

# PRESENTATION OF ACG & TOPICAL SEMINARS FOR CORPORATE & IN-HOUSE TRAININGS



Management Consulting  
Professional Capacity Enhancement  
Urban & Regional Development  
Services in Translation & Interpretation

**AFRICA CONSULTING GROUP – ACG**

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*Providing Leadership & Management  
Solutions to Business Problems*

All our seminars can also be delivered on site and in-house

AFRICA CONSULTING GROUP – ACG

## PRESENTATION OF ACG

**Africa Consulting Group - ACG** is a management consulting firm headquartered in Accra, G. It is a team of highly multidisciplinary professionals with effective technical and managerial competences. The multidisciplinary staff is composed of economists, management specialists, policy analysts, translators/interpreters, and urban planners. Prior to joining the consulting firm, some of the staff worked and occupied senior management positions in American Fortune 500 Companies such as: American Express, Qwest, and CitiBank. Some gained extensive professional experience with the United Nations; others occupied high academic positions at the university and held ministerial positions in government.

The people make the difference. The best people make the best difference. That is why we utilize a network of highly skilled and thoroughly trained professionals to deliver our programs. Our unique blend of consultancy and training is supported by extensive research facilities, which strengthen our commitment to the advancement of management development techniques. Our personnel accumulated many years of experience in the field of training and organization development. The staff has considerable expertise in helping organizations pinpoint where they can find business performance leverage using a systems thinking approach. They facilitate a process which models the dynamics of how business practices/systems impact each other. English and French are our working languages.

## OUR MISSION

Our mission is to contribute to the success of the public sector, business enterprises, and to non-profit organizations, through breakthrough efforts by offering a wide range of high value-based management development services in the areas of management consulting, professional capacity enhancement, urban and regional development, project monitoring and evaluation (M&E), and translation services. This is manifested within a management environment by demonstrating integrity and clarity of vision. As a consulting firm, our moral, personal and collective integrity is paramount, and we strive to deliver our services by understandably meeting our Clients' expectations.

## OUR SERVICES

### ➤ MANAGEMENT CONSULTING SERVICES

- Provision of technical assistance in management auditing
- Provision of technical assistance in organizational development (OD) and change management



### ➤ PROFESSIONAL CAPACITIES ENHANCEMENT

### ➤ SERVICES IN PROJECT MONITORING & EVALUATION (M&E)

### ➤ SERVICES IN TRANSLATION, INTERPRETATION & AUDIO TRANSCRIPTION

All our seminars can also be delivered on site and in-house

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## **LEADERSHIP & HUMAN CAPITAL DEVELOPMENT & MANAGEMENT**

Globalization has created a new set of leadership and management challenges in nearly all industries and economic sectors. In response, companies are demanding an unprecedented level of expertise from today's business professionals, who are the most important source of sustainable competitive advantage.



Whether you are a manager or an individual professional Africa Consulting Group – ACG offers quality business seminars at every organizational level that enhance professional competencies. ACG helps build functional skills, personal effectiveness, problem solving and decision making, business and organizational knowledge, management and innovative leadership skills.

Our seminars are:

- Concise half-day, full day and two-day sessions
- Full coverage of the leadership and management topics
- Held at your premises or at any location you choose
- Customizable for your organization's culture, practices and needs.

Our consultants are ready to assist you in finding the best workshop for your needs.

**All our seminars can also be delivered on site and in-house**

**DEVELOPING EXECUTIVE LEADERSHIP: EMPOWERING YOUR STAFF FOR A BETTER PERFORMANCE**

***Taking on a leadership role in today's corporate and government environment means keeping up with the constant change.***

Here is a practical opportunity for you to learn how to identify and manage the challenges you face with practical technique. In this highly interactive seminar, you will discover how to stretch your leadership methods and assert your role in your organization.

**BENEFIT OF THIS SEMINAR**

- Know when to manage and when to lead.
- Build a leadership style that creates trust, set a clear vision and guides your entire team toward heightened performance.
- Create passion for achieving a solid reputation in your team, department and organization.
- Learn the process of coaching and build an effective team that works together to deliver results.
- Understand the four leadership intellects.

**WHO SHOULD ATTEND THIS SEMINAR**

Mid-level to senior managers and their immediate associates who lead others with managerial responsibilities which includes strong decision-making and motivational skills.

**All our seminars can also be delivered on site and in-house**

**COACHING SKILLS FOR LEADERS: A STRATEGIC TOOL FOR EFFECTIVE LEADERSHIP**

Coaching is a method and technique which used for guiding an individual to new learning in defined time frames. This seminar gives participants a variety of coaching tools, techniques and best practices ranging from analyzing performance to creating a climate for effective coaching and learning; from giving corrective feedback to handling difficult responses to coaching.

Participants will leave this seminar more aware of their personal habits, styles and preferences in coaching through assessment and exercises.

**BENEFIT OF THIS SEMINAR**

- Recognize the weakest links in the organizational system and develop strategies to strengthen these ties.
- Boost in productivity, improve communications, increase employees' commitment and loyalty, and decrease levels of stress and tension within companies.
- Develop team unity and team spirit by building trust and rapport necessary for effective coaching.
- Remain loyal and committed workforce in the face of demanding global business hours, language barriers, differing work ethics and economic fluctuations.
- Prevent derailment by turning around disruptive behaviors.
- Think and plan more strategically, to effectively manage risk, to create and communicate vision and mission.
- Listen and encourage open and two-way communication.

**WHAT WILL BE COVERED**

- Discarding some myths about coaching.
- Revisiting coaching experiences.
- Recognizing the tangible benefits of coaching.
- Creating a climate of trust and confidence.

- Guiding a dialogue on performance.
- Understanding the different areas of coaching.
- The delegation process.
- Understanding the ethical principles of coaching.
- Leaders as coaches as trainer and teachers.

**WHO SHOULD ATTEND THIS SEMINAR**

Executives, managers, team leaders and all their immediate associates.

**All our seminars can also be delivered on site and in-house**

## CREATING A CULTURE OF TRUST: A MANAGEMENT STRATEGY THAT GETS RESULTS



Trust is the basis of all successful business relationships.

At this seminar, participants will develop competencies needed to establish and maintain trust and credibility with all of your team members. You'll evaluate your level of trust towards others, identify critical behaviours for developing positive relationships and learn specific strategies and tactics to create greater trust, repair broken trust and lead your team to optimum results.

### HOW YOU WILL BENEFIT

- Strengthen your ability to establish reciprocal, trusting relationships with every member of your team
- Understand which managerial behaviors undermine the perception of trustworthiness
- Eliminate top trust busters and gain renewed confidence and commitment from your team
- Learn high-impact behaviors to maintain trust even in the most volatile situations
- Create a "trusting" team culture that promotes commitment and productivity

### WHAT WILL BE COVERED

- What is trust: the behaviors that embody it—and those that undermine it
- Identifying and evaluating the "ingredients" of trust in your workplace
- Assessing your level of trust with specific individuals at work
- Discovering behavior communication skills that build trust and positive relationships
- Identifying the leading barriers to trust and what tactics will eliminate them
- Deploying techniques for rebuilding damaged trust

### WHO SHOULD ATTEND THIS SEMINAR

All managers who want to drive performance, build mutual trust and foster effective working relationships with team members.

All our seminars can also be delivered on site and in-house

## REVISITING CORPORATE ACCOUNTABILITY: A PRACTICAL TOOL FOR MANAGEMENT RESULT

We thought that the focus on competencies would solve the problem, but we found that competencies are changing as fast as the new business environment. Finally, we realize that the increase of organizational accountability that results in improved morale, trust, and performance would surely increase organizational return on investment.

When there is lack of accountability, people do not get information when they need it, decisions are not made when action is required, and people do not receive guidance or support when faced with new challenges. When there is lack of accountability, nonperformers thrive while the rest of us do double work picking up the slack. When there is lack of accountability, communication breaks down, territorialism increases and recognition for success disappears. Finally, when there is lack of accountability, people often fall into a victim mode of fighting each other, rebelling against change, and protecting themselves at the cost of hurting others and the company.

### HOW YOU WILL BENEFIT

At the end of the seminar, participants will acquire the understanding and skill in:

- Turning their business to become more effective, competitive, and successful in the face of continual pressure to perform at higher levels.
- Learning practical strategies and acquiring effective tool used by leading organizations in diverse industries to achieve breakthrough results.
- Transforming meaningless activities such as ineffective meetings and never ending restructuring into meaningful actions, where rational decisions are made.
- Improving performance execution in addition to streamlining processes.
- Having the courage to address nonperformers who survive at the expense of hard working top performers.

- Accountable leaders are heroes, and after attending this seminar, you will become a hero as well.



### WHO SHOULD ATTEND THIS SEMINAR

The training is extended to mid-level and senior managers and their immediate associates who are ready to move to the next level of excellence and success.

All our seminars can also be delivered on site and in-house



**IMPROVING MANAGEMENT SKILLS FOR NEW MANAGERS**

**It's time to take your management skills to a higher level of proficiency. Develop the crucial management tools to help fully lead and motivate your team.**

Change is the norm, and your management skills must meet the challenge. You are responsible for your own productivity and that of your staff. The diversity of your team is changing...your day-to-day dealings may now include colleagues, your boss and senior management who have different interests and viewpoints.

This management skills seminar equips you with proven supervisory techniques that you can put into action immediately...plus the tools savvy supervisors use to plan, organize, communicate and monitor effectively in every situation. With the help of these basic management skills, you'll be able to examine your daily responsibilities outside of the office, in the company of your peers...to learn "the ropes" of management...and to leverage both your hard skills and your people skills to meet your new challenges with increased confidence, respect and power.

**HOW YOU WILL BENEFIT**

- Understand the management skills needed to succeed in a rapidly changing environment
- Learn to plan, organize, communicate and monitor

- Apply the most appropriate supervisory style to each individual and situation
- Understand your legal responsibilities
- Learn management skills to help you give constructive criticism
- Maximize productivity by leveraging diversity and individual differences
- Learn techniques to help you cope with difficult employees
- Use delegation for effective employee development, time management and motivation
- Increase job satisfaction and work output through coaching

**WHAT WILL BE COVERED**

- Embracing Your New Role and Expectations
- Managing a Diverse Workforce
- Communication, Building Team Performance
- Coaching for High Quality Performance
- Creating a Motivating Environment
- Taking Delegation, Performance and Team Development to the Next Level of Excellence
- Managing Time Effectively

**WHO SHOULD ATTEND THIS SEMINAR**

New managers who want the benefit of basic management skills training.

**All our seminars can also be delivered on site and in-house**

### IMPROVING MANAGEMENT SKILLS FOR EXECUTIVE SECRETARIES & OTHER ADMINISTRATIVE PROFESSIONALS

***The importance of management skills for administrative professionals goes beyond heightened professional growth and career development.***

The benefits of management skills for administrative professionals, as well as for the team they support, are numerous. More effective communication, increased efficiency and a greater ability to handle conflict are just a few of the results of enhanced management skills for administrative professionals.

Whether you're an administrative assistant, secretary, executive secretary or another member of the administrative support staff, Management Skills for Administrative Professionals is the course for you! Bring your current challenges and brainstorm with colleagues and your course leader to solve your most pressing problems.

#### HOW YOU WILL BENEFIT

- Build your repertoire of managerial skills and abilities
- Keep your boss and your team functioning efficiently—using planning, prioritizing and follow through
- Master communication and other important management skills for administrative professionals
- Handle conflict and discourse with agility and professionalism

- Present your ideas powerfully as you practice your new skills
- Manage multiple responsibilities
- Create win-win solutions that leave everyone feeling positive
- Become a strategic partner to your boss
- Understand different team player styles for more effective collaboration
- Control your time and workload with advanced time-management skills

#### WHO SHOULD ATTEND THIS SEMINAR

Administrative professionals, including executive secretaries, administrative assistants, secretaries or other members of the administrative support staff who are striving to refine their management skills in order to enhance their careers and add to their organization's effectiveness.



All our seminars can also be delivered on site and in-house

**PROMOTING WORK DELEGATION WITHIN A TEAM:  
EFFECTIVE WAY OF REDUCING WORKLOAD AND  
STRESS**

***Do you have trouble entrusting assignment to others? Are you frequently putting in overtime to finish a work even though you have others available to help you finish the work effectively on time? If so, you may be working harder, but not SMARTER.***

This intensive half-day seminar gives you the real-world practice in delegation strategies that will reduce your stress level, empower your staff and build team performance. Take this opportunity to pinpoint the right task, the right time and the right person to help you maximize your productivity and that of your team.

**HOW YOU WILL BENEFIT**

- Exhibit greater competence and confidence in assigning work and responsibilities.
- Foster greater teamwork, cooperation and collaboration through clear delineation of roles and authority.
- Prevent miscommunication when setting tasks and expectations
- Influence team members to share your responsibilities
- Empower and motivate staff to handle more difficult assignments.

**WHAT WILL BE COVERED DURING THIS SEMINAR**

- The repercussion of poor delegation on performance and how to avoid common mistakes
- How to avoid micromanagement

- Understand delegation basics: what to assign, who to select, when to start, how to maintain control and give feedback
- How to delegate to a group
- Communication issues, checkpoints and task-related support
- How to overcome reluctance to delegate
- Delegating without authority
- Quality management and accountability
- Control and follow-up procedures
- How to recognize, reinforce and reward performance

**WHO SHOULD ATTEND THIS SEMINAR**

Managers, supervisors, project managers and their immediate assistants who have direct reports or who work in a team environment.



**All our seminars can also be delivered on site and in-house**

**DEVELOPING A HIGH PERFORMANCE TEAM:  
GETTING THE BEST FROM THE HUMAN CAPITAL**

**OBJECTIVES OF THE SEMINAR**

At the conclusion of the seminar, the participants will be able to:

- Enhance the existing teamwork skills of the leaders and between departments.
- Explain the roles and cooperative responsibilities of team members
- Explain the concept of resourcefulness in teamwork
- Work with members to create an inspiring team vision
- Develop methodologies for increased communication effectiveness among team members and departments
- Demonstrate how to plan for a teamwork culture and to expect positive teamwork behavior
- Discuss and demonstrate the reasons why conflict management skills are important for the team
- Outline the decision making process for teams and discuss the importance of creativity in decision making
- Identify strategies and “operating agreements” for dealing with poor teamwork performance in the future



**WHO SHOULD ATTEND THIS SEMINAR**

Team leaders, managers and their immediate associates who lead others with managerial responsibilities.

All our seminars can also be delivered on site and in-house

**EFFECTIVE TIME MANAGEMENT: WAYS TO INCREASE PERSONAL PRODUCTIVITY & EFFECTIVENESS**



When it comes to time management, do you put off more today than you can ever accomplish tomorrow...have a tough time prioritizing tasks when everything is urgent...exhaust yourself by 4:00 p.m. with only a fraction of your work done...see yourself as a decision maker who never gets around to making decisions...dread the next business meeting—or worse, going back to your desk to see what voice mails and e-mails await you?

If you're doing more and enjoying it less, it's time to get out of the time trap and back to productivity through effective time management! This seminar gives you practical techniques for controlling time and making it a manageable resource.

**HOW YOU WILL BENEFIT**

- Recognize the key components of effective goal setting through time management
- Discover your time management strengths and self-management opportunities
- Discover quick and easy ways to handle non valid tasks
- Manage multiple priorities based on validity and urgency
- Identify ways to deal with distractions and eliminate interruptions
- Set group goals and priorities
- Learn strategies to improve your concentration and increase your efficiency
- Implement tools and techniques for effective multitasking and scheduling abilities

**WHO SHOULD ATTEND THIS SEMINAR**

Professionals who want greater control of their time, management style and life.

**WHAT WILL BE COVERED DURING THIS SEMINAR**

- Time management is also self management (Prioritization of your workday. Identification of typical time waters.)
- Understanding the effective planning model (Goal setting, prioritizing and scheduling).
- Managing multiple priorities (creating a realistic and productive schedule. Effective delegation)
- Managing technology (Develop strategies to technology productively. Select the right form of communication for your message.)
- Create balance by prioritizing and honoring your time commitments.)

**All our seminars can also be delivered on site and in-house**

### UNDERSTANDING BUSINESS PROCESS MANAGEMENT: QUALITY BEYOND SIX SIGMA

This is a competitive world in which the pace of change is increasing, and companies are continuously being disrupted by external factors. Change is here to stay; it comes quickly and from unexpected quarters. The challenge for companies is to find the benefits of change with the aims of generating real revenue and delivering enhanced value to customers.

A business process is the complete and dynamically coordinated set of collaborative and transactional activities that deliver value to customers. The three most fundamental characteristics of a business process have little to do with the obvious inputs and outputs of individual work tasks. They are **coordination, coordination, and coordination**. In other words, processes work only if the all elements of the process share all necessary information.

Many companies are increasingly recognizing the value of taking a portfolio approach that uses a combination of various methods, tools, and techniques to address their process improvement opportunities. The Six Sigma Process Management methodology is a system of management that enables process leaders and participants to answer some critical questions about their business. It is the fundamental building block for establishing a robust system of management that enables companies to continually identify the best possible portfolio of opportunities.

All our seminars can also be delivered on site and in-house

### **BECOMING AN EFFECTIVE FACILITATOR: MAXIMIZING HUMAN INVOLVEMENT & RESULTS**

One key role of the facilitator is to identify the dynamics that develop when people interact with one another and to help groups manage those dynamics. As a facilitator, you are always working toward outcome. The facilitator is catalyst, coach, coordinator. Becoming facilitator demands exceptional interpersonal skills, and dedicated observation. You can learn to become a facilitator.

#### **HOW YOU WILL BENEFIT**

- Make meetings more productive.
- Set up meetings for success.
- Focus on the main facilitation skills of observation, diagnosis and intervention.
- Build consensus, handle conflict and keep meetings on track.
- Gain knowledge and skills you can apply to all parties or groups and meeting situations.
- Keep content, process and structure on track to produce positive outcomes.

#### **WHAT WILL BE COVERED DURING THIS SEMINAR**

- The effective facilitator defined.
- Understanding group dynamics and decision making.
- Understanding process consultation.
- The manager as facilitator.
- Principles of effective dialogue.

All our seminars can also be delivered on site and in-house

## PROJECTING A POSITIVE PROFESSIONAL IMAGE

**Communicate a positive professional image in the way you look, act and present yourself.** Discover a self-image that feels right to you, to superiors, colleagues, subordinates, and to clients. This seminar is both diagnostic and prescriptive as it helps you assess your image and then provides specific suggestions for enhancing it.

### HOW YOU WILL BENEFIT

- Look, act and dress to communicate your present position.
- Polish your professional way of speaking.
- Be aware of corporate politics, protocol, and courtesy.
- Minimize conflict and build group commitment
- Master social etiquette.
- Develop a positive attitude.



### WHAT WILL BE COVERED DURING THIS SEMINAR

- The importance of image to your professional success.
- Your self-esteem and your external image
- Understanding the power of trust.
- How your image influences your performance and the way others respond to you.
- Use listening and feedback skills to build high performance professional relationships.
- Nonverbal and verbal communication.
- Other factors affecting your image.
- Emotional intelligence: controlling emotions and avoiding defensiveness.

### WHO SHOULD ATTEND THIS SEMINAR

This seminar is an invaluable experience for executives, directors, managers, and other professionals who want to project a positive professional image.

All our seminars can also be delivered on site and in-house

## STRATEGIES FOR DEVELOPING EFFECTIVE PRESENTATION SKILLS & LEADING EFFECTIVE MEETINGS

### MAKE YOUR MEETINGS SO SUCCESSFUL THAT YOUR ATTENDEES WILL LOOK FORWARD TO THE NEXT ONE

If you have too many meetings that are unproductive and unnecessary, unfocused and repetitive, or just too long and seem to go nowhere, this seminar will show you how to take charge, create enthusiasm and energy—and make every meeting matter. Become a better presenter and meeting planner. Master all the skills you need to provide professional meeting planning services for your company—while saving time and money through better industry knowledge and increased efficiencies. This practical seminar is to improve the results of small-group meetings and presentations by developing participants' skills at planning and conducting meetings and presentations.

### HOW YOU WILL BENEFIT

- Tailor your presentation to your audience
- Increase the effective use of all available business resources
- Improve intra-organizational communication and bolster morale
- Lead and facilitate meetings more effectively, including remote meetings
- Encourage and increase participation by all attendees

### WHAT WILL BE COVERED

- Identify the most common pitfalls in meetings
- Understand the different meeting types: with direct reports, peers, or next-level/upper management
- Tips for being a more effective meeting leader
- Anticipate and manage differences that affect the productivity of a meeting or a presentation
- Communicate with clarity and conviction
- Develop and use ground rules for meetings
- Planning meetings systematically and creating strong and compelling agendas
- Learn the steps to follow for facilitating meetings

- Apply the facilitation skills to ensure active participation and control disruption
- Evaluating meetings and creating an action plan for their improvement

### WHO SHOULD ATTEND THIS SEMINAR

Executive secretaries and assistants, senior secretaries and assistants, administrative assistants and secretaries, administrative coordinators, meeting coordinators and any individual with an office support function or responsibility for making high impact presentations and planning meetings. Anyone who conducts meetings and presentations and wants to apply proven techniques to create energy, enthusiasm and the structure necessary to make meetings and presentations work more effectively and productively.



All our seminars can also be delivered on site and in-house

**MASTERING ORGANIZATIONAL POLITICS, INFLUENCE  
& LEARN HOW TO SUCCEED IN TODAY'S WORKPLACE**

What really drives a high-performance management career? It's more than management skills. You have to be an expert at negotiating the complicated terrain of organizational politics and company politics. It's time to adopt a management mindset that enables you to understand and control all the forces that shape your career and get what you need for and from your team. This seminar presents a sophisticated approach to managing that reveals the hidden truths about organizational politics and management success today.

**HOW YOU WILL BENEFIT**

- Understand the processes that go into high performance—and how to drive the efforts you need from your team
- Master organizational politics by better managing your interactions and relationships with colleagues across the organization
- Successfully manage your political image
- Use communication to influence others and strengthen your organizational alliances
- Manage your behavior and the impact on the team
- Improve your coaching, delegating and mentoring abilities

**WHAT WILL BE COVERED**

- Key competencies and critical success factors of effective management
- Negative organizational politics and strategies to navigate intense political climate
- The sources of organizational power and relationship between company politics and influence
- How to influence and manage beyond your own authority

**WHO SHOULD ATTEND  
THIS SEMINAR**

Team managers, project managers and senior managers with significant experience under their belts who need to master organizational politics.



All our seminars can also be delivered on site and in-house

### **UNDERSTANDING AND MANAGING CORPORATE CHANGE PROCESS: AN EFFECTIVE MANAGEMENT TOOL FOR EXECUTIVES, MANAGERS & TEAMMATES**

Because change is inevitable, managing change is critical. But when changes are made, many employees lack the broader knowledge of why new systems and structures are necessary. As a result, frontline managers and human resources professionals must partner together and help organizations in the task of managing change.

This case-study-based seminar will prepare managers responsible for facilitating or managing change initiatives, identifying key business drivers that typically underlie the need for organizational change. You'll become an expert in managing change, learning how to work with key stakeholders in ways that build support and ensure positive outcomes for your bottom line.

#### **HOW YOU WILL BENEFIT**

- Assess major issues involved in organizational readiness
- Build executive sponsorship and ensure success of the change management plan
- Overcome emotional and intellectual challenges by managing change
- Demonstrate greater mastery of key change management skills
- Create effective communication plans
- Ensure all systems support—not undermine change
- Managing change to help the organization recover, rebound and learn faster

#### **WHAT WILL BE COVERED**

- What is change management?
- Learn to deal with the impact of change
- The role of communication in moving from fear to commitment
- Create a change management plan
- How to lead change initiatives and ensure success
- Typical impact of change on key human resources systems

- How to assess the results achieved and impact on change
- Individual work on personal change management opportunity

#### **WHO SHOULD ATTEND THIS SEMINAR**

Managers who lead and implement various types of changes in management plans, as well as those who want to broaden their current change management skills.



**All our seminars can also be delivered on site and in-house**

## UNDERSTANDING RISK MANAGEMENT

This course provides an introduction to risk management and takes participants step-by-step through the risk management process. This process can be applied to both personal and business risks. It presents a variety of options for treating risk situations with a special emphasis on the need to offer clients a combination of approaches to maximize risk protection.

Insurance is an integral part of most risk management solutions. This is respect; basis insurance concepts and the need for liability loss protection are highlighted throughout the training course.



### HOW YOU WILL BENEFIT

After completing this course, participants will be able to:

- Describe each step in the risk management process.
- Explain how each step can reduce or eliminate potential losses.
- Explain basic insurance concepts
- Explain the need for liability loss protection.
- Demonstrate risk treatment alternatives to achieve the most effective means of protecting against loss.
- Identify the responsibilities of agents and brokers, insurance companies to implement an effective risk management plan.

### WHO SHOULD ATTEND THIS SEMINAR

Professionals who want to expand their knowledge in risk management.

All our seminars can also be delivered on site and in-house

## ENHANCING YOUR KNOWLEDGE ON STRATEGIC PLANNING

Here's an overview of strategic planning for those not directly involved in the planning process, but who want to understand the impact of strategy on their work and their organization's success. Gain a perspective and vocabulary for strategic planning to help you actively and constructively support your firm's strategic direction.

### HOW YOU WILL BENEFIT

- Understand what strategy and strategic planning mean to an organization
- Learn key concepts and the language used by those involved in strategic planning
- Discover various approaches companies use to develop strategy
- Find out how strategy moves from concept through implementation to realization
- Recognize techniques companies use to assess their current and future environments
- Identify specific ways you can contribute to your organization's strategic success

### WHAT WILL BE COVERED

- What strategy and strategic planning really mean.
- How strategy creates value for customers and stakeholders
- How companies develop strategy: seven strategic planning processes
- The strategic planning process in action: five stages of a classic approach
- Assessing the environments
- Three Ds of strategy: discussion, decision, development
- Implementing strategy: how strategy cascades through the organization

### WHO SHOULD ATTEND THIS SEMINAR

Managers and supervisors who want to expand their strategic planning skills and management perspective and anyone who must communicate with managers and leaders involved in the creation and implementation of strategy.



All our seminars can also be delivered on site and in-house

## IMPROVING YOUR PROJECT MANAGEMENT SKILLS: THE FUNDAMENTALS FOR SUCCESS

### **Cope with the complex demands of today's project management skills.**

Thousands of non technical professionals have turned to this seminar to help them deliver smart project management solutions with higher quality, greater value and better accountability. Participants will learn from defining project scope and gathering requirements, to planning and budgeting, to using scheduling and control tools.

After completing this training seminar, participants will return to work will all the assistance they need to get their projects management skills into action.



### **HOW YOU WILL BENEFIT**

- Develop a project plan
- Conform with the workloads and schedules
- Learn work breakdown structures
- Delegate based on practical knowledge
- Build your credibility with project stakeholders and other participants

### **WHAT WILL BE COVERED**

- Concept of Project Management
- Scope Definition and Project Requirements Gathering
- Project Leadership
- Work Breakdown Structure (WBS)
- Project Scheduling: Estimating the Work
- Project Control and Reporting
- Project Closure

### **WHO SHOULD ATTEND THIS SEMINAR**

Executive secretaries, administrative assistants and other professionals from non technical fields who are engaged in project management, as well as those looking for formal capacity enhancement in the project management field.

All our seminars can also be delivered on site and in-house

## ADVANCED PROJECT MANAGEMENT: KEY PROCESS, MODELS & TECHNIQUE

In today's highly competitive market, project management has become one of the most valued skills in all types of organization. To be successful, it is important that organizations deliver their projects on time. No matter what method is used, organizations rely on the expertise of skilled project managers.

This training is organized to help project managers to revise and advance their skills. During the course, participants will be taken through all the key skills that they will need to ensure that they deliver their project successfully. Participants will learn skills such as setting out processes, methods and tools to enable a successful project delivery. They will also learn how to communicate with the stakeholders who will have an interest in the project, learn the difference between gathering information for managing the project and gathering information for managing stakeholders.



In a nutshell, participants will learn the following key aspects of project management:

- Starting an advance project successfully.
- Building the macro plan.
- Building the detailed project plan.
- Building the project team.
- Running the project on a daily basis.
- Monitoring and controlling effectively the project.
- Successfully completing the project.
- Handling emergency cases during and after the project completion.

### WHO SHOULD ATTEND THIS SEMINAR

Research and Development professional, project engineers, plant managers, facilities engineers and anyone who manages technical projects

All our seminars can also be delivered on site and in-house

### **TOOLKIT FOR DEVELOPING A HUMAN CAPITAL MANAGEMENT PROCESS: OPTIMIZING BUSINESS PERFORMANCE THROUGH EMPLOYEES**



Companies employ a diverse and knowledge based workforce composed of individuals with a broad spectrum of technical, and management skills. The value of the workforce is the greatest source of strategic advantage and the biggest component of most future investment and is the company's greatest asset. The workforce or the people are the company's vital human capital, its valuable asset. This means that a company takes appropriate steps to satisfy workforce requirements by providing learning and continuous development opportunities. It also means nurturing and developing management skills. Companies that fail to invest in their human capital will surely provide less quality products and services as well as diminish their capacity to compete effectively in the global economy.

#### **HOW YOU WILL BENEFIT**

At the end of the seminar, participants will be able to:

- Understand the concept of human capital.
- Know the 10 basic principles of human capital management.
- Know the benefits of human capital management.
- Be capable to develop a business case for human capital management in your organization.
- Be able to identifying the drivers for human capital management.
- Acquaint participants with the framework for assessing organization's human capital.
- Be able to assess and report on your organization's human capital.

#### **WHO SHOULD ATTEND THIS SEMINAR**

Managers, human resources personnel and other professionals whose responsibility consists of hiring, developing and retaining effective and skilled workforce in order to outperform and produce tangible business result.

**All our seminars can also be delivered on site and in-house**

### **ENHANCING SKILLS IN PROBLEM ANALYSIS AND EFFECTIVE DECISION MAKING STRATEGY: EFFECTIVE WAYS TO REDUCING RISKS & MAXIMIZING RESULTS**

All too often, professionals who faced with tough decisions procrastinate, rely on intuition, or allow uncertainty to take control their acts and this leads to costly or disastrous business results. In this hands-on seminar, participants will discover innovative, easy-to-learn techniques that will enable them to make high-impact decisions that are smart, timely and effective. The seminar provides the tools to achieve clarity that balances intuition and rational thinking. At the end of the seminar, participants will return to work with a usable action plan for being more confident and decisive.

#### **HOW YOU WILL BENEFIT**

This training seminar will give participants conceptual framework and practical techniques for approaching problems and decisions with greater confidence and skill. At the seminar, participants will learn how best to take charge of problem situations and to ensure that the decisions made are based on good information and novel ideas.

#### **HOW YOU WILL BENEFIT**

At the end of the seminar, participants will acquire the understanding and skill in:

- Reviewing situations prior to taking actions
- Analyzing problems and opportunities in a way that enables to address root causes, not just symptoms of the problems
- Managing the information gathering process, evaluating the quality of information
- Developing decision criteria and evaluating alternatives in a way that ensures that decisions made are the result of well informed and defensible choices
- Identifying and overcoming the major barriers to creativity and developing creative solutions

In addition, participants will identify ways to involve others in their problem-analysis and decision-making efforts without surrendering their authority.

- Be more decisive by eliminating uncertainty when making risky decisions
- Learn a structured process for making high-impact decisions with optimum timing and effectiveness
- Think and act decisively with increased confidence in ever-changing environment
- Effectively analyze, articulate and draw conclusion and commit to your decisions

#### **WHO SHOULD ATTEND THIS SEMINAR**

Managers and other professionals whose decisions will have long and signifying impacts on people, processes and reputation of a company.



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### **DEVELOPING & EXECUTING A HIGH PERFORMANCE BUSINESS STRATEGY: COMPETING TO WIN**

Developing and maintaining a successful business requires planning. As companies in all industries and at all stages of growth try to cope with changes and outperform their competitors, the need for effective planning increases. Strategic planning is a process, not a product. It requires that managers discuss their perspectives about the company, reach a consensus about the factors they consider essential for success, the ways they can improve performance, and the steps they need to take to make the appropriate decisions.

During this training seminar, we will help participants define their company's objectives and then assist them to decide on the action that will make the set objectives become a reality.

#### **HOW YOU WILL BENEFIT**

Participants will gain the understanding of the following business aspects:

- Ways to use internal resources effectively.
- Consistency in objectives and goals of their company.
- Ways to encourage employee motivation through a clear company direction.

#### **WHO SHOULD ATTEND THIS SEMINAR**

Managers and supervisors who want to expand their strategic planning skills and management perspective and anyone who must communicate with managers and leaders involved in the creation and implementation of strategy.



- A benchmark against which to measure business performance
- Acquisition of skills to anticipate business change.

#### **WHAT WILL BE COVERED**

- What strategy and strategic planning really mean
- How strategy creates value for customers and stakeholders
- How companies develop strategy: seven strategic planning processes
- The strategic planning process in action: five stages of a classic approach
- Assessing the internal and external environments
- Implementing strategy: Understanding how strategy cascades through the organization

All our seminars can also be delivered on site and in-house

### **ENHANCING YOUR CAPACITY IN CORPORATE RISKS & CRISIS MANAGEMENT**

Not every crisis kills. Nevertheless, a crisis can threaten personal as well as company reputation without threatening lives. No organization can prevent crises, but every organization can lower the chances of their occurrences and lower their costs.

This course is about managing business risks and crisis by examining case scenarios and putting safeguards into place to mitigate loss of revenue, market share, and other assets.

#### **HOW YOU WILL BENEFIT**

The overall purpose of this capacity enhancement training is to assist companies in the design of their contingency plans by taking into accounts recognized and uncertain risk scenarios so that its management can maintain control over its affairs when a crisis strikes.

Participants will acquire the necessary skills to:

- Prepare for a broad range of crises
- Attend to all phases of crisis management
- Consider cultural, human, organizational and technical factors
- Incorporate the diverse stakeholders into an effective crisis management process.
- Know how to create a crisis inventory
- Know how to set up an emergency management team

#### **WHO SHOULD ATTEND THIS SEMINAR**

Managers, supervisors and their immediate associates who want to expand their skills in corporate risk and crisis management.



**All our seminars can also be delivered on site and in-house**

**CAPACITY ENHANCEMENT IN TECHNICAL TRANSLATION**

The boom in international trade and diplomacy has brought with it an increased demand for addressing communication issues. In less than a decade, the translation and software-localization businesses have evolved from a cottage industry into the global business imperative. The need for professional translation is growing rapidly in an age of globalization. Every multinational company and organization uses translation services. Many companies now have translators on staff. Despite such growth, the language industry is experiencing a severe shortage of talent and information to meet this demand. Much of the translation currently being undertaken in corporate settings, where the demand for translation is growing most rapidly, is being accomplished by untrained bilingual employees. Without training in what translation really implies, these individuals can actually create more problems than they are prepared to solve.

Thus, the emerging language industry is sorely in need of “best practices” – standards of excellence which can assist in communications between clients and vendors, and also aid in the training of those entering the translation industry. The program helps participants develop skills at translating from one of these languages into the other to a high professional level. It concentrates on two language pairs – English to French Translation and French to English Translation.

**PROGRAM BENEFITS**

- Understand the complexities of translation and work with knowledgeable care in individual assignments.

- Use computerized translation tools to speed up and simplify translations.
- Become familiar with commercial, legal, and medical translations and how these are created and formatted for different language pairs.

**WHO SHOULD ATTEND**

- ❑ Freelance translators
- ❑ Individuals working in law firms, medical organizations, and corporations who need to supervise or perform translations of documents
- ❑ Bilingual individuals interested in a career in commercial translation
- ❑ Translators interested in expanding their subject area expertise

**ADMISSION**

Participants must pass an admission test to obtain permission to enrol in the prerequisite courses.



**All our seminars can also be delivered on site and in-house**