

TRAINING COURSES

EMOTIONAL INTELLIGENCE AND PEAK PERFORMANCE

In today's business environment, emotional intelligence and communication skills is one of the fundamentals for success in every organization.

This training explores the basis of emotional intelligence and gives guidelines on applying the theories in everyday situations that arise when working with people. We teach people on the capacity for understanding their feelings and the feelings of others for managing themselves and their relationships in the workplace. Most of the glitches we encounter in communication in our workplace come from our models of the world and this paradigm has been influenced by our upbringing significant emotional experience and our environments. We teach them how to gain awareness, master and be in charge of their emotions so as to effectively achieve the goals of the institution.

PROFESSIONAL ETHICS AND COMPLIANCE

Ethics are moral principle that governs our behavior or the conducting of an activity.

Compliance is the act of conforming to, remaining in line with, adhering to or abiding by a set of principles, rules, regulation and laws, often times prescribed by the regulatory or governing body of a particular discipline, economic sector, industry or profession.

An Organization code of ethics underpin its ethical culture, influences its reputation and its perception in the larger society. Implementing an ethical program will foster a successful work culture and increase profitability on all counts for all stakeholders.

This however must be effectively communicated and cascaded to all within the organization. Our 2day professional Ethics and compliance training empowers employees with all they need to know to align with the organizations ethical standards.

DEVELOPING LEADERSHIP COMPETENCIES

The developing leadership competency training is a two days program designed to equip middle managers with basic leadership competencies required to achieve business results through people. The training session will create an interactive platform where participants can connect with one another and share experiences and learning for collective and personal growth and development.

CONFLICT MANAGEMENT

This conflict management course provides technique for individuals in an organization to resolve workplace conflicts and build a common understanding and framework for working through challenging conflict situations. It will help delegates understand the causes of conflict and improve their ability to manage conflict.

PERSONAL MASTERY AND TIME MANAGEMENT

You cannot give what you don't have. The level of efficiency and effectiveness displayed in the workplace is a true display one's personal attribute.

In this training, understanding, identifying and defining long-term goals is the first step for an effective time management. With the broader goal in the background, you can now set your short-term goals that will effectively lead you to achieving your long cherished long term goals in your personal life and the work place. by applying the technique in this course, you can optimize your efforts to ensure you concentrate as much as your time and energy as possible on important and urgent task. This ensure that you achieve the greatest benefit possible with the limited amount of time available to you.

CREATIVE INTELLIGENCE

Creative intelligence emerges when you combine intellect (ratio, reasoning, logic) with imagination (the ability to conceive something new, see in a different way and make connections). The combination of these two enables you to be a better problem finder, come up with relevant and often surprising new ideas, create experiments and implement new insights. It is a merger of creativity and analytical ability to deliver out of the box results.

This training of creative intelligence will yield at least the following results;

- Better problem finding results in better solutions
- More engagement for employees addressing more personal qualities and talents and offering a more integral approach.
- More Meta techniques to manage processes and troubleshoot.
- Greater flexibility because people have greater mental and practical flexibility
- bringing out extraordinary performance from staffs

Another great benefit is that you don't have to recruit for new talent, high potentials and experts because the training up skill your existing workforce.

This training will install guiding principles, symmetry, culture, strategy that would bring about innovations and progress to the organization.

EMPLOYEE MANAGEMENT

A lot of employees go to work solely for the incomes, they go to work solely to tick a box that guarantees their salary at the end of the month. This approach to work is void of passion and doesn't help bring about the best in your staff.

Our employee engagement training is a workforce activation that helps significantly boost the positive emotional attachment employees have to the organization, the job and their colleagues.

Employees management is the effort to help employees do their best work each day in order to achieve the larger goals of the organization.

This training has a profound influence on the employees' willingness to learn and perform at work. At the end of the training, your staff will become fully engaged i.e. your staff would be fully involved and enthusiastic about his work and thus will act in a way that furthers his organizations interest.

MINDSET MAKE OVER

This is a positive behavioral change intervention. A mindset is a fixed attitude or disposition that predetermines a person's responses and interpretation of situations. We all have a fixed way we relate with people and address colleague's and customers. Some of us have even gained unconscious competence with certain unpleasant behavioral traits and do not realize the effect these traits have on our relationship in the work-place.

People's behavioral traits are predictable because their mental state (which is fixed) will always lead to whatever behavior they exhibit. This predictable way of response to situations may sometimes clash with professional ethics and if this is not addressed, it can lead to a culture that erodes our brand. In this training we help people discover the root cause of their behavior. We also help them imbibe positive empowering beliefs that lead to superlative results.

BUSINESS WRITING AND COMMUNICATION

Most employees find it hard to articulate their thoughts properly using language and tools that are acceptable in the office environments. Written communication in business is an important and constant practice. Writing memos, letters, electronic correspondence, reports and other practical communication is very important to business continuity. This training is designed to introduce participant to the concept of business writing and show them how to communicate concisely, clearly and effectively. Participants will also learn how to plan, organize and structure their writing to achieve better results with written business communication

COMMUNICATION AND PRESENTATIONS

85% of our success is tied to our ability to communicate, The essence of communication is to pass across information and if the message is not passed then the connection is not effective.

In this training, we not only teach communication, we teach presentation skills, where people are taught how to utilize various tools (image, videos, slides) to effectively convey their message to the desired audience. This would significantly aid them when making presentations during MPR's, pitching to the customers etc.

DIGITAL MARKETING

With the change and evolution of modern technologies ,businesses are doing everything they can to keep up either by changing their business to an online one or beefing up existing marketing efforts with digital marketing strategies to capture a growing and very lucrative market place.

The Digital marketing course is designed to equip participants with skills in digital arena where business and commerce are heading to, and to provide tools and techniques for business survival and growth.

COACHING FOR PRODUCTIVITY

Every world class player needs a world class coach. In this class, we teach functional leaders how to lead by using the coaching model which has been accepted as the most effective approach to leading people. Coaching involves helping the individuals clarify their goals and helping them navigate their way into achieving their pre-set goals.

75% of great companies employ executive coaches to mentor and assist their functional leaders to increase their leadership quotient. In this class, participants are taught how to empower their team mates to take massive action towards achieving extra-ordinary results using the T-GROW coaching model. They also learn how to help themselves and others discover and break roadblocks that get in the way of the achievement of pre-set goals.

PSYCHOLOGY OF MARKETING AND BUSINESS DEVELOPMENT

Marketing and business development play a key role in the organization's value creation process and together with innovation, are crucial in achieving differentiation from the competition, changes triggered by the economic crisis, consumer versatility and social media are opening new challenges and opportunities that require new challenges and opportunities that require new approaches and mindset.

In addition, marketing is a psychological art; people pay more when compelled by FEELINGS than REASONING. Most sales pitches are lost because the marketers do not know how to connect with the emotional dimension of their PROSPECTS. Here participants are taught how to connect with potential clients in such an irresistible way.

This training is guaranteed to boost the performance of your staff and ultimately affect the organizations' bottom-line.

SELLING MADE EASY (NEGOTIATION SKILL)

Life is a series of sales pitches.

In a conversation, we are selling our opinions to the other party listening. We negotiate; we are selling our offer to the other party. Hence, to effectively succeed as a business, it is important we teach our staff the secrets to gaining the upper hand in business. The truth is, every customer loves to buy, but hates to be sold to. Over a two-day period, we share with your staff, secrets to closing the sale by eliciting the willingness to buy from your prospect/customers.

This negotiation skill training is designed to help delegates create and conduct real-world negotiations, Whether in business or workplace, small or large, with individuals or groups. It shows, through the use of assessment and profiling tools, your natural negotiation styles as well as your approach to building relationships.

ARTIFICIAL INTELLIGENCE IN BUSINESS

AI in business is rapidly becoming a commonly-used competitive tool. Clearly, companies are past debating the pros and cons of AI. For better chat board for customer service to data analytics to making predictive recommendations, deep learning and artificial intelligence in their many forms is seen by business leaders as an essential tool. That puts AI in the short-list of technologies that your company should not be watching but be actively exploring how to take advantage of.

The training on AI will improve your company in the following ways-

- . Recommendations related to internal issues or consumer-facing efforts
- . Predictions on activity related to machines, customers or business health
- . Monitoring and alerts to provide assessments on the state of your business
- . Increase quality of communication with customers.
- . Automation of manual or repetitive task

CUSTOMER EXPERIENCE MANAGEMENT

It is evident that complete experience enjoyed by customers is crucial to the survival of any business because it leads to customer retention, profitability and growth. In the sector of operation, customers are the lifeblood of any business; therefore companies have to be truly customer centric. A competitive advantage no longer comes from superior products or services only, it comes from personalized experiences; customer's wants to get what they want with a smile.

The customer management course is designed to provide participants with understanding of how CX differs from customer service and how it can drive growth and lasting customer loyalty.

INTEGRATED TEAM MANAGEMENT

This course is delivered from an impartial standpoint and is designed to help you build your talent management capabilities. The workshop focuses on analytical and structured approach to determining

capability and building an integrated talent management system, transformation strategy drawing from real world case studies and learning to apply proven consulting methods and tools.

ADVANCE IMPACTFUL LEADERSHIP

The advance impactful leadership training program is a two days program designed to develop you into an effective and visionary leader capable of boosting team performance and driving long-term business success. This program will incorporate the use of map (Managerial Assessment of proficiency) which is one of the most widely acclaimed and respected management assessment and skill building programs in the world. This is a proven tool for pinpointing and charting strengths and weakness, as compared to norms developed from over 80,000 managers and supervisors. MAP is the tool for identifying managerial strengths and developmental needs.

PLANNING AND EXECUTING MARKETING AND SALES STRATEGY

This course is designed to provide the skills for effective marketing and selling, including stimulating business presentations, as well as everything for increasing the chances of discovering, winning and keeping prospects. A holistic approach would be employed to unveiling strategies for understanding the pulse of your buyer segments, dominate your market and to offer value that makes your product, service or ideas stand out from competition.