

## **Vision**

To Be The Source and Symbol of Management Excellence

## **Mission**

NIM shall remain the prime driver of management standards and values, in all ramification, and a veritable change agent in strategic transformation, delivering

## About The Institute

**T**he Nigerian Institute of Management (Chartered) was established in 1961 as a non-profit-making, professional management, membership organization. It is the largest multi-discipline, trans-sectoral professional Institute in Nigeria. It is also the largest body of managers and management practitioners, comprising both private and public sector professionals as Individual and Corporate Members.

The Institute's position is that of being a prime driver of management values, standards, professionalism and also a veritable change agent in the strategic transformation of organizations in Nigeria, our constituency and beyond. The Institute has over 130,000 individual members and 350 corporate members. With the conferment of Charter status on the Institute by Act 14 of the National Assembly in June 2003, the Institute is empowered to regulate and control the management profession in all its aspects and ramifications.

As a leading organization for managers, the Institute thoroughly understands the issues faced by organizations in their efforts to improve performance, and is well placed to provide management development solutions that have impact on productivity and organizational growth.

### OUR TRAINING PROGRAMMES

This brochure provides information on the institute's open courses scheduled to run during the year 2011. In addition to the courses presented in this handbook, other training programmes will be run as the need arises during the year. Notification of these programmes will be made through our website and other appropriate mass media.

The Institute also conducts customized in-plant and special programmes as well as a wide range of consultancy services to assist organizations achieve set goals and objectives.

## Registration And Payment

Registration is by writing, e-mail or telephone to the Registrar/Chief Executive. The Institute can also be reached through the Director, Capacity Building or any of the phone numbers and addresses indicated below.

Payment is by Bank Draft payable to Nigerian Institute of Management or paying cash into NIM account No: 20101091404110 in Guaranty Trust Bank Plc. The advertised fees cover lectures, course materials, lunch and tea break.

Please note that registration not made at least three (3) working days to the commencement of the programme, may not be guaranteed a place in the course, especially if the intending participant or his/her organization did not contact us earlier to indicate their interest in the course.

Cancellation notice received within three (3) days before the commencement of the programme will be refunded in full. No refunds will be made after this period.

### DISCOUNTS

**Confirmed Booking** 10% is applicable to nomination of at least three (3) participants whose participation is confirmed by payment of the course fee a week ahead of the programme.

**Quantity Discount** Nominations of 5 or more participants will attract 15%.

**Special Discount** There will be 30% discount on the advertised fee for organizations wishing to run any of our scheduled courses as in-house programmes. The company will provide lecture hall and feeding for the participants.

**Nigerian Institute of Management  
(Chartered)**

**THE PROFESSIONAL MANAGER**

**CODE OF CONDUCT**

**1.** That I, as a professional manager, will put service above self and will ever seek to find and employ more efficient and more economical ways of getting things done.

**2.** That I, as a professional manager, accept the most scrupulous and transparently honest and ethical process of thought for all decisions in my daily work and be myself free of any fraudulent and / or corrupt practices and within my scope of authority treat all persons as being equal, and refuse to give special favours or privileges to anyone.

So help me God.

BY ORDER OF THE COUNCIL



## Venue of Courses

### Lagos

Nigerian Institute of Management (Chartered)  
Management House, Plot 22, Idowu Taylor Street  
Victoria Island, P.O. Box 2557, Lagos, Nigeria  
Tel: 01-2705367, 2704045, 08052597205,  
08052597223  
E-mail: [training@managementnigeria.org](mailto:training@managementnigeria.org)  
Website: [www.managementnigeria.org](http://www.managementnigeria.org)

### Abuja

Nigerian Institute of Management (Chartered)  
4 Kaltungo Street, Off Egbedi Close  
Off Ladoke Akintola Boulevard,  
Garki 2, Abuja  
Tel: 09-6706604, 08052597213, 08052597234  
E-mail: [nimabuja@managementnigeria.org](mailto:nimabuja@managementnigeria.org)

### Port Harcourt

Nigerian Institute of Management (Chartered)  
7 Lord Emmanuel Drive  
By Airforce Bustop, Beside Big Treat  
Rumumasi, Port Harcourt  
Tel: 084-578569, 08052597216, 08052597251  
E-mail: [nimph@managementnigeria.org](mailto:nimph@managementnigeria.org)

### Enugu

Nigerian Institute of Management (Chartered)  
6, Ukeje Street, Upper New Haven  
Enugu  
Tel: 08052597235  
E-mail: [nimenugu@managementnigeria.org](mailto:nimenugu@managementnigeria.org)

### Ibadan

Nigerian Institute of Management (Chartered)  
Premium House, Jericho (Opp. Heinemann Book  
Publishers)  
Ibadan, Oyo State  
Tel: 02-7515482, 08052597241  
E-mail: [nimibadan@managementnigeria.org](mailto:nimibadan@managementnigeria.org)

### Benin

Nigerian Institute of Management (Chartered)  
7, Tony Anenih Avenue, Off Boundary Road  
GRA, Benin City  
Edo State  
Tel: 052-464072, 08052597209  
E-mail: [nimbenin@managementnigeria.org](mailto:nimbenin@managementnigeria.org)

### Kano

Nigerian Institute of Management (Chartered)  
79, Club Road, (Near Customs Area Office)  
Bompai, Kano  
Kano State  
Tel: 08052597215  
E-mail: [nimkano@managementnigeria.org](mailto:nimkano@managementnigeria.org)

### Gombe

Nigerian Institute of Management (Chartered)  
13, Sharu Road, Opp. Conoil Filling Station  
New GRA, Gombe  
Tel: 08052597217  
E-mail: [nimgombe@managementnigeria.org](mailto:nimgombe@managementnigeria.org)

### Makurdi:

Nigerian Institute of Management (Chartered)  
28, Iyorchia Ayu Road, Wurukum, Makurdi  
P.O.Box 1077, Makurdi  
Benue State  
Tel: 08052597218  
E-mail: [nimmakurdi@managementnigeria.org](mailto:nimmakurdi@managementnigeria.org)

### For Reservations/Registrations Call:

M. O. Lakanu, MNIM  
Registrar/Chief Executive  
Nigerian Institute of Management  
(Chartered)  
22, Idowu Taylor Street, Victoria Island,  
Lagos.  
Tel: 08033052908  
E-mail: [lakanumo@yahoo.com](mailto:lakanumo@yahoo.com)

Dr. Yahaya Onipe, MNIM  
Head, Learning Management  
Tel: 080 3606 4334  
E-mail: [yonipe@yahoo.com](mailto:yonipe@yahoo.com)

Charles Ade, Oladimeji, MNIM  
Director, Capacity Building  
Tel: 08030769222, 08023033776  
E-mail: [charles@managementnigeria.org](mailto:charles@managementnigeria.org)  
[Cadeoladi2@yahoo.com](mailto:Cadeoladi2@yahoo.com)

### HELP LINES

Moji Olukoga: 08023636495 e-mail: [moj@managementnigeria.org](mailto:moj@managementnigeria.org)  
Bimpe Onifade: 08056631611 e-mail: [onifade@managementnigeria.org](mailto:onifade@managementnigeria.org)  
Lucy Ukoko: 08052597244 e-mail: [lucyukoko@managementnigeria.org](mailto:lucyukoko@managementnigeria.org)

Or e-mail [training@managementnigeria.org](mailto:training@managementnigeria.org)



**HUMAN  
RESOURCE  
MANAGEMENT  
COURSES**

# HUMAN RESOURCES MANAGEMENT COURSES

## MANAGING THE TRAINING AND DEVELOPMENT FUNCTION TRAINING OF TRAINER (TOT)

The rapid changes in technology and knowledge, coupled with increasing competition in economic activities, resulting from globalization and privatization, have made it imperative for Managers and Professionals to continuously improve their knowledge and skills, so as to remain relevant and meet the needs of organizations.

This course is packaged to enable HR/Training and Development Directors, Managers and practitioners acquire the state-of-the-art skills and knowledge required for effective packaging and delivery of performance-based training and Development programmes.

### Content

- ▶ Managing the Training and Development Function ( The 6 stage Model)
- ▶ Formulation and Implementation of effective Learning/Training Policies and Strategies
- ▶ Identifying learning/Training Needs
- ▶ Designing and Implementing leading-edge Training programmes
- ▶ Preparing and Delivering Tailor-made training proposals
- ▶ Effective presentation and communication skills using ICT resources.
- ▶ Measuring Training Effectiveness and Contributions to Organisational Success
- ▶ Essential consulting and Marketing Skills and Strategies
- ▶ Employee Career Development

### Who Should Attend

Human Resource Directors / higher level Managers, Training and Development Directors/Managers , Training Professionals/Consultants.

DATE/VENUE:

LAGOS	ABUJA	IBADAN	BENIN	KANO	MAKURDI
Feb. 7 - 11	May 9 - 13	April 4 - 8	Mar. 28 - April 1	March 14 - 18	June 6 - 10
	Nov. 7 - 11	Aug. 1 - 5	Dec. 12 - 16	Aug. 22 - 26	

<b>DURATION:</b>	- 5 Days
<b>FEE: Members</b>	- 90, 000.00
<b>Non Members</b>	- 95, 000.00



## EFFECTIVE TIME MANAGEMENT

The productivity of individuals and organizations hinges greatly on their ability to plan and manage time efficiently. Harnessing this critical resource increases both employee output and organizational competitiveness. In this course, you will gain the personal insight and practical skills to develop and implement a framework for successful time management. You will adopt proven tools and techniques to make better day-to-day choices about investing your time and achieving your goals.

### Content

- ▶ Introduction to Time Management
- ▶ Managing Time through Self-Management Principles
- ▶ Mapping and Analyzing Your Current Situation
- ▶ Planning for the Future
- ▶ Prioritizing and Scheduling
- ▶ Managing Your Time Day to Day
- ▶ Getting the Best Return on Your Time Investment

### Who Should Attend

Those who want to increase their productivity by proactively choosing how and when to invest their time, and those wishing to develop more balance and control over their time commitments.

DATE/VENUE:

LAGOS	ABUJA	P/H	IBADAN	BENIN	KANO	MAKURDI	GOMBE
March 1 - 5	Nov. 21 - 25	May 2 - 6	Sept. 5 - 9	May 9 - 13	May 2 - 6	Aug. 22 - 26	Oct. 24 - 28
					Sept. 5 - 9		

<b>DURATION:</b>	- 5 Days
<b>Members</b>	- 85, 000.00
<b>Non Members</b>	- 90, 000.00

# HUMAN RESOURCES MANAGEMENT COURSES

## MANAGING PEOPLE FOR COMPETITIVE ADVANTAGE

One of the greatest challenges organizations face today is that of leveraging their human resources, finding, retaining and motivating the people with the right competencies and skills to achieve competitive advantage. New technology and improved processes do not in themselves deliver the desired results. "People make it happen."

### Content

- ▶ Aligning HR with Business Strategy
- ▶ Motivating People to achieve desired results.
- ▶ Managing Individual and Team Performance
- ▶ Developing Managerial Effectiveness
- ▶ Team Leadership skills
- ▶ Managing Employee Behaviour and Attitudes for Effective Performance
- ▶ Effective Delegation and coaching Skills

### Who Should Attend

HR Managers, HODs, Team Leaders and all those who lead people to achieve organizational goals.

DATE/VENUE:

LAGOS	ABUJA	P/H	IBADAN	BENIN	KANO
April 28 - May 2	June 6 - 10	July 11 - 15 Dec. 12 - 16	March 7 - 11 July 4 - 8	Oct. 17 - 21	June 13 - 17 June 12 - 16

**DURATION:** - 5 Days  
**FEE:** Members - 85,000.00  
 Non Members - 90,000.00



## IMPROVING SERVICE DELIVERY IN PUBLIC SECTOR ORGANISATIONS

Improvements in service delivery can rarely be achieved without making improvements in what is often regarded as the internal aspects of an organization - the structure, the systems, processes, people and culture. These are the foundations of any organization and inevitably impact on its ability to deliver services and other outputs to customers.

This programme aims at introducing participants to the key strategies and interventions required to improve service delivery through organizational reforms and process improvements.

### Content

- ▶ The impact of organizational design and culture on performance and effectiveness
- ▶ Understanding the Challenges of Customer Service
- ▶ People Management in a Competitive Environment
- ▶ Creating and Sustaining good Corporate Culture, Value and Image
- ▶ Developing Appropriate Customer Service Strategies
- ▶ Setting and Reviewing of Performance Standards
- ▶ The role of quality and process improvements in service delivery
- ▶ Techniques for ascertaining customer views and needs in a public service context.

### Who Should Attend

Administrative, Commercial, Quality Control and Planning Officers, officers from GL 09 - 15 and all those who are responsible for Managing Organisational resources to deliver quality service/value to customers.

DATE/VENUE:

LAGOS	ABUJA	P/H	IBADAN	BENIN	KANO
Nov. 21 - 25	Dec. 5 - 9	May 16 - 20 Sept. 5 - 9	April 18 - 22 Sept. 12 - 16	May 23 - 27 Dec. 5 - 9	July 18 - 22

**DURATION:** - 5 Days  
**FEE:** Members - 80,000.00  
 Non Members - 85,000.00

# HUMAN RESOURCES MANAGEMENT COURSES

## MANAGERIAL SKILLS FOR PERSONAL EFFECTIVENESS

This course is designed to equip managers and Team Leaders with relevant managerial skills that will enable them to lead their subordinates and teams towards the effective achievement of set goals and objectives, both in Public and Private sector organisations.

### Content

- ▶ Managerial Skills for Effectiveness in the workplace
- ▶ Effective Leadership and Motivating Skills
- ▶ Building and leading A High Performing Team
- ▶ Developing Excellence in yourself and others.
- ▶ Effective Communication and Inter-Personal Relations Skills
- ▶ Mentoring, Coaching and Counselling Skills
- ▶ Time and Self Management Skills
- ▶ Effective Delegation and Control

### Who Should Attend

Senior and Middle level Managers, Heads of Department, Team Leaders, Project Managers and all those who lead people to achieve corporate goals and objectives

DATE/VENUE:	LAGOS	ABUJA	P/H	IBADAN	BENIN	KANO	
	April 18 - 22	May 2 - 6 Oct. 24 - 28	Sept. 12 - 16	Feb. 7 - 11 Dec. 5 - 9	June 27 - July 1	Aug. 22 - 26	

<b>DURATION:</b>	- 5 Days
<b>FEE:</b>	Members - 85,000.00
	Non Members - 90,000.00



## MANAGERIAL COMMUNICATION AND BUSINESS WRITING SKILLS

Effective communication has been described as the "life-blood" of every organisation, and a key to success in business and personal life. This course is designed to enable managers improve their knowledge and sharpen their skills in communication and business writing.

### Content

- ▶ Nature and Process of Effective Communication
- ▶ Reducing Barriers to Effective Communication
- ▶ Business Proposals and Letter-Writing Skills
- ▶ Fundamentals of Speech-Writing and Public-Speaking
- ▶ Useful ICT Packages for Communication Effectiveness
- ▶ Effective Report and Minutes Writing Skills
- ▶ Presentation and facilitating Skills

### Who Should Attend

Senior and Middle level Managers, PR Personnel, Marketers, Salesmen and all those involved in writing reports, communicating with employees and making public presentations.

DATE/VENUE:	LAGOS	ABUJA	P/H	IBADAN	BENIN	KANO	MAKURDI	GOMBE
	May 16 - 20	Aug. 15 - 19	Aug. 15 - 19 Nov. 7-11	May 16 - 20 Sept. 19 - 23	May 2 - 6 Oct. 24 - 28	May 2 - 6 Sept. 5 - 9	Aug. 22 - 26	Oct. 24 - 28

<b>DURATION:</b>	- 5 Days
	Members - 85,000.00
	Non Members - 90,000.00

# HUMAN RESOURCES MANAGEMENT COURSES

## PUBLIC RELATIONS AND INTER-PERSONAL SKILLS

There is need for all frontline personnel to have good public relations and inter-personal skills. This will enable them interact effectively with colleagues, visitors, and customers for personal and organizational success. This course will expose participants to modern approaches for achieving excellent inter-personal and public relations skills for quality service delivery.

### Content

- ▶ Recognising Customer Needs and Handling
- ▶ Difficult Customers
- ▶ Developing Good Inter-Personal Relations Skills
- ▶ Principles of Public Relations
- ▶ Planning and Organising Work Schedules and Meetings
- ▶ Effective Communication and Writing Skills
- ▶ Maintaining Mutual Relationship with an organisation's Publics
- ▶ Self and Time Management Skills

### Who Should Attend

Public Relations Managers/Officers, Personal Assistants, Secretaries, Receptionists, and other Frontline Personnel in Private and Public sector organizations.

DATE/VENUE:

LAGOS	ABUJA	P/H	IBADAN	BENIN	KANO
June 6 - 10	Mar. 28 - April 1	June 13 - 17 Oct. 10 - 14	Mar. 7 - 11 Oct. 3 - 7	Sept. 12 - 16	Nov. 21 - 25 Nov. 26 - 30

<b>DURATION:</b>	- 5 Days
<b>FEE:</b>	Members - 85,000.00
	Non Members - 90,000.00



## MANPOWER PLANNING AND UTILIZATION IN A COMPUTERIZED ENVIRONMENT

The most important factor shaping the future of work & the way organizations plan and utilize their manpower is the computer. Computerization in some organizations has resulted in the so-called staff down-sizing while in some, it has actually led to more innovative ways of manpower utilization. This programme is designed to explore emerging trends in manpower planning and utilization in IT driven organizations, aimed at enhancing organizational performance.

### Content

- ▶ Recent Developments in Information Technology and their imperatives for manpower planning
- ▶ Developing a computerized Personnel Management information system
- ▶ Applying Ms-Excel functions in job evaluation and
- ▶ Compensation Management
- ▶ Manpower Planning and Development in a
- ▶ Competitive environment
- ▶ Workers Empowerment and Human Resource Utilization
- ▶ Strategic Succession Planning
- ▶ Training and Career Planning

### Who Should Attend

Human Resource Directors, Top Managers/Practitioners, Administration Managers, Personnel Managers, Line Managers and Team Leaders.

DATE/VENUE:

LAGOS	ABUJA	P/H	IBADAN	BENIN	KANO
July 4 - 8	July 18 - 22	April 18 - 22 Aug. 22 - 26	April 4 - 8 Aug. 1 - 5	Nov. 14 - 18	Mar. 21 - 25

<b>DURATION:</b>	- 5 Days
	Members - 85,000.00
	Non Members - 90,000.00

# HUMAN RESOURCES MANAGEMENT COURSES

## MASTERING HUMAN RESOURCE MANAGEMENT

The Human Resource Function has the responsibility for attracting and retaining the right people, and for developing and managing organizational culture that enables the organization deliver superior performance in a sustainable manner. The quality of human resource systems and processes affect employee motivation and performance.

This programme is designed to equip participants with the knowledge and skills they require to design human resource management systems and processes, which not only fit the business strategy and create the context for superior performance, but also give the business competitive advantage over its competitors.

### Content

- ▶ The Changing Role of the Human Resource Function
- ▶ Effective Recruitment and Selection Techniques
- ▶ Ethical and Legal Issues in Human Resource Management
- ▶ Performance Management and Appraisal
- ▶ Identifying Training Needs and Developing Effective Training Programmes
- ▶ Job Analysis and Job Evaluation
- ▶ Reward Management Systems
- ▶ Building Employee Commitment and Retaining your best people

### Who Should Attend

Human Resource Directors/Top level Managers and all those who need to develop the skills they require to create the environment for superior performance in their organizations. Line Managers and Team Leaders and other senior managers who use people to achieve results

DATE/VENUE:	LAGOS	ABUJA	P/H	IBADAN	BENIN	KANO	MAKURDI	ENUGU
	Aug. 8 - 12	June 13 - 17	Feb. 14 - 18 Nov. 14 - 18	March 27 - April 1	Feb. 21 - 25	May 2 - 6	Oct. 24 - 28	March 27 - April 1

<b>DURATION:</b>	- 5 Days
<b>FEE: Members</b>	- 85, 000.00
<b>Non Members</b>	- 90, 000.00



## EMERGING TRENDS IN PERFORMANCE AND REWARD MANAGEMENT

The objective of this workshop is to equip participants with modern skills and competencies needed to develop, implement and monitor performance key indicators, that will motivate and sustain top level performance for organizational success. As well as to design and implement motivational Reward Systems, that would sustain commitment and good performance.

### Content

- ▶ Current developments in performance and Reward Management
- ▶ Performance Management imperatives in a competitive Environment
- ▶ Setting Performance standards, Measures and Ratings
- ▶ Performance Appraisal and Appraisal Interviews
- ▶ Dealing with performance problems
- ▶ Essentials of an effective Reward System
- ▶ Developing and Implementing an effective reward system in Organisations

### Who Should Attend

Senior and Middle Level Managers, HR Practitioners, Heads of Department, Team Leaders and Project Leaders.

DATE/VENUE:	LAGOS	ABUJA	P/H	IBADAN	BENIN	KANO	GOMBE
	Sept. 19 - 23	Feb. 21 - 25	July 4 - 8	May 2 - 6	April 18 - 22	June 6 - 10	March 27 - April 1

<b>DURATION:</b>	- 5 Days
<b>Members</b>	- 85, 000.00
<b>Non Members</b>	- 90, 000.00

# HUMAN RESOURCES MANAGEMENT COURSES

## PARTNERING WITH THE CHIEF EXECUTIVE: STRATEGIC SKILLS FOR HR PROFESSIONALS

The capacity to master techniques for effective goal setting, prioritizing, planning, decision making, relationship building and listening is critical to supporting your chief executive to succeed. In this course, you will learn how to communicate confidently and assertively and develop and use power and authority to help your boss succeed.

You will return to work better able to support your chief executive's goals, adapt to various communication styles to successfully influence and work with your boss and others, establish trust, credibility and authority to strengthen your relationship with your chief executive.

### Content

- ▶ Defining the Strategic Partnership
- ▶ Developing a Trusting Relationship with the Boss
- ▶ Planning Skills to Anticipate and Proactively Support the Boss
- ▶ Effective active listening skills
- ▶ Effective Communication
- ▶ Aligning and Expanding Partnering Relationships
- ▶ Use influencing and persuasive skills

### Who Should Attend

Senior HR Professionals & support staff, executive secretaries, administrative assistants, staff assistants and executive assistants.

DATE/VENUE:

LAGOS	ABUJA	P/H	IBADAN	BENIN	KANO
Dec. 5 - 9	April 18 - 22	Mar. 7 - 11 Sept. 5 - 9	Feb. 7 - 11	Mar. 1 - 5 June 6 - 10	July 4 - 8 Oct. 3 - 7

<b>DURATION:</b>	- 5 Days
<b>FEE: Members</b>	- 85, 000.00
<b>Non Members</b>	- 90, 000.00