





			Account Managers Field Service Representatives		
2.	<b>Administrative Office Management Skills</b>	<b>3 days</b> JAN 28-30 FEB 18-20 MAR 18-20 APR 15-17 MAY 1-3 JUN 26-28 JUL 10-12 AUG 19-21 SEPT 11-13 OCT 9-11 NOV 18-20 DEC 16-18	Any who desires to boost their image, communication skills, professional development and job satisfaction as an indispensable star admin/office manager	In this era of dramatic change in the business world, admin office personnel have never been more challenged –more stretched –than they are today. They're expected to do whatever it takes to keep the "train moving" amidst the confusion brought on by reengineering, restructuring, new technology and whatever changes they're up against. This course is designed to boost their image, communication professional development and job satisfaction	<b>NGN50,000/USD200</b>
3.	<b>Business Etiquette and Excellent Customer Service</b>	<b>3 days/</b> JAN 16-18 FEB 20-22 MAR 6-8 APR 1-3 MAY 6-8 JUN 12-14 JUL 24-26 AUG 5-7 SEPT 25-27 OCT 16-18 NOV 4-6 DEC 2-4	All front desk officers Marketing professionals  Every professional who interface with customers.  All specialists responsible for building and sustaining their company's reputation for customer service excellence.	By the end of this course, participants will be able to: - Define etiquette and understand how it is valuable to companies and other organizations. - Identify the "Three Cs" of a good impression. - Apply outstanding customer service techniques to generate return business, etc	<b>NGN50,000/USD200</b>
4.	<b>Business Leadership Skills – Becoming Management Material</b>	<b>5 days/</b> JAN 21-25 FEB 4-8 MAR 18-22 APR 22-26 MAY 6-10 JUN 10-14 JUL 8-12 AUG 5-9 SEPT 9-13 OCT 14-18 NOV 11-15 DEC 16-20	New and old managers wanting to improve their leadership skills.	Anyone can be promoted to manager, but not anyone can lead.  In this Leadership Skills Development Program, new and aspiring leaders will get fully engaged in:  Being an active part of a learning organization.  Understanding the functions of leaders.  Applying systems thinking to	<b>NGN80,000/USD250</b>

### TRAINING BROCHURE FOR THE YEAR 2019

S/N	COURSES	DURATION /DATES	TARGET AUDIENCE	LEARNING OBJECTIVES	FEES
1.	<b>Achieving Customer Service Excellence</b>	<b>2 days/</b> JAN 16-17 FEB 25-26 MAR 25-26 APR 8-9 MAY 30-31 JUN 17-18 JUL 8-9 AUG 8-9 SEPT 5-6 OCT 21-22 NOV 4-5 DEC 2-3	Frontline executives  Call centre executives  Service managers  Customer Service Representatives (CSR)  Team Supervisors  Department Managers	The purpose of the program is to develop customer service skills that increase value to the participant's company and career, recognizing that service delivery is an "individual response value" and that one's Consumer Affairs Managers, Customer Care Managers, Customer Service Representatives,	<b>NGN40,000/USD150</b>

				leadership. Practical methods of leadership, including change, performance, and people management. Understanding when to lead and when to manage.	
5.	<b>Business Writing Skills for Administrators, Secretaries &amp; Personal assistants</b>	3 days/ JAN 23-25 FEB 11-13 MAR 6-8 APR 17-19 MAY 6-8 JUN 5-7 JUL 15-17 AUG 21-23 SEPT 23-25 OCT 7-9 NOV 20-22 DEC 2-4	Designed for all those who must do business writing as part of their job. Personal and platform assistants, Secretaries, Administrators and all executive assistants, Directors, Human Resource Managers, Lawyers, Marketers, Consultants, etc.	Nobody really likes writing anything; this applies to professional writers as much (if not more) than to the rest of us who have to write to communicate, on top of our other responsibilities. Fortunately, there are some ways of making it a relatively painless process. Trainers will devote time to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. They will also learn techniques for writing business cases, proposals, and reports. Participants should be able to master the professional requirements for writing and presenting clear, concise, complete and correct business documents, technical reports, incident reports etc. of world-class standard.	NGN50,000/ USD200
6.	<b>Corporate Communications and Media</b>	3 days JAN 9-11 FEB 20-22 MAR 18-20 APR 10-12 MAY 20-22 JUN 17-19 JUL 17-19 AUG 12-14 SEPT 18-20 OCT 23-25 NOV 11-13 DEC 9-11	This course is recommended for senior communications professionals responsible for designing or supervising a press office or communication team for any kind of organization. It is suitable for anyone responsible for	Getting interviewed and projecting your image in the right media -print, electronic and new media services - increases your visibility, builds your brand and sets you apart from competitors. With over 15 years practical experience, we understand how the industry works and what is needed. Using exemplary presentations,	NGN50,000 /USD200

				managing communication campaigns and programmes at a senior level.		
7.	<b>Critical HR Recordkeeping</b>	3 days/ JAN 29-31 FEB 11-13 MAR 13-15 APR 10-12 MAY 20-22 JUN 3-5 JUL 1-3 AUG 14-16 SEPT 23-25 OCT 21-23 NOV 4-6 DEC 18-20		Especially for HR officers and employers who want to make sure that organizational records management practices comply with the latest laws, regulations, and	Proper employee records management is one of HR's most important tasks. This comprehensive program is designed to provide accurate and authoritative information in regard to the various Employment Records Retention, Retrieval and Destruction.	NGN50,000/ USD200
8.	<b>Customer Relationship Management (CRM) Best Practices</b>	3 days/ JAN FEB MAR 25-27 APR 24-26 MAY 8-10 JUN 3-5 JUL 22-24 AUG 19-21 SEPT 26-27 OCT 7-9 NOV 11-13 DEC 16-18		Customer/Client Relationship Managers, Marketing and Sales Managers, Business Development Officers, and Customer Service/ Support Executives	To create the framework for best practices in customer-centric organizations toward meeting and even exceeding customer expectations. Covers Customer Relationship Skills, CRM Technology, Data Mining, Value Management, Pricing Strategy, Digital Marketing, and Customer Service Initiatives.	NGN50,000/ USD200
9.	<b>Defensive Driving &amp; Safety Consciousness for Drivers and Dispatch Riders</b>	3 days/ JAN 16-18 FEB 18-20 MAR 27-29 APR 10-12 MAY 15-17 JUN 3-5 JUL 22-24 AUG 28-30 SEPT 25-27 OCT 2-4 NOV 27-29 DEC 4-6		All level of drivers and dispatch riders as well as their supervisors	All organizations have a legal requirement to ensure their staff are adequately protected from the risk of injury while driving at work. This 5-day training program contributes to helping your organization fulfill this obligation by providing essential driver safety training in digestible modules that are proven to help improve understanding and retention levels.	NGN50,000/ USD200
10.	<b>Emotional Intelligence and Managing Anger in the Workplace</b>	3 days/ JAN 16-18 FEB 25-27 MAR 13-15 APR 24-26 MAY 6-8		Executives who need to create a healthy, productive workplace and organizational culture by enhancing their overall	By the end of this Emotional Intelligence and Anger Management in the Workplace program, participants will be able to emotionally connect with their	NGN50,000/ USD20

		<b>JUN 5-7</b> <b>JUL 3-5</b> <b>AUG 26-28</b> <b>SEPT 4-6</b> <b>OCT 2-4</b> <b>NOV 25-27</b> <b>DEC 4-6</b>	<p>effectiveness.</p> <p>Anyone who wants to better manage their own emotions, strengths and skills, or the emotions and skills of others.</p> <p>All those who have any reason to come across people.</p> <p>Anyone who like to develop healthier relationships with family, friends and work associates.</p>	<p>environment and identify their "anger triggers", then focus on what to do and what NOT to do when they begin to feel the sensations of anger setting in.</p>	
11.	<b>Employee Performance Management</b>	<b>3 days</b> <b>JAN 23-25</b> <b>FEB 18-20</b> <b>MAR 6-8</b> <b>APR 15-17</b> <b>MAY 15-17</b> <b>JUN 12-14</b> <b>JUL 15-17</b> <b>AUG 5-7</b> <b>SEPT 4-6</b> <b>OCT 2-4</b> <b>NOV 11-13</b> <b>DEC 4-6</b>	<p>HR Managers</p> <p>Managers or Supervisors that facilitate performance reviews</p> <p>Employees that are involved with performance discussions</p>	<p>This workshop will help leaders to manage for optimum performance, contribute to motivating work environments, to understand the role of goal setting in performance management, use ideal tools to help employees set and achieve goals, apply a three-phase model that will help prepare employees for peak performance, activate their inner motivation, and evaluate their skills.</p>	<b>NGN50,000/</b> <b>USD200</b>
12.	<b>Employee Relations Best Practices</b>	<b>2 days/</b> <b>JAN 17-18</b> <b>FEB 20-21</b> <b>MAR 11-12</b> <b>APR 4-5</b> <b>MAY 13-14</b> <b>JUN 13-14</b> <b>JUL 25-26</b> <b>AUG 12-13</b> <b>SEPT 16-17</b> <b>OCT 17-18</b> <b>NOV14-15</b> <b>DEC19-20</b>	<p>Employee Relations Specialists</p> <p>HR and Personnel Professionals</p> <p>Line Managers</p> <p>Supervisors and Team Leaders</p>	<p>This Employee Relations training seminar is designed to develop increased productivity and motivation through the application of best practice in the way that employees are treated by the organization. This training will enable the creation of a working environment in which all staff are able to contribute their full potential. This will involve creating a supportive and trusting climate at work and ensuring that individual and collective ER issues are</p>	<b>NGN40,000/</b> <b>USD150</b>

				<p>handled positively and sensitively.</p>	
13.	<b>Excellent Service Delivery And Safety Consciousness For Drivers And Dispatch Riders</b>	<b>3 days/</b> <b>JAN</b> <b>FEB</b> <b>MAR 20-22</b> <b>APR 24-26</b> <b>MAY 1-3</b> <b>JUN 12-14</b> <b>JUL 29-31</b> <b>AUG 5-7</b> <b>SEPT 18-20</b> <b>OCT 9-11</b> <b>NOV 25-27</b> <b>DEC 9-11</b>	<p>All level of drivers and dispatch riders as well as their supervisors All staff of courier companies who work directly work with drivers and dispatch riders</p>		<b>NGN50,000/</b> <b>USD200</b>
14.	<b>Facilities Maintenance &amp; Management Training</b>	<b>3 days/</b> <b>JAN</b> <b>FEB</b> <b>MAR 6-8</b> <b>APR 15-17</b> <b>MAY 8-10</b> <b>JUN 19-21</b> <b>JUL 22-26</b> <b>AUG 26-38</b> <b>SEPT 2-4</b> <b>OCT 16-18</b> <b>NOV 13-15</b> <b>DEC 16-18</b>	<p>Anyone who wishes to learn more about how to effectively and safely manage a large, complex plant, especially facilities managers, operations supervisors, chief operating officers and line supervisors</p>	<p>Success as a facilities manager means juggling competing needs and expectations with a high level of professionalism and a strong knowledge base. The course is designed to provide the technical skills and management techniques participants need to increase their effectiveness.</p>	
15.	<b>High Impact Training For Front Desk Officers</b>	<b>3 days/</b> <b>JAN 9-11</b> <b>FEB 25-27</b> <b>MAR 6-8</b> <b>APR 1-3</b> <b>MAY 8-19</b> <b>JUN 10-12</b> <b>JUL 29-31</b> <b>AUG 21-23</b> <b>SEPT 16-18</b> <b>OCT 28-30</b> <b>NOV 13-15</b> <b>DEC 9-11</b>	<p>New hires</p> <p>Management trainees</p> <p>All front line officers</p> <p>All customer Service Officers</p> <p>All personnel who interact directly or indirectly with customers</p>	<p>To help you make the most of the all-important role of your frontline people. At the end of the training, the participant should be able to: (1) Handle difficult people with skill and professionalism; (2) Manage mails effectively; (3) Apply proven telephone techniques to save time and satisfy callers (4) Become conversant with digital (online) marketing; (5) Practice successful telemarketing; (6) Apply the secrets of assertive (not aggressive) language; (7) Improve communication skills; (8) Improve negotiation skills; (9) Enhance customer service; (10) Dress and groom corporately; and (11) Build a positive image for</p>	<b>NGN50,000/</b> <b>USD200</b>

16.	<b>Human Resource Business Partner (HRBP) Training</b>	<b>5 days/ JAN 14-18 FEB 11-15 MAR 25-30 APR 22-26 MAY 13-17 JUN 17-21 JUL 15-19 AUG 19-23 SEPT 16-20 OCT 7-11 NOV 18-22 DEC 9-13</b>	Senior HR Business Partner HR Business Partner HR Director HR Generalist Talent Development Director People Manager Talent Analyst	your company. This HR Business Partner training is a 5-day comprehensive course on human resource issues facing today's business owners, managers and human resource support staff. Facilitators will demonstrate that HR staff needs to be armed with the expertise to deal with the many employee relationship issues faced in today's dynamic workforce - from recruitment planning to exit interviews. Emphasis is placed on making HR decisions that are both effective and legal. After completing the training, participants should be able to demonstrate a practical grasp of: (1) The changing role of the human resource professional as a business partner; (2) How human resource planning and the organization's strategic plan work together, among many other issues.	<b>NGN80,000/ USD250</b>
17.	<b>Interviewing, Selection &amp; Recruitment Skills</b>	<b>2 days/ JAN 9-10 FEB 4-5 MAR 18-19 APR 29-30 MAY 2-3 JUN 20-21 JUL 22-23 AUG 5-6 SEPT 23-24 OCT 10-11 NOV 21-22 DEC 12-13</b>	Managers, superintendents, supervisors and officers in the functions of human resources or recruitment whose jobs require recruiting and selecting employees. The course is also very useful for all those outside human resources whose jobs require conducting frequent and important selection interviews.	In this training program on Interviewing Selection & Recruitment Skills you will learn the latest process and techniques covering all critical steps of interviewing. This is a very practical training program with numbers being limited so you can learn, practice and build confidence. When you finish this engaging and enjoyable program you will be in a position to put the techniques into practice immediately upon return to work.	<b>NGN40,000/ USD150</b>
18.	<b>Managing HR Processes, Culture &amp; Change</b>	<b>3 days/ JAN FEB MAR</b>	Anyone involved in HRM at all levels	This important training seminar focuses on vital areas of modern Human Resource Management	<b>NGN50,000/ USD200</b>

		<b>APR 3-5 MAY 22-24 JUN 19-21 JUL 10-12 AUG 21-23 SEPT 16-18 OCT 16-18 NOV 25-27 DEC 9-11</b>	Those who have joined a HR or Personnel Department in past few years but who have no formal HR Training  Those who would benefit from an understanding of the HR role and function  Professionals and Supervisors who wish to enhance their competencies in change management  HRM Personnel who need to stay up-to-date on current practices and trends in change management and organizational development  Occupational Health & Safety and Training Staff involved in change management  Those who received their training in past years and need to be brought up to date with best practice in Change Management	(HRM). It is a unique seminar that addresses core HR issues in a critical and evaluative way. The course also provides a theoretical background, guidelines on best practice, and skills development in organizational development processes, all from a HR perspective.  This exciting training seminar will bring you up to date on the latest techniques and approaches that are appropriate in effective management of Human Resources, Culture and Change including:	
19.	<b>Managing Your Boss: "Managing Up"</b>	<b>3 days/ JAN 16-18 FEB 20-22 MAR 18-20 APR 3-5 MAY 22-24 JUN 10-12 JUL 8-10 AUG 7-9 SEPT 2-4 OCT 23-25</b>	Personal Assistants, Secretaries and others working with busy executives in forward-looking organizations	Provides practical skills participants need to stimulate better performance, improve their working life, job satisfaction and workload, which only the boss can guarantee. The course covers a whole lot of personal development and administrative skills including emotional intelligence.	<b>NGN50,000/ USD200</b>

		NOV 6-8 DEC 11-13		personal time and project management, and interpersonal skills	
20.	<b>Manpower Succession &amp; Retention</b>	2 days/ JAN 24-25 FEB 7-8 MAR 7-8 APR 11-12 MAY 23-24 JUN 24-25 JUL 29-30 AUG 19-20 SEPT 9-10 OCT 24-25 NOV7-8 DEC 9-10	All senior managers who wish to develop a greater understanding of how to manage the organizations greatest resource (its people) & support the development of a sustainable succession plan to meet growth expectations.	With people no longer leaving school or University to join a company as a fresh graduate and stay until retirement is gone! Globally workforces are becoming increasingly mobile and because of this, organisations need to identify who their best employees are, and look at how to retain and develop the best talent. This means having suitable processes in place to ensure that leaders not only recognize but bring out the best in their staff. This Training provides the essential skills and knowledge needed to develop Strategic Human Resource Planning, Succession Planning and Talent Management.	NGN40,000/ USD150
21.	<b>Office Politics: The Playing &amp; Winning Strategies</b>	3 days/ JAN 16-18 FEB 20-22 MAR 6-8 APR 3-5 MAY 22-24 JUN 26-28 JUL 10-12 AUG 26-28 SEPT 2-4 OCT 14-16 NOV 6-8 DEC 18-20	All levels of the organizational hierarchy, especially mid-level to senior managers who are desirous of getting from here to there – such as securing a promotion, seeing an idea come to fruition or gaining support to make an organizational change.	Like it or not, every workplace is a political environment. But operating effectively within it doesn't have to mean destroying, lying or getting dirty. At the upper level, a large part of climbing the corporate ladder depends on defining a political style: how to handle power and control, build relationships, and manage diplomacy. Face it – you can't get rid of office politics, so you might as well learn how to play! The course covers the 10 most common types of office politicians, with tips on how to manage them as well as 7 best office-politics plays and maneuvers.	NGN50,000/ USD200
22.	<b>Operational Safety for the Oil &amp; Gas Industry</b>	2 days/ JAN 24-25 FEB 12-13 MAR13-14 APR 4-5	All supervisors and line management who have assigned responsibilities within the organization's	The importance of effective health and safety training in the oil and gas industry	NGN40,000/ USD150

		MAY 9-10 JUN 27-28 JUL 15-16 AUG 29-30 SEPT 26-27 OCT 3-4 NOV 28-29 DEC 5-6	HSE management system  Production and Process Engineers  Maintenance Personnel  Personnel interested in developing skills in this area  All personnel involved in planning and implementing the organization's HSE Management System	cannot be over emphasized.  This training course covers oil & gas operations both, upstream and downstream, and is designed to provide a sound breadth of underpinning knowledge that enables personnel to manage oil and gas operational risks effectively.	
23.	<b>Personal Effectiveness &amp; Team Work</b>	2 days/ JAN 28-29 FEB 7-8 MAR 28-29 APR 25-26 MAY 27-28 JUN 10-11 JUL 18-19 AUG 22-23 SEPT 19-20 OCT 7-8 NOV 25-26 DEC 16-17	All levels of operative staff including clerical and non-clerical, marketing and mid-level officers	This course is designed to:  Help you identify specific areas where you may need to improve your skills;  Create a forum for you to share thoughts with your peers on how to excel in this relentlessly innovating economy where challenges are great and opportunities abundant.	NGN40,000/ USD150
24.	<b>Professional Telephone Skills for the Help Desk</b>	3 days JAN 9-11 FEB 20-22 MAR 18-20 APR 10-12 MAY 1-3 JUN 19-21 JUL 1-3 AUG 14-16 SEPT 16-18 OCT 14-16 NOV 13-15 DEC 18-20	Help Desk Executives, Call Centre Executives, Receptionists, Secretaries, Customer Service Officers and other frontline people.	The help desk is a place where the relentless ringing of the phone can slowly drive a perfectly sane, patient and skilled help desk operator into a frazzled shell of their former self. In a world where the ubiquitous telephone plays such an important role in the customer service that an organization provides, it is worthwhile to review a few of the basics when it comes to using the phone, especially from the perspective of the help desk officer.	NGN50,000/ USD200
25.	<b>Record Keeping and Archival</b>	3 days JAN 28-30 FEB 6-8	Secretaries, Personal Assistants, Librarians, Record Keepers,	This course provides a survey of principles and practices that archivists and records	NGN50,000/ USD200

	<b>Management</b>	<b>MAR 20-22</b> <b>APR 10-12</b> <b>MAY 13-15</b> <b>JUN 12-14</b> <b>JUL 8-10</b> <b>AUG 7-9</b> <b>SEPT 2-4</b> <b>OCT 28-30</b> <b>NOV 6-8</b> <b>DEC 11-13</b>	Customer Service Officers, Archivists and all those who handle records and documents for one reason or the other.	managers apply, as well as issues that they confront. We will discuss the nature of documentation and recordkeeping in contemporary society and the different types of institutions with responsibility for records. We will also examine the archival profession, its internal diversity and its relationships with allied professions.	
26.	<b>Retirement Planning Workshop</b>	<b>5 days</b> <b>JAN 14-18</b> <b>FEB 20-24</b> <b>MAR 25-29</b> <b>APR 1-5</b> <b>MAY 27-31</b> <b>JUN 3-7</b> <b>JUL 1-5</b> <b>AUG 26-30</b> <b>SEPT 9-13</b> <b>OCT 21-23</b> <b>NOV 4-8</b> <b>DEC 16-20</b> <b>JAN 14-18</b> <b>FEB 20-24</b> <b>MAR 25-29</b> <b>APR 1-5</b> <b>MAY 27-31</b> <b>JUN 3-7</b> <b>JUL 1-5</b> <b>AUG 26-30</b> <b>SEPT 9-13</b> <b>OCT 21-23</b> <b>NOV 4-8</b> <b>DEC 16-20</b>	Whether Business Owners, Professionals or Employees (with family or employees alone), this pre-retirement training course has various topics that will not only interest everyone but have practical value for the rainy day	Experts recommend that employees attend a pre-retirement training programme at least three years prior to retirement. By doing so, those attending have time to prepare for the rainy day that must come someday soon rather than do everything at the last minute. We therefore urge employers to avail their staff who are nearing retirement this opportunity to plan ahead. Allowing their spouses to accompany the intending retirees can be of maximum benefit. This is because retirement will affect those that they interact with.	<b>NGN80,000/</b> <b>USD250</b>
27.	<b>Secretarial Skills Training</b>	<b>3 days/</b> <b>JAN 23-25</b> <b>FEB 6-8</b> <b>MAR 13-15</b> <b>APR 1-3</b> <b>MAY 13-15</b> <b>JUN 19-21</b> <b>JUL 24-26</b> <b>AUG 12-14</b> <b>SEPT 11-13</b> <b>OCT 16-18</b> <b>NOV 18-20</b> <b>DEC 11-13</b>	Secretaries, Personal and Administrative Assistants handling secretarial duties	This intensive course focuses on skill enhancement and training to become, or consolidation of skills for, Secretary position in any sector. We also look at building confidence through improving interpersonal and self-developmental skills – providing a sounder footing on your secretaries' career development path.	<b>NGN50,000/</b> <b>USD200</b>

28.	<b>Service Quality &amp; Customer Satisfaction: Tools &amp; Techniques</b>	<b>3 days/</b> <b>JAN</b> <b>FEB</b> <b>MAR 13-15</b> <b>APR 17-19</b> <b>MAY 13-15</b> <b>JUN 12-14</b> <b>JUL 1-3</b> <b>AUG 14-16</b> <b>SEPT 23-25</b> <b>OCT 28-30</b> <b>NOV 6-8</b> <b>DEC 9-11</b>	Frontline Customer Service Representatives (CSR)  Team Supervisors  Department Managers  Account Managers  Field Service Representatives  Brand Managers  Public Relation Professionals	<b>At the end of this training, participants will learn to:</b>  -Establish the importance of setting and reviewing customer service standards  -Use body language to build trust and rapport face-to-face or over the phone  -Communicate more effectively by utilizing active listening and questioning skills  -Demonstrate how to deal with difficult or demanding customers in a professional manner  -Set SMARTER objectives and goals to become more productive  -Utilize stress management techniques to increase job satisfaction	<b>NGN50,000/</b> <b>USD200</b>
29.	<b>Team Building &amp; Leadership Skills</b>	<b>2 days/</b> <b>JAN 9-11</b> <b>FEB 26-27</b> <b>MAR 25-26</b> <b>APR 8-9</b> <b>MAY 30-31</b> <b>JUN 17-18</b> <b>JUL 8-9</b> <b>AUG 8-9</b> <b>SEPT 5-6</b> <b>OCT 21-22</b> <b>NOV 4-5</b> <b>DEC 2-3</b>	Managers and supervisors whose main responsibilities include analyzing the strengths and weaknesses of their team in relation to their goals and providing the motivation and skills to achieve those goals	This course provides a survey of principles and practices that archivists and records managers apply, as well as issues that they confront.  We will discuss the nature of documentation and recordkeeping in contemporary society and the different types of institutions with responsibility for records.  We will also examine the archival profession, its internal diversity and its relationships with allied professions.	<b>NGN40,000/</b> <b>USD150</b>

30.	<b>Time &amp; Task Management</b>	<b>3 days/ JAN 28-30 FEB 20-22 MAR 18-20 APR 22-24 MAY 6-8 JUN 26-28 JUL 3-5 AUG 19-21 SEPT 4-6 OCT 23-25 NOV 4-6 DEC 16-18</b>	Anyone who needs to master the principles and practices of effective time management. From senior managers/directors to administrative and technical staff, in fact anyone who needs to find solutions to the following challenges: • I don't always feel in control, I need to increase my productivity, I have to juggle a multitude of tasks I'm always being interrupted I'd love to have more time for the things I enjoy but never get the time	Designed to help people become more effective at time and task management, to be efficient, and organized. This training is founded in the principle that knowing what we want and setting concrete, clear, and motivating goals are essential steps to success, as is getting tasks done.	<b>NGN50,000/ USD200</b>
31.	<b>Tomorrow's HR Department- Transform The HR Function</b>	<b>5 days/ JAN FEB MAR APR 8-12 MAY 20-24 JUN 3-7 JUL 8-13 AUG 5-9 SEPT 16-20 OCT 21-25 NOV 4-8 DEC 9-14</b>	Senior HR Business Partner HR Business Partner HR Director HR Generalist Talent Development Director People Manager Talent Analyst	In this exciting training we present the current results of the Chartered Institute of Personnel and Development (CIPD) survey of HR practitioners. This annual program provides a forum for experienced HR practitioners and consultants to update delegates' HR skills by: (1) Analyzing the relevance of the results with a view to reviewing their organizations' HR policies and practices in line with global HR trends; and (2) Professional Human Resource Managers, Directors or Consultants, Employee Benefits Administrators, Training/ Learning Managers and other corporate executives. (3) Benchmarking local and international HR best practices and applying the lessons learned to their own or clients' organizations.	<b>NGN80,000/ USD250</b>
32.	<b>Training Methods &amp;</b>	<b>2 days/ JAN 14-15</b>	Effective Presentation Skills course will be of	At work we are often required to present our ideas,	<b>NGN40,000/ USD150</b>

	<b>Presentation Skills</b>	<b>FEB 21-22 MAR 20-22 APR 25-26 MAY 27-28 JUN 6-7 JUL 11-12 AUG 26-27 SEPT 2-3 OCT 3-4 NOV 11-12 DEC 16-17</b>	benefit to you if you:  Are new to delivering formal presentations  Would like to overcome your anxiety about presenting to groups .  Take part in client presentations and meetings	solutions or services to colleagues or clients. Delivering client sales pitches, making presentations to senior managers or contributing to formal meetings can all be daunting experiences even when you are confident in your material.	
33	<b>Work Ethics, Hygiene And Safety In The Work Place</b>	<b>2 days JAN 24-25 FEB 11-12 MAR 11-12 APR 8-9 MAY 22-24 JUN 6-7 JUL 4-5 AUG 1-2 SEPT 2-3 OCT 28-29 NOV 11-12 DEC 19-20</b>	It is designed for all employees from entry level to executive office.  It is also important for those who are conscious of ethical standards for a healthy organization	This program is designed to provide an introduction to work ethics, generally acceptable good morals and behavior underlying hygiene and safety practice in the workplace.	<b>NGN40,000/ USD150</b>

**Venue: Lagos Learning Centre: 117, Shasha Road, Akowonjo, Lagos**  
**Course Fee: (Per Participant): 5/3/2 Days=N80,000/50,000/40,000 & USD250/200/150**  
**Discount: 10% for 2 or more participants**  
**In-house (Per Class Per Day): 4-10=N150,000, 11-20=N200,000, 21-30=N250,000**  
**Please note that course fee, date and venue can be adjusted to suite your need. Account**  
**Details: GoldStead Resources Company: Keystone Bank: 1006952223**  
**For more details contact: Resource Director, GoldStead Resources Company Ltd 117**  
**Shasha Road, Akowonjo Lagos. Tel: 08037119334 Email:**  
**info@goldsteadresources.com. Website: www.goldsteadresources.com**