



2024 IN COUNTRY TRAINING PROGRAMS

CBM Consult 2024 Quarterly Training Programmes

First (1 st) Quarter Training Programmes					Third (3 rd) Quarter Training Programmes				
Course	Date	Open House Fee (GH¢)	Venue		Course	July 2024	Fee (GH¢)	Venue	
Office Management and Effective Administration Skills for Administration Professionals	12 th – 14 th February	3,150.00	Miklin Hotel		Effective Communication and Interpersonal Skills for Managers and Supervisors	1 st – 3 rd July	3,150.00	MJ Grand Hotel	
Professional Telephone and Reception Skills - How to enhance the face of your Company	15 th - 16 th February	2,100.00	Miklin Hotel		Team Building Skills for Managers and Supervisors	3 rd – 5 th July	3,150.00	Tomreik Hotel	
Effective Organization, Planning and Time Management	22 nd – 23 rd February	2,100.00	Miklin Hotel		Effective Supervisory Skills	22 nd – 24 th July	3,150.00	MJ Grand Hotel	
Effective Appraisal Skills for Managers and Supervisors	26 th – 27 th February	21,00.00	MJ Grand Hotel						
Defensive Driving and Attitudinal Change for Improved Productivity	28 th Feb. – 1 st March	2,850.00	Miklin Hotel		Advanced Management Skills for Modern Managers	13 th – 16 th August	3,450.00	MJ Grand Hotel	
	March 2024				Effective Procurement and Supply Chain Management	19 th – 21 st August	3,150.00	MJ Grand Hotel	
Records Management – Organizing and Maintaining Company Records and Filing System Effectively	11 th – 13 th March	3,150.00	Miklin Hotel		Delivering World Class Customer Service - How to Win and Keep Customers Forever	26 th – 28 th August	3,150.00	MJ Grand Hotel	
Effective Communication and Report Writing Skills for Supervisors and Managers	13 th – 15 th March		MJ Grand Hotel			September 2024	Fee (GH¢)	Venue	
					Effective Stores and Inventory Management	2 nd – 4 th September	3,150.00	Miklin Hotel	
					Defensive Driving and Attitudinal Change for Improved Productivity	4 th – 6 th September	2,850.00	Miklin Hotel	
					Office Management and Effective Administration Skills for Administration Professionals	16 th – 18 th September	3,150.00	Miklin Hotel	
					Manpower Succession and Planning - The Challenges of Leadership Transition	25 th – 27 th September	3,150.00	MJ Grand Hotel	
Second (2 nd) Quarter Training Programmes					Fourth (4 th) Quarter Training Programmes				
Course	Date	Fee (GH¢)	Venue		Course	October 2024	Fee (GH¢)	Venue	
Successful Negotiation, Lobbying and Influencing Skills	3 rd – 5 th April	3,150.00	Central Hotel		Effective Organization, Planning and Time Management	1 st – 2 nd October	2,100.00	Miklin Hotel	
Inspirational Leadership and Team Building Skills	8 th – 10 th April	3,150.00	MJ Grand Hotel		Effective Management Skills for Supervisors and Newly Appointed Managers	14 th – 17 th October	3,550.00	MJ Grand Hotel	
					Records Management - Organizing and Maintaining Company Records and Filing System Effectively	16 th – 18 th October	3,150.00	Miklin Hotel	
						November 2024	Fee (GH¢)	Venue	
					Inspirational Leadership and Team Building Skills	4 th – 6 th November	3,150.00	MJ Grand Hotel	
					Effective Communication and Report Writing Skills for Supervisors and Managers	11 th – 13 th November	3,150.00	MJ Grand Hotel	
					Facilities Management	13 th – 15 th November	3,150.00	MJ Grand Hotel	
					Leadership and Innovation Management Skills for Women Leaders	18 th – 20 th November	3,150.00	MJ Grand Hotel	
					Office Skills Development for Executive Assistants, Administration Assistants and Personal Assistants	20 th – 22 nd November	3,150.00	Miklin Hotel	

* Fee covers meals, tuition, all written materials and certificates. It excludes NHIL

* Tentative Venues

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Group Picture of Participants

COMPANY PROFILE

CBM Consult Ltd is a management and marketing communication consulting firm specializing in customer-based business issues and helping clients devise strategies and plans for strengthening their customer relationships. CBM Consult offers **business advisory services**, - (SME Start-Up Consulting, Business Feasibility Studies, Business Plan Development, Marketing Plan Development, Competitor Intelligence Analysis and Human Resources and Staffing), **training** and **research** in management, marketing, sales and customer managed relationships to organizations to enable them achieve an enhanced corporate image, strong brands and an effective way to conduct their business.

In order to maintain our boutique style image, our service is customized, responsive, timely and personal.

The company is headed by Theophilus O. Appah a pioneer Chartered Marketer and former Vice-President of the Chartered Institute of Marketing, Ghana. Holding an MBA, he has extensive Marketing, Sales and Strategic Management experience. He is ably supported by a team of Associate Consultants with qualifications ranging from Masters and Doctorate Degrees to professional qualifications and dedicated employees who are creative and very involved in the strategic direction of the business.

CBM Consult offers a comprehensive selection of courses in Management, Marketing and Customer Relationship Management, Personal Development, Logistics, Accounting, Financial Management, Occupational Safety and Health, Environmental Management and Sales Management designed for both open house and in-company presentation.



A discussion session during a training session

Several organizations had sponsored their staff to attend either our open or in-house programmes some of the organization are:

- ❖Ghana Commercial Bank Ltd,
- ❖Donewell Insurance Co. Ltd,
- ❖Ghana Supply Company Ltd,
- ❖Coca Cola Bottling Co. Ltd./T.C.C.B.C.G. Ltd,
- ❖Agricultural Development Bank,
- ❖PHC Motors Ltd,
- ❖Ghana Ports and Harbours Authority,
- ❖Ghana Heavy Equipment Ltd,
- ❖State Insurance Company,
- ❖Central Medical Stores (MOH),
- ❖Atlas Copco Ghana Ltd,
- ❖Electricity Company of Ghana,
- ❖Aluworks, Aviance Ltd,
- ❖Silver Star Auto Ltd,
- ❖Starline Travel & Tours,
- ❖Maersk Gh. Ltd,
- ❖Ashanti Foam Ltd,
- ❖CDH Insurance Company Ltd.
- ❖Prudential Bank Ltd,
- ❖Duraplast Ltd,
- ❖Ghana Post Company Ltd,
- ❖Enterprise Insurance Co. Ltd,
- ❖Nexans Kabelmetal Ltd,
- ❖Multi-Tech Services Ltd,
- ❖Ghana Cocoa Board,
- ❖Air Liquide, Auto Parts Ltd.,
- ❖MTN,
- ❖National Communications Authority,
- ❖Department of Urban Roads,
- ❖State Housing Company,
- ❖Berock Ventures,
- ❖Interplast,
- ❖HFC Bank Ltd.,
- ❖Ministry of Harbours & Railways,
- ❖Public Utilities & Regulatory Commission,
- ❖Ghana Reinsurance,
- ❖Ghana Free Zones Board,
- ❖Phyto-Riker Pharmaceutical Co. Ltd,
- ❖Kinapharma,
- ❖Ghana Aluminium Co.,
- ❖Expert Travel & Tours,
- ❖Enterprise Life Assurance Co.,
- ❖Ghana National Commission on Children,
- ❖Ministry of Health,
- ❖Stanbic Bank,
- ❖Ministry of Energy,
- ❖Precious Minerals Marketing Co.,
- ❖StarLife,
- ❖Produce Buying Co. Ltd.,
- ❖GETFUND, Star Assurance Co. Ltd.,
- ❖Toyota Gh Ltd.,
- ❖Yara Co. Ltd,
- ❖National Malaria Control Programme,
- ❖V Mobile,
- ❖Ministry of Education,
- ❖Ministry of Parliamentary Affairs,
- ❖Nestle Ghana Ltd.,
- ❖Department of Feeder Roads,
- ❖Forestry Commission,
- ❖Dep. of Health,
- ❖National Catholic Secretariat,
- ❖Christian Health Association of Ghana,
- ❖Labadi Beach Hotel,
- ❖Safebond Company Limited,
- ❖Royal Danish Embassy,
- ❖Process & Plants,
- ❖Public Procurement Authority,
- ❖Telligent Wireless,
- ❖National Petroleum Authority,
- ❖Cocoa Marketing Company,
- ❖Controller and Accountant General Department,
- ❖Ghana Education Service,
- ❖European Union,
- ❖Tema Oil Refinery,
- ❖Intercity STC Coaches Co. Ltd.
- ❖National Insurance Commission,
- ❖Galaxy Oil (Gh) Limited,
- ❖GIHOC Distilleries,
- ❖Asona Enterprise,
- ❖Chemico,
- ❖SSNIT,
- ❖Eximguaranty,
- ❖UniControl Commodity (Gh),
- ❖Star Oil,
- ❖GridCo,
- ❖PW Ghana,
- ❖Prestea Sankofa Gold,
- ❖Universal Merchant Bank,
- ❖Graphic Communication Group,
- ❖Regimanuel Gray Co. Ltd.,
- ❖UniBank,
- ❖Bond Financial Services,
- ❖Tema Lube Oil,
- ❖Equity Focus,
- ❖Bank of Africa,
- ❖Desjoyaux Gh. Ltd.,
- ❖CWT Commodities,
- ❖SIC Life,
- ❖La Palm Royal Beach Hotel,
- ❖J A PlantPool,
- ❖Equity Assurance,
- ❖Quality Control,
- ❖Ederick Gh Ltd,
- ❖Zenith Bank,
- ❖Japan Motors,
- ❖NIB,
- ❖Champion Oil Gh Ltd,
- ❖SIC life Ghana.,
- ❖National Lottery Authority,
- ❖Pioneer Food Cannery,
- ❖Ideal Finance,
- ❖VRA,
- ❖Ghana Audit Service,
- ❖Midlands Savings and Loans,
- ❖Lands Commission,
- ❖Ghana Home Loans,
- ❖Danadams Pharmaceuticals ,
- ❖EDAIF,
- ❖Ghana Aids Commission,
- ❖Ernest Chemist,
- ❖L'Oreal,
- ❖Finatrade Group,
- ❖Pasico Ghana Limited,
- ❖Forms Capital,
- ❖Miniplast Limited,
- ❖Quality Insurance Co. Ltd,
- ❖Chrisline Financial Services,
- ❖ETG-Ghana,
- ❖Blue Skies Takoradi International Company,
- ❖Tema Development Corporation,
- ❖Opportunities International Savings and Loans,
- ❖Metropolitan Insurance,
- ❖Global Communities,
- ❖Millicom Ghana Ltd,
- ❖Frontline Capital Advisors Ltd,
- ❖DHL Global Forwarding,
- ❖Bank of Ghana,
- ❖GHIPSS,
- ❖Kosmos Energy,
- ❖Allied Oil,
- ❖Universal Hospital and many more.

Several In-House programs organized from 2011 for several organization are as follows:

1. ***“Leadership and Innovation Management Skills for Women Leaders”*** Organised for managers of Cocoa Marketing Company from November 27th -29th 2023
2. ***“Attitudinal Change and Defensive Driving Course”*** Organised for drivers of SIC Life Insurance on 25th November 2023
3. ***“Office Management and Effective Administration Skills for Administration Professionals”*** Organised for staff of Cocoa Marketing Company from November 13th -15th 2023
4. ***“Inspirational Leadership and Team Building Skills”*** Organised for Directors of Controller and Accountant General Department from November 7th -8th 2023
5. ***“Effective Leadership and People Management Skills for Managers”*** Organised for Regional Managers of Public Utilities Regulatory Commission(PURC) from 4th -8th September 2023 **(Virtual)**
6. ***“Delivering World Class Client Service to Win and Keep Customers”*** Organised for staff of Public Utilities Regulatory Commission (PURC) from 23rd -27th August 2023 **(Virtual)**
7. ***“Communications, Report Writing and Time Management”*** Organised for staff of the Parliamentary Service of Ghana, Office of Parliament from 28th -30th December 2022
8. ***“Records and Office Management”*** Organised for staff of the Parliamentary Service of Ghana, Office of Parliament from 27th -28th August 2022
9. ***“Administrative Skills and Preparedness for Higher Responsibilities”*** Organised for staff of the Parliamentary Service of Ghana, Office of Parliament from 14th -15th August 2022
10. ***“Proactive Defensive Driving Course”*** Organised for staff of KOSMOS Innovation Centre on June 2nd 2022
11. ***“Effective Leadership and Supervisory Skills”*** Organised for staff of Japan Motors from 11th -13th November 2021 **(Combined Virtual and Face to Face)**
12. ***“Office Management and Effective Administration Skills for Administration Professionals”*** Organised for staff of Public Utilities Regulatory Commission(PURC) from 23rd -27th August 2021 **(Virtual)**
13. ***“Building a Client Focused Culture to Deliver World Class Client Service”*** Organised for staff of National Insurance Commission (NIC) from 26th -27th July 2021. **(Virtual)**
14. ***“ Proactive Defensive Driving Course”*** Organised for drivers of Public Utilities Regulatory Commission(PURC) from 16th -22nd June 2021. **(Virtual)**
15. ***“Advanced Management Skills for Modern Managers ”*** Organised for staff of Public Utilities Regulatory Commission(PURC) from 8th -11th June 2021 **(Virtual)**
16. ***“ Developing Your Emotional Intelligence to Provide Excellent Customer Service”*** Organised for staff of Public Utilities Regulatory Commission(PURC) from 5th -7th May 2021 **(Virtual)**
17. ***“Effective Communications and Report Writing Skills”*** – Organised for staff of National Insurance Commission from 1st –2nd February, 2021. **(Combined Virtual and Face to Face)**
18. ***“Advanced Management Skills for Modern Managers ”*** Organised for staff of Bank of Ghana(BoG) from 29th September -2nd October 2020. **(Virtual)**
19. ***“Effective Leadership and Supervisory Skills”*** Organised for staff of Bank of Ghana(BoG) from 24th -27th September 2020. **(Virtual)**
20. ***“Building a Positive Work Attitude to Provide Superior Customer Service”*** Organised for staff of Bank of Ghana(BoG) from 14th -15th September 2020. **(Virtual)**
21. ***“Professional Telephone and Reception Skills - How to enhance the face of your company”*** Organised for two batches of staff of Bank of Ghana(BoG) on 7th -8th September 2020 and 10th -11th September 2020. **(Virtual)**

22. ***“Preparing for Retirement”***- Organised for staff of Eximbank, Ghana on 23rd July, 2020.
23. ***“Microsoft Outlook 2010 Advanced Training Course”*** -Organised for staff of the European Union from 28th -31st January, 2020.
24. ***Inventory Management Best Practices”*** – Organised for two (2) batches of Stores and Purchasing Officers of Ghana Ports and Harbours Authority from 5th – 7th and 12th – 14th February, 2019.
25. ***“Management Retreat Program for Staff of National Pensions Regulatory Authority”***- Organised for staff of NPRA on 28th November 2019
26. ***Effective Leadership and Supervisory Skills”*** – Organised for three (3) batches of Supervisors of Aviance Ghana Ltd. from 15th – 24th October, 2018.
27. ***“Effective Leadership and Management Skills”*** – Organised for Management Staff of Aviance Ghana Ltd. on 13th October, 2018.
28. ***“Effective Leadership and Management Skills”*** – Organised for top management staff of the Controller and Accountant General Department from 24th – 27th July, 2018.
29. ***“Effective Communication Skills”***- Organised for staff of the Benefits Department of SSNIT on 7th December, 2018.
30. ***“Effective Appraisal Skills for Supervisors and Managers”*** – Organised for two batches of staff of the Ghana Ports and Habours Authority from 12th – 14th and 18th – 20th September, 2017.
31. ***“The Drive/Rider and the Law”***- Organized for the staff of KOSMOS Energy from 25th - 26th May 2017
32. ***“Effective Leadership and Supervisory Skills”***- Organized for the staff of Star Life Assurance from 18th – 19th May 2017.
33. ***“Vehicle Inspection, Maintenance and Tyre Management”***- Organized for the staff of KOSMOS Energy from 5th - 6th May 2017
34. ***Defensive Driving and Positive Work Ethics to Improve Productivity’*** Organised for staff of Ghana Reinsurance from 11th – 12th April 2017.
35. ***“Effective Report Writing Skills for Managers and Supervisors”*** – Organised for two batches of senior staff of the Bank of Ghana from 7th – 9th and 21st -23rd November, 2016.
36. ***“Effective Teambuilding Skills”*** -” – Organised for two batches of senior staff and Directors of the Ghana Civil Aviation Authority from 15th – 17th and 28th -30th July, 2016
37. ***“Essential People Management Skills”*** -” – Organised for staff of Kosmos Energy from 29th – 30th April, 2016.
38. ***“Developing Positive Attitudes to Deliver Legendary Customer Service”*** Organised for staff of Precious Minerals Marketing Company on 3rd October 2015
39. ***“Effective Appraisal Skills for Supervisors and Managers”*** – Organised for the staff of the Ghana Ports and Habours Authority from 25th – 26th August, 2015.
40. ***“Effective Management and Supervisory Skills for newly appointed Supervisors and Managers”*** – Organised for the staff of PBC Ltd. from 18th – 21st August, 2015.
41. ***‘Positive Work Ethics to Improve Productivity’***– Organised for the staff of Kosmos Energy from 27th – 28th February, 2015
42. ***“Effective Report Writing and Presentation Skills for Managers”*** – Organised for the staff of the National Lotteries Authority from 2nd – 4th December, 2014.
43. ***“Effective Customer Care”*** – Organised for the staff of Ministry of Youth and Sports on 14th October, 2014.

44. ***“Good Corporate Governance”*** – Organised for the National Executive Committee members of TEWU from 11th – 13th August, 2014.
45. ***“Effective Report Writing and Presentation Skills for Supervisors and Managers”*** – Organised for the staff of the National Lotteries Authority from 29th – 31st July, 2014.
46. ***“Professional Telephone and Reception Skills – How to Enhance the Face of Your Organization”*** – Organised for the staff of Ghana Rubber Estates Ltd from 23rd – 24th July, 2014.
47. ***“Effective Management Skills”*** – Organised for the staff of Ghana Civil Aviation Authority from 16th – 17th April, 2014.
48. ***“Inspirational Leadership and Team Building Skills to Achieve Union Growth and Success”*** – Organised for the Management Committee members of TEWU from 15th – 16th April, 2014.
49. ***“Office Management and Effective Administration Skills for Administration Professionals”*** – Organised for the staff of Berock Ventures on 29th March, 5th and 12th April, 2014.
50. ***“Effective Appraisal Skills for Managers”*** – Organised for the staff of SIC Life Trust Finance Ltd from 20th – 21st March, 2014.
51. ***“Essential Management Skills for Senior Secretaries”*** – Organized for the staff of Ministry of Youth and Sports from 7th – 8th November, 2013.
52. ***“Key Accounts Management and Effective Selling to Corporate Customers”*** – Organized for the staff of Metropolitan Insurance from 15th – 16th August, 2013.
53. ***“Effective Report Writing and Presentation Skills for Supervisors and Managers”*** – Organized for the staff of Ghana Ports and Harbours Authority, Tema Port, from 15th – 17th July, 2013.
54. ***“Providing Call Center Customer Service Excellence”*** - Organized for the staff of TIGO from 13th – 14th and on 15th - 17th June, 2013.
55. ***“Stock Control and Management”*** – Organized for the staff of Coca Cola Bottling Co. Ltd on 6th June, 2013.
56. ***“Effective Management Skills for Supervisors and Newly Appointed Managers”*** – Organized for the staff of Moevenpick Hotel from 17th – 18th April, 2013.
57. ***“Effective Stores and Inventory Management”*** – Organized for the staff of Coca Cola Bottling Co. Ltd on 9th April, 2013.
58. ***“Office Management and Effective Administration Skills for Administration Professionals”*** – Organized for the Staff of the National Lotteries Authority (NLA) from 11th – 13th March, 2013.
59. ***“Effective Leadership and Supervisory Skills”*** - Organized for the staff of Social Security and National Insurance Trust (SSNIT) from 18th -21st and 25th – 28th February, 2013.
60. ***“Occupational Health and Safety at the Warehouse”***- Organized for the staff of CCTC on 2nd February, 2013.
61. ***“Records Management – Good Record Keeping Skills”*** – Organized for staff of Nestle Ghana Ltd. from 3rd – 5th December 2012.
62. ***“Managing Customer Expectations To Delight Them”*** – Organized for the Staff of Social Security and National Insurance Trust (SSNIT) from 21st -23rd and 26rd – 28th November 2012.
63. ***“Defensive Driving And Positive Work Ethics To Improve Productivity”*** – Organized for the Staff of EDAIF on 20th and 27th October 2012.
64. ***“Effective Report Writing and Presentation Skills for Supervisors and Managers”*** – Organized for the Staff of Social Security and National Insurance Trust (SSNIT) from 30th – 31st August, 2012.

65. ***“Modern Management Skills for World Class Performance”*** – Organized for the Staff of Zenith Bank Ghana Limited on 28th July and 11th August, 2012
66. ***“Effective Management Skills for Supervisors and Newly Appointed Managers”*** – Organized for the staff of Cocoa Marketing Company from 25th – 27th July, 2012
67. ***“Effective Supervisory Skills”*** – Organized for the staff of Pioneer Food Cannery Ltd from 13th – 15th and 20th – 22nd June, 2012 respectively.
68. ***“Warehousing and Storage Safety”*** – Organized for the staff of Aviance Ghana from 7th – 8th and 13th – 14th June, 2012 respectively.
69. ***“Call Center Customer Service Excellence”*** – Organized for the staff of National Lotteries Authority from 17th – 19th April, 2012
70. ***“Effective Management Skills for Management and New Managers”*** – Organized for the staff of Aviance Ghana from 8th – 9th March, 2012.
71. ***“Managing Executives”*** - Organized for staff of Social Security and National Insurance Trust (SSNIT) from 23rd – 24th February, 2012.
72. ***“Effective Selling and Customer Service Skills”*** – Organized for the staff of Ideal Finance from 17th – 19th February, 2012.
73. ***“Delivering Legendary Customer Service – How to Win and Keep Customers Forever”*** – ***organized*** for staff of Social Security and National Insurance Trust (SSNIT) on the 12th – 13th and 14th – 15th December 2011 respectively.
74. ***“Delivering World Class Customer Service to Win and Keep Customers Forever”*** – organized for staff of MTN from 17th to 29th November, 2011.
75. ***“Building a Positive Work Attitude to Provide Call Centre Customer Service Excellence”*** organized for staff of MTN from 27th October to 1st December, 2011.
76. ***“Providing Exceptional Customer Service Leadership to Create a Customer Focused Team”*** organized for staff of J. A. PlantPool on 7th and 8th September, 2011.
77. ***“Developing Positive Attitudes to Deliver Legendary Customer Service – How to Win and Keep Customers Forever”*** organized for the staff of MAERSK Ghana Ltd. from 3rd – 18th June, 2011.
78. ***“Essential Sales Skills to Conclude Good Deals in a Competitive Environment”*** organized for the staff of SIC Life Co. Ltd. from 16th – 18th February, 2011.

Our Training Philosophy

At CBM Consult, we believe that the ability to learn is innate and people require a suitable 'vehicle' to stimulate, encourage and catalyse learning. To facilitate knowledge transfer among adult learners we believe it is important to acknowledge their specific needs so that they could succeed on purpose and not by chance-by having better skills, clearer direction and higher motivation.

Our training programmes are short, practical and relate to people's real jobs. They have impact on performance and profit, enabling companies to achieve and sustain a competitive advantage.

These programmes are 'relevant' as well as 'enjoyable'. They are effective – adding value to both individual and company.

Our style is to work with you, at your pace, with a consultative, step-by-step approach. We pay close attention to your particular training needs and the demands of your business.

As a prospective client you are in good hands! We invest in the long term. We want you to use us for the things we do best. If we don't think your current needs are our areas of expertise, we'll steer you in a different direction.

Training Methodology

Based on adult learning principles, we use a variety of proven, highly interactive participatory sessions and practical techniques to give participants a body of information and skills that can be implemented or applied immediately at the workplace.

A typical training session uses a combination of lectures, visual aids, self-assessment tools, video, role plays and group discussion.

A course manual is provided for each participant and it is designed to be a practical workbook and a continuing source of reference.

Customised In-House Training Courses

All courses offered as open courses in this brochure can be organized in-house, tailored to the specific needs of organizations. Organizations will get the same expert facilitators and CBM Consult course experience, but with the added flexibility and reduced travel and accommodation costs of running the course at a hotel or conference centre. The cost of in-house programmes is therefore greatly reduced.

Our in-house training involves more intimate working where the training is fully tailored to the culture, practice and experiences of companies. We use research and internal interviews to develop a curriculum that addresses issues of importance to your organization. The seminar curriculum is reviewed with management to ensure topics best meet the organization's goals. After the workshop, data gathering about impacts and suggested improvements through informal discussions with participants are conducted and recommendations on evaluation systems and further development requirements made.

Finally the organization's management, marketing and sales case histories are integrated into the programme.

Some additional training programmes which could be run in-house by CBM Consult are:

- 1. Building and Managing High Performance Teams for Increased Productivity*
- 2. Making Effective Sales Presentations*
- 3. Customer Care and Call Handling Skills for Front Desk Staff*
- 4. Handling Occupational Stress*
- 5. How To Manage Difficult Customers*
- 6. Project Management For Personal Assistants, Administrators and Secretaries*



Group Picture of Participants at an Open house Training Programme

7. *Effective Key Accounts Management – Managing Key Customers Profitably*
8. *Building Assertiveness and Self Confidence*
9. *Effective Delegation*
10. *Management of Change*
11. *Territory Route Planning and Time Management for Sales People*
12. *Marketing Management for Non-Marketing Managers*
13. *Project Management Tools and Techniques*
14. *Conducting Effective meetings*
15. *Corporate Etiquette and Personal Grooming*
16. *Effective Appraisal Skills for Managers*
17. *Modern Management Skills for World Class Performance-coping with the challenges of the competitive environment.*
18. *Telephone Skills for Quality Customer Service*

Tutorial Team

Our training programmes are delivered by a tutor team who are leading practitioners with a blend of academic and practical experience. They consist of highly qualified consultants, professional's practitioners and members of University Faculties, selected for their ability to communicate effectively with participants of all levels and cultures. Every tutor has an outstanding marketing and management track record bringing a wealth of expertise and experience to the courses they run.



A Typical Case Study Session

Training Venues

All courses will be run in selected conference hotels and dedicated conference centres in Accra as indicated in the brochure. All programmes are non-residential.

The company can however arrange for accommodation facilities for participants coming from outside Accra. The hotels and dedicated conference centres have been chosen for their superior facilities, ideal training environment and quality catering.

Fees

The fee quoted is exclusive of VAT and NHIL and it covers tuition, all written materials, certificates and meals.

The company offers discount to companies which book a certain number of programmes.

- (i) Companies which sponsor more than four participants per course will save 10% off the total fee before VAT per each extra participant.
- (ii) Companies which book between three and five training programmes running between 1st January and 30th November, 2024 will save 5% off the total fee before VAT.
- (iii) Companies which book between six and nine training programmes running between 1st January and 30th November, 2024 will save 10% off the total fee before VAT.
- (iv) Companies which book ten and more programmes between 1st January and 30th November, 2024 will save 15% off the total fee before VAT.

Four Easy Ways to Book

- (1) **Call** on 020-3852834 OR 024-3962141 to reserve your place
- (2) **E-mail** to info@cbmconsultltd.com / registration@cbmconsultltd.com
- (3) **Post** to P. O. Box CT 3100, Cantonments, Accra
- (4) **Online** at www.cbmconsultltd.com

- *To reserve your place, please complete and return the form on the last page of this catalogue. Early registration is encouraged.*

Substitutions/Cancellations

Any cancellation/transfer must be received in writing up to fourteen (14) days before the programme. After this date a fee will be charged. Bookings cannot be cancelled/transferred or refunded from seven days prior to the programme; however, a substitute delegate can be named at any time before the programme begins.

All cancellation costs are based on the course fee. Between ten and thirteen days prior to the course will attract 50% while less than seven days prior to the course will attract 100%.

Data Protection

The details our clients provide will be stored solely within the database of CBM Consult.

POM/Office Management and Effective Administration Skills for Administration Professionals (12th –14th February 2024; 16th – 18th September 2024)

About the Programme

Administrative professionals by the nature of their work require comprehensive knowledge and understanding of the skills needed for effective management to function effectively in a rapidly changing world.

This three-day intensive course has been designed for Administrative Officers, Personal Officers, Administrative Assistants, Personal Assistants, Senior Secretaries, Private Secretaries and support staff who handle administrative duties. The course deals with people management issues with clear guidelines every step of the way. It provides them with a practical overview of the managerial duties, responsibilities and the essential knowledge required to fulfill their role successfully.

Course Objectives

To develop the interpersonal and professional skills required by Senior Secretaries, Private Secretaries, Administrative Assistants, Executive Assistants, Administrative Officers, Personal Officers, Administrative Support Staff and Personal Assistants to function effectively.

Course Benefits

At the end of the programme, participants will be able to communicate effectively and be able to handle conflicts.

Course Content

- **Review of basic management concepts**
 - Supervision and the Administrative professional
 - Responsibilities and objectives
- **Team Leadership and the Administrative Professional**
 - Leadership styles
 - The characteristics of effective leaders
 - Building an enthusiastic team
 - Identifying key team attributes
 - Making the most of your leadership style
- Anticipating the Impact and Implication of pressure on executives, and exploring ways to reduce or remove the causes
- **Communication and Assertiveness**
 - Keeping the message simple
 - Getting the message across
 - Managing meetings
- **Business Etiquette**
 - Manners for Meeting and Greeting
 - Office equipment etiquette
 - Maintaining Positive Professional Impression
- **Dealing with Difficult People and Situations and Resolving Conflicts**
- **Creativity and Quality**
 - Competitive Thinking
 - Quality Standards
 - Delivering Excellent Customer Care
- **Personal Effectiveness**
 - Coping with Stress
 - Time Management
 - Goals and Priorities

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00) per participant

Venue: Miklin Hotel

Who Should Attend

Administrative Officers, Administrative Assistants, Executive Assistants, Administrative Support Staff, Senior Secretaries, Private Secretaries, Personal Assistants and all Secretaries to Top Executives in Public, Private and NGO Sectors.

PET/Professional Telephone and Reception Skills – How to Enhance the Face of Your Company (15th–16th February 2024)**About the Programme**

“Who is calling?” - Customer, user, supplier, colleague, the boss, competitor, mate etc. Several phone lines are ringing, lights on the phone are blinking, and co-workers are asking questions. At the same time a customer who has appeared at the reception has to be attended to. How does the person manning the front desk of an office or business handle several people simultaneously with professionalism and poise? How front desk staff uses their telephone and reception skills can make a difference to the image of the organization.

This two-day course has been designed to answer this and other important questions for those who work as an organization's first-impression representative at the front desk.

Course Objectives

- Participants will learn the components of a professional image.
- Participants will be able to identify personal habits and behaviours that impede projection of a professional image.
- Participants will appreciate that their work space is an extension of themselves and should reflect a professional image as well.
- Participants will build good customer relations and project their organization in a Professional manner.

Course Benefits

At the end of the programme, participants will gain increased confidence in managing telephone communication with clarity, accuracy and courtesy. They will also improve upon their verbal communication and body language with those they meet face to face.

Course Content

- **The Importance of Customer Service**
- **Features of A Professional Image**
 - Behaviours and habits that destroy personal and corporate image
 - Your role in representing your company
 - Defining your customers and your responsibilities to them
 - Maintaining a positive attitude
 - Welcoming visitors in a professional manner
 - Handling unwanted visitors
- The vital importance of first and last impressions
- **How to convey a positive image over the phone**
 - Your voice – what does it tell the caller about your company
 - The importance of clarity and brevity
 - Receiving, planning and redirecting calls
 - Screening calls – handling unwanted calls
 - Getting the most from enquiries
- **Professional Communication Skills**
 - Winning with words
 - Beyond words – what the body says
 - Understanding the need for good listening skills
 - Successful questioning techniques

- Handling Difficult People with Diplomacy and Tact
- Managing Stress Resulting from Handling Difficult People
- Developing Confidence and Self-esteem

Duration: Two (2) Days

Fees: Two Thousand One Hundred Ghana Cedis (GH¢2,100.00.) per participant.

Venue: Miklin Hotel

Who Should Attend

This programme is suitable for Customer Service Officers, Telephonist and Receptionist, Frontline Staff, Call Center Staff, Secretaries and anyone who come into contact with clients or customers of an organization.

PEO/ Effective Organization, Planning and Time Management (22nd –23rd February 2024; 1st –2nd October 2024)

About the Course

The most valuable resource available to employees is time. Everyone starts out even in the morning. We all have the same 24 hours every day in which to cram all the important aspects of our lives. Why, then, do some people finish each day floundering and falling farther behind?

One of the main reasons for this problem is the tendency many people have to react to external circumstances as they develop, rather than planning and working toward high-priority, long-term goals. The potential to achieve more in your job and career is partly dependent upon how well time is managed.

This two-day programme is a highly interactive training experience that teaches participants how to regain control of their schedules and their lives. Each participant will follow a diagnostic process to develop data about their priorities and habits. Then, over the course of the programme, they will learn how to use proven time – management tools and techniques to design a strategy for putting first things first, as well as a few tricks for eliminating annoying distractions permanently.

Course Objectives

- To enable participants analyse their personal time management style to identify and avoid time wasting events
- To enable participants explore strategies to manage in time
- To help participants acquire skills and techniques to prioritize their work, avoid time wasting events and communicate what they want and they don't want.

Course Benefits

- Participants will achieve better results through effective planning and clarifying objectives
- Participants will appreciate how much of their day is actually wasted
- Participants will learn how to prioritize their workload – time v importance v urgency.
- Participants will learn how to communicate with people who interrupt them when they need to concentrate on their work.

Course Content

- **Organizational Planning and Goal Setting**
 - The Planning Process
 - Relationship between goals, plans and performance
 - Anticipating and managing pressure points in the planning process
- **Myths about Time Management**
- **Time Management and Culture**
- **Assessing your Time Management Style**
 - Signs of poor time management
 - Identifying the activities that waste your time
- **Time Management and Success**
 - Self-Control and Discipline
 - What or Who Controls Your Time
- **Managing Multiple Priorities – Focus on the Important and Valid**

- Set priorities using importance, urgency and validity as guide posts
- Use urgency to break ties between competing priorities
- Learn to distinguish between competing priorities based on validity and urgency
- **Concentration – Your Key to Productive Efficiency**
 - Learn ways to improve your concentration
 - Identify ways to deal with distractions and interruptions
- **Time Robbers**
 - Self and the Environment
 - Managing E-mail
 - Techniques for Dealing with Paper work
- **Delegation and Work Allocation**
 - Delegating tasks to achieve results
 - Delegation techniques to improve skills and increase motivation.
- **Managing Meaningful Meetings**
 - Identify reasons why some meetings are ineffective
 - Plan and lead more productive and effective meetings
- **Establish Boundaries to Create Balance**
 - Prioritize and choose your activities to provide balance
 - Understand the importance of honoring your own time
- **Other Strategies to Manage in Time**
 - Dealing with procrastination
 - Managing telephone calls
 - Controlling interruptions and socializing
 - Saying no
 - Managing your e-mail
 - Managing your desk
 - Applying the Pareto principle
 - Follow your biorhythm
- **Crafting Your Time Mastery Plan**
 - Transferring your key learnings into action

Duration : Two (2) Days

Fees : Two Thousand One Hundred Ghana Cedis (GH¢2,100.00)

Venue : MJ Grand Hotel

Who Should Attend

- Staff who need to juggle a wide variety of tasks and activities
- Staff who find managing their time difficult
- Staff who want to organize their days better and to feel in control of their work instead of their work controlling them

PDD/Defensive Driving and Attitudinal Change for Improved Productivity (28th February-1st March 2024; 4th -6th September 2024)

About the Programme

Drivers are an essential part of every organization, transporting officials and materials to various locations around the country. They have a responsibility to the organization, staff of other government agencies and private companies they encounter while driving, pedestrians, and other drivers on the road. They have to relate with them well and drive in a responsible manner. Driving on the roads had revealed that not everyone drives well or is courteous. Although possessing the necessary driving skills is essential, a strong work ethic and positive attitude toward the job can make drivers very productive. In the business world these are “contagious,” meaning employees who develop a strong work ethics and attitude can often inspire their co-workers to do the same.

We can't control the actions of other drivers. But learning defensive driving skills and positive attitudes can help them become productive people and also avoid the dangers caused by other people's bad driving.

This three-day course has been designed to enable participants recognize and manage attitudes and behaviours that increase driving risk. These include:

- Fatigue, stress and emotions
- Road rage incidents
- Relationship between drink / drugs and driving

Participants will also be made to appreciate that having a good work ethic encompassing honesty, self-motivation, initiative and a positive attitude are what will make any employee successful at the workplace.

Course Objectives

- To enable participants identify bad work ethics and barriers to positive work attitudes
- To inspire participants to approach work with passion and excitement.
- To enable participants appreciate the benefits associated with defensive driving

Course Benefits

- At the end of the program, participants will drive safely and effectively.
- It will provide participants the time and opportunity to update their knowledge on the laws regulating the use of the road to avoid sanctions resulting from violating these laws.
- Participants will be able to develop positive work ethics to function effectively.

Course Content

- Good Work Ethics - What is it and How can it benefit you
- The Importance of Ethics in the Workplace
- Ethics and Personal Responsibility
- Work attitude/ ethics for increased productivity
- Defensive driving techniques
- Traffic Signs and Signals
- Controlling Your Vehicle in An Emergency
- Effect of tyre management on accident prevention
- Identification and response to hazards
- Vehicle handling and coping strategies
- Managing Conflict in Interpersonal Relationships
 - Sources of Conflict in work team
 - Impact of conflict on goal attainment
 - Dealing with conflicting ideas and approaches
- Customer Service Basics

Duration: Three (3) Days

Fees: - Two Thousand and Eight Hundred and Fifty Ghana Cedis (GH¢2,850.00.) per participant.

Venue: Miklin Hotel

Who Should Attend: All Drivers

PRM/Records Management – Organizing and Maintaining Company Records and Filing Systems Effectively (11th –13th March 2024;16th -18th October 2024)

About the Programme

Every organization and every individual has records. Departments and units within the organization deal with enormous amounts of records on a daily basis. Staff members are inundated with data and information in various formats.

Records must be managed from the time they are created or received, through distribution, use, and maintenance, until they are finally destroyed or permanently archived.

This three-day course will provide participants with knowledge of and experience in fundamental record keeping concepts. Through an interactive workshop, participants will gain an understanding of records and record keeping fundamentals.

Course Objectives

- To equip participants with basic records management principles and practices
- To describe the business justification for records management and list the major components of a formally established records management programme.
- Explain the primary tools used for identifying records
- To let participants appreciate issues relating to the management of electronic desktop records

Course Benefits

Participants will:

- Acquire knowledge of the role of records management within an organization.
- Understand the value of records and why an effective records management programme is essential.
- Gain an understanding of physical file and document management principles

Course Content

- **Records Management Basics**
 - Records and Information
 - Why keep records
 - Why good records management is important?
 - Benefits of effective records management
 - Defining key terms
 - Records as evidence
- **Managing Paper Records**
 - Principles
 - Legal framework relating to record keeping
 - Consistency and rules of filing
 - Life Cycle of paper records
 - Records safety and protection
- **Electronic Records Management**
 - Features and types of Electronic Records Management
 - Electronic Records Life Cycle
 - Creating Electronic Records Directories
 - Saving documents to appropriate Electronic Folders
 - Appraisal of Electronic Records
 - Storage and Preservation of Electronic Records
 - Archiving Electronic Records
- **Designing A File Plan**
 - Principles of classification and how they apply to record-keeping
 - The purpose and structure of file plans and factors in their development
 - Strategies for implementing a File Plan
- Records Retrieval and Control Mechanisms
- Records Destruction
- Management of Inactive Records
- Sustaining a records management programme
- Practical Exercises
- Personal/Action Plan

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00) per participant

Venue: Miklin Hotel

Who Should Attend

Records Managers, Office Managers, Information Managers, Data Protection Officers, Records Management Officers, Archivists, Private and Confidential Secretaries, or any staff who has the responsibility for creating and maintaining company records.

PME/The Administrative Professional and Managing Senior Executives (10th –12th June 2024)

About the Programme

The handling of top management staff and other senior executives is a challenging task for any personal assistant or executive assistant. This category of staff if not managed properly, efficiently and cleverly will not only be costly but also slow down the growth pace of the division or department they head and will affect the reputation and brand of the organization.

As the person responsible for administering, coordinating, and performing the support work necessary to the successful accomplishment of top management office goals and programs, the personal/executive assistant require the skills that will enable them form the epicenter of the various managerial and administrative works that are under the senior management executives.

This three-day training program teaches the skills and attributes that need to be developed to be a good Corporate Executive/Personal Assistant. Participants will be taught how to develop good communication and interpersonal skills. They will get a good understanding of new technology and keep abreast with the latest office gadgets, and technology.

Course Objectives

To enable participants develop good interpersonal and communication skills

To enable participants manage their bosses effectively

To develop the interest of participants in new and emerging office technology

Course Benefits

At the end of the program participants would acquire broader skills such as improved emotional intelligence, managing executives and deal with multiple bosses as well as balance their personal and professional life for maximum effect.

Course Content

- **The Role of the Executive/Personal Assistant in the Management Team**

- Developing your Management Skills

- **Effective Communication Skills**

- Knowing the differences with gender communications
- Effective Verbal & Non-verbal Communications
- Communicating with clout & creditability

- **Managing your Boss**

- Knowing your boss / business associates
- Projecting with your boss to set precedence at achieving goals
- Resolving conflicts of identity
- Dealing with multiple bosses

- **Successful Teamwork**

- Distinguishing team roles and responsibilities
- Building trust and confidence with those you work with
- Developing key techniques for competent team working
- Giving recognition to subordinates

- **Emotional intelligence**

- Understanding Emotions

How to raise your emotional intelligence

- Balancing stress to connect with your emotions

- **Business Etiquette**

- Why Etiquette Excellence?
- Manners for Meeting and Greeting
- Office Equipment Etiquette
- Telephone Etiquette

- **Report Writing**

- Types of Reports
- Steps in Report Writing
- Getting the Style right for Report Writing

• **Time Management**

- When and how to organize, delegate or delete work
- Balancing Professional goals and personal time
- Devoting more time toward achieving high-priority end goals.

• **The Personal Assistant and New Office Technology**

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00) per participant

Venue: Miklin Hotel

Who Should Attend

Senior Personal Assistants, Secretaries, Executive Assistants, Administrative Assistants, Administrative Officers and staff who wish to develop their managerial skills and confidence in order to gain an in-depth mastery of their role and responsibilities.

PCS/Office Skills Development for Executive Assistants, Administration Assistants and Personal Assistants (20th–22nd November 2024)

About the Programme

The complex and increasing demands of the modern office environment requires that administrative assistants and personal assistants update their knowledge, skills and abilities to function effectively as office support staff. Most often this category of staff is ignored when it comes to training and development. This career enhancement programme has been designed for employees who have minimal or no training in an office environment but would like to gain the necessary skills to work effectively in such environment.

The programme provides participants with the skills and information to become more professional in the workplace. Emphasis on quality customer service, corporate and demonstrated professional behaviour provides the framework for the programme.

Course Objectives

- To provide participants with skills and information to enhance their professional administration skills
- To provide participants with professional communication and problem solving skills

Course Benefits

At the end of the programme, participants will develop both interpersonal and office related skills to enable them function effectively at the work place.

Course Content

- Basic Grammar and Writing
- Assessing your administration Skills – Expectations of an Office Assistant
- Providing Quality Customer Care
- Professional and Communication Skills
- Organizing and Maintaining Company Records and Filing System
- Time Management
- Telephone Techniques
- Basic Skills of Cooperation and Problem Solving
- Building a Professional Image
- Developing Your Professional Goals

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00) per participant

Venue: Miklin Hotel

Who Should Attend

Administrative Assistants, Office Assistants, Personal Assistants and any Office Support Staff who wants to

enhance his/her knowledge, skills and abilities to function effectively in the office environment

MRW/Effective Communication and Report Writing Skills for Supervisors and Managers (13th –15th March 2024;11th -13th November 2024)

About the Programme

Writing a report to communicate information within and outside the organization is very critical in informing and persuading people as well as initiate change. A well-structured report that has clear objectives will get more attention and is more likely to produce the intended results. However, a badly written report risks remaining unread and its objectives not being reached.

Apart from the structure, effective language usage is important in report writing. Badly constructed sentences which are disjointed and muddled will create a poor impression. A badly produced report with spelling mistakes and poor punctuation will give a different meaning and is likely to be ignored by people who matter and may also undermine the credibility of the author. However, a carefully written report or sales proposal with the appropriate and correct grammar usage may result in your advice or recommendations being translated into action or result in several thousands of Cedis worth of business.

This three-day intensive programme will provide participants with the technical skills and personal tools to write effective reports. It will also let participants appreciate the importance of English grammar and phraseology to avoid errors. The training format is highly interactive.

Course Objectives

The programme aims at enhancing participants' ability to write clear, concise and comprehensive reports.

Course Benefits

At the end of the programme, participants will be able to structure and organize clearly written and effective reports that will enable them address the relevant issues, reach conclusions and provide sufficient information for the reader to make informed decisions.

Course Content

- **The Importance of Communication at the Workplace**
 - The Communication Process
 - Being an Effective Communicator
- **What is a Report**
 - Classification of Reports
 - Understanding the Readers' Needs
 - Characteristics of a Good Report
- **Types of Reports**
- **Sections of a Report**
- **Steps in Report Writing**
 - Assembling the Data
 - Organizing the Data
 - Drafting the Report
 - Writing the Report
- **Mastering the Techniques of Report Writing**
 - Getting the Style Right for Report Writing
 - Pitfalls to Style of Writing
 - Report Layout
 - Numbering of Sections of the Report
 - Guidelines for Writing Subject Headings
 - Formatting of Headings
- **Basic Grammar and Phraseology**
 - Understanding syntax
 - Avoiding common errors and spelling correctly

- Punctuating correctly
- **Writing Specific Reports**
 - Writing a business letter
 - Writing a management report
 - Writing an incident/investigative/inquiry report
 - Writing minutes
 - Writing a memo
- **Practical Exercises**

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00) per participant

Venue: MJ Grand Hotel

Who Should Attend

All Supervisors, Officers, Managers and anyone whose role entails writing reports

MSM/Effective Management Skills for Supervisors and Newly Appointed Managers (25th –28th March 2024;14th -17th October 2024)

About the Programme

The transition from team member to team leader is one of the most challenging. As new managers and supervisors, success is measured not simply by individual contribution but by one's ability to work with and through people to achieve results.

This four-day intensive programme is particularly suitable for the newly promoted manager or for any supervisor wanting to run a high-level performance team. This pragmatic workshop teaches participants how to increase work output, improve the quality of work and achieve greater flexibility in working. Participants will learn how to adjust their management style, create an atmosphere where motivation can flourish, use coaching as a tool to improve performance and job satisfaction and communicate more effectively up, down and across the organization. Tutorial sessions, case studies, practical exercises and presentations make this an action packed four-day programme.

Course Objectives

- To set out clear guidelines for effective management
- Create a forum to analyze practical ways to organize work and manage time effectively
- Enable delegates to learn the people management techniques to get maximum performance.
- To provide a comprehensive framework for future development.

Course Benefits

- An invaluable insight into the management techniques and skills that every successful manager needs
- Through case studies and exercises, participants will be able to identify their strengths and areas for development
- Participants will be able to tackle their challenges with confidence and drive performance for themselves and their team.
- Participants will be able to set effective and motivating objectives.

Course Contents

- **The Management process**
 - Defining the manager's role
 - Making the change to being a manager
- **The need for planning**
 - Strategic planning, what does it entail.
 - The use of vision statements
 - Differentiating between strategy and tactics
 - Setting objectives

- Measuring progress against objectives
- **Leadership and effective supervision**
 - The mechanics and dynamics of supervision
 - Developing leadership skills
 - Recognizing the needs of subordinates
 - Coaching for Performance
- **Time Management**
 - When and how to organize, delegate or delete work
 - Balancing Professional goals and personal time
 - Devoting more time toward achieving high-priority end goals.
- **Motivation as a manager**
 - Identifying different individual needs
 - How to motivate staff today
 - De-motivation – signs and symptoms
- **Communicating and directing the team**
 - The effect of words, tone and voice
 - Body language
 - Understanding the need for good listening skills
- **Handling conflict**
 - Reasons for conflict
 - Recognizing conflict
 - Resolving and eliminating personality conflicts
- **Customer service and satisfaction**
 - Supervising customer care
 - Handling problems and complaints

Duration: Four (4) Days

Fees: Three Thousand, Four Hundred and Fifty Ghana Cedis (GH¢3,450.00) per participant.

Venue: AH Hotel

Who Should Attend

Managers, Supervisors, Newly Appointed/Prospective Managers and those who wish to gain the knowledge, understanding and necessary skills to manage effectively. It is also suitable for employees who are considered to be ready for further development.

MSN/Successful Negotiation and Influencing Skills (3rd –5th April 2024)

About the Programme

In order to produce effective results in a negotiation, it is important to investigate all the possible variables beforehand. This not only raises confidence levels but helps the individual to prepare a tactical approach. The skilled negotiator always achieves much more without upstaging the other party.

This three day programme provides participants with all the skills and techniques essential to prepare and handle negotiations in every aspect of business, selling, buying or dealing with contractors, customers, employees etc.

The programme uses video clips showing typical negotiating situations to highlight good and bad tactics. It is a highly participative course based around the needs of each individual attending.

Course Objectives

To provide participants with the skills and knowledge to engage in successful negotiations

To improve the confidence of participants to conduct successful negotiations.

Course Benefits

A better understanding of the do's and don'ts of negotiation. How to get the best out of every negotiation.

Course Content

Defining the Negotiation Environment

- The impact of organizational culture

- The range of negotiation styles and practices
- Assessing negotiation feelings and attitudes
- Differentiating win/win from win/lose

Principled Negotiation

- Elements of principled negotiation
- The negotiation process
- Efficient and ethical negotiation approaches

Negotiation Tactics

- Recognizing hidden agendas
- Listening actively for effective negotiation
- Making the most of start and stop signals
- Knowing when to Agree, Bargain, Control or Delay
- Gaining collaboration and support
- Sustaining positive momentum

Handling 'Hardball' Negotiators

- Common 'hardball' styles
 - Principled responses to 'hardball' tactics

Applying your Skills in an Authentic Environment

- Moving from one-to-one to inter-team negotiations
- Displaying an interactive process

Best practices of principled negotiation

- Arriving at a conclusion beneficial to both parties
- Creating efficacy in the negotiation process
- Delivering ongoing value through positive relationships and reduced stress.

• Lobbying and Influencing Skills

- What is lobbying?
- Lobbying in an Organisational Setting
- Elements of successful lobbying
- Lobbying and influencing skills
- Rules of lobbying

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00) per participant

Venue: Central Hotel

Who Should Attend

Managers, Officers and Executives performing functional roles in Human Resource, Supply Chain, Marketing, Sales, Labour Union executives and members and all those whose role requires them to negotiate with customers, suppliers and others.

MIL/ Inspirational Leadership and Team Building Skills for Supervisors and Managers (8th –10th April 2024; 4th –6th November 2024)

About the Programme

The ability to lead people is a critical skill, regardless of your discipline or area of responsibility. To achieve quality, service and rapid response, leaders must utilize all available talents. All of your team members have unique strengths. Only by discovering how to communicate and understand each other will you be able to utilize each individual's strengths and build a team that is greater than the sum of its parts.

Inspirational leadership is about the skills of motivating people to achieve high standards of performance. It takes special skills to inspire people to perform at a high level on a regular basis. This course has been designed to help managers and potential managers to breathe life, confidence and energy into their team members to achieve increased productivity.

The course covers the essential skills and personal qualities that will produce highly effective leaders. Participants will discover practical and straightforward ways to lead, organize and motivate in order to

achieve outstanding performance and results.

Course Objectives

To help participants to create a work environment that encourages commitment, innovation and co-operation.

Course Benefits

At the end of the programme, participants will be able to identify the key skills and characteristics of successful leaders and team managers.

Course Content

- **The Art of Leadership and Team Building**
 - Understanding your own strengths and those of your organization
 - Understanding the role and characteristics of a successful leader.
 - Recognizing and reviewing your personal style of leadership
- **Challenges of Leadership**
 - Managing Vs Leading
 - Leading from the front or leading from a distance
 - Leadership styles
- **The Effective Team**
 - Identifying the traits of an effective team
 - The key techniques for competent team working
- **Building A Successful Team**
 - Distinguishing team roles and responsibilities
 - Building trust and confidence in those you lead
 - Mentoring others to greatness
 - Praising and giving constructive feedback
 - Enhancing team performance through training and development
- **Problem Solving and Conflict Resolution within the Team**
- **Personal Development**
 - Creating your personal development plan
 - Creating your team development plan

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00) per participant

Venue: MJ Grand Hotel

Who Should Attend

This challenging and informative programme is designed for supervisors, managers, senior managers and executives who wish to discover the skills and behaviours necessary to improve overall team performance.

MSS/ Effective Leadership and Supervisory Skills (17th –20th June 2024)

About the Programme

Being appointed a supervisor is recognition by management of one's past achievements and also a vote of confidence by your team members. As a supervisor you are responsible not only for your own work but also for the performance of the people you supervise. This comes with a lot of responsibilities. Your new subordinates will have differing personalities, goals, and abilities. Furthermore, many of them won't have your own desire to work hard day after day.

You will also have to work with your colleague supervisors and your new bosses. This requires effective leadership, teamwork and cooperation skills. How do you motivate people to achieve high standards of performance? How do you communicate effectively with your subordinates? How do you work with people outside your department? How do you manage worker job performance issues?

This four-day intensive programme is to help participants overcome the many leadership and supervisory problems they will encounter in their role as supervisors. It focuses on providing easy-to-use skills that will produce highly effective leaders and make their job less difficult. It concentrates on the nitty-gritty details the supervisor has to contend with. Tutorial sessions, video presentations, case studies, and practical

exercises make this an action packed four day programme.

Course Objectives

- To enable participants acquire skills to handle their supervisory responsibilities
- To provide a fund of practical ideas that will lead to improved personal performance
- To provide participants with a comprehensive knowledge and understanding of the skills needed for effective management in a competitive environment
- To help participants create a work environment that encourages commitment, innovation and co-operation.

Course Benefits

At the end of the programme, participants will be able to identify the key skills and characteristics of successful leaders and team supervisors.

Course Content

- **Defining the Supervisor's role**
 - The Functions and Responsibilities of a Supervisor
 - Key Management Tasks and Competencies
- **Making the Change to Being a Supervisor**
 - Reasons for Failure or Success
- **The Art of Leadership and Team Building**
 - Understanding your own strengths and those of your organization
 - Understanding the role and characteristics of a successful leader.
 - Recognizing and reviewing your personal style of leadership
- **Challenges of Leadership**
 - Managing Vs Leading
 - Leading from the front or leading from a distance
 - Leadership styles
 - Making the most of your leadership style
- **Communicating Effectively As a Supervisor**
 - Understanding and softening different perceptions and communication barriers
 - Listening to understand and not just to respond
 - Understanding the relative impact of phraseology
 - Using Body Language to present a Positive Image
- **Time Management**
 - When and how to organize, delegate or delete work
 - Balancing Professional goals and personal time
 - Devoting more time toward achieving high-priority end goals.
- **Motivation as a Supervisor**
 - Identifying different individual needs
 - How to motivate staff today
 - De-motivation – signs and symptoms
 - Practical exercise
- **Managing Worker Job Performance Issues**
 - Steps for Conducting Performance Evaluations
 - Conduct an effective performance appraisal meeting
 - Handling workers who disagree with your evaluation
- **Handling conflict**
 - Reasons for conflict
 - Recognizing conflict
 - Resolving and eliminating personality conflicts
- **Lobbying and Influencing Skills**
 - Principles of lobbying
 - The purpose of lobbying
 - Types of lobbying

- Influencing as a leader
- **Delivering Excellent Customer service**
 - Supervising customer care
 - Handling problems and complaints

- **Personal Action Plans**

Duration: Four (4) Days

Fees: Three Thousand, Four Hundred and Fifty Ghana Cedis (GH¢3,450.00) per participant

Venue: MJ Grand Hotel

Who Should Attend

Officers, Supervisors, Newly Appointed Managers, Managers, Foremen and Employees who are considered to be ready for further leadership development

MEC/Effective Communication and Interpersonal Skills for Managers and Supervisors (1st – 3rd July, 2024)

About the Programme

We spend a very large part of our waking lives communicating in one form or another. It therefore goes without saying that the more effective we are as communicators, the more effective we are as human beings. Communication skills are an essential element every employee and manager must have as part of their standard tool set. The workplace should be about working together to achieve corporate goals. It means collaborating and consensus building.

Effective communication is all about conveying your messages to other people clearly and unambiguously. It's also about receiving information that others are sending to you, with as little distortion as possible.

Quality relationships at the workplace produce quality products and services. Real productivity begins with employees who have enhanced relationships. However, the workplace can be a very angry place, and the relationships there can be irreparably harmed by anger and mistrust.

A successful organization is one that faces these issues by discussing them openly and encouraging good working relationships.

Effective communication to enhance workplace relationships takes real skill and these skills have to be developed, sharpened and added to on an on-going basis. They are at the heart of interpersonal skills and the greater your awareness of how it all works, the more effective your communication will be. This three-day interactive training programme provides tools for developing, refining, and building the communication skills of participants to enhance their working relationship.

Course Objectives

- To help participants communicate effectively using simple, concise and direct language
- To help participants build better rapport and gain the trust of their colleagues
- To enhance participants active listening skills to anticipate and avoid common misunderstandings.
- To foster cross-cultural understanding at the workplace

Course Benefits

Through interactive exercises, self-assessments, role-playing activities and video simulations, participants will gain practical experience initiating and responding to various forms of communication. They will gain the skills to collaborate with others and sharpen their communications toolkit.

Course Contents

- **Communication – Key to Cooperating and Growing**
 - The Importance of Communication
 - Modes of Communication at the Workplace
 - The Communication Process
 - Barriers to Effective Communication
 - Evaluating your communication style
- **Verbal Communication Skills**
 - Components of Vocal Expression

- The Significance of Vocabulary
- Verbal Disrupters
- Conversing with confidence
- **Role of Non-Verbal Communication**
 - Non-Verbal Communication Problems
 - Impact of Non-Verbal Cues
 - Cultural Impact on Non-Verbal Cues
- **Better Relationship through Listening**
 - The Importance of Listening
 - Barriers to Effective Listening
 - Characteristics of Effective and Ineffective Listeners
 - Identifying Effective Listening Characteristics
 - Identifying Your Listening Styles
- **Building Interpersonal Relationships through Trust**
 - The basis for Trust
 - Strategies for Building Trust
 - Approaches to Trust Building
 - Factors Affecting Trust
- **Managing Conflict in Interpersonal Relationships**
 - Sources of Conflict in work team
 - Impact of conflict on goal attainment
 - Dealing with conflicting ideas and approaches
- **Personal Action Plans**

Duration: Three (3) Days

Fees: - Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00.) per participant.

Venue : MJ Grand Hotel

Who Should Attend

Managers, Assistant Managers, Team Leaders, Supervisors and any staff seeking to improve their communication skills.

TBD/Team Building Skills for Managers and Supervisors (3rd –5th July 2024)

About the Course

Managers and Supervisors who aggressively build teamwork become highly effective. As methods and processes become increasingly complex and interrelated, interdependency among employees has also increased.

Where staff members are working together, two plus two can equal more than four. Employees can achieve more than they would on their own as part of a cohesive and effective team, capitalizing on each other's skills, experience and strengths. But working together isn't always sweetness and light.

This three (3) day course will show participants what good team communication means and how a manager can create a team environment that is collaborative, co-operative and successful. Participants will explore factors that affect teamwork and how to create high performance teams.

Objectives

- To enable participants identify the rational for team approaches to work
- To help participants create a team whose members pull together
- To help participants create a team meeting environment that encourages commitment, innovation and co-operation among team members.

Course Benefits

At the end of the programme, participants will develop their own team leadership style and be able to use these skills to enhance their own performance as a manager/supervisor and that of their team. Participants after this programme will also be able to develop a set of team player skills to function

effectively.

Course Content

- **The Effective Team**
 - Identifying the traits of an effective team
 - Defining the team
- **Identifying Teamwork Barriers**
- **Developing Your Team Player Skills**
- **Key Techniques for Competent Team Working**
 - Team Collaboration
 - Team Consensus
 - Transforming individuals into teams
- **Conducting Effective Team Meetings**
- **Problem Solving and Conflict Resolution within the Team**
- **Building a Successful Team**
 - Distinguishing team roles and responsibilities
 - The relationship between the task, the team and the individual
 - Building trust in team relationships
 - Counselling, mentoring and coaching
- **Managing Remote Teams**

Duration : Three (3) days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00 per participant).

Venue: Tomreik Hotel

Who Should Attend

This programme has been designed for senior managers, managers and supervisors leading teams of any functional unit in the organisation.

MSS/Effective Supervisory Skills (22nd – 24th July, 2024)

About The Programme

Supervising people is a complex and difficult aspect of managing. The primary responsibility of every supervisor is to get people to cooperate in meeting explicit organizational goals within the set time and cost constraints. In achieving this, the supervisor, depending on his/her organizational role may engage in activities such as supervising, administrating, persuading, planning, training, developing and controlling. Unfortunately majority of people promoted to a supervisory position or hired into it do not have previous experience or are inadequately prepared for the role.

To be effective as a supervisor, there is the need to develop a broad mix of skills and competences to play many roles. You have to create or help create environments where people are willing to cooperate to achieve common goals.

To achieve quality, service and rapid response, supervisors must utilize all available talents. All team members have unique strengths. Only by discovering how to communicate and understand each other will the supervisor be able to utilize each individual's strengths and build a team that is greater than the sum of its parts.

This three-day intensive course had been designed to help supervisors and potential supervisors to breathe life, confidence and energy into their team members to achieve increased productivity.

The course covers the essential skills and personal qualities that will produce highly effective team leaders. Participants will discover practical and straightforward ways to supervise, lead, organize and motivate in order to achieve outstanding performance and results.

Course Objectives

- To enable participants make the transition from worker to supervisor
- To develop the teamwork skills of participants
- To improve the communication skills of participants
- To help participants boost productivity

Course Benefits

At the end of the programme, participants will be able to create a work environment that encourages commitment, innovation and co-operation.

Course Content

- **Defining the supervisor's role**
 - The Functions and Responsibilities of a Supervisor
 - Key Supervisory Tasks and Competencies
- **Making the Change to Being a Supervisor**
 - Reasons for Failure or Success
- **Leadership and the Supervisor**
 - Leadership styles
 - Understanding your own strengths and those of your organisation
 - Understanding the role and characteristics of a successful leader.
 - Recognising and reviewing your personal style of leadership
 - The characteristics of effective leaders
- **The Effective Team**
 - Identifying the traits of an effective team
 - The key techniques for competent team working
- **Building A Successful Team**
 - Distinguishing team roles and responsibilities
 - Building trust and confidence in those you lead
 - Mentoring others to greatness
 - Praising and giving constructive feedback
 - Enhancing team performance through training and development
- **Problem Solving and Conflict Resolution within the Team**
- **Handling Team Meetings**
 - Why Have a Meeting
 - Causes of Unproductive Meetings
 - Planning and Preparing for a Meeting
 - Cultivating Behaviors that Foster Group Interaction
- **Communicating Effectively As a Supervisor**
 - Understanding the Channels for Communication
 - Communication Barriers
 - Listening to understand and not just to respond
 - Using Body Language to present a Positive Image
 - Communicating with the Boss and Employees
- **Writing a Memo**
 - Structure of a memo
 - Steps in writing a memo
 - Getting the style right for memo writing
- **Time Management**
 - When and how to organize, delegate or delete work
 - Balancing Professional goals and personal time
 - Devoting more time toward achieving high-priority end goals.

- **Motivation as a Supervisor**
 - Identifying different individual needs
 - How to motivate staff today
 - De-motivation – signs and symptoms
 - Practical exercise

Duration: Three (3) Days

Fees: - Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00.) per participant.

Venue: MJ Grand Hotel

Who Should Attend

All Supervisors, Officers, Managers and anyone who wants to move past the clutter to enjoy unprecedented efficiency and productivity.

MAS/Advanced Management Skills for Modern Managers (13th –16th August 2024)

About the Programme

Successful managers need to inspire enthusiasm and commitment, thus enhancing individual's performance and productivity. Their capability depends on the astute use of their interpersonal, motivation and communication skills.

This is a highly practical four-day programme designed to enable participants combine a sound understanding of the principles of managing people effectively with the competent application of the principles.

Course Objectives

- To equip participants with modern tools and techniques necessary for effective management.
- To enable participants identify the qualities required in others and use them to build stronger and more effective teams.

Course Benefits

At the end of the programme participants will be able to define the main responsibilities and functions involved in managing people effectively.

Course Contents

- **Strategic Management Development and Effectiveness**
 - The Different Theories of Management
 - Key Management Skills and Competences
 - Characteristics of Effective Managers
 - Managing Continuous Improvement
 - Instilling a Culture of Ethics and Excellence.
- **Managing people effectively**
 - Understanding different behavioural patterns
 - Delegation and supervision
 - Leadership development and effectiveness
- **Managerial administrative skills and techniques**
 - Ascertaining manpower requirements
 - Building loyalty and rewarding achievements
 - Appraising and developing an effective employee reward system
- **Managing for improved performance**
 - Strategic planning
 - Decision making
 - Effective control
- **Management of Change**
 - Identifying the external pressures of change
 - Understanding the process of internal change
 - Appreciating the significance of corporate culture in implementing change

- **Negotiation tactics and techniques**
- **Personal management**
 - Effective use of time
- **Influencing and Empowering as a Manager**
 - Building Trust and Confidence in those You Lead
 - Inspirational Influence
 - Empowering Employees
 - Mentoring and Coaching Others to Greatness
- **Quality of Service Management**
- **Building Self-esteem and confidence**
- **Personal action plans.**

Duration: Four (4) Days

Fees: Three Thousand Four Hundred and Fifty Ghana Cedis (GH¢3,450.00) per participant.

Venue: MJ Grand Hotel

Who Should Attend

Managers, Team Leaders, Middle Managers, Supervisors, Decision Makers and those who wish to gain knowledge and understanding of the latest management skills and techniques.

MSP/Manpower Succession and Planning –The Challenges of Leadership Transition (25th – 27th September 2024)

About The Programme

Leadership transition is an integral process for all managers of an organization. It begins long before (and continues long after) the outgoing manager departs, and it presents a remarkable opportunity to move forward with a new understanding of the complexities, challenges and changes the organization must address.

Succession planning is the process that organizations use to identify and prepare candidates for high-level management positions that become vacant due to retirement, resignation, death or new business opportunities. Although succession planning usually refers to high-leadership roles in a company, it can apply to other roles as well.

One of the most disruptive things that can happen to a company is the sudden need to replace a leader/manager. Without a defined plan in place, a leader's/manager's departure can create confusion and massive risk to an organization's stability.

No matter the type or size of an organization, succession planning is essential to continue to have the business run smoothly upon the departure of staff members. It is important therefore to identify a successor well in advance so that they may be properly trained for the role. This training may occur years in advance of the anticipated exit from the company.

There are many advantages of succession planning, including cost savings, increased retention, and improved morale.

Organizations need to ask themselves: where will the top executives of the future come from and who will be their replacement? Succession planning helps to recognize that future executives may differ markedly in qualifications, characteristics and skills from today's leaders.

Course Objectives

- To familiarize participants with the principles and techniques of human resource management, succession planning and career planning.
- It will also provide participants with the knowledge, skills and techniques required to effectively manage, develop and utilize human resources in an organization.

Course Benefits

Participants will be taken through the succession planning process and appreciate the need to develop a diverse workforce by looking at the future make-up of the organization as a whole.

Course Content

- **Organizational Strategies and Human Development**
 - Factors affecting succession planning and career development
 - Defining strategic and individual objectives
 - Defining core competencies, skills and behaviours
- **Workforce Planning**
 - Critical Position
 - Skill Inventories
 - Long and Short-Term Needs
- **Performance Management**
- **Talent Management**
 - An Organizational Perspective of People as an Asset
 - How Talent Management Processes Can Work
 - Managing Talent Monsters
 - Utilizing Talent Potential
- **Succession Planning and Career Development**
 - Objectives and benefits of succession planning
 - What to look for in successors
- **Generating Policies and Tactics to Execute and Evaluate the Succession Plan.**

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00.) per participant.

Venue: MJ Grand Hotel

Who Should Attend: Heads of Departments, Human Resource Managers, Personnel/Training Managers, Manpower Planners, Career Development Managers and those who have responsibility for staffing, recruitment and succession planning.

MEM/ Effective Appraisal Skills for Managers and Supervisors (26th – 27th February, 2024)

About the Programme

Performance appraisals are a powerful way of developing staff and maximizing their potential. They are, however a process which if done badly can lead to low morale and staff turnover. Formal appraisals are just one part of an organization's system of delegating, goal setting, coaching, motivating, and ongoing informal and formal feedback on employee performance. Because of the significance they carry it is important that managers acquire the planning and communication skills needed to effectively appraise for increased productivity in the organization.

Despite their importance, words like “It is time for your annual appraisal” seem to provoke feelings of anxiety in management and staff alike. This is because appraisals are always difficult to do as a result of the subjective opinion of the evaluator. Added to this burden are the typical reactions of workers, who always think they should be rated more highly than they are. Because of this some staff still counts themselves fortunate if they do not get appraised at all.

This course is designed to address the performance appraisal cycle and enhance the communication skills of participants to enable them conduct more effective and participative appraisal discussions.

Course Objectives

- To equip participants with modern tools and techniques to carry out effective performance appraisals
- To ensure that participants understand how to prepare, structure and run effective appraisal discussions
- To give delegates the opportunity to practice feedback techniques.

Course Benefits

A better understanding of the do's and don'ts of performance appraisal. How to get the best out of staff performance through the appraisal year.

Course Content

Understanding the appraisal process

- Why appraise?
- Benefits of appraisal to the individual and the organization
- Challenges associated with appraisals

Managing the Performance Cycle

- Identifying Key Performance Areas (KPA)
- Setting Key Performance Indicators (KPI)

Communication Skills for Appraisers

- Questioning Skills
- Active Listening Skills
- Summarizing Techniques

Conducting Appraisal Discussions

- Preparing for a discussion
- Structuring an appraisal discussion
- Getting the discussion off to a positive start

How to Give Effective Feedback

- Positive and Negative Feedback
- The golden rules
- Giving praise and constructive criticism

Coaching and Counseling

- Coaching Styles and Techniques

Dealing with Challenging Appraises

Duration: Two (2) Days

Fees: Two Thousand One Hundred Cedis (GH¢2,100.00)

Venue: MJ Grand Hotel

Who Should Attend

This participative programme is designed for Senior Managers, Supervisors, Training/Human Resource Managers, Directors, Administrative and Technical Staff who are currently responsible for conducting staff appraisals or will be in the future. It is also suitable for those who are new to the appraisal process.

MEM/ Effective Appraisal Skills for Managers and Supervisors (26th – 27th February, 2024)

About the Programme

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- Positive and Negative Feedback
- The golden rules
- Giving praise and constructive criticism

Coaching and Counseling

- Coaching Styles and Techniques

Dealing with Challenging Appraises

Duration: Two (2) Days

Fees: Two Thousand One Hundred Cedis (GH¢2,100.00)

Venue: MJ Grand Hotel

Who Should Attend

This participative programme is designed for Senior Managers, Supervisors, Training/Human Resource Managers, Directors, Administrative and Technical Staff who are currently responsible for conducting staff appraisals or will be in the future. It is also suitable for those who are new to the appraisal process.

MLW/Leadership and Innovation Management Skills for Women Leaders (18th–20th November 2024)

About the Programme

The past twenty years had seen a lot of women working in the corporate world and also becoming entrepreneurs. Despite this growth paving the way for women's ascension to leadership in corporate Ghana the contrary is happening.

It is widely believed that men have a better shot at leadership positions in business and politics although it is said that men and women make equally good leaders.

Why are a lot of women leaving before they reach leadership levels? Why are they plateauing or not being promoted effectively into leadership? What is holding women back?

This three (3) day intensive program has been designed to provide an insight to the forces of change and the crucial factors required for leadership success.

Course Objectives

- To create the necessary environment for participants to explore their strategic leadership potential to move up the corporate ladder
- To develop the skills and behaviours necessary to succeed as a leader at every level of an organization

Course Benefits

- Participants will appreciate the importance of leadership and innovation in personal growth and career enhancement

Course Contents

- **Strategic Leadership Development and Effectiveness**

- The Foundations of Leadership
- Appreciating the significance of corporate culture in personal growth and contraction
- Knowing yourself and how you affect others

- **Barriers to Female Business Leadership**

- **Gender Discrimination at the Workplace-Is it real or imaginary?**

- **Breakthrough Leadership**

- Overview and key principles
- Leadership and thinking styles
- Sustaining the breakthrough

- **Understanding and applying Emotional Intelligence to become an effective leader**

- Recognizing the Four Core Emotional Quotient (EQ) Skills In Work Life And Relationships
- Emotional control and conflict management
- Charisma and the transformational influence of the leader

- **Developing Strategies to enhance career growth**

- **Building an Effective Team**

- Identifying the traits of an effective team
- The key techniques for competent team working

- **Communication and Assertiveness**

- Influencing Others
- Listening Skills
- Counseling Staff
- Managing Meetings

- **Lobbying and Influencing Skills**

- What is lobbying?
- Lobbying in an organisational Setting
- Elements of successful lobbying
- Lobbying and influencing skills
- Rules of lobbying

- **Creativity and competitive thinking**

- **Self-Management**

- Goals and objectives setting
- Managing time, yourself and others
- Developing Self-Confidence

- **Networking for Success**

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00) per participant

Venue: MJ Grand Hotel

Who Should Attend

This program has been structured for Female Senior Managers, Managers, Departmental Heads, Unit Heads, Branch Managers, Decision makers and those who are aspiring towards leadership positions.

MPS/ Effective Procurement and Supply Chain Management (19th –21st August 2024)

About the Programme

The shrinking of the global economy has increased supplier failures in the domestic market as well as in the international market thus threatening supply chain stability. A supply chain breakdown can devastate an organization financially and cause extensive reputational implications.

To be able to enhance organizations operations, ensure strong customer relations and a competitive position, managers need to ensure procurement and supply chain management system that begins with supplier selection and relies on key risk indicators and early intervention to prevent and mitigate the impact of supply chain breakdowns.

This three (3) day intensive programme is a highly interactive, practice-driven one that teaches participants procurement and supply chain management skills and best practices to help organizations improve service, cut costs and increase the flow of information to boost supplier-customer relations.

Course Objectives

- To provide participants with strategies, tools and techniques to manage their supply chain system.
- To enable participants appreciate the challenges to supply chain management
- To enable participants manage effectively the supply chain to create considerable competitive advantage in cost and service levels.

Course Benefits

At the end of the training programme participants would have acquire the skills to help their company achieve breakthroughs in speed, flexibility, efficiency and responsiveness to boost supplier-customer relations.

Course Content

- **Principles of Procurement and Supply Chain Management**
 - Definition, models and evolution of procurement and supply chain management
 - Current opportunities and challenges
 - Influence on the organization
 - Impact of globalization on procurement and supply chain tasks
- **Purchasing and Procurement**
 - Basic purchasing: its pitfalls
 - Evolvement to procurement
 - The role and responsibilities of procurement
 - The buyer's responsibilities
 - Supplier relations approaches
- **Managing the procurement process-The Procurement Act**
- **Supply Chains – What They Are – What They Cover**
 - The need for supply chain management
 - Basics of supply chain management
 - The holistic view of business processes
 - Supply chain management success factors
- **Drivers of Supply Chain Management**
 - Facilities
 - Inventory
 - Transportation
 - Information
- **Integration of Procurement in Supply Chain Management**
 - Supply chain efficiency
 - New products and services
 - How to accelerate procurement's integration
 - The integration of suppliers
 - Measurement of success

- **Inventory Management**
 - Types and functions of inventory
 - Inventory costs
 - Inventory management and systems
 - Stock-taking techniques and control
 - Safety stock
- **Material and Distribution Handling**
 - Material Handling System Design
 - Material handling system components
 - Warehousing management systems
 - Distribution Decisions
 - Transport modes
- **Importance of Customer Service**
 - The customer experience
 - Managing customer expectations
 - The role of the customer – internal customer/suppliers
- **Risk Assessment**
- **Information Technology's Role in the Supply Chain**
- **Supply Chain Audit**
 - Scope, methodology and desired outputs
- **Case Study**
- **Personal Action Plans**

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00) per participant

Venue: MJ Grand Hotel

Who Should Attend

Supply Chain Managers/Officers, Finance and Accounting Managers, Purchasing and Procurement Managers/Officers, Logistics Managers/Officers, Stores and Inventory Managers, Transport Managers/Officers and any manager who want to understand how to effectively use procurement within their supply chain management system.

MEW/Effective Stores and Inventory Management (2nd –4th September 2024)

About the Programme

Stores and warehouses are a critical function in a world of Global and lean supply chain and managing it properly can provide substantial benefits to the organization.

This three day programme examines in depth the principles of good stock management, how to maintain the correct stock levels without affecting the efficiency within the organization while contributing significantly towards the minimization of a company's cash flow problems and improved profitability. The programme also looks at the various types of hazards likely to be encountered at the warehouse. Hazards like slips, trips, falls, falling objects, use of warehouse equipment and handling of materials in a warehouse could pose dangers to workers in the warehouse.

The course has been structured to develop existing skills of participants so that they can analyse and then improve their warehouse operations while adhering to safety precautions and procedures that are important to warehouse safety.

Course Objectives

- To enable participants appreciate the impact of good stock management on the profitability of an organization.
- To enable participants run store operations more productively
- To enable participants become alert to hazards in the warehouse and prevent accidents.

Course Benefits

At the end of the programme, participants would gain a greater awareness of the issues and key drivers of store operations.

Course Contents

- **Principles of store and inventory management**
 - The role of the store
 - Stores layout and facilities
 - Modern storage practices
- **Uses and abuses of inventory**
 - Importance of inventory
 - Matching demand and supply
 - Minimizing risks and costs
- **Material Identification Systems**
 - Codification
 - Standardization
 - Variety Reduction
- **Physical stock-taking and stock verification**
- **Inventory Control, Concepts and Techniques**
 - ABC, HML, XYZ FSN etc Analysis
 - Movement Analysis
 - Criticality Analysis
 - Zero Inventory and Just-In-time Inventory Systems
 - Push/Pull Inventory
 - Vendor Managed Inventory
- **Warehousing and Storage Safety**
- **OSHA Regulations Applicable to Warehouse Work**
- **Sources of Warehouse Hazards**
 - Housekeeping hazards
 - Material handling hazards
 - Hazardous substances within the warehouse
- **Protection Against Hazards**
 - Material handling protection
 - Precautions for cranes, hoists and derricks
 - Safe forklift operation
 - Safe lifting
- Ladder safety
 - Loading dock safety
- **Good Housekeeping Procedures**
 - Safe storage practices
 - Packing and unpacking
 - Preventing falling objects
- **Use of Personal Protective Clothing**
- **Developing a Safety Attitude**
- **Action Plans**

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00) per participant.

Venue: Miklin Hotel

Who Should Attend

Warehouse, Stores and Material Managers and Supervisors, Inventory, Logistics and Procurement Managers and any Senior/Middle or functional manager who wants to understand warehousing and inventory management.

MFM/Facilities Management (13th –15th November 2024)

About the Programme

Business must keep adapting its buildings and facilities to meet the changing needs of the organization if they want to succeed. Facilities management requires that every organization relies on a mix of functions and services to provide the support essential to its core business operations.

As organizers, facility managers are to ensure that the workplace meets the needs of employees and users of the facility by creating the most suitable working environment for users and their activities. They do this by managing all of the required services. These services may range from building and ground services, health and safety, security, space management, utilities and communication infrastructure etc.

To be effective, managers of these facilities not only have to provide a cost effective and safe environment but also respond to adapting its buildings and facilities to meet the changing needs of the organization. This practical and informative four day programme has been designed to equip participants with the tools and knowledge necessary to become successful facilities managers.

Course Objectives

- To provide participants with an integrated understanding of the complementary disciplines applicable to the management of facilities
- To enable participants identify the technical skills and business skills required to solve customer requirements in facilities.
- To equip participants with the tools and knowledge to provide a safe and secure environment for users of their facilities

Course Benefits

At the end of the program, participants will have a comprehensive understanding of how to manage and maintain cost-effective and safe facilities that operate at peak performance levels.

Course Contents

· The Scope of Facility Management

- The facility manager's role including the skill sets, knowledge and abilities required to effectively perform their work

- Basic operation and maintenance concepts and practices

- Changing trends in facility management

· Health and Safety in Managing Facilities

- Legal trends and requirements

- Occupational Safety and Health Standards for facilities

- Conducting risk assessment for the health and safety of building occupants

- Incident investigation and reporting

- Emergency planning and response

- Communicating information about hazardous materials to building occupants

· Using software technologies in facility management

- Building Automation Systems (BAS)

- Energy Management Systems (EMS)

- Integrated Workplace Management Systems (IWMS)

· Facility Management Security

- Types of facility security threats

- Security procedures and processes

- Conducting security audit to assess threats

- Using security measures to protect the facility

· Customer Relationship Management in Facility Management

- The importance of the customer experience in facility management

- Identifying and meeting the expectations of customers

- Conducting customer surveys and using the results to improve facility services

- Dealing with positive and negative customer feedback

- Developing strategies to continuously improve customer relationships

- **Risk Management in Facility Management**
 - The legal, moral and business case for facilities risk management
 - Tools and techniques to identify facilities activities that give rise to significant risks
 - Planning for lower risk
- **Managing Contractors in Facility Management**
 - Determining which facility services should be outsourced
 - Types of service contracts
 - Evaluating facility service provider's proposals
 - Negotiating with contractors
 - Monitoring facility service contracts
- **Property Strategies**
- **Action Planning where do we go from here**

Duration: Three (3) Days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00) per participant

Venue: MJ Grand Hotel

Who Should Attend: Facility Managers/Supervisors, Operations Managers/ Supervisors, Human Resource and Administration Managers, Warehouse/Stores Managers, Support Services Managers/Supervisors, General Services Managers/Supervisors, Harbour and Port Managers, Property Managers, Assets Managers, Security Managers, Housekeeping Managers/Supervisors and all line, middle and senior managers in a facility management role.

CES/ Delivering World Class Customer Service – How to Win and Keep Customers Forever (26th –28th August 2024)

About the Programme

Strong customer service is a valuable asset especially in today's competitive, high-tech-oriented and increasingly impersonal business world. Gradually products or service portfolio of companies are becoming similar. The single greatest way a company could distinguish itself from the competition therefore is the level of service it offers. The higher the level of service offered by the organization, the more successful it will be in the competitive environment.

The role of the customer service representative is therefore crucial in this aspect because they interact day after day with customers and are perceived to be the organization in the customers' eyes. What is good customer service? How can it go from good to legendary? What are the pitfalls that many people fall into when delivering customer service? What is the best way to handle difficult customers?

This participative, information packed three-day training session provides answers to these and other important customer service issues.

Course Objectives

- To help participants develop, practice and improve their skills in customer service including communication, listening, conflict resolution and team building.
- To enable participants recognize barriers to the delivery of outstanding customer service.
- To enable participants recognize and adapt to specific customer behaviour styles.

Course Benefits

At the end of the programme participants, will appreciate how delivering excellent customer service increases revenue, attractive employee benefits and reduces personal stress at work.

Course Content

- **The Importance of Delivering Legendary Service**
 - Identifying factors that make service outstanding
 - Identifying factors that send customers to competitors
 - Benefits of excellent service
- **Teamwork and Managing Customer Expectations**
 - Identifying the expectations of customers
 - Preparing to handle the expectations of customers
 - Internal Customer Service and Excellent Customer Service
 - Building a Customer Centric Organization
- **Communicating with Clarity and Excellence**
 - Understanding Different Communication Styles
 - Winning with words
 - Building on your listening Skills
 - Using your body language to improve personal image
- **Professionalism Under Pressure**
 - Positive Customer Care Attitudes
 - Appreciating how emotions are created
 - Developing strategies to remain optimistic and calm under pressure
 - Changing your emotional state to avoid negative emotional carryover
- Handling the telephone to deliver excellent customer service
- **Dealing with Difficult Customers with Diplomacy and Tact**
 - Recognizing and responding effectively to specific customer behaviours
 - Listening to an angry customer so that they calm down
 - Remaining calm during interactions with difficult customers
 - Turning an angry customer into a happy repeat customer
- **Personal Action Plans**

Duration: Three (3) days

Fees: Three Thousand One Hundred and Fifty Ghana Cedis (GH¢3,150.00.) per participant.

Venue: MJ Grand Hotel

Who Should Attend

Marketing and Customer Service Managers, Accounts Managers, Public Relation Managers, Call Centre Staff, Front Line Staff, Cashiers and everyone who interacts with clients either face-to-face or by telephone, or who manages a client-facing team.

TRAINING COURSES BOOKING FORM

- Please photocopy this template for multiple use and repeat bookings.

Four Easy Ways to Book

(1) **Call** on +233 [0]20-3852834/ +233 [0]24-3962141 to reserve your place

(2) **E-mail:** info@cbmconsultltd.com / registration@cbmconsultltd.com

(3) **Online:** At www.cbmconsultltd.com

(4) Post to P.O. Box CT 3100, Cantonment, Accra.

Training Course details:

Title:.....

Date:.....

Delegate details:

Please use BLOCK CAPITALS

1ST Delegate:

Dr/Mr./Mrs./Ms. (Surname):.....First Name.....

Job Title:.....Vegetarian/Vegan meal.....

2nd Delegate

Dr/Mr./Mrs./Ms (Surname):..... First Name.....

Job Title:.....Vegetarian/Vegan meal.....

3rd Delegate

Dr/Mr./Mrs./Ms (Surname):First Name.....

Job Title.....Vegetarian/Vegan meal.....

Contact details:

Please use BLOCK CAPITALS

Dr/Mr./Mrs./Ms (Surname): Initials.....

Organization:.....Job Title.....

Address.....

Telephone.....Fax.....

E-mail.....

Payment details

☐ 1 delegate

GH¢

☐ 2 delegates

GH¢

☐ 3 delegates

GH¢

☐ Cheque enclosed (payable to CBM Consult Ltd.)

Account Name.....

* Please note that payment is required in advance of the seminar. CBM Consult Ltd. reserves the right to refuse admission if payment is not received.

Any questions? Please call CBM Consult Ltd. on 0203852834/024-3962141