



● *Business Advisory Services* ● *Training* ● *Marketing Research*

International Training Programs 2024

Committed to Delivering Programmes that add Value to Both Individual and Company

GENERAL INFORMATION ABOUT CBM CONSULT INTERNATIONAL PROGRAMS

Company Profile

CBM Consult Ltd is a management consulting firm formed twenty years ago in Ghana. The company offers a comprehensive selection of courses in Management and Personal Development designed for both open house and in-company presentation.

Tutorial Team

The programmes are delivered by an internationally recognised tutor team who are technically, academically and professionally competent. Every tutor has an outstanding track record in management, leadership, client relationship management, communication and teambuilding bringing a wealth of expertise and experience to the programmes.

Training Methodology

A typical training session includes a combination of tutorial sessions, experiential learning, role play, case studies, video and practical exercises both individual and group. Participants will be given the opportunity to discuss matters with which they are particularly concerned. The language of instruction is **English**.

Client Profile

Our clients range from regulatory bodies, multilateral agencies, multi-national corporations, financial institutions, public service, civil service, private organizations to small clubs and individuals.

Start and Close Times

All programs begin at 8.30am on Monday and ends at 1pm on Friday.

Cancellations

Cancellations are accepted without charge if written notification is received at least thirty (30) days prior to the program's starting date. Cancellations received after that time will be charged 25 percent of the total program fee. No-shows are liable for full tuition.

Transfers

Transfer requests received within thirty (30) days of the program start date will be subject to a US\$250.00 transfer fee to cover administrative costs. Any late transfers followed by a cancellation will be charged 25 percent of the program fee. Transferees will have a period of one year from the date of their transfer request to attend a subsequent program offering. After a one-year period, tuition fees will be forfeited.

Substitutions

Substitution of registrants in a session may be made without penalty, any time prior to the program's commencement.

Accommodations

CBM Consult Ltd can facilitate accommodation arrangements at the program venue. Participants will bear the cost of accommodation.

Participants can also do the bookings themselves at the venue by contacting them directly to reserve accommodations or through **booking.com**.

Data Protection

The details our clients provide, will be stored solely within the database of CBM Consult and used solely for that purpose. We maintain the **privacy** and confidentiality of our clients always.

GENERAL INFORMATION ABOUT CBM CONSULT INTERNATIONAL PROGRAMS

Fees

All fees are exclusive of VAT. They however include the following:

- Tuition
- Meals (Lunch) and Two Snacks each day during the Training
- Handouts and other Supporting Materials
- Exercises and Case Studies
- Internationally Recognised Professionals and Experienced Facilitators
- Networking and Relationship Building Environment
- Course Participation Certificate
- Tour of Selected Tourist Sites

Payment and Discount Policy

The company offers discount to companies which book a certain number of programmes and do that early. The earlier you register, the larger the applicable discount on your admission fee.

Early Birds 1-Course fees paid sixty (60) days before course starts will be Two Thousand, Eight Hundred Dollars (USD 2,800.00)

Early Birds 2-Course fees paid thirty (30) days before course starts will be Two Thousand, Eight Hundred and Fifty Dollars (USD 2,850.00)

Discounts

1. Companies which sponsor more than three (3) participants per same course and date will get a discount of 10% off the total amount before VAT
2. Companies which sponsor more than a total of six (6) participants or more within the year across all the programs will get a discount of 10% off the total amount before VAT
3. Companies which sponsor more than three (3) participants each for three (3) or more courses within the year will get a discount of 15% off the total amount before VAT.

Customized In-House Training Programs

All the courses can be organized in-house, tailored to the specific needs of organizations. Organizations will get the same expert facilitators and CBM Consult Ltd. 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.

Customer Support, Registration and Booking Information

There are five easy steps to register for our courses.

1. Select your preferred course and code. You can contact us for any clarifications and support.
2. Indicate your preferred date and location of the course.
3. Register for the course either online or via e-mail or phone.
4. An invoice will be raised upon registration and sent by email.
5. Payment of the Admission Fee should be made to the Company's account that will be provided.
6. Acknowledgement of payment will be sent to each delegate through the organization making the booking. Your course registration is complete upon payment. **Please note that payment is required in advance of the seminar. Course Fees must be paid not later than 14 days before the start of the course.**
7. Information will be sent to registered delegates by email at least seven days prior to the program start date.

Contact Address:

Postal Address: P. O. Box CT 3100, Cantonments, Accra.

Phone: +233 [0]20-3852834/ +233 [0]24-3962141

Email: info@cbmconsultltd.com Or registration@cbmconsultltd.com

Website: www.cbmconsultltd.com

TRAINING PROGRAM DETAILS

(CODE-AMMS)- ADVANCED MODERN MANAGEMENT SKILLS

About the Program

A manager who has a big picture approach and seek opportunities to empower their direct reports while encouraging personal responsibility and self-initiative is an indispensable asset to the organization

A modern manager in a changing and dynamic corporate environment shows pragmatism and is able to anticipate problems and develop workable solutions to these problems. Working in a diverse, multicultural environment, the modern manager should appreciate the need for being a team leader working towards developing high performing individuals and high performing teams.

To become a successful pragmatic modern manager in a changing and dynamic corporate environment, the person should acquire a tool kit of advanced modern management skills.

This five-day intensive training course will enable participants enhance and translate their present knowledge of management policies and principles into sound operating practices on the job.

The program seeks to explore the core competencies and skills required to manage effectively. It will provide an invaluable insight into modern management techniques that every successful manager needs to thrive in a managerial position. Through case studies, video presentations and exercises, participants will be able to identify their strengths and areas for development.

Learning Objectives

- To equip participants with an understanding of contemporary management issues
- To enable participants acquire current management tools and systems for increased performance
- To provide participants with practical ways to lead, organise and empower their team members for improved performance output

Learning Benefits

At the end of the program, participants will acquire modern management tools and methods to drive high performance output.

Program Content

- **An Overview of Management Theories and the Management Process**
- **The Roles and Functions of a Manager in the Contemporary Corporate Environment**
- **Key Management Tasks and Competencies**
- **Organizational Planning and Goal Setting**
 - Why Planning
 - Typologies of Planning and Goal Setting
 - The Value of Planning and Goal Setting
 - Steps for Planning Strategically
- **Managing Resources Effectively to Eliminate Waste**
- **Total Quality Management**
 - Customer Focus
 - Continuous Improvement (Kaizen)
 - Benchmarking

- **The Six Sigma**
 - Principles of Six Sigma
 - Six Sigma Methodology
- **Building and Inspiring Team Members**
 - “Well Functioning” Teams Contrasted with "Poorly Functioning" Teams
 - Factors Influencing Team Effectiveness
 - Team Spirit and Teamwork
 - Managing Teams for High Performance
- **Motivating Staff to Spark Productivity**
 - Assumptions of Staff Motivation
 - Types of Staff Motivation
 - Causes and Symptoms of De-Motivation
 - Strategies to Build a Motivated Workforce
- **Communicating Effectively as a Manager**
 - Reasons why Communication at the Workplace is Important
 - The Characteristics of Effective Communication
 - Identifying Common Communication Problems at the Workplace
 - Communication Strategies to Overcome and Prevent Communication Problems
- **Performance Management**
 - What Is Performance and Why Measure Performance ?
 - The Performance Management Cycle
 - Performance and Productivity
 - Diagnosing Individual Performance Deficits
 - Conducting Performance Appraisals
 - Coaching And Counselling During Appraisal
- **Financial Awareness and The Manager**
 - Managing Office Costs
 - Principles And Practice of Budgeting
 - Using Budgets to Manage Business Performance
- **Managing Under Pressure**
 - Time, Stress and Self-Management
- **Managing Change**

Who Should Attend

This action packed, challenging and informative course has been designed for managers, senior managers and executives in the governmental, non-governmental and private sectors and those who wish to gain knowledge and understanding of the latest modern management skills and techniques.

Duration: Five (5) Days

Program Dates	Venue
13 th -17 th May 2024	Accra
15 th -19 th July 2024	Dubai
28 th October-1 st November 2024	Lagos

Fees: Two Thousand, Nine Hundred and Fifty Dollars (USD 2,950.00) per participant



Group Picture of Participants at an Open house Training Programme



Facilitator making a point



Facilitator making a point

(CODE-SLPM)- STRATEGIC LEADERSHIP AND PEOPLE MANAGEMENT SKILLS FOR MANAGERS

About the program

Strategic leadership is essential in transforming an organisation into a successful and high performing one.

In a global world with a current crop of knowledgeable employees nurtured on the right to know coupled with stiff competition and a rapidly changing advanced technology, organisations need good strategic managers and capable leaders to ensure the organisation responds to change.

In the contemporary corporate environment, employees are now seen in terms of their ability to provide quality services and their ability to grow and evolve continuously as opposed to previously being perceived as a resource to provide goods and services.

As a leader, how can you influence people and their actions towards the achievement of the organisations vision, mission and goals? How can you make effective decisions about strategy formulation and implementation? How can you create a culture for delivering results?

This five-day program will discuss leadership from a broader perspective with the objective of helping participants understand the concept of leadership and how to use this knowledge to effectively manage their employees.

Learning Objectives

- To enable participants appreciate the relationship between management and strategic leadership and how it affects decision making
- To set out clear guidelines for strategic leadership and management.
- To enable participants learn the people management techniques to get maximum performance.
- To enable participants build upon their business knowledge and explore their strategic leadership potential

Learning Benefits

At the end of the program, participants will acquire the practical skills and techniques to enable them think, lead, manage and act strategically and move from management into leadership

Program Content

- **Overview of Leadership and Management Theories**
- **The Managers Vs the Leader**
- **Pitfalls Of Leadership**
- **Key Skills and Competencies to Implement Effective Leadership Strategies**
- **Assessing Your Own Strengths and Weaknesses**
- **Strategic Leadership and Organisational Culture**
 - Vision, Mission and Core Values
- **Leadership Style and Effectiveness**
- **Communicating Effectively**
 - Identifying Communication Challenges
 - Influencing how your Communication is Received
 - Giving and Receiving Criticisms
 - Developing Effective Listening Skills
 - Mastering Organizational Politics
 - Understanding Different Staff Communication Styles

- **Teamwork Skills for Effective Leadership**
 - Characteristics of Effective and Ineffective Teams
 - Dealing with Team Problems
 - Building Trust in Team Relationships
 - Inspiring Enthusiasm and Commitment Among Team Members
 - Coaching and Mentoring
- **The Emotionally Intelligent Leader**
 - The Relevance of Emotional Intelligence in the Work Place
 - Assessing your Own EQ
 - Emotional Control and Conflict Management
 - Applying Emotional Intelligence in Work and General Situations
 - Developing Your Emotional Intelligence Competences
- **Practising Ethical Leadership**
 - Concept of Ethical Leadership
 - Ethical Leadership Principles
 - Ethical Leadership Traits
 - Improving Ethical Leadership Skills
- **Delegation and Supervision**
 - Why Managers Do Not Want to Delegate
 - Overcoming Resistance to Delegate
 - Methods And Techniques of Delegation
 - Practical Tips for Effective Delegation
- **Motivation as a Manager**
 - Identifying Different Individual Needs
 - De-Motivation Signs and Symptoms
 - Motivating Staff in a Contemporary Working Environment
 - Techniques to Motivate Staff
- **Managing Staff Performance**
 - Assessing Staff Performance
 - Conducting An Effective Performance Appraisal Meeting
 - Handling Staff Who Disagree with Your Evaluation
- **Time and Stress Management**
 - Self-Control and Discipline
 - Assessing Your Time Management Style
 - Devoting More Time Toward Achieving High Priority End Goals
 - Causes Of Stress
 - Symptoms Of Stress
 - Coping With Stress
- **Management of Change**
 - Identifying the External Pressures of Change
 - Understanding the Process of Internal Change

- Appreciating the Significance of Corporate Culture in Implementing Change
- Dealing With Resistance
- **Negotiation Tactics and Techniques**
 - Negotiation Styles and Practices
 - Gaining Collaboration and Support
 - Sustaining Positive Momentum
- **Case Studies and Personal Action Plans**

Who Should Attend

This program is designed to benefit middle, upper-middle, senior-level managers, managers recently appointed to leadership roles and those who wish to identify and practise the skills necessary for effective leadership and management.

Duration: Five (5) Days

Program Dates	Venue
18 th -22 nd March 2024	Accra
3 rd -7 th June 2024	Accra
21 st -25 th October 2024	Dubai

Fees: Two Thousand, Nine Hundred and Fifty Dollars (USD 2,950.00) per participant



Facilitator answering a question



A participant making a presentation



Group Picture of Participants at an Open house Training Programme



A Typical Case Study Session

(CODE-ECRP)- EFFECTIVE COMMUNICATION, REPORT WRITING AND PUBLIC SPEAKING SKILLS FOR MANAGERS

About The Program

Communication is critical to the well-functioning of every organisation. The success or ruin of any organization is commonly dependent on how effective staff communicate with each other. Not communicating the right messages will often result in lost business, low morale in the workplace or soured working relationship with clients and colleagues.

Although communication occur in the organization, the process of transmitting information from an individual (or group) to another is a very complex process with many sources of potential breakdown. Communication skills are therefore an essential element every employee and manager must have as part of their standard tool set. Whether interacting with clients or colleagues, writing reports or making presentations you need to be effective in your communication.

This five-day program has been structured to develop the communication and relational skills of participants. The program will also provide participants with the technical skills and personal tools to write effective reports and deliver effective presentation. The training is highly interactive and practical.

Learning Objectives

- To provide tools for developing, refining and building the communication skills of participants
- To enhance the relationship skills of the participants when dealing with clients and their team members
- To develop participants ability to write clear, concise and comprehensive reports
- To enhance participants ability to deliver effective presentations to any audience and confidence

Learning Benefits

Through interactive exercises, self-assessments and role playing, participants will sharpen their communications toolkit. They will also be able to structure clearly written reports and presentations

Course Content

- **Organisational Communication**
 - The Importance of Organizational Communication
 - Barriers to Effective Communication
 - Evaluating your Communication Style to Become an Effective Communicator
- **Verbal and Non-Verbal Communications**
 - Components of Vocal Expressions
 - Verbal Disrupters
 - Conversing With Confidence
 - Non-Verbal Communication Problems
 - Impact of Non-Verbal Cues
- **Building Interpersonal Relationships with Clients and Colleagues**
- **What is a Report?**
 - Classification of Reports
 - Understanding the Reader's Needs
 - Characteristics of a Good Report
- **Types and 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 and Memos
- **Presentation Skills**
 - Designing your Presentation
 - Identifying Key Points
 - Planning the Sequences
 - Delivering your Presentation with Energy and Composure
- **Communicating Effectively to Deliver Customer Service Excellence**
 - Building Rapport with Clients
 - Delivering Exceptional Service on The Telephone
 - Turning Complaints into Opportunities
- **Being Abreast with the Ever-Changing Communications World**
 - Video messaging
 - Direct messaging
 - Email

Who Should Attend

This program is designed for Business Executives, Professionals who deal with various business communications, Sales and Marketing Executives, Customer Service Professionals and anyone whose role entails writing reports, making presentations and dealing with clients.

Duration: Five (5) Days

Program Dates	Venue
15 th -19 th April 2024	Accra
20 th -24 th May 2024	Lagos
8 th -12 th July 2024	Dubai

Fees: Two Thousand, Nine Hundred and Fifty Dollars (USD 2,950.00) per participant



A participant making a presentation



A Typical Case Study Session

(CODE-ETLS)- EXECUTIVE TEAM LEADERSHIP FOR STRATEGIC GROWTH

About the Program

Successful leadership is achieved when the leader has been able to create an enabling work environment that enables team members to achieve both their individual and team goals. All team leaders are confronted with working with people with different abilities, talents, experience, personalities and backgrounds.

Successful leaders are those who are able to recognize these differences in themselves and others and learn to adjust to optimise the performance of all individual team members. Employees are able to achieve more than they would on their own as part of a cohesive and effective team. Being part of such a team enables members to be able to capitalize on each other's skills, experience and strengths for maximum output.

However, creating a high performing team isn't always easy. It requires the team leader being able to create a team environment that is collaborative, cooperative and growth oriented. This five-day program will enable participants determine their strengths and weaknesses as well as the relevance of these strengths and weaknesses to current and future team leadership roles. The program will help participants create a working environment that will enable their team members share a common ideal, embrace a common goal, work in unity and produce uncommon results.

Through icebreakers, team building exercises, role plays and video presentations, this very interactive program will enable participants acquire the core skills and competencies to become effective team leaders.

Learning Objectives

- To provide participants with a comprehensive knowledge and understanding of the skills needed for effective leadership
- To enable participants provide leadership in creating a team whose members pull together for high performance
- To help participants create a team environment that encourage commitment, innovation and co-operation among team members.

Learning Benefits

At the end of the program, participants will be able to develop and enhance their team leadership skills to create high performance teams

Course Content

- **The Art of Leadership and Challenges of Leadership**
 - Perspectives of Leadership
 - Leadership vs Management
 - Leadership and Organizational Performance
 - Leadership Development and Effectiveness
 - Leadership Challenges
 - Avoiding the Pitfalls of Leadership
 - Navigating the Complex Terrain of Leadership
- **Leadership Style and Effectiveness**
 - Types of Leadership Styles
 - Organizational Culture and Effectiveness of Leadership Style
 - Assessing your Current Team Leadership Profile
 - Influencing and Empowering as a Leader

- **The Emotionally Intelligent Leader**
 - Assessing your Own EQ
 - Recognizing the Importance of the Four Core Emotional Quotient (EQ) Skills in Work Life and Relationship
 - Balancing Stress to Connect with your Emotions
 - Improving Your Emotional Intelligence
- **The Effective Team**
 - Identifying the Traits of an Effective Team
 - Distinguishing Team Roles and Responsibilities
 - The Benefits to an Organization when there is Team Work
- **Key Techniques for Competent Team Working**
 - The Concept of Teamwork
 - Identifying Teamwork Barriers
 - Developing Team Player Skills
 - Team Collaboration
 - Team Consensus
- **Delegation and Team Effectiveness**
 - Importance of Delegation
 - Delegation Techniques to Improve Skills and Increase Motivation Of Team Member
- **Conducting Effective Team Meetings**
 - Defining Roles that Contribute to Effective Team Meetings
 - Meeting Behaviours that Help Build a Team
 - Dealing with Behaviours that Hinder the Effectiveness of Team Meetings
- **Problem Solving and Conflict Resolution within the Team**
 - Managing Individual Relationships
 - Avoiding Confrontation and Conflict
- **Influencing and Empowering as a Team Leader**
 - Building Trust and Confidence in those you Lead
 - Inspirational Influence
 - Empowering Team Members
 - Mentoring and Coaching Others to Greatness
- **Team Alignment for Growth**
 - Nature of Team Alignment
 - Key Principles of the Team Alignment Process
 - Building a High Performing Team
- **Case Studies and Role Playing**

Who Should Attend

This very interactive training has been designed for managers, newly appointed/prospective managers, decision makers and team leaders responsible for providing clear direction and leadership to their teams and who wish to enhance their skills and capability for effective team leadership.

Duration: Five (5) Days

Program Dates	Venue
22 nd -26 th April 2024	Dubai
24 th -28 th June 2024	Lagos
29 th July-2 nd August 2024	Nairobi

Fees: Two Thousand, Nine Hundred and Fifty Dollars (USD 2,950.00) per participant



Group Picture of Participants after a Training Programme



Group Picture of Participants after a Training Programme

(CODE-AOMAS)- ADVANCED OFFICE MANAGEMENT AND ADMINISTRATION SKILLS FOR ADMINISTRATIVE PROFESSIONALS

About the Program

The complex and increasing demands of the modern office environment requires that staff engaged in office management and administration duties update their knowledge, skills and abilities to function effectively as office support staff.

The Administrative and Office Manager functions to create a focused and convenient work environment while guiding and coordinating the activities of office personnel to achieve business goals.

By the nature of their work they require a comprehensive knowledge and understanding of the skills needed for effective administration and office management duties to work effectively in a rapidly changing business environment.

This five-day programme has been designed to provide participants with the skills and information to become more professional in carrying out their administrative and office management duties. Participants will also be taught how to develop good communication and interpersonal skills as well as get a good understanding of new technology for administrative duties.

Learning Objectives

- To provide participants with skills and information to enable them perform their office and administrative duties professionally and effectively.
- To provide participants with communication, interpersonal and problem-solving skills.
- To improve the business communication skills of participants
- To enable participants manage essential and sensitive information effectively.
- To enable participants manage both paper and electronic records effectively

Learning Benefits

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

Course Content

- **The Changing Face of Administration and Office Management Duties**
 - The Functions and Responsibilities of Management
 - Key Management Tasks and Competencies
 - Assessing your Administrative and Office Management Skills
 - Expectations of the Administrative and Office Management Staff
- **Work Ethics and Productivity**
 - Work Ethics and Attitudes-the relationship
 - The Importance of Ethics at the Workplace
 - Poor vs Good Ethics at the Workplace
 - Benefits of Good Ethics at the Workplace
 - Developing Positive Attitudes and Good Work Ethics to Become Productive
- **Developing your Emotional Intelligence**
 - Understanding Emotions
 - The Relevance of Emotional Intelligence in the Workplace.

- Assessing Your Own Emotional Quotient (EQ)
- Techniques to Apply Emotional Intelligence in Work and General Situations.
- Balancing Stress to Connect with your Emotions
- **Enhancing your Communication and Interpersonal Skills**
 - Why Communication is Key to Cooperating and Growing
 - Building Interpersonal Relationships through Trust
 - Telephone and Reception Skills
 - Customer Contact Skills
 - Managing Conflict in Interpersonal Relationships
- **Developing your Business Communication Skills**
 - Using Sentences and Paragraphs
 - Using Plain and Understandable Words
 - Punctuating Appropriately
 - Getting the Style Right for Writing
 - Writing Effective and Excellent Business Letters
 - Writing Memos, Investigative Reports, Proposals, Sales Letters and Minutes
 - Responding to Letters of Complaints
- **Working with Your Boss to Become an Effective Team Member**
 - The Nature of the Relationship Between the Boss and the Administration Staff
 - Being a Team Player
 - Knowing your Boss and His/Her Business Associates
 - Projecting with your Boss to Set Precedence at Achieving Goals
 - Basic Skills of Cooperation and Problem Solving
 - Dealing with Multiple Bosses
- **Organizing and Maintaining Company Records and Filing System**
 - Records and Information
 - Why Keep Records
 - The Records Life Cycle
 - Managing Paper Records
 - Electronic Records Management
 - Records Retrieval and Control Mechanisms
 - Management of Inactive Records
 - Records Destruction
- **Coordinating and Managing Meaningful Meetings**
 - The ABC's of Effective Meetings
 - Planning Meetings- Before, During and After the Meeting
- **The Administration Professional and New Office Technology**
 - The Modern Office and the Emergence of Office Automation
 - Application Software Handling
 - Leveraging digital channels such as Google Search, Social Media, Email, and Websites to Become Productive.
- **Managing Essential and Sensitive Information**
 - The Importance of Confidentiality
 - Types of Information that Must or Should Be Protected
 - Steps to Better Protect Confidential Information
 - Controls **Required** When Using, Transmitting Or Disposing of Sensitive Information.
- **Time Management and Coping with Stress**
 - Signs of Poor Time Management
 - Identify the Activities that Waste your Time
 - Steps in Planning and Organising the Usage of Time

- Identify the Causes of Stress
- Exploring Strategies to Manage Stress
- **Budgeting and Cost Control**
 - Controlling Office Cost
 - Steps to Budgeting
- **Developing Your Professional Goals**

Who Should Attend

This interactive program is designed for office managers, administration and HR managers, executive secretaries, private secretaries, personal assistants and all secretaries to top executives in public, private and NGO sectors.

Duration: Five (5) Days

Program Dates	Venue
6 th -10 th May 2024	Accra
9 th -13 th September 2024	Nairobi

Fees: Two Thousand, Nine Hundred and Fifty Dollars (USD 2,950.00) per participant



A Typical Case Study Session

(CODE-ISNLI)- SUCCESSFUL NEGOTIATION, LOBBYING AND INFLUENCING SKILLS

About the Programme

Any human activity that involves two or more persons usually requires some degree of negotiation. Executives and managers are always negotiating in one way or the other with employees, customers, unions, suppliers and other officials on matters related to work practices, complaints and various deals.

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 five-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, union etc.

The programme uses video clips showing typical negotiating situations to highlight good and bad tactics. They will also be taught lobbying and influencing skills without hurting the other party.

It is a highly participative course based around the needs of each individual attending.

Learning Objectives

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

To improve the confidence of participants to conduct successful negotiations.

- To enhance the lobbying and influencing skills of participants

Learning Benefits

A better understanding of the do's and don'ts of negotiation. How to get the best out of every negotiation. The communication skills of participants will be enhanced to ensure future successes.

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

• Culture and Negotiations

- Assessing the impact of culture on principled negotiation
- Key challenges associated with negotiations in a multi-cultural environment

• Communicating Effectively During Negotiations

- Understanding and softening different perceptions and communication barriers
- Listening to understand and not just to respond
- Using Body Language to present a Positive Image
- Questioning Skills

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

Negotiation Styles

- 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 during negotiation

- Principles of lobbying
- The purpose of lobbying
- Types of lobbying
- Lobbying in an organisational setting
- Elements of successful lobbying
- Rules of lobbying

• Developing Influencing Skills

- Building trust
- Developing “Organizational Intelligence.”
- Engaging in active listening
- Being a team player

• Cases and Syndicated exercises

Who Should Attend

This program has been designed for managers in the areas of sales, marketing, human resources, strategy, trade union executives and all those whose role requires them to negotiate with customers, suppliers, management and will like to enhance their influence, both internally in their organisations and externally with other organisations and vendors.

Duration: Five (5) Days

Program Dates	Venue
5 th -9 th August 2024	Nairobi
7 th -11 th October 2024	Accra

Fees: Two Thousand, Nine Hundred and Fifty Dollars (USD 2,950.00) per participant

Program Dates and Venues

1. Code AMMS: *Advanced Modern Management Skills*

Duration: Five (5) Days

Program Dates

13th-17th May 2024

15th-19th July 2024

28th October-1st November 2024

Venue

Accra

Dubai

Lagos

2. Code SLPM *Strategic Leadership and People Management Skills for Managers*

Duration: Five (5) Days

Program Dates

18th-22nd March 2024

3rd-7th June 2024

21st-25th October 2024

Venue

Accra

Accra

Dubai

3. Code ECRP: *Effective Communication, Report Writing and Public Speaking Skills for Managers*

Duration: Five (5) Days

Program Dates

15th-19th April 2024

20th-24th May 2024

8th-12th July 2024

Venue

Accra

Lagos

Dubai

4. Code ETLS: *Executive Team Leadership for Strategic Growth*

Duration: Five (5) Days

Program Dates

22nd-26th April 2024

24th-28th June 2024

29th July-2nd August 2024

Venue

Dubai

Lagos

Nairobi

5. Code AOMAS: *Advanced Office Management and Administration Skills for Administrative Professionals*

Duration: Five (5) Days

Program Dates

6th-10th May 2024

9th-13th September 2024

Venue

Accra

Nairobi

6. ISNLI *Successful Negotiation, Lobbying and Influencing Skills*

Duration: Five (5) Days

Program Dates

5th-9th August 2024

7th-11th October 2024

Venue

Nairobi

Accra

TRAINING COURSES BOOKING FORM

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

Three 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

Training Course details:

Title:.....

Code:

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

USD

☐ 2 delegates

USD

☐ 3 delegates

USD

Payment of the Admission Fee should be made to the account details below:

Account name: CBM Consult Ltd. Account number:1621180001044

Swift Code: GHCBGHAC Bank: GCB PLC

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 +233 [0]20-3852834 OR +233 [0]24-3962141