

## **2021 TOM ASSOCIATES OPEN-COURSE CALENDAR**

### **LAGOS CENTRE & ILORIN CENTRE**

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Month of **JANUARY** 2021

#### ONLINE TRAINING

- 11 - 15 Administrative Functions & Office Management
- 11 - 15 Supply Chain and Logistics Management
- 11 - 15 Mastering Digital and Social Media Marketing
- 12 - 15 Foundation Excel for Financial & Business Analysis
- 13 - 15 Customer Care Essentials

#### CLASSROOM TRAINING - Lagos Centre

- 13 - 15 Financial Statement Analysis Course
- 13 - 15 Leading with Emotional Intelligence
- 13 - 15 HR Knowledge for Non-Human Resources Professionals
- 13 - 15 Banking Services and Marketing Strategies
- 14 - 15 Sales Planning & Forecasting

#### ONLINE TRAINING

- 18-20 Building Trust and Inspiring Followers - *Small Behaviours that Create Positive Change*
- 18 - 22 Competencies in Human Resources Management - *Basic Human Resources Management*
- 18 - 22 Finance for Non-Financial Managers
- 20 - 22 Stores Keeping and Inventory Management

**CLASSROOM TRAINING - Lagos Centre**

- 18 - 22 Complete Salesperson - *The Seven Traits*
- 18 - 22 Intermediate Skills for Effective Office Administration
- 18 - 22 Building Financial Models
- 19 - 22 Building and Sustaining a Successful Enterprise
- 20 - 22 Management of the Workforce
- 21 - 22 How to Create Positive Customer Experience - *Service as an Art and a Science*

**ONLINE TRAINING**

- 25 - 29 Procurement and Vendor Management Course
- 26 - 29 Big Data Analysis and Dashboard with Microsoft Excel for Business
- 26 - 29 Hit the Ground Running As A New Manager - *Get Fast on the right Track*
- 26 - 29 Strategic Managerial Accounting: *Cost Behaviours, Systems and Analysis*

**CLASSROOM TRAINING - Lagos Centre**

- 25 - 29 New Approach to Document Control & Records Management
- 25 - 29 Aggressive Market Penetration - *Battles for Market Share*
- 25 - 29 Guides to Setting up a New HR Department
- 25 - 29 Banking Operations Workshop
- 27 - 29 Operational Excellence Practices for Work Efficiency & Reduced Cost
- 26 - 29 Making Your Business Blossom in a Suppressive Market - *Groundbreaking Action Plans for Cutting-Edge Companies*

**CLASSROOM TRAINING - Ilorin Centre**

- 25 - 29 Office Management Training for Officers and Managers
- 25 - 29 Pre-Retirement Course - Preparing to Manage a New Beginning

Month of **FEBRUARY** 2021

ONLINE TRAINING

- 1 – 5      Advanced Office Management & Administrative Skills
- 2 – 5      Current Good Manufacturing Practices (cGMP)
- 2 - 5      Training on Bids and Tenders Management
- 2 – 5      Competency Training for Business Development Executives
- 3 – 5      Frontline Leadership (Emerging Leadership Course)

CLASSROOM TRAINING - **Lagos Centre**

- 1 - 5      Advanced Excel for Management Reporting and Financial Analysis
- 2 - 5      Advancing Performance through Targets Setting & Appraisal Processes
- 2 – 5      Mastering Tax Administration
- 3 – 5      Front Desk & Customer Relations Skills
- 4 – 5      Hub & Spoke Distribution Scheme for Trade

ONLINE TRAINING

- 8 – 12      Modeling for Financial Reporting and Analysis
- 9 – 12      Mastering Internal Controls – *Operations, Financial and Management*
- 9 – 12      Competencies in Service Strategy
- 10 - 12      Fleet Management for Profitability

CLASSROOM TRAINING - **Lagos Centre**

- 8 – 12      Protocol, Public Relations and Events Management
- 8 - 12      Becoming an Effective Supervisory Manager
- 8 – 12      Marketing that Creates Results
- 9 – 12      Business Process Improvement
- 10 – 12      Credit Sales and Debt Recovery

ONLINE TRAINING

- 15 – 19      Comprehensive Basic Accounting Training
- 15 – 19      Business Data Analysis and Modeling with Excel

- 16 – 19 Contract Management
- 16 – 19 The Approach to Turning Mid-Level Managers into Great Leaders
- 17 – 19 How to Find & Win New Business - *Opening Doors and Converting Opportunities*

#### CLASSROOM TRAINING - Lagos Centre

- 15 – 19 Managing the Learning and Development Function
- 15 – 19 Secretaries and Administrative Officers Top-Up Competency Programme
- 16 – 19 Facility Maintenance and Management Training
- 17 – 19 Effective Management of Time, Priority & Work Pressure
- 17 – 19 Fundamentals of Stakeholder Engagement Process & Management

#### ONLINE TRAINING

- 22 – 26 Financial Modeling and Forecasting Techniques Using Advanced Excel Tools
- 23 – 26 Value Added Marketing – Advanced Marketing Strategies
- 23 – 26 Strategic Warehousing Course
- 24 – 26 Customer Experience Management
- 25 – 26 Root Cause Analysis Training – Diagnosing Underlying Causes of Problems & Undesired Events

#### CLASSROOM TRAINING - Lagos Centre

- 22 – 26 Office Management Training for Officers and Managers
- 22 – 26 Management and Protection of Information
- 24 – 26 Self Mastery & Personal Effectiveness in a Fast-Changing World
- 24 – 26 Laws Relating to Employment and Regulatory Compliance
- 24 – 26 Essential Knowledge of Book-keeping

#### CLASSROOM TRAINING - Ilorin Centre

- 22 – 26 Powerful Leadership Communication and Influence Management
- 22 – 26 Finance for Non-Financial Managers
- 24 – 26 Effective Management of Time, Priority & Work Pressure

Month of **MARCH** 2021

ONLINE TRAINING

- 1 – 5 Growing as an Entrepreneur – *What Set Successful Entrepreneurs Apart*
- 1 – 5 Advanced Human Resources
- 1 – 5 Monitoring and Evaluation (M&E) of Projects
- 1 – 5 Powerful Leadership Communication & Influence Management
- 2 – 5 Budgeting, Forecasting & Budgetary Control

CLASSROOM TRAINING - Lagos Centre

- 1 – 3 Risk Assessment and Emergency Management Course
- 1 – 5 Pre-retirement Course – *Preparing to Manage a New Beginning*
- 1 – 5 Management Development for Personal Assistants and Senior Secretaries
- 2 – 5 Key Account Managers Training
- 2 – 5 Intermediate Excel for Financial & Business Analysis
- 3 – 5 Help & Support Desk Training

ONLINE TRAINING

- 8 – 12 Management of the Contemporary Public Sector
- 9 – 12 Mastering Tax Administration
- 10 - 12 Managerial Skills Appreciation - *First Level Manager Programme*
- 10 - 12 Inventory, Logistics & Distribution Management
- 10 – 12 Managing the Sales Team for Result

CLASSROOM TRAINING - Lagos Centre

- 8 – 10 Human Resources Business Partnering
- 8 - 12 Administrative Functions & Office Management
- 9 – 12 Putting Data to Work - *Analyses of Past, Present and Forecast of Business Future*
- 10 - 12 Business Acumen Master Class - *Transformative Learning of How the Business Makes Money*

10 – 12 Customer Care Essentials

11 – 12 How to Set Key Performance Indicators (KPI) – *For Objective Performance Management*

#### ONLINE TRAINING

15 – 19 Change Leadership and People Management

15 – 19 Intermediate Skills Level for Human Resources Management

16 – 19 Investment Analysis and Portfolio Management

16 – 19 Excellent Operations Management – *Value Improvement in Manufacturing Service Operations*

#### CLASSROOM TRAINING - Lagos Centre

15 – 19 Public Finance Refresher and Appropriation Programme

15 – 19 Crucial Written Communication Skills for Public Service Officers

16 - 19 Business Literacy – *Mastering the Dynamics of Business Driver*

17 – 19 Relationship Management and Marketing Skills

17 – 19 Critical Thinking Skills for Decision Making

17 – 19 Final Account & Financial Reporting

#### ONLINE TRAINING

22 – 26 Intermediate Skills for Effective Office Administration

22 – 26 Developing Leadership Competencies

24 – 26 Account Reconciliation and Management of Suspense Account

25 – 26 How to Create Positive Customer Experience - *Service as an Art and a Science*

#### CLASSROOM TRAINING - Lagos Centre

22 – 26 Superior Competency in Human Resources Management

22 – 26 Credit Analysis for Commercial Lending

23 – 26 Business Development Programme for Area & Regional Managers

23 – 26 Report and Proposal Writing /Crucial Communications

24 – 26 Managers as Leaders

24 – 26 Growing Distribution Channels Effectively

CLASSROOM TRAINING - **Ilorin Centre**

- 22 – 26      Advanced Office Management and Administrative Skills
- 22 – 26      Comprehensive Basic Accounting Training
- 22 – 26      Becoming an Effective Supervisory Manager

Month of **APRIL** 2021

ONLINE TRAINING

- 7 – 9          Account Receivables & Credit Policy
- 7 – 9          Payroll Management, Compensation & Benefits Administration
- 7 – 9          Business Presentation & Persuasive Public Speaking Skills
- 7 – 9          Call Centre Training

CLASSROOM TRAINING - **Lagos Centre**

- 6 – 9          Foundation Excel for Financial & Business Analysis
- 6 – 9          Internal Audit Course
- 6 – 9          Bank Treasury Management Training
- 7 – 9          Mastering Managerial Competencies at the Work Place
- 7 – 9          The Techniques of Consultative Selling
- 7 – 9          Stores Keeping and Inventory Management

ONLINE TRAINING

- 12 – 14      Delivering Results Through Teams
- 12 – 16      New Approach to Document Control and Records Management
- 13 – 16      Talent Optimization – *Pillars of Talent Management Practices*
- 13 – 16      Strategic Brand Management Course - *Success with Product Management Functions*
- 14 – 16      Operational Excellence Practices for Work Efficiency & Reduced Cost

14 – 16 Support Functions Training On Work Ethics & Personal Development For Improved Productivity

**CLASSROOM TRAINING - Lagos Centre**

12 – 14 Inventory (Stock) Control  
12 – 16 Accelerating the Sales Managers Productivity  
12 – 16 Sustainability – *How to Enhance the Enterprise Shareholder Value*  
12 – 16 Experienced Auditors Refresher Programme  
13 - 16 Big Data Analysis and Dashboard with Microsoft Excel for Business Analysts

**ONLINE TRAINING**

19 – 23 Building Financial Models  
21 – 23 Anti-Money Laundering, Economic Crimes and Counter Terrorism Financing Course  
21 – 23 How to Turn Around an Underperforming Business  
21 – 23 Interpersonal Relations & Effective Communication Skills  
21 - 23 Designing Effective Distribution Channels  
21 – 23 How to Profile and Manage Your Sales Territory for Productivity

**CLASSROOM TRAINING - Lagos Centre**

19 - 23 Competencies in Human Resources Management - *Basic Human Resources Management*  
19 – 23 Supply Chain and Logistics Management  
20 - 23 Mastering & Managing the Corporate Planning Function  
21 - 23 Basic Management Process - *Early Stage Managers Development Programme*  
21 – 23 Fundamentals of Risks Associated with Commercial Contracts Administration

**ONLINE TRAINING**

26 – 28 Management of Non-Current Assets; Fixed Assets Management



- 26 – 30 Methods of Efficiency Management Procedures, Reporting & Implementation
- 27 - 30 Advanced Selling Skills
- 29 – 30 Incident Investigation and Reporting
- 29 – 30 How to Manage Workloads and Multiple Tasks

**CLASSROOM TRAINING - Lagos Centre**

- 26 – 28 Line Managers Classroom Training Delivery Skills (T-T-T)
- 26 – 28 Managing Employees for Strategic Advantage
- 26 – 30 Alternative Dispute Resolution - *Dispute Management and Negotiation Skills*
- 26 – 30 Mastering Digital and Social Media Marketing
- 27 - 30 Strategic Managerial Accounting – *Cost Behaviours, Systems and Analysis*

**CLASSROOM TRAINING - Ilorin Centre**

- 26 - 30 Administrative Functions & Office Management
- 26 – 30 Change Leadership and People Management
- 27 – 30 Competencies in Service Strategy

Month of **MAY** 2021

**ONLINE TRAINING**

- 4 – 7 Strengthening Your Business Model and Competitive Advantage
- 4 – 7 Advancing Performance through Targets Setting & Appraisal Processes
- 5 – 7 Credit Sales Management and Debt Recovery
- 5 – 7 Effective Management of Time, Priority & Work Pressure

**CLASSROOM TRAINING - Lagos Centre**

- 4 – 7 Forensic Auditing Competence

KEEP THE QUALITY UP

- 4 -7 Hit the Ground Running As A New Manager - *Get Fast on the Right Track*
- 4 – 7 Value Added Marketing - *Advanced Marketing Strategies*
- 5 – 7 Coaching and Mentoring Skills
- 5 – 7 Customer Experience Management
- 6 – 7 Sales Pipeline Management

#### ONLINE TRAINING

- 10 – 12 HR Knowledge for Non-Human Resources Professionals
- 10 – 12 Taxation of Properties in Nigeria – *The Laws & Practice*
- 10 – 12 Front Desk and Customer Relations Skills
- 10 – 12 Excessive Bank Charges – *Calculation Techniques & Recovery Process*
- 11 – 12 Occupational Health and Safety Management

#### CLASSROOM TRAINING - Lagos Centre

- 10 - 12 Methods of Fraud Prevention
- 10 – 12 Managers Personal Effectiveness
- 10 - 12 Essentials of Sales Administration
- 11 – 12 Root Cause Analysis Training
- 11 - 12 Starting Your New Business - *Develop All You Need in 2 Days*

#### ONLINE TRAINING

- 17 – 21 Advanced Excel for Management Reporting and Financial Analysis
- 17 – 21 Managing the Learning & Development Function
- 17 – 21 Complete Salesperson – *The Seven Traits*
- 18 - 21 Facility Maintenance & Management Training
- 19 - 21 Workforce Harmony & Excellent Workplace Collaboration

#### CLASSROOM TRAINING - Lagos Centre

- 17 – 19 Behavioural Competencies for Top Performance
- 17 – 21 Intermediate Course on Procurement & Vendor Management
- 17 – 21 Advanced Office Management & Administrative Skills

- 18 - 21 Mastering the Crucial Roles in Senior Marketing Positions  
18 - 21 Mastering Internal Controls – *Operations, Financial and Management*

#### ONLINE TRAINING

- 24 - 26 Leading with Emotional Intelligence  
24 - 28 Succession Planning, Mentoring and Coaching Programme  
24 - 28 Office Management Training for Officers and Managers  
24 - 28 Marketing that Creates Results  
26 - 28 Laws Relating to Employment and Regulatory Compliance

#### CLASSROOM TRAINING - Lagos Centre

- 24 - 28 Modeling for Financial Reporting and Analysis  
24 - 28 Finance for Non-Financial Managers  
24 - 28 Public Sector Service Transformation Programme  
25 - 28 Contract Management Course  
25 - 28 Strategic Warehousing Course

#### CLASSROOM TRAINING - Ilorin Centre

- 24 - 28 Management and Protection of Information (MPI)  
24 - 28 Intermediate Skills for Effective Office Administration  
24 - 28 Management Development for Personal Assistants and Senior Secretaries

### Month of **JUNE** 2021

#### ONLINE TRAINING

- 1 - 3 Finance for Sales & Marketing Professionals - *Financial Aspects of the Sales & Marketing Process*  
1 - 4 Intermediate Excel for Financial & Business Analysis  
1 - 4 Key Account Managers Training

- 2 – 4 Building Trust and Inspiring Followers - *Small Behaviours that Create Positive Change*

**CLASSROOM TRAINING - Lagos Centre**

- 1 – 4 Training on Bids and Tenders Management  
1 – 4 Competencies in Service Strategy  
1 – 4 Problem Loans - *Warning Signals, Assessments & Managing Them*  
2 – 4 Mastering Competitive Positioning, Blue Ocean Strategy and Value Chain Management  
2 – 4 Mastering Negotiations – *The Principles and Practice*  
2 – 4 Cost Reduction & Management Guides

**ONLINE TRAINING**

- 7 – 9 Financial Statement Analysis  
7 – 11 Protocol, Public Relations and Events Management  
7 – 11 Guides to Setting up a New HR Department  
7 – 11 Becoming an Effective Supervisory Manager  
9 – 11 Relationship Management and Marketing Skills

**CLASSROOM TRAINING - Lagos Centre**

- 7 – 9 Inventory, Logistics & Distribution Management  
7 – 11 Administrative Functions & Office Management  
7 – 11 Blue Ocean Strategy & Value Chain Management for Ministries, Departments and Agencies  
7 – 11 Financial Modeling and Forecasting Techniques Using Advanced Excel Tools  
10 – 11 Inventory Accounting

**ONLINE TRAINING**

- 15 – 18 Strategic Managerial Accounting – *Cost Behaviours, Systems and Analysis*  
15 – 18 Business Process Improvement Programme  
16 – 18 Critical Thinking Skills for Decision Making  
16 – 18 Fundamentals of Stakeholder Engagement Process & Management

- 16 – 18 Customer Care Essentials
- 17 – 18 How to Set Key Performance Indicators (KPI)

**CLASSROOM TRAINING - Lagos Centre**

- 16 – 18 Frontline Leadership – *Emerging Leadership Course*
- 16 – 18 Tax Audit and Investigation
- 16 – 18 Implementing Field-Force Effectiveness
- 17 – 18 Innovating for Business – *Rethinking Products & Service Success Strategies*

**ONLINE TRAINING**

- 21 – 25 Superior Competency in Human Resources Management
- 21 – 25 Management and Protection of Information (MPI)
- 21 – 25 Putting Data to Work – *Analyses of Past, Present & Forecast of Business Future*
- 22 – 25 Building and Sustaining a Successful Enterprise
- 23 – 25 Management of the Workforce

**CLASSROOM TRAINING - Lagos Centre**

- 21 - 25 Secretaries and Administrative Officers for Top-up Competency Programme
- 21 – 25 Crucial Written Communication Skills for Public Service Officers
- 21 – 25 Comprehensive Basic Accounting Training
- 22 – 25 Competency Training for Business Development Executives
- 23 – 25 Growing Distribution Channels Effectively

**ONLINE TRAINING**

- 28 – 30 Account Reconciliation & Management of Suspense Account
- 28 – 30 Risk Assessment and Emergency Management Course
- 28 – 30 Activation Marketing Master Class
- 28 – 30 Managers As Leaders
- 29 - 30 Selling in a Difficult Environment

**CLASSROOM TRAINING - Lagos Centre**

- 28 – 30      Managerial Skills Appreciation – *First Level Manager Programme*
- 28 – 30      Bank Tellers Course
- 29 - 30      Understanding Business Models – *Innovations to Deliver Strategic Goals*
- 29 – 30      Optimal Management of Working Capital
- 29 - 30      Managing Conflict and Difficult Situations at Work

**CLASSROOM TRAINING - Ilorin Centre**

- 21 - 25      New Approach to Document Control and Records Management
- 22 – 25      Budgeting, Forecasting & Budgetary Control
- 23 – 25      Customer Experience Management

Month of **JULY** 2021

**ONLINE TRAINING**

- 1 – 2      The Art of Crisis Management
- 1 – 2      Starting Your New Business – *Develop All You Need in 2 Days*
- 1 – 2      Monitoring & Control of Expenditure
- 1 – 2      Succeeding in the Management of Sales Outlets

**ONLINE TRAINING**

- 5 – 7      Essential Knowledge of Book Keeping
- 5 – 9      Powerful Leadership Communication & Influence Management
- 5 – 9      Medium Term Sector Strategies for Ministries, Departments & Agencies
- 5 – 9      Pre-Retirement Course – *Preparing to Manage a New Beginning*
- 5 – 9      Management Development for Personal Assistants and Senior Secretaries

**CLASSROOM TRAINING - Lagos Centre**

- 5 – 9      Business Analytics & Data Management
- 5 – 9      Advanced Human Resources Management
- 5 – 9      Bank Lending and Credit Administration Workshop

- 5 – 7      How to Find and Win New Business – *Opening Doors & Converting Opportunities*
- 8 – 9      The Other Side of Leadership – *Great Followership*
- 8 – 9      Sales Planning & Forecasting

#### ONLINE TRAINING

- 12 – 16     Aggressive Market Penetration – *Battles for Market Shares*
- 13 – 16     Report & Proposal Writing / Crucial Communications
- 14 – 16     Business Acumen Master Class - *Transformative Learning of How the Business Makes Money*
- 14 – 16     Taxation of Properties in Nigeria - *The Laws & Practice*
- 14 – 16     Self Mastery & Personal Effectiveness in a Fast Changing World

#### CLASSROOM TRAINING - **Lagos Centre**

- 12 – 16     Intermediate Skills Level for Human Resources Management
- 12 – 16     Enhancement of Public Service Officers Commercialization Talent
- 12 – 16     Growing as an Entrepreneur - *What Sets Successful Entrepreneurs Apart*
- 13 – 16     The Approach to Turning Mid-Level Managers into Great Leaders
- 14 – 16     Fleet Management for Profitability

#### ONLINE TRAINING

- 26 – 28     Human Resources Business Partnering
- 26 – 30     Monitoring and Evaluation (M&E) of Projects
- 26 – 30     Accelerating the Sales Managers Productivity
- 26 – 30     Change Leadership and People Management
- 27 – 30     Business Literacy – Mastering the Dynamics of Business Drivers

#### CLASSROOM TRAINING - **Lagos Centre**

- 26 – 28     Delivering Results Through Teams
- 26 – 30     Business Data Analysis and Modeling with Excel
- 26 – 30     Intermediate Skills for Effective Office Administration
- 27 – 30     Budgeting, Forecasting & Budgetary Control

27 – 28      How to Create Positive Customer Experience – *Service as an Art and a Science*

**CLASSROOM TRAINING - Ilorin Centre**

26 – 30      Blue Ocean Strategy and Value Chain Management for Ministries, Departments and Agencies

26 – 30      Protocol, Public Relations and Events Management

26 – 30      Becoming an Effective Supervisory Manager

Month of **AUGUST** 2021

**ONLINE TRAINING**

2 – 6          Business Development Programme for Area & Regional Managers

3 – 6          Big Data Analysis and Dashboard with Microsoft Excel for Business Analysts

4 – 6          Customer Experience Management

4 – 6          Line Managers Classroom Training Delivery Skills (T-T-T)

4 – 6          Stores Keeping & Inventory Management

**CLASSROOM TRAINING - Lagos Centre**

2 – 6          New Approach to Document Control and Records Management

3 – 6          Mastering Tax Administration

4 – 6          How to Turn Around an Underperforming Business

4 – 6          Business Presentation & Persuasive Public Speaking Skills

4 – 6          Managing the Sales Team for Result

**ONLINE TRAINING**

9 – 13        Building Financial Models

9 – 13        Experienced Auditors Refresher Programme

10 – 13      Internal Audit Course

11 – 13      Managing Employees for Strategic Advantage

KEEP THE QUALITY UP



11 – 13 Front Desk and Customer Relations Skills

**CLASSROOM TRAINING - Lagos Centre**

- 9 – 13 Advanced Office Management and Administrative Skills
- 9 – 13 Methods of Efficiency Management Procedures, Reporting & Implementation
- 9 – 13 Mastering Digital and Social Media Marketing
- 10 – 13 Talent Optimization – *Pillars of Talent Management Practices*
- 10 – 13 Excellent Operations Management - *Value Improvement in Manufacturing and Service Operations*

**ONLINE TRAINING**

- 16 – 20 Alternative Dispute Resolution - *Dispute Management and Negotiation Skills*
- 16 – 20 Public Finance Refresher and Appropriation Programme
- 16 – 20 Supply Chain and Logistics Management
- 18 – 20 Behavioural Competencies for Top Performance
- 18 – 20 The Techniques of Consultative Selling

**CLASSROOM TRAINING - Lagos Centre**

- 16 – 20 Office Management Training for Officers and Managers
- 16 – 21 Experiential Megatrends for the Top Level Business Executives - *How the Future of Businesses are Being Shaped at the C-Suite* (OPTIONAL TOPICS)
- 17 – 20 Foundation Excel for Financial and Business Analysis
- 18 – 20 Anti-Money Laundering, Economic Crimes and Counter Terrorism Financing Course
- 18 – 20 Support Functions Training On Work Ethics & Personal Development For Improved Productivity
- 18 – 20 Payroll Management, Compensation and Benefits Administration

**ONLINE TRAINING**

- 23 – 27 Becoming an Excellent Virtual and E-Learning Expert
- 23 – 27 The Public Sector Leaders of the Future

- 23 – 27 Marketing that Creates Results
- 24 – 27 Facility Maintenance and Management Training
- 25 - 27 Leading with Emotional Intelligence

**CLASSROOM TRAINING - Lagos Centre**

- 24 - 27 Mastering & Managing the Corporate Planning Function
- 24 - 27 Investment Analysis and Portfolio Management
- 24 - 27 Current Good Manufacturing Practices (cGMP)
- 24 - 27 Advancing Performance through Targets Setting & Appraisal Processes
- 24 - 27 Corporate Communications and Media Relations Management

**CLASSROOM TRAINING - Ilorin Centre**

- 23 – 27 Developing Leadership Competencies
- 23 – 27 Managing the Learning & Development Function
- 23 – 27 Comprehensive Basic Accounting Training

Month of **SEPTEMBER** 2021

**CLASSROOM TRAINING - Lagos Centre**

- 1 – 3 Cost Reduction & Management Guides
- 1 – 3 Effective Management of Time, Priority & Work Pressure
- 1 – 3 Interpersonal Relations & Effective Communication Skills
- 1 – 3 Preventive Maintenance Course
- 1 – 3 Operational Excellence Practices for Work Efficiency & Reduced Cost
- 1 – 3 Designing Effective Distribution Channels

**CLASSROOM TRAINING - Lagos Centre**

- 6 – 10 Secretaries and Administrative Officers Top-up Competency Programme
- 6 – 10 Sustainability - How to Enhance the Enterprise Stakeholders Value

- 6 – 10 Financial Modeling and Forecasting Techniques Using Advanced Excel Tools
- 7 – 10 Competencies in Service Strategy
- 8 – 10 Credit Sales Management and Debt Recovery
- 9 – 10 Starting Your New Business - *Develop All You Need in 2 Days*

#### ONLINE TRAINING

- 6 – 8 Excessive Bank Charges - *Calculation Techniques & Recovery Process*
- 8 – 10 Laws Relating to Employment and Regulatory Compliance
- 8 – 10 Workforce Harmony & Excellent Workplace Collaboration
- 8 – 10 Value Added Marketing - *Advanced Marketing Strategies*

#### CLASSROOM TRAINING - Lagos Centre

- 13 – 17 Intermediate Course on Procurement & Vendor Management
- 13 – 17 Management Development for Personal Assistants and Senior Secretaries
- 13 – 17 Public Sector Service Transformation - *The Enablers of Service Modernization*
- 13 – 17 Managing the Learning & Development Function
- 14 – 17 Strategic Brand Management Course - *Success with Product Management Functions*
- 15 – 17 Strategic Warehousing Course
- 16 – 17 Root Cause Analysis Training

#### ONLINE TRAINING

- 13 – 17 Comprehensive Basic Accounting Training
- 15 – 17 Basic Management Process - *Early Stage Managers Development Programme*
- 14 – 17 Hit the Ground Running As A New Manager - *Get Fast on the Right Track*

#### CLASSROOM TRAINING - Lagos Centre

- 20 – 24 Management of the Contemporary Public Sector – *the Pressure to Change*
- 20 – 24 Protocol, Public Relations and Events Management
- 21 – 24 Intermediate Excel for Financial & Business Analysis

- 21 - 24 Mastering the Crucial Roles in Senior Marketing Positions
- 21 - 24 Making Your Business Blossom in a Suppressive Market - *Groundbreaking Action Plans for Cutting-Edge Companies*
- 21 - 24 Contract Management Course
- 22 - 24 Account Reconciliation & Management of Suspense Account

#### ONLINE TRAINING

- 20 - 24 Finance for Non-Financial Managers
- 20 - 24 Guides to Setting Up a New HR Department
- 22 - 24 Frontline Leadership - *Emerging Leadership Course*

#### CLASSROOM TRAINING - **Ilorin Centre**

- 20 - 24 Office Management Training for Officers and Managers
- 20 - 24 Finance for Non-Financial Managers
- 20 - 24 Change Leadership and People Management

### Month of **OCTOBER** 2021

#### ONLINE TRAINING

- 4 - 8 Superior Competencies in Human Resources Management
- 4 - 8 Protocol, Public Relations and Events Management
- 4 - 8 Business Data Analysis and Modeling with Excel
- 6 - 8 Inventory, Logistics & Distribution Management
- 6 - 8 Essential Knowledge of Bookkeeping

#### CLASSROOM TRAINING - **Lagos Centre**

- 4 - 8 Monitoring and Evaluation (M&E) of Projects
- 5 - 8 Report & Proposal Writing/Crucial Communications
- 6 - 8 Building Trust and Inspiring Followers - *Small Behaviours that Create Positive Change*

- 6 – 8 Managing the Sales Team for Result
- 7 – 8 Occupational Health and Safety Management

#### ONLINE TRAINING

- 11 – 15 Modeling for Financial Analysis and Reporting
- 12 – 15 The Approach to Turning Mid-level Managers into Great Leaders
- 13 – 15 Fleet Management for Profitability
- 13 – 15 Tax Audit and Investigation

#### CLASSROOM TRAINING - Lagos Centre

- 11 – 13 How to Find and Win New Business - *Opening Doors & Converting Opportunities*
- 11 – 13 Account Receivables & Credit Policy
- 11 – 15 Medium Term Sector Strategies for Ministries, Departments & Agencies
- 11 - 15 Advanced Human Resources Management
- 11 – 15 Becoming an Effective Supervisory Manager
- 14 – 15 How to Manage Workloads and Multiple Tasks

#### ONLINE TRAINING

- 20 – 22 How to Turn Around an Underperforming Business
- 20 – 22 Financial Statement Analysis Course
- 20 – 22 Finance for Sales & Marketing Professionals - *Financial Aspects of the Sales & Marketing Process*

#### CLASSROOM TRAINING - Lagos Centre

- 20 - 22 Human Resources Business Partnering
- 20 – 22 Essentials of Sales Administration
- 20 – 22 Customer Care Essentials

- 20 – 22      Methods of Fraud Prevention
- 20 – 22      Inventory (Stock) Control

#### ONLINE TRAINING

- 26 – 29      Training on Bids and Tenders Management
- 27 – 29      Relationship Management and Marketing Skills
- 27 – 29      Call Centre Training

#### CLASSROOM TRAINING - Lagos Centre

- 25 – 28      Advanced Selling Skills
- 25 – 29      Putting Data to Work - *Analyses of Past, Present and Forecast of Business Future*
- 25 – 29      Management and Protection of Information (MPI)
- 25 – 29      Powerful Leadership Communication and Influence Management
- 25 – 29      Intermediate Skills Level for Human Resources Management
- 25 – 29      Growing as an Entrepreneur - *What Sets Successful Entrepreneurs Apart*
- 26 – 29      Budgeting, Forecasting & Budgetary Control

#### CLASSROOM TRAINING - Ilorin Centre

- 25 – 29      Administrative Functions & Office Management
- 25 – 29      Pre-Retirement Course - *Preparing to Manage a New Beginning*

Month of **NOVEMBER** 2021

#### ONLINE TRAINING

- 2 – 5      Building and Sustaining a Successful Enterprise
- 2 – 5      Investment Analysis and Portfolio Management
- 3 – 5      Help & Support Desk Training

KEEP THE QUALITY UP

**CLASSROOM TRAINING - Lagos Centre**

- 1 – 5 Succession Planning, Mentoring & Coaching Programme For Organizations
- 2 – 5 Current Good Manufacturing Practices (cGMP)
- 3 – 5 Line Managers Classroom Training Delivery Skills (T-T-T)
- 3 – 5 Activation Marketing Master Class
- 3 – 5 Implementing Field-Force Effectiveness
- 4 – 5 How to Set Key Performance Indicators - *for Objective Performance Management*
- 4 – 5 The Other Side of Leadership - *Great Followership*

**ONLINE TRAINING**

- 8 – 12 Aggressive Market Penetration - *Battles for Market Share*
- 9 – 12 Internal Audit Course
- 10 – 12 Fundamentals of Stakeholder Engagement *Process & Management*

**CLASSROOM TRAINING - Lagos Centre**

- 8 – 12 Change Leadership and People Management
- 8 – 12 Complete Salesperson - *The Seven Traits*
- 9 – 12 Competency Training for Business Development Executives
- 9 – 12 Facility Maintenance and Management Training
- 9 – 12 Talent Optimization - *Pillars of Talent Management Practices*
- 9 – 12 Business Process Improvement Programme
- 11 – 12 The Art of Crisis Management

**ONLINE TRAINING**

- 15 – 19 New Approach to Document Control and Records Management
- 17 – 19 Delivering Results through Teams
- 17 – 19 Mastering Competitive Positioning, Blue Ocean Strategy and Value Chain Management

**CLASSROOM TRAINING - Lagos Centre**

- 15 – 19 Developing Leadership Competencies

- 16 – 19      Excellent Operations Management - *Value Improvement in Manufacturing and Service Operations*
- 16 – 19      Key-Account Managers Training
- 17 – 19      HR Knowledge for Non Human Resources Professionals
- 17 – 19      Taxation of Properties in Nigeria - *The Laws & Practice*

#### ONLINE TRAINING

- 22 – 26      Advanced Office Management and Administrative Skills
- 22 – 26      Mastering Digital and Social Media Marketing
- 23 – 26      Forensic Auditing Competence

#### CLASSROOM TRAINING - Lagos Centre

- 24 – 26      Managerial Skills Appreciation - *First Level Managers Programme*
- 22 – 26      Blue Ocean Strategy and Value Chain Management for Ministries, Departments and Agencies
- 22 – 26      Competencies in Human Resources Management - *Basic Human Resources Management*
- 22 – 26      Business Development Programme for Area & Regional Managers
- 24 – 26      Fundamentals of Risks Associated with Commercial Contracts
- 24 – 26      How to Profile and Manage Your Sales Territory for Productivity
- 25 – 26      Managing Conflict and Difficult Situations at Work

#### CLASSROOM TRAINING - Ilorin Centre

- 22 – 26      Intermediate Skills for Effective Office Administration
- 22 – 26      Management Development for Personal Assistants and Senior Secretaries
- 24 – 26      Effective Management of Time, Priority & Work Pressure

Month of **DECEMBER** 2021

#### CLASSROOM TRAINING - Lagos Centre

KEEP THE QUALITY UP



- 1 – 3 Management of the Workforce
- 1 – 3 Leading with Emotional Intelligence
- 1 – 3 Mastering Negotiations - *The Principles and Practice*
- 2 – 3 Succeeding in the Management of Sales Outlets
- 2 – 3 Monitoring and Control of Expenditure
- 2 – 3 How to Create Positive Customer Experience - *Service as an Art and a Science*
- 2 – 3 Understanding Business Models - *Innovations to Deliver Strategic Goals*
- 2 – 3 Inventory Accounting

#### **CLASSROOM TRAINING - Lagos Centre**

- 6 -10 Crucial Written Communication Skills for Public Service Officers
- 6 – 10 Pre-Retirement Course - *Preparing to Manage a New Beginning*
- 7 – 10 Mastering Internal Controls - *Operations, Financial and Management*
- 8 – 10 Critical Thinking Skills For Decision Making
- 9 – 10 Selling in a Difficult Environment

#### **ONLINE TRAINING**

- 6 – 7 Sales Pipeline Management
- 6 – 10 Advanced Excel Simplified for Financial Analysis & Management Reporting
- 6 – 10 Becoming an Effective Supervisory Manager
- 6 – 10 Becoming an Excellent Virtual and E-Learning Expert
- 6 – 10 Administrative Functions & Office Management

#### **CLASSROOM TRAINING - Lagos Centre**

- 13 – 15 Final Account & Financial Reporting
- 13 – 17 The Public Sector Leaders of the Future
- 14 – 17 Business Literacy – *Mastering the Dynamics of Business Drivers*
- 15 – 17 Management of Non-Current Assets - *Fixed Assets Management Training*
- 15 – 17 The Techniques of Consultative Selling
- 15 – 17 Business Presentation & Persuasive Public Speaking Skills

#### ONLINE TRAINING

- 13 – 17 Intermediate Skills for Effective Office Administration
- 13 – 17 Business Analytics & Data Management
- 15 – 17 Managers Personal Effectiveness
- 16 – 17 Hub & Spoke Distribution Scheme for Trade

#### CLASSROOM TRAINING - **Ilorin CENTRE**

- 6 – 10 Advanced Office Management and Administrative Skills
- 6 – 10 Protocol, Public Relations and Events Management
- 6 – 10 Blue Ocean Strategy and Value Chain Management for Ministries, Departments and Agencies