

TOM ASSOCIATES *Training* www.tomassociatesng.com

Recently, participants in one of our Negotiation Skills classes were given a group case exercise involving three companies: execute a gas pipeline contract under very tight time and cost constraints with a very uncompromising weather window. The class was composed of participants from industries as diverse as petroleum, aviation, banking, telecom, natural gas, ICT, pharmaceuticals. A few of them had faced tough contractual obligations, but in radically different settings.

Rarely in the course of their careers do young managers have the opportunity to tap such a depth and breadth of peer experiences. Since 1992, Tom Associates has been providing such opportunities daily in our numerous open and in-plant courses.

We focus on our continuous commitment to excellent education of future leaders, and it is the reason we remain one of the few leading and creative Management Development institutions in Nigeria, consistently developing and delivering management training. The programmes we deliver are designed to prepare middle-level executives for top-level strategic responsibilities.

For 2010, here are the subject areas of management that Tom Associates Training will deliver as open and in-plant workshops. In 2009 close to 4,000 managers and executives from nearly 160 business establishments took part in Tom Associates workshops all over Nigeria.

By February 2010, Tom Associates has put in eighteen successful years providing quality management education in Nigeria. And in the years to come, Tom Associates will create even new approaches to the development of human capital in the country.

TOM ASSOCIATES TRAINING WORKSHOPS 2010

Select the programmes for developing your managers from the various courses featured in this brochure. They are all courses that should help you, as an organization to:

- discover successful ways to improve your business performance
- gain sustainable competitive edge by developing skills, creativity and commitment
- know how to put recognized best practices into action
- profit from the changing business environment.

The employees who go through the courses you select here will gain:

- benefits from the practical experience of the professionals who lead our courses
- enhanced personal skills
- a sense of achievement
- renewed professional ambition
- increased job satisfaction.

What your Learning and Skill development should focus on in 2010

- Learning that transfers to real issues at work.
- Learning that is linked to your strategy and culture.
- A new approach to marketing and selling.
- Experience sharing with successful companies.
- Programmes that will mature future managers.
- Tools and framework to effectively drive business forward.

Management Retreat

We provide tools and guides for systematic discussions on strategies, up to budgeting.

In-plant Training

For exclusive in-plant training for your staff, you can ask us to modify the course you are interested in.

Custom-made Courses

Please ask us to design specialised packages for you.

Open Workshops

Note the approximate dates indicated for each open course. The fees shown are per participant.

TOM ASSOCIATES

January

20 - 22 Basic Management Process
 20 - 22 Fundamental Selling
 25 - 26 Finding New Business
 25 - 27 Admin Function
 27 - 29 Basic HR

February

3 - 5 Customer Care
 3 - 5 Creativity & Innovation
 10 - 12 Product Management
 17 - 19 Branch Management
 17 - 19 Business Planning
 25 - 26 Front Office Skills

March

3 - 5 Presentation Skills
 10 - 12 Secretaries Course
 10 - 12 Advanced HR
 17 - 19 Training Skills
 24 - 25 Finding New Business
 24 - 26 Warehousing

April

1 - 2 Service Level Agreement
 7 - 9 Basic Marketing
 7 - 9 Negotiation Skills
 14 - 16 Report Writing
 28 - 29 Front Office Skills
 28 - 30 Supervisory Skills

May

5 - 7 Relationship Management
 6 - 7 Personal Effectiveness
 12 - 14 Production Management
 12 - 14 Consulting Practice
 26 - 28 Retirement Course
 26 - 28 Strategic Customer Service

June

2 - 4 Value Added Marketing
 2 - 4 Basic Management Process
 9 - 11 Target Setting
 9 - 11 Secretaries Course
 17 - 18 Field Sales Management
 23 - 25 Branch Management

July

7 - 9 Advanced HR
 7 - 9 Admin Functions
 14 - 15 Time Management
 14 - 16 Creativity & Innovation
 28 - 30 Peak Performance Leadership
 28 - 30 Advanced Selling

August

4 - 6 Strategic Customer Service
 4 - 6 Negotiation Skills
 11 - 13 Report Writing
 12 - 13 Finding New Business
 18 - 20 Basic Marketing
 25 - 27 Relationship Management

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September

1 - 3	Presentation Skills
2 - 3	Service Level Agreement
8 - 10	Value Added Marketing
15 - 17	Business Planning
16 - 17	Front Office Skills
22 - 24	Product Management

October

6 - 7	Field Sales Management
6 - 7	Personal Effectiveness
13 - 15	Supervisory Skills
13 - 15	Fundamental Selling
20 - 22	Warehousing
20 - 22	Customer Care

November

10 - 12	Basic HR
10 - 12	Secretaries Course
17 - 19	Target Setting
24 - 26	Training Skills
24 - 26	Retirement Course
25 - 26	Time Management

December

1 - 3	Peak Performance Leadership
1 - 3	Report Writing
8 - 10	Admin Functions
8 - 10	Consulting Practice

BUSINESS STRATEGY MANAGEMENT RETREAT

2 Days on Demand

PROGRAMME SYNOPSIS

- Clarifying the Goals of the Retreat.
- Environment of the Business.
- Identifying Company's Business Cycle.
- Vision Assessment, Value System and System Relevance.
- Scorecard Issues.
- The Marketing Position.
- Revenue-generating opportunities.
- Cost-saving opportunities.
- Human capital system.
- Technology use.
- Strategies
- Action Plans.

FEE: Negotiable

BUSINESS STRATEGY BUSINESS REVIEW PROCESS

2 Days on Demand

PROGRAMME SYNOPSIS

- What's Been Happening to Us.
- State of Customers.
- Opportunities.
- Capacity Challenges
- Financial Strength.
- Talent Pool.
- Customer Lock-in.
- Reputation Analysis
- Competitive Advantage.
- Government Activities and Interventions.
- Company's Business Risks.
- Sensitivity Analysis/Scenario Planning.
- Corporate Direction.
- Business Strategy.
- Action Steps and Milestones.

FEE: Negotiable

BUSINESS STRATEGY

HOW TO DEVELOP A BUSINESS PLAN AND MODEL

February 17 - 19, 2010
September 15 - 17, 2010

PROGRAMME SYNOPSIS

No matter what business venture you run or want to start it must be preceded by the document called BUSINESS PLAN.

Business Plan and Model for a Growing Market

An existing player should evaluate these growth factors, review the business model and rewrite it to fit the business as it may now become.

For new entrants into the growth markets, a meticulously prepared business plan will substantially improve the chances of success. The production of this document is the minimum evidence that the individual or organization has taken the first formal step, at least, in screening and evaluating the potentials of the new business idea.

Business Plan and Model for a Shrinking Market

Company failures, longer business cycles, hard time keeping good employees, shrinking gross margins, shrinking cash flow should cause the business to do a of the business model and write a new plan.

FEE: N72,500 VAT Inclusive

BUSINESS STRATEGY

HOW TO SET UP A BUSINESS CONSULTING PRACTICE

May 12 - 14, 2010
December 8 - 10, 2010

You have put an enormous amount of your life into becoming an expert in your field, gaining specialised skills. Moreover, you are bored with your daily routine.

You have been looking for the opportunity to take your fate in your hand, to use your brains and skills and information to your own best advantage. You want to keep for yourself a greater percentage of the benefits which you know how to deliver.

That's all right. Consulting is one place where you can create a profitable business from the first day with ridiculously limited capital.

CONTENTS

- The Business Aspects - Defining your Service
- Basic forms and templates
- Projects - Written and Verbal agreements
- Credibility - Conducting a project
- Clients - Who's in charge?
- Marketing
- Writing Proposals
- Financial Aspects - Pricing and Cost Management

FEE: N90,000 VAT Inclusive

TOM ASSOCIATES

CUSTOMER SERVICE SPECTACULAR PERFORMANCE THROUGH CUSTOMER CARE

February 3 – 5, 2010
October 20 – 22, 2010

This course is designed mainly for people on the frontline and their supervisors. It promotes service stamina – going at it without relenting even when all others seem to be given up on excellent care for customers.

WHAT THE COURSE TEACHES

- How people make the difference in service
- The psychology of personal stamina - keeping at it even under odds.
- Psychological barriers to excellent service.
- Skills of excellent human relations.
- Tactics for service excellence.
- What excellence is and how to retain it as a personal commitment and institutionalized culture.
- Internal-external customer service concept.

FEE: N72,500 VAT Inclusive

CUSTOMER SERVICE STRATEGIC CUSTOMER SERVICE MANAGEMENT

May 26 – 28, 2010
August 4 – 6, 2010

CONTENTS

- Strategic issues in customer service management.
- Service policy and mission (Case Study).
- Managers challenge in service strategies.
- Service strategy and policy formulation.
- Development of customer value proposition.
- Internal-External customer concept.
- The customer service scorecard issues.
- Service standards and performance indicators.
- Benchmarking identified competitors.
- Service process framework.
- Service Level Agreements.
- Handling service quality problems.
- Recruiting right for proper personal attitudes.
- Process of continuous quality service improvement.

FEE: N72,500 VAT Inclusive

*** DATES SUBJECT TO CONFIRMATION**

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CUSTOMER SERVICE CREATING & MANAGING SERVICE LEVEL AGREEMENTS (SLAs)

April 1 - 2, 2010
September 2 - 3, 2010

This course provides the guidelines for development of detailed service level agreements and the contents that form the basis of an agreement.

Course Contents

- What a Service Level Agreement (SLA) is.
- The Step-by Step Process for Preparing the SLA.
- SLA Document Framework and Contents.
- Start up Involving the Key Players.
- Identifying Expectations and Defining Service Levels.
- Establishing Service Performance Indicators.
- Confirming Mutual Issues.
- The Review Process.
- Default Clauses and Mutual Obligations.
- Service Schedules, Variations and Exclusions.
- Dispute Resolutions.
- Checklist to Agreements.

FEE: N57,500 VAT Inclusive

CUSTOMER SERVICE FRONT OFFICE AND CUSTOMER RELATIONS SKILLS

February 25 - 26, 2010
April 28 - 29, 2010
September 16 - 17, 2010

CONTENTS

- Reception Procedures and Processes.
- Rules of Customer Relations.
- Manners, Cultures and Personal Attitudes.
- Body Language: A Vital Skill for Front Officers.
- Building Self Confidence.
- Basic Courtesies and Prosper Social Conducts.
- Corporate Dressing and Grooming.
- Conversations: the Tactful Tips.
- Telephone Handling and Telephone Manners.
- Listening and Questioning Skills.
- Memory Retention and Attentiveness.
- The Psychology of Queuing.
- Managing Visitors Waiting Time.
- Handling Difficult Visitors Successfully.
- Assertiveness Skills.
- Career Enhancement for Front Office Personnel.

FEE: N57,500 VAT Inclusive

TOM ASSOCIATES

HUMAN CAPITAL MANAGEMENT BASIC HUMAN RESOURCE MANAGEMENT

January 27 – 29, 2010
November 10 – 12, 2010

CONTENTS

- Overview of the Human Resources Function
- Recruitment, Selection, Induction and Placement processes
- Performance, Appraisal Process and Application
- HR Training and Development
- Salary Administration/Job Evaluation
- Legal Aspect of Employment
- Disciplinary & Grievance Procedure
- Application of Technology to HR Management
- Industrial Relations.

FEE: N72,500 VAT Inclusive

HUMAN CAPITAL MANAGEMENT HOW TO SET TARGETS & MANAGE PERFORMANCE

June 9 -11, 2010
November 17 – 19, 2010

CONTENTS

- How to Set up a Performance management system
- Agreeing Key Results Areas
- The Quantitative Performance Indicators
- Behavioural Performance Indicators
- Use of Balanced Scorecard Tool
- Procedures for Objectives Setting
- Benchmarking Performance Standards
- How to arrive at a consistent way of determining rewards in relation to employee performance
- Roles of the Performance Standards Manager.

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HUMAN CAPITAL MANAGEMENT TRAINING SKILLS FOR LINE MANAGERS

March 17 - 19, 2010
November 24 - 26, 2010

This course provides company managers, part-time trainers and instructors with knowledge and skills to design and facilitate trainee learning. Participants in this course will be provided with the opportunity to experience and practice the full range of skills needed to deliver a training session effectively.

CONTENTS

- Training defined
- Training models
- Learning concepts
- Adult learning process
- Designing a training
- On-the-job training
- Training Steps
- Lesson preparation
- Why adults learn
- How adults learn
- Learning atmosphere
- Choice of the right style
- Presenting the lessons
- Training aids
- Games and cases
- Film shows
- Role plays
- Assessing training effectiveness.

FEE: N72,500 VAT inclusive

HUMAN CAPITAL MANAGEMENT ADVANCED HUMAN RESOURCE MANAGEMENT

March 10 - 12, 2010
July 7 - 9, 2010

CONTENTS

- An Employee's Lifecycle
- The HR Manager's Role as a Business Partner
 - Strategy Partner
 - Change Agent
 - Administrative Expert
 - Employee Champion
- HR Information System Management
- Performance Management System
- Rewards Schemes
- Manpower Planning and Career Management
- Employee Mentoring Process
- Industrial Relations Issues
- Laws Relating to Employment
- Development of Employee Policy

FEE: N72,500 VAT inclusive

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TOM ASSOCIATES

LEADERSHIP & SUPERVISOR CREATIVITY AND INNOVATION IN BUSINESS

- HOW MANAGERS CAN CHALLENGE THEIR
MENTAL MODELS

February 3 - 5, 2010
July 14 - 16, 2010

CONTENTS

- What Creativity is, What Innovation is.
- Creativity in Business
- The Nine Routes to Creativity.
- Transforming Creativity to Innovation.
- Interrelationships of Creativity, Intelligence and Talent.
- Ideas Generation through Lateral Thinking.
- Creating an 'Ideas Bank.'
- Brainstorming and Reverse Brainstorming.
- The Common Habits of Creative Managers.
- The Four Categories of a New Product.
- How to Create New Products.
- Managing a New Product to Success.
- De Bono's Six Thinking Hats.
- Entrenching Innovation into the Business Organization.

FEE: 72,500 VAT inclusive

LEADERSHIP & SUPERVISOR PEAK PERFORMANCE LEADERSHIP SKILLS

July 28 - 30, 2010
December 1 - 3, 2010

CONTENTS

- Current Economic Signs.
- How Leaders Drive for Results
- Leadership Vision and Values
- Stakeholder Engagements
- The Perpetual Focus on the Business Purpose
- The Sports-Coach Mindset
- The tactics for transformation
- Peter Block's maxim
- Barbara Kellerman's 7 types of bad leadership
- J. Welch's What leaders do
- Ashridge - Top Ten 'very important' for a leader
- What motivates Leaders vs What motivates most Subordinates
- What excellent leadership is.
- Leadership Powers and Their Uses.
- Performance Management.
- Organizational Profiling Tools.

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LEADERSHIP & SUPERVISOR BRANCH MANAGERS BUSINESS ACUMEN

February 17 - 19, 2010
June 23 - 25, 2010

Introduction

Branch managers should create more customers, attend to more complex demands, sell more volumes and manage their subordinates.

To keep an eye on performance, branch managers must keep their branch members performing for profit.

Programme Contents

- The Branch Manager's Jobs
 - Planning
 - Organizing
 - Directing
 - Controlling
- Understanding forces that affect the business
- Branch Manager's Leadership Skills
 - Understanding leadership powers and their uses
- Keeping a Top-of-the-range Customer Service
- Setting Targets for Branch Staff
 - Performing for profit
- Managing People
- Appraising subordinates performance

FEE: N72,500 VAT Inclusive

LEADERSHIP & SUPERVISOR BASIC MANAGEMENT PROCESS (MANAGERIAL SKILLS APPRECIATION)

January 20 - 22, 2010
June 2 - 4, 2010

PROGRAMME

- Understanding changes affecting business
- Concept of management.
- The career of a manager
- Manager as leader.
- Building effective teams.
- Motivation at work.
- Decision making and problem solving.
- Time management
- Discipline at work
- Developing managerial competencies.

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LEADERSHIP & SUPERVISOR BECOMING AN EFFECTIVE SUPERVISOR

April 28 - 30, 2010
October 13 - 15, 2010

CONTENTS

- Transition into Supervisory Grade.
- Goals a Supervisor Pursues
- Challenges a Supervisor Faces
- Gains for Being a Supervisor
- Leadership Styles and Acumen
- Team Management Skills
- Communicating Effectively
- Delegation Skills
- Planning and controlling job performance.
- Coaching Subordinates
- Appraising Subordinates
- Time and Priority Management
- Managing Relationship with the Superiors.

FEE: N72,500 VAT Inclusive

LEADERSHIP & SUPERVISOR ADMINISTRATIVE FUNCTIONS & OFFICE MANAGEMENT

January 25 - 27, 2010
July 7 - 9, 2010
December 8 - 10, 2010

CONTENTS

- Routines of an Administrative Officer
- Getting organized
- Provision of business and logistic supports to line managers
- Contract and vendor management
- Procurements and Management of company assets
- Cost containment techniques
- Office ambience
- Safety issues
- Interpersonal skills
- Community and public relations functions
- Work ethics and personal commitments.

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LEADERSHIP & SUPERVISOR NEGOTIATION SKILLS FOR MANAGERS

April 7 - 9, 2010
August 4 - 6, 2010

PRODUCTION & QUALITY MANAGEMENT STRATEGIC WAREHOUSING & STORES MANAGEMENT

March 24 - 26, 2010
October 20 - 22, 2010

CONTENTS

- The Negotiation Process.
- Planning and Preparing for a Negotiation.
- Negotiating Strategies and Tactics.
- Negotiating Styles Analysis.
- How to Set Negotiation Targets for Positive Outcome.
- Types of Negotiating Powers and their Uses.
- Applying the Negotiation Planner.
- Joint Venture Negotiations.
- Tripartite Negotiations.
- How to Give Concessions Without Losing Out.
- Negotiating in a State of Crisis.
- Telephone Negotiation.

FEE: N72,500 VAT Inclusive

WHAT THE COURSE TEACHES

- Warehouse design, partitioning and control procedures.
- Numbering and classification systems for different stores items.
- Stock allocation.
- Good house-keeping practices.
- Issuance of materials, FIFO, LIFO, etc.
- Materials requisition planning (MRP).
- Store keeping and related documentation.
- Inventory management.
- Supply chain management.
- Health and safety.

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MARKETING & SELLING RELATIONSHIP MANAGEMENT AND MARKETING

May 5 - 7, 2010
August 25 - 27, 2010

CONTENTS

Relationship Strategies

- Customer Targeting
- Measurement Guides to Assess

Relational Depth

- Working as a Team

Relationship Capabilities

- Profiling Key Businesses
- Long Prospecting Cycles
- Customer Service Cycle
- Managing Difficult Accounts

Personal Selling Results

- High-Performance Selling
- The World-Class Marketer
- Selling v. Marketing

FEE: N72,500 VAT Inclusive

MARKETING & SELLING SUCCEEDING AS A PRODUCT MANAGER

February 10 - 12, 2010
May 12 - 14, 2010
September 22 - 24, 2010

CONTENTS

- Product Managers responsibilities.
- Products planning.
- Segment thinking.
- Channel development opportunities.
- Understanding brands.
- Pricing principles.
- Sales promotions.
- Merchandising.
- Advertising and publicity.
- Promotional sensitivity analysis.
- Working with salespeople.

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TOM ASSOCIATES

MARKETING & SELLING VALUE-ADDED MARKETING (ADVANCED MARKETING STRATEGIES)

June 2 - 4, 2010
September 8 - 10, 2010

CONTENTS

- Pillars of business strategies
- Customer equity
 - Value equity
 - Relationship equity
 - Brand equity
- Marketing strategies planning process
- Environment, Customer, Competitor and Self analysis.
- Positioning and market segmentation
- Profit drivers and distinctive competencies
- Product portfolio management
- Integration of marketing strategy and communication strategy.
- Concept of Product Life Cycle
- Marketing Innovation
- Relationship Management
- Managing Major Accounts
- What makes perpetual market winners.

FEE: N72,500 VAT Inclusive

MARKETING & SELLING ADVANCED SELLING SKILLS (FOR EXCEPTIONAL SALES PERFORMANCE)

July 28 - 30, 2010

CONTENTS

- The 15 Special Selling Skills.
- Advancing in a Sales Career.
- Sales Enemies to Defeat.
- Power of Enthusiasm.
- Customer Pyramid of Wants.
- Sales Planning.
- Listening and Questioning Skills.
- Objections Handling.
- Sales Negotiation Tactics.
- Sales Territory Management.
- Sales Productivity Planning.
- Sales Promotions.

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MARKETING & SELLING FIELD SALES MANAGEMENT

June 17 - 18, 2010
October 6 - 7, 2010

CONTENTS

- What's special about you as a Field Sales Manager.
- Setting targets for field sales people.
- Field work, coaching and counseling.
- Performing for profit
- Managing cash and credit.
- Territory development and management.
- Organising sales meeting and conference
- Controlling the sales team
- Time savers, time wasters
- Field report writing.
- Careful use of leadership powers.

FEE: N57,500 VAT Inclusive

MARKETING & SELLING FUNDAMENTAL SELLING SKILLS

January 20 - 22, 2010
October 13 - 15, 2010

COURSE CONTENTS

- What's Special about You as a Salesperson
- What results Your Boss Expects of You
- How Well You Know the Customer
- Sales Challenges and Sales Differentiators
- Your Orientation as a Salesperson
- Sales Planning
- Effective Communication in a Sales Process
- Some Salesperson's Habits to Break
- Essential Sales Practices
- Closing techniques
- Sales reports

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TOM ASSOCIATES

MARKETING & SELLING BASIC MARKETING PROGRAMME

April 7 - 9, 2010
August 18 - 20, 2010

COURSE CONTENTS

- What marketing is all about.
- Goals and conflicts in marketing.
- Contents of a marketing plan.
- How to prepare a marketing plan in 7 sentences.
- SWOT analysis and market development.
- Market segmentation, customer targets and product positioning.
- Putting marketing mix to work
- Product life cycle and choice of marketing strategies.
- Marketing research tools and techniques.
- Implementing a brand strategy.
- Pricing principles and techniques.
- Understanding Total Marketing Communications.

FEE: N72,500 VAT Inclusive

MARKETING & SELLING HOW TO FIND AND WIN NEW BUSINESS

January 25 - 26, 2010
March 24 - 25, 2010
August 12 - 13, 2010

Your company must adopt the strategy of Intense Market Penetration for fast growth. Programme of Finding and Winning New Business teaches the feverish pursuit of new business leads while you hold tight to the customers you have on hand.

WHAT THE COURSE OFFERS

- What participants will learn include:
- How to plan prospecting for new customers.
- How to position the company and product appropriately to attract the right prospects' desires and patronage.
- How to do the prospecting itself.
- How to develop useful leads.
- How to develop relationship management capabilities.

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PERSONAL SKILLS DEVELOPMENT MANAGEMENT SKILLS FOR SECRETARIES AND PERSONAL ASSISTANTS

March 10 - 12, 2010
June 9 - 11, 2010
November 10 - 12, 2010

PERSONAL SKILLS DEVELOPMENT MANAGING NEW BEGINNINGS - LIFE AFTER SALARY EMPLOYMENT

May 26 - 28, 2010
November 24 - 26, 2010

CONTENTS

- Competencies and Roles in Top Secretarial Positions
- Understanding Changes Affecting Business
- Management Process
- Interpersonal Skills
- Managing the Boss
- Managing Routines
- Communicating Effectively - Written and Oral
- Managing Self for Effective Time Use
- Maintaining Corporate Secrecy and Confidentiality
- Scheduling Meetings
- Records Keeping and Good Memory
- Documents and Mails Handling
- Files Management and Information Retrieval
- Monitoring Impress Accounts and Stationeries
- Self Carriage and Comportment
- Self Carriage and Comportment
- Career Trends for Professional Secretaries and PAs.

Every worker approaching retirement age must plan so as not to confront sobering economic problems in twilight years. This course shows that retiring from employment needs not become a calamity.

WHAT TO LEARN

- How the economy will affect retirees in the future.
- How to plan for retirement.
- Alternative sources of income.
- Manageable businesses to retire into.
- How to stay healthy as age advances.

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PERSONAL SKILLS DEVELOPMENT PROFESSIONAL PRESENTATION SKILLS

March 3 - 5, 2010
September 1 - 3, 2010

CONTENTS

- How to be confident in handling presentation.
- How to plan and prepare for presentations roles, cues and equipment.
- Secrets of great presenters.
- How to overcome stage fright.
- Effective audience control.
- Techniques of special speaking situations.
- How to ask for and get the desired decision.
- Skills in the use of PowerPoint.

The commonest presentations:

- Marketing presentation
- proposals presentation
- reports presentation.

Special Presentations:

- technical lecture
- special speaking situation (e.g. post dinner speech)
- motivational speaking.

FEE: N72,500 VAT Inclusive

PERSONAL SKILLS DEVELOPMENT A MANAGER'S PERSONAL EFFECTIVENESS

May 6 - 7, 2010
October 6 - 7, 2010

SYNOPSIS

The programme content has been developed around seven "Key Questions":

1. What have I been hired to do?
 2. What results are expected of me?
 3. What can I do to make a real difference in the company's fortunes?
 4. What are my bosses' Critical Result Areas?
 5. What Critical Result Areas should be for my sub-ordinates?
 6. What do I value most in my life?
 7. What do I want to achieve - my goals? Long term? Short-term? Professionally? Personally?
- Performance Orientation.
 - Opportunities Focused.
 - Problem Solving.
 - Innovativeness.
 - Initiative.
 - Delegation and Empowerment.
 - Champion Relevant Changes.
 - Developing Self.

FEE: N57,500 VAT Inclusive

* DATES SUBJECT TO CONFIRMATION

20

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TOM ASSOCIATES

PERSONAL SKILLS DEVELOPMENT EFFECTIVE MANAGEMENT OF TIME

July 14 - 15, 2010
November 25 - 26, 2010

CONTENTS

- Time Definition.
- Putting Value on Time.
- Becoming an Organized Person.
- Habits of Effectiveness.
- Assertiveness Skills.
- Dealing with Time Wasters.
- Setting and Sticking to Priority.
- Managing Anxiety and Stress Habits.
- Coping Well Under Pressure.
- Time Log - daily, weekly.

FEE: N57,500 VAT Inclusive

PERSONAL SKILLS DEVELOPMENT BUSINESS REPORT WRITING FOR MANAGERS

April 14 - 16, 2010
August 11 - 13, 2010
December 1 - 3, 2010

CONTENTS

- The Challenge of Communicating Effectively in English.
- Key Factors for Writing Well.
- Doing the Writing:
 - Formatting
 - Paragraphs
 - Attention to grammar
 - Punctuations
 - Spellings
 - Letters and memos.
- Editing Techniques
- Consequences of poorly edited writing.
- Errors in Parallelism.
- Misplaced Modifiers.
- Reports and Proposals
- Final Checklist
- How to use technology effectively in writing for business purposes.
- How to telefax, prepare a business e-mail, quickmail, etc.
- How to organize thoughts clearly before writing.
- A compendium of Business Vocabulary.
- Comparing British with American English.

FEE: N72,500 VAT Inclusive

* DATES SUBJECT TO CONFIRMATION

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PERSONAL SKILLS DEVELOPMENT PUTTING EMOTIONAL INTELLIGENCE TO WORK

(Available as In-Plant Programme Only)

What Participants Will Learn:

- What it means to bring Emotional Intelligence to work.
- Practical values of working with Emotional Intelligence.
- Empirical evidences of how much Emotional Intelligence matters for success.
- Personal profiles of emotional strengths and weaknesses.
- Business costs of emotional ineptitude.
- The notion of maturity.

FEE: Negotiable

PERSONAL SKILLS DEVELOPMENT PERSONAL CAREER DEVELOPMENT (Available on Demand)

WHAT THE COURSE TEACHES

- How the terrain of paid employment is changing.
- Career progression in an organization.
- Who is cut for big and for small organizations.
- How to find out if you are Personal- or Company-Goals oriented.
- How to build your own personal wealth.

FEE: Negotiable.

TOM ASSOCIATES

HUMAN CAPITAL MANAGEMENT
MANAGING WORKPLACE CONFLICTS
(Available as In-plant Programme only)

2 Days on Demand

OBJECTIVES OF THE COURSE

- Understand the nature of workplace conflict
- Diagnose conflict scenarios in the workplace and the techniques for resolving them.
- Proper communication for resolving conflicts
- Dealing with difficult people in the workplace
- Use of leadership skills as a tool for building positive relationships.

FEE: Negotiable

HUMAN CAPITAL MANAGEMENT
COACHING FOR PERFORMANCE
(Available as In-plant Programme only)

2 Days on Demand

OBJECTIVES OF THE COURSE

- Understand the role of Leader as Coach
- Learn a core set of coaching principles and strategies
- Practice a variety of coaching sessions and situations
- Develop a plan for applying coaching capabilities

FEE: Negotiable

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HUMAN CAPITAL MANAGEMENT TRAINING FUNCTIONS WORKSHOP (Available as In-plant Programme only)

2 Days on Demand

WHAT THE COURSE TEACHES

- Identifying the key roles of training and development functions.
- Identifying training needs at individual and organizational levels.
- Writing training aims and behavioural objectives.
- Growing employee competencies through training.
- Learning a variety of training delivery methods.
- Course validation and evaluation techniques.
- Budgeting for training and development.

FEE: Negotiable

HUMAN CAPITAL MANAGEMENT INTERVIEWING TECHNIQUES (For Recruiting and Management Counseling) (Available as In-plant Programme only)

3 Days on Demand

The purpose of having managers learn proper techniques of interviewing is to ensure good recruitment and selection and also the retention of the best candidates employed in the organization.

Managers should know how to put at ease the candidates and staff they interview. It is what will help them make objective decisions not subject to irrelevant issues, appearance or antecedents of the candidate and staff.

FEE: Negotiable

LEADERSHIP DEVELOPMENT
WINNING WITH INTELLIGENT TEAMS
(Available as In-plant Programme Only)

2 Days on Demand

WHAT THE COURSE TEACHES

- Team Goals.
- Team Decisions.
- Difference between a Team and a Work Group.
- Techniques of building a successful team.
- Team approach to problem solving and decision making.
- Productivity through teams.
- Maturity in handling misunderstandings and individual differences.

FEE: Negotiable

LEADERSHIP DEVELOPMENT
MANAGING THE DYNAMICS OF HUMAN DIVERSITY IN MULTICULTURAL WORKPLACE
(Available as In-plant Programme only)

2 Days on Demand

CONTENTS

- Cultural diversity in the workplace the visible, the underlying.
- Why a business should promote diversity.
- Understanding Inclusion the opportunity, the value.
- Business case for Diversity and Inclusion.
- Culture values and behaviours.
- Beliefs and Attitudes
- Managing Diversity

FEE: Negotiable

LEADERSHIP DEVELOPMENT
TEAM LEADERS COACHING SKILLS
(Available as In-plant Programme)

2 Days on Demand

COURSE CONTENTS

- Coaching to build trust and understanding
- Coaching to build insight and motivation
- Coaching to build new competencies
- Coaching to build stamina and discipline
- Coaching to remove barriers

FEE: Negotiable

LEADERSHIP DEVELOPMENT
MAKING MEETINGS EFFECTIVE
(Available as In-plant Programme only)

2 Days on Demand

CONTENTS

- Factors that contribute to productive/unproductive meetings.
- Types of meetings and their key differences in types.
- The “Meet” versus “Don't Meet” decision process - the checklist.
- Picking the meeting time.
- Deciding on and circulation of agenda.
- The meeting leader's roles.
- Rational decision-making process in meetings.
- Stimulating discussion.
- Post-meeting activities.

FEE: Negotiable

TOM ASSOCIATES

LEADERSHIP DEVELOPMENT
CREATIVE PROBLEM SOLVING
AND DECISION MAKING
TECHNIQUES
(Available as In-plant Programme Only)

2 Days on Demand

RATIONALE FOR THIS COURSE

A time comes in the career of every executive when he/she faces ill-structured and ambiguous business problems.

On some occasions, inborn, rational and analytical thinking skills may be applied to solve the problems. On other occasions, we need new and learned skills to get optimum and desired results.

This activity-based course will teach the skilful blending of rational and intuitive abilities in unique problem solving situations.

FEE: Negotiable

LEADERSHIP DEVELOPMENT
SENIOR MANAGEMENT
DEVELOPMENT PROGRAMME
(Available as In-plant Programme only)

3 Days on Demand

WHAT THE COURSE TEACHES

- An integrated view of business and business Orientation
- The leadership styles most suited to different organizations
- How to influence performance at personal, team and organizational levels
- How to coach subordinates for results
- What performance standards to set
- How to appraise for results
- How to think creatively
- How to be a better negotiator
- How to manage time better and cope with stress
- What critical financials to watch.

FEE: Negotiable.

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FINANCIAL MANAGEMENT
**FINANCE & ACCOUNTS KNOWLEDGE
FOR NON-ACCOUNTANTS**
(Available as In-plant Programme only)

2 Days on Demand

Course Objectives

- Be able to interpret and apply basic accounting terminologies
- Be able to judiciously spend and account for entrusted funds
- Be in a position to generate reports on simple financial dealings
- Continually follow guidelines and due process in handling business funds
- Understand basic Books of Accounts to enhance accountability
- Be able to identify and check fraud Through internal control procedures

FEE: Negotiable.

CUSTOMER SERVICE
**CUSTOMER ACQUISITION
& RETENTION SKILLS**
(Available as In-plant Programme only)

3 Days on Demand

There are three key enablers if a business will continually succeed in acquiring and retaining valuable customers. They are

1. Clinical analysis of different customers and prospects environments to identify their true needs.
2. Being true to oneself about customer engagement - SWOT in the company and the importance the employees attach to it.
3. Impeccable competencies for handling difficult situations in a way that brings positive outcome every time.

FEE: Negotiable.

Appreciation

We deeply appreciate getting us to train your staff in 2009

Companies whose staffs were trained in 2009

by TOM ASSOCIATES

3Q Aviation	Coscharis Motors
Academy Press Business	CP Oil
ACL Capital Partners	Crownrise Finance and Investments
Addax Petroleum	Custodian & Allied Insurance
Afribank	Cyberspace Network
Afribank Estate	Daily-Needs Industries
Africa Oilfield Services	De-United Foods
Agric Business Unit	Diamond Bank
Airline Services	Diamond Remedies
Anchor Insurance	Digital Bridge Institute
Animal Care	Digital Communications Konsult
APM Terminals	Dimension Data
Aquila Capital	Drausnet
Austin Nicks Consultants	DVCF Oil & Gas
Aviation Logistics	Eagle Package Printing
Babalakin & Co	Eagle Package Printing
BATN Foundation	Elizade
Beila Garden Residential Hotel	Emzor Pharmaceutical
Berger Paints	Enterpriseware
Bio-Organics	Equitorial Trust Bank
Broadband Technologies	Es-Africa
BTS Systems	Espac
Bureau Veritas	Eternit
CA Consultants	Eunisell
Cadbury	Expatcare Health
Camac/Allied Energy	FBC
Canvest	FBN Mortgages
CAP Plc	FBN, Agric Business Unit
Capital Media	FCMB
Cardcentre	Fedex Redstar
Carrot-Top Drugs	Femab Properties
CFS West Africa	Fidelity Bank
Chams Access	Fidson Healthcare
Charks Investments	Field Communication
Chevron	Fil Pharm
CIBN	Fin Bank
Common Wealth Manufacturing	Finance Application Systems
Concept Group	First Bank

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Haris Stratex
Healthcare International
HoneyWell Superfine Foods
Huawei Technologies
Hurlag Technologies
House of Tara
IBT Engineering Services
Intercontinental Bank
Intercontinental Energy
Interlog
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Johnson Wax
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KPMG Professional Services
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Lamata
Lamshol Drugs
LASAA
Law Union & Rock
Leadway Assurance
Leadway Pensure
Legwork
Lekki Concession
Life Breweries
Linetrade Oil Supply & Trading
Links Freight
Linkserve
Lloyd Anderson
Logistix Solicitors
Lowe Lintas
MTN
Moni Pulo
Multichoice
Mustard Seed Mortgage
Mutual Benefits Assurance
Nagode
NAHCO
National Pension Commission
NBC
NCC
NDDC
NDIC
Negriz Holdings
Neptune Software
Neros Pharmaceuticals
Nestle
Newcross Petroleum
Nextzon Business
Niger Delta Dev. Commission
Nigeria Agricultural Insurance Corp.
Nigeria Breweries
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Nigerite
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Niside Resources
NLNG
No Limits Consult
Novartis Pharma
NTTS Nigeria
Nutrivitas
Oando
Oil & Gas Freezone Authority
Olpharm
Omel Energy
Ora Egbunike & Associates
Pan Ocean Oil
People Temp/People Prime
Petrodata

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Pfizer
Pharmabase
Pharmatex
Prime Atlantic
Primewealth Capital
Priority Communications
Programos Software
Promasidor
Prosper Funds
Pz Cussons
QI Productions
Qualiserve Tech.
Rahamaniyya Oil & Gas
Reals Pharma
Recare
Regency Alliance Insurance
Rexxys Systems
Rite Foods
Rosabel Leo Burnett
Rosabon Financial Services
Secure ID
SEC
SGS
Shell
Sifax Group
Sigma Pensions
Sigma Vaughn
Society for Family Health
Sowsco Well
SPDC
Spring Bank
Spring Waters
Stanbic IBTC
Standard Alliance Insurance
Starcomms
Sunnet System & Data com.

Summit Telecommunications
SwiftTalk
Swiss Pharma
Syngenta
Tak Continental
TBWA/Concept
Tantalizers
Telec Gsm
Telsyenergy Consulting Investment
The Bible Society of Nigeria
The Nation Newspapers
Think Microfinance Bank
Total
Tranex
Tranter IT Infrastructure Services
Trans Kontinental Services
Trem Anthony Oke
Trust Fund Pensions
UACN
UBA
UBA Pensions Custodian
Union Assurance
Union Bank
Union Homes Saving & Loans
United African Insurance Brokers
Valucard
Vanfrank
VDT Communications
Venture Undertakings
Vitafoam
VT Leasing
Weatherford
Westcom
Woodstock
Zolon Healthcare

**TOM ASSOCIATES
EXTERNAL FACILITATORS 2009**

<u>Name</u>	<u>Specialty</u>
1. A. Olasehinde	<i>Production Management</i>
2. Adetoye Bamiji	<i>Production Management</i>
3. Adgbola Babatunde	<i>Human Resources</i>
4. Akin Falana	<i>Human Resources</i>
5. Alh. Abdul Bello	<i>Leadership</i>
6. Amos Habila	<i>Leadership</i>
7. Bola Bilesanmi	<i>Emotional Intelligence</i>
8. Bola Olayinka	<i>Leadership</i>
9. Chux Mogbolu	<i>Sales & Marketing</i>
10. Dan Igbokwe	<i>Customer Service</i>
11. Dr. Abayomi Oduwole	<i>Sales & Marketing</i>
12. Dr. Femi Adedugbe	<i>Health Management</i>
13. Dr. Wingle Essumai	<i>Human Resources</i>
14. Elohor Edivri	<i>Law</i>
15. Engr. Dare Lawal	<i>Leadership</i>
16. Femi Obasa	<i>Sales & Marketing</i>
17. Funke Amobi	<i>Leadership</i>
18. Funsho Tooki	<i>Human Resources</i>
19. George Obi	<i>Process Management</i>
20. Hakeem Ogunniran	<i>Leadership</i>
21. Hamid Ipadeola	<i>Finance</i>
22. Helen Jemerigbe	<i>Retirement</i>
23. Hon. Onoye Beredugbo	<i>Customer Service</i>
24. Joyce Jafojo	<i>Etiquette</i>
25. Jude Abonu	<i>Relationship Management</i>

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26. Kenny Odugbemi	<i>Maintenance Management</i>
27. Kingsley Anyanwu	<i>Human Resources</i>
28. Martins Okiki	<i>HSE</i>
29. MKO Balogun	<i>Maintenance Management</i>
30. Morenike Omaiboje	<i>Admin. Functions</i>
31. Ola Azeez	<i>Human Resources</i>
32. Olayinka Amoo	<i>Six Sigma</i>
33. Pius Isiekwene	<i>Report Writing</i>
34. Rilwan Aderinto	<i>Marketing</i>
35. Simon Fashanu	<i>Admin. Functions</i>
36. T.U. Mbaike	<i>Warehousing</i>
37. Tayo Abiola	<i>Customer Service</i>
38. Tayo Kolade	<i>Personal Effectiveness</i>
39. Tayo Olowola	<i>Admin. Functions</i>
40. Toyin Benson	<i>Marketing</i>
41. Uche Attoh	<i>Collective Bargaining</i>
42. Valentine Eze	<i>Human Resources</i>
43. Victor Bamidele	<i>Retirement</i>
44. Willie Esamah	<i>Industrial Relations</i>
45. Willie Onwuka	<i>Quality Management</i>
46. Yakubu Mosuro	<i>Warehousing</i>