technology where necessary and improve their operational Processes through our training and in-house consulting service offerings

The modern supervisor

- The skills of an effective team leader;
- Understand the supervisor's position; within the organisation;
- The responsibility and authority of a supervisor;
- The five key areas of team supervision; lead; communicate; organise; plan; control.

Effective team leadership

- Meet the expectations of your team;
- Leadership style and roles;
- Learn the GRIPS model of team leadership;
- Set SMART goals and objectives;
- Appreciate the three key components of goal setting: task, team and individual.

Develop your management style

- Learn different management styles for different situations;
- Pinpoint your own management style and evaluate for effectiveness;
- Time management – time bandits and prioritisation;
- Delegation: structure, pros and cons, do's and don'ts.

Motivating and developing others

- Giving feedback, conduct and capability issues;
- Setting performance standards;
- Practical exercises;
- Difficult situations: assertive responses;
- Team roles.

MP3 learning bites

- 1 Inspiring your team;
- 2 Getting the best;
- 3 Delivering results.

WHO SHOULD ATTEND

The course is designed for supervisors and team leaders. It's ideal for anyone who wants to improve their skills in this area with confidence, credibility and an awareness of their management style, no matter their level of experience.



what our clients are saying

"You cannot remain in self-contained isolation and expect to achieve business success. You have to be constantly in touch with the markets. I can definitely say that the SigmaStrat Corporate Performance Improvement Summit has provided that platform."

***Subhash C. Puri,
Author and Chairman of Quality Standards Group,
Canada,
at SigmaStrat Corporate Performance Improvement Summit – September 2012***

"The workplace improvement seminar provided excellent approaches for tackling difficult challenges and effective management skills at the workplaces."

***Felix Armah Nketiah,
Student, Accra Technical University,
Ghana, a delegate at a Workplace Improvement Workshop – May 2012***



CORPORATE COMMUNICATIONS PROGRAMMES

COMMUNICATIONS SKILLS FOR MANAGERS

COURSE DURATION:

2 days

COURSE OVERVIEW:

This is a course that has been developed specifically with the needs of today's manager in mind. It looks at how to communicate effectively from a position of authority – to motivate your team and achieve performance improvements through them while retaining their respect. It also looks at how you can communicate under pressure, and how you can talk to difficult people in your team.

COURSE OUTLINE:

Communication styles

- Acknowledge and develop your own communication style;
- Adapt your style to the differing needs of individuals in your team;
- The unique responsibilities of a manager: choosing the right approach for the right situation.

Practical communication strategies

- Portray natural confidence in your messages;
- Overcome barriers to effective communication;
- Learn to listen actively to your team members;
- Productive questioning techniques;
- Communicate as a manager and leader should and earn respect;
- Represent the interests of your department to internal and external stakeholders;
- Develop receptive and open body language;
- Apply the art and science of influence.

What to do when things aren't going well

- Dealing with and diffusing conflict;
- Communicating with those who don't want to listen;
- Using communication to drive performance improvements in individuals;
- Decisive communication within the disciplinary process.

Consolidation

- Role play and discussion with other delegates to reinforce your learning;
- Decide on at least three areas for personal change when you return to work.



What will you get out of it?

- An understanding of the necessities of good managerial communication techniques;
- A greater awareness of your own preferred style of communication;
- A range of responses to communicate successfully with difficult people and in times of conflict;
- Enhanced personal and team productivity through better working relationships.

WHO SHOULD ATTEND

First line and middle managers who want to improve how they get their message across to their team members and other internal stakeholders.

○ *SigmaStrat takes pride in providing you with a service to continually improve your organisation, strengthen your competitive position and better manage your risk and compliance obligations*

ADVANCED REPORT WRITING

Produce complex reports for specific purposes

COURSE DURATION:

2 days

COURSE OVERVIEW:

This course will ensure the reports you write actually get read and the contents are then acted upon. The course shows you how to sell ideas on paper, influence decision making and successfully communicate information through the written medium. The course covers new ideas to increase the impact of your existing style, knowing when to use different formats and styles to communicate complex information in straightforward language.

COURSE OUTLINE:

- Define the key issues to be covered and the 'question' being asked;
- Communication objectives – precise objectives for what we want the readers to know, feel and do;
- Develop a research strategy —Research methods —Primary and secondary;
- Report types and structure;
- Principles of plain English;
- Principles of page layout and document design;
- The role of supporting elements such as the executive summary and follow up;
- Structure the argument effectively;
- Use a style of plain English that improves understanding and raises levels of interest;
- Produce an effective and attractive layout;
- Package the report with an interesting title, executive summary, contents page.

What will you get out of it?

- A thorough understanding of the report brief;
- Knowledge of the appropriate scope and depth for a document;
- The ability to define precise communication objectives in relation to reader;
- A clear understanding of how to structure arguments effectively and persuasively;
- Discover benefits of plain English;
- Understand the pros and cons of different layouts.

WHO SHOULD ATTEND

This course is specifically for experienced report writers looking to produce more effective documents.

TECHNICAL REPORT WRITING

COURSE DURATION:

2 days

COURSE OVERVIEW:

The aim of the course is to develop the principles of technical writing that give it a logical base – appealing to both the technical or non-technical reader. This course encourages writers to be efficient and logical in their use of words, ensuring that the purpose of each component is understood and achieved.

What you will learn:

- Understand the types and purposes of technical reports;
- Write realistic specifications;
- Organise reports and plan the sections and subsections you need;
- Fully understand the steps in writing a report;
- Write clear and concise formal reports; equipment manuals and other technical documentation;
- Understand the principles of clear and concise writing;
- Develop effective communication with technical as well as non-technical staff at all levels – matching your content to your readers' knowledge;
- Keep information specific rather than general;
- Brainstorm and identify technical problems and solutions;

- Collect, organize, analyze and evaluate information;
- Appreciate the use of active verbs rather than passive verbs;
- Edit wordy phrases – using simple words rather than complex ones;
- Keep technical terms to a minimum – avoiding jargon, acronyms and abbreviations;
- Use examples and illustrations;
- Transfer technical information into graphs, flowcharts and tables;
- Use good layout to draw attention to key technical information;
- Translate technical documents into compelling oral presentations.

WHO SHOULD ATTEND

Technically oriented team members who need to write reports for technical audiences.

BUSINESS WRITING DYNAMICS

Creative, Impacting writing skills

COURSE DURATION:

2 days

COURSE OVERVIEW:

This programme will show you how to:

- APPLY the basic tools of grammar (sentences, paragraphs) for impact;
- USE tone and depth in writing to convey various messages;
- CHOOSE between methods of report structuring, editing and layout;
- PLAN reports that are easily understood by the reader;
- WRITE reports so that they are read in their entirety;
- USE graphs and tables to convey information;
- DEVELOP a persuasive, structured style that is suitable for business purposes;
- FIND the writer within.

What you will learn:

- Analyse common problems with writing and how to avoid them;
- Examine failsafe guidelines for written business communications;
- Discuss trends in reading and writing and how to cater for them;
- Getting Back To Basics;
- Refresh your understanding of some simple writing rules;
- Review the basics of grammar and common grammatical errors;
- Understand the basic elements of sentence structure;
- Analyse the purpose and structure of paragraphs
- Achieve consistency in all documents and communications
- Writing for clarity adapting the communication style to the purpose;
- Thinking about the objective of your communication;
- Understand the impact of changes in style;
- Match the style and logic to the context and purpose of the writing.

The fundamentals of effective writing

- Identify your key message;
- Understand how to motivate readers;
- Create the right impression with tone and tact;
- Discuss editing and proofreading tips;
- Examine the techniques of persuasive writing.

Writing a proposal or a report

- Examine the various styles and layouts of reports;
- Planning a report and developing the right structure;
- Purpose, Layout, Writing, Editing, Formatting;
- Writing compelling reports to gain buy-in from your reader Email Correspondence;
- Examine what's appropriate, including informal versus formal writing style and etiquette;
- Setting out information in ways that are easily interpreted by the reader and produce desired responses and prompt replies;
- Using email as a relationship building tool

Summary and final thoughts

- Achieving consistently professional writing in all communications;
- Examine instances when you should NOT write;
- Summarise key lessons to take back to your workplace.

WHO SHOULD ATTEND

This course is appropriate for individuals who

- Want to learn the skills of persuasive writing;
- Are concerned about using overused words that have little meaning;
- Want to learn how to use writing as a relationship building tool;
- Want to learn the art of making the communication style of your correspondence match the purpose;
- Want their reports easily interpreted and clearly structured;
- Want to achieve credibility with your clients through effective writing.



what our clients are saying

“Enhancing the performance of corporate entities, both private sector and public sector is important to many stakeholders; employees, their managers, the client and the entire economy. The need to introduce more advanced and progressive standards to help improve efficiency in this highly competitive global environment cannot be over emphasized. The SigmaStrat Corporate Performance Improvement Summit is a very timely and of tremendous benefit to the entire corporate terrain.”

***Hon. J. S. Annan,
Deputy Minister of Trade and Industry, Republic of Ghana,
at SigmaStrat Corporate Performance Improvement Summit – September 2012***



SOFT SKILLS PROGRAMMES

BEATING THE CLOCK - Personal Time Management

COURSE DURATION:

4 days

COURSE OVERVIEW:

Multi-tasking is a necessary part of the business environment, but if not managed properly, can lead to confusion, duplication, frustration, stress, and loss of motivation. During this course you will learn to apply specific techniques to prioritize projects and tasks, and use an analytical approach to manage your time. We will discuss the roots of time management issues: setting priorities, being proactive, communication and behaviour patterns, and staying focused

What you will learn:

Introduction

Discussion of seminar objectives
Identifying a time management strategy

Prioritization strategies

- The 80/20 rule;
- Principles of prioritization;
- Personal professional goals;
- List tasks and assignments;
- Prioritization tools;
- Triage prioritization technique;
- ABC prioritization technique;
- Quadrant prioritization technique.

Assigning resources

- Time allocation;
- Scheduling tasks and assignments;
- Delegating and contingency;
- Negotiating priorities.

Time management personality types

- Time management types;
- Time management types strengths and weaknesses;
- Working with the opposite type;
- Personal SWOT analysis.

Prioritization strategies cont'd

- Simple Balanced Matrix prioritization technique;
- Weighted Matrix prioritization technique;
- Other prioritization tools.

Time Bandits

- What are time bandits?
- E-mail;
- Elements of efficient meetings;
- Filing systems;
- PDA's.



WHO SHOULD ATTEND

The Beating the Clock: Personal Time Management course is appropriate for individuals who:

- are struggling with prioritization in a multi-tasking environment;
- hold dual roles such as supporting project and organizational requirements;
- are Project Managers or Business Analysts struggling with prioritization between projects.

WINNING AN INTERVIEW

Turning an interview opportunity into a job

COURSE DURATION:

4 hours

COURSE OVERVIEW:

An Interview opportunity is always a unique chance to sell what you are capable of and to give potential employers the confidence of making the right choice. The interview starts way before arriving at the interview office. At this seminar you will learn all the tips and tricks required to make a lasting impact and to turn an interview opportunity into a job



What you will learn:

- What to do before an interview;
- What to do during the interview;
- What to do after the interview;
- Confidence building Techniques;
- Body language;
- How to answer difficult questions;
- Interview winning tips;
- You will be given the opportunity of an interview simulation and a preview of psychometric tests.

WHO SHOULD ATTEND

This seminar is appropriate for individuals who are:

Preparing to attend a job interview and would want to make necessary impact.

Materials: A complementary CV advisory and tailoring service will be offered to delegates

NETWORKING MASTERCLASS

How to network with ease

COURSE DURATION:

1 day

COURSE OVERVIEW:

Networking has become a crucial skill for any career that involves effective relationship building and Collaboration. And networking is also now a recognised key leadership competency. This course will be Valuable for managers, leaders and those involved in business development in sales or marketing. This exclusive master class offers an understanding of the principles behind networking and how you can develop effective skills in practice. The programme includes practical strategies and interactive exercises that will give participants the competitive edge those successful networking offers.

What you will learn:

- The role and value of business networking;
- The Five Levels of Conversation – when and how to glide between them;
- Guidance in maximising 'event networking' opportunities including preparatory research, breaking into groups and moving on;
- Practical demo of how to create an engaging online presence;
- Practise with feedback in Personal Pitching to enhance impact;
- How to best leverage current networking opportunities and find appropriate new ones;
- Practise in the Commercial Cross- Over script for exploring new opportunities in a way that doesn't sound like an off-putting 'sell';
- Exercise to enhance distinctiveness;
- Drafting a networking action plan;
- Composition of a personal self marketing 'strap-line'.

WHO SHOULD ATTEND

This seminar is appropriate for individuals who are:

Looking to enhance their skills in networking and to open up new sources of information and influence.

STRESS MANAGEMENT

COURSE DURATION:

4 hours

COURSE OVERVIEW:

This course is about protecting yourself from the negative effects of your own stress and defending yourself from being affected by the stress of others. You will learn to identify the type and level of stress you are experiencing and leave with tools to help you relax and refresh your mind.



What you will learn:

- Reaction strategies to deal with stress and manage different situations effectively;
- Techniques to relax and reduce physical health risks for personal wellbeing;
- Ability to help others identify and manage their stress for a more effective team and workplace.

WHO SHOULD ATTEND

This seminar is appropriate for individuals who:

- find it hard to manage the pressures facing them at work and want to restore calm, clarity and concentration to their roles. You should also attend if you are responsible for helping others with high levels of stress.

THE SKILLED PRESENTER

COURSE DURATION:

2 days

COURSE OVERVIEW:

This workshop examines how to deliver an effective presentation and make an impact.

What you will learn:

By the end of the workshop, participants will have learned how to:

- Structure presentations in ways that match the message to the audience;
- Compile ideas clearly;
- Turn nervousness into energy and increased confidence;
- Use eye contact, gestures and body language naturally;
- Give examples that make your subject memorable;
- Improve voice projection and modulation
- Use audience-involving techniques to sell ideas;
- Design and use graphics to add impact and appeal;
- Use innovative memory devices;
- Keep presentations on track while fielding questions;
- Use language an audience can understand
- Respond to listeners of different backgrounds and cultural values;
- Integrate PowerPoint® into a presentation.

WHO SHOULD ATTEND

Anyone who gives presentations to small groups or large audiences. You will have enough time to practice and hear evaluations about your presentation style from our instructor and other participants.

OUTSOURCING CUSTOMER
COMMUNICATION SERVICES FUNCTION PAYMENT
SATISFACTION STRATEGY FINANCE QUALITY OF SERVICE COST
ON NG STRATEGY FINANCE STRATEGY ASSESSMENT
PROCESS SKILLS STRATEGY PROCESS SERVICES

BUSINESS MANAGEMENT



BUSINESS MANAGEMENT PROGRAMMES

DEVELOPING HIGH PERFORMING TEAMS

COURSE DURATION:

5 days

COURSE OVERVIEW:

Building teams can be challenging because it requires bringing together and managing different kinds of people. Skilled managers use a variety of tools and techniques for building high performance teams. A high performing organisation succeeds or fails on the strength or weaknesses of the teams within it. The job of a manager is often more about ensuring that things get done to a high standard by their team. That is why having the team development and management skills that get the most out of people is so essential for anyone who currently runs or will shortly be taking on team responsibilities. It also requires a high degree of self-knowledge about motivations, blind spots and your strengths and weaknesses as a people manager. This course is essential for all managers who want to build successful teams that consistently exceed expectations and to increase their own skills as an authentic and resilient manager. Delegates will explore key areas of management skills, team development strategies, performance and talent management, succession planning and change leadership.

COURSE OBJECTIVES: On completion, you will be able to:

- Identify different types of teams;
- Recognise and interpret the five stages of team development;
- Promote trust and rapport by exploring your team player style, and find how it impacts group dynamics;
- Understand what it takes to develop and sustain high performing teams;
- Develop your skills and personal strengths and weaknesses as a people manager;
- Understand the kind of culture required to stimulate consistently high performance;
- Develop your team members' skills with coaching and mentoring.

KEY TOPICS:

- The recipe for developing strategic teams;
- Overview of leadership styles and skills;
- Understanding yourself as a people manager – building on strengths and working on weaknesses;
- Aligning leadership style with organisational or team goals;
- Developing and using effective influencing skills;
- Developing insight into what motivate team members;
- Effective monitoring and evaluation of performance;
- Performance and talent management essentials;
- Key communication skills for team building;
- Leading your team through change;
- Successfully managing team conflicts.

WHO SHOULD ATTEND:

The course is design for senior level executives, heads of departments, sections and units within the private and public sectors.

EFFECTIVE MANAGEMENT SKILLS

COURSE DURATION:

10 days

COURSE OVERVIEW:

Many managers are promoted to the management role because they are good at their existing job. They are often expected to step up with little or no management training and many do so with amazing competence. We know that most managers welcome help in the form of new knowledge, insight, tools, tips and techniques and performance management training. This course offers an opportunity to improve your performance as a manager.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand the key attributes of the successful manager;
- Adapt your management style to improve performance for yourself and your team;
- Break down problems and come up with workable solutions;
- Delegate effectively to ensure targets are met;
- Use influencing skills to achieve your goals;
- Develop your innovative thinking and introduce new ideas;
- Use key techniques to deliver impactful presentations and team briefings.

KEY TOPICS:

- Solving problems and effective decision-making;
- Organisation and delegation;
- The role of a manager in meeting stakeholders' expectations;
- Understanding your own management style to increase self-awareness;
- Key skills to manage team morale and build effective teams;
- Influencing to increase collaboration and deliver results.

WHO SHOULD ATTEND:

This programme is designed for those who are either new to management, or have been managing for a while but have not completed any formal training.

STRATEGIC CHANGE MANAGEMENT

COURSE DURATION:

10 days

COURSE OVERVIEW:

This interactive and practical training programme has been designed to develop skills for transformation, enabling participants to manage themselves and lead their teams and organisations through change. It explores alternative and creative approaches to problem-solving and change management that are suited to an increasingly complex and uncertain world. Organisations, governments and donors often demand change, but most resulting programmes fail. Re-structuring can result in churn and confusion rather than constructive change. This course has been designed to introduce participants to the leadership that is congenial to effective change management.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand change and the techniques in managing change;
- Identify the role you play in the organisation and practice alternative responses;
- Recognise systems and re-design processes to improve performance and satisfaction;
- Diagnose organisation cultures and plan culture change;
- Develop change management and facilitation skills;
- Identify how change affects people and how resistance can be harnessed;
- Evaluate strategic plans and develop improvement programmes;
- Identify styles of learning and leading and develop new leadership skills;
- Improve working relationships using emotional intelligence.

KEY TOPICS:

- Overview of change and change management;
- Change management and leadership;
- Leadership styles and styles flexibility;
- Becoming an agent of change;
- Designing change projects that improve working practices;
- Managing your own and other people's transitions;
- Using listening, questioning and dialogue to improve communication;
- Engaged and consultative leadership that involves people in change;
- Recognising machine, system and political approaches to change.

WHO SHOULD ATTEND:

The course is design for senior level executives, heads of departments, sections and units within the private and public sectors.

DIRECTING AND MANAGING ORGANISATIONAL STRATEGY

COURSE DURATION:

10 days

COURSE OVERVIEW:

Strategic planning is a fundamental component of organizational management and decision making in public, private, and non-profit organizations. It is a structured approach to establishing an organization's direction and to anticipating the future.

Clear strategic direction in an organisation ensures the effective management of financial and staff resources and the successful delivery of operations and projects. This programme focuses on enabling senior staff to develop both realistic and achievable strategic plans for their organisations, and the control mechanisms to ensure delivery. The course will provide practical frameworks that can be put to work straight away on return to the office.

Course Objectives:

On completion, you will be able to:

- Communicate a clear vision and mission for the organisation;
- Establish an understanding of the global, regional and local trends and risks that could affect the organisation's success;
- Carry out a comprehensive analysis of strengths, weaknesses, opportunities and threats;
- Establish strategic objectives aligned to the vision and mission, using a range of strategic and objective-setting tools such as the balanced scorecard;
- Develop performance management processes that ensure alignment of objectives at all levels;
- Ensure a process for initiating, managing and controlling change projects.

KEY TOPICS:

- Organisational analysis: Understanding your organisation's priorities and approach to strategic management;
- Articulating a strategic vision that is meaningful and inspirational;
- Analysing the key trends, threats and drivers;
- Determining strategic objectives, allocation of resource and budget, and measurement of success;
- Aligning department, team and individual performance to strategic objectives;
- Information systems for control of activities and decision making;
- Management of organisational change projects.

WHO SHOULD ATTEND:

The course is design for directors and senior managers who are actively involved in strategic development and management.

PUBLIC SECTOR ENTREPRENEURSHIP

COURSE DURATION:

5 days

COURSE OVERVIEW:

The development of internal markets and private/public sector partnership models has resulted in an increasing need for public sector managers to adopt private sector techniques and approaches. This course will be relevant to all those involved in public sector strategic management, parastatal organisations or PPP projects. It will develop an understanding of the possibilities of entrepreneurship within the public sector, fostering creative problem solving and encouraging an enterprising approach through action-based learning, group work, e-learning and case study analysis.

KEY TOPICS:

- The key characteristics of the entrepreneur;
- Three stages of entrepreneurship - process, innovation and growth – within a public-sector context;
- The enterprise environment and its impacts on society;
- Theories of corporate and social entrepreneurship;
- The relevance of the enterprising network and its application in the public-sector environment.

Gain new intellectual, practical and transferable skills:

- Gain a critical understanding of the practical applications of entrepreneurship and business planning within today's; public sector environment;
- Understand the functional, strategic and socio-political issues impacting on entrepreneurship;
- Develop the key skills needed in the construction of a realistic business proposal;
- Build essential research, critical thinking and problem-solving skills;
- Improve your team working, communication and presentation skills.

WHO SHOULD ATTEND:

The programme is design for public sector executives including MPs, provincial, state, regional, district and other local leaders and managers from around the globe.

FINANCIAL MANAGEMENT OF DEVELOPMENT PROJECTS

COURSE DURATION:

5 days

COURSE OVERVIEW:

Financial management is more than an administrative and control duty. Rather, sound financial management is a critical prerequisite for successful project delivery. Timely and precise financial data are indispensable for effective decision making, as well as for corrective action by project management staff, to enhance the prospects of timely completion, within the planned project budget and scope, of deliverables. This course defines the components of effective financial management within the context of the development project life cycle. It examines the financial tools and techniques available for the efficient implementation of projects and for assessing the effectiveness of project financial management systems.

COURSE OBJECTIVES: On completion, you will be able to:

- Competently design and operate project financial management systems and execute corresponding payments/disbursements in accordance with sound professional standards and the harmonised requirements of donors and their respective governments;
- Adopt appropriate financial tools and techniques for managing projects;
- Understand the dynamics and principles involved in the use of donor systems;
- Use integrated financial management information systems to enhance project efficiency and effectiveness;
- Assess existing project financial management systems and effect needed improvements;
- Formulate project plans and budgets and understand their impact on project profitability and cash-flows;
- Align project procurement and contracting processes with international best practice.

KEY TOPICS:

- Project life-cycle, project documentation and project management;
- Project implementation structures, financial management and controls;
- Tools to assess project financial management systems;
- International public-sector accounting standards;
- Budgeting, and accounting policies and procedures;
- Reporting, monitoring and evaluation;
- Governance and fraud prevention;
- Procurement for development projects;
- Information systems;
- Country and donor financial systems;
- Project appraisal techniques and internal and external audit.

WHO SHOULD ATTEND:

The programme is design for project directors and accounting and financial management staff engaged in the implementation of development projects, particularly those working for the United Nations, International Financial Institutions, and EU-funded projects. Candidates are expected to have a basic knowledge of accounting in the public or private sector.

FINANCIAL RISK AND INVENTORY MANAGEMENT

COURSE DURATION:

5 days

COURSE OVERVIEW:

Participants will be introduced to the basics of the financial markets and the main types of risk that financial institutions face. You will learn about managing the assets and liabilities and how this ties in with movement in market factors. The course aims to help participants become proficient at financial risk management, learn the ins and outs of credit risk, market risk, and operational risk. You will also become familiar with the importance of having a constant excess of interest earned from assets, over interest paid to liabilities. You will be introduced to the basics of the financial markets and the main types of risk that financial institutions face. It will also help you become proficient at financial risk management. You will learn the ins and outs of credit risk, market risk, and operational risk. You will also become familiar with the importance of having a constant excess of interest earned from assets, over interest paid to liabilities.

COURSE OBJECTIVES: On completion, you will be able to:

- Analyse the challenges and risks facing financial institutions;
- Evaluate interest rates and operational risk;
- Evaluate the pricing, profitability and credit risks taken during the lending cycle;
- Explain the challenges in the management of assets and liabilities, and liquidity risk.

KEY TOPICS:

- Credit risk;
- Market risk;
- Operational risk;
- Inventory Management.

WHO SHOULD ATTEND:

Mid-level managers who manage first line managers, aspiring financial professionals, or individuals seeking to improve their working knowledge and skills in relation to financial risk management.

MARKETING AND COMMUNICATIONS EXCELLENCE

COURSE DURATION: 5 days

COURSE OVERVIEW:

This practical and interactive course is designed to equip participants with the range of communication tools and techniques available to professional marketers and the ability to analyse the marcoms mix that best suits your own organisation. You will also learn how to manage and enhance the relationship that exists between marketers and external partners and to devise strategies that align with goals of their organisations.

Course Objectives: On completion, you will be able to:

- Assess your organisation's current marketing communications and suggest improvements;
- Create an effective and workable marketing communications plan;
- Uncover the needs of target audiences to aid communications messages;
- Deliver effective internal communications to ensure that your internal messages are in line with your external strategy;
- Manage campaigns and projects on time and on budget;
- Manage relationships with suppliers and negotiate better deals.

KEY TOPICS:

- Harnessing the power of social media for your business;
- Email marketing to drive profit and engagement;
- Working with designers and external Agencies;
- Analytical skills for the digital age – driving traffic and increasing engagement online;
- Understanding key components of successful CSR campaigns;
- Project management and financial budget skills.

WHO SHOULD ATTEND:

The programme is design for managers whose role (or a part of it) involve the research, planning, development, delivery and analysis of marketing communications, for products, services and companies with different markets, segments and customer audiences.

TENDERS AND CONTRACTS MANAGEMENT

COURSE DURATION: 3 days

COURSE OVERVIEW:

This course is designed to help companies award the right contracts to the best providers. Contracting involves many roles that must work together to negotiate, document, and ensure a reliable supply of goods and services for capital projects and ongoing operations. Seeds for a successful contract are sown at the tendering stage itself and hence it is necessary to be clear on fundamentals of Tenders, Bids and Contracts along with the Risk perception. The course provides participants with an understand of the entire process, the keys to success, and what is required of their role if contracts are to be effective in managing supply risks.

Course Objectives: On completion, you will be able to:

- Better manage project and legal risks with the contracting process;
- Manage disputes and contract performance issues;
- Understand requirements for a successful tender package;
- Identify the appropriate contract price strategy to minimize financial risks and contract costs;
- Understand the difference between cost and price analysis and how to use each technique to evaluate a proposal;
- Use the appropriate commercial and legal contract terms and conditions.

KEY TOPICS:

- Overview of the contracting process;
- Key issues in forming a contract;
- Establishing risk management priorities throughout the contracting process;
- The legal environment and best use of legal counsel in contracting;
- Avoiding and managing contract disputes in a challenging industry;
- The tendering process and key documents in the tender package;
- Buyer and seller pricing objectives to consider when tendering;
- Tools used in tendering to address financial key risks;
- Types of contracts and examples of industry applications;
- Using economic price adjustment clauses in lump sum agreements;
- Bid evaluation and award considerations including price/cost analysis;
- Using a formal contract change control process Contracts and Tenders.

WHO SHOULD ATTEND:

The programme is designed for individuals involved in any aspect of sourcing, tendering, selecting, forming, and executing contracts with suppliers of goods and services. Included are project technical roles such as facilities engineers, drilling engineers, project engineers, commissioning engineers, contracts engineers, and planning engineers.

SUPPLIER RELATIONSHIP MANAGEMENT

COURSE DURATION: 3 days

COURSE OVERVIEW:

Continuous improvement in all aspects of the supply chain is necessary to remain competitive in today's global economy. The traditional adversarial relationship and transactional focus of buyers and suppliers cannot meet this demand for continuous improvement in lead time, quality, and overall supplier performance.

As a result, significant changes are occurring in the philosophies and approaches that define the relationship between purchasers and sellers in world-class organizations. Simply put, Supplier Relationship Management (SRM) and collaboration provide an organizational focus on communicating with suppliers on the many steps of the Supply Management process. This focus reduces the lead-time and total cost of acquisition, transportation, administration, and possession of goods and services for the benefit of both the buyer and seller, and as a result, provides a competitive advantage and improved profits.

Course Objectives: On completion, you will be able to understand:

- The Supplier Relationship Management Maturity Model;
- Importance of SRM in continuous improvement;
- Critical steps in developing trust with suppliers;
- Supplier segmentation models;
- 8 step strategic alliance development
- The difference between SRM and collaboration;
- Best practices in managing supplier relations;
- Key elements in improving the supplier relationship;
- Best practices in supplier qualification, measurement, and recognition;
- The importance of reengineering in SRM.
- Supplier risk management process.

KEY TOPICS:

- The organizational challenge;
- Defining the supply management mission and vision;
- Critical supply strategies;
- Defining Supplier Relationship Management (SRM);
- The SRM Maturity Model;
- Major components of SRM;
- Defining levels of the organization's SRM Maturity;
- Critical ABC analysis;
- Commodity and service coding;
- Segmentation of the supplier base;
- Defining the alliance;
- The alliance process;

- Success factors and barriers to alliances;
- Detailed mapping of processes;
- Developing the skills and defining the organization's mission in building supplier relationship;
- Best practices for managing supplier relations;
- Maintaining good supplier performance;
- Monitoring supplier performance;
- Developing and maintaining a supplier performance index;
- Supply Risk and trends leading to greater risk;
- Typical risk management process.

WHO SHOULD ATTEND:

This course is designed for Managers and professionals involved in purchasing, projects, contracts, supply management, operations, maintenance, engineering, quality, and other activities that expose them to dealings with suppliers for goods, equipment, and services in the technical fields.

PROJECT MANAGEMENT FOR ENGINEERING AND CONSTRUCTION

COURSE DURATION: 5 days

COURSE OVERVIEW:

Many projects fail to meet their authorized cost, schedule or operability targets. To be successful, today's project leader needs a comprehensive set of technical, business and interpersonal skills. This course addresses those critical skills. Seasoned instructors tackle the issues and challenges found in concept selection, development planning, facility design, procurement, and construction activities. The specific training received in schedule and cost management, risk mitigation, and the proper use of scarce resources (people and materials) will help you make better decisions. Upon completion you will know how to improve engineering and service discipline work relations, use execution plans to integrate the work, and effectively employ cost and schedule control tools.

COURSE OBJECTIVES: On completion, you will be able to:

- Define development stages and skilfully execute them;
- Develop scopes of work and execution plans;
- Utilize project control techniques and earned value analysis;
- Develop engineering design checklists to ensure key deliverables for each phase are addressed;
- Guide teams through technical reviews and secure needed approvals;
- Measure progress during construction.

KEY TOPICS:

- The stage-gate system;
- Key knowledge areas for leaders;
- Leadership;
- Design engineering;
- Contracting;
- Execution planning for design, procurement, and construction;
- HSE management;
- Risk identification and mitigation;
- Organization types and resource deployment;
- Work breakdown structure;
- Planning and scheduling;
- Progress measurement;
- Cost estimating;
- Change control;
- Reviews and approvals.

WHO SHOULD ATTEND:

This course is designed for Project managers, facility engineers, construction representatives, schedulers, cost controllers, operations personnel, and supply chain specialists including team leaders and others who participate on or consult with multidiscipline development teams. This course is also suitable for business development, finance and land specialists as well as other non-engineering personnel who would benefit from an understanding of project management.

MAKING CHANGE HAPPEN: PEOPLE AND PROCESS

COURSE DURATION:

2 days

COURSE OVERVIEW:

Attendees will work in teams to overcome the problems encountered when making changes in their organizations. You will also learn how to develop the ability to effectively handle organizational changes by examining the eight step change process and understanding your own, and others, needs and responses to each step in the change process. A group workshop allows attendees to engage in, comment on, and improve their competencies in managing change.

COURSE OBJECTIVES: On completion, you will be able to:

- Profile individual and group behaviour exhibited during change;
- Improve individual and team dynamics for high performance;
- Apply the GROW model to coach and sustain individuals undergoing organizational change;
- Design a practical framework for positive engagement with organizational change.

KEY TOPICS:

- Explore the characteristics of change;
- Build an integrated change strategy;
- Embrace change positively using the power of vision;
- Use people and process to make change happen;
- Craft an effective measurement process to evaluate change;
- Facilitate change and overcome resistance through effective communication.

WHO SHOULD ATTEND:

This course is designed for managers, team leaders, supervisors, and individuals responsible for ensuring change is implemented successfully.

MANAGING AND LEADING OTHERS

COURSE DURATION:

3 days

COURSE OVERVIEW:

Leading a team or function is about managing and developing others. Juggling competing demands, confidently motivate teams to achieve optimum results and effectively navigating across the organization without losing composure is not as simple as it looks. This course provides participants with a broader and deeper understanding of organizational culture and dynamics, management best practices, the role of the manager, and the nature of influence. It delves into the fundamentals of managing yourself, leading teams, and motivating others to accomplish your company's goals.

COURSE OBJECTIVES: On completion, you will be able to:

- Apply concepts of leadership and management to real work situations;
- Coach and supervise a diverse and dispersed workforce;
- Empower your workforce to exceed expectations;
- Develop effective communication skills.

KEY TOPICS:

- The role and function of the leader, supervisor, and manager;
- Understanding and applying essential behavioural management concepts;
- Understanding and increasing employee motivation;
- Understanding and applying leadership concepts;
- Distinguishing management myth from reality
- Understanding the motivations of colleagues and competitors;
- Recognizing strengths and blind spots in yourself and others;
- Building emotional intelligence to communicate effectively;
- Influencing others from a position of authority—or without authority;
- Managing within organizational hierarchies;
- Earning trust and building relationships;
- Leading for long-term results.

WHO SHOULD ATTEND:

This course is designed for anyone responsible for leading others in the daily performance of a work, including soon to be leaders, front-line leaders, new and experienced supervisors and managers, team leaders, coaches, and mentors.

EFFECTIVE RECORD MANAGEMENT & FILING SYSTEMS

COURSE DURATION:

2 days

COURSE OVERVIEW:

A record is anything that provides information. A record may be on any type of media: paper or electronic, digital or analog, magnetic or optical, liquid or solid. In today's technological environment, organisations must learn how to handle records so that they can be used as needed in the future. Records must be managed from the time they are created or received through distribution, use, and maintenance, until they are finally destroyed or permanently archived. The course is designed to provide participants with an understanding of records management terminology, concepts, and procedures to successfully manage records in today's offices.

COURSE OBJECTIVES: On completion, you will able to:

- Identify the various types of coding systems;
- Recommend solutions for common filing problems and for safeguarding the security and confidentiality of records;
- Identify the reasons for careful selection of records housing equipment and describe the criteria and considerations in selecting equipment;
- Explain how to establish an effective forms analysis programme;
- Identify the scope and functions of mail management programs;
- Describe the principles of conservation of archival materials to ensure their permanent preservation.

KEY TOPICS:

Introduction to records management

Learn about the role of records management in an organisation. Discuss the classifications and value of records, and how they tie into the memory of a business. Learn the life cycle of paper records and common problems faced in record management.

Indexing rules

Understand the basics of alphabetical indexing rules. Explore the importance of filing consistency, key units of names, and general rules of filing.

Electronic file management

Discuss electronic file management and how to stay organized in the digital age. Look over the most frequently used databases, how to organize e-commerce, and the life cycle of electronic records.

Alphabetic records management

Dive into the rules of alphabetical records management, equipment, and procedures. This section will cover filing and storage, straight line tabs, choosing the right equipment, and the six steps in the records management procedure.

Storing and retrieving, and numeric management

Learn about the four values of records, record cycle, and common methods of records transfer. Move on to learn about the advantages and disadvantages of subject, numeric, and geographic records management.

Electronic and Image records, information management

Master an understanding of magnetic and optical records, data input devices, and record safety and security.

WHO SHOULD ATTEND:

This course is designed for Administrators, Personal Assistants, Secretaries, Executives and anyone who's involved in records management.

ADMINISTRATIVE ASSISTANT FUNDAMENTALS

COURSE DURATION: 2 days

COURSE OVERVIEW:

Rapid growth in the health, legal services, data processing, management, public relations, and other industries has created many new jobs in this field. Whether you want to jump into an exciting new career or simply brush up your skill set for the modern-day office, administrative courses are the perfect start. This course provides participants with the skills needed to turn any office into a highly productive machine.

KEY TOPICS:

- Essentials of managerial and staff support;
- Information and records management;
- Communications technology;
- Travel and meeting coordination;
- Space planning and office ergonomics.

WHO SHOULD ATTEND:

This course is designed for Administrators, Personal Assistants, Secretaries, Executives and anyone who's involved in records management.

INTRODUCTION TO PROJECT MANAGEMENT

COURSE DURATION: 2 days

COURSE OVERVIEW:

Implementing project management processes has been directly linked to improving project performance, such as completing on time, on budget and providing the deliverables to customer needs and satisfaction. This 1-day fundamental course introduces the concepts of project management and provides some essential tools to start the process of managing projects effectively in your organization. It also discusses the differences between projects and operational work and helps you understand the additional skills required to manage work and people in a project environment.

What you will learn:

What is Project Management?

- Definition of a project;
- Definition of Project Management;
- Organizations that manage projects.

The PM Environment

- Functional Structure;
- Projectized Structure;
- Matrix Structure.

Why is managing projects different from managing day-to-day operations?

- The project life cycle;
- Communication complexity;
- Conflict Management;
- Transitioning to Project Management;
- Roles and Responsibilities;
- Role of a Project Manager;
- Role of a Project Sponsor.

Setting Priorities and Time Management

- The Project Management office;
- Project Management methodology.

Trends and Lessons Learned

- Trends in Project Management;
- Lessons Learned.

WHO SHOULD ATTEND

The Introduction to Project Management course is appropriate for individuals who are:
Considering a career in project management and would like to know what that entails.
Being considered for a project management position and need to prepare and know more about the process.
In an organization that is considering implementing project management processes and needs to know where to start and what to consider.

PROJECT MANAGEMENT ESSENTIALS FOR CONSTRUCTION

COURSE DURATION:

3 days

COURSE OVERVIEW:

This fundamental level course is designed to give new project managers and project team members working in a construction environment the essential tools they need to deliver successful projects. This course utilizes a simple turnkey construction project that is developed through the complete project lifecycle, from initial project proposal and definition, through project implementation, and finally to the often neglected project completion phase.

What you will learn:

What is Project Management?

Skills required: technical & people
Traditional vs. modern approach.

Basic Concepts of a Project

- What is a project?
- What makes a successful project?
- Why do some people fail?

The Project Life Cycle

- Are we doing the right things?
- Are we doing them the right way?
- Are we getting things done?
- Are we getting the expected benefits?
- Fast-tracking

The Project

- Introduce project workshop scenario;
- Play to win - setting up PM rules;
- Priorities.

Building a Project Team

- Who are the stakeholders?

Workshop:

- Project stakeholder analysis;
- Project organization types;
- Planning project communications.

Developing a Scope Statement

- Key Deliverables;
- Objectives/measurable success indicators;
- Workshop: Develop project charter;
- Minimizing scope creep;
- Risk management discussion;
- Workshop: Identifying project risk areas.

Producing a Gantt Chart

- Using the WBS and logic diagram to determine project timing;
- Producing a schedule;
- Resource Management;
- Identifying and avoiding resource conflicts;
- Holding effective & productive meetings.

Finalizing the Project Plan

- Setting the project baseline;
- Obtaining approval to proceed;
- Human resources management;
- Project Management roles;
- Project status and updating;
- Workshop: Measuring project progress.

Detailing the Project Scope - Work Breakdown Structure

- WBS Definition;
- Why use a WBS approach;
- Elements of an effective WBS;
- Workshop: develop project WBS.

Detailing the Project Scope - Work Breakdown Structure Cont'd

- Costs & time - how to estimate the impossible;
- Assigning resources to activities;
- Duration- and effort- driven activities;
- Activity descriptions and measurable deliverables lead to project quality;

Project Activity Dependencies

- The use of activity dependencies in determining project timing;
- Types of dependency relationships
- Types of activity constraints
- Developing a network diagram
- Determining the "critical path" and "float time" for a project;

- Exercise: determine early start, late start, early finish, late finish, total float and critical path.

Workshop:

- Develop network diagram for the project scenario;
- Indicate critical path activities and float.

Project Completion

- Project sign-off and final packaging,
- Completing punch lists,
- Project maintenance consideration,
- Redistribution of resources.

WHO SHOULD ATTEND

The Project Management Essentials for Construction course is appropriate for individuals who are:

- Responsible for managing construction projects;
- Active Participants on a project team, especially those who have not yet been exposed to the tools, techniques and terminology of formal project management;
- While of interest to contractors, the course is more targeted at "owners" and those who represent them.

PROFESSIONAL PROJECT MANAGEMENT

COURSE DURATION: 5 days

COURSE OVERVIEW:

This course is designed around the latest version of the Project Management Institute (PMI)'s Project Management Body of Knowledge (PMBOK) and offers participants 35 contact hours required to proceed to sit and obtain the PMP® Certification. The course seeks to equip project managers and project team members with the tools they need to deliver successful projects. This course is hands on and very practical offering participants the leading edge in putting knowledge into practice.

What you will learn

- Project Management Framework
- Project Management Processes
- Project Integration Management
- Project Scope Management
- Project Time Management
- Project Cost Management
- Project Quality Management
- Project Human Management
- Project Communications Management
- Project Risk Management
- Project Procurement Management
- Professional and Social Responsibility



WHO SHOULD ATTEND

The Professional Project Management course is appropriate for:

- Project management practitioners who want to prepare for the PMP® examinations;
- Entry-level project managers and project team members who want to prepare for the PMP examination;
- Beginners who want to join the field of project management.

PMP® EXAMINATION PREPARATION

COURSE DURATION:

4 days

COURSE OVERVIEW:

If you are preparing for the examination for the Project Management Professional (PMP) designation you should attend our intense preparation course. This course is an intense “crash” review of exam material; it is not intended as a stand-alone project management course. It is delivered in a 3 or 4-day version for participants who are already well prepared, and can be available in 5 and 6-day versions for in-house deliveries.

What you will learn:

Project Management Introduction and Framework

Integration Management

- Develop Project Charter
- Develop Project Management Plan
- Direct and Manage Project Execution
- Monitor and Control Project Work
- Perform Integrated Change Control
- Close Project or Phase

Scope Management

- Collect Requirements
- Define Scope
- Create WBS
- Verify Scope
- Control Scope

Time Management

- Define Activities
- Sequence Activities
- Estimate Activity Resources
- Estimate Activity Durations
- Develop Schedule
- Control Schedule

Cost Management

- Estimate Costs
- Determine Budget
- Control Costs

Quality Management

- Plan Quality
- Perform Quality Assurance
- Perform Quality Control

Human resources management

- Develop human resource plan;
- Acquire project team;
- Develop project team;
- Manage project team.

Communications Management

- Identify stakeholders;
- Plan communications;
- Distribute information;
- Manage stakeholders expectations;
- Report performance.

Risk Management

- Plan risk management;
- identify risks;
- Perform qualitative risk analysis;
- Perform quantitative risk analysis;
- Plan risk responses;
-
- Monitor and control risks.

Procurement Management

- Plan procurements,
- Conduct procurements,
- Administer procurements,
- Close procurements.

WHO SHOULD ATTEND

The PMP® Exam Preparation course is appropriate for individuals who:

- Want to prepare for the PMP or CAPM designation.
- Note: For most examination candidates, we recommend that you take our longer 6-day Seminar. However, this shorter course is appropriate if you are already somewhat or largely prepared for the exam.
- Using (or perhaps exploring) the software without the benefit of having been formally trained.

Prerequisite: *3-day Project Management Essentials (or its equivalent)*

- You already work in a project management environment that manages project scope, cost, time, quality, etc.

STRATEGIC COMMERCIAL AWARENESS

Financial understanding and business analysis skills that will let you chart the way forward

COURSE DURATION:

4 days

COURSE OVERVIEW:

Day one provides the skills and insights to make sense of the company's financial position and performance. Day two then considers the strategic thinking tools required to plot the forward course needed to maximize the potential of the business.

COURSE OUTLINE:

- An understanding of the balance sheet, profit & loss account cash flow and statutory and management accounts
- Employment of key financial ratios to analyse your business
- A practical definition of strategy
- Analysis tools to examine the current environment and capabilities
- Steps to devise a mission and vision statement
- Recognition of the skills and resources needed to achieve the vision
- Generation of appropriate strategic and tactical commercial objectives
- Financial analysis
- Finance – back to basics
- Overview of company structure
- Balance sheet, profit & loss, cash flow

WHO SHOULD ATTEND

A course for managers who want to develop their commercial awareness, financial knowledge and strategic thinking in order to influence the direction of their business as well as deliver to their full potential.

Materials: Participants are provided with Soft copies of lecture materials.

INTRODUCTION TO CONTRACT LAW

Avoid costly, time-consuming disputes with a methodical approach to commercial contracts

COURSE DURATION:

2 days

COURSE OVERVIEW:

Manage risk by putting into place simple, effective systems that avoid confusion by clearly stating your intentions from the outset. Determine the point at which contracts are formed and avoid costly, time consuming litigation. Ensure that your contracts reflect the nature and spirit of your commercial agreements.

COURSE OUTLINE:

- What is a contract?
- Does it have to be in writing?
- When and how is a contract formed and on whose terms?
- What are the terms of the contract?
- How to avoid entering legally binding commitments unless ready to do so;
- How to ensure the other side is bound;
- What steps can be taken to ensure that your terms and conditions apply to the contract?
- What are the remedies for breach of contract?
- How much money can be claimed for breach of contract?
- Methods of reducing or limiting liability under a contract;
- The effect of the Sale of Goods Act and other legislation on the contract terms;
- The main provisions to be found in standard terms and conditions and worrying clauses to look out for.

○ *Our trainers have decades of experience both as assessors and trainers in an array of different business sectors, so they completely understand the challenges you could be facing*

What will you get out of it?

- Understanding of when and how a legally binding agreement is created;
- Awareness of your rights and obligations under contracts;
- Approaches to ensure that agreements you make are enforced;
- The confidence to respond effectively when contracts are breached.



WHO SHOULD ATTEND

All managers and anyone involved in buying or selling goods and services or negotiating contracts.

NEGOTIATION SKILLS FOR MANAGERS

Put yourself and your organisation in the strongest position

COURSE DURATION:

2 days

COURSE OVERVIEW:

This course teaches you how to keep a cool head in the planning, delivery and closing of a negotiation. You will learn how to assess and manage risks should agreement fail, read the non-verbal signals being given out, manage the emotional and behavioural elements, make your bid assertively and secure the desired outcome.

COURSE OUTLINE:

- Research techniques for assessing position and options;
- Objective setting;
- Identifying the best alternative to a negotiated agreement (BATNA);
- Bid preparation and understanding the counterpart's likely position;
- Controlling and understanding non-verbal communication;
- Cultural differences and their impact on the negotiating process;
- Contracts and service level agreements;
- Identifying trading currencies and how to use them;
- Bid, bargain and close the deal;
- Develop contracts.

What will you get out of it?

- A toolkit offering a range of options for bargaining and closing the deal;
- Skills to assess risk and implement contingency in event of non-agreement;
- Techniques to establish a positive negotiating environment.

WHO SHOULD ATTEND

This course is essential for managers who want a complete negotiation toolkit to place their organisations in the strongest position.

NEGOTIATION SKILLS FOR SALES PEOPLE

COURSE DURATION:

2 days

COURSE OVERVIEW:

This is a two-day intensive workshop that will assess your negotiation skills and arm you with tactics and techniques so you can walk into any negotiation with confidence. It's about planning your negotiation to ensure success, eliminating threats, maximising your negotiating power and ultimately forming lasting agreements that make all parties happy

What you will learn:

- An understanding of what negotiation is (and what it isn't!);
- The ability to achieve win-win outcomes every time;
- A strategy for successful negotiation based on careful planning;
- Improved face to face communication and rapport building skills;
- Tried and tested questioning techniques to establish trades and build flexibility;
- The opportunity to role-play with experienced actors who will challenge and engage you, to help apply your newly acquired skills and behaviours;
- A blended learning experience that allows your learning to continue at work.

WHO SHOULD ATTEND

This course is essential for anyone in a sales role looking for a complete negotiation toolkit.

MICROSOFT PROJECT ESSENTIALS

COURSE DURATION:

2 days

COURSE OVERVIEW:

This fundamental two-day course continues to provide you with the hands-on skills to plan and manage project activities using Microsoft Project. You will learn and practice Microsoft Project at your own computer. The scheduling techniques are learned through a series of progressive exercises that simulate a real project. At the beginning of each exercise, participants load a new project file that contains all the information correctly entered from the previous exercise. As a result, those with slower typing skills are not left behind. By completion, participants will have fully defined a project from beginning to end, and will have performed project updates and reporting.

What you will learn:

Getting Started with Project

- Views, Reports, Project Properties Nonworking Days;
- Creating a New Project Plan.

Time Management Personality Types

- Time management types;
- Time management types strengths and weaknesses;
- Working with the opposite type;
- Personal SWOT analysis.

Creating a Task List

- Entering Tasks, Durations, Milestones, Phases;
- Linking Tasks;
- Documenting Tasks;
- Checking the Plan's Duration.

Setting Up Resources

- People, equipment, material, and cost resources;
- Entering resource pay rates;
- Adjusting working time for individual resources;
- Documenting resources.

Assigning Resources to Tasks

- Assigning Work Resources;
- The Scheduling Formula;
- Assigning Additional Resources;
- Assigning Material Resources;
- Assigning Cost Resources.

Formatting and Printing Your Plan

- Creating a Custom Gantt Chart;
- Formatting Text in a View;
- Formatting and Printing Reports.

Tracking Progress on Tasks

- Saving a Project Baseline;
- Tracking a Project as Scheduled;
- Entering a Task's Completion Percentage;
- Entering Actual Values for Tasks;
- Is the Project on Track?

Adjusting Task

Relationships

- Setting Task Constraints;
- Viewing the Project's Critical Path and Float;
- Adjusting Working Time for Individual Tasks;
- Entering Deadline Dates;
- Fixed Costs.

Fine-Tuning Resource and Assignment Details

- Entering Multiple Pay Rates;
- Setting up Resource Availability;
- Applying Different Cost Rates to Assignments;
- Entering Material Resource Consumption Rates.

Fine-Tuning the Project Plan

- Examining Resource Allocations over Time;
- Manually Resolving Resource Over-Allocations;
- Examining Project Costs;
- Tracking Progress on Tasks and Assignments;
- Updating a Baseline;
- Tracking Actual and Remaining Values;
- Tracking Time-phased Actual Work;
- Rescheduling Incomplete Work.

Viewing and Reporting Project Status

- Identifying Tasks That Have Slipped;
- Examining Task Costs;
- Examining Resource Costs;
- Reporting Project Cost Variance with a Spotlight View.

Getting Your Project Back on Track

- Troubleshooting Time and Schedule Problems;
- Troubleshooting Cost and Resource Problems;
- Troubleshooting Scope-of-Work Problems;
- Applying Advanced Formatting;
- Formatting a Gantt Chart View.



WHO SHOULD ATTEND

The *Microsoft Project Essentials* course is appropriate for individuals who are:

- Project managers, project administrators and team members.
- Using Microsoft Project to plan and manage new projects, and those who require enough knowledge to understand its capabilities and to access previously defined project data.
- Using (or perhaps exploring) the software without the benefit of having been formally trained.

Prerequisite: There is no prerequisite for this course. It is a stand-alone course.

FINANCE FOR NON FINANCE MANAGERS

COURSE DURATION:

2 days

COURSE OVERVIEW:

This course provides a basic understanding of key financial language with the view to managers with non-financial backgrounds the ability to understand financial documentation and to make the right decisions with these.

COURSE OUTLINE:

Understanding The Role of 'Finance' (The roles of the Finance Department and the non-finance manager; basic financial implications) Financial Terminology Demystified Understanding the Financial Reports Key Financial Ratios

Finance in the Business (The business cycle, planning, target setting, and measurements.

The importance of the year-end activities: accruals and reserves. The importance of Expense Control)

Budgeting, Costing & Planning (Planning a budget. Monitoring and controlling a budget. Plans against actual. Variance analysis) Costing and Pricing (Methodologies, break-even points)

What you will learn:

- The ability and confidence to discuss financial matters within the organisation through understanding the terminologies and methods used;
- A working knowledge of profit/loss, balance sheets and cash flow and an ability to read financial statements;
- An increased competence in planning, monitoring and controlling a budget;
- An improved ability with regard to costing and pricing the organisation's products and services.



WHO SHOULD ATTEND

- Managers who need to know more about finance to improve their planning, costing and budgeting skills. This course is designed for busy managers and those professionals who have a responsibility for financial matters within their job role.
- The course is suitable for those in both the private and public sectors from small and medium sized enterprises to multinational corporations. It is designed for all those who are affected by the finances at work. It enables you to go back to your workplace and have a greater ability to read the figures. You will be given the tools to discuss financial aspects.
- You will share the day with others who have a similar level of understanding as you and the programme will be delivered in a very open and interactive format. Please bring with you a calculator so that you can work out some of the key measurements and financial ratios during the day.



CUSTOMER SERVICE PROGRAMMES

CUSTOMER RELATIONSHIP MANAGEMENT ESSENTIALS

COURSE DURATION:

2 days

COURSE OVERVIEW:

The aim of the course is to move from a transactional approach towards one where you add real value to both yours and your clients' organisations by working collaboratively to achieve higher levels of success. You will learn to identify and prioritise key relationships, and understand why there is a level of conflict in some relationships and not in others. You will also develop strategies and ideas for improving client relationships.

What you will learn:

- Methods to analyse and prioritise a range of client relationships;
- Strategies for stakeholder analysis and management;
- An appreciation of how to positively shape perceptions of you;
- Tools to analyse your client relationships in order to improve your competitive position;
- The confidence to build rapport and network effortlessly;
- Win more business through effective relationship management;
- The skills to manage clients when things go right and when things go wrong.

WHO SHOULD ATTEND

This course is suitable for senior sales professionals and account managers, who operate in an environment where the demands and challenges are high and where the quality of client relationships is vital.

MANAGING DIFFICULT AND DEMANDING CUSTOMERS

COURSE DURATION:

2 days

COURSE OVERVIEW:

This course gives front-line personnel the skills to react calmly and positively with difficult customers by giving them an understanding of the causes of difficult behaviours and techniques to diffuse them. Delegates will learn how to distance themselves from any personal remarks and respond professionally without entering into arguments. (The course covers verbal not physical aggression or violence.)

What is in it for you?

- A greater understanding of what causes customers to be demanding or difficult;
- The personal skills to stop taking things personally or becoming emotional;
- Recognition of the best way to manage your responses, engaging "the professional brain";
- Strategies for handling different types of difficult situations;
- An ability to 'stand your ground' when unable to say "yes";
- Confidence and guidelines for dealing with unacceptable behaviour.

What you will learn:

- Different communication channels and their effect
- Engage the 'professional brain' instead of the emotional, reactive brain
- Manage difficult situations using a variety of frameworks
- Learn how to say no when you can't say yes
- How to give unwelcome news
- Handle criticism, put-downs, arrogance, persistence or patronising behaviours
- Professional guidelines for handling extreme and unacceptable behaviours.

WHO SHOULD ATTEND

If you have faced difficult customer situations in the past, or are likely to in the future, either face-to-face or on the telephone, you will find this course of benefit.

CUSTOMER SERVICE EXCELLENCE

COURSE DURATION:

2 days

COURSE OVERVIEW:

The course covers recognising good and bad client service behaviours, and creating effective approaches to dealing with different people. This is a client service module where the client can either be external or internal. The module is based on the experiences of the participants and provides practical ideas for their situations.

Course Outline:

- Introduction and objectives;
- Good & Bad service experiences;
- Factors influencing client service;
- Understanding others;
- Making sense of difficult situations;
- Handling difficult situations / people;
- Developing assertion skills;
- Dealing with clients & managing expectations;
- Understanding the underlying customer perceptions;
- Giving great service when you can't give them what they want!;
- Practice sessions & business scenarios;
- Summary of workshop;
- Personal actions.

What you will learn:

By the end of the workshop participants will have;

- Been reminded of the potential impact of client and colleague interaction at every level
- Gained ideas on the processes and skills involved, in how they could improve working with clients and colleagues
- Developed a personal action plan

WHO SHOULD ATTEND

This course is suitable for senior sales professionals and account managers, who operate in an environment where the demands and challenges are high and where the quality of client relationships is vital.

Prerequisite: There is no prerequisite for this course. It functions as a stand-alone course.

Pre Workshop Task

Participants are required to discuss with their line manager the specific challenges they find in client relations.



STRATEGIC SELLING SKILLS

Put a plan in place to take your sales to the next level

COURSE DURATION:

2 days

COURSE OVERVIEW:

The aim of the course is to provide the systems and tools to build a credible and coherent sales strategy in order to develop your customer accounts to their fullest potential. You will learn how to accurately analyse your marketplace, understand your customers, and accurately forecast future sales.



What you will learn:

- Analysing your current situation – developing analytical skills;
- The language and process of strategic planning;
- Identifying and understanding buying practices and how organisations select suppliers;
- Evaluating your organisation's unique business value and ability to respond to customer requirements;
- Supporting your customers and adding value through your products and services;
- Undertaking competitor and market analysis and understanding competitive positioning;
- Using forecasting techniques to predict future sales trends;
- Setting, monitoring and measuring sales targets and objectives;
- Understanding strategic options to develop and win new accounts;
- Tactical choices – how to turn your strategy into plans and your plans into performance.

WHO SHOULD ATTEND

The course is designed for senior sales professionals, sales leaders, account managers and all individuals who are required to operate at a high level within the sales function.

Prerequisite: There is no prerequisite for this course. It functions as a stand-alone course.



WORKPLACE IMPROVEMENT PROGRAMMES

APPLIED EXCEL FOR BUSINESS IMPROVEMENT

COURSE DURATION:

3 days

COURSE OVERVIEW:

In general, MS Excel is an essential working tool to any discipline that requires the use of numbers. In the specialised field of Business improvement, spread sheets are of prime importance in analysing and displaying performance data.

What you will learn:

- Excel Functions in-depth;
- Pivot Tables;
- Advanced Analysis with Pivot Tables;
- Analysing Data;
- Macros;
- Data Validation;
- Managing Multiple Worksheets and workbooks;
- Introduction to Excel Dashboard Creation;
- Excel Pivot Tables in Depth;
- Excel Macros in Depth;
- Excel VBA in Depth;
- Excel Charts in Depth (Dashboards);
- Synchronizing Excel with other DBMS tools.

WHO SHOULD ATTEND

This course is designed to help Excel users who want to delve deeper into the functionalities of the Excel Application.

Prerequisite: This course functions as a stand-alone course, however, you are required to have a Laptop PC with MS Excel installed on it. You should also have basic MS Excel knowledge to attend this course.

Materials: You will receive a course binder containing copies of presentation slides, case studies, templates, exercises, and suggested solutions.

APPLIED EXCEL FOR BANKING AND FINANCE

COURSE DURATION:

2 days

COURSE OVERVIEW:

As a professional in your field, you may already know the benefits of using MS Excel. This could be made even more powerful tool in the management of your business. The benefit of additional MS Excel training for your employees will give you a more efficient vision of your operation as well as improve your bottom line. This course is designed to help Excel users who want to delve deeper into the functionalities of the Excel Application.

What you will learn:

- General overview of MS Excel;
- Using Excel Selection Techniques;
- Manipulating rows and columns;
- Manipulating worksheets;
- Cell Freezing;
- Functions;
- Using Excel Charts;
- Manipulating data and named ranges;
- Templates;
- Formatting & Display techniques;
- Sorting & Querying Data;
- Linking & Consolidating Data;
- Chart formatting techniques;
- Protecting & Security.

WHO SHOULD ATTEND

In general, MS Excel is an essential working tool to any discipline that requires the use of numbers but more specifically for both existing and aspiring staff at all levels in both bank and non-bank financial institutions, including: Bank of Ghana, Universal Banks, Rural Banks, Insurance Companies, Insurance Brokers, Pension Fund Companies, Finance Houses, Savings & Loans Companies, Mortgage Companies, Stockbrokers, Unit/Investment Trust Companies, Susu Collectors.

Prerequisite: This course functions as a stand-alone course, however, you are required to have a Laptop PC with MS Excel installed on it. You should also have basic MS Excel knowledge to attend this course.

Materials: You will receive a course binder containing copies of presentation slides, case studies, templates, exercises, and suggested solutions.

LEAN SIX SIGMA WHITE BELT

COURSE DURATION:

1 day

COURSE OVERVIEW:

This course will provide a concise overview of the Six Sigma process and an understanding of the DMAIC process and how it can improve your business. You will gain a taster of the tools and techniques required to analyse and improve your business processes

What is included?

A certificate of attendance, course notes and a \$50 voucher towards further Lean Six Sigma training with SigmaStrat.

LEAN SIX SIGMA YELLOW BELT

COURSE DURATION:

2 days

COURSE OVERVIEW:

This Lean Six Sigma Yellow Belt course teaches any employee the Lean Six Sigma philosophy and how to apply it in his or her role on a day-to-day basis. The participant will continue their exploration of each phase of Six Sigma's DMAIC methodology, including, project charters, process mapping, cause-and-effect tools, simple data analysis and process improvement and control methods. Because of their knowledge of Lean Six Sigma, participants who complete the course will be able to identify process improvement opportunities for escalation to Green or Black Belts and can be a valuable resource within Six Sigma project teams when improving that process, if needed.

The role of the yellow belt is to ensure the barriers to project success are removed and the project team has the proper support from the organization to be successful. This Lean Six Sigma Yellow Belt course teaches any employee the Lean Six Sigma philosophy and how to apply it in his or her role on a day-to-day basis. The participants will continue their exploration of each phase of Six Sigma's DMAIC methodology, including, project charters, process mapping, cause-and-effect tools, simple data analysis and process improvement and control methods. Because of their knowledge of Lean Six Sigma, participants who complete the course will be able to identify process improvement opportunities for escalation to Green or Black Belts and can be a valuable resource within Six Sigma project teams when improving that process, if needed. Course work will be initiated to provide participants the opportunity to practice.

What You Will Learn:

- What is Lean and Six Sigma?
- The structure of Six Sigma (DMAIC process) & the yellow Belt's role
- Understanding and Developing the SIPOC Diagram
- How to calculate the Cost of Poor Quality (COPQ)
- Lean Concepts

WHO SHOULD ATTEND

CEOs, Directors and Senior Managers

- Those responsible for evaluating or implementing continual improvement projects.

Prerequisite: Basic Knowledge in statistics and mathematics.

Materials: Participants are provided with Soft copies of lecture materials.

- Process Mapping and Value Stream Mapping
- Cause and Effect of matrix.

Failure Modes and Effects Analysis

- Prioritizing and Data (Pareto Chart);
- Standardized Work;
- Error proofing (or Poka Yoke);
- Understanding the Control Plan.



What is included?

A certificate of attendance, course notes and a \$100 voucher towards further Lean Six Sigma training with SigmaStrat.

WHO SHOULD ATTEND

The Six Sigma Yellow Belt Training course is appropriate for all levels within an organization especially those who are responsible for, or looking to contribute to, high impact projects by incorporating Six Sigma Lean methodology.

Prerequisite: There is no prerequisite for this course. It functions as a stand-alone course.

LEAN SIX SIGMA GREEN BELT

COURSE DURATION:

5 days

COURSE OVERVIEW:

The Six Sigma Green Belt Training Programme encompasses all aspects of running a Six Sigma Green Belt business, including management, service delivery, design, production, and customer satisfaction. Six Sigma is one of the highest standards for companies and individuals to achieve. This interactive online programme provides the training you need to master these highly valuable skills.

What you will learn:

- Understand fundamentals of the DMAIC problem-solving methodology
- Apply the tools to improve his/her functional area
- Understand how to greatly improve customer satisfaction
- Impact the company's bottom line
- Recognize key attributes of a successful Six Sigma programme and the role of Green Belt in the Six organization
- Appreciate project selection criteria
- Use basic Six Sigma tools for Six Sigma project definition and process baseline
- Understand the need for advanced problem-solving and improvement methodologies used by project teams (i.e. apply root cause analysis techniques to "go beyond the symptoms and diagnose the disease")
- Actively participate in a Six Sigma team.

WHO SHOULD ATTEND

This course is designed for individuals from diverse organizational functions-operations, quality, logistics, finance, production, engineering and other staff functions. Participants are normally process owners or leaders and are well versed in technical aspects of their jobs and have worked on project teams.

LEAN SIX SIGMA FOR MANUFACTURING

COURSE DURATION:

3 days

COURSE OVERVIEW:

Participants in this Lean Manufacturing course learn the skills necessary to begin the Lean Journey and apply Lean techniques to reduce waste immediately on upon returning to their work environment. In fact, they leave with an action plan that allows them to improve the performance of their company within the first few days.



What you will learn:

- Get to grips with the history and meaning of Lean Six Sigma;
- Progress your understanding to apply Lean tools including the DMAIC model;
- Learn how to establish customer needs and measure performance;
- Develop skills to use analytics, mathematical models and design techniques;
- Aligned with ISO 13053 Quantative methods in process improvement - Six Sigma standard;
- Apply Lean Six Sigma Green Belt projects to improve operations,
- Understand how to best apply and profit from Lean DMAIC methods
- Secure cost and time savings across business operations
- Boost professional development along with employee and customer satisfaction.

WHO SHOULD ATTEND

This course is ideal for any employee, manager or executive who desires to or is required to know about how to solve problems and gain breakthrough efficiencies to cut costs, reduce waste save time, increase throughput and level work within any manufacturing environment.

Materials: Participants are provided with Soft copies of lecture materials.

OTHER AVAILABLE COURSES

FEATURED COURSES

DURATION

| | |
|---|--------|
| Corporate Leadership & Governance for the Public Service | 5 days |
| Strategic Planning and Change Management | 5 days |
| Executive Certificate in Educational Leadership and Governance | 5 days |
| Executive Certificate in Environmental Governance | 5 days |
| Recruitment, Selection and Resourcing | 5 days |
| Talent Management and Succession Planning | 5 days |
| Poverty Alleviation and Rural Development | 5 days |
| SigmaStrat Management and Leadership Retreat | 6 days |
| Talent Dynamics Workshop-Creating team excellence from the inside | 2 days |
| Talent Dynamics for churches-Creating pastoral excellence from the inside | 1 day |

LEADERSHIP & GOVERNANCE PROGRAMMES

DURATION

| | |
|--|---------|
| Leadership, Public Management and Governance | 10 days |
| Public sector governance and ethics | 10 days |
| Management Development for Executives | 10 days |
| Leading with Emotional Intelligence | 10 days |
| Executive Leadership for Senior Management | 10 days |
| Corporate Governance for Boards and Senior Executives | 5 days |
| Public sector governance and ethics | 10 days |
| Strategic Management in the Public and Not for Profit Sectors | 10 days |
| Project Management of Development Projects | 10 days |
| The Complete Policy Maker | 10 days |
| Impact evaluation of public policies, programmes and projects | 5 days |
| High Impact Leadership Programme | 5 days |
| Leading Public Service Transformation | 5 days |
| Essential Leadership Skills for Technical Professionals | 5 days |
| Leadership and People Management | 5 days |
| Introduction to Management & Team Leadership | 2 days |
| Certificate in Organisational development | 5 days |
| Conflict and Change Management | 4 days |
| Corporate Leadership & Governance for Public Service | 5 days |
| Environmental Governance | 5 days |
| Executive Certificate in Development, Management and Policy | 5 days |
| Executive Certificate in Educational Leadership and Governance | 4 days |
| Executive Certificate in Leadership & Change Management | 4 days |
| Introduction to Corporate Governance | 2 days |
| Introduction to Environmental Governance | 2 days |

OTHER AVAILABLE COURSES

| | |
|---|--------|
| Management and Leadership Development | 3 days |
| Monitoring & Evaluation for Project Success | 5 days |
| Strategic Planning and Change Management | 4 days |
| Sustainability & Climate Change | 4 days |

CORPORATE COMMUNICATION PROGRAMMES

DURATION

| | |
|--|--------|
| Communication Skills for Managers | 2 days |
| Advanced Report Writing | 2 days |
| Technical Report Writing | 3 days |
| Business Writing Dynamics | 3 days |
| Writing Winning Business Proposals | 3 days |
| Presentation with Impact | 2 days |
| Local cultural awareness for multicultural environment | 1 day |

SOFT SKILLS PROGRAMMES

| | |
|---|---------|
| Beating the clock: personal time management | 4 days |
| Winning an interview | 4 hours |
| Networking masterclass | 1 day |
| Stress management | 4 hours |
| The skilled presenter | 2 days |

BUSINESS MANAGEMENT PROGRAMMES

DURATION

| | |
|---|---------|
| Developing High Performing Teams | 5 days |
| Effective Management Skills | 10 days |
| Strategic Change Management | 10 days |
| Directing and Managing Organisational Strategy | 10 days |
| Public Sector Entrepreneurship | 5 days |
| Financial Management of Development Projects | 10 days |
| Financial Risk and Inventory Management | 10 days |
| Marketing and Communications Excellence | 5 days |
| Tenders and Contracts Management | 3 days |
| Supplier Relationship Management | 3 days |
| Project Management for Engineering and Construction | 5 days |
| Making Change Happen: People and Process | 2 days |
| Managing and Leading Others | 3 days |
| Effective record management & filing systems | 5 days |
| Administrative Assistant Fundamentals | 5 days |
| Introduction to Project Management | 2 days |
| Project Management Essentials for Construction | 4 days |
| Professional Project Management | 5 days |
| PMP® Examination Preparation | 4 days |
| Strategic Commercial Awareness | 2 days |

OTHER AVAILABLE COURSES

| | |
|--|--------|
| Introduction to Contract Law | 3 days |
| Negotiation Skills for Managers | 2 days |
| Negotiation Skills for sales people | 2 days |
| Microsoft Project Essentials | 3 days |
| Finance for Non Finance Managers | 4 days |
| Introduction to Human Resource Management | 4 days |
| Introduction to Organisational Development | 2 days |
| Project Management for Engineers | 5 days |
| Project Management for Senior Managers | 5 days |
| Project Management, Monitoring and Evaluation | 5 days |
| Advanced Certificate in Organisational Development | 4 days |
| Business Growth & Networking Bootcamp | 5 days |
| Contract Law essentials for Business Managers | 2 days |
| Office Management for Executive Assistants | 4 days |
| Bid and Tender Management | 2 days |

CUSTOMER SERVICE

DURATION

| | |
|---|--------|
| Customer Relationship Management Essentials | 2 days |
| Managing Difficult and Demanding Customers | 3 days |
| Customer Service Excellence | 2 days |
| Strategic Selling Skills | 3 days |
| Frontdesk Management with Customer service excellence | 3 days |

WORKPLACE IMPROVEMENT

DURATION

| | |
|--|---------|
| Applied Excel for Banking and Finance | 3 days |
| Applied Excel for Business Improvement | 3 days |
| Lean Six Sigma White Belt | 1 day |
| Lean Six Sigma Yellow Belt | 2 days |
| Lean Six Sigma Green Belt | 5 days |
| Lean Six Sigma for Manufacturing | 5 days |
| Advanced Microsoft Excel | 3 days |
| Introduction to Quality Management | 2 days |
| Introduction to Benchmarking | 2 days |
| Lean Six Sigma Black Belt | 15 days |

OUR E-LEARNING OFFERING



SigmaStrat is one of the world leading training providers, offering both instructor led and self paced in-house or public courses.

We offer a comprehensive set of courses carefully developed by experience and qualified professionals.

Our elearning courses are a unique combination of audio, video and textual content carefully developed, vetted and assessed to the highest quality standards to create a brilliant learning experience.

Whether elearning or instructor led, in-house or classroom we will be there for you.

CUSTOMIZED TRAINING OFFERING

TIME: When and where you want

COURSE CONTENT:

Our Subject Matter Expert designs a programme just for your organization

FLEXIBILITY: You set your own schedule be it in the evenings, weekends, one session per week or continuous sessions.

SAVINGS: You save with corporate discounts.

ORGANIZATIONAL LEARNING: Group discussion brings out organizational issues and allows for immediate applicability of the concepts being taught

For organizations that seek competitive advantage through investment in human resources, SigmaStrat's in-house and customized training programs can be the solution. We offer our programs in-house for groups of 8 or more. Our off-the-shelf programs can be customized to reflect your specific learning requirements, business processes, culture or industry. Alternatively, we can custom design a programme specifically for your organization in consultation with one of our subject matter experts. Create your own programme length, course content and instructional schedule. Mix and match from different disciplines—create the right fit for your organization!

In our course design, development, and delivery, we follow a structured approach to training using adult education principles. Gap analysis, learning objectives, design of programs and evaluation techniques is all done by a senior facilitator/consultant. We use our Custom Course Design Profile tool to identify specific organizational Performance objectives in terms of knowledge, skills, and attitude. Development of training manuals, PowerPoint slides and learning aids is done by our in-house Course Developer with oversight guidance from our subject matter experts. A final review of the course by a second senior facilitator/consultant is part of our quality control process.

Our in-house and customized training solutions can include:

- Learning assessments and needs analysis to identify gaps and learning objectives
- Pre-course and post-course (two weeks after the course) assessments to ensure application of knowledge in the work place
- Development of corporate career paths
- Coaching of Managers and Executives
- Refresher sessions that can be structured as classroom training, facilitated discussion sessions, or short talks
- such as “lunch and learn” Sigmastrat has worked with many large organizations across West and East Africa to design custom learning programs; rework existing training materials; and to rollout strategic initiatives.

AGILE DELIVERY

We have an agile delivery methodology. Some ten (10) day courses can be delivered as five (5) day intensive compressed version.

Do confirm availability of compressed versions of your preferred courses when booking for a course.



Website
Your fastest option: Book a scheduled course using our online booking form. All you need to do is follow the steps below:

1. Visit <https://www.sigmastrat.com/book-a-course/>
2. Select the course you are interested in attending (you can choose based on topic, date or location)
3. Once you have decided which course is right for you, select the "book now" button and fill in the booking form
4. A representative will contact you to confirm your booking and assist you with next steps.

Email

Email training@sigmastrat.com receive more information about your selected training programme. Our sales team will be happy to answer any questions you might have.

Request a face-to-face meeting

If you would like to further discuss your training needs, please contact your local sales representative to arrange a face-to-face meeting.

Course Customization

Our professional, highly experienced and qualified curriculum development team is constantly reviewing and improving current courses, and developing new ones. We would be glad to develop customized courses/programmes to meet your specific needs. Contact training@sigmastrat.com to enquire about this.

The SigmaStrat Certificate of Attendance

All delegates receive a SigmaStrat certificate confirming their completion of the training and an official photo for display back in the office.

Our Training Facilities

Our courses are run in 6 countries worldwide at hotels and training facilities offering the highest standards of modern equipment for your comfort. We ensure that our venues are easily accessible to all. If you have any special requirements, we would be glad to provide all the necessary support you may need.

Terms and conditions

In a worldwide teaching operation, sufficient lead time is needed for course logistics. For this reason, SigmaStrat would appreciate receiving registrations at least one month before the course. However, we accept paid registrations for a viable session through the day before the course begins. Registrations can be made online at SigmaStrat.com or by contacting contact@sigmastrat.com for a Registration Form. Registrations are confirmed upon receipt of payment. In the meantime, an Acknowledgment of Reservations will be issued via email. Once payment is received, an email will be issued confirming the registrant's seat in the course. Please note we do not arrange hotel accommodations for participants. When possible, we reserve a block of rooms at the suggested hotel(s). Participants should contact the suggested hotel directly for room rates and availability at least three weeks before the course begins. Remember to mention that you are attending a SigmaStrat course to receive a discounted rate, if applicable. Please note if a course venue changes for whatever reason, the participant or their representative will be contacted via email. SigmaStrat reserves the right, without payment, of consideration to videotape, film, photograph, and/or record course sessions and course participants in any media type and to alter or edit these images for use in its publications, including website entries. SigmaStrat reserves the right to refuse or cancel an enrolment if SigmaStrat, in its sole discretion, determines that providing course materials or allowing an enrolled person to attend could constitute a violation of law. SigmaStrat may use participant contact information (mail, email, telephone, or fax) for the following limited purposes: (i) to provide updated class information and other information related to professional development, (ii) to request help in evaluating SigmaStrat courses and materials, and (iii) to provide information concerning future course offerings. The use of any recording device (audio or video) by participants during a SigmaStrat course is strictly prohibited. The unauthorized use of a recording device during a SigmaStrat course presentation shall be grounds to remove the participant and confiscate or destroy the related recording. No portion of any SigmaStrat course may be recorded digitally, on film, video tape, audio tape or other recording device, or be reproduced photographically or by any sight or sound device without the explicit written permission of SigmaStrat. All SigmaStrat course presentations are the sole property of SigmaStrat.

Tuition fees

Tuition fees are due and payable in US dollars, Euro, or British Pounds (except as otherwise stated) upon receiving the corresponding invoice. Again, a registration will not be confirmed until payment has been received. Tuition fees do not include living costs, but do include tuition, purchase price of course materials, daily refreshments, and a \$100.00(USD) non-refundable registration fee, per five days of training or less. Tuition must be paid prior to the first day of the course. If payment has not been made prior to the course start date, the registrant or their representative should contact the Customer Service Department to make payment arrangements. Note: Where applicable due to government regulations, Goods and Services Tax (GST) or Value Added Tax (VAT) will be added to the total tuition fees. Pricing subject to change. See website for current pricing and availability.

STAY IN TOUCH - OUR CONTACT DETAILS



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7th Floor, GNAT Heights,
Independence Avenue, Accra,
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East Africa

13th Floor, Landmark Plaza,
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North America

View Valley Trail, Katy,
Texas, 77593.
USA

For enquiries, registration or sponsorship, please call the following numbers:

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www: www.sigmastrat.com

get in touch with us on





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