

HERALD HR CONSULTING/GOLDFIELDS PROFESSIONAL SERVICES

LEARNING AND DEVELOPMENT EVENTS SCHEDULE FOR JANUARY TO DECEMBER 2019

TRAINING SCHEDULE ONE

THEME	MODULES	DATE	FEE	TARGET PARTICIPANTS
MASTERING SALES AND SELLING STRATEGIES	<ul style="list-style-type: none"> • The salesman's mindset • Sales planning, prospecting and strategy • Developing a healthy pipeline • Buying facilitation • Assessing sales performance • Closing megadeals 	<p>JANUARY 22 - 24</p> <p>APRIL 16 - 18</p>	75,000	<ul style="list-style-type: none"> • Entrepreneurs • Marketing and sales personnel
DELIVERING EXCELLENT CUSTOMER SERVICE	<ul style="list-style-type: none"> • Understanding exceptional customer service • Identifying the benefits of great customer service • Removing the barriers to delivery of outstanding customer service • Demonstrating how to measure customer-satisfaction levels and take corrective action if needed • Learning techniques for dealing with difficult customers 	<p>FEBRUARY 19 - 21</p> <p>JULY 9 - 11</p>	75,000	<ul style="list-style-type: none"> • Entrepreneurs • Marketing and sales personnel • Front desk • All cadre of employees

	<ul style="list-style-type: none"> • Developing a personal action plan to improve customer service skills. 			
EFFECTIVE LEADERSHIP AND TEAM BUILDING	<ul style="list-style-type: none"> • Meaning and implication of leadership • Setting and communicating agenda for organizational success • Providing inspirational leadership • Developing system thinking and process improvement capabilities • Stages of team development • Getting the best out of your team • Emotional intelligence • Delegation, Coaching, Mentoring 	<p>MARCH 5 – 7</p> <p>AUGUST 6 – 8</p>	75,000	<ul style="list-style-type: none"> • Entrepreneurs • Senior executives • Managers • Team leaders
EMOTIONAL INTELLIGENCE	<ul style="list-style-type: none"> • Self awareness • Managing emotions • Motivating oneself • Building fruitful relationships • Developing empathy • Resolving conflicts • Working within a diverse workforce 	<p>APRIL 2 – 3</p> <p>SEPTEMBER 3 – 4</p>	55,000	<ul style="list-style-type: none"> • Entrepreneurs • Business Leaders • All cadre of staff
MANAGING PERFORMANCE & PRODUCTIVITY: GETTING THE BEST OUT OF YOUR TEAM	<ul style="list-style-type: none"> • Overview of performance management • Performance and productivity • Creating a performance driven work environment • Goal and target setting (KPIs) 	MAY 7 – 9	75,000	<ul style="list-style-type: none"> • Entrepreneurs • Team leaders • Senior Executives • Management trainees

	<ul style="list-style-type: none"> • Measuring & reviewing performance • Rewarding performance • Dealing with non-performance 	OCTOBER 8 – 10		
TEAMWORK	<ul style="list-style-type: none"> • Stages of team development • Commitment to common objectives • Defined roles and responsibilities • Effective decision making systems • Communication and work procedures • Good inter-personal relationships 	JUNE 4 – 5 NOVEMBER 5 – 6	55,000	<ul style="list-style-type: none"> • Entrepreneurs • Management trainees • All cadre of staff
DEVELOPING PROFESSIONAL WORK ETHICS (Detailed course outline attached)	<ul style="list-style-type: none"> • Ethics and attitude at work • Personal initiative • Strong work ethics • Emotional intelligence • Critical thinking • Performance and productivity 	MARCH 26 – 28 SEPTEMBER 24 – 26	75,000	<ul style="list-style-type: none"> • New hires • Management trainees • All cadre of employees
EFFECTIVE BUSINESS COMMUNICATION	<ul style="list-style-type: none"> • The stages and essentials of effective communication • Common pitfalls in formal communication • Speech presentation and oral communication • Enhancing business communication through the social 	DECEMBER 10 – 12	75,000	<ul style="list-style-type: none"> • Entrepreneurs • Team leaders • Senior Executives • Management trainees

	<p>media</p> <ul style="list-style-type: none"> • One on one business communication • Email writing, distribution, preservation and archiving techniques • Minute taking, preparation, distribution, preservation and archiving • Report writing • Tables, charts, pictures and graphs in report presentation 	<p>APRIL 23 - 25</p>		
<p>ROAD TO PEAK PERFORMANCE</p>	<ul style="list-style-type: none"> • Achieve a paradigm shift in their understanding of the importance of peak performance and the enormous benefits to all stakeholders. • Identify the critical success factors of their jobs and create definite plan to achieve the organizational objective for the position. • Set SMART goals and targets for peak performance and achieve such goals • Adopt important productivity 	<p>FEBRUARY 26 - 28</p> <p>MAY 21 - 23</p>	<p>75,000</p>	<ul style="list-style-type: none"> • Management trainees • Mid-level executives • New hires • HR executives

	<p>tools for the achievement of their performance objectives</p> <ul style="list-style-type: none"> • Contribute more significantly to the achievement of organizational objectives. 			
CRITICAL THINKING	<ul style="list-style-type: none"> • The thinking process • Asking empowering questions • Aspects of critical thinking • Brainstorming, creative thinking and problem solving 	<p>JUNE 18 – 19</p> <p>DECEMBER 3 – 4</p>	55,000	<ul style="list-style-type: none"> • New hires • Management trainees
CHANGE MANAGEMENT AND ORGANIZATIONAL TRANSFORMATION	<ul style="list-style-type: none"> • Myths about change • The case for mastering change management • Mitigating resistance to change • Types of Organizational change • Organizational development and transformation • Change management theories & Models • Change management in organizations • Successful change management process 	<p>OCTOBER 22 - 23</p> <p>DECEMBER 17 – 18</p>	55,000	<ul style="list-style-type: none"> • Entrepreneurs • Senior executives • Team leaders • HR executives
CRITICAL HUMAN	<ul style="list-style-type: none"> • Understanding people 	JULY 23 –	75,000	<ul style="list-style-type: none"> • Entrepreneurs

<p>RESOURCE MANAGEMENT COMPETENCE FOR NON HR EXECUTIVES</p>	<p>management</p> <ul style="list-style-type: none"> • Aligning business strategy and human resource strategy • Recruitment and selection • Critical aspects of the Labour law • Motivation and effective compensation strategy • Measuring performance and productivity • Conflict resolution and grievance management 	<p>25</p> <p>NOVEMBER R 26 – 28</p>		<ul style="list-style-type: none"> • Senior executives • Career switchers
<p>FINANCE MANAGEMENT COMPETENCE FOR NON FINANCE EXECUTIVES</p>	<ul style="list-style-type: none"> • Basic accounting principles and importance of financial records • Understanding finance and financial reporting • Financial ratios and its implications in decision making • Financial planning and budgeting • Project financing options • Managing cashflow, cost and working capital 	<p>AUGUST 20 – 22</p> <p>NOVEMBER R 12 – 14</p>	<p>75,000</p>	<ul style="list-style-type: none"> • Entrepreneurs • Senior executives • Team leaders

- **Enquiries and seat reservation: TEL: 08034020705, 08086133840**
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- **Organizations can make arrangement to have these courses customized as in-house training.**

DEVELOPING PROFESSIONAL WORK ETHICS AND POSITIVE ATTITUDE

COURSE OUTLINE:

A business is an establishment in which participants come together to build something that cannot be accomplished individually. Thus, the brand equity, networth, profitability and going concern status of the business is highly dependent on the quality, attitude and commitment of the workforce. The lofty ideals of managers could be jeopardized by the lousy attitude of their rank and file. While the business engages the employees, the employees make the business.

It is therefore imperative that organizations take particular care in nurturing beneficial work ethics among members of staff. This is the way corporate goals can be achieved.

OUR PROPOSITION

Herald HR consulting in collaboration with Goldfields Professional services has put together a 2-day workshop to drive home the importance of developing professional work ethics, expatiate on critical traits and sharpen the abilities of your workforce to implement the most important habits that deliver fair values for wages paid.

OUR OBJECTIVES

We shall partner with your delegates to

1. Create an understanding of critical traits for professional work ethics and the beneficial effect to both employers and employees
2. Develop in participants the eagerness and ability to adopt strong work ethics
3. Become shining examples among their peers and to a strong source of reference in their commitment, attitude and productivity
4. Set appropriate personal principles of focus, dependability, courtesy and performance at work
5. Achieve continuous competence development and become invaluable assets to the organization.

OUTCOMES

At the end of the workshop, participants would be able to

1. Develop beneficial attitudes of commitment, competence and enthusiasm to work, necessary for high productivity.
2. Eliminate all emotional baggage and retrogressive mindsets responsible for poor attitude to work thereby achieving positive personality makeover, peak performance and high productivity.
3. Adopt traits and specific routines that make employees dependable team members and valuable assets to the organization.

PROGRAMME OUTLINE

- Duties and responsibilities of the employee
- Developing professional work ethics & positive attitude
- Developing personal initiative and critical thinking
- Teamwork
- Emotional intelligence
- Improving knowledge, skills and competence
- Advancing from motivation to Attachment.

METHODOLOGY

A practical approach will be taken, with 60% of the workshop on the application and practical sessions and 40% on principles and concepts. Training will comprise a combination of:

- Interactive lecture sessions
- Trainer-facilitated group activities and break-up discussions
- Real-life case-studies application sessions
- Role-play in practical sessions

SCHEDULE & FEES

VENUE	To be provided by the client
DURATION	(2 days) At the client's convenience
TIME	9am to 4pm daily
FEES	₦55,000/participant covers tea break, lunch, certificate and materials
CONTACT	info@heraldhrconsulting.com , goldfieldspro@gmail.com 08034020705, 08093005771, 07066128256

TRAINING SCHEDULE TWO

HERALD HR CONSULTING/NANSY VENTURES

TRAINING PROPOSAL

ON

OFFICE DOCUMENT PROCESSING TECHNIQUES

1. Courses, Objectives and Target Audience

Topic	Advanced Microsoft Excel For Complex Data Analysis
Duration	2 DAYS
Target Audience	Accountants, Auditors, Financial Analysts
Training Fee	N30,000 per participant

Learning Outcomes	At the end of the training, each participant would have known how to process complex data faster and more accurately. Several advanced functions will be demonstrated.	
Training Package Deliverables		
<ul style="list-style-type: none"> • Review Of Intro And Intermediate Features In Excel • Sorting And Filtering Data • Database Analysis With VLookup, HLookup • Advanced Filter Methods • Cross Tabulation With Pivot Table Analysis • Decision Making With Goal Seek , What-If Analysis, & Scenarios • Character Data Conversion • Working With Macros • Data Concatenation • Creating Sub-Totals In Report Summary • Cell and Range Naming 	<ul style="list-style-type: none"> • Match • Sum Using Names • Index • Abs, Fill • IF, SUMIF Functions • Go To Special • Data Validation • Paste Special • Hyperlinks For Navigation • Applying Left, Right, Mid For Data Substring • Now & Today Functions • And, Or Functions For Conditional Statement • Upper, Lower Functions • Round Function 	

Topic	Advanced Document Processing in Microsoft Word
Duration	1 DAY
Target Audience	Secretaries, Personal Assistants, Middle & Top Management Staff
Training Fee	N15,000 per participant
Learning Outcomes	At the end of the training, each participant would have known how to package reports and documents professionally. Various advanced features will be demonstrated.
<p>Training Package Deliverables</p> <ul style="list-style-type: none"> • Review of Intro and Intermediate features in Word • Formatting Text <ul style="list-style-type: none"> ○ Changing Styles in document ○ Adding Sections into document ○ Multiple pagination styles in same document • Symbols and Special Characters • Table of Contents <ul style="list-style-type: none"> ○ Using Heading Style 	

- Using Paragraph Setting
- Using Hyperlinks
- Automatic Update of Table of Content
- Formatting Tables with
 - Managing Row and Columns
 - Moving and Resizing Tables
 - Table Properties
 - Splitting and Merging Cells
- Find and Replace Strategies and Pitfalls
- Adding and Removing Comments
- Spelling and Grammar Correction methods
- Mail Merge
 - Creating and Editing Mailing List
 - Manipulating Merge Fields
- Watermarks (with Company Logo and Text)
- Working with Headers and Footers
- Adding Footnotes and Endnotes
- Advanced Printing Options

Topic	Effective Presentation With PowerPoint & Multi-Media
Duration	1 DAY
Target Audience	Middle & Top Management Staff
Training Fee	N15,000 per participant

Learning Outcomes	At the end of the training, each participant would have known how to professionally create a presentation. They would also know how convert a PowerPoint presentation to MP4 format for distribution.
<p>Training Package Deliverables</p> <ul style="list-style-type: none"> • The PowerPoint Layout • Opening PowerPoint • Basic rules of Slide Transition and Design • Working with Slides and Animations to engage Audience <ul style="list-style-type: none"> ○ Add content ○ Working with Bullets and Numbering ○ Working with Text, Tables, Images and SmartArt Graphics ○ Animation to Slides ○ Creating Photo Album ○ Adding Sound from File, Adding Narration & Video • Converting PowerPoint presentation into MP4 for Sharing using <i>Camtasia Studio</i> • Converting text into Speech • Printing Presentation 	

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