



# Training Calendar for SMEs, Institutions and Corporates

2024



S/N	TRAINING	CONTENTS	DATE	VENUE	TARGET GROUP	TUITION
1	Professional Marketing	<ul style="list-style-type: none"><li>• The Art of Selling</li><li>• Critical Selling skills</li><li>• Professional Selling</li><li>• Marketing Tangible and Intangible Products</li><li>• Marketing VS selling</li><li>• The Marketing Triangle</li></ul>	January 17th-18th 2024	Abuja	Marketers and Business Development Officers	N100,000
2	The Competent Auditor	<ul style="list-style-type: none"><li>• The Audit Process</li><li>• Auditing and Inspection</li><li>• Fraud Prevention and Detection</li><li>• Fraud Control measures,</li></ul>	January 24th 2024	Abuja	Auditors from Financial Institutions	N120,000



		<p>investigation and reporting</p> <ul style="list-style-type: none"> <li>• The Internal and External Auditing Process</li> </ul>				
3	Performance Management	<ul style="list-style-type: none"> <li>• Key Performance Indicators for Banking</li> <li>• Customer retention, customer penetration, asset quality, and assets management</li> <li>• Target setting and Measuring variances</li> <li>• Performance Tracking and Monitoring</li> <li>• Key Performance Indicators for Banking</li> </ul>	February 1st, 2024	Abuja	Performance Officers and Finance Officers	N150,000



		<ul style="list-style-type: none"> <li>● Customer retention, customer penetration, asset quality, and assets management</li> <li>● Target setting and Measuring variances</li> <li>● Performance Tracking and Monitoring</li> </ul>				
4	Personal Effectiveness and Self-Branding	<ul style="list-style-type: none"> <li>● Personal organization</li> <li>● Self esteem/self image</li> <li>● Developing Problem solving skills</li> <li>● Social and Emotional Intelligence</li> <li>● Presentation skills</li> <li>● Time Management</li> </ul>	February 6th-7th 2024	Lagos	Top Managers and Executives	N250,000



		<ul style="list-style-type: none"> <li>• Work Life Balance and Integration</li> </ul>				
5	Customer Service Excellence	<ul style="list-style-type: none"> <li>• Customer Retention and Management</li> <li>• Principles and practice of customer care</li> <li>• Levels and type of customers</li> <li>• Customer service VS image building</li> <li>• Cross Selling and Handling Customer Complaints</li> </ul>	February 14th-15th 2024	Abuja	All Customer Service Representatives	N 100,000
6	Credit Administration and Risk Management	<ul style="list-style-type: none"> <li>• Regulatory Requirements In Credit-Obligor,</li> </ul>	February 16th-17th 2024	Abuja	Credit Administration Officers	N 150,000



		<p>Facility, Character, Loan Covenant Etc.</p> <ul style="list-style-type: none"><li>• Types Of Lending Facilities</li><li>• Credit Analysis And Packaging</li><li>• Principles For The Management Of Credit Risk</li><li>• Credit Administration, Measurement And Monitoring Process</li><li>• Loan Purpose Analysis</li><li>• Loan Delinquency and recovery</li><li>• Loans Portfolio Management</li></ul>				
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		<ul style="list-style-type: none"> <li>• Advanced Loan Portfolio Management</li> <li>• Workout plans for bad loans</li> <li>• Loan Classification and Portfolio Aging</li> <li>• Red flag signals in Credit</li> </ul>				
7	Ratio Analysis in Credit	<ul style="list-style-type: none"> <li>• Profitability Ratios</li> <li>• Portfolio Quality Ratios</li> <li>• Liquidity ratio</li> <li>• Debt-equity ratio</li> <li>• Return on Share holder equity</li> <li>• Valuation of security</li> </ul>	February 21st 2024	Abuja	Credit Officers	N 80,000



8	Asset and Liability Management	<ul style="list-style-type: none"> <li>● Asset and Liability management</li> <li>● Structure of a bank's balance sheet</li> <li>● Profitability and Loss</li> <li>● Major risks in banking</li> <li>● Stress Testing</li> </ul>	February 23rd 2024	Abuja	Finance Officers	N 80,000
9	Career and Self Development	<ul style="list-style-type: none"> <li>● Leading and Managing Change</li> <li>● Transformational Leadership</li> <li>● Problem Solving and Decision-Making</li> <li>● Strategic Thinking and Planning</li> <li>● Self and Team Management</li> <li>● Driving Innovation</li> </ul>	March 6th-7th 2024	Abuja and Lagos	Heads of Departments and Managers	N200,000





		<ul style="list-style-type: none"> <li>● Effective Supervision and Coaching for Superior Performance</li> </ul>				
10	Strategic Human Resources Planning	<ul style="list-style-type: none"> <li>● The Human Capital framework and the HR Planning</li> <li>● DEI issues in the Workplace</li> <li>● Managing Productivity for Virtual and Offsite Staff</li> <li>● Human resources requirements and information management</li> <li>● Human capital planning and development</li> </ul>	March 13th-14th 2024	Abuja and Lagos	Human Resources Manager	N250,000



		<ul style="list-style-type: none"> <li>• Action plans for HR planning, monitoring and implementation</li> <li>• Recruitment and staff selection techniques</li> <li>• Staff forecasting and Talent Management</li> </ul>				
11	Human Capital Resources Management	<ul style="list-style-type: none"> <li>• Employee recognition and retention</li> <li>• Competency Profiling and Workplace Effectiveness</li> <li>• Workplace Conflict Resolution and Implications of Growth</li> </ul>	March 27th-28th 2024	Abuja and Lagos	Human Resources Managers	N300,000



		<ul style="list-style-type: none"> <li>• Compensation planning/matching pay to achievement</li> <li>• Managing personnel records and data</li> <li>• Career planning and Development</li> </ul>				
12	Strategy	<ul style="list-style-type: none"> <li>• Total Quality Management</li> <li>• Strategic Thinking And Result Based Solutions</li> <li>• SWOT and SOAR Analysis</li> <li>• Building Strategies For Breakthrough Performance</li> </ul>	April 2nd-3rd 2024	Abuja	Heads of Strategy and Business Development Managers	N100,000



		<ul style="list-style-type: none"> <li>• Competitive Strategies</li> </ul>				
13	Product Development	<ul style="list-style-type: none"> <li>• Product Life Cycle</li> <li>• Customer-focused and Market Driven Products</li> <li>• The Product Development Process</li> <li>• Market Research Loop and Pilot Testing</li> </ul>	April 10th-11th 2024	Abuja	Business Managers and Heads of Product Development	N 150,000
14	Risk Management	<ul style="list-style-type: none"> <li>• Risks management cycle</li> <li>• Preventive risk management</li> <li>• Risk rating and Risk Appetite</li> <li>• The role of BASEL 111 in Risk Management</li> </ul>	May 2nd-3rd 2024	Abuja and Lagos	Risk Officers	N100,000



15	Intelligent Marketing	<ul style="list-style-type: none"><li>● Getting better results</li><li>● Hard-marketing strategies</li><li>● Managing retail marketing programme</li><li>● High performance skills</li><li>● Marketing hard-sell products</li><li>● Customer profiling and reprofiling</li><li>● Competitors profiling</li><li>● Creating customer loyalty</li><li>● Managing difficult customers</li><li>● Dealing with Prestige and High Networth Customers</li></ul>	May 15th-16th 2024	Abuja and Lagos	Senior Marketing Officers	N150,000
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16	Business Continuity Planning	<ul style="list-style-type: none"> <li>● The Business Continuity Planning Template</li> <li>● BCM Template</li> <li>● Disaster Recovery and Planning</li> </ul>	June 12th-13th 2024	Lagos	Risk Officers	N 250,000
17	High Performance Leadership	<ul style="list-style-type: none"> <li>● The auto-run system</li> <li>● Venturing into unknown territories</li> <li>● Transformational Leadership</li> <li>● Evolving a Personal Leadership Brand</li> <li>● Psychology of leadership, growth and change</li> </ul>	June 20th-21st 2024	Abuja and Lagos	Senior Managers	N300,000



18	Modern Workplace Management	<ul style="list-style-type: none"><li>● Integrating AI into Performance and Productivity Management</li><li>● Diversity Environment and Inclusion Strategies</li><li>● Employee Retention Strategies</li></ul>	July 3rd-4th 2024	Abuja	Human Resource Officers	N 200,000
19	Corporate Governance	<ul style="list-style-type: none"><li>● Regulatory Corporate Governance Policies and The Board Role Profile</li><li>● Roles and responsibilities of Directors and the Board</li></ul>	August 16th-17th 2024	Lagos	Legal Officers and Company Secretaries	N 400,000



		<ul style="list-style-type: none"> <li>● Instruments of Governance of organizations</li> <li>● Board Self Assessment</li> <li>● Effective governance and leadership of the board</li> </ul>				
20	Crisis Management	<ul style="list-style-type: none"> <li>● Information Management and Communication Flow</li> <li>● Forecasting potential crisis in the workplace</li> <li>● Critical Incident analysis</li> <li>● Crisis prevention, management and response</li> </ul>	September 4th-5th 2024	Lagos and Abuja	Corporate Communications Managers	N 250,000





21	Aligning Purpose to Performance	<ul style="list-style-type: none"> <li>• Identifying Organizational goals</li> <li>• Determining purpose and key performance indices</li> <li>• Aligning personal goals to achieving performance</li> </ul>	September 18th 2024	Abuja	Unit Heads	N 150,000
22	Strategic Thinking, Planning and Innovation	<ul style="list-style-type: none"> <li>• Strategic Thinking For Results</li> <li>• Strategic Plans And Solutions To Challenges</li> <li>• Accomplishing Strategic Goals</li> <li>• The Strategic Solution Model For Innovation</li> </ul>	September 25th-26th 2024	Lagos	Strategists and Business Planners	N300,000



23	Enterprise Risk Management	<ul style="list-style-type: none"> <li>• Enterprise Risk Management</li> <li>• Building an Enterprise Risk Management Framework</li> <li>• Compliance and Control in the ERM Framework</li> </ul>	October 2nd-3th 2024	Lagos and Abuja	Risk Officers	N150,000
24	Entrepreneurship for Beginners	<ul style="list-style-type: none"> <li>• Fundamentals of business financing</li> <li>• Financial Planning and Management</li> <li>• Entrepreneurial skills development</li> <li>• Social Media Marketing</li> <li>• The Spirit of Entrepreneurship</li> </ul>	October 16th-17th 2024	Abuja	Business owners and new Entrepreneurs	N100,000



25	Total Quality Management	<ul style="list-style-type: none"> <li>• Management theories</li> <li>• Total Quality Management (TQM)</li> <li>• The Dynamics And Science Of Management</li> </ul>	October 22nd-23th 2024	Lagos	Heads of Departments	N200,000
26	Transformational Leadership	<ul style="list-style-type: none"> <li>• Psychology of good leaders</li> <li>• Performance Driven Environment</li> <li>• Burden of Leadership</li> <li>• Mentorship</li> </ul>	November 6th-7th 2024	Abuja	Business Drivers	N100,000
27	Building a Top Performing Team	<ul style="list-style-type: none"> <li>• Identifying potentials and Managing Talents</li> <li>• Building an exceptional team</li> </ul>	November 14th 2024	Abuja	Unit Heads	N 150,000



		<ul style="list-style-type: none"> <li>• Managing team expectations</li> </ul>				
28	Procurement and General Administration	<ul style="list-style-type: none"> <li>• The Procurement Process</li> <li>• Asset and Inventory Management</li> <li>• Managing Service Providers and Vendors</li> </ul>	November 19th-20th	Lagos	Administration Officers	N120,000
29	Pre-Retirement Training	<ul style="list-style-type: none"> <li>• Planning for Retirement</li> <li>• Financial Management and Investments</li> <li>• Exploring Business Ideas</li> </ul>	November 28th-29th	Abuja/Lagos	Public Servants and Top Functionaries About to Retire	N100,000



		<ul style="list-style-type: none"> <li>● Basic Business Finance and Financial Discipline</li> <li>● Managing Small Business to Great Enterprises</li> </ul>				
30	Understanding PESTLE in Strategy Execution	<ul style="list-style-type: none"> <li>● Learning tools for business diagnosis</li> <li>● The PESTLE tool for business strategy</li> <li>● Identifying opportunities in the business environment</li> </ul>	December 6th-7th 2024	Abuja/Lagos	Business owners and Leaders	N 300,000