



### **Workshop on Corporate Management & Operational Control System**

February 5 – 9, 2024, 1<sup>st</sup> Run: Lagos & Port Harcourt

August 5 – 9, 2024, 2<sup>nd</sup> Run: Lagos & Abuja

December 16 – 20, 2024, 3<sup>rd</sup> Run: Lagos & Port Harcourt

For Tutor -Led Class: 9am – 4:30pm

**Workshop fee: N250, 000 per Participant**

For online: Delivery via Zoom

**Online course fee: N200, 000 per Participant**

**Available for In-plant Training**

**500 U\$D for foreign  
Participants**

#### **Program overview:**

The lack of accomplishment of objectives is an all-too-common problem in organizations world-wide.

Performance surveys across multiple organizations and industries routinely show excessively wide variation in the percentage of objectives people achieve relative to their commitments.

This workshop teaches simple tools and techniques for managers to apply a world-class methodology for the operational control of processes. Participants will learn an effective and practical process for helping people at all organizational levels reliably meet their business objectives. The workshop takes direct aim at improving management and team effectiveness and capability, as well as improving teamwork and synergy. The tools and approach used are based on best practices used by leading companies known for superior execution

Effective management controls help address both planning and execution deficiencies, and are a critical component driving the success of major change initiatives, such as Lean Manufacturing and Six Sigma, in high reliability organizations.

#### **For Whom:**

This course is designed for leadership and management teams, strategic planners, those interested in planning and achieving significant improvement in performance and organizational alignment, and all those employees who wish to execute more reliably on their objectives.

#### **Learning objectives:**

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

- design an effective management control system;
- create a performance measurement system;
- design a tracking system that will be used to manage the achievement of those objectives;
- apply closed-loop thinking to significantly enhance their ability to achieve desired results;
- create, manage, and execute reliably on management objectives; and
- align their organizations towards common goals and objectives.

#### **Course outline:**

##### **Day 1: Understanding Organizational Strategy and Policy Deployment Concepts**

- Understanding the concept of Strategy
- Corporate Level Strategy
- Business Unit Strategy
- Behaviour in Organizations: Goal Congruence
  - Internal Factors that influence Goal Congruence

##### **Day 2: Policy Deployment**

Aligning Goals and Objectives across the Organization

- Corporate – defines vision, mission, and key objectives for the organization.
  - Establish organizational values, vision, and mission.
  - Develop strategic plans, long-term or breakthrough objectives.
- Sites – translate corporate objectives into local strategies and goals.
  - Derive annual objectives, x-matrix, and implementation roadmap.
- Functions – define functional objectives, roadmaps and projects.
  - Deploy roadmap to teams, define projects, and set targets.
- Teams – develop improvement actions for lines, groups, and teams.
  - Implement plans, track progress on the balanced scorecard.
  - Review weekly sprints, monthly progress, and quarterly impact.

### Day 3: The Formal Control System and types of organizations

- Corporate Strategy, Business Unit Strategy, Top Management Style
- Responsibility Centers, Revenue Centers, Expense Centers
- Administrative and Support Centers

### Day 4: Objectives and Key Performance Indicators

- Understanding the link between strategies, objectives and measures
- Identifying critical processes (transactional and coordination)
- Setting objectives for processes
- Ensuring consistency with related processes
- Developing key performance indicators
- Measurable targets
- Plans to achieve the targets
- Aligning and coordinating objectives at all levels in the organization

### Management control systems

- Create and implement organizational control system
- Three basic types of control systems are available to executives:
  - Output control,
  - Behavioural control, and
  - Clan control to drive the achievement of results
- How to create a mechanism for results-based process performance feedback?
- Management team review processes
- Using Statistical Process Control methodology to monitor and control process KPIs
- Identifying when managerial action is needed to correct process deviations
- Ensuring consistency with related processes
- **Designing for success**
  - Understanding your current planning and management control systems
  - Achieving leadership alignment on management control system thinking
  - Common failure modes and countermeasures.
  - Summarize results and apply learning to the next cycle.

**Training Methodology:** Lectures, discussions, class assessment exercises, and case studies will be used to reinforce these teaching/learning methods.

#### LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

**Open Course Fee: N250, 000**  
In-plant Fee Negotiable

#### WORKSHOP FEE:

**N250, 000 per participant, VAT –N18, 750**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814  
24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664,  
& 234-9112830607**