

2015

Training Course Library



Nyansa Africa

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Management Development Programmes

Executive Development Programme



This programme focuses on the necessity of executive leaders to be able to interpret environmental information, craft scenarios on the basis of this information and then make subsequent strategy selections.

Further to this the programme focuses on leadership competencies which enable executive management to achieve market competitive positioning through people.

Outcomes

- International business acumen excellence
- Enterprise management and leadership flexibility
- Designing and implementing sustainable competitive business models
- Achieving global competitiveness
- Establishing market dominance and leadership

Target Audience

- Individuals involved in strategic selection for the organisation
- Individuals in the organisation who manage senior managers in a team or business unit department
- Individuals responsible for the higher strategic direction and leadership of the organisation
- Individuals who have the ability to manage a functional unit of the organisation or a company as a whole

Modules Presented

- The emerging global competitive landscape
- Sustainable competitive positioning
- Financial management in gearing for growth
- Demographic and product diversification
- Disruptive change and social trend changes
- Strategic stakeholder alignment and flexible business modelling
- Systematic environmental analysis and strategy selection
- Global economics
- Corporate governance and value-based situational leadership
- Value chain integration and flexibility
- Going green – threats and opportunities
- Global trends in labour, technology and competitive leading industries

The Emerging Global Competitive Landscape

This module deals with the emergence of an ever increasing complex global competitive business environment. It exposes executives to the challenges embedded in this emergence and equips them with the necessary tools and acumen to enable sustainable competitive positioning, amidst this competitive landscape.

Demographic and Product Diversification

This module focuses on the financial requirement in terms of growth in the global competitive business landscape and exposes executives to a variety of growth options and risk mitigation. These include demographic diversification in terms of growing globally as well as the probable coinciding geographic diversification and product positioning.

Disruptive Change and Social Trend Changes

This module deals with the concept of disruptive change and exposes executives to new ways of penetrating international markets and growing their existing and new market segments. It focuses specifically on long-term sustainable product changes and enhancements for purposes of expanding the growth lifecycle of the organisation.

Strategic Stakeholder Alignment and Flexible Business Modelling

This module exposes the executive to the importance of stakeholder alignment for purposes of ensuring competitive leadership. It focuses on the principles of systems thinking through which the executive is able to model a competitive sustainable business model, allowing for flexibility as required by the market segment changes in the respective areas of operation.

Systemic Environmental Analysis and Strategy Selection

This module introduces the phenomenon of the complexus analyses, enabling executives to scan and analyse the environment beyond mere component analysis, focusing on the interrelatedness, interdependence and relation between these environmental components. It provides the executive with a complete basket of information allowing for a better strategy selection.

Sustainable Competitive Positioning

This module combines the marketing concept of competitive positioning and financial sustainability in terms of growth and maintaining of market leadership. Competitiveness as the physical ability of the organisation to deliver against its strategic intent are discussed relative to the application of physical, financial, human and information resources.

Global Economics

This module contextualises the economic environment of the different regions within which the organisation wants to expand. It addresses aspects of stability and growth on a high level and contextualises the regional economics within that of the globe. Fundamentals such as banking systems, job creation, foreign exchange and control and foreign currency availability are included.

Corporate Governance and Value-based Situational Leadership

In this module, the focus is placed on leadership requirements on an executive level regarding the implementation of governance practices in an organisation, specifically in an African context. A variety of value-based ethical leadership models and methodologies are included, being value-based leadership, corporate and enterprise leadership as well as situational leadership.

Financial Management in Gearing for Growth

This module provides executives with a more advanced knowledge and skill in respect of capital budgeting, advanced financial statement analysis and cash flow analysis. It is assumed that participants have a basic understanding of financial matters and can read and understand financial statements, specifically in relation to strategy selection and resource application.

Value Chain Integration and Flexibility

This module combines the principles of the previous modules and enables executives to graft strategy as well as apply resources to achieve competitive dominance in the markets of their choice. It focuses on the importance of value chain integration and the phenomenon of substituting inventory with more effective management of information.

Going Green – Threats and Opportunities

This module explores possible threats and opportunities relating to the current issues surrounding global warming, on an objective level. It introduces arguments that both support and contradict today's widely televised and broadcasted political view on the matter and explore the impact on organisational business as we know it today.

Global Trends in Labour, Technology and Competitive Leading Industries

This module informs the delegates of the latest global trends and how this impacts on the competitive ability and growth ability of organisations. The themes of labour in terms of global skills shortages and technology in terms of a competitive enabler are explored. Industry leaders in respect hereof are used as illustrative benchmarks and discussed accordingly.

Senior Management Development Programme



This programme focuses on the necessity of senior leaders to be able to lead business units or departments through influencing people in the organisation, achieving success which is aligned to the strategic intent of the business organisation.

The programme also focuses on the ability of overseeing implementation whilst bearing the strategic intent in mind.

Outcomes:

- Strategic planning enhancement
- Team management and leadership flexibility
- Application for purposes of achieving strategic competitiveness
- Acquiring best practice fundamentals
- Global competitive ability

Target Audience:

- Individuals involved in strategic planning and implementation
- Individuals in the organisation who currently manage teams in a business unit or department
- Individuals directly responsible for alignment between selected strategies and operational implementation
- Individuals who have the ability to manage through people and levels of influence

Modules Presented:

- Business acumen and systems thinking
- Flexible and sustainable competitive business modelling
- Environmental analysis and scenario sketching
- Strategy selection
- Financial management
- Performance leadership, resource application and coaching
- Business plan integration
- Marketing management and process alignment
- Globalisation and competitiveness
- Innovation and creativity
- Going green – threats and opportunities
- Global trends in labour, technology and competitive leading industries

Business Acumen and Systems Thinking

The programme starts with an introduction into business acumen and Systems Thinking, as this provides the delegates with a higher level of understanding of how business operates. It highlights the need for contextualising a business within its external environment and sets the tone for understanding how a business needs to be modelled along with its stakeholders.

Flexible, Sustainable, Competitive Business Models

By including flexible, sustainable, competitive business models as a subject matter into this programme, it further enhances the level of understanding that senior managers require to have of the characteristics of a business. This relates to both the people as well as the financial wellness of the organisation and provides senior managers with a matrix through which they can determine development requirements.

Environmental Analysis and Scenario Sketching

In relation to the activity and process component, this subject matter deals with environmental scanning as a process of gathering, analysing, and dispensing information for tactical or strategic purposes. Senior managers will acquire the skill of business modelling against the background of the environmental impact on the business.

Strategy Selection

Business environmental scanning is then consummated by the addition of an emerging system complexus analysis in gathering information that informs scenario sketching and strategy selection. It progresses beyond component analysis, endeavouring to enhance the basket of information of environmental scanning, enhancing the ability to align company strategy with operational ability.

Financial Management

The aim of this module is to provide senior managers with more advanced knowledge and skills in respect of capital budgeting, advanced financial statement analysis and cash flow analysis. It is assumed that participants have a basic understanding of financial matters and can read and understand financial statements.

Performance Leadership, Resource Application and Coaching

This module focuses on the performance leadership requirements of senior managers in relation to the developmental levels of those individuals in the organisation that report to the executive management of the organisation. It takes learning styles into account and focuses development in terms of skills, knowledge and levels of motivation for succession planning purposes.

Business Plan Integration

This module is part of the assessment of this programme whereby senior managers are taught how to put together a business plan or a specific project within the confines of the organisation. Aspects of strategy and resource application being people, money, information and infrastructure are all integrated into this summative form of assessment for the programme.

Marketing Management and Process Alignment

This module integrates with the operations of the organisation, resulting in a market focus, solution driven and customer excellence culture in the organisation. Senior managers need to bring about a cultural change in the organisation where everybody, irrespective of where they are positioned in the organisation, contributes to dominance in the market place.

Globalisation and Competitiveness

Realising that business operates within the context of global competitiveness, it is required by senior managers to be able to manage within the confines of global opportunities as well as its reciprocal limitations. These limitations refer specifically to skilled resources, on a global scale, and the need to change managerial styles for purposes of attracting and retaining highly skilled staff.

Innovation and Creativity

Flowing from the challenges of global competitiveness and the need to be flexible and sustainable, there is an ever increasing need to be innovative in terms of managerial thinking. This module assists senior managers to determine their own level of innovative thinking and levels of creativity. It also includes some role play to be executed to drive this level of understanding.

Going Green – Threats and Opportunities

This module explores possible threats and opportunities relating to the current issue surrounding global warming, on an objective level. This module introduces arguments that both supports and contradicts today's widely televised and broadcasted political view on the matter and explores the impact on organisational business as we know it today.

Global Trends in Labour, Technology and Competitive Leading Industries

This module informs the delegates of the latest global trends and how this impacts on the competitive ability and growth ability of organisations. The themes of labour in terms of global skills shortages and technology in terms of a competitive enabler are explored. Industry leaders in respect hereof are used as illustrative benchmarks and discussed accordingly.

Middle Management Development Programme



This programme focuses on the necessity of middle management leaders to be able to divest from doing things on their own, to getting things done through people.

It focuses on the implementation of strategy and the required resource application for purposes of achieving competitive ability. The programme thus focuses more on the operational requirements than strategic requirements of middle managers.

Outcomes

- Technical skills enhancement
- Operational implementation through people
- Understanding management, as opposed to merely knowing management
- Achieving competitive ability practically
- Integration of supply and value chain dynamics

Target Audience:

- Individuals involved in operational implementation of selected strategies
- Individuals who currently manage teams of people involved in the operations of the organisation
- Individuals responsible for operational excellence and ground level performance management
- Individuals who have the ability to take on more responsibility than merely their own work load

Modules Presented:

- Business acumen
- Supply & value chain
- Financial integration
- People in the value chain
- Marketing and sales management
- Economics
- Leadership
- Teamwork
- Global competitiveness
- Flexibility and sustainability
- Innovative thinking
- Planning for strategy and implementation

Business Acumen

This module provides the delegates with a basic understanding of how business operates, strategically and operationally. It highlights the need for contextualising a business within its external environment and sets the tone for understanding how a business needs to be modelled along with its stakeholders for purposes of flexibility, sustainability and internal resource application.

Supply and Value Chain

By including supply and value chain management into the programme, it further enhances the level of understanding that middle managers require to have surrounding the characteristics of a business. This enhancement is based on the principle of the integrated flow of products or services, funds and information in a cyclical manner through the organisation, internally and externally.

Integration into Financial Management

This module enhances the understanding of middle managers of financial impacts and implications that go hand in hand with operational decisions taken. It aims at establishing a culture amongst middle managers so when operational decisions are taken, aspects such as financial viability, financial feasibility and financial sustainability, are taken into consideration.

People in the Value Chain

This module focuses on people in the organisational pipeline, their specific position in the organisation, and their level of value that they add to the value chain. The module assists managers in the achievement of cost and quality leadership through enabling them to operate more effectively and efficiently.

Marketing and Sales Management

Product positioning and target marketing is key in establishing a company's market dominance and leadership. In this sense, this module is integrated into the operations of the organisation resulting in a market focused, solutions driven, customer excellence culture. Through such a cultural everybody contributes to dominance in the market place.

Economics

Middle managers need to understand that the organisation does not operate as an island but is exposed to a contextual and a transactional environmental sphere, which needs to be borne in mind when executing certain operational decisions. This module assists in the understanding that in terms of economics, flexibility, which feeds sustainability, is of utmost importance.

Leadership

Leadership is in essence about developing those people in your team as to enhance the overall team performance. This module exposes managers to the developmental levels of those individuals as well as their learning style requirements. Leadership on this level focuses on the progression from doing things on your own, to getting it done through influencing of others.

Teamwork

This module expands on leadership by looking at the specific team roles which is necessary for team effectiveness and efficiency. It equips the manager with the skill of identifying these team roles and enabling team synergy through a combination of these roles. At the same time it allows for the managers to get to know themselves better through leadership reflexion.

Global Competitiveness

Global competitiveness focuses on what is required, not just for national and regional competitiveness, but for global competitiveness. It is based on the assumption that globalisation is applicable to all organisations, irrespective of whether the organisation itself has foreign operations or not, as globalisation invites competition into all regions.

Flexibility and Sustainability

This module flows directly from the global competitiveness and enhances the understanding of the importance of organisations to be flexible. It focuses on the business model which needs to be constructed in such a manner that flexibility is possible as opposed to working on the assumption that the environment is one of total and continuous stability.

Innovative Thinking

Flowing from the challenges of global competitiveness and the need to be flexible and sustainable, there is an ever increasing need to be innovative in terms of managerial thinking. This module assists to determine the manager's own level of innovative thinking and levels of creativity. It also includes some role play to be executed to drive this level of understanding and self reflexion.

Planning for Strategy and Implementation

This module focuses on the ability to implement strategy as opposed to the ability to plan. What is important though is that implementation is aligned directly and specifically with the overall strategic intent of the organisation, as well as the functional level of the strategies that are required for purposes of executing this specific strategy.

Supervisory Management



This programme focuses on supervisory training and performance management skills in the workplace. It includes themes on team building and leadership roles.

The programme provides new and/or experienced supervisors with the tools and skills for building personal confidence in their leadership role in the workplace.

Target Audience

- Administrators, supervisors, junior managers and team leaders who wish to improve their people management skills
- Anyone wanting to understand more about supervisory management in a working environment
- Supervisor's of just 2 staff or a manager who supervises hundreds of staff

What you will cover

- Managing and controlling your use of time
- Motivating – defining some terms and motivating improved performance
- Communicating – what it is and the art of listening
- Creating an understanding of discipline
- Understanding the importance of the role and function of the supervisor
- Moving from mere checklist-management to pro-active contributory action
- Understanding how team direction is driven
- Knowing how to motivate individuals
- Applying practical aspects in the workplace to motivate oneself
- Understanding how to influence in order to motivate

Competitive Strategy Selection



This course focuses on the conduct of drafting, implementing and evaluating cross-functional decisions that will enable an organisation to achieve its long-term objectives.

It includes the process of specifying the organisation's mission, vision and objectives and developing the required policies and procedures, which will contribute to achieving these objectives.

What you will cover

- Viewing the organisation as a system according to the systems thinking approach
- Business environmental scanning
- Analysing the interrelatedness, interdependence and relation between factors
- Analysing the transactional and contextual environmental spheres
- Strategy selection based on flexibility towards the contextual factors of influence
- Stakeholder alignment and democracy towards the transactional factors of influence
- Resource application for purposes of market leadership positioning
- Aligning ethos and aims aspects in the strategic reality of the organisation
- Aligning process, activity and structure in the physical reality of the organisation
- Globalisation and competitive positioning

International Business Acumen



This course provides delegates with the necessary conceptual understanding of how a business operates and how to apply the intricacies of governance for purposes of aligning organisational intent with that of its behaviour.

It includes best practices of governance and looks at global case studies of the application of good corporate governance.

What you will cover

- The core business processes
- The business support processes
- The organisational support functions
- Governance as the driver of organisational behaviour
- Ethos as the value driver of the organisation
- Governance on the various managerial levels
- Communication and transparency internally and externally to the organisation
- Governance and regional regulation and legislation
- Buy in to the subscribed governance processes of the organisation
- Whistle blowing – the practical implications

Systems Thinking



This course offers delegates the ability to understand organisational dynamics, problem solving techniques and strategic application through a systematic approach.

The course focuses on the theoretical conceptualisation of systems theory, whilst at the same time, making it practical through business application and operational implementation.

What you will cover

- Understanding the organisation as a system
- Organisational aspects of ethos, aims, structure, processes and activities
- Organisational aspects of governance and resources
- Organisational aspects of transactional and contextual environmental spheres
- Systematic problem solving techniques
- Alignment of strategic intent and organisational behaviour
- Alignment of organisational conceptual and physical realities
- Hierarchical levels of influence from macro environmental factors
- Environmental scanning through application of a systems thinking approach
- Strategy selection through a systems approach

Leadership and Management

Leadership



Explaining and understanding the nature of good leadership is probably easier than practicing it. Good leadership requires deep human qualities, beyond conventional notions of authority. In the modern age good leaders are an enabling force, helping people and organizations to perform and develop, which implies that a sophisticated alignment be achieved – of people’s needs, and the aims of the organization. The traditional concept of a leader being the directing chief at the top of a hierarchy is nowadays a very incomplete appreciation of what true leadership must be.

Effective leadership does not necessarily require great technical or intellectual capacity. These attributes might help, but they are not pivotal. Good leadership in the modern age more importantly requires attitudes and behaviors which characterise and relate to humanity. This course assists Managers and Executives on all levels of the organisation to discover their leadership Style and unlock their Leadership potential.

Target Audience

- This is a senior level executive program. Participants should be enthusiastic about giving and receiving feedback on organizational challenges from co-participants facing similar situations
- Senior Executives/Managers
- General Managers
- Heads of Departments
- Decision Makers

What you will cover

- History of Leadership
- The quest for the ideal manager
- Profile of the Performer
- Leadership as subject of misunderstanding
- Leading and Misleading
- Social Impacts and Social Responsibilities
- Common Good: Are we keeping score
- Entrepreneurial Strategies
- Ethics, Values & Rules
- Leading others: Leader and the subordinate responsibility
- Principles: Spirit of Performance

Essential Management Skills



Management plays a vital role in the achievement of a company's objective, which requires careful planning, foresight of potential obstacles, strategies to overcome these obstacles and integrating the abilities of each individual team member in the best possible way.

This programme provides new and/or experienced managers with the tools and skills for building personal confidence in their emerging leadership role in the workplace.

Target Audience

- Managers or line supervisors who are new to their role
- Experienced managers who want to update/refresh their skills
- Individuals who are being prepared to move into a managerial role
- Anyone who is called upon to supervise staff members

What you will cover

- Leadership Basics
- Vision and values: How it translates into real actions
- The art of effective delegation and empowerment
- Communication Skills
- How to connect with people, team members, peers and clients
- Presentation Skills
- Identifying and influencing impact of actions on others
- How to coach and mentor people
- Personal effectiveness and self-management
- Managing conflicts
- Understanding differences in personality types
- Basic fact finding and interviewing skills
- Expectations management at all levels

Time Management: Getting Organised



Deadlines and time pressure are imbedded in our everyday life and work. Time management is crucial to find a good work-life balance and still perform at the highest level of performance. The goal is to achieve more in less time by using planning techniques and having a different mindset.

You will learn how to manage your time more effectively and reduce your unnecessary workload. The course will give you a range of tools on how to control your thoughts with the right attitude so that you maximise your time efficiently.

“Don’t say you don’t have enough time. You have exactly the same number of hours per day that were given to Helen Keller, Pasteur, Michaelangelo, Mother Teresa, Leonardo da Vinci, Thomas Jefferson and Albert Einstein.” - H. Jackson Brown Jr

Target Audience

- Those who want to increase their productivity and wish to develop more balance and control over their time commitments
- Anyone who needs to manage their time! This includes frontline staff, senior managers, line managers and supervisors, administrators, project managers and consultants
- Anyone that desires to learn techniques to identify poor management of time, analyse root causes of poor management of time, continuously improve their time management and establish monitoring mechanisms to sustain these time management techniques

What you will cover

- Mental techniques
- Detect personal time style
- Planning & clustering
- Correct use of agenda
- Organizing & processing your inbox
- How to deal with interruptions
- How to say NO
- How to delegate
- Delegation check list

General Management



The course aims to provide managers with the fundamentals of successful business management.

The course addresses some of the major challenges managers face in the wake of national as well as international business processes and dynamics, as well as assisting managers to build a business model that can face up to these challenges.

Target Audience

- General managers who have moved into a role with profit and loss responsibility for a business unit
- Executives or managers who seek significant growth opportunities for their organizations
- Anyone with the responsibility for translating organisational policies into concrete tangible results

What you will cover

- Understanding common business characteristics
- Understanding the concepts of contextual and transactional environmental factors of influence
- Understanding competitiveness through transactional alignment
- Identifying the four “Pillars” of management
- Applying critical and analytical skills to analyse an issue or problem
- Engaging with stakeholders in analysing the issue/problem and developing solutions
- Explaining the potential benefits of planning
- Distinguishing between strategic and tactical planning
- Outlining the steps in the strategic planning processes
- Explaining the SWOT analysis on a high level

Change Management



This course focuses on the process during which the changes of an organisational system are implemented in a controlled manner by following a pre-defined framework/model with, to some extent, reasonable modifications.

It enables managers to deal with the challenges specifically related to integrating such a programme with the existing business practices and ways of doing business.

Target Audience

- Those who have a responsibility for leading and managing people through change at work
- Anyone heading up a team affected by change or those who want to support people affected by change
- HR Practitioners, Managers, Team Leaders

What you will cover

- Understanding the organisation as a system
- Differentiating between and aligning the conceptual physical realities of an organisation
- Focussing on changing the way in which people in the organisation are currently performing
- Integrating change in strategic planning, leadership and management
- Implementing a performance management and control system
- Implementing a change management project
- Training change agents in the organisation
- Distinguish between organisational core and support processes and activities
- Designing and implementing an ongoing evaluating process for continuous change
- Aligning change in the organisation to global trends in terms of change

Team Management



Team communication is very much affected by the differing personalities between team members. Members of teams receive, process, and act on information and situations differently. Differences can be helpful by bringing fresh perspectives and skill sets to the team, but can also create conflict if communication styles differ or are misunderstood. If team members understand their own personality tendencies as well as those of their teammates, the communication between members and therefore effectiveness of the team will improve drastically.

It will also allow the team to emphasize and appreciate each member's strengths. This Team Management course covers the various approaches to team management that may be implemented in the business organisation. These approaches are implemented to organise and co-ordinate a group of employees from various departments to collaborate in order to achieve a specific business organisational goal.

Target Audience

- New Employees
- New Leaders & Managers
- Project Managers
- Salespeople

What you will cover

- Identifying and clearly creating a team goal
- Selecting the team members
- Methods to identify the different personality types of team members
- Creating the optimal team
- Communication in a team context
- Improving the efficiency and effectiveness of a team
- The integration of team expertise
- Analysis and evaluation of the team's work methods
- The techniques, processes and tools employed in team management
- Conflict resolution

Decision Making



This course will provide delegates with the necessary skills which are needed for the successful and effective management of a business organisation.

Decision making is an integral element of leadership and is a quality desired in any business organisation.

Target Audience

- Leaders at all levels and other people that wrestle with complex problems as part of their job
- All staff working within a challenging environment
- Executives or managers who are responsible for the operation and performance of a team
- People in small businesses or the self-employed
- Everyday managers and staff who tackle issues and make decisions affecting the performance of their business

What you will cover

- The decision making process
- The stages and characteristics of the decision making process
- The types of decisions
- Styles of decision making
- The techniques of decision making
- Brainstorming decision alternatives
- Selecting the decision alternative
- Taking the decision
- Internal and external conditions which affect decision making
- The difference between decision making and problem analysis

Goal Setting: The SMART Way



We are all on a quest to find out our ultimate goals and purpose in life and ways to achieve these goals. While some of us find our life goals and objectives and even exceed our wildest dreams and expectations, others struggle to find their objective in life and end up feeling confused and frustrated.

Successful people are often determined, focused and persistent in going after what they want. Famous studies illustrate that goal setting, auto suggestion and correct formulation of goals can significantly boost productivity and quality of life. Knowing goals also helps leaders to share them with their teams so everyone knows where they are heading.

This course helps delegates systematically explore goal setting on low-level day-to-day objectives as well as on a grander scale on life mission statements, career goals and long-terms goals. This course is not just about setting goals, it is also about using effective techniques to achieve them.

What you will cover

- The benefits of Goal setting
- How to capture desires using mind maps and the power of association
- Creating a Mission Statement and how this helps you in long and short term goal setting
- How to formulate goals so that you get to achieve them
- Positive and negative goals and why this matters
- Techniques to avoid procrastination
- Visualising your Goals

Coaching and Mentoring



This course offers managers the ability to acquire the necessary skills in order to introduce change management, levels of employee motivation and empowerment for purposes of successful management, in an organisation.

The course has specific value for those organisations setting up business in countries where they encounter cultural challenges to integrated management.

Target Audience

- Leaders who want to develop their staff and create successful coaching and mentoring programs within their organisation
- All levels of staff especially managerial, executive and supervisory levels

What you will cover

- Defining coaching, ideology and products of mentoring
- Demonstrating a coaching conversation
- Being made aware of personal development, self-awareness and self-care
- Knowing ethics and standards
- Coaching in teams and organisations
- Interpreting values, beliefs and philosophies
- Knowing boundaries, diversity and conflict
- Discussing problem / opportunity analysis and specification
- Prioritising which intervention or combination to apply
- Designing the coaching structure

Personal Development

Presentation Skills



Whatever business you are in, the majority of people who give presentations have never had any training. What's more – it shows! You nervously rush through a presentation, sit down, ask your neighbour "how was it", and they will tell you it was fine! Why? Because they don't want to have to do the next one, and because it is the expected answer. Be honest, have you ever had real feedback? Real Training?

This presentation course looks at all the factors that affect how confidently you deliver any presentation, anywhere. It will help you look forward to your next presentation instead of wishing you were still under the bed sheets. Most importantly you will discover that increased confidence and skill will mean that you actually enjoy speaking opportunities.

Nyansa offers simple, easy to practice tools to help you cope with nerves, get your message across memorably, structure your material for the best impact and present effectively to audiences of varied sizes.

It is fun and effective with plenty of opportunities to practice.

Participants are given a DVD of their course presentation as well as a workbook to help further their progress.

Target Audience

- Those with experience of presenting who want to improve their communication delivery style and the impact of their presentations
- Suitable for delegates at all levels who need to deliver presentations internally or externally to clients and prospects as part of their job
- Anyone who has to stand up in front of a group of people and present to them will benefit from attending. Whether involved in sales, finance, administration or any other area of the business this workshop will enable you to present more successfully
- Executives, Senior personnel and anyone else who would like to improve their presentation and public speaking skills

What you will cover

- Using visual aids to enhance your presentation
- Structure of the presentation
- Logical flow and building a sound argument
- General impression in terms of level of confidence
- Technical correctness of a presentation
- Language ability to convey the message of the presentation
- Credibility and originality aspects of the presentation
- How to capture your audience
- What is the audience protocol you need to take into account

Business Plan Writing



This course assists delegates to write a business plan in accordance with international standards and requirements, taking the country and regional aspects into consideration.

It can be applied on both new venture circumstances, as well as putting forward a business case in an existing business, where possible expansion requires a complete feasibility study and business case.

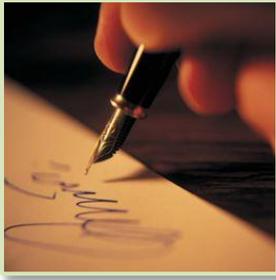
Target Audience

- Entrepreneurs, small business owners and people who want to start a business
- Owners of the business, managers, investors, potential partners, advisors and sources of funding
- Accounting and finance professionals working at all levels

What you will cover

- The technical requirements of a business plan
- The executive summary
- The business case description, including elements of strategy, vision and mission
- The SWOT analysis
- The competitive landscape analysis
- How to conduct the applicable research for the business plan
- The functional level strategies of marketing, people and financial management
- The conclusion
- Referencing and research requirements and standards
- Final editing

Business Writing Skills



The ability to communicate clearly is an important skill. Many of today's inter-personal communications take place through writing. Targeted, concise and persuasive text can make all the difference when trying to convince someone of your ideas, services or products.

Achieving results through proposals, reports, technical texts, emails, memos, etc. depends on your ability to successfully persuade your readers and help them understand your ideas and act on them.

This comprehensive course focuses on all aspects of writing business texts, documents, reports, etc. that are used regularly in most jobs and professions. It covers the full life cycle of writing, starting from understanding the audience, collecting material, planning the structure, organising, writing clearly, styling, presentation and the general strategy required to make the text more convincing and targeted.

This course contains a variety of detailed sessions, each focusing on different aspects of this life cycle. Each session provides step-by-step guidelines on how to approach the subject and is followed by exercises where delegates can immediately practice the skill.

Target Audience

- Business professionals at all levels who want a quick and easy approach to any writing task
- Anyone who needs to write well structured and professional messages that grab their readers' attention and communicate key messages effectively
- All business professionals who are required to present ideas in writing and wish to sharpen their business writing skills
- Anyone responsible for producing business documents of any kind
- Department heads, managers, executives, secretaries, administrators, clerical officers, and any professionals who want to write better business correspondence

What you will cover

- Report Writing Strategy
- The most effective way to prepare content for writing reports
- Increasing creativity using simple powerful tools and techniques
- Styling and presentation
- How to deliver your message as quickly as possible
- Increase clarity of English using simpler sentence structures
- How to use technical terms to serve your message
- How to structure executive summaries
- How to plan summaries to get best results
- Which areas need more focus and are read more frequently

Communication Skills: Let's talk



For thousands of years, humans have used communication to connect, convey ideas, and develop relationships. Communication skills in the workplace today are one of the most important aspects of organizational dynamics.

They affect workplace relationships, departmental relations, company culture, and ultimately the financial health of the organization. Communication can build or destroy any situation.

Clear, concise, and effective communication promotes openness, enables projects or processes to move forward, and enhances relationships. Conversely, poor, unclear, or nonspecific communication in an organization leads to dysfunction, low morale, and costly mistakes.

Communication skills are an essential element every employee and manager must have as part of their standard tool set. In this course, through interactive workshops, self-assessments, role-playing activities and video simulations, you gain practical experience initiating and responding to various forms of communication. You learn to handle situations based on a flexible, genuine and self-confident approach. You also gain the skills to collaborate with others and hone your communications toolkit.

Target Audience

- Individuals wishing to acquire an insight into why they find it easier to communicate with some people more than others, and what effective communication strategies they can adopt to enhance their understanding and verbal communication with others
- Anyone providing or selling a service to others or managing communication across teams and the organisation
- Anyone who requires the skills to clearly communicate with others in the workplace so that the message is received and understood as intended

What you will cover

- Building a foundation
- Communication Styles
- Questioning Techniques
- Avoiding communication breakdowns
- Know Yourself, Know Others
- Empathy
- Telephone Skills
- Giving and Receiving Feedback
- Matching your body language to your message

Emotional Intelligence



Much has been discovered in the past 30 years on Emotional Intelligence and countless studies show its incredible role in an individual’s success. It has been shown that, Emotional Intelligence or EI, can be even more critical than the power of the cognitive brain usually measured with IQ.

In others words, if you want to succeed, you would be much better off working on your soft skills, empathy, communication skills, understanding others and so on than to become better only at a specific technical skill.

The best way to learn Emotional Intelligence is through group interactions and in a controlled environment such as a training course. This course is designed to cover critical competencies within EI and train the delegates to become much more skilled in EI. Questionnaires, individual exercises, group practicals and home exercises are provided to make sure the delegates get an all around training and can immediately benefit from the skills.

Target Audience

- Individuals who want to understand more about how emotions impact on people and how we choose the impact of our behaviour
- People who believe that they need to develop and enhance their EI
- Managers, executives, and even entry-level employees could greatly benefit from this program because it will teach them how to improve their own emotional intelligence level so that they can be in better control of their own emotions and consequently, improve their job performance

What you will cover

What is EI and what constitutes the EI framework?

<p>Self-Awareness</p> <ul style="list-style-type: none"> • What is emotion • Why are we emotional • How does “Emotional Hijacking” take place • How does the brain process emotions • How does the brain perceive the world 	<p>Empathy</p> <ul style="list-style-type: none"> • How to have empathic communication with others • What is the physiology of empathic communication
<p>Self-Management</p> <ul style="list-style-type: none"> • How to take advantage of the power of optimism • How to manage your anger effectively • How to control your worry 	<p>Social Awareness</p> <ul style="list-style-type: none"> • How to have effective group interactions • How to listen positively • What are the “Negative Listening Types” • How to raise your social awareness through listening
<p>Self-Motivation</p> <ul style="list-style-type: none"> • How to motivate yourself • How to avoid apathy • How to be creative 	<p>Relationship Management</p> <ul style="list-style-type: none"> • What are the “Six Human Needs” • How to recognise others’ needs and desires • How to categorise people based on their needs to make useful conclusions on follow up actions

Negotiation Skills



Negotiation is a skill that we use almost every day. However, negotiation is also one of those skills that everyone learns on the job. From early age, kids learn how to negotiate with their parents over what they want and enhance this skill as they learn from their success. However, as we grow we seem to lose that skill and become less successful in getting exactly what we want. Somehow our perspective changes and we develop bad habits. Unfortunately, most people are not trained systematically on negotiations even though this skill can be quite beneficial to them in both their personal and professional lives.

This course covers a wide range of topics such as negotiation strategy, game theory, psychological tactics, human emotional states, bargaining and so on which prepares delegates for a variety of situations that require negotiation.

Target Audience

- Anyone required to negotiate on their own behalf or on behalf of others, either within the organisation or with 3rd parties
- Business owners, managers, lawyers, accountants or customer relation managers.
- Managers in the public sector or in a parastatal responsible for negotiating tenders or PPPs

What you will cover

- Introduction to Negotiation
- The structure of the negotiation process
- Negotiation Strategy
- How to Negotiate
- Emotions in Negotiations
- Handling Psychological tactics in Negotiations

Serving Our Customers



Customer service excellence will give you the competitive advantage you need to survive in a tough and increasingly uncertain business climate. In today's customer-oriented business environment, "people skills" are critical for personal and organizational success. How you handle your customers can directly affect your individual goals as well as your team and company's performance.

This customer service training seminar gives you the skills you need to communicate professionally, gain respect, enhance customer relationships and secure an overall competitive advantage through customer service excellence.

What you will cover

- Defining Customer Service
- Meeting Customer expectations
- Pro Active solution finding
- Task Orientation and Time Management
- Building a communication foundation
- Using correct questioning techniques
- Problem solving
- Dealing with difficult customers
- Engaging customers and handling their enquiries effectively
- Listening effectively and responding fully to customer requests
- Adding value to customer relationships and exceeding expectations

Operational Management

Logistics Management



This course covers the logistical component of supply chain management. It focuses on the planning, implementation and control of the efficient flow of products and services through the organisation.

It also includes the flow of money and information through the organisation in an effective and efficient manner. The entire transactional cycle between suppliers, transformers and buyers are all included.

What you will cover

- Contextualising logistics management in all the features of the total supply chain
- Integrating quality and service leadership components into the logistics management
- Managing the negotiation and contract dynamics of the logistics process
- Managing the load dynamics of the logistical design
- Designing the logistics process through identification of the full flow pipeline
- Understanding the concepts of material flow
- Understanding the components and implications of JIT
- Analysing the strategic value of warehousing and distribution
- Best practices of warehouse management
- Analysing and understanding the concept of the critical path

Facilities Management



Facility management is an interdisciplinary field primarily devoted to the maintenance and care of commercial or institutional buildings, such as hospitals, hotels, office complexes, arenas, educational or convention centers.

The discipline of facility management and the role of facility managers in particular are evolving to the extent that many managers have to operate at two levels: strategic-tactical and operational. In the former case, owners need to be informed about the potential impact of their decisions on the provision of space and services. In the latter, it is the role of a facility manager to ensure proper operation of all aspects of a building to create an optimal, safe and cost effective environment for the occupants to function.

What you will cover

- Principles of facilities management
- Technical building management disciplines
- Health and safety in facilities management
- Software systems, customer services and helpdesk
- Risks of outsourcing and how to structure deals
- Contract management
- Property management
- Space planning and managing relocations
- Post occupancy evaluation
- Benchmarking and performance measurement

Project Management



Project management is becoming an increasingly important skill when strategic objectives need to be implemented both efficiently and effectively.

This programme deals with the principles of project management relating to committing project deliverables, time and budget to management and clients. It deals with both the operational and practical aspects of a project as well as its value contributed to organisational efficiencies for strategic competitiveness.

Target Audience

- Individuals who require an understanding of project management
- Team members in a project environment where integration of technical inputs are required
- Professionals in a career where project management competencies would be an advantage
- Senior managers who need to launch or manage projects

What you will cover

- Generic principles and terms relating to the project environment
- Project Life Cycle and Project Phases/Stages
- Setting the foundation for determining resource, cost and time requirements
- Integrating and managing risk, quality and profitability
- Plan, organize and manage resources to ensure a successful project
- Time and cost management
- Risk Management
- Quality management
- The importance of clear communication during the project
- Procurement and Integration Management

Project Management (PMP Exam Prep) PMBOK 5th Edition



Project management is becoming an increasingly important skill when strategic objectives need to be implemented and achieved both efficiently and effectively.

The Project Management Institute (PMI) offers a PMP® certification exam which is in high demand by employers and individual project managers around the world. Today, there are over 500,000 PMP-certified project managers worldwide.

The Guide to the Project Management Body of Knowledge (PMBOK) – Fifth Edition provides guidelines for managing individual projects and defines project management related concepts. It also describes the project management life cycle and its related processes, as well as the project life cycle

The PMBOK Guide is process-based, meaning it describes work as being accomplished by processes. This approach is consistent with other management standards such as ISO 9000. Processes overlap and interact throughout a project or its various phases. Processes are described in terms of:

- Inputs (documents, plans, designs, etc.)
- Tools and Techniques (mechanisms applied to inputs)
- Outputs (documents, products, etc.)

This program deals with both the operational and practical aspects of a project as well as its value contributed to organizational efficiencies for strategic competitiveness prepares, and most importantly it prepares the candidates to successfully pass their PMP exam without any difficulties and become Certified PMP.

Target Audience

- Individuals who require an understanding of project management
- Team members in a project environment where integration of technical inputs are required
- Engineers where the need of project management tools and techniques is highly needed
- Professionals in a career where project management competencies would be an advantage
- Senior Managers who need to launch or manage projects from an executive side

What you will cover

- Generic principles and terms relating to the project environment
- The five process groups – Initiating, Planning, Execution, Monitor and Control, Closure
- Project Life Cycle and Project Phases/Stages
- Project Integration Management
- Project Scope Management
- Project Time Management
- Project Cost Management
- Project Quality Management
- Project Human Resource Management
- Project Communications Management
- Project Risk Management
- Project Procurement Management
- Project Stakeholder Management

Supply Chain Management



This programme equips management with the relevant techniques needed to move from a transaction-based approach to a customer value-based approach.

Focus is placed on aspects such as linking your value and supply chain, effective technologies, sourcing alternatives, risk management, logistics and financial integration and implication of operational activities.

What you will cover

- Increasing customer service excellence through supply chain component alignment
- Applying inventory planning and control as strategic competitive enablers
- Understanding the principles of materials requirement planning
- Just-in-time as an efficiency measurement and performance benchmark
- Applying supplier management as a pipeline enabling business model flexibility
- Understanding the strategic importance of warehousing
- Applying logistics and risk management in supply chain management
- Integrating the delivery of your unique selling proposition into the supply chain process
- Integrating supply chain management into financial management
- Operational investment decisions and coinciding risk

SHERQ (ISO 31000)



Delegates attending this course will be exposed to techniques that originated in the manufacturing and mining environments but now apply to the support and service industry as well.

This will allow the delegates to identify potential hazards and make a meaningful contribution to the well being of the business organisation as whole.

What you will cover

- Determining internal and external customer requirements
- The requirements for successful TQM implementation
- The requirements of international standards to your organisation to ensure compliance
- Understand the requirements of the various acts ensuring health, safety and environmental compliance
- Application of the requirements to their own areas of expertise
- Ensuring, again, that these efforts are not stand alone, but are integrated into all processes
- Continuous assessment of risks to ensure stakeholder requirements are met
- The tools for risk identification (PESTLE and SWOT)
- Quantify and classify risks
- Develop mitigation strategies for critical risks

Finance for Non-Financial Managers



Finance is vital for anyone in any organisation. Those who need to understand the financial implications of their day-to-day decisions to increase the profitability and performance of their business. This course is suitable for managers with little or no financial knowledge.

You will learn how to interpret key financial statements highlighting the questions and areas that matter. The course identifies warning signals that managers need to be aware of and shows how to understand key performance indicators to drive profitability.

Target Audience

- Non-financial middle to senior manager seeking greater understanding of financial management

What you will cover

- The business cycle: understand how money flows in a business
- Business objectives: use financial data to achieve business targets
- The profit and loss statement and the balance sheet
- Accounting policies and how to stop abuses
- Profit versus Cash and other key financial ratios
- Working capital management
- Cash flow management
- Cost control and reduction
- Improving margins and sales in your business
- Break-even analysis
- Capital investment techniques

Basics in Banking



The objective of this course is to impart basic knowledge of banking & insurance to managers and employees of these types of institutions.

The course assists delegates to acquire the necessary competence to handle jobs up to supervisory level in the banking industry. It also includes the banking dynamics specific to a region within the global context.

What you will cover

- Introducing banking business
- Discussing new dimensions and products
- Understanding the structure of the banking system
- Processing and documentation of bank lending
- Assessing of credit needs for project and working capital finance
- Discussing banking customer relationships-four leading cases
- Discussing banking reforms and regulations
- Introducing the principles and types of insurance and life insurance
- Discussing the legal framework

Banking Foundations



The aim of this course is to analyse the overview of the country's banking system and its most important institutions, such as, the Central Bank, commercial banks and other institutions in the value chain.

It introduces the legal principles of banking, as well as the structure of bank balance sheets and income statements.

What you will cover

- Introducing fixed income instruments with emphasis on their particular characteristics
- Reviewing of shares, stock markets and the role of indices
- Introducing the valuation of stocks and the most important forms of corporate actions
- Discussing the core aspects of portfolio theory and diversification
- Investment funds, real estate, precious metals and foreign exchange
- Discussing options and futures and their places of trading
- Analysing alternative forms of investment, such as hedge funds, private equity and commodities
- Discussing the importance of stock exchanges and their methods of operation
- Introducing levels of risk management and legal aspects relevant to the banking industry
- Evaluating different types of loans, focusing on consumer loans and mortgages

Credit Risk Management



The objective of this course is to impart knowledge regarding credit risk and BASEL II in order to measure risk and apply the required methodologies for internal and external ratings on banking risks.

Apart from the knowledge component of the programme, it also includes a session covering the practical implementation issues typical of a banking credit risk system.

What you will cover

- Introducing Understand and explain the concept “credit risk”
- Develop a general understanding of the BASEL II
- Identify and explain the different approaches to measuring credit risk
- Understand the internal ratings-based approaches to measuring credit risk
- Identify and apply the different techniques for mitigating credit risk
- Applying credit assessment practices & methodologies
- Credit control & collections
- Managing loan portfolios
- Fraud prevention and monitoring
- The legal framework for consumer credit management

Corporate Banking



The aim of this course is to acquaint delegates with financing, often unsecured and the aspects that are involved in such a process.

These include issues related to cash management and other banking services which is customised and tailored for larger business organisations.

What you will cover

- Understanding the different components of corporate finance
- Managing the dynamics of mergers, acquisitions, disposals, restructuring, new listings, capital raisings, preferential shares and equity investments
- Understanding the difference between corporate finance and finance for corporates
- Understanding the different methods of valuations
- Working with discounted cash flow, earnings multiples and yield base valuation
- Understanding PE ratios, cost of capital, return on equity and net asset value as the financial concepts of valuations
- Demonstrating the role that the regulatory environment plays in corporate finance

Global Economics and Africa



Delegates attending this course will gain exposure to the purpose, function and interaction of economics at a national and international level.

Economics plays an integral part in the business environment and impacts upon the operations of a business organisation. It is, therefore, essential that the modern manager understands the relation between the business organisation and economics.

What you will cover

- Defining economics
- The purpose and function of economics
- Economic terms and phrases
- Identifying stakeholders and the role which they play in economics
- The relationship between economics and the business organisation
- The interaction and impact of economics on the business organisation
- Economics in developing countries as a posed to developed countries
- Economics as viewed from the perspective of the African continent
- The influence of Asia on economics
- The impact of globalisation on the African continent

Forensic Audit Skills



Spectacular losses, corporate collapses, and major scandals in recent times have focused the minds of company directors, owners, and regulators on Corporate Governance, the failure of risk management strategies, and the widespread existence of unethical business behaviour.

Managers, controllers, internal and external auditors are finding it difficult to claim it is not their job to find fraud. Whose job is it? Deliberate overcharging by suppliers, false invoices, expenditure, bribery, kickbacks, false rebates and warranty claims, conflicts of interest, false reporting, and more; questions have been asked why nobody picked up the early warning signs.

There is a broad acceptance that unethical business behaviour directly or indirectly accounts for major losses (often estimated to be between 2 and 5% of turnover) and severely damages the reputation and morale of companies. However, despite being one of the largest unmanaged risks in companies today, many managers still receive virtually no formal training in how to identify the warning signs, deal with them and most importantly how to become more resistant to all forms of unethical business behaviour, including fraud and corruption.

During this two day course, participants will explore how fraud auditing should be used as a tool for fraud prevention. It will explore the inherent limits of internal control in preventing fraud, and show how fraud audit can be used to make fraud defences more effective. Delegates will learn some of the warning signs that most likely point to serious problems, and how to address them before moving into a full-fledged investigation. And, is investigation always necessary or are there sometimes better ways to deal with the incidents? Is Zero tolerance effective? Is it possible? You will also visit the strange world of the whistle blower.

Delegates will learn about evidence, where to find it, how to secure it, and what to do with it. Finding the truth is important, but finding the evidence that supports the truth will make the difference between a successful or an unsuccessful forensic audit.

What you will cover

Section 1: Fraud and Corruption

- Defining fraud and Corruption
- Fraud and Corruption in Ghana
- The Impact on Business

Section 2: Laws and Regulations

- Laws in Ghana
- The role of Law Enforcement

Section 3: Fraud and Corruption in Our Organisation

- Who, What, Where, When and Why?
- The Fraud Triangle
- Eliminating Rationalizations
- The importance of Awareness

Section 4: Developing the Fraud and Corruption Profile

- Think like a Thief

- Finding the real risks
- Assessing likelihood and vulnerability
- Addressing the Risk Section 5: From "Known risks" to Suspicion
- Being paid to be suspicious and to have an eye for details
- Following the right trails
- Desktop Research
- Where to look - Sales processes and receivables
- Where to look - In your organisation

Section 6: The Decision to Investigate

- Zero tolerance to tolerance?
- The Fraud Response Plan
- The world of the whistle-blower
- Cultural and environmental factors
- Establishing the right objectives

Section 7: Securing the Evidence

- Data and Document Forensics
- Conducting an office search
- Recognising key documents
- Other sources of evidence
- The power of a photograph or remote observation

ISO 9001: Quality Management

Developing and Implementing a Quality Management System



The purpose of a formal Quality Management System is to provide stakeholders with assurance that the operation is adequately governed to deliver consistent results in line with all organisation's QMS is however affected by other components of the organisation's overarching management system arrangements.

When developing, implementing and maintaining a QMS, organisations must satisfy the requirements of ISO 9001:2008, but also give consideration to its existing arrangements. By doing this, the organisation will improve the QMS interaction and cohesion, and support its continual improvement.

Internal and Supplier Quality Management Systems Auditor training, based on ISO 19011

The performance of an organisation is affected by both its internal processes and those of its supply chain. To support continual improvement, an organisation must be capable of identifying non-conformances as well as other areas of concern.

This function must include the organisation's own system, and its components, as well as those of its suppliers. Although experience is absolutely essential for auditors to discharge their duties effectively and consistently, formal training is recognised as being a stronger indicator of the competence of the organisation and its employees.



What you will cover

- Quality Concepts & Principles
- Business Excellence models
- Resource management
- Process management techniques & application
- Hypothetical evaluation
- Problem solving techniques
- Developing procedures
- Documentation & document control
- Project management principles
- The implementation process
- Introduction to Quality auditing
- Audit techniques based on ISO 19011
- Quality related case studies
- Reviewing documentation
- The Four Phases of the audit
- Role play and practical exercises
- Requirements of certification bodies

Human Resource Management

Human Resource Management



Effective HRM enables employees to contribute effectively and productively to the overall company direction and the accomplishment of the organization's goals and objectives. HRM is in a transitional stage and is moving away from the traditional personnel administration and transactional roles, which are increasingly outsourced; to being a business support partner. HRM is increasingly expected to add value to the strategic utilization of employees and that employee programs impact the business in measurable ways.

Human resource departments face increasing challenges that require expertise and skill in talent and performance management. Explore real life case studies and new techniques as you learn about the varied aspects of key human resource functions.

Target Audience

- Experienced HR professionals seeking a fast-paced review of the role of HR in today's rapidly-evolving workplace
- HR directors, HR officers, training and development managers, recruitment/selection staff, line managers and those considering a career in Human Resource Management
- HR practitioners seeking professional development to enhance or advance their career
- Non-HR practitioners with HR responsibilities

What you will cover

- HR Planning – systemic management of human resources
- Job analysis process and the design of an appropriate workforce plan
- HR Procurement – compiling a recruitment strategy
- Conducting targeted selection interviews
- HR Development – designing induction programmes and identifying appropriate staff interventions
- HR Management – staff performance evaluation
- HR practices in accordance with legal requirements
- Designing an appropriate rewards strategy
- Motivation – re-enforcement theories, content theories, process theories
- Leading groups through transactional, transformational and group decision-making

Talent Management



Many organizations struggle with HR data silos, disconnected technologies, and non-aligned processes. The future of talent management is embodied in solutions designed from the ground up to provide business-centric functionality on a unified talent management platform.

Since nearly all competitive business factors have become commoditized, talent is what ultimately drives business success and creates value.

Organizations strive to find solutions and services to assess, acquire, develop, and align talent with business objectives while significantly reducing process costs, improving quality of hire, reducing risk, and achieving higher levels of performance.

Talent management requires strong executive support, along with systems and processes all directed towards having the right talent doing the right work at the right time. That's when talent truly drives higher business performance.

Target Audience

- Operational Managers and/or 1st Level Management such as Supervisors, HR Practitioners and Business Owners
- Individuals who want to develop their talent management skills
- Human Resource Managers both in strategic and operational roles tasked with managing the human interface in organizations
- General managers responsible for global talent management
- Talent management and leadership development professionals in large global complex organisations
- Senior line executives with significant talent management challenges

What you will cover

- Internal Recruitment
- External Recruitment
- Onboarding: Designing induction programmes and identifying appropriate staff interventions
- Compiling a Recruitment Strategy
- Conducting targeted selection interviews
- Meeting Organisational Requirements
- Systematic Management of Human Resources
- Active steps to retain & engage talent for the future health of the organisation & individual
- Employee Communication
- Motivating Employees
- Identifying and developing internal talent pools for key/critical organisational positions
- Performance Appraisals and Management
- High level and individual evaluations to ensure you have a robust system in place
- Job analysis process and the design of an appropriate workforce plan
- Identifying ways to help improve retention of your talent
- Rewards and Recognition Strategy

Marketing Management



This course is designed to enhance the ability of managers to understand the marketing concepts in the organisation in a systemic way. It includes the understanding of the impact of marketing decisions on the other cross functional disciplines in the organisation.

It specialises in maintaining existing customers as well as the requirements and structure for market expansion.

Target Audience

- Entry to Mid – Level marketing representatives and managers as well as other company employees who interact with the marketing function
- Marketers involved in developing, informing and implementing their organisation's marketing, product and brand strategies
- Key account managers in marketing research houses and communication agencies who influence and work with clients in developing marketing strategies

What you will cover

- Analysing and interpreting data and marketing information
- Conducting a marketing situational analysis
- Developing, implementing and managing a marketing project and activity plan
- Identifying brand mix elements
- Integrating marketing plans with business process
- Dealing with brand, product and service promotions
- Being able to position a product/service offering
- Analysing and position relative to a competitive business environment
- Demonstrating an understanding of the function of the market mechanisms in a new venture
- Demonstrating an understanding of the target market

Increasing Sales Success



This course equips delegates with the necessary techniques related to sales management for purposes of increasing sales volume, through the effective management of sales teams and individuals.

It includes succession planning and management for those sales people who perform well on the technical level and prepares them to perform equally as well in terms of managing people.

What you will cover

- Individual and team-based sales performance
- Setting of goals and related sales targets
- Segmenting the target market in terms of existing, potential and new customer categories
- Techniques related to increasing the new customer base
- Sales techniques relating to the actual sales procedure
- Sales techniques of the setting up stage and the actual interview stage
- Team motivation dynamics and roles
- Individual empowerment and performance measurement
- Remuneration options for sales teams and individuals
- Technology and how it can assist in sales increases

African Business Integration



This course deals with the challenges facing corporate organisations when expanding into other African countries. It deals with the managerial challenges that the “Ex-pat” managers face when working for these corporate institutions.

The challenges on the ground that corporate organisations and smaller businesses face, when operating in Africa, are vast and multi-dimensional.

What you will cover

- Defining legal aspects, terms of office and housing rental or purchase agreements
- Discussing payment and banking systems, work week days and time differences
- Defining cultural differences with colleagues – office discipline, wear and traditions
- Skills and experience in performing the so-called “skills transfers” onto local successors
- Discussing social challenges in terms of “fitting in” and the related cost thereof
- Schooling system compatibility and standards
- Discussing clear, mutually agreed upon governance processes and structures
- Analysing the transactional and shareholder roles and responsibilities
- Discussing legal and regulatory understanding, focusing on monetary and fiscal policies
- Achieving a sustainable financial model

Train the Trainer



This course is designed to equip the delegates with the essential competencies needed to impart knowledge and skills to future learners in a manner that will increase their levels of participation, awareness and capacity for action.

What you will cover

- Understanding the learning cycle
- Identifying and increasing the levels of awareness
- Applying the Learner Centred Approach
- Attaining the buy-in of the future learners
- Clarifying the purpose of the learning session and the development of actionable competencies
- Establishing the structure and the process to be followed in teaching future learners
- Clarifying the learning skills
- Enhancing the learner’s participation in the learning session
- Analysing feedback and coaching to support and enhance the learning experience
- Understanding the process of assessing knowledge and skills

Public Private Partnerships



The aim of this programme is to acquaint delegates with the mechanisms of Public-private Partnerships, also known as PPP.

A PPP is defined as a contract between a public sector institution/municipality and a private party, in which the private party assumes substantial financial, technical and operational risk in the design, financing, building and operation of a project.

What you will cover

- Exploring alternative service delivery options (ASD) for banks
- Public-private Partnerships as an ASD – the principles
- Whether a regulatory environment is a requirement for PPP
- Analysing the private sector capacity in contributing towards a successful PPP
- The relevant sub-sectors on which to focus
- International experiences in relation to PPP
- Defining PPPs where the private party performs an institutional/municipal function
- Defining PPP's where the private party acquires the use of state/municipal property
- Defining a PPP as a hybrid of these types
- Analysing payment scenarios and mechanisms

The Entrepreneurial Edge



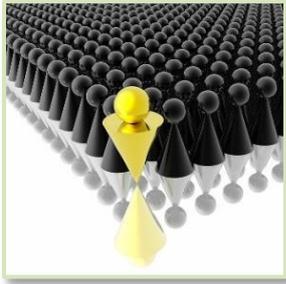
Any future entrepreneur is required to have the ability to plan, organise and operate a new business venture.

This course offers the aspiring entrepreneur the necessary knowledge to develop a business idea from humble beginnings to a potential thriving business enterprise.

What you will cover

- The meaning of being an entrepreneur
- The role and nature of an entrepreneur
- The traits and characteristics of an entrepreneur
- The categories of entrepreneurs
- The entrepreneur in the 21st Century
- Formulating the business idea
- Developing and implementing the business idea
- The departments of a business organisation
- The inter-relatedness of business departments and the role of administration
- Managing the business

Competitive Business Management



This course aims to equip existing entrepreneurs with the necessary tools and information to progress from a business concept, to business set-up and management.

The course also aims to improve the performance and ensure the sustainability of entrepreneurial businesses.

What you will cover

- Entrepreneurial and economic activity
- Identifying start-up and business opportunities
- Initiating innovative entrepreneurial business techniques
- Entrepreneurial and managerial skills
- Marketing for a new business venture
- Effective business planning
- Thinking strategically
- Financing a new business
- Implementing an action plan
- Time management

Cultural Intelligence



This course aims to equip delegates with the necessary tools to effectively and efficiently function in an ever increasing global and diverse workplace.

Cultural intelligence will assist in the harnessing of cultural diversity and remove cultural barriers in the workplace. The skills learnt in this course may also be applied beyond the workplace, to external stakeholders.

What you will cover

- The types of intelligence
- Distinguishing Cultural Intelligence
- Defining Cultural Intelligence
- The development of Cultural Intelligence
- Aspects of Cultural Intelligence
- The Cultural Intelligence scale
- Strategies to improve cultural perception
- The relationship between cultural understanding and achieving business organisational goals
- Using Cultural Intelligence to create a corporate culture
- Cultural self-development