



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

OPERATIONS MANAGEMENT COURSES



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Inventory Management Skills Improvement

The need to strike a satisfactory balance between the costs of stock and the delivery of excellent customer service is a challenge to managers of materials and inventory. This course is designed to equip the participants with the skills to improve on inventory turnover ratio, become more responsive to customers' needs, reduce inventory costs and improve on record-keeping accuracy.

Who should Attend:

Managers who have responsibility for the efficient and effective management, purchasing, administration and control of inventory and stock.

Content:

The Strategic Role of Inventory in Organisations
Inventory Forecasting and Demand Management
Determining the Optimal Level
Stores and Warehouse management in large and complex organisations
Preservation and Care of Materials
Inventory Accuracy and Audits
Improving Inventory turnover ratio
Inventory Planning Techniques
IT Applications in Inventory Management

Dates:

2 - 6 May, 2005
5 - 9 September, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

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Leadership And Team Development For Excellent Operational Performance

Effective team leadership and organisational performance are inextricably linked. To develop high performing teams, a leader must be able to promote creativity, interdependence and openness. This programme is designed to enable participants improve basic leadership skills and techniques.

Who should Attend:

Heads of Department, Team Leaders, and Heads of Special Business Units, HODs.

Content:

Team Building and Team Working
Creative Thinking, Decision Making and Problem Solving
Leadership Skills for Team Effectiveness
Principles of Morale Building and Coaching
Team Performance Management
Effective Team Communication
Diagnosing Work Teams Learning from experience

Dates:

25 - 29 April, 2005
3 - 7 October, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Managing Projects Successfully

The ability to manage projects successfully is an essential skill for organisation development. This programme will afford participants the opportunity to develop as well as improve their project management skills. You will benefit by being able to plan, execute and control projects successfully within time, budget and quality constraints.

Who should Attend:

All those who have responsibility for the successful planning and execution of projects. Project Managers, Engineers and leaders. Construction Managers, New Product Development Managers, Consulting Engineers, R & D Managers.

Content:

An Overview of Project Management
Project definition, Planning and Scheduling
Project Leadership
Team Building for project Execution
Project Cost Estimation and Budgeting
Project Control and Reporting
Critical Success Factors in Project Management
IT Applications in Project Management
Managing Project Risks

Dates:

7 - 12 March, 2005
26 - 30 September, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000

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Best Practice Supply Chain Management

Forward looking organisations are shifting their focus beyond gains from internal operational improvement to the new frontier which lies in exploiting opportunities for cooperation and collaboration in the supply chain. The shift from individual company performance to supply chain performance enhances the ability to meet the end-customer needs regularly, and on-time. Participants will learn how to implement effective supply chain practices, and put suppliers and customer partnership to work in order to reduce cost and improve service level.

Who should Attend:

Senior and Middle Level Managers with responsibility for managing one or more of their organisations supply chain. Senior Managers in Production, Logistics, Marketing and Finance will also benefit.

Content:

Supply Chain Management Overview
Managing Purchasing and Procurement
Planning Processes in supply chain management
Inventory Management
Physical Distribution Management
Service Level Management
Supply Chain Management Metrics
E-Commerce and IT Impact on Supply Chains
Review of Key Supply Chain Management Issues

Dates:

27 June - 1 July, 2005
24 - 28 October, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

World Class Maintenance Management

Competitiveness in the market place presents organisations with a compelling need to ensure that equipment availability, utilisation, and maintenance responsiveness are maximized. This programme will afford participants the opportunity to learn how to initiate and sustain a process of maintenance improvement and effectiveness.

Who should Attend:

Middle and Senior Level Managers in Engineering, Maintenance, Manufacturing/Production, Plant and Industrial Engineers.

Content:

World Class maintenance concepts and practice.
Measuring maintenance contribution and effectiveness
Key Result Areas for Maintenance
Total Productive Maintenance
Reliability Centred Maintenance
Preventive Maintenance Optimisation
IT Applications
Planning and Budgeting for maintenance

Dates:

23 - 27 May, 2005
1 - 5 August, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000

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Improving Manufacturing Performance

In this programme, you will be able to learn how to apply proven approaches and techniques adopted by world class manufacturing organisations to ensure competitiveness in their manufacturing processes to improve quality, delivery reliability, flexibility and innovation.

Who should Attend:

Senior and Middle Level Managers in Manufacturing organisations with responsibility for production and plant management.

Content:

New Approaches in Managing Manufacturing Operations
Managing the supply Chain for manufacturing effectiveness
Developing a competitive Manufacturing Strategy
Management of Quality process in manufacturing
Performance Measures and Activity Based Costing
Lean Manufacturing
Green Manufacturing
Process Redesign
Understanding global competition
Managing People

Dates:

4 - 8 April, 2005
7 - 11 November, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Operations Management Course For Administrative Officers

This course is designed to enable Administrative Officers and Managers develop a better understanding of operational issues and by so doing improve their overall effectiveness.

Who should Attend:

Personnel Managers, Administrative Officers, Finance/Accounts Managers and other Managers with Administrative responsibilities.

Content:

Challenges of Administrative Management in a Developing Economy
Purchasing and Supply Management
Maintenance and Facility Management
Health/Safety and Environmental Management
Cost Control and Reduction Techniques
IT Applications
Performance Management
Physical Distribution Management
Legal and Insurance Issues in Administrative Management

Dates:

13 - 17 June, 2005
14 - 18 November, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

Customer Service Management

Managers have the responsibility for leading their people towards achieving customer service excellence. This course is designed to equip participants with skills needed to develop service strategies that align with overall organisational goals. They will also learn new approaches to motivating and inspiring staff for service excellence as well as how to measure and assess customer service performance

Who should Attend:

Senior and Middle Level Executives who have the responsibility of managing their organisations' customer service

Content:

Understanding the Challenges of Customer Service
People Management in a Competitive Environment
Developing Creativity and Continuous Improvement
Creating and Sustaining Corporate Culture, Value and Image
Customer Service Metrics
Achieving Quality in Service Operations
Communication Skills for Managerial Effectiveness
Developing appropriate customer service strategies

Dates:

14 - 18 March, 2005
12 - 16 September, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000

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TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Health, Safety And Environmental Management

Safety, health and environmental issues have significant implications for organizational success. This is because the cost to organisations of accidental injury and work related illness have been estimated at up to 10% of gross trading profit. This course has been designed to raise participants awareness of safety, health and environmental issues and challenges in the workplace. It will also help improve the skills and knowledge of participants in managing their organisation's safety, health and environmental risks and ensure compliance with appropriate legislation.

Who should Attend:

Managers who have responsibility for health, safety and environmental issues in their organisations

Content:

Safety, Health and Environmental Legislation

Risk Assessment and Control

Safety, Health and Environmental Management Systems

Computer Applications

Measuring and Improving Safety, Health and Environmental Performance

Insurance Issues in Health, Safety and Environmental Management

Dates:

25- 27 July, 2005
10- 12 October, 2005

Fee:

Members - N35,000
Non-Members - N47,000

Procurement Management

This programme will provide participants with the skills to effectively and efficiently manage company and project procurement functions.

Who should Attend:

Purchasing, Buying, Contract, Project and Other Managers with procurement responsibility.

Content:

Strategic and Operational Procurement Management

Managing Purchasing Operations

Tender Management

Contract Management

E-Procurement

Managing Procurement Information System

Dates:

1- 3 June, 2005

Fee:

Members - N35,000
Non-Members - N47,000

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TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Business Process Improvement

Businesses are under increasing pressure to optimize performance and eliminate unnecessary and repetitive activities. This programme is designed to help you identify, improve and manage business processes to achieve breakthrough performance.

Who should Attend:

Senior and Middle Level Executives who have the responsibility of managing their organisations' customer service

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Content:

Phases of Process Improvement and Management

Process Identification - Linking Critical Business Needs to Process Improvement

Establishing Process Improvement Teams

Process Analysis - Relationship Maps, Process Maps, Identifying Disconnects

Process Improvement - Performance, Measures, Action Plan and Implementation

Process Management - Permanent Process Teams, Managing Performance, Continuous Improvement

Dates:

29 - 31 August, 2005

Fee:

Members - ₦38,000
Non-Members - ₦50,000

Vision: To be the source and symbol of Management Excellence



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

MARKETING & SALES MANAGEMENT COURSES

Vision: To be the source and symbol of Management Excellence



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Mastering Computer Applications In Marketing Functions

The use of computers for the processing and presentation of marketing information to customers and management has become a feature of modern marketing. Through intensive practical sessions on the computer, participants would at the end of this course, effectively apply the relevant computer softwares in the recording, storage, analysis, reporting and presentation of essential marketing information.

Who should Attend:

Marketing Managers, Officers, executives and other personnel whose responsibilities directly or indirectly relate to marketing functions.

Content:

- Overview of the Marketing functions/operations
- Understanding software tools applicable to marketing functions
- Introduction to MS-Excel
- Marketing/Sales Data Analysis using Excel functions
- Developing Marketing/Sales Reporting Model with Excel
- Sales promotion and presentation using MS-Power-Point
- Developing and Managing Marketing Information System
- Understanding Major Elements of Security and Marketing Data Protection
- On-Line Marketing

Dates:

14 - 18 March, 2005
14 18 November, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

Effective Marketing Skills And Techniques

Marketing performance in an organization hinges on the effectiveness and efficiency of the marketers in achieving set targets. The marketer's effectiveness and efficiency also depend on the application of requisite skills and techniques in the marketing process. At the end of this course, the participants would be able to make effective contacts with prospects and clients, control and reduce cost in the marketing process and make effective use of the available time.

Who should Attend:

Marketing Managers and Executives in all organisations.

Content:

- Overview of Marketing Environment in Nigeria
- Skills for making Effective contacts and prospecting
- Call Planning and Routing Skills for Marketing Effectiveness
- Cost Control and Reduction Techniques for Better Marketing Results
- Value creation through Customer care and Relationship Marketing
- Winning new accounts for your Business
- Time management for effective marketing
- Writing Marketing Proposals

Dates:

13 - 17 June, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

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TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Industrial Marketing Programme

This course is designed to sharpen the participants' marketing skills, as well as expose them to modern industrial marketing techniques for effective operation in a competitive environment.

Who should Attend:

Sales/ Marketing Managers, Product Development Executives and Marketing Executives in industrial products organisations

Content:

Understanding Nigerian Industrial Marketing Environments
Nature and Structure of Industrial Marketing
Critical Skills for Effective Industrial Marketing
Dynamic Selling Processes and Strategies
Overcoming Industrial Sales Objections and Handling Complaints
Understanding the Legal Aspects of Industrial Marketing and Selling
Cost Reduction and Control Techniques for Better Sales Results

Dates:

18 - 20 July, 2005

Fee:

Members - ₦35,000
Non-Members - ₦47,000

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Achieving Excellence In Customer Services

Customer satisfaction is central to the success of any business. This to large extent hinges on the quality of the products and the way and manner in which the products are delivered to the customer. At the end of the course, participants would be able to delight customers, through superior contacts and effective services.

Who should Attend:

Customer Service Managers/Officers; Frontline Managers/Officers; Public/Customer Relations Managers/Officers; Sales/Marketing Managers and Officers.

Content:

Understanding Excellent Customer Services delivery environments
Transactional Analysis for Exceptional customer service delivery
Critical skills for Excellent Customer Service delivery
A win-win Approach to Handling customers complaints and objections
Time Management for Excellent customer services
Customer service in Total Quality Management Environment

Dates:

27 - 29 June, 2005
24 - 26 October, 2005

Fee:

Members - ₦35,000
Non-Members - ₦47,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Strategic Marketing For Competitive Advantage

Strategy is vital in the achievement of marketing objectives in any competitive environment. At the end of the course, participants will be able to prepare and effectively implement marketing strategies that will enhance competitive advantage and customer satisfaction.

Who should Attend:

Senior Marketing Managers, Business/Products Development managers and other executives/managers with responsibility for marketing decisions.

Content:

SWOT Analysis of Marketing Environments
Strategic Marketing Planning
Strategic plan implementation and control
Products Developments And Differentiation As
Strategic Marketing Options
Competitors Analysis, Advantage and Positioning
Strategic Management of Marketing Expenditure
Strategic Marketing Communications
Relationship Marketing for Optimum customer satisfaction
Legal Considerations in Strategic Marketing

Dates:

22 - 26 August, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000

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Total Quality Marketing Course For Public And Allied Institutions

The application of marketing and quality concepts in public institutions is a development which arose from the need to inject private sector initiatives into the public service. The aim of this programme is to develop the marketing and quality management orientations of employees in the public sector.

Who should Attend:

Marketing Officers/Executives, Departmental Heads, Training Managers and other personnel in government Ministries and Parastatals directly or indirectly involved in offering essential services to the public.

Content:

Privatization and the Need for Competitiveness
Understanding the Environments of Marketing
Cost-effective Marketing Techniques
Nature and Structure of the Corporate Market
Time Management for Marketing Excellence
Dynamic Selling Processes and Strategies for Public Services
Call Planning Routing and Contact Skills
Knowing the Customer and Creating value
Developing and Managing a Marketing Information System

Dates:

26 - 30 September, 2005
5 - 9 December, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

International Procurement Management Course

In an economy that is highly dependent on the external sector for the supply of necessary inputs, skills for sourcing and processing of imports become very necessary. At the end of this course, the participants would be able to apply the requisite procedures and processes necessary for import documentation.

Who should Attend:

Purchasing or Procurement Managers, International Procurement Managers/Executives, Import Managers, Warehouse Managers and Marketing Executives.

Content:

Commercial Factors Underlying International Procurement
Specifications
Transport and Insurance Documentations
Tender: Receipts, Analysis, Evaluation and Acceptance
Negotiation and Arbitration
Import Contract Procedures
Legal Aspects of International procurement
Foreign Payment Processing and Remittances

Dates:

11 - 15 July, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

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Basic Marketing Course For Non-Marketing Executives

Marketing in modern organizations is not the exclusive responsibility of employees in the marketing department. This is due to the fact that every employee occupying a position of responsibility has roles to play (directly or indirectly) in the marketing process. At the end of this course, the non-marketing executives would become knowledgeable in the marketing of their organization's products.

Who should Attend:

Managers and other executives in non-marketing functional areas of public and private sector organizations who need to develop marketing skills/knowledge for greater effectiveness.

Content:

Understanding the Environments of marketing
Customer Service
Pricing for Value
Products Packaging and Promotion
Business Tangibles as Marketing Tools
Customers Contact Skills
Issues in Branding
Computer Applications for Marketing

Dates:

25 - 29 April, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Marketing Course For Managers In Services Driven Organisations

Services are intangible products, the values of which cannot be seen or touched but only felt. To attract and retain customers' loyalty, a service driven organization would endeavour to anticipate and rapidly respond to the changing needs, tastes and preferences of the customers. At the end of this course, participants would be able to reposition their services/ products through repackaging, re-branding, marketing communication and other components of the marketing mix.

Who should Attend:

Marketing Managers, Customer Service Managers, Business Development Managers and other executives that participate in making marketing decisions in services organizations.

Content:

Service: The Driving Force in the Nigeria Economy
Unique Services Characteristics and the Marketing Mix Implications
The Services Marketing Triangle
Pricing of Services
Services Products Development
Marketing Communications for Services
The Integrated Gap model of Service Quality
Packaging Service Products

Dates:

9 - 13 May, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

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Key Accounts Management

About 20 percent of a company's customers provide between 70 - 80 percent of the company's turnover. These customers constitute the key accounts. Winning and retaining these key accounts poses great challenges as huge amount of time, money, efforts and other resources are involved. At the end of this course, participants will acquire skills that will enable them win new key accounts at reduced costs as well as create more value on the existing key accounts.

Who should Attend:

Sales Managers, Marketing Managers, Relationship Management Executives, Products Managers, Business Development Managers.

Content:

Definition and Classification of Key Accounts
Cycles in Key Accounts Management Process
Marketing a Corporate Proposal for new Accounts
Key Accounts Winning Strategies
Nurturing the Business Relationship with a Key Account
Negotiation Process, Strategies and Tactics for Key Accounts
Allocating Resources for Key Accounts
Winning New key Accounts learning from experience

Dates:

8 - 12 August, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Effective Business Marketing Skills

Participants in this programme would be able to package and effectively market business proposals; develop and implement corporate marketing plans and programmes.

Who should Attend:

Business Managers, Marketing and Sales Managers,
Customer Service Managers

Content:

Packaging and marketing a business Proposal
Understanding the Key Business Levers and Success Factors in the Corporate Market
Understanding the Competitive Advantage of Building Brands
Developing Sales and Marketing Strategy for Inter-Corporate Business
Collaborating with Channel Partners for Improved Market Entry Points
Keeping Key Customers Loyal and Motivated
Developing and Implementing a Corporate Marketing Plan
Leveraging Business Partners To Enhance Market Reach and Positioning.

Dates:

12 - 16 September, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

Managing Distribution Networks

Marketing objectives are achieved when products are effectively exchanged for value. The degree of effectiveness achieved in this process depends to a large extent on the performance of the distribution network. At the end of this course, participants would acquire the competences required to source, evaluate, select and partner with middlemen or distributors for greater market penetration.

Who should Attend:

Distribution Managers, Marketing Managers,
Franchisers and all support personnel who deal with third party accounts or value added resellers

Content:

Overview of Distribution Management Functions
Sourcing Distributors
Finding Solutions to Distributors Problems
Selling to Distributors
Motivating Distributors
Measuring Distributors Performance
Building a Strategic Alliance with Distributors

Dates:

31 Oct. - 4 Nov., 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

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TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Integrated Marketing Communications (IMC)

Marketing communication include the entire process and methods of disseminating information and understanding about a company's marketing mix for a chosen target market. This course will assist participants acquire the skills to choose and use an optimal anchor mix in making holistic integrated marketing communication plans for their organizations.

Who should Attend:

Brand Managers, Products Managers, Adverts Managers, Marketing Managers, Business Development Managers and other managers in organisations that are responsible for developing impactful marketing campaign strategies for their organisations.

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Content:

Overview of the Concept of Integrated Marketing Communications and the Benefits
Tailoring the IMC Framework to Company's Needs.
Developing and Implementing the IMC Plan
Understanding the Marketing Communication Mix and the Inter-Related Roles
Customer Profile and their Purchasing Behaviour
Evaluating Different Media to Reach the Customer
Identifying the Main Phases of a IMC Approach
Choosing the Anchor Mix in the Holistic IMC Plan
Measuring the Performance of the IMC Plan

Dates:

28 March - 1 April, 2005
21 - 25 November, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

EASTERN OFFICE COURSES

Venue

190-192, VICTORIA STREET,
OFF 120, AGGREY ROAD,
PORT-HARCOURT,
RIVERS STATE.

Tel: 084-578569

E-mail: nymph@managementnigeria.org



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Manpower Planning And Utilization Strategies In Computerized Organisations

By far the most important factor shaping the future of work and the way organizations plan and utilize their manpower is the computer. Computerization in a good many organization has resulted in the so-called staff down sizing but in some it has actually led to more imaginative ways of manpower utilization with consequent growth in the organisation's capacity to compete and diversify. This programme is designed to explore all emerging trends in manpower planning and utilization in IT driven organizations aimed at enhancing organizational performance.

Who should Attend:

Human Resources Managers, Administration Managers,
Personnel Managers

Content:

Overview of the Role of the Computer in Organisational Planning.

Approaches to Manpower Planning for IT driven organisations

Manpower Forecasting: Time Scale, Outsourcing and Computer Applications

Workers Empowerment and Human Capital utilization.

Strategic Succession Planning for organizational growth.

The computer as a leverage for improved manpower utilization participants.

Dates:

23-25 February, 2005

5 - 7 September, 2005

Fee:

Members - ₦38,000

Non-Members - ₦50,000

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Management Course For Secretaries And Personal Assistants

There is need to continually improve the managerial ability and competence of Secretaries and Personal Assistants to enable them cope with the challenges of providing effective service and support to their bosses. This course will focus on building operational competencies and effective working relationships.

Who should Attend:

Personal Assistants, Personal and Executive Secretaries and all those who are document handing Officers.

Content:

Management: Nature Principles and Concepts.

Managerial Communication and Report Writing

Time, Self and Stress Management.

Basic Accounting Skills.

Customer Care and Relationship Building

Computer Applications

Office Organisation and Records keeping

Managing Meetings

Dates:

7 - 11 March, 2005

3 - 7 October, 2005

Fee:

Members - ₦40,000

Non-Members - ₦45,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Key Issues In Marketing Management In A Competitive Environment

In a highly competitive business environment such as ours, the performance of the marketing function continues to be a critical factor in corporate success. This course will help marketing managers/heads to design strategies and plans that will develop and sustain market growth.

Who should Attend:

Regional Marketing managers, Area Sales Managers, Senior Marketing/Sales representatives and Executives.

Content:

Relationship Marketing
E-Marketing
Market Research and Analysis
Effective use of word of Mouth Referrals
Team Working for organizational Growth
Electronic Marketing, Advertising/Sales Promotion
Developing and Implementing Marketing Plans
Auditing Marketing Performance and Improving Productivity
How to Gain Competitive Advantage in the Market Place.

Dates:

4 - 8 April, 2005
1 - 5 August, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000

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Management Appreciation Course

This programme aims at providing a good grounding in basic management skills practice from an applications point of view to enhance the operational performance of newly employed or promoted managers.

Who should Attend:

Newly employed/promoted Managers in public and private sector organizations.

Content:

Principles of Management, Planning and Organizing.
Managerial Communication
The Art of delegation
Finance and Management Accounting.
Marketing and Sales Management
Human resources and Industrial Relations Management
Performance Management and Appraisal
Computer Application for Managerial effectiveness
Achieving desired results

Dates:

18 - 22 April, 2005
12 - 16 September, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Effective Supervisory Management

This programme is designed to enable supervisors develop leadership and communication skills which are essential requirements for effectiveness.

Who should Attend:

Supervisors, Sectional Heads, Team Leaders, Foremen.

Content:

Supervisory Management
The Supervisor as a Team Leader The skills needed.
Understanding Performance Appraisal
Choosing appropriate Leadership Style
Controlling Group Performance by correct use of procedures, rules and standards
Effective Communication and Report Writing skills.
Computer Application in Management
Assertiveness and interpersonal skills development.
Time and Self Management.

Dates:

2 - 6 May, 2005
10 - 14 October, 2005

Fee:

Members - ₦40,000
Non-Members - ₦45,000

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Strategies For Team Building And Team Effectiveness

The concept of team building and team working remains the most reliable basis for organizational cohesiveness and success. This course will explore with pertinent case studies state of the art strategies for achieving team effectiveness in modern organizations.

Who should Attend:

Managers, Heads of Department, Team Leaders, Project Managers and Leaders of Special Business Units.

Content:

Team Building and Team Working
Leadership Skills for Team Effectiveness
Decision Making and Problem Solving
Performance Management and Appraisal
Communication Skills for Team Effectiveness
Time and Self Management
Team reward Strategies
Intellectual Capital Utilization for Team Effectiveness

Dates:

18 -22 July, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

How To Write Effective Business Plans

Business plans, if effectively written, stand a good chance of admitting the entrepreneur to the investment process. Without a business plan furnished in advance, most investors will not even grant an interview. This course will focus on the techniques and approaches for writing successful business plans.

Who should Attend:

Business Development Managers, Market Development Managers, Entrepreneurs and business implementation managers, Accountants and Admin. Managers.

Content:

Essentials of Business Planning
Strategic and Operational Business Planning
Legal issues in Business planning
Effective Feasibility Study
Capital budgeting/Investment Analysis
Portfolio Management
Business Insurance and risk Management
Environmental Study for Effective Business Planning
International and Local aspects of Business plan writing.

Dates:

13 - 17 June, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

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Public And Customer Relations Management

The success of any business thrives on recognizing customers' need and providing timely services that bring about satisfaction. It emphasizes creating good human and customer relations throughout the organization as prerequisites for achieving excellent organizational performance.

Who should Attend:

Secretaries, Receptionists and Other Frontline Personnel whose functions bring them in contact with visitors and customers.

Content:

Principles of Management
Organizational and Human Relations Management
Strategies for excellent Public Relations and Customer Service
Positive Self Management and Attitude for effectiveness at work
Human Relations at Work
Recognizing Customers Needs, Customers Care and Handling Difficult Customers.
Customers Contact Skills
Performance and Productivity Improvement Techniques
Total Quality Service

Dates:

9 - 13 May, 2005

14 - 18 November, 2005

Fee:

Members - ₦38,000
Non-Members - ₦50,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Business Development Skills For Entrepreneurs

This programme is designed to equip entrepreneurs with essential management and business development skills required for success in today's highly competitive business environment.

Who should Attend:

SME Proprietors, Entrepreneurs, Business Development managers and financiers.

Content:

- Project packaging and Development
- Developing a Business Plan
- Effect Managerial skills for Entrepreneurial success
- Business Acquisitions/Merger Strategies
- Fund Sourcing and Application
- Market Development
- Business Environmental Scanning
- Investment Development Models
- Capital Budgeting

Dates:

14 -18 March, 2005
25 - 29 July, 2005

Fee:

Members - N55,000
Non-Members - N60,000

Computer Aided Accounting & Finance For Accounts Supervisors And Officers

This course aims at improving the supervisory and operational skills of junior accounting staff in public and private sector organizations.

Who should Attend:

Accounts Supervisors, Accounting Officers, Clerical Officers, in the private and public sectors of the economy.

Content:

- The computer and Accounting/Finance in Today's Business
- Overview of Financial and Management Accounting
- Treasury Management and Control
- Developing, Timing and Management of Accounting Reports
- Accounting Principles, Processes, Conventions and Practices
- Introduction to Excel
- Statement of Cash Flow and its Analysis
- Reconciliation of Statement: Bank, Inter-Branch Transactions, using accounting software (Quickbook)
- Prevention and Detection of Errors and Fraud

Dates:

6 - 10 June, 2005

Fee:

Members - N40,000
Non-Members - N45,000

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TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Production And Productivity Management

In today's highly competitive and dynamic business environment, there is an increasing need for managers to effectively plan, organise and control their organisations' conversion process to ensure the achievement of higher productivity levels. This involves improving on costs, quality, output and delivery. This programme will afford participants the opportunity to learn how to apply best practice to improve their conversion processes and achieve improved productivity.

Who should Attend:

Production, Manufacturing and Maintenance Managers, Officers who have responsibility for planning, mobilizing and executing product or service delivery systems.

Content:

Total Productive Maintenance for improved Productivity
Production and Capacity Planning.
Productivity Management
Materials Inventory Planning.
Systems for Quality and Continuous Improvement
Computer Applications for Production Management
Managing Machine Capacity for Optimal Output
Cost Reduction Strategies in Production

Dates:

4 - 8 July, 2005

Fee:

Members - N50,000
Non-Members - N55,000

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Effective Audit Techniques In A Computerised Environment

Advances in computer technology and accounting techniques are providing organisations with opportunities as well as challenges for establishing new and more efficient auditing procedures to cope with the emerging changes. This programme aims to ensure that participants gain the knowledge necessary to design and implement effective auditing systems that are reliable and capable of providing reasonable assurance that auditing objectives have been achieved, and communicate audit results to key stakeholders.

Who should Attend:

Internal Auditors, Accountants, Bankers and other Executives involved in Accounting Control within any establishment.

Content:

Computer Audit Techniques and Procedures
Staff, Organizing, Co-ordination and Managing Finance/EDP Staff.
Setting Up Accounting Functions using Accounting Software.
Automating Accounting Functions Using Excel
Fraud Prevention and Detection and Internal Control System with Reference to Banking and Other Financial Institutions.
Audit Programmes and Work Paper
Computer Audit Software Audit Command Language
Effective Communication and Report Writing with Reference to Auditing
Financial Statement Analysis and Interpretation.

Dates:

21 - 25 November, 2005

Fee:

Members - N55,000
Non-Members - N60,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Project Accounting Course

Project engineers, scientists and technologists need a good grasp of accounting and financial management for overall operational effectiveness. The programme aims to provide such professional with an opportunity to achieve this objective.

Who should Attend:

Project Accountants, Project Auditors, Project Engineers, Project Budgeting Officers and all those responsible for Project implementation and reporting.

Content:

Contract Costing and Job Costing-Private and Public Sector Perspective.
Salient Clauses and Accounting Considerations in Project Features.
Method of Preparing Contract Accounts.
Procedural Options and Profit Determination Method.
Cost-Plus Contract as a Protective Alternative
Contract pricing Methods and their Legal Framework.
Tax Implications in Contract Accounting.
Head Office Politics and Control Problems at Contract Sites.
Contract Execution: The Nigerian Experience.

Dates:

20 - 24 June, 2005
7 - 11 November, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

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Creative Marketing Strategies For Building Customer Partnership

For organisations to grow, they need to identify and develop business opportunities as well as forge good customer partnerships. This programme will enable participants enhance their ability to identify opportunities within the environment, develop market strategies and plans and implement them effectively.

Who should Attend:

General Managers and Senior Managers who formulate business strategies and plans designed to achieve growth in the manufacturing and service industries.

Content:

Issues Facing Market Oriented Organisations
Marketing Decisions in the Context of the Company's Strategies.
Strategies for managing the Marketing Mix
Options for Business Growth
Gaining Competitive Advantage
Measuring the Performance Implication of Different Marketing Decisions
Key Components and Framework of Creative Marketing Strategy
Computer Applications.

Dates:

12 - 16 December, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Effective Leadership Skills

Leadership is all about influencing and developing people to achieve objectives. This course will enable participants acquire effective leadership skills that will transform their effectiveness.

Who should Attend:

Senior Managers and Heads of Departments in all organizations.

Content:

How to Influence people
Human Resource Management
Creative Leadership and Motivation
Team Building and Team Effectiveness
Effective Delegation, Coaching and Counselling Skills.
Group dynamics and Inter-Personal Relations
Creative Thinking, Problem-Solving and Decision Making Skills
Leading a High-Performing Team
Leadership skills for service excellence

Dates:

21 - 25 November, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000

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Community Relations Management

The programme is designed to enable community relations practitioners harness energies at the grassroots and mobilize them for development. The strategies and anticipatory skills of the participants for handling community related problems will also be improved.

Who should Attend:

Middle Executives, Managers and Administrators in the field of Community/Public Relations Development.

Content:

Roles and Functions of Community Relations Manager.
Dynamics of Socio-Political and Economic Environment
Community Relations
Community Relation Research Techniques
Principles of Strategic Planning and Decision Making
Mediatory and Negotiating Skills
Socio-Psychology of Grassroot People (S-P:-GRP)
Political Communication and Public Relations
Mobilisation and Execution of Public and Community Relation Campaigns.

Dates:

25 - 29 April, 2005
22 - 26 August, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

ABUJA AREA OFFICE COURSES

Venue

655, LINGU CRESCENT,
OFF AMINU KANO CRESCENT,
BEHIND ETB CENTRE,
WUSE II, ABUJA.

Tel: 09-6706604

E-mail: nimabuja@managementnigeria.org

Vision: To be the source and symbol of Management Excellence



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Advanced Management Course For Executive Secretaries And Personal Assistants

The need to continually improve the ability and competence of Secretaries and Personal Assistants to cope with challenges of providing effective service and support to their bosses is an unending one. This course will focus on enhancing participants managerial competencies and working relationships.

Who should Attend:

Senior Executive Secretaries, Confidential Secretaries and Personal Assistants in Public and Private sector organizations.

Content:

The Role and Place of the Executive Secretaries and Personal Assistants in the Organization
Time and Self Management for Enhanced Productivity
Enhancing Corporate Image Through Public Relations
Computer Application
Management of Meetings
Information Protection Techniques
Managing Your Boss and Subordinates
Book keeping and Accounting
Office Management

Dates:

21 - 25 February, 2005
22 - 26 August, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000

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Advanced Management Course For Administrative Officers

Effective management of human and material resources is indispensable to organizational growth and development. Admin. Officers have a crucial role to play in the achievement of this objective. This course is designed to equip officers with management skills which will guarantee increased effectiveness.

Who should Attend:

Senior Admin/Personnel Officers, departmental heads and other key officers including Senior Personal Secretaries.

Content:

Job Design and Evaluation
Recruitment and Selection
Performance Appraisal
Training and Career Development
Promotion, Transfer and Lay off
Disciplinary procedures
Grievance Handling
Salaries and Wages Administration
Achieving Desired Results

Dates:

7 - 11 March, 2005
5 - 9 September, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Community Relations Management

The community relations function has the onerous task of creating and sustaining good and cordial relations between the organization and the community in which they operate. Participants in this course will have the opportunity of sharpening their skills in this area to enable them achieve better results.

Who should Attend:

Middle and Senior Executives, Managers and Administrators in the field of Community/Public Relations Development.

Content:

Roles and Functions of Community Relations Manager
Dynamics of Socio-Political and Economic Environment
Community Relations Research Techniques
Principles of Strategic Planning and Decision Making
Mediatory and Negotiating Skills
Socio-Psychology of Grassroot People (S-P:GRP)
Political Communication and Public Relations
Mobilization and Execution of Public and Community Relation Campaign/Projects.

Dates:

14 - 18 March, 2005
12 - 16 September, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000

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Technical Report Writing And Managerial Communication Skills

Effective Communication has been described as the "life blood" of every organization, and a key to success in business and personal life. This course is packaged to help participants develop their knowledge and skills in managerial communication and business writing.

Who should Attend:

Managers, Secretaries, Personal Assistants and Officers who have responsibility for organizing and presenting data and information for management decision making.

Content:

Types, Features and Classifications of Reports
Developing Transactional and Interpersonal Skills
Report Writing for Management Decision Making
Structure and Content of Experimental and Production Reports
Computer Applications for Technical Report Writing
Effective Communication skills
Records and Data Management
Graphical and Statistical Tools for Technical Reports.

Dates:

18 - 22 April, 2005
19 - 23 September, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000



TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Improving Your Personal Effectiveness

This course is designed to enable managers improve their ability to achieve desired results through adherence to basic management principles.

Who should Attend:

Managers and officers of middle rank in both the private and public sectors of the economy.

Content:

- Principles and practice of management
- Goal Setting
- Time Management
- Delegation and Empowerment
- Effective Communication
- Leadership
- Motivation
- Stress Management
- Planning and Control.

Dates:

25 - 29 April, 2005
3 - 7 October, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

Time Management

If you are doing more and enjoying it less, its time to get out of the time trap and back to productive management. This programme is aimed at assisting the participants gain skills to manage themselves in relation to time. This would enable them set priorities, cope with them and avoid stress even under pressure.

Who should Attend:

Senior and Middle Level Managers who must cope under pressure and still maintain good health.

Content:

- Concepts of Management
- Effective Communication
- Time Management
- Self Management
- Developing a Personal Balance Sheet
- Stress Management
- Assertiveness Techniques
- Transactional Analysis
- Computer Applications

Dates:

2 - 6 May, 2005
10 - 14 October, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000

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TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Effective Supervisory Management

The programme is designed to enable supervisors develop their leadership and communication skills as essential requirements for effective management of their functions.

Who should Attend:

Supervisors, Sectional Heads, Team Leaders, Foremen,
Newly appointed Front Line Managers.

Content:

Supervisory Management

The Supervisor as a Team Leader The Skills Needed

Performance Standards and Appraisal

Leading the Group Understanding the Dynamics of
the Situation

Controlling Group Performance by Correct Use of
Procedures, Rules and Standards

Effective Communication and Business Report Writing

Choosing an Appropriate Leadership Style

Computer Applications

Assertiveness Techniques.

Dates:

16 - 20 May, 2005

17 - 21 October, 2005

Fee:

Members - ₦40,000

Non-Members - ₦45,000

Advanced Human Resource Management

The performance of any organization is hinged on how its human capital is managed. This programme focuses on modern-day techniques for human capital management. It would help participants understand and apply best practice and proven approaches required to bring out the best in their people.

Who should Attend:

Directors, General Managers, Senior Managers, Senior
Civil Servants on Grade Level 15 and above in Civil Service
and Government Parastatals.

Content:

Human Capital Concept

Strategic Human Resource Management

Aligning Human Resource Requirement and Business

Goals

The Learning Organisation

Recruiting the Best People and Retaining Them

Developing Human Resources Policies

Reward Management Schemes

Manpower Planning and Career Management

Employment Laws

Dates:

18 - 22 July, 2005

7 - 11 November, 2005

Fee:

Members - ₦70,000

Non-Members - ₦75,000

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TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Managing People For Desired Results

Management is all about striving to achieve set objectives using other people. This programme will afford participants an opportunity to develop and improve their ability to manage subordinates for exceptional performance.

Who should Attend:

Departmental Heads, Project Heads, Team Leaders and newly promoted managers in both the private and public sectors of the economy.

Content:

- Process of Effective Management
- Effective Communication
- Team Work and Team Spirit
- Creativity and Problem Solving
- Handling Conflicts
- Managing Rewards Systems
- Management Decision Making
- Improving Performance
- Leadership and Motivation

Dates:

25 - 29 July, 2005
21 - 25 Nov., 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

Improving Managerial Performance

This programme is aimed at equipping participants with managerial skills which will enable them become more efficient and result oriented in their day to day jobs.

Who should Attend:

Middle Level Managers in private and public sector organisations.

Content:

- Role and Place of the Manager in the Organisation
- Planning, Organising and Controlling Procedures
- Communication Management
- Leadership and Motivation
- Computer Applications
- Self and Time Management
- Team Building/Group Dynamics
- The Art of Delegation
- Performance Management and Appraisal

Dates:

1 - 5 August, 2005
5 - 9 December, 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000

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TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Target Setting, Performance Appraisal And Reward Management

Target setting is at the heart of managing employee performance. Participants to this programme will be exposed to modern techniques of relating rewards to employees ability to achieve targets.

Who should Attend:

Heads of Departments/Divisions/Units in all functional areas in public and private sector organisations.

Content:

Performance Management and Appraisal: An Overview
The Employee Life Cycle
Using Performance Management to Attain Strategic Objectives
Performance Rating Methods
Effective Rewards Systems
Target Setting And Performance Management and Appraisal
Conducting Performance Review Discussions
Performance Appraisal and Employee Career Management

Dates:

15 - 19 August, 2005
12 - 16 December, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000

Strategies For Organisational Growth

Organisational growth is synonymous with organizational success. This programme will analyse opportunities for organizational growth and give insights on key issues which ensure success and survival in the marketplace.

Who should Attend:

Senior Managers involved in formulating and implementing growth strategies for their organisations.

Content:

Framework for Growth Strategies
Creating Value
Managing Growth
Organisational Challenges
Opportunities and Competitiveness
Planning for Growth
The Business Plan
Financing Growth
Bench marking

Dates:

6 - 10 June, 2005

Fee:

Members - ₦55,000
Non-Members - ₦60,000

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TRAINING AND MANPOWER DEVELOPMENT PROGRAMMES

Work Ethics And Attitudinal Change For Improved Productivity

Positive and proactive attitude to work coupled with ethical work conduct form the bedrock on which productivity can be improved. This programme is designed to enable participants understand how these concept can be exploited to achieve exceptional organizational performance.

Who should Attend:

Supervisors, Frontline Personnel and other Intermediate Staff in public and private sector organisations with responsibility for over-all improvement of organisational performance.

Content:

Process and Practice of Management
Personality Behaviour Analysis
Attitudinal Strategic for Achieving Optimal Job Performance
Understanding Work/Business Ethics
Causes of Behaviour
Strengthening the "Organisational-Man" in Company Staff
Effective Communication
Setting Performance Standards
Effective Delegation

Dates:

13 - 17 June, 2005
22 - 26 Aug. 2005

Fee:

Members - ₦40,000
Non-Members - ₦45,000

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Management Appreciation Course

Employees who are new in managerial positions need to gain an understanding of the principles and techniques of management in order to function effectively as Managers. This course is designed to expose participants to the principles, techniques and functions of management.

Who should Attend:

Newly Promoted/Appointed Managers in Public and Private Sector Organisations

Content:

Principles of Management, Planning and Organising
Managerial Communication
Principles of Production and Operations Management
Principles of Finance and Management Accounting
Principles of Marketing and Sales Management
Principles of Human Resources and Industrial Relations Management
Performance Management and Appraisal
Leadership and Motivation
Computer Applications

Dates:

20 - 24 June, 2005
14 - 18 Nov., 2005

Fee:

Members - ₦50,000
Non-Members - ₦55,000