

2017 TOM ASSOCIATES OPEN-COURSE CALENDAR

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January

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| 16 - 18 | Financial Statement Analysis |
| 16 - 20 | Administrative Functions & Office Management |
| 17 - 20 | Modeling for Financial Reporting and Analysis |
| 18 - 20 | Mastering Competitive Positioning, Blue Ocean Strategy and Value Chain Management |
| 18 - 20 | How to Find & Win New Business |
| 18 - 20 | Mastering Digital and Social Media Marketing |
| 19 - 20 | Root Cause Analysis Training |
| 23 - 24 | Anti Money Laundering and Counter Terrorism Financing |
| 25 - 27 | Frontline Leadership - <i>Emerging Leadership Course</i> |
| 25 - 27 | Improved English Communications: <i>Report & Proposal Writing and Excellent Communication</i> |
| 25 - 27 | Key-Account Managers Training |
| 25 - 27 | Strategic Managerial Accounting: <i>Cost Behaviours, Systems and Analysis</i> |
| 25 - 27 | Fundamentals of Microsoft Excel: <i>Basic Excel Training</i> |

February

- 6 – 8 Basic Financial Engineering/Derivatives Course
- 6 – 10 New Approach to Document Control and Records Management
- 7 – 10 Putting Data to Work - *Analyses of Past, Present and Forecast of Business Future*
- 7 – 10 Beginners Training on Bids and Tenders Management
- 7 – 10 Driving Performance through Targets & Appraisal Processes
- 8 – 10 Mastering Negotiations - *the Principles and Practice*
- 8 – 10 Cost Reduction & Management Guides
- 9 – 10 SMEs Combating Wastages in Production & Services
- 9 – 10 Job Hazard Analysis
- 9 – 10 Successful Business Pitch
- 13 –17 Competencies in Human Resources Management
- *Basic Human Resources Management*
- 13 –17 Enterprise Proficiency for Small & Medium Size Business Owners
- 14 – 17 Powerful Data Analysis Tools - *The Spreadsheet Models*
- 14 – 17 Becoming an Effective Supervisory Manager
- 16 – 17 Future-Ready Directors – *Dynamic Board for Young Businesses*
- 15 – 17 Mastering Tax Administration
- 16 – 17 Incident Investigation and Reporting
- 20 – 24 Management Development for Personal Assistants and Senior Secretaries
- 20 – 22 Building Financial Models
- 22 – 24 Problem Solving & Decision Making Techniques
- 22 – 24 Laws Relating to Employment and Regulatory Compliance

- 22 – 24 Business Acumen Master Class - *Transformative Learning of How the Business Makes Money*
- 22 – 24 Managing Fleet for Profitability
- 22 – 24 Facility Maintenance and Management Training
- 23 – 24 KPI Setting Process - *For Objective Performance Management*
- 23 – 24 How to Create Positive Customer Experience - *Service as an Art and Science*

March

- 1 – 3 Prosperous Retail Business - *the Essential Salesmanship & Customer Service*
- 1 – 3 Delivering Results through Team
- 1 – 3 Risk Assessment and Emergency Management Course
- 2 – 3 Optimal Management of Working Capital
- 2 – 3 Selling in a Difficult Environment
- 2 – 3 Organizing the Production Floor the “Five S” System Way
- 6 – 10 Advanced Human Resources Management
- 7 – 10 Excellent Operations Management - *Value Improvement in Manufacturing & Service Operations*
- 8 – 10 Foundation Excel for Financial and Business Analysis
- 8 – 10 Pumps and Valves Operation and Maintenance
- 8 - 10 Customer Experience Management
- 8 – 10 Smarter Presentation & Persuasive Public Speaking Skills
- 8 – 10 Leading with Emotional Intelligence
- 13 – 15 Corporate Restructuring, Mergers and Acquisition Course
- 13 – 17 Comprehensive Basic Accounting Training
- 13 – 17 Powerful Leadership Communication and Influence Management

- 13 – 17 Advanced Mechanical Drives System Maintenance
- 13 – 17 Managing the Learning & Development Function
- 15 – 17 Inventory, Logistics & Distribution Management
- 15 – 17 Managerial Skills Appreciation - *First Level Manager Programme*
- 20 – 24 Advanced Office Management and Administrative Skills
- 21 – 24 Advanced Excel Simplified for Financial Analysis
- 21 – 24 Mastering Internal Controls - *Operations, Financial and Management*
- 22 – 24 Customer Care Essentials
- 22 – 24 Workforce Harmony & Excellent Collaborations
- 27 – 31 Strategic Procurement and Vendor Management Course
- 27 – 31 Basic Mechanical Drives System Maintenance
- 28 – 31 Building and Sustaining a Successful Enterprise
- 29 – 31 Effective Management of Time, Priority and Work Pressure
- 29 – 31 Mastering & Managing the Corporate Planning Function

April

- 3 – 7 Finance for Non-Financial Managers
- 3 – 7 Bearing Maintenance and Lubrication
- 3 – 7 Administrative Functions & Office Management
- 4 – 7 Advanced Selling Skills
- 5 – 7 How to Turn Around a Business that is “Satisfactory But Underperforming”
- 5 – 7 Competency Training for Business Development Executives
- 5 – 7 Front Desk & Customer Relations Skills
- 10 – 13 Budgeting & Budgetary Control

- 10 – 13 Business Literacy – *Mastering the Dynamics of Business Drivers*
- 11 – 13 Big Data Analysis and Dashboards with Microsoft Excel for Business Analysts
- 11 – 13 Advanced Strategic Warehousing & Stores Management
- 11 – 13 Relationship Management & Marketing
- 18 – 21 Financial Modeling and Forecasting Techniques Using Advanced Excel Tools
- 19 – 21 Taking People With You - *Insight-Driven Approach to Achieving Big Goals*
- 19 – 21 Basic Management Process (Early Stage Managers Development Programme)
- 19 – 21 Payroll Management, Compensation & Benefits Administration
- 24 – 28 Management and Protection of Information (MPI)
- 24 – 28 Management of the Contemporary Public Sector – *the Pressure to Change*
- 25 – 28 Competencies in Service Strategy
- 25 – 28 Investment Analysis and Portfolio Management
- 26 – 28 Growing Distribution Channels Effectively
- 26 – 28 The Techniques of Consultative Selling

May

- 2 – 5 Contract Management Course
- 3 – 5 A Manager’s Personal Effectiveness
- 3 – 5 How to Find & Win New Business
- 3 – 5 Management of Non-Current Assets - *Fixed Assets Management*

- 4 – 5 Comprehensive Training on MS Word
- 8 – 12 Protocol, Public Relations and Events Management
- 8 – 12 The Public Sector Leaders of the Future
- 8 – 12 Management Development for Personal Assistants & Senior Secretaries
- 8 – 12 Enterprise Proficiency for Small & Medium Size Business Owners
- 9 – 12 Value Added Marketing - *Advanced Strategies*
- 9 – 12 Internal Audit Course
- 10 –12 Facility Maintenance & Management Training
- 15 – 19 Office Management Training for Officers and Managers
- 15 – 19 Enhancement of Public Sector Commercial Talent
- 16 – 19 Business Data Analysis and Modeling with Excel
- 17 – 19 Managers As Leaders
- 18 – 19 Occupational Health and Safety
- 22 – 24 Building Financial Models
- 22 – 26 Appropriation and Public Finance Refresher Programme
- 24 – 26 Strategic Brand Management Course - *Success with Product Management*
- 25 – 26 Root Cause Analysis Training
- 25 – 26 How to Create Positive Customer Experience - *Service as an Art and a Science*

June

- 5 – 7 Financial Statement Analysis
- 5 – 7 Mastering Tax Administration
- 5 – 7 Foundation Excel for Financial and Business Analysis
- 5 – 7 Stock Management and Control Training
- 5 – 9 Advanced Office Management and Administrative Skills

- 5 – 9 Basic Knowledge of Constitutional & Administrative Regulations for Public Servants
- 6 – 9 Becoming an Effective Supervisory Manager
- 7 – 9 Beginners Training on Bids and Tenders Management
- 8 – 9 Succeeding in Outlet Sales & Management
- 12 – 16 Competencies in Human Resources Management
- *Basic Human Resources Management*
- 12 – 16 Fluent English for Public Sector Executives
- 12 – 16 Management of Secret and Confidential Information - *In Public and Business Organizations*
- 13 – 16 Forensic Auditing Competence
- 13 – 16 Aggressive Market Penetration - *the Battle for Market Share*
- 14 – 16 Problem Solving and Decision Making Techniques
- 14 – 16 Customer Experience Management
- 19 – 23 Monitoring and Evaluation of Public Sector Projects
- 20 – 23 Building and Sustaining a Successful Enterprise
- 21 – 23 Strategic Managerial Accounting - *Cost Behaviours, Systems and Analysis*
- 21 – 23 Intermediate Excel for Financial and Business Analysis
- 21 – 23 Managing the Sales Team for Result
- 21 – 23 Managing Fleet for Profitability
- 21 – 23 Effective Management of Time, Priority and Work Pressure

July

- 3 – 7 Preventive Maintenance Course
- 3 – 7 New Approach to Document Control and Records Management

- 3 – 7 Management in the Contemporary Public Sector – *the Pressure to Change*
- 5 – 7 Customer Care Essentials
- 5 – 7 Cost Reduction & Management Guides
- 5 – 7 Fundamentals of Microsoft Excel - *Basic Excel Training*
- 6 – 7 Successful Business Pitch
- 6 – 7 Organizing the Production Floor the “Five S” System Way
- 6 – 7 KPI Setting Process - *For Objective Performance Management*
- 10 – 12 Corporate Restructuring, Mergers and Acquisition Course
- 10 – 14 Public Sector Service Transformation
- 10 – 14 Finance for Non-Financial Managers
- 10 – 14 Complete Salesperson - *The Seven Traits*
- 11 – 14 Managing a New Beginning – *Securing Our Post-Employment Future*
- 11 – 14 Modeling for Financial Reporting and Analysis
- 12 – 14 Improved English Communications - *Report & Proposal Writing and Excellent Communications*
- 12 – 14 Workforce Harmony & Excellent Collaborations
- 13 – 14 SMEs Combating Wastages in Production & Services
- 18 – 21 Driving Performance through Targets & Appraisal Processes
- 17 – 21 Managing the Learning & Development Function
- 18 – 21 Supply Chain & Logistics Management
- 19 – 21 Mastering & Managing the Corporate Planning Function
- 19 – 21 Advanced Strategic Warehousing & Stores Management
- 19 – 21 Smarter Presentation & Persuasive Public Speaking Skills
- 24 – 28 Outcome Measurement & Impact Assessment for Public Sector Projects

- 25 – 26 Anti Money Laundering and Counter Terrorism Financing
- 25 – 28 Putting Data to Work - *Analyses of Past, Present and Forecast of Business Future*
- 26 – 28 Business Acumen Master Class - *Transformative Learning of How the Business Makes Money*
- 26 – 28 Leading with Emotional Intelligence
- 26 – 28 Prosperous Retail Business: the Essential Salesmanship & Customer Service
- 26 – 28 Delivering Results through Teams
- 26 – 28 Inventory, Logistics and Distribution Management

August

- 1 – 4 Contract Management Course
- 1 – 4 Advanced Excel Simplified for Financial Analysis
- 2 – 4 Management of Non-Current Assets - *Fixed Assets Management*
- 2 – 4 Managerial Skills Appreciation: First Level Managers Programme
- 2 – 4 Competency Training for Business Development Executives
- 2 – 4 Mastering Competitive Positioning, Blue Ocean Strategy and Value Chain Management
- 3 – 4 Incidence Investigation and Reporting
- 3 – 4 Selling in a Difficult Environment
- 7 – 9 Basic Financial Engineering/Derivatives Course
- 7 – 11 Advanced Human Resources Management
- 7 – 11 Comprehensive Basic Accounting Training

- 7 – 11 Fluent English for Public Sector Executives
- 9 – 11 Front Desk & Customer Relations Skills
- 9 – 11 A Manager’s Personal Effectiveness
- 14 – 18 Strategic Procurement and Vendor Management Course
- 14 – 18 Powerful Leadership Communication and Influence Management
- 14 – 18 Administrative Functions & Office Management
- 14 – 18 The Public Sector Leaders of the Future
- 15 – 18 Excellent Operations Management - *Value Improvement in Manufacturing & Service Operations*
- 16 – 18 Basic Management Process (Early Stage Managers Development Programme)
- 21 – 25 Protocol, Public Relations and Events Management
- 21 – 25 Basic Mechanical Drives System Maintenance
- 21 – 25 Techniques of Developing and Drafting Public Policy
- 22 – 25 Budgeting & Budgetary Control
- 23 – 25 How to Turn Around a “Satisfactory But Underperforming” Business
- 28 – 30 Big Data Analysis and Dashboards with Microsoft Excel for Business Analysts
- 28 – 30 The Techniques of Consultative Selling
- 29 – 30 Optimal Management of Working Capital
- 29 – 30 Job Hazard Analysis

September

- 4 – 7 Powerful Data Analysis Tools - *The Spreadsheet Models*
- 4 – 8 Advanced Office Management & Administrative Skills

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| 7 – 8 | Future-Ready Directors – <i>Dynamic Board for Young Businesses</i> |
| 11 – 15 | Management and Protection of Information (MPI) |
| 11 – 15 | Monitoring and Evaluation of Public Sector Projects |
| 12 – 15 | Competencies in Service Strategy |
| 12 – 15 | Aggressive Market Penetration (the Battle for Market Share) |
| 12 – 15 | Building Financial Models |
| 12 – 15 | Mastering Internal Controls - <i>Operations, Financial and Management</i> |
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| 18 – 22 | Management Development for Personal Assistants & Senior Secretaries |
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| 21 – 22 | How to Create Positive Customer Experience – <i>Service as an Art and Science</i> |
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| 25 – 29 | Bearing Maintenance and Lubrication |
| 25 – 29 | Office Management Training for Officers and Managers |
| 25 – 29 | New Approach to Document Control and Records Management |
| 26 – 29 | Forensic Auditing Competence |

- 26 – 29 Financial Modeling and Forecasting Techniques Using Advanced Excel Tools
- 27 – 29 Delivering Results through Teams
- 27 – 29 Relationship Management & Marketing Skills

October

- 3 – 6 Advanced Selling Skills
- 3 – 6 Investment Analysis and Portfolio Management
- 4 – 6 Taking People With You - *Insight-Driven Approach to Achieving Big Goals*
- 4 – 6 Smarter Presentation & Persuasive Public Speaking Skills
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- 4 – 6 Business Acumen Master Class - *Transformative Learning of How the Business Makes Money*
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- 26 – 27 Root Cause Analysis Training
- 25 – 27 Cost Reduction & Management Guides
- 25 – 27 Prosperous Retail Business - *the Essential Salesmanship & Customer Service*
- 26 – 27 Organizing the Production Floor the “Five S” System Way

November

- 1 – 3 Mastering & Managing the Corporate Planning Function
- 1 – 3 How to Turning Around a “Satisfactory But Underperforming” Business
- 2 – 3 Comprehensive Training on MS Word
- 2 – 3 Selling in a Difficult Environment
- 2-3 Occupational Health & Safety
- 6 – 8 Financial Statement Analysis
- 6 – 10 Finance for Non-Financial Managers

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27 – 29 Workforce Harmony & Excellent Collaborations

28 – 29 Job Hazard Analysis

December

4 – 5 Anti Money Laundering and Counter Terrorism Financing

4 – 8 Advanced Office Management and Administrative Skills

4 – 8 Office Management Training for Officers and Managers

4 – 8 Preventive Maintenance Course

5 – 8 Contract Management Course

5 – 8 Competencies in Service Strategy

5 – 8 Aggressive Market Penetration - *the Battle for Market Share*

5 – 8 Budgeting & Budgetary Control

6 – 8 Mastering Competitive Positioning, Blue Ocean Strategy and Value Chain Management

6 – 8 Big Data Analysis and Dashboards with Microsoft Excel For Business Analysts

11 – 15 Comprehensive Basic Accounting Training

11 – 15 Management and Protection of Information (MPI) *Records Retention & Disposal*

11 – 15 Techniques of Developing and Drafting Public Policy

11 – 15 Management Development for Personal Assistants and Senior Secretaries

12 – 15 Internal Audit Course

13 – 15 Strategic Brand Management Course – Success with Product Management

13 – 15 Intermediate Excel for Financial and Business Analysis

13 – 15 Advanced Strategic Warehousing & Stores Management

13 – 15 Effective Management of Time, Priority and Work Pressure