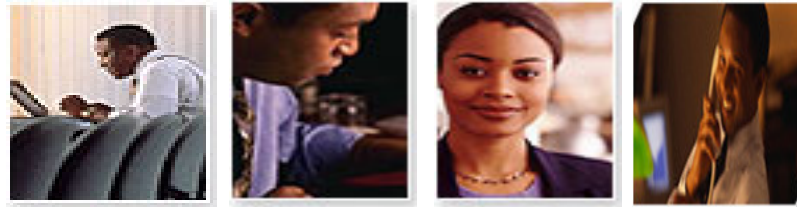


Kimberly Ryan



TRAINING BROCHURE

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HUMAN RESOURCE MANAGEMENT

THE ART OF STRATEGIC HUMAN RESOURCE MANAGEMENT

This program has been designed to include key issues of basic contemporary HR practices, with a view to improving operative efficiency and maintaining competitive advantage.

For Whom

Human Resource professionals who need to refresh and further develop their skills to drive organizational performance; for those who wish to embark on a career in Human Resource Management and require specialist knowledge.

Program

- Organizational Climate, Culture and Development
- How to motivate employees
- The Changing Role of HR-Linking HR Strategy and Competencies to corporate Strategies
- Contemporary Retention Techniques
- Employee Relations
- Managing Change-HR as a Change Facilitator
- Legal Issues in HR
- The Basis of Best Practice-Dealing with the Ethics

Duration: 3 days

EMPOWERING THE PEOPLE DEVELOPMENT FUNCTION

This course has been devised to assist participants explore viable options for making the People Development function in their various organizations more purposeful, empowering and effective.

For Whom

HR managers and Executives in charge of Training and Development function in their organizations.

Program

- Enhancing the credibility of the T & D function
- HRD Strategy, Vision and Mission
- Assessing needs at the Organizational & Individual Level
- Methods, Tools and Data Collection
- Training Systems Development & Implementation
- Setting of Training Objectives & Managing Expectations
- Personal Learning Patterns
- Systematic Training & Career Development
- Feedback & Evaluation
- Training & Performance Management
- Action Plan

Duration: 2 days

STRATEGIC RECRUITMENT & SELECTION TECHNIQUES

This program is tailored to explore the most contemporary methods of selection and recruitment, geared to reduce costly hiring errors and high staff turnover.

For Whom

Managers, Supervisors and Team Leaders and all personnel involved in recruitment and selection processes in their organizations.

Program

- Preparing for an Interview-
- Attracting quality candidates
- Short-listing Candidates and Selection Criteria
- Structuring Interviews-Types of Interviews
- Communication Skills for Conducting an Interview
- Using Tests and other assessment methods
- Analyzing an Interview- Hiring the Best Applicant
- Follow-up: Orientation

Duration: 1 day

HUMAN RESOURCE MANAGEMENT

MOTIVATING YOUR WORKFORCE

This program has been designed to include key issues of basic contemporary HR practices, with a view to improving operative efficiency and maintaining competitive advantage.

For Whom

Managers who need to refresh and further develop their skills to drive organizational performance; for those who wish to embark on a career in Human Resource Management and require specialist knowledge.

Program

- Theories of Motivation – Maslow’s Hierarchy of Needs
- The Reinforcement theory
- Recognition
- Non Cash Incentives as a means of motivating employees
- Motivation by Compensation
- Creating a fun Workplace

Duration: 2 days

HIRING WITHOUT FIRING- EMPLOYEE RETENTION STRATEGIES

Why do people choose to work for a company? Why do people stay or leave? And what motivates each behavior? As employers struggle with a decreasing pool of talent and increasing business demands, it is imperative that organization must devise strategies to retain one of their most important assets; employees willing and able to perform above and beyond expectation.

For Whom

HR Manager and other Managers. Supervisors with human resource management functions as part of their core responsibilities.

Program

- Impact and Implications of High Staff Turnover
- Turnover Rates and Trends
- Turnover Analysis and Costing
- Retention Strategies

Duration: 1 day

BUILDING A LEGACY FOR YOUR ORGANIZATION

This is a unique workshop designed specially by Kimberly Ryan with dual focus of motivating high performing employees towards reaching their maximum potential in your organization and enlightening supervisors & managers on novel approaches to managing these employees.

For Whom

Furthermore it is useful for most managers as they will learn that these techniques can also be applied to “all employees” with the aim of making them Star Performers.

Program

- Identifying different types of performers; Cognitive, Personality and social factors
- What leads to Star Performance?
- Creating a Star performance Model:
- Fueling the fire :Understanding their needs and meeting them
- Working strategies for a Star Performer
- Mentoring & leadership
- Communication
- Know Thy Self: Befitting Work Strategies To Harness Productivity
- Change In The Work Environment.
- Fun At The Workplace
- Building Career Paths- Discovering Passion & Growth

Duration: 1 day

HUMAN RESOURCE MANAGEMENT

CHANGE MANAGEMENT FOR HUMAN RESOURCE PROFESSIONALS

Even after seemingly appropriate efforts, a change may indeed, be difficult to implement. Often times, significant change entails the organization fighting against itself. This course has been specially designed to create paths for making significant change in an organization, hence not only would systems and processes be introduced but implemented to elicit optimum results

For Whom

The course would be beneficial to managers at every level who can impart knowledge and facilitate desired change

Program

- The People Dimension
- The ADKAR model - Awareness Desire, Knowledge, Ability & Reinforcement
- The visioning process
- Communicating change
- Breaking Convention
- Severing Resistance
- Institutionalizing change
- Maintaining priorities-

Duration: 2 days

PERFORMANCE MANAGEMENT

Tailored to capture the essential features of some of the most effective Performance Management systems, this course aims to improve employee output, attitude and make organizational operations that much easier .

For Whom

Managers at all levels

Program

- Performance Management;
- What it is not
- The Purpose of Performance Management
- Elements of a Typical Performance Management System
- Implementation of Performance Management Systems
- Assessing Skills & Maintaining Motivation
- Rewards & Recognition
- Flaws of the Performance Appraisal System
- Firing Employees

Duration: 1 day

TRAIN THE TRAINER WORKSHOP

This workshop is specially designed to introduce delegates to recognized training techniques and learning models. This workshop will show more effective approaches to learning, how to build confidence, engage an audience and leave trainees deeply impacted

For Whom

The course would be beneficial to managers at every level who can impart knowledge

Program

- Amongst other things, Participants will learn how to
- Deeply understand factors that affect the learning process.
 - Apply different learning styles & Training Styles
 - Determine training objectives and workplace outcomes.
 - Apply novel approaches to designing and delivering training programs
 - Integrate fun and participation into learning events
 - Deal with difficult participants and worst case scenarios
 - Make impacting presentations

Duration: 3 days

CUSTOMER SERVICE

CUSTOMER RELATIONS

This is a programme which covers the basic essentials of customer service..It is designed to cultivate an empowered workforce that knows how to serve, communicate effectively with customers and resolve their complaints. This course will help develop a totally customer-centric staff.

For Whom

Customer Service Directors, Marketing Directors, Public Relations Directors, General Managers, Systems Managers, Human Resource Managers and Business Unit Managers, whose competent staff.

Program

- Basic Sales Skills
- Effective Up- selling
- Managing Difficult and Challenging Customers
- Client Account Management
- Customer Service in Retail
- Effective Customer Relationship Management
- Essential Telephone Skills And Reception Skills
- Report Writing
- Business Letter and Email Writing

STRATEGIC MANAGEMENT FOR OUTSTANDING CUSTOMER SERVICE

A program designed to implement a number of techniques leading to a customer focused culture; it includes various aspects of a pro-active approach to managing customer service including creating the right culture, linking customer care to the achievement of targets within the business plan, setting and monitoring service standards, training and creating service teams and evaluating the end result.

For Whom

Customer Service Directors, Marketing Directors, Public Relations Directors, General Managers, Systems Managers, Human Resource Managers and Business Unit Managers

Program

- Strategic Service, Corporate Strategy, Marketing & PR
- Business Costs and Benefits of a Service Strategy
- Managing your Database
- Customer Service Standards, Incentives and Measurement
- Teamwork and Customer Care
- The Importance of Training
- Processing Customer Service Information
- Turning Recriminations into Recommendations

Duration: 2 days

Participants are expected to come in contact with necessary skills that will project an organization's image thereby prompting frequency and encourage growth from an organization's client.

For whom

Customer Service Executives, Supervisors, Sales people, Front-Line Officers and indeed all employees that have constant interface with customers.

Program

- Introduction
- What is Telephone Etiquette?
- Answering the Telephone Courteously
- Handling Rude or Impatient Callers
- Good Telephone Habits for Everyone
- Screening Calls
- Making Calls
- How to End Conversations Gracefully
- Checking Messages and Returning Calls

Duration: 1 day

CUSTOMER SERVICE

COACHING FOR CUSTOMER SERVICE

This training will equip its participants to be in a position of handling customer service and using this skill to effectively and efficiently deliver.

For Whom

Any manager whose function touches the customer and impacts the customer's experience.

Program

- Your Role as Coach
- Four Keys to Coaching Excellence
- Empowering People to Perform
- A Guide and Exercises for Coaching the Concepts and Skills of Front Line: Excellence in Customer Service
- Managing Customer Expectations
- Mapping and Improving the Customer's Experience
- Examining Customer Interactions (How to say "no," emotional reactions, how each team member impacts the customer)

Duration: 1 day

BUILDING A GREAT SERVICE CULTURE

This training will give participants a working understanding of the foundational elements of a strong culture for service by providing tools.

For Whom

Top management and mid-management. Any manager whose function touches customer satisfaction.

Program

- Define the frameworks for Service
 1. What models are you using?
 2. Suggested models / frameworks
- Assessing Your Present Service Culture
 1. Market-based competitive position
 2. Service culture checklist
- Leading for Superior Service
 1. Greatest service leaders
 2. Service vision & passion
- Mapping Service Delivery

Duration: 1 day

LEADING THE FRONTLINE: Keys to Excellence in Customer Service Management

This course will enable the participants to understand the importance and components of a service strategy as well as begin building a service strategy. Such individuals will learn to coach employees to focus on delivering value through the products or services they produce.

For Whom

Any manager whose function touches the customer and impacts the customer's experience.

Program

- Why Do We Need a Service Strategy?
- Elements of a Powerful Service Strategy
- Building Your Strategy
- Implementation
- Who are Your Internal Customers?
- Moving from "Task" to "Product" Focus
- Mapping Internal Service Interdependencies
- Identifying Critical Focuses
- Evaluating Service Flows
- Enhancing Internal Service

Duration: 1 day

CUSTOMER SERVICE

CUSTOMER RELATIONSHIP MANAGEMENT

This course will teach you how to select the right tools for your business that will lead to organizational growth both in the short and long run. .

For Whom

Customer Care Executives, Sales Representatives, Sales Supervisors and persons involved with clients.

Program

- Fundamentals of Customer Strategy
- Basic Customer Strategy
- Customer Loyalty
- Customer Satisfaction
- Customer profiling and Modeling
- Evolution of a Customer Centric Enterprise
- Product Centricity vs. Customer Centricity
- Customer Centric Strategy

Duration: 1 day

MANAGING CONFLICT RESOLUTION AND DEALING WITH DISPUTES

This course has been devised to assist participants

For Whom

Front Line Executives, Customer Care Executives, Sales Persons and generally anyone involved with business clients and staff in general.

Program

- The Purpose of Conflict
- Getting to the Heart of the Problem
- Dealing with Uncomfortable Feelings
- Defining a Difficult Person
- Using Honesty and Agreement
- Turning Arguments into Discussions
- Active Listening and Responding
- Understanding the Roles People Play
- Achieving a Different Outcome
- Dealing with Strong Feelings
- Delivering Bad News
- Feeding the Solution Not the Problem
- Creating Win a Win Situation: Achieving Resolution

Duration: 1 day

COMMUNICATION

BUSINESS COMMUNICATION: BUSINESS WRITING

This course will have the critical skills to improve your spelling, punctuation, usage and style, while avoiding the pitfalls of business writing, and creating persuasive and more effective memos and letters.

For Whom

All employees to help improve their writing skills.

Program

- Back to Basics Mastering Spelling, Punctuation, and Usage
- Six Tips for Better Spelling
- Punctuation Pointers
- Strengthening Your Memos
- Using E-Mail Effectively
- Ten Tips for a Better Memo
- Writing for Special Circumstances
- Identifying Communication Styles
- Ten Techniques for Effective Communication

Duration: 1 day

EFFECTIVE REPORT WRITING

This course is designed to improve our writing skills and this will also have an impact on how we communicate with people.

For Whom

Middle managers and Supervisors and employees that are required to write reports on a day to day basis.

Program

- Writing a Brief, Clear, Concise report
- Follows Effective Report Writing standards
- Building upon Communication Strengths
- How to improve on report writing skills
- Practical Solutions and Choices
- Writing with Impact

Duration: 1 day

EFFECTIVE PRESENTATION SKILLS

This training program is designed to help you acquaint others with effective presentation skill. Participants will understand how to build credibility and confidence as a speaker, how to use presentation technology effectively, and how to prepare and deliver a presentation successfully.

For Whom

Middle Managers, Team Leaders and other employees of the organization.

Program

- Presentation overview
- Assessing Your Skills
- Dealing with Anxiety
- Tips for Reducing Anxiety
- Engaging the Audience
- Responding to Questions
- Handling Presentations
- Techniques to improve your vocal image
- Examining key techniques to develop a powerful presentation.

Duration: 1 day

COMMUNICATION

INTERVIEWING SKILLS

This course will cover the practical skills needed to make recruitment interviews productive and focused. It will allow for understanding the stages of the recruitment process and how to conduct an effective interview so that they are able to attract the best candidates and choose the best person for the job.

For Whom

Designed for HR Managers and other personnel within the human resources division.

Program

- The cost of recruitment and staff turnover
- Identifying the causes of poor recruitment
- Strategies for effective recruitment practice
- The stages of recruitment.
- Questioning the candidate
- Role-play questioning the candidate
- Closing the interview and outlining doubts
- Final role-play - closing the interview

Duration: 1 day

BUSINESS ETIQUETTE

Participants will learn the etiquette requirements for meeting, entertaining, and telephone interaction scenarios. Additionally, Business Etiquette module addresses etiquette challenges when doing business in a multi-cultural environment.

For Whom

This course is recommended for human resources, business leaders, senior executives, managers, supervisors, and front-line workers.

Program

- What is Business Etiquette?
- What is the Role of Good Manners in Business?
- What are the ABCs of Etiquette
- Making Introductions and Greeting People
- Introducing a client
- Introducing Yourself
- The Protocol of Shaking Hands
- Netiquette
- Ethical Issues in Business Etiquette
- Case Study

Duration: 1 day

NEGOTIATION SKILLS

The course will teach participants how to plan and prepare a strategy for successful negotiations using effective negotiation skills and behaviors to gather information managing conflict and deadlock how to influence and persuade both colleagues and clients

For Whom

Mid level Managers and personnel that face clients on a regular basis.

Program

- Identifying objectives and all factors affecting negotiation
- Understanding the four phases of effective negotiation
- Making introductions and greeting people
- The Protocol of Shaking Hands
- Ethical Issues in Business Etiquette
- Case Study
- Dealing with objections and underhand tactics

Duration: 2 days

PERSONAL SKILLS

INTERPERSONAL COMMUNICATION

This program will explore the communication process and provide an understanding of the interpersonal skills required to effectively interact with fellow employees and staff.

For Whom

Managers and staff personnel who must build good working relationships with others and need to communicate effectively on an ongoing basis will benefit from this program.

Program

- How communication breaks down
- Skills of an active listener
- Behaviors of effective communicators
- Constructive and destructive communication
- Constructive feedback skills
- Methods of resolving conflict
- Assertive versus aggressive communication
- Building on other's ideas with respect
- Personal approaches to communicating
- Adult to adult communication
- Obstacles to effective communication
- Resolving differences through collaboration
- Crediting ideas, input and involvement

Duration: 1 day

CREATIVITY AND INNOVATION

New ideas and innovative services and approaches are very hard to value. There is no magic, no special intelligence required; all that is needed is the willingness and some fundamental techniques, and we can all be more creative and therefore productive contributors.

For Whom

Any administrative staff, supervisor, manager who is interested in encouraging creativity and innovation.

Program

- The changing organization
- The third wave
- The thinking continuum
- Using your head
- Perception and attention
- Basic thinking tools
- Different thinking styles
- Provocation
- Idea stimulating questions
- Stages of Lateral Thinking
- Management problem solving and opportunities styles
- Windows of opportunity
- A corporate design for creativity and innovation
- Facilitating creativity

Duration: 1 day

LEARNING STRATEGIES

This program will provide the participants with the skills required to effectively acquire and retain new information. Strong information management skills are key in today's workplace.

For Whom

This program is beneficial to anyone who is experiencing difficulty coping with the amount of learning they face in today's workplace.

Program

Techniques for organizing information

- Improving your reading skills
- Effective note-taking systems
- Utilizing your memory effectively
- Overcoming the limitations of memory
- Focusing attention and stimulating interest
- Basic learning principles
- Applying the principles of memory
- Basic memory tricks
- Facing learning situations with confidence
- Reducing time wasted through ineffective learning habits
- Understanding how we learn

Duration: 1 day

PERSONAL SKILLS

PUBLIC SPEAKING

This program is designed to assist participants in improving their presentation skills and how they communicate in a group setting.

For Whom

Managers and staff personnel who make informal or formal presentations in front of a group will benefit from this program.

Program

- Determining the purpose of your presentation
- Preparing presentation materials
- Getting and holding a group's attention
- Skills and techniques used in public speaking
- Speaking confidently in front of a group
- Communicating clearly and concisely
- Practice presentations with constructive feedback

Duration: 1 day

READING MANAGEMENT

This program is designed to equip participants with the skills required to increase reading speed and comprehension.

For Whom

For Editors, Administrative personnel and anyone who wishes to manage a high volume of reading material more effectively will benefit from this program.

Program

All training programs are custom designed to meet the individual needs of an organization. Possible topics include:

- Individual testing of reading speed and comprehension
- Misconceptions about reading speed
- The psychology of speed reading
- Reading as an active thinking process
- Skimming technique
- Reading for high retention
- How to read work-related material effectively
- Testing to determine level of improvement
- Follow-up practice program
- Techniques to read faster and smarter
- Techniques to retain more of what you read

Duration: 1 day

STRESS MANAGEMENT

To examine and develop strategies for coping with the effects of working in a pressurized or stressful environment.

For Whom

Anyone working in a pressurized environment who wishes to improve their own performance or that of others by managing stress more effectively.

Program

- Individual testing of reading speed and comprehension
- Pressure and Performance Management
- Common Causes of Stress
- The Symptoms of Excess stress
- Personal Stress Audit
- Identifying Pressure at Work
- Identifying Pressure at Home
- Improving Interpersonal Skills
- Characteristics of Well-Managed Stress
- Change Without Causing More Pressure
- Identifying and Managing Stress in Others
- Distinction between Pressure and Lack Of Ability
- The Link between Good Communication and Decreased Stress

Duration: 2 days

PERSONAL SKILLS

TIME MANAGEMENT

Participants will learn skills which will improve planning, assertiveness, setting priorities, decision making, desk and paper management, and communication skills. They will have the skills to manage their priorities; manage themselves to get things done on time.

For Whom

Employers & Employees

Program

- Introduction of Time
- Costing your time
- Personal Goal Setting
- Effective Scheduling
- Personal Goal Setting
- Planning your essential priorities
- Decision making
- Delegation Desk management
- Developing a personal sense of time
- Identifying long term goals
- Making middle and long term plans
- Managing paperwork
- Organizing your office and your workstation
- Managing meetings
- Developing a personal strategy for time management
- Overcoming time management weaknesses

Duration: 1 day

ENERGY AND WELL-BEING

This session gives participants practical tips to enhance their health and well-being. Enabling people to take responsibility for their physical energy reduces sickness absence and enhances creativity and productivity.

For Whom

Mangers, Supervisors and Team Leaders

Program

- The mind-body connection to enhance well-being
- Healthy nutrition tips to provide peak energy
- Practical suggestions for daily exercise in the office to keep you alert and creative
- The importance of developing a supportive environment

Duration: 1 day

LEADERSHIP SKILLS

MANAGING CHANGE AND INTERVENTION

Even after seemingly appropriate efforts, a change may indeed, be difficult to implement. This course is designed to create paths for making significant change in an organization, hence not only would systems and processes be introduced but implemented to elicit optimum results.

For Whom

Heads of Department, Managers and Team leaders

Program

- Strategic change - controlling the change process
- Examining cultures
- Organizational vision, commitment and capacity
- Organizational learning - making change a part of the organizational culture
- Designing individual plans for change
- Change facilitation skills
- Critical steps in implementing change
- Stakeholder analysis
- Dealing with conflict.

Duration: 2 days

EFFECTIVE LEADERSHIP

This course is designed to help candidates identify the effects of leadership on businesses and projects. It aims at helping participants identify different patterns of leadership and how they can empower others to meet company goals and objectives.

For Whom

Managers, Mid-level Managers, Team leaders and would be managers.

Program

- Team leadership and interaction
- Leadership through influence
- Power and how to use it
- Leading for empowerment
- Systematic approaches to improving performance
- Interpersonal effectiveness for leaders
- Assessing leadership strengths and weaknesses
- Developing a plan of action
- Coaching and Mentoring Skills
- Recruitment and Selection Skills
- Delegation Skills
- Effective Team Leadership –
- Improving your effectiveness
- Discipline Skills
- Goal Setting and Performance
- Appraisal Skills
- Improving Team Performance
- Introduction to Staff Management
- Recruitment and Interviewing Skills
- Workplace Bullying - A manager's Approach

Duration: 2 days

BUILDING AN EFFECTIVE TEAM

Teams that work can out-perform people that are merely working together. This program of team building principles and strategies can help your organization develop a work force into an effective team that is a force at work.

For Whom

Senior Executives and Managers, Functional/Project heads and all who wish to further develop their management & leadership skills.

Program

- Team Formation & Development
- Journey of a Problem Solving Team
- Team Roles
- Team Effectiveness
- Creating a Team Vision-
- Responsibilities of a Leader
- Action Centered Leadership
- Handling Conflicts & Problem Solving
- Managing Team Meetings
- Rewards & Recognition
- Communication Skills for Team Leaders

Duration: 1 day

LEADERSHIP SKILLS

COACHING AND MENTORING

This course focuses on methods by which managers develop the performance of individuals on their team. It looks at the two main types of coaching and provides opportunities for managers to apply them. The program focuses on longer career development and helps improve leadership development and retention of key employees.

For Whom

HR managers, Executive, Supervisors and other personnel that find themselves in leadership positions.

Program

- Coaching styles
- Applications for coaching
- Performance development techniques
- Establishing coaching processes
- Mentoring - identifying needs, defining and developing a mentorship relationship etc
- Overcoming problems
- Measuring results

Duration: 2 days

MANAGING CONFLICT

Conflict in the workplace can have a significant effect on productivity, motivation and the retention of personnel. It can be extremely costly. This participative program analyses the type of conflict that occurs and sets guidelines for managing those situations.

For Whom

HR managers and personnel within the human resource department that relate to employees on a day to day basis.

Program

- What constitutes a conflict?
- Elements of a Conflict
- Relationships at Work
- Difficult People
- Understanding Differing Personalities
- Communication Skills
- The Chameleon Technique
- Timing the Communication
- Motivating Staff
- A Checklist for Solving People problems
- Case Studies
- Delegate Action Plans

Duration: 1 day

PROJECT MANAGEMENT METHODOLOGIES

This program is designed to inform participants on how different products should be managed and the several approaches and methods to project management.

For Whom

Project managers, Team leaders and any employee that manages projects on a daily basis.

Program

- Importance of a Methodology
- Importance of choosing “Good Business Practices” to develop methodology
- Overview of a Project Management Methodology
- Project proposal
- Project initiation
- Project initiation document
- Project planning
- Managing and reporting progress of this project
- Quality reviews
- End Stage Process
- The project closure

Duration: 1 day

LEADERSHIP SKILLS

TRANSFORMATIONAL LEADERSHIP

This course is designed to help candidates identify the effects of leadership on businesses and projects. It aims at helping participants identify different patterns of leadership and how they can empower others to meet company goals and objectives.

For Whom

Managers, Supervisors, Team leaders

Program

- Attributes of a leader
- Paradigms of leadership
- Four dimensions of leadership
- Crucial skills of a leader
- Determining leadership styles
- Maintaining momentum
- Delegation and Empowerment
- Communication and Motivation
- Principle Centered Leadership
- Creating a personal leadership plan

Duration: 2 days

EFFECTIVE PROJECT MANAGEMENT

This course is packaged to elucidate how to manage and monitor projects. The course basically presents basic project management principles including the development of a project plan and control techniques that will ensure a successful completion

For Whom

Project Managers, Project Supervisors, Project Team Leaders and anyone involved in project management.

Program

- An overview of Project Management
- Key success factors in project management
- Organizational concepts for projects
- Project evaluation and selection
- Work Breakdown structure development
- Effective project planning and scheduling
- Budgeting
- Practical experience using the *Microsoft Project*

Duration: 1 day

MARKETING

MANAGING THE SALES FORCE

Attending this result-oriented workshop will give you the technical skills, personnel management systems and motivational tools to help achieve outstanding sales team performance.

For Whom

Sales Managers, Mid-level managers and Sales Supervisors

Program

- The Role of Management
- The Essential Functions of Management
- Specifics of Sales Management
- Recruiting Sales Staff
- Special Problems of Training Sales Staff
- The Manager's Responsibility for Training
- Effective Communications for Managers
- Controlling the Internal and External Sales Operation
- Problems of Staff Management
- Sales Staff Motivation
- Managing or Doing
- Organizing Management Time

Duration: 2 days

DEVELOPING BRAND STRATEGY

This program helps company to create the company identity. Individuals who attend this program will have a better understanding of the steps to take in developing brand strategies that will be consistent throughout the life of the business.

For Whom

Sales people, Sales supervisors, Mid-level Managers that are affiliated with the Marketing department.

Program

- Definition – Branding
- Developing Brand Awareness
- Define branding objectives
- Identifying target customers
- Who are the competitors?
- Market Positioning and Segmentation
- Identify the Brand barriers
- Packaging your Brand
- Presenting your Brand
- Delivery Brand to ensure success

Duration: 1 day

EFFECTIVE SELLING SKILLS

This course offers a high level executive sales approach, an effective selling system that will maximize sales results with a new generation of decision-makers.

For Whom

Sales and Marketing Personnel and all employees.

Program

- Selling basics
- Identifying Buyer Motivations
- Types of Selling-Seller Behavior
- Selecting a Sales Approach
- Communicating with Prospective Customers
- Preparing to sell
- The Successful Seller
- The Sales Cycle
- Finding and qualifying prospects
- Identifying Potential Sources for Finding Sales Leads
- Finding and influencing the right buyers
- Developing an Ideal Customer Profile & Qualifying Sales Prospect

Duration: 1 day

ACCOUNTING

OPERATIONS MANAGEMENT

The course will
Be relevant to participants who are new
To banking

For Whom

For employees new to banking operations
and their supervisors.

Program

- Identifying trends exerting pressure to cut costs, increase revenue and improve quality
- Focusing on actionable operational strategies to maximize efficiency
- Discussing best practices producing innovative, timely solutions by industry leaders
- Implementing operational electronic strategies involving migration from paper to electronics
- Identifying future operational opportunities and requirements for new payment products
- Demonstrating how banks can leverage their operational core competencies to create information-based revenue streams

Duration: 2 days

PRINCIPLES OF CREDIT

This is a core credit course developed to equip employees with skills in analyzing and managing credit. This course would also provide practical insights the principles of credit.

For Whom

Credit managers and analyst, employees and different banking departments.

Program

- Principles of lending
- The credit cycle
- Profitability analysis
- Evaluating lending risk
- Credit documentation
- Managing credit exposures
- Identification and management of delinquent exposures

Duration: 1 day

ACCOUNTING FOR NON ACCOUNTANTS

The aim of this course is to provide participants with knowledge and skills to read and use financial statements and Information.

For Whom

Non Accounting managers and employees outside the accounting department.

Program

- Introduction to:
 - ⇒ Balance Sheets, Profit and Loss Account
 - ⇒ Definitions of Liquidity and Profitability
 - ⇒ Definitions of Assets and Liabilities
- Principles of Double Entry Book-Keeping
 - ⇒ Debits and Credits
- Ledger Accounting
 - ⇒ Accruals Accounting Marking VS. Market Fair Value Accounting
- Securities Transactions
 - ⇒ Stock Record
 - ⇒ Securities Accounting
- Multi Currency Accounting
 - ⇒ Currency Ledgers
 - ⇒ Position Accounts
 - ⇒ Period-end Revaluations
 - ⇒ Consolidations

Duration: 2 days

FINANCE

FUNDS MANAGEMENT

The course will explore the different strategies, style and objectives of the management and administration of investment funds.

For Whom

Fund Administrators, Operations Support, Compliance Staff, Marketing and Sales, IT Professionals, Auditors and Custodians.

Program

- Understanding the fundamentals of investment
- Examining types of funds and investment products
- Understanding the fund management process
- Linkage between economic activity and investment marketers
- Analyzing fund management styles
- Fixed income fund management
- Equity fund management
- Understanding modern portfolio theory
- Investment performance evaluation

Duration: 1 day

INTRODUCTION TO MONEY MARKET

This course covers the fundamentals of the money markets. All of the major money market instruments are examined in detail.

For Whom

Management trainees and executives who wish to have generalist knowledge of the money market.

Program

- What is Money Market?
- What makes a money market Instrument?
- Treasury bills
- Certificates of deposits
- Bankers acceptances
- Commercial Paper
- Money Market Mutual Funds

Duration: 1 day

RISK ANALYSIS AND MANAGEMENT

This course is designed to introduce the principles and applications of risk analysis to bankers. It shows participants the different types of risks, and tools used for measuring risks in order to make more-informed decisions to efficiently manage risk.

For Whom

Bank Managers, Corporate Investors, Institutional Depositors, Financial Institutions Bankers and Relationship Managers.

Program

- Credit Risk Management
- Market Risk Management
- Operational Risk Management
- Risk Measurement Tools
- Use of Derivatives in Risk Management
- Developing Risk Standards
- Analyzing Other Types of Risks

Duration: 1 day

FINANCE

UNDERSTANDING TREASURY FOR CORPORATE BANKERS

In this course, participants will gain a comprehensive knowledge of the products used by banks and corporate treasuries in the management of risks, as borrowing sources and investments, and in the day-to-day running of the finances of businesses and banks.

For Whom

Management trainees, Corporate account officers, and bank support personnel.

Program

- Overview of the structure and functions of the treasury
- Liquidity Management
- Currency and Interest Risk Management
- Corporate Finance and Funding
- Treasury policy, organization and control
- The role of treasury products in the business environment

Duration : 1 day

HEALTH AND SAFETY

UNDERSTANDING TREASURY

Provides participants with an introduction to the world of treasury management, including foreign exchange and the money markets. Delegates will acquire a basic understanding of the products, instruments and risk management techniques.

For Whom

Ideal for those who interface with or support the treasury function including back office, IT and support services.

Program

- The Centralized Treasury function
- Assets & Liability Management
- A brief overview of the types of risks
- Treasury operations
- An overview of the financial market
- Foreign exchange
- Introduction to Options, Futures, Forwards, SWAPS

Duration: 1 day

IT TRAINING

FINANCIALS

Our charges are based on deliverables: High Quality, Task- Oriented Lecturers and Manuals, Quality of our resource persons and Comprehensiveness of the course outline.

For a minimum of 15 participants, we will charge a fee of:

- ₦40, 000 per participant for a day course
- ₦70, 000 per participant for a two day course
- ₦100, 000 per participant for a three day course
- ₦130, 000 per participant for a four day course
- ₦155, 000 per participant for a five day course

For 25 participants and over, we will charge a fee of:

- ₦30, 000 per participant for a day course
- ₦60, 000 per participant for a two day course
- ₦90, 000 per participant for a three day course
- ₦120, 000 per participant for a four day course
- ₦145, 000 per participant for a five day course

This price excludes Value Added Tax @ 5%.

These charges are also inclusive of all logistic support

Please contact Seyi by phone on 08033107044 or seyi.oyesainu@kimberly-ryan.net or Temisan on 08029998441 or temisan.gambo@kimberly-ryan.net

