

## **FADAC RESOURCES**

**January- December 2017**

FADAC is a professional service firm into the business of Recruitment, Training, HR outsourcing and outdoor advertisement (Brands & Communication). The company has since then worked extensively across diverse sectors of the economy ranging from Telecommunication, Banking & Finance, Information Technology and Oil & Gas.

**With our world class training faculty with highly experienced facilitators that have trained across various sectors thereby providing real value for money**

## Table of Content

### Topics

1. *Service Excellence - How to Give Exceptional Customer Service*  
Nov
2. *Administrative Functions and Office Management Skills*
3. *Pre-retirement and Personal Financing*
4. *Business Management and Strategy*
5. *Computer Skills*
6. *Financial Management*
7. *Occupational Health Safety and Environment*
8. *Mastering Human Resource Management*
9. *Employee Performance Behaviour and attitude*
10. *Leadership and Team Building*
11. *Marketing Management*
12. *Personal Skills Development (Managing Oneself for Peak Performance and Interpersonal Skills)*
13. *Production and Service Process Management*
14. *Teller Service Orientation program*
15. *Selling Skills and Sales Management*
16. *Leadership Development for HR Professionals*
17. *Facility Management Practise*
18. *Time management: Tips to reduce stress and improve productivity*
19. *Procurement and Contracts*
20. *Business Writing and Communication Skills*
21. *Accounting for Non Accountants*
22. *Change Management- Making Organization Change Happen Effectively*
23. *Negotiation Principles and Techniques*
24. *Fleet Management Training: The Ultimate Guide to Profitable Fleets*
25. *Ms Excel Professional Training*

### Open Dates (2017)

- 31<sup>st</sup> March- 1<sup>st</sup> April & 3<sup>rd</sup> - 4<sup>th</sup> Nov*
- 21<sup>st</sup> -22<sup>nd</sup> April*  
*On Request*
- 9<sup>th</sup> - 10<sup>th</sup> June*  
*On Request*
- 2<sup>nd</sup> - 3<sup>rd</sup> September*  
*4<sup>th</sup> - 5<sup>th</sup> August*  
*23<sup>rd</sup> -24<sup>th</sup> June*  
*On Request*
- 5<sup>th</sup> -6<sup>th</sup> May & 17<sup>th</sup> - 18<sup>th</sup> Nov*  
*26<sup>h</sup> -27<sup>th</sup> May*  
*30<sup>th</sup> June- 1<sup>st</sup> July*  
*On Request*  
*On Request*  
*21<sup>st</sup> - 22<sup>nd</sup> July*  
*On Request*  
*On Request*  
*18<sup>th</sup> March*  
*14<sup>th</sup> October*  
*18<sup>th</sup> - 19<sup>th</sup> August*  
*On Request*  
*On Request*  
*22<sup>nd</sup> -23<sup>rd</sup> September*  
*7<sup>th</sup> October*  
*On Request*

S/N	Program	Objectives	Days	Open Dates	Outline	Fee (N)
1	Service Excellence – How to Give Exceptional Customer Service	<ul style="list-style-type: none"> <li>Communicate effectively with customers</li> <li>Create a positive impression</li> <li>Develop and maintain customer service standards</li> <li>Plan good customer service.</li> </ul>	2	31 <sup>st</sup> March- 1 <sup>st</sup> April  3 <sup>th</sup> – 4 <sup>th</sup> November	<ul style="list-style-type: none"> <li>Customer Service Overview</li> <li>Developing Customer Service Skills</li> <li>Basic Communication Skills</li> <li>Telephone Etiquette</li> <li>Email Etiquette</li> <li>Service Excellence</li> <li>Handling Customers Complaints</li> <li>Conflict Resolution</li> <li>Confidentiality of Business Information</li> </ul>	100,000.00
2.	Administrative Functions and Office Management Skills	<ul style="list-style-type: none"> <li>Understand the functions of the management team and the functions of the management</li> <li>To be highly proficient in their business support functions</li> <li>Develop technique of effective records and information management</li> <li>Appreciate the importance of communication and improve their communications skills</li> <li>Being brought up to date with what is expected as an administrative officer</li> </ul>	2	21 <sup>st</sup> – 22 <sup>nd</sup> April	<ul style="list-style-type: none"> <li>Routines of an Administrative Officer</li> <li>Provision of business and logistics supports to line managers</li> <li>Getting organised and setting priorities</li> <li>Managing Self for Effective Time Use</li> <li>Managing the Boss</li> <li>Travels and Protocols management</li> <li>Office ambience.</li> <li>Procurements and management of company assets</li> <li>Contract and vendor management</li> <li>Petty cash management</li> <li>Management of stationeries</li> <li>Cost containment techniques</li> <li>TQM orientation</li> <li>Interpersonal skills</li> <li>Communicating effectively – Written and Oral</li> <li>Government and Community relations</li> <li>Grooming and personal carriage</li> <li>Health and safety issues</li> <li>Workplace behaviours and comportment</li> <li>Work ethics and personal commitments.</li> <li>Records keeping and good memory</li> <li>Documents and mails handling</li> <li>Files Management and Information Retrieval</li> <li>Maintaining corporate secrecy and confidentiality</li> <li>Improving self worth.</li> </ul>	150,000.00
3.	Pre-retirement and Personal Financing	<ul style="list-style-type: none"> <li>Appreciate the necessity of retirement plan, plan for it, and make a success of it.</li> <li>Assist them to look forward to retirement, not as a punishment, but rather as an opportunity to do something different.</li> <li>Using modern training techniques, the retirees will be assisted to view business as an attractive option for the second career</li> <li>Manage changes in their lifestyle</li> <li>Effectively manage their financial retirement benefits</li> </ul>	2	On Request	<ul style="list-style-type: none"> <li>How to Manage Your Finances</li> <li>Setting and Achieving Your Dreams &amp; Goals</li> <li>Budgeting &amp; Cash Flow Management</li> <li>Self-Knowledge &amp; Mastery</li> <li>Success &amp; Self-Motivation</li> <li>Review/Entrepreneurship</li> <li>How to Start a New Business</li> <li>Tips on Successful Running of a Small Business/</li> <li>Various Types of Small Businesses</li> <li>Various types of business</li> <li>Review/Investments Opportunities &amp; Wealth Creation</li> <li>Stress Management</li> <li>Keep Fit &amp; Healthy</li> <li>Time &amp; Self-Management</li> <li>Wrap Up &amp; Evaluation</li> </ul>	150,000.00

4.	Business Management and Strategy	<ul style="list-style-type: none"> <li>• How to analyze, plan, and implement business strategies, using advanced strategic management frameworks</li> <li>• Focuses on the frameworks, models and tools needed to formulate and implement successful business strategies</li> <li>• Provides the “know-how” to plan, implement and monitor strategy execution using performance measurement systems</li> <li>• Examines how firms compete</li> </ul>	2	9 <sup>th</sup> – 10 <sup>th</sup> June	<ul style="list-style-type: none"> <li>➤ Opening your mind to strategic thinking</li> <li>➤ What is Business Strategy?</li> <li>➤ Differences between strategic and operational management</li> <li>➤ Recognising and dealing with strategic challenges, options and risks</li> <li>➤ An overview of strategic planning methodologies</li> <li>➤ Components of a strategic business plan</li> <li>➤ Balancing the components – the McKinsey 7S model</li> <li>➤ The strategy development process</li> <li>➤ Environmental Scanning</li> <li>➤ Competitive Analysis</li> <li>➤ Vision, Mission and Objectives</li> <li>➤ Stakeholder Analysis</li> <li>➤ Portfolio Analysis</li> <li>➤ Value Chain Analysis</li> <li>➤ Quality Assessment</li> <li>➤ Critical Success Factors</li> <li>➤ Force Field and Gap Analysis as tools for developing action plans</li> <li>➤ An overview of programme and project planning</li> <li>➤ Understanding and responding to human reactions to change</li> <li>➤ Getting the most out of Key Performance Indicators</li> <li>➤ Drawing up personal and business action plans</li> </ul>	150,000.00
5.	Computer Skills	<ul style="list-style-type: none"> <li>• Developing skills needed for basic tasks such as saving your work, managing your files, installing software, and protecting both your computer and your files from viruses</li> <li>• Developing knowledge in the basic computing programs</li> </ul>	1	On Request	<ul style="list-style-type: none"> <li>➤ Basic Concept and Operations</li> <li>➤ Computer Component</li> <li>➤ Introduction to Operating Systems</li> <li>➤ Computer Programs</li> <li>➤ Navigating Programs</li> <li>➤ Use of shortcut to perform functions in various organisations</li> <li>➤ Working with documents</li> <li>➤ Manipulating graphics</li> <li>➤ Self management for solving simple and routine computer issues</li> <li>➤ Typing technique with typing tutor efficiency and accuracy</li> </ul>	150,000.00
6.	Financial Management	<ul style="list-style-type: none"> <li>• Explain the role and purpose of financial management</li> <li>• Evaluate the overall management of working capital</li> <li>• Evaluate appropriate source of finance for particular situations</li> <li>• Appraise capital investment through the use of appropriate methods</li> <li>• Identify and implement appropriate costing systems and techniques</li> </ul>	2	2 <sup>nd</sup> – 3 <sup>rd</sup> September	<ul style="list-style-type: none"> <li>➤ Basics of Finance/ Accounting</li> <li>➤ Introduction to Financial Analysis</li> <li>➤ Fundamentals of Corporate Finance</li> <li>➤ Risk Management</li> <li>➤ Problem Solving and Decision Making</li> <li>➤ Analytical Tools and Techniques</li> <li>➤ Developing Requirements</li> <li>➤ Process Modelling</li> </ul>	150,000.00
7.	Occupational Health Safety and Environment	<ul style="list-style-type: none"> <li>• Analyze potential hazards in their workplace environment</li> <li>• Maintain a sense of wellbeing</li> <li>• Evaluate the importance of incident and hazard reporting and record</li> </ul>	2	4 <sup>th</sup> – 5 <sup>th</sup> August	<ul style="list-style-type: none"> <li>➤ Introduction Of HSE In A Growing Organization</li> <li>➤ Hazard, Risk And Control</li> <li>➤ First Aid Appreciation (Occupational Health)</li> <li>➤ Near Miss</li> <li>➤ Fire Protection In Industry/Fire Safety</li> </ul>	150,000.00

		<ul style="list-style-type: none"> <li>review</li> <li>Acquire safety skills in fire &amp; robbery accident</li> <li>Make more informed decision about safety</li> </ul>				
8.	Mastering Human Resource Management	<ul style="list-style-type: none"> <li>Get an in-depth understand the concept of effective HR management</li> <li>Prepare HR strategies and plans</li> <li>Develop effective organization</li> <li>Develop effective HR policies &amp; procedures manual</li> <li>Manage the HR processes</li> <li>Manage and lead the HR department</li> <li>Conduct HR related negotiations</li> <li>Solve HR management related problems</li> <li>Ensure the effective operations of the HR function</li> </ul>	2	23 <sup>th</sup> -24 <sup>th</sup> June	<ul style="list-style-type: none"> <li>The HR Specialist's Role as a Business Partner</li> <li>Manpower Planning &amp; Talent Management</li> <li>Recruitment</li> <li>Deployment</li> <li>Training &amp; Development</li> <li>Reward Management</li> <li>Payroll Management</li> <li>Nigerian Labour Law</li> <li>Employee Welfare</li> </ul>	100,000.00
9.	Employee Performance Behaviour and attitude	<ul style="list-style-type: none"> <li>A clearer understanding of human behaviour</li> <li>A clear appreciation of how attitude affects behaviour and motivation</li> <li>Be clearer on how to manage employee performance by having practised performance appraisal, interviewing and having worked through discipline and grievance case studies and examples</li> <li>A clearer understanding on their behaviour and attitudes</li> </ul>	2	On Request	<ul style="list-style-type: none"> <li>Psychological profiles- Jungian typology and understanding human behaviour</li> <li>How competency frameworks supports performance management</li> <li>The Iceberg model to understanding human behaviour</li> <li>Discipline, capacity and grievances</li> <li>Models of motivation and behaviour</li> <li>Inefficiency and box markings</li> <li>Behaviour mirror and diagnostic tool</li> <li>Recognising the difference between capacity and conduct issues</li> </ul>	100,000.00
10.	Leadership and Team Building	<ul style="list-style-type: none"> <li>Creating value based leaders that are equipped with the essential skills needed for effective team work</li> <li>Enhancing participant's capacities in dealing with leadership situation through: performance/ problem analysis</li> <li>Application of appropriate interpersonal skills and enhancement of commitment and leadership competencies</li> </ul>	2	5 <sup>th</sup> -6 <sup>th</sup> May & 17 <sup>th</sup> - 18 <sup>th</sup> Nov	<ul style="list-style-type: none"> <li>Concept of Leadership</li> <li>Leadership Maturity and styles</li> <li>Introduction to motivation</li> <li>The demand of top jobs</li> <li>Leadership and the team</li> <li>Leadership creativity in promoting change</li> <li>Conflict management</li> <li>Strategic thinking</li> <li>Leadership and Gender issues</li> <li>Team spirit</li> <li>Setting rewards</li> <li>Leadership communication and involvement</li> <li>Motivation in the workplace</li> <li>Personal motivation strategies</li> <li>Organisational culture and team climates</li> <li>Methodology of team building</li> <li>Working in team and Developing</li> </ul>	150,000.00

		<ul style="list-style-type: none"> <li>• Building participants knowledge of what is the demanded in team work, and top jobs</li> <li>• Making participants a role model through solutions-based thinking</li> <li>• Developing participants skills to effectively manage performance of others</li> </ul>			<ul style="list-style-type: none"> <li>➤ creative thinking among team</li> <li>➤ Team development cycles</li> <li>➤ Setting strategic goals</li> <li>➤ Delivering the vision</li> </ul>	
11.	Marketing Management	<ul style="list-style-type: none"> <li>• Learn the significance and value of marketing management for your company</li> <li>• Learn the different types of marketing methods employed</li> <li>• Know how to conduct a market research</li> <li>• Gain a good understanding of marketing orientation and segmentation</li> <li>• Understand the most effectual marketing strategies used</li> <li>• Know the importance of understanding customer needs and building customer relationships</li> <li>• Know how to make use of online marketing tools and techniques</li> <li>• Learn how to create effective advertising campaigns as well as utilize unconventional marketing tactics</li> </ul>	2	26 <sup>th</sup> – 27 <sup>th</sup> May	<ul style="list-style-type: none"> <li>➤ Marketing Management Introduction</li> <li>➤ Importance of Marketing</li> <li>➤ Types of Marketing</li> <li>➤ Market Research</li> <li>➤ Market orientation</li> <li>➤ Market Segmentation</li> <li>➤ Market Analytics</li> <li>➤ Marketing Strategies</li> <li>➤ Understanding Customer needs</li> <li>➤ Developing Customer Relationship</li> <li>➤ Creating Effective Advertisement Campaign</li> <li>➤ Global Marketing</li> <li>➤ Online Marketing Techniques</li> <li>➤ Email Marketing Tactics</li> <li>➤ Unconventional Marketing Tactics</li> </ul>	150,000.00
12.	Personal Skills Development (Managing Oneself for Peak Performance and Interpersonal Skills)	<ul style="list-style-type: none"> <li>• Motivate participants to perform at their peak.</li> <li>• Assist participants learn the techniques of personal effectiveness.</li> <li>• Help participants learn how to communicate effectively.</li> <li>• Help participants to learn to manage their finances.</li> <li>• Help participants increase confidence and their productivity level through waste reduction in daily operations.</li> </ul>	2	30 <sup>th</sup> June – 1 <sup>st</sup> July	<ul style="list-style-type: none"> <li>➤ Overview of self management, peak performance and personal effectiveness</li> <li>➤ Self – knowledge and mastery</li> <li>➤ Self –esteem for peak performance.</li> <li>➤ Assertiveness and interpersonal skills</li> <li>➤ Setting and achieving goals</li> <li>➤ Emotional Intelligence and intelligence Quotient</li> <li>➤ Effective Communication and listening skills</li> <li>➤ Personal Financial Planning.</li> <li>➤ Working in Team</li> <li>➤ Time and Self management.</li> <li>➤ Problem solving and decision making</li> <li>➤ Business Etiquette and dress sense</li> </ul>	150,000.00
13.	Production and	<ul style="list-style-type: none"> <li>• Improve operational</li> </ul>	2	On Request	<ul style="list-style-type: none"> <li>➤ Introduction</li> </ul>	150,000.00

	Service Process Management	<ul style="list-style-type: none"> <li>efficiency and excellence</li> <li>Achieve first time quality at reasonable cost</li> <li>Minimizing the total cost of production with continuous elimination of non-value added activities while improving labour productivity</li> </ul>			<ul style="list-style-type: none"> <li>➤ Concept of production</li> <li>➤ Production vs. Process Management</li> <li>➤ Process overview</li> <li>➤ Service Process analysis</li> <li>➤ Process Integrators</li> <li>➤ Process performance matrix</li> <li>➤ Supply Chain Management</li> <li>➤ Material Requirement Planning</li> </ul>	
14.	Teller Service Orientation program	<ul style="list-style-type: none"> <li>Increase Bank Teller Productivity</li> <li>Ability to handle issues and problems, from simple to complex, and solve them efficiently.</li> </ul>	2	On Request	<ul style="list-style-type: none"> <li>➤ Banker Customer Relationships</li> <li>➤ Functions of a Teller</li> <li>➤ Cash Officer &amp; Teling tools</li> <li>➤ Cash Balancing</li> <li>➤ Procedure for Cash lodgement &amp; Receipt</li> <li>➤ Planning, Organisation &amp; Time Mgt.</li> </ul>	50,000.00
15.	Selling Skills and Sales Management	<ul style="list-style-type: none"> <li>Answer the question, what's in it for the customer?</li> <li>Know how to make every minute of the sales call count</li> <li>Build the customer's trust by being aware of his or her state of mind, situation and needs</li> <li>Be a problem solver</li> <li>Talk less and listen more</li> </ul>	2	21 <sup>st</sup> – 22 <sup>nd</sup> July	<ul style="list-style-type: none"> <li>➤ The 15 Special Selling Skills</li> <li>➤ Sales Planning</li> <li>➤ Sales Enemies to Defeat</li> <li>➤ Power of Enthusiasm.</li> <li>➤ Customer Pyramid of Wants</li> <li>➤ Listening and Questioning Skills</li> <li>➤ Objections Handling</li> <li>➤ Sales Negotiation Tactics</li> <li>➤ Sales Territory Delineation</li> <li>➤ Sales Productivity Planning</li> <li>➤ Maintenance and use of records</li> <li>➤ Financial Responsibility of the Salesperson</li> </ul>	100,000.00
16.	Leadership Development for HR Professionals	<ul style="list-style-type: none"> <li>Examine notions of HR strategy and leadership</li> <li>Introduce participants to different approaches to organising and delivering</li> <li>HR and the "fit" for service delivery</li> <li>Consider activities which develop their HR leadership profile in the organisation</li> <li>Understand the characteristics of effective leadership practise in their own HR role</li> <li>Contribute more effectively to the successful delivery of HR services</li> <li>Understand the concept of and reasons for continuing professional development</li> </ul>	2	On Request	<ul style="list-style-type: none"> <li>➤ Business partnering</li> <li>➤ HR balanced Scorecard</li> <li>➤ Introduction to HRM and the strategic dimension</li> <li>➤ HR delivery models</li> <li>➤ Introduction to leadership principles and skills</li> <li>➤ Measuring HR performance through the HR Scorecard</li> <li>➤ Leadership strategies in HR</li> <li>➤ Resourcing</li> <li>➤ Developing the HR function</li> <li>➤ Managing, selecting and developing the HR team</li> <li>➤ Leaders to foster peer collaboration</li> <li>➤ Apply robust decision-making tools and techniques to real life issues</li> <li>➤ Make thorough and multi-faceted analysis of critical decisions</li> <li>➤ Build solutions for issues that rest on solid foundation</li> <li>➤ Leadership that inspires change</li> <li>➤ Decisive leadership leads to strategic excellence</li> <li>➤ Decision making/problem solving models</li> <li>➤ Implementing decision with diverse, personal and group dynamics</li> </ul>	150,000.00
17.	Facility Management Practise	<ul style="list-style-type: none"> <li>Develop and maintain an environment that provides safe working conditions for employees and safe operations for facilities, equipment, and handling</li> </ul>	2	On Request	<ul style="list-style-type: none"> <li>➤ Basic introduction to FM</li> <li>➤ Management of FM</li> <li>➤ Human Resource of FM</li> <li>➤ Finance in FM</li> <li>➤ FM and the present Challenges</li> <li>➤ Roles of FM in our world/organization</li> <li>➤ Component of FM</li> <li>➤ Component defined</li> </ul>	150,000.00

		<ul style="list-style-type: none"> <li>product</li> <li>• Reduce property loss</li> <li>• Reduce incident rate by maintaining safe healthy conditions and standards</li> </ul>			<ul style="list-style-type: none"> <li>➤ Leadership and Management in FM</li> <li>➤ Life and Safety in FM</li> <li>➤ Parking system</li> <li>➤ Outsourcing, Hiring and In sourcing</li> </ul>	
18.	Time management: Tips to reduce stress and improve productivity	<ul style="list-style-type: none"> <li>• To learn the difference between being “busy” and “productive”</li> <li>• To learn the time management matrix</li> <li>• To apply the Pareto principle (80/20 Rule) to time management issues</li> <li>• How to prioritise using decision matrices</li> <li>• How to beat the three most common time wasters</li> <li>• How to plan ahead</li> <li>• How to handle interruptions</li> <li>• How to maximize your personal effectiveness</li> <li>• How to say “no” to time wasters</li> </ul>	1	18 <sup>th</sup> March	<ul style="list-style-type: none"> <li>➤ Time Management Introduction</li> <li>➤ Time Management Practises</li> <li>➤ Time Management Strategies</li> <li>➤ Common things that waste time</li> <li>➤ What is your time management persona?</li> <li>➤ Why Playing Is Important for Excellent Time Management</li> <li>➤ How to Properly Manage Your Time</li> <li>➤ How Setting Goals Can Help You Manage Your Time</li> <li>➤ How to Invest in Your Time</li> <li>➤ How to Save Time When Dealing with Phone Calls</li> <li>➤ How to Delegate Tasks in Order to Properly Manage Your Time</li> <li>➤ How to Use Business Planning to Manage Your Time</li> <li>➤ Activity Logs Are an Important Tool for Time Management</li> <li>➤ The Importance of a To-Do List</li> <li>➤ The Importance of Scheduling for Time Management</li> <li>➤ The Connection between Time and Money</li> <li>➤ The Connection of the 80/20 Principle with Time Management</li> </ul>	40,000.00
19.	Procurement and Contracts	<ul style="list-style-type: none"> <li>• Increase skills sets in all phases of strategic procurement</li> <li>• Greater ability to lead plan and manage the procurement process</li> <li>• A greater sense of professionalism and being able to contribute to the organization’s strategic objectives</li> <li>• Increased knowledge of key performance indicators</li> <li>• Increased recognition by the organization due to increased performance</li> </ul>	1	14 <sup>th</sup> August	<ul style="list-style-type: none"> <li>➤ Common Procurement Definitions and Concepts</li> <li>➤ Procurement and sourcing process</li> <li>➤ Engaging and managing stakeholders</li> <li>➤ Purchase and payment process</li> <li>➤ Contracts and types of contracts</li> <li>➤ Earned Value</li> <li>➤ Key contract consideration</li> <li>➤ Contract approval process</li> <li>➤ Contract award and management</li> <li>➤ Negotiating contract terms and condition</li> <li>➤ Tracking and reporting financial progress</li> </ul>	100,000.00
20.	Business Writing and Communication Skills	<ul style="list-style-type: none"> <li>• Understand the rudiments of written communication</li> <li>• The different types and the formats generally used for communicating and affecting the effectiveness of different formats.</li> <li>• Review different test communications and exercise the writing of memos, letters (internal and external).</li> </ul>	2	18 <sup>th</sup> - 19 <sup>th</sup> August	<ul style="list-style-type: none"> <li>➤ Types of communication</li> <li>➤ Writing memos</li> <li>➤ Key areas of written communication</li> <li>➤ Writing letters (Internal and external)</li> <li>➤ Types of report</li> <li>➤ Report writing</li> <li>➤ Effective report writing</li> </ul>	100,000.00
21.	Accounting for Non Accountants	<ul style="list-style-type: none"> <li>• Overcome the barrier of the</li> </ul>	2	3 <sup>rd</sup> - 4 <sup>th</sup> September	<ul style="list-style-type: none"> <li>➤ Financial planning</li> <li>➤ Financial control</li> </ul>	150,000.00



		<p>accountants' strange language</p> <ul style="list-style-type: none"> <li>• Deal confidently with financial colleagues</li> <li>• Improve their understanding of your organization's finance function</li> <li>• Radically improve their planning and budgeting skills</li> </ul>			<ul style="list-style-type: none"> <li>➤ Financial decision making</li> <li>➤ Origin of financial statements</li> <li>➤ Types of financial statements</li> <li>➤ Nature of financial statements</li> <li>➤ Periodicity of financial Statements</li> <li>➤ Users of Financial statements</li> <li>➤ Interpretation of Financial Statements</li> </ul>	
22.	Change Management-Making Organization Change Happen Effectively	<ul style="list-style-type: none"> <li>• Develop a change management strategy for your project</li> <li>• Manage the people side of change, not just the business side</li> <li>• Integrate organizational and technology changes into a single change management plan</li> <li>• Actively manage resistance to change</li> </ul>	2	On Request	<ul style="list-style-type: none"> <li>➤ Psychology of Change</li> <li>➤ Best Practices Research data</li> <li>➤ Change Management Process</li> <li>➤ Preparing for Change</li> <li>➤ Managing Change</li> <li>➤ Reinforcing Change</li> </ul>	250,000.00
23.	Negotiation Principles and Techniques	<ul style="list-style-type: none"> <li>• Resolve conflicting situations easily</li> <li>• Take time to gather all facts and requirement before hand</li> <li>• Present and maintain professional attitude</li> </ul>	2	22 <sup>nd</sup> – 23 <sup>rd</sup> September	<ul style="list-style-type: none"> <li>➤ Introduction</li> <li>➤ Areas of negotiation</li> <li>➤ Ground rules in negotiation</li> <li>➤ Preparing for negotiation</li> <li>➤ Questions to consider</li> <li>➤ Negotiating or bargaining</li> <li>➤ Typical approaches and ploys to negotiation</li> <li>➤ Negotiation counter ploys</li> <li>➤ Closing the negotiation</li> <li>➤ Do's and don'ts of negotiation</li> </ul>	150,000.00
24.	Fleet Management Training: The Ultimate Guide to Profitable Fleets	<ul style="list-style-type: none"> <li>• Assess risk associated with driving task</li> <li>• Strategically plan with current tools and techniques</li> <li>• Identify the essential theories, practise and techniques of professional driving</li> <li>• Display ownership and responsibility for safety attitude</li> </ul>	1	7 <sup>th</sup> October	<ul style="list-style-type: none"> <li>➤ The Importance to Drivers'</li> <li>➤ Defensive Driving Techniques</li> <li>➤ Safe Driving Tips</li> <li>➤ Rules of Defensive Driving</li> <li>➤ Driving as a Profession</li> <li>➤ Types of Defensive Driving</li> <li>➤ A Good Driver Defined</li> <li>➤ Qualities of Defensive Driving</li> <li>➤ Benefits of Defensive Driving</li> </ul>	100,000.00
25	Ms Excel Professional Training	<ul style="list-style-type: none"> <li>• Work effectively with large volumes of texts and numerical data in Excel, with ease;</li> <li>• Design Excel-based templates for data collection, analysis and reporting;</li> <li>• Exhibit mastery of a wide vocabulary of key concepts, functions, techniques and "power-tips" in this spreadsheet software; and</li> <li>• Automate all manner of work activities/tasks in Excel, amongst others</li> </ul>	3	On Request	<ul style="list-style-type: none"> <li>➤ Exploring the Microsoft Excel user interface</li> <li>➤ Setting up a Workbook</li> <li>➤ Database concept in Microsoft Excel</li> <li>➤ Reordering and summarizing data</li> <li>➤ Focusing on specific data using filters</li> <li>➤ Enhancing data integrity through data validation</li> <li>➤ Formatting</li> <li>➤ Application of Excel Functions in work activities</li> <li>➤ Tackling text problems: manipulating and formatting text as well as managing large volumes of text data</li> <li>➤ Protection</li> <li>➤ Printing in Excel</li> <li>➤ Use of conditional formatting in data analysis</li> <li>➤ Advanced filter techniques</li> </ul>	60,000.00

					<ul style="list-style-type: none"><li>➤ Dependent (advanced) data validation techniques</li><li>➤ More Excel Functions</li><li>➤ Named Ranges 1</li><li>➤ Combining data from multiple sources</li><li>➤ Use of Relative &amp; Absolute referencing</li><li>➤ Analyzing alternative data sets (working with Goal Seek)</li> <li>➤ Working with Pivot Tables</li><li>➤ Formatting pivot tables</li><li>➤ Creating Charts in line with best practices</li><li>➤ Introduction to New Features in Microsoft Excel 2013 [New!]</li><li>➤ Power Pivot &amp; Power View</li><li>➤ Introduction to VBA and Macros</li><li>➤ Application of Form Controls: combo boxes, scroll bars, check box, option box, etc</li><li>➤ Work-related case studies</li></ul>	
--	--	--	--	--	--	--