

2018

Training Course Library



NYANSA AFRICA

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Management Development Programmes

Executive and Senior Management Development



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.

We focus the individual's ability to oversee implementation whilst bearing the strategic intent in mind as well as the development of leadership competencies which enable executive management to achieve market competitive positioning through people.

Outcomes:

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

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:

- Strategy selection
- Financial management
- Performance leadership, resource application and coaching
- Business plan integration
- Marketing management and process alignment
- Leadership in the modern world
- Innovation and creativity

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
- Supervisors of just 2 staff or a manager who supervises hundreds of staff

What you will cover:

- Defining Management
- Understanding your role in Strategy execution
- The skills required to be a good manager
- 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

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 behaviours 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:

- Management 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



“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

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 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.

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

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-term 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 matter
- 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

Presentation Skills



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.

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:

- Presentation basics – what makes a good presentation
- 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 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 communication 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

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

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

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 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:

- Fraud and Corruption Introduction to concepts
- Laws and Regulations
- Fraud and Corruption in Our Organisation
- Developing the Fraud and Corruption Profile
- From "Known risks" to Suspicion
- The Decision to Investigate
- The Fraud Response Plan
- The world of the whistle-blower
- Cultural and environmental factors
- Establishing the right objectives
- Securing the Evidence
- Data and Document Forensics

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

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

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 and their inter-relatedness
- Managing the business

Contact Us

Ghana

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All courses may be presented in-house, anywhere in Africa.