



INDUSTRIAL TRAINING FUND

...Developing the Nation's Human Resource



ITF 2021

LEARNING AND DEVELOPMENT

BROCHURE



INDUSTRIAL TRAINING FUND HEADQUARTERS, JOS.

ITF ACT

LIABILITY TO CONTRIBUTE UNDER THE ITF AMENDMENT ACT, 2011

Every employer having either 5 or more employees in his establishment, or having less than 5 employees but with a turnover of (N50M) and above per annum, shall, in respect of each calendar year and or the prescribed date, contribute to the Fund one per centum of his total annual payroll.

Any supplier, contractor or consultant bidding, or soliciting contracts, businesses, goods, and services from any Federal Government Ministry, Department, Agency, Commercial, Industrial and Private entity shall fulfill the statutory obligations of his employees with respect to payment of training contribution to the Fund.

Any liable organization, public or private including companies situate in the Free Trade Zone requiring approval for expatriate quota and/or utilizing custom services in matters of export and import, must show proof of compliance with this Act in respect of payment of training contribution of his employees and all regulatory agencies of the Federal Government shall ensure compliance with section 6(1)-(3) of this Act.

HOW TO REMIT YOUR CONTRIBUTION:

Register with any ITF Area Office and obtain ITF National Number

Pay through any of ITF's 37 Area Offices, OR

Pay through any bank across the country where you will be issued an e-receipt that will be generated immediately by the bank of payment

The e-receipt will enable you collect your compliance certificate on presentation to the Area Office of Registration..

UTILIZATION OF THE FUND:

The Fund shall be utilized to:

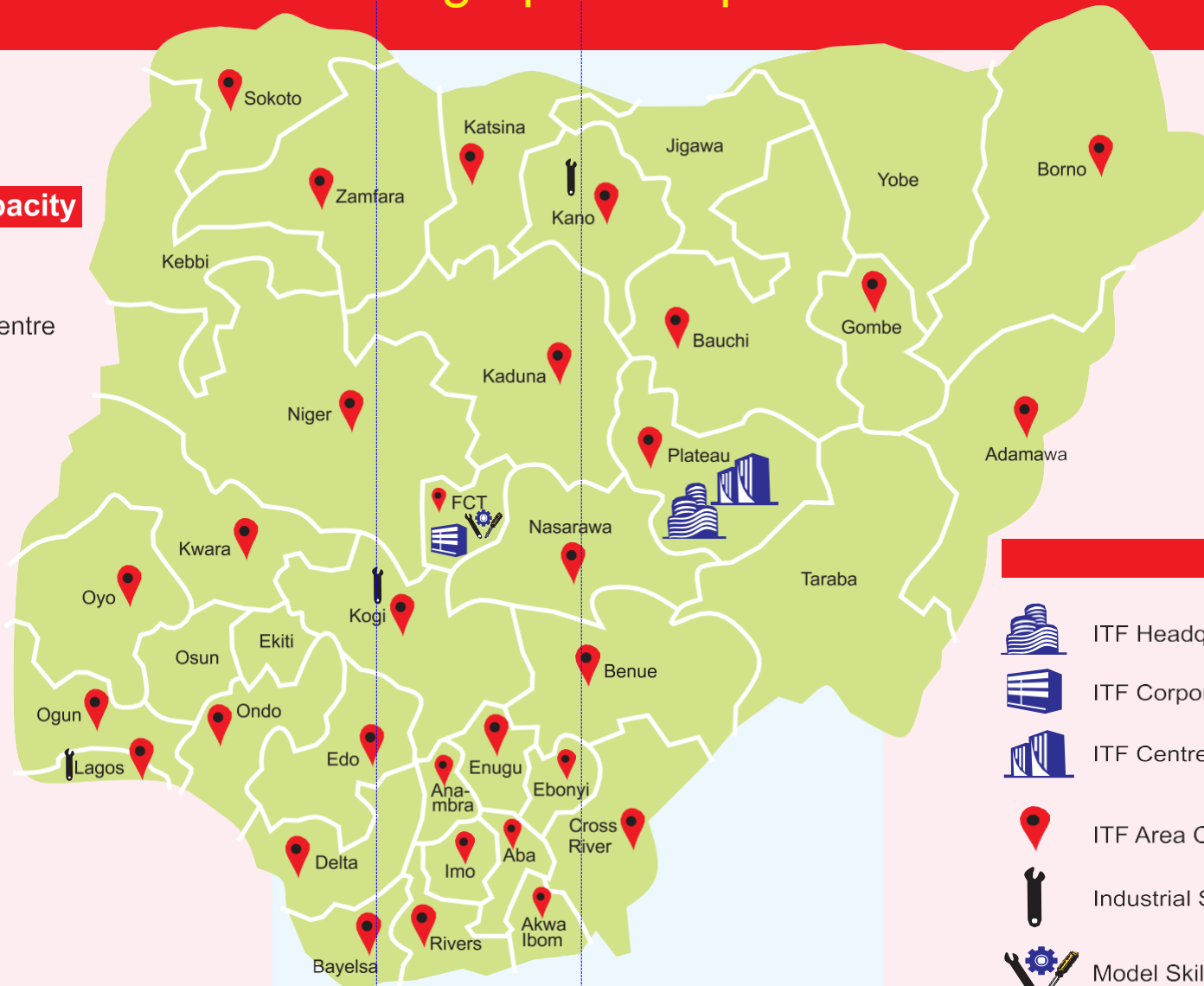
- a.) provide, promote and encourage the acquisition of skills in industry and commerce with a view to generating a pool of indigenous trained manpower sufficient to meet the needs of the private and public sectors of the economy.
- b.) provide training for skills in management for technical and entrepreneurial development in the public and private sectors of the economy.
- c.) Set training standards in all sectors of the economy and monitor adherence; and
- d.) Evaluate and certify vocational skills acquired by apprentices, craftsmen and technicians in collaboration with relevant organizations.

INDUSTRIAL TRAINING FUND

Geographical Spread

ITF Institutional Capacity

- 40 Area Offices
- 3 Skills Training Centres
- 1 Model Skills Training Centre
- 1 Centre for Excellence



KEY

- ITF Headquarters, Jos.
- ITF Corporate Office, Abuja
- ITF Centre for Excellence, Bukuru
- ITF Area Offices
- Industrial Skills Training Centre
- Model Skills Training Centre (MSTC)



INDUSTRIAL TRAINING FUND CORPORATE OFFICE, ABUJA.



INDUSTRIAL TRAINING FUND MANAGEMENT TEAM

ITF 2021

LEARNING AND DEVELOPMENT

BROCHURE

HEADQUARTERS

Opposite State Low-Cost Housing Estate,
Miango Road,
PMB 2199, Jos, Plateau State.
GSM: 07031786051, 09087204678

Website: www.itf.gov.ng
e-mail: dgif@itf.gov.ng, info@itf.gov.ng
facebook.com/itfniger,
twitter.com/ITFNigeria

ABUJA CORPORATE OFFICE:

ITF House
6, Ademola Adetokunbo Crescent,
Maitama, P.M.B. 126, Garki Abuja.
Tel: 07031786324
e-mail: corporate@itf.gov.ng

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PREFACE



The Industrial Training Fund (ITF) Reviewed Vision and Strategy for Mandate Actualization of the present Management will continue to focus on the implementation of interventions as well as commitments to building a pool of skilled workforce geared towards resuscitating both the Industrial and Commercial Sectors of the economy that were adversely affected by the COVID-19 pandemic.

The major policy thrust and strategy needed by the Industrial and Commercial Sectors of the economy to succeed under the current situation is to intensify effort in developing quality Human Capital that would provide the needed competencies to survive and cope with the exponentially changing business environment.

Human Resource Management, Policies, Systems and Programmes are focused on the pursuit of organizational excellence through the optimum utilization of the workforce.

To this extent, the Fund has put together in the year 2021 Learning and Development Brochure as well as on its website well designed training programmes and other performance and productivity improvement programmes that will assist organisations improve the capabilities and competencies of their workforce.

Therefore, this brochure is carefully

articulated to provide a variety of programmes that organisations can leverage on to raise the productivity level of their employees.

I am confident that 2021 training year would turn out to be one of the most rewarding and fulfilling we have had in the recent past inspite of setbacks suffered in 2020

I wish you a fruitful and an enriching training year.

A handwritten signature in red ink, appearing to read 'Joseph N. Ari'. The signature is stylized and cursive.

Sir Joseph N. Ari KSM, KCS
Director-General/Chief Executive
Industrial Training Fund

PROFILE

The Industrial Training Fund is a grade 'A' Parastatal operating under the aegis of the Federal Ministry of Industry, Trade and Investment. It has been operating for 48 years as a specialist agency that provides, promotes and encourages the acquisition of industrial and commercial skills required for national economic development.

Mandate of the ITF

The Fund was established by Decree No. 47 of 8th October, 1971 (Now an Act of the National Assembly), with the following Mandate:

- To Provide, Promote and Encourage the Acquisition of Skills in Industry and Commerce with a view to generating a pool of indigenous trained manpower sufficient to meet the needs of the private and public sectors of the economy;
- To Provide Training for Skills in Management, Technical and Entrepreneurial Development in the Public and Private Sectors of the Nigerian Economy;
- To set Training Standards in all

sectors of the Economy and Monitor Adherence;

- To Evaluate and Certify Vocational Skills acquired by Apprentices, Craftsmen and Technicians in Collaboration with relevant Organizations;
- To Manage and Administer on behalf of Federal Government, the Students Industrial Work Experience Scheme (SIWES)

Vision Statement

To be the leading Skills Development Organization in Nigeria and one of the best in the world.

Mission Statement

To set, regulate Training Standards and provide Human Capital Development Interventions using a Corps of highly Competent Professionals.

Core Values

- Commitment
- Loyalty
- Integrity
- Professionalism and Creativity
- Efficiency and Effectiveness
- Teamwork

Reimbursement Scheme

The Reimbursement Scheme of the ITF commenced in July, 1973. Under the Scheme, the Fund bears part of the cost of workers/employees training and further education by reimbursing for training programmes undertaken.

The amended Act of June 2011 stipulates that: The ITF Governing Council may make a refund of up to fifty percent (50%) of the amount paid by an employer if the Council is satisfied that the training programme of the employer is in accordance with the Fund's Reimbursement Scheme. The Scheme has been revised from time-to-time. The seventh edition of the Scheme is now in operation. Once the conditions for paying reimbursement are fulfilled, prompt payments are always effected. The aim of the Reimbursement Scheme is to encourage employers to train their staff in accordance with the needs of the various industries or group of industries. Employers are therefore, urged to intensify efforts to improve the quality of their manpower through appropriate and approved training programmes.

ITF HEADQUARTERS' DEPARTMENTS AND UNITS

DEPARTMENTS/UNITS

- Director-General's Office
- Business Training and Development Department (BTDD)
- Administration & Human Resource Department (A&HRD)
- Finance and Accounts Department (F&AD)
- Revenue, Inspectorate and Compliance Department (RI&CD)
- Field Services Department (FSD)
- Technical and Vocational Skills Training Department (TVSTD)
- Research and Curriculum Development Department (R&CDD)
- Information and Communication Technology Department (ICTD)
- Standardization, Certification and Consultancy Services Department (SCCSD)
- Procurement Department (PD)
- Corporate Planning Department (CPD)
- Internal Audit Department (IAD)
- Legal and Council Affairs Department (L&CAD)
- Public Affairs Department (PAD)
- Servicom and Anti-Corruption Unit
- Estate Management Unit

CORPORATE OFFICE ABUJA

- Corporate Manager

LOCATION AND ADDRESSES OF ITF TRAINING CENTRES

a] Industrial Skills Training Centre, Ikeja

No. 5 Olorunfunmi Street,
[Behind Phillips Factory]
Off Oregun Road, Ojota,
P. O. Box 55176, Juli House, Ikeja
Tel: 08030807143, 08034723938
E-mail: istc-ikeja@itf.gov.ng

b] Centre for Excellence, Jos

[Staff Training Centre]
Bukuru Road, P. M. B 2199
Jos Plateau State
Tel: 08068670963, 08037003168
E-mail: cfe-jos@itf.gov.ng

c] Industrial Skills Training Centre, Kano

Shieikh Ja'afar Road,
Off BUK Road, Dorayi
P. M. B 3222, Kano
Kano State
Tel: 08035958024, 08037861296
E-mail: istc-kano@itf.gov.ng

d] Model Skills Training Centre, Abuja

2nd Floor, ITF House No. 6,
Adetokunbo Ademola Crescent
Maitama,
P. M. B 126, Abuja
Tel: 08033181752, 08033235273
E-mail: mstcabuja@itf.gov.ng

e] Industrial Skills Training Centre, Lokoja

Zone 8, Opp. Kogi State Secretariat,
Lokoja, Kogi State
Tel: 08036046595,
E-mail: istc-lokoja@itf.gov.ng

LOCATIONS AND ADDRESSES OF ITF AREA OFFICES

AREA OFFICE	STATE [S] COVERED		
<p>1. Aba Area Office No. 74, Onyike Street, Off Umuoba Road, Ogbor-Hill, P. M. B 7071, Aba, Abia State. Tel: 08180068847, 07033556610 E-mail: itfaba@itf.gov.ng</p>	Abia		
<p>2. Abakaliki Area Office No. 3 Ezekuna Crescent, Off Nsugbe Street, Abakaliki, Ebonyi State. Tel: 08037036262, 08033253352 E-mail: itfabakaliki@itf.gov.ng</p>	Ebonyi		
<p>3. Abeokuta Area Office ITF Close, Opposite Governor's Office Okemosan, P.M.B. 2110 Abeokuta, Ogun State. Tel: 08033360019, 08102077521 E-mail: itfabeokuta@itf.gov.ng</p>	Ogun		
<p>4. Abuja Area Office ITF House, No. 6, Adetokubo Ademola Crescent, Maitama, P.M.B 126, Wuse II, Abuja. Tel: 07056599845, 08056791142 E-mail: itfabuja@itf.gov.ng</p>	Abuja		
<p>5. Akure Area Office Adeola Alabi Street, Behind Mobile Petrol Station, Ilesha Garage, Okuta Elerinla Estate, P. M. B 646, Akure, Ondo State. Tel: 08032487827, 08023221132 E-mail: itfakure@itf.gov.ng</p>	Ondo and Ekiti		
		<p>6. Apapa Area Office 19A, Ashanti Close, Apapa, Lagos State. Tel: 08033701916, 08056182193 E-mail: itfapapa@itf.gov.ng</p>	Lagos
		<p>7. Awka Area Office Agu-Awka, Enugu-Onitsha Express Way, Anambra State. Tel: 08036236551, 08037087151 E-mail: itfawka@itf.gov.ng</p>	Anambra
		<p>8. Badagry Area office Satelite tower, (2nd & 3rd Floors) 336, Old Ojo Road, Alakija-Bus Stop, Satellite Town, Lagos. Tel: 08034512536, 08035969668 E-mail: itfbadagry@itf-nigeria.com</p>	Lagos
		<p>9. Bauchi Area Office Murtala Mohammed Way, Along Federal Lowcost Road, Off Azman Filling Station, P.M.B 1270, Bauchi, Bauchi State. Tel: 08035769191, 07030438514 E-mail: itfbauchi@itf.gov.ng</p>	Bauchi
		<p>10. Benin Area Office 180, Ekenwa Road, P.M.B. 0003, Benin-City Edo State. Tel: 08033405531, 08157240009 E-mail: itfbenin@itf.gov.ng</p>	Edo

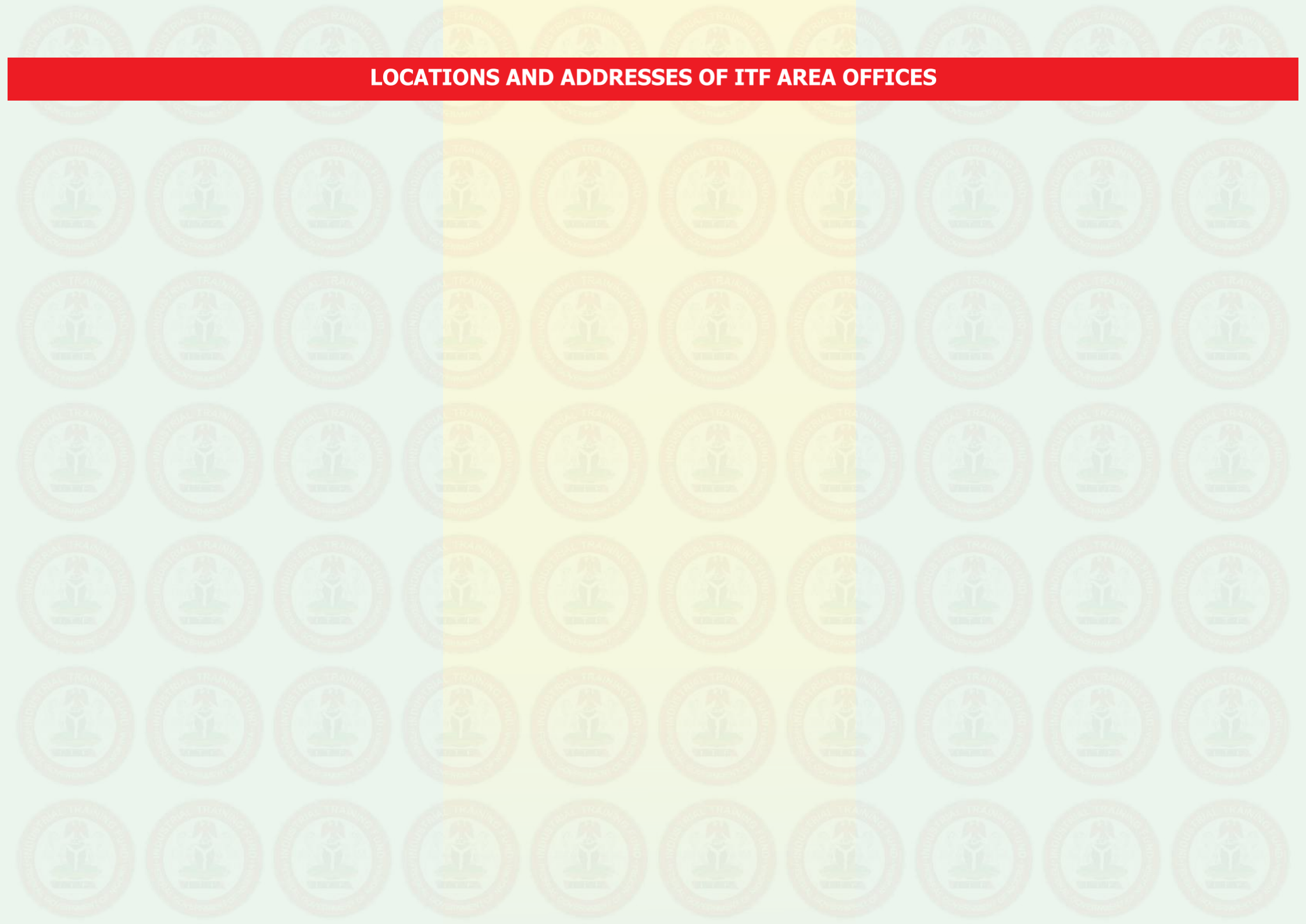
LOCATIONS AND ADDRESSES OF ITF AREA OFFICES

- | | | | |
|--|---------------------------|---|----------------------------|
| <p>11. Calabar Area Office
Block G, Northern Industrial Layout,
IKotAnsa, Murtala Mohammed Highway,
Opposite SPC Junction,
P. M. B 1301Calabar,
Cross River State.
Tel: 08023117491, 08035629351
E-mail: itfcalabar@itf.gov.ng</p> | <p>Cross River</p> | <p>16. Ibadan Area Office
Queen Elizabeth Road 11,
Agodi Gate Ibadan
P. M. B 5199 Ibadan.
Tel: 08033858899, 07086579660
E-mail: itfiban@itf.gov.ng</p> | <p>Oyo and Osun</p> |
| <p>12. Enugu Area Office
Km 13 Enugu-Abakiliki Express Way,
Emene, Enugu.
Tel: 08035901930, 0806018344
E-mail: itfenugu@itf.gov.ng</p> | <p>Enugu</p> | <p>17. Ikeja Area Office
No. 5 Olorunfunmi Street (Behind Philips),
Off Kudirat Abiola way,
Oregun-Ojota,
P. M. B 12660, Lagos.
Tel: 08030807143, 08034723938
E-mail: itfikeja@itf.gov.ng</p> | <p>Lagos</p> |
| <p>13. Gombe Area Office
Murtala Mohammed Way,
Along Federal Lowcost Road,
Off Azman Filling Station,
P.M.B 1270, Bauchi,
Bauchi State.
Tel: 08028261709, 07030438514
E-mail: itfgombe@itf.gov.ng</p> | <p>Bauchi</p> | <p>18. Ikorodu Area Office
No. 5 Olorunfunmi Street (Behind Philips),
Off Kudirat Abiola way,
Oregun-Ojota,
P. M. B 12660, Lagos.
Tel: 08033793820, 08056182193
E-mail: itfikorodu@itf.gov.ng</p> | <p>Lagos</p> |
| <p>14. Gusau Area Office
No. 8 Olusegun Obasanjo Drive,
Opposite Zamfara State House of Assembly,
P, M. B 01140, Gusau, Zamfara State.
Tel: 08068240668, 08036518499
E-mail: itfgusau@itf.gov.ng</p> | <p>Zamfara</p> | <p>19. Ilorin Area Office
Asa-Dam Road,
P.M.B 1444,
Ilorin, Kwara State.
Tel: 08107823152, 08036152540
E-mail: itfilorin@itf.gov.ng</p> | <p>Kwara</p> |
| <p>15. Gwagwalada Area Office
Block 418 Phase 1,
Specialist Hospital Road,
Opposite FRSC Junction,
Gwagwalada, Abuja
Tel: 08033778717, 08028261709
E-mail: itfgwagwalada@itf.gov.ng</p> | <p>Abuja</p> | <p>20. Isolo Area Office
43, Osolo Way, Ekwu Awolo House,
Ajao Estate,
Isolo, Lagos State.
Tel: 07030304454, 08033793820
E-mail: itfisol@itf.gov.ng</p> | <p>Lagos</p> |

LOCATIONS AND ADDRESSES OF ITF AREA OFFICES

<p>21. Jos Area Office No. 1, Miango Road, Opposite Maranatha Bible Church, Kufang, P. M. B 2199, Jos. Tel: 08034526707, 08034501729 E-mail: itfjos@itf.gov.ng</p>	<p>Plateau</p>	<p>26. Lagos Island Area Office No. 12, Funsho Williams Avenue, Costain Bus Stop, Lagos. 08034732948, 07033684957 E-mail: itflagosisland@itf.gov.ng</p>	<p>Lagos</p>
<p>22. Kaduna Area Office Mogadishu Layout, Off Ahmadu Bello Way, Behind NUT-END WELL Hotel, P. M.B. 2163, Kaduna State. Tel: 08037038883, 08037003693 E-mail: itfkaduna@itf.gov.ng</p>	<p>Kaduna</p>	<p>27. Lekki Area Office No. 5, Remi Olowude Way, Second Round About, Off Marwa Bus Stop Lekki, Lagos. Tel: 08037003168, 08033366269 E-mail: itflekki@itf.gov.ng</p>	<p>Lagos</p>
<p>23. Kano Area Office No. 120/124, Kawaji Layout, Off Hadeija Road, P.M.B 3241, Kano. Tel: 08053428655, 08037440598 E-mail: itfkano@itf.gov.ng</p>	<p>Kano & Jigawa</p>	<p>28. Lokoja Area Office Opposite Kogi State Secretariat, P.M.B. 1136, Lokoja. Tel: 07035946999, 08037046327 E-mail: itflokoja@itf.gov.ng</p>	<p>Kogi</p>
<p>24. Katsina Area Office No. 4 IBB Way (Kano Road) Dandagoro, Katsina, P. M. B 2157, Katsina State. Tel: 08035805345, 07036187708 E-mail: itfkatsina@itf.gov.ng</p>	<p>Katsina</p>	<p>29. Maiduguri Area Office 1st Floor, Federal Secretariat Complex, Kano Road, P. M. B 1010, Maiduguri. Tel: 08032977900, 08034314965 E-mail: itfmaiduguri@itf.gov.ng</p>	<p>Borno & Yobe</p>
<p>25. Lafia Area Office Adjacent Ministry for Local Government and Chieftaincy Affairs, Shendam Road, Lafia. Tel: 08035924607, 08039213944 E-mail: itflafia@itf.gov.ng</p>	<p>Nasarawa</p>	<p>30. Makurdi Area Office Jato-Aka Street, New Otukpo Road, Logo 1, Makurdi, Benue State. Tel: 08035758490, 08038501673 E-mail: itfmakurdi@itf.gov.ng</p>	<p>Benue</p>

LOCATIONS AND ADDRESSES OF ITF AREA OFFICES



- 31. Minna Area Office** **Niger**
No. 4241, Western Bye-Pass,
Maikunkele Minna,
Niger State.
Tel: 08033653710, 08037015240
E-mail: itfminna@itf.gov.ng
- 32. Owerri Area Office** **Imo**
Huson House,
Emmanuel Emenike Road,
By Court of Appeal,
Opposite Crown Plaza Hotel,
Area A, New Owerri.
Tel: 07067560555, 08038332862
E-mail: itfowerri@itf.gov.ng
- 33. Port Harcourt Area Office** **Rivers**
Plot 101 Trans Amadi Industrial Layout,
RIVOC Road, P. M. B 5765,
Port Harcourt, Rivers State.
Tel: 08066240308, 08033538461
E-mail: itfp-harcourt@itf.gov.ng
- 34. Rumuokwuta Area Office** **Rivers**
No. 1 Birabi Street,
GRA Phase 1,
Port-Harcourt, Rivers State.
Tel: 08065747504, 08032407507
E-mail: itfrumoukwuta@itf-nigeria.com
- 35. Sokoto Area Office** **Sokoto & Kebbi**
No. 2 Kaduna Road,
Off Gusau Road, Sokoto.
Tel: 08035892831, 08034534633
E-mail: itfsokoto@itf.gov.ng
- 36. Uyo Area Office** **Akwa Ibom**
No. 6 Esuene Street, (Off Abak Road),
P.M.B 1156,
Uyo, Akwa Ibom state.
Tel: 08033569088, 08035806231
E-mail: itfuyo@itf.gov.ng
- 37. Victoria Island Area Office** **Lagos**
18A, Elsie Femi Pearse,
Off Adeola Odeku,
Off Kofo Abayomi Street,
Victoria Island, Lagos.
Tel: 08069763205, 08036699390
E-mail: itfvictoriaisland@itf.gov.ng
- 38. Warri Area Office** **Delta**
No. 117, Ajamimogha Road,
Opp. Word of Life Bible
Church Headquarters,
P. M. B 1015,
Warri, Delta State.
Tel: 08037003687, 08038032089
E-mail: itfwarri@itf.gov.ng
- 39. Yenagoa-Bonny Area Office** **Bayelsa**
Plot 227,
Issac Boro-Express Way,
Opposite INEC Junction,
Kpansia, Yenagoa,
Bayelsa State.
Tel: 08140743438, 08037724342
E-mail: itfyenagoa@itf.gov.ng
- 40. Yola Area Office** **Adamawa & Taraba**
No. 3, Taura Street,
Off Galadima Aminu Way,
Behind ABTI Ventures,
P.M.B 2200,
Jimeta, Yola,
Adamawa State.
Tel: 08060666060, 08036136088
E-mail: itfyola@itf.gov.ng

The background features a repeating pattern of circular logos. Each logo contains a stylized figure holding a globe, surrounded by the text 'INDUSTRIAL TRAINING FUND' and '1992'. A vertical bar with a yellow-to-white gradient is centered on the page, partially overlapping the logos.

ADMINISTRATIVE AND MANAGEMENT PROGRAMMES

ADMINISTRATIVE AND MANAGEMENT PROGRAMMES

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12. People Management for Excellent Service Delivery	15	32. Workshop on Quality Assurance Management	35
13. Preparing for Life After Retirement	16	33. Workshop on Social and Emotional Intelligence in Workplace	36
14. Problem-Solving and Decision-Making Workshop	17	34. Workshop on Strategic Logistics Management for Industries	37
15. Protocol, Event and Travel Management Workshop	18	35. Workshop on Strategic Procurement Management For Organizational Effectiveness	38
16. Re-Engineering the Workplace in Challenging Times	19	36. Workshop on Work Ethics and Value Re-orientation for Middle Level Managers	39
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BENEFITS OF ATTENDING THE PROGRAMMES:

TO THE PARTICIPANTS AMONGST OTHERS INCLUDE:

- ❖ Acquisition of skills needed to lead a performing team;
- ❖ Improvement on leadership skills and personal effectiveness;
- ❖ Boosting performance through coaching and mentoring;
- ❖ Achieving and delivering results at all times.

TO THE ORGANIZATION AMONGST OTHERS INCLUDE:

- ❖ Adopting a distinctive leadership style;
- ❖ Building and inspiring high performing teams;
- ❖ Better understanding of strategic management;
- ❖ Achieving competitive advantage;
- ❖ Managing change effectively;
- ❖ Adopting best practices for organizational growth;
- ❖ Developing winning strategies for organizations.

COMMUNICATION AND REPORT WRITING SKILLS WORKSHOP

PROGRAMME DESCRIPTION

Ineffective documentation and communication of programmes and events give room to misinterpretation, misconception and misapplication. Accurate report writing involves clear expression using appropriate language, words, symbols and tenses with precision in constructing a logical argument, note taking, editing or summarizing.

Reports are important because they are means of communication with internal and external audiences. They serve as basis for planning, policy articulation/formulation and decision-making in organizations.

This workshop is designed to equip participants with necessary skills and knowledge required to effectively transfer meanings, ideas, attitudes, information and instructions from one audience to the other in oral and written forms.

LEARNING OUTCOMES

At the end of this Workshop, participants should be able to:

- ❖ Discuss the importance of written communication in day-to-day business;
- ❖ Identify and avoid common errors in writing reports;
- ❖ Enumerate different types of reports formats and their uses;
- ❖ Produce concise reports and accurate minutes of meetings, and

- ❖ Communicate effectively with External and Internal Audiences.

TARGET AUDIENCE: Supervisors, Personal Assistants, Secretaries, Officers and Staff in both Public and Private Sectors of the economy.

METHODOLOGY: Lectures, Discussions, Case Studies and Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Kaduna	Kaduna	N50,000.00	2 – 4 March, 2021	3 days
Makurdi	Makurdi	N50,000.00	22 – 24 March, 2021	3 days
MSTC-Abuja	MSTC-Abuja	N50,000.00	26 – 28 May, 2021	3 days
Kano	Minjibir	N50,000.00	13 – 15 July, 2021	3 days
ISTC-Kano	Wudil	N50,000.00	27 – 29 July, 2021	3 days
Lekki	Lekki	N50,000.00	10 – 12 Aug., 2021	3 days
Gwagwalada	Makurdi	N50,000.00	25 – 27 Oct., 2021	3 days
Minna	Minna	N50,000.00	26 – 28 Oct., 2021	3 days



CUSTOMER RETENTION AND NEGOTIATION SKILLS WORKSHOP

PROGRAMME DESCRIPTION

The existence and survival of any business is contingent upon customer attraction, satisfaction and retention. Clients require consistent satisfaction and prompt service delivery in order to foster brand loyalty and repeat patronage. Customers differ in terms of needs and wants, hence the need for negotiations becomes imperative.

However, what is pertinent is the ability to deliver on customers' expectations and developing sustainable and profitable relationship.

This workshop is therefore, designed to essentially equip participants with the necessary skills and techniques of attracting and retaining customers.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Develop customer retention strategies;
- ❖ Identify the steps involved in negotiation;
- ❖ Apply emotional intelligence in handling customers, and
- ❖ Evolve ways of attracting and retaining customers.

TARGET AUDIENCE: Sales Representatives, Marketing Managers and Officers in Customer Care Unit.

METHODOLOGY: Lectures, Discussions, Role Play, Case Studies and Syndicate Session.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Gwagwalada	Abuja	N65,000.00	13 – 15 April, 2021	3 days
Owerri	Owerri	N50,000.00	20 – 22 April, 2021	3 days
V/Island	Lagos	N50,000.00	21 – 22 April, 2021	2 days
Ibadan	Ibadan	N50,000.00	27 – 29 April, 2021	3 days
Makurdi	Makurdi	N50,000.00	19 – 21 May, 2021	3 days
Isolo	Isolo	N50,000.00	24 – 26 May, 2021	3 days
Apapa	Apapa	N50,000.00	1 – 3 June, 2021	3 days
Ikeja	Ikeja	N60,000.00	22 – 24 June, 2021	3 days
Ilorin	Ilorin	N50,000.00	13 – 15 July, 2021	3 days
Isolo	Isolo	N50,000.00	13 – 15 Sept., 2021	3 days
Aba	To be Determ	To be Determ	To be determine	To be Determ



DEFENSIVE DRIVING AND SAFETY TRAINING WORKSHOP

PROGRAMME DESCRIPTION

Available statistics have shown that no fewer than two lives are lost every four hours on Nigerian roads and every year about twenty thousand of the eleven million vehicles are involved in road crashes (NBS, March 2018).

The goal of safe driving is to reduce the frequency and severity of motor vehicle accidents and road crashes. The intent is to safeguard and protect lives and properties while reducing organizations' liability and insurance costs. This underscores the need to educate drivers on safe practices and procedures of performing their job.

This workshop is designed to equip participants with the requisite knowledge, skills and attitudes of safe driving.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify risks associated with unruly behavior on the highway;
- ❖ Identify and apply basic rules, highway codes, safety procedures and regulations;
- ❖ Communicate and maintain basic human relations behind the wheel, and
- ❖ Apply basic vehicle maintenance procedures.

TARGET AUDIENCE: Transport Officers, Head Drivers, Drivers and Driver Mechanics.

METHODOLOGY: Lectures, Discussions, Demonstrations, Exercises, Film Shows and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC-Kano	ISTC-Kano	N50,000.00	1 – 5 March, 2021	5 days
Gusua	T/Mafara	N50,000.00	9 – 11 March, 2021	3 days
V/Island	Lagos	N50,000.00	18 – 19 March, 2021	2 days
Kaduna	Kaduna	N50,000.00	13 – 15 April, 2021	3 days
Badagry	Badagry	N50,000.00	20 – 21 April, 2021	2 days
Apapa	Apapa	N50,000.00	20 – 22 April, 2021	3 days
L/Island	Lagos	N50,000.00	29 – 30 May, 2021	2 days
MSTC-Abuja	MSTC-Abuja	N50,000.00	27 – 29 May, 2021	3 days
Minna	Minna	N50,000.00	22 – 24 June, 2021	3 days
P/Harcourt	P/H	N50,000.00	13 – 15 July, 2021	3 days
Lafia	Lafia	N50,000.00	27 – 29 July, 2021	3 days
Gwagwalada	Kaduna	N65,000.00	9 – 11 Aug., 2021	3 days

ADMINISTRATIVE AND MANAGEMENT PROGRAMMES

EDUCATIONAL TESTING AND STUDENTS EVALUATION WORKSHOP

PROGRAMME DESCRIPTION

Global best practices in education demand that teachers become more proficient in the use of relevant practices in assessment and evaluation of students' progress.

To address the issue of poor quality assessment and procedure that do not yield valid and reliable results for decision making in education, teachers need to avail themselves with the technicalities, underlying principles and ideas related to fairness in assessment, proficiency in grading and reporting of students' achievements.

This workshop is therefore, designed to equip participants with the skills and methods of testing, assessing, evaluating, grading and reporting of students' achievements for academic decision-making.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify and apply basic underlying principles and ideas related to issues of assessment, evaluation and monitoring;
- ❖ Use conceptual and technical assessment, methods and procedures for classroom assessments and apply to classroom instructions;
- ❖ Develop teacher-made tests and apply principles of test assessment and administration to ensure test quality;
- ❖ Monitor and Measure students' learning progress to

foster creativity and encourage the acquisition of soft skills, and

- ❖ Discuss ethical issues associated with assessment.

TARGET AUDIENCE: Teachers, Lecturers, Directors of Academics, School Administrators, Principals, Vice Principal Academic, Vice Principal Administration, Deans of Study, Examination Officers, Continuous Assessment Committee Members, Head Master/ Head Mistress, Asst. Head Master/ Head Mistress, G&C Teachers, Subject Teachers, School- Based Management Committee (SBMC) and Form Teachers.

METHODOLOGY: Lectures, Demonstrations, Exercises, Presentations, Discussions and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Calabar	Calabar	N50,000.00	29 Jun. – 1 Jul. 2021	3 days



EFFECTIVE CONFLICT MANAGEMENT FOR ENHANCED PRODUCTIVITY

PROGRAMME DESCRIPTION

The art of Conflict Management can be the key to professional growth and development within the organizational setting. Conflict is inevitable, however, it is not essentially bad and can be leveraged upon to manage diversity and improve cohesion for organizational growth.

Conflict Management involves recognizing and managing peculiar differences in work environment. This is essential for building harmony and nurturing healthy relationships between employers and employees.

This workshop is designed to equip participants with skills and techniques for resolving workplace conflicts.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Explain the concept of conflict management;
- ❖ Identify causes and types of conflicts in an organization;
- ❖ Analyze strategies for conflict management and resolution, and
- ❖ Apply conflict management styles and techniques.

TARGET AUDIENCE: Human Resource Managers/Officers, Line Managers, Industrial Relations Managers/Officers, SERVICOM Officers and Trade Union Officials.

METHODOLOGY: Lectures, Discussions, Case Studies, Role Play and Syndicate Session.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Katsina	Daura	N50,000.00	16 – 18 March, 2021	3 days
Makurdi	Otukpo	N50,000.00	28 – 30 April, 2021	3 days
Apapa	Apapa	N50,000.00	4 – 6 May, 2021	3 days
Ibadan	Ibadan	N50,000.00	1 – 3 June, 2021	3 days
Rumuokwuta	Oyigbo	N50,000.00	1 – 3 June, 2021	3 days
Ikeja	Ikeja	N60,000.00	28– 30 Sept. 2021	3 days



EMERGING TRENDS IN HUMAN RESOURCE MANAGEMENT WORKSHOP

PROGRAMME DESCRIPTION

Organizational performance and survival depend largely on several factors that hinge on the competencies of the workforce and how these are deployed. The globalization of today's business space and the dynamism of change call for an in-depth understanding of the impact that Human Resource can have in an Organization, whether in the Public or Private Sectors of the economy.

To thrive in this dynamic and competitive global business environment, Organizations must harness, develop and deploy their vital human resources more effectively for competitive advantage.

This workshop is designed to equip Human Resource Managers with current innovations in Human Resource Management, together with the competencies and skills required for excellent performance.

LEARNING OUTCOMES:

At the end of this workshop, participants should be able to:

- ❖ Identify and discuss dynamics of Human Resource Management;
- ❖ Analyze complexities in managing the workforce;

- ❖ Align Human Resource with Organizational objectives, and
- ❖ Use current ICT Tools in Managing Human Resource.

TARGET AUDIENCE: Human Resource Practitioners, Learning and Development Officers and Training Officers.

METHODOLOGY: Lectures, Discussions, Case Studies, Syndicate Session and Film Shows.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Sokoto	Sokoto	N50,000.00	16 – 18 Feb., 2021	3 days
Lokoja	Lokoja	N50,000.00	22 – 24 March, 2021	3 days
L/Island	Lagos	N70,000.00	6 – 7 April, 2021	2 days
Isolo	Isolo	N50,000.00	10 – 12 May, 2021	3 days
Warri	Warri	N50,000.00	13 – 15 July, 2021	3 days
Kaduna	Kaduna	N50,000.00	17 – 19 Aug., 2021	3 days
Makurdi	Gboko	N50,000.00	8– 10 Sept., 2021	3 days

LEADERSHIP AND INFLUENCING SKILLS WORKSHOP

PROGRAMME DESCRIPTION

Leadership failure is most often the bane of organizational performance and sustainability.

Persuasion and influencing skills are critical in shaping employees' behaviours for optimum performance. This involves visioning, communication, assertiveness, interpersonal and social interactive skills, which are germane to leadership at all levels in organizations.

This workshop affords participants the opportunity to improve their leadership skills by adopting relevant leadership styles to influence the workforce to achieve organizational goals.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Develop effective influencing skills in a variety of situations;
- ❖ Demonstrate different techniques for making persuasive conversations and presentations;
- ❖ Improve their ability to overcome resistance in work dynamics;
- ❖ Apply the concept of inclusiveness in influencing others, and

- ❖ Apply diverse leadership styles at workplace for goal attainment.

TARGET AUDIENCE: Senior Managers, Managers, Human Resource Managers/ Officers, Senior Officers and Supervisors in Public and Private Sectors.

METHODOLOGY: Lectures, Discussions, Case Studies and Syndicate Session.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abeokuta	Abeokuta	N50,000.00	8 – 10 June, 2021	3 days
V/Island	Lagos	N70,000.00	10 – 11 June, 2021	2 days
Yenagoa	Ekewe	N50,000.00	28 -30 July, 2021	3 days
Apapa	Apapa	N50,000.00	10 – 12 Aug., 2021	3 days



ADMINISTRATIVE AND MANAGEMENT PROGRAMMES

LEADERSHIP AND TEAM BUILDING WORKSHOP

PROGRAMME DESCRIPTION

Leadership is an important function of Management which helps to maximize efficiency and to achieve organizational goals. Team building on the other hand, enhances social relations and defines roles within teams often involving collaborative tasks.

The presence of the two components are pivotal for actualizing organizational objectives, through provision of direction and guidance for attaining success.

This workshop is therefore, designed to equip participants with the requisite knowledge, skills and appropriate attitude that will enable them perform optimally.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Build formidable and functional teams;
- ❖ Assess and manage emotions of team members;
- ❖ Promote innovation and creativity in teams, and
- ❖ Apply positive leadership skills at work.

TARGET AUDIENCE: Senior and Middle Level Managers and Supervisors.

METHODOLOGY: Lectures, Syndicate Session, Business Games, Role Play, Exercises, Film Shows and Discussions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Aba	aba	N50,000.00	13 – 15 April, 2021	3 days
Katsina	Funtua	N50,000.00	18 – 20 May, 2021	3 days
Owerri	Orlu	N50,000.00	25 – 27 May, 2021	3 days
Makurdi	Makurdi	N50,000.00	7 – 9 July, 2021	3 days
V/Island	Lagos	N70,000.00	8 – 9 July, 2021	2 days
Kaduna	Kaduna	N50,000.00	13 – 15 July, 2021	3 days
P/H	Omoku	N50,000.00	27 – 29 July, 2021	3 days
L/Island	Lagos	N70,000.00	10 – 11 Aug., 2021	2 days
MSTC-Abuja	MSTC-Abuja	N50,000.00	17 – 19 Aug., 2021	3 days
Jos	Jos	N50,000.00	12 – 13 Oct., 2021	2 days



LEARNING TO LEAD FOR NEW MANAGERS WORKSHOP

PROGRAMME DESCRIPTION

Thrusting the responsibility of leadership to first time Managers can sometimes be daunting, disorienting and overwhelming. This could result in costly mistakes, wrong decision making and false starts.

This underscores the need to expose first time Managers to the fundamentals of leadership in order to transit from individual workers to effective leaders.

This programme is carefully designed to equip participants with relevant knowledge and skills in their new roles for optimum performance.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Transit effectively into leadership positions;
- ❖ Diagnose organizational problems and proffer solutions;
- ❖ Use team integrated efforts to maximize organizational outcomes;
- ❖ Make decisions effectively, and
- ❖ Apply appropriate leadership styles at the work place.

TARGET AUDIENCE: New Managers and all officers assuming leadership roles.

METHODOLOGY: Lectures, Discussions, Case Studies, RolePlay and Syndicate Session.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Badagry	Satelite town	N50,000.00	13 – 15 July, 2021	3 days
Gwagwalada	Kaduna	N65,000.00	20 – 22 Sept., 2021	3 days
Isolo	Isolo	N50,000.00	22 – 24 Nov., 2021	3 days
Kaduna	Zaria	N50,000.00	23 – 25 Nov., 2021	3 days



MARKETING ANALYTICS FOR FUTURE PROJECTION

PROGRAMME DESCRIPTION

Organizations whether large or small, are overwhelmed with data about consumer choices. However, this wealth of information does not always translate into better decision. Marketers are increasingly expected to use analytics to inform and justify their decisions.

Marketing Analytics enables Marketers to measure, analyse and manage marketing performance to maximize its effectiveness and optimise Return-on-Investment (ROI).

This workshop will offer profound insights into customer preference, trends and how to allocate resources for business decisions.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to: -

- ❖ Define and build a brand architecture;
- ❖ Assess the impact of marketing efforts on brand value over time;
- ❖ Measure customer lifetime value and use that information to evaluate marketing alternatives;
- ❖ Design basic models to assess the efforts in marketing in order to invest resources effectively, and
- ❖ Set up regressions, interpret outputs and explore biases.

TARGET AUDIENCE: Product Development Manager, Brand Managers, Marketers, Customer Relations Officers and Sales Representatives.

METHODOLOGY: Lectures, Case Studies, Discussions and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lekki	Lekki	N75,000.00	7 – 9 Sept., 2021	3 days

OFFICE TECHNOLOGY AND MANAGEMENT WORKSHOP FOR SECRETARIES AND PERSONAL ASSISTANTS

PROGRAMME DESCRIPTION

As a result of the ever-changing global and technological advancements, management of corporate organizations now require Secretaries and Personal Assistants with larger set of skills and competencies, who are well trained, knowledgeable and experienced in their profession.

This workshop is designed to update the knowledge and skills of Secretaries and Personal Assistants to ensure that they are sufficiently competent to work in an increasingly complex and diverse organizations.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Coordinate office transactions and staff matters;
- ❖ Improve efficiency in office automation;
- ❖ Develop skills as key corporate image makers;
- ❖ Carry out basic maintenance on some office equipment, and
- ❖ Apply the knowledge of ICT for effective record keeping and smooth office operations.

TARGET AUDIENCE: Confidential Secretaries, Senior Secretaries and Personal Assistants.

METHODOLOGY: Lectures, Discussions, Case Studies, Role Play, Syndicate Session and Demonstrations.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Sokoto	B/Kebbi	N50,000.00	23 – 25 March, 2021	3 days
Awka	Awka	N50,000.00	20 – 22 April, 2021	3 days
Abakaliki	Abakaliki	N50,000.00	27 – 29 April, 2021	3 days
Lokoja	Idah	N50,000.00	3 – 5 May, 2021	3 days
Jos	Jos	N50,000.00	4 – 6 May, 2021	3 days
Ilorin	Ilorin	N50,000.00	18 – 20 May, 2021	3 days
Akure	Akure	N50,000.00	1 – 3 June, 2021	3 days
Kaduna	Kaduna	N50,000.00	1 – 3 June, 2021	3 days
Ikeja	Ikeja	N60,000.00	20 – 22 July, 2021	3 days
Apapa	Apapa	N50,000.00	24 – 26 Aug., 2021	3 days
Minna	Minna	N50,000.00	7 – 9 Sept., 2021	3 days



ADMINISTRATIVE AND MANAGEMENT PROGRAMMES

PEOPLE MANAGEMENT FOR EXCELLENT SERVICE DELIVERY

PROGRAMME DESCRIPTION

One of the most important skills in the economic sphere is the ability to manage people. This is key in running any organization in order to attain set targets or achieve set objectives. It also aids the individual in terms of their career advancement.

People Management is the process of training, motivating and directing employees in order to optimize workplace productivity and promote professional growth. Workplace leaders, such as team leads, managers and departmental heads use people management to oversee workflow and boost employee performance every day. People Management programme equips aspiring leaders who aim to improve workplace communication and performance while preparing employees for success.

The participants will be able to use the knowledge gained from this programme as the basis for improving performance and achieving better results.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Explain the manager's role in people management;
- ❖ Explain methods of communicating goals and objectives;
- ❖ Describe effective ways of developing both teams and individuals to achieve set goals, and
- ❖ Discuss methods of addressing shortfalls in performance.

TARGET AUDIENCE: New and Aspiring People Managers, Line Managers, Human Resource Managers, Managers, Team Leaders, Departmental Heads etc.

METHODOLOGY: Lectures, Practical, Case Studies and Discussions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Awka	Awka	N50,000.00	16 – 18 March, 2021	3 days
Ibadan	Ibadan	N50,000.00	16 – 18 March, 2021	3 days
Ilorin	Ilorin	N50,000.00	16 – 18 March, 2021	3 days
Kano	Kazaure	N50,000.00	6 – 8 April, 2021	3 days
Gwagwalada	Gwagwalada	N50,000.00	20 – 22 April, 2021	3 days
Abuja	Minna	N50,000.00	27 – 29 April, 2021	3 days
Calabar	Calabar	N50,000.00	27 – 29 April, 2021	3 days
Lekki	Lekki	N50,000.00	26 – 28 July, 2021	3 days
Katsina	Daura	N50,000.00	10 -12 Aug., 2021	3 days
Owerri	Owerri	N50,000.00	10 – 12 Aug., 2021	3 days
V/Island	Lagos	N60,000.00	12 – 13 Aug., 2021	2 days
Enugu	Enugu	N50,000.00	21 – 23 Sept., 2021	3 days
L/Island	Lagos	N50,000.00	12 – 13 Oct., 2021	2 days
Makurdi	Makurdi	N50,000.00	17 – 19 Nov., 2021	3 days
Rumuokwuta	Eleme	N50,000.00	23 – 25 Nov., 2021	3 days



PREPARING FOR LIFE AFTER RETIREMENT WORKSHOP

PROGRAMME DESCRIPTION

The thought of retirement is usually dreaded by many employees as they move close to it. Though most organizations do not recognize it, the need for retirement training and counseling for employees cannot be over-emphasized.

Life after retirement has opportunities as well as challenges depending on how one has prepared for it. Those who do not plan for their retirement end up being stressed up, frustrated, disorganized, indebted and sometimes die prematurely.

This workshop is designed to equip participants with relevant information on how to plan and manage their lives in retirement.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify post-retirement options and opportunities;
- ❖ Prepare personal financial plans;
- ❖ Examine the importance of networking, and
- ❖ Apply business management skills.

TARGET AUDIENCE: All intending Retirees.

METHODOLOGY: Lectures, Discussions, Syndicate Session, Exercises, Case Studies and Field Trips.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Enugu	Enugu	N50,000.00	22 – 26 March, 2021	5 days
Gwagwalada	Kaduna	N65,000.00	4 – 6 May, 2021	3 days
Katsina	Malumfashi	N50,000.00	4 – 6 May, 2021	3 days
Minna	Minna	N50,000.00	7 – 11 June, 2021	5 days
Benin	Auchi	N50,000.00	22 – 24 June, 2021	3 days
Yenagoa	Ogbia	N50,000.00	23 – 25 June, 2021	3 days
Isolo	Isolo	N50,000.00	28 – 30 June, 2021	3 days
Jos	Jos	N50,000.00	6 – 8 July, 2021	3 days
Sokoto	Sokoto	N50,000.00	20 – 22 July, 2021	3 days
Lokoja	Kabba	N50,000.00	26 – 30 July, 2021	5 days
Abakaliki	Abakaliki	N50,000.00	25 – 27 Aug., 2021	3 days
Apapa	Apapa	N70,000.00	7 – 9 Sept., 2021	3 days
Kaduna	Kaduna	N50,000.00	14 – 16 Sept., 2021	3 days
L/Island	Lagos	N90,000.00	27 – 29 Oct., 2021	5 days
Badagry	Lagos	N50,000.00	9 – 11 Nov., 2021	3 days

PROBLEM-SOLVING AND DECISION-MAKING WORKSHOP

PROGRAMME DESCRIPTION

Organizational failures are often attributed to inappropriate decision-making and problem-solving techniques. This has often led to low productivity, inefficiency and high cost of operations.

This underscores the need for sound, effective and efficient problem-solving and decision-making mechanism to facilitate achievement of organizational goals. Therefore, organizations must make conscientious and deliberate effort to empower officials vested with these responsibilities in order to avoid costly mistakes.

This workshop is specifically designed to equip participants with skills needed for effective problem-solving and decision-making processes.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Describe concepts of problem-solving and decision-making;
- ❖ Examine the role of human behaviour in building a high performing team,
- ❖ Explain decision-making processes and problem-solving techniques, and

- ❖ Apply problem-solving and decision-making skills on the job.

TARGET AUDIENCE: Line Managers, Supervisors and Community Based Organization(CBO) Leaders.

METHODOLOGY: Lectures, Discussions, Syndicate Session, Case Studies and Brain Storming.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Yenagoa	Brass	N50,000.00	21 – 23 April, 2021	3 days
Gwagwalada	Minna	N65,000.00	24 – 26 May, 2021	3 days
V/Island	Lagos	N50,000.00	1 – 2 Sept., 2021	2 days



PROTOCOL, EVENT AND TRAVEL MANAGEMENT WORKSHOP

PROGRAMME DESCRIPTION

The complexities and hitches associated with protocol and event management activities have made it imperative for all organizations to avail themselves of protocol services.

Organizations require services such as the development and modification of corporate images, networking with other organizations and handling of challenges resulting from interaction and communication.

The Protocol and Event Managers must be very competent to deal with these complex situations.

This workshop is therefore, designed to equip participants with skills necessary for developing procedures, techniques and strategies for effective and efficient performance of their assignment.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Discuss new trends and best practices in protocol, event and travel management;
- ❖ Utilize appropriate public speaking skills and,
- ❖ Identify and explain processes involved in protocol, event and travel management.

TARGET AUDIENCE: Protocol and Public Relations Officers in Public and Private Sectors, NGOs, Information and Protocol Officers, Event Management Officers, Corporate Affairs Managers, Travels and Passages Officers, Hospitality and Tourism Officers.

METHODOLOGY: Lectures, Discussions, Practical, Film Shows and Role Play.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Apapa	Apapa	N50,000.00	29 June - 1 Jul. 2021	3 days
Enugu	Enugu	N50,000.00	27 – 29 July, 2021	3 days



RE-ENGINEERING THE WORKPLACE IN CHALLENGING TIMES

PROGRAMME DESCRIPTION

Business process re-engineering in a contemporary and competitive environment is imperative for organizational growth and development. Amidst a growing global economy, this entails rethinking jobs and reshaping methodologies for attracting, engaging, and managing people, work processes and other resources in order to drive business performance.

This workshop is designed to assist Managers achieve improved Organizational growth and development through trendy and advanced skills and techniques of restructuring the work environment.

Re-engineering the workplace in challenging times is a modular programme of three modules and each module consist of three topics. In this programme, the entire modules will be covered at the prescribed fee.

LEARNING OUTCOMES

- At the end of this workshop, participants should be able to:
- ❖ Effectively communicate organizational goals, mission and vision;
 - ❖ Create conducive environment for higher productivity;
 - ❖ Motivate employees for optimal performance;
 - ❖ Identify strategies for human performance measurement, and
 - ❖ Adopt modern technology in business processes.

TARGET AUDIENCE: Management Staff, Departmental Heads & Directors, Managers, Policy and Decision Makers.

METHODOLOGY: Lectures, Film Shows, Syndicate Session and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Bauchi	Jos	N120,000.00	22 – 26 March, 2021	5 days
Ilorin	Ilorin	N120,000.00	22 – 26 March, 2021	5 days
Ikeja	Ikeja	N120,000.00	12 – 16 April, 2021	5 days
Rumuokwuta	Bori	N120,000.00	26 – 30 April, 2021	5 days
Yola	Yola	N120,000.00	21 – 25 June, 2021	5 days
Abuja	Nassarawa	N120,000.00	5 – 9 July, 2021	5 days
Benin	Ekpoma	N120,000.00	16 – 20 Aug., 2021	5 days
Aba	Aba	N120,000.00	23 – 27 Aug., 2021	5 days
V/Island	V/Island	N120,000.00	6 – 10 Sept., 2021	5 days
Lekki	Lekki	N120,000.00	25 – 29 Oct., 2021	5 days
Warri	Warri	N120,000.00	1 – 5 Nov., 2021	5 days
Minna	Minna	N120,000.00	8 – 12 Nov., 2021	5 days

SKILLS DEVELOPMENT WORKSHOP FOR ADMINISTRATIVE AND PERSONNEL OFFICERS

PROGRAMME DESCRIPTION

Ineffective administrative procedures and bureaucratic bottlenecks associated with organizations hamper their smooth operations. Administrative and personnel officers are central to the development and efficient allocation and utilization of human and material resources.

Consequently, the future of any organization (Public or Private) depends on its ability to develop the competencies of relevant personnel in the practice of administration.

This workshop is designed to equip participants with the requisite knowledge, skills and techniques for optimum performance in carrying out their administrative duties.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Process official documents timely and professionally;
- ❖ Organize, motivate and control others for higher productivity;
- ❖ Communicate effectively extant rules and regulations, and
- ❖ Apply appropriate techniques to manage human and material resources.

TARGET AUDIENCE: Administrative and Personnel Officers in Public and Private Sectors of the economy.

METHODOLOGY: Lectures, Discussions, Syndicate Session and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Jos	Jos	N50,000.00	6 – 8 April, 2021	3 days
Rumuokwuta	Ahoada	N50,000.00	18 – 20 May, 2021	3 days
Bauchi	Gombe	N50,000.00	1 – 3 June, 2021	3 days
Lafia	Lafia	N50,000.00	2 – 4 June, 2021	3 days
Gwagwalada	Lafia	N65,000.00	8 – 10 June, 2021	3 days
Apapa	Apapa	N50,000.00	15 – 17 June, 2021	3 days
P/H	Bori	N50,000.00	15 – 17 June, 2021	3 days
Owerri	Mgbidi	N50,000.00	22 – 24 June, 2021	3 days
Yola	Yola	N50,000.00	13 – 15 July, 2021	3 days
Minna	Minna	N50,000.00	21 – 23 Sept., 2021	3 days
Kano	Kano	N50,000.00	5 – 7 Oct., 2021	3 days



SUCCESSION PLANNING AND TALENT MANAGEMENT FOR BOTTOM-LINE SUCCESS

PROGRAMME DESCRIPTION

The process of identification of successors with the view of undertaking focused development can be an arduous task, as it requires the deliberate corporate policy of assessing and auditing employees in order to ensure there are competent hands to perform current duties, ready to take higher responsibilities and or switch to other jobs at same level.

The programme will help participants plan proactive approaches for proper management of talents that will adequately fit into anticipated future needs of the organization. It will also provide them with the strategies of developing the talents to ensure a pool or leadership pipeline is always available in the organization.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Explain the Concept of Succession Planning and Talent Management;
- ❖ Enumerate the features of a good succession plan;
- ❖ Describe processes of developing a succession plan;
- ❖ Discuss variables and imperatives for succession planning, and
- ❖ Apply the strategies for proper identification, development, replacement and management of succession phases.

TARGET AUDIENCE: Managers.

METHODOLOGY: Lectures, Practical, Case Studies and Discussions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Minna	Minna	N50,000.00	27 – 29 April, 2021	3 days
Lokoja	Lokoja	N50,000.00	28 – 30 April, 2021	3 days
Kaduna	Kaduna	N50,000.00	4 – 6 May, 2021	3 days
Gusau	Gusau	N50,000.00	6 – 8 July, 2021	3 days
Ilorin	Ilorin	N50,000.00	15 – 17 June, 2021	3 days
Rumuokwuta	R/kwuta	N50,000.00	13 – 15 July, 2021	3 days
Abuja	Keffi	N50,000.00	27 – 29 July, 2021	3 days
Sokoto	Sokoto	N50,000.00	17 – 19 Aug., 2021	3 days
Warri	Warri	N50,000.00	14 – 16 Sept., 2021	3 days
Abakaliki	Abakaliki	N50,000.00	15 – 17 Sept., 2021	3 days



SUPPLY CHAIN MANAGEMENT WORKSHOP

PROGRAMME DESCRIPTION

The quantity and quality of materials supplied in industries and organizations are sometimes deficient and defective and this affects the production process.

An optimum system of supply and management of materials, production and distribution by organizations often play a decisive role in the process of satisfying customers' needs. This calls for a conscious effort on the part of the organization to empower employees who are charged with the supply chain management functions.

This workshop is therefore, designed to equip participants with relevant skills required for effective and efficient supply chain management.

LEARNING OUTCOMES

At the end of this Workshop, participants should be able to:

- ❖ Discuss and apply inventory management;
- ❖ Identify and analyze the key activities involved in supply chain;
- ❖ Identify and verify materials based on specifications, and
- ❖ Apply stores and administration procedure.

TARGET AUDIENCE: Procurement Officers, Store Officers, Administrative Officers, Inventory/Warehouse Officers and Logistics Officers.

METHODOLOGY: Lectures, Discussions, Case Studies and Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
P/H	Bori	N50,000.00	23 – 25 March, 2021	3 days
Isolo	Isolo	N50,000.00	26 – 28 April, 2021	3 days
Ikeja	Ikeja	N60,000.00	27 – 29 April, 2021	3 days
Lekki	Lekki	N50,000.00	18 – 19 May, 2021	2 days
Badagry	Agbara	N50,000.00	25 – 27 May, 2021	3 days
Abeokuta	Abeokuta	N50,000.00	7 – 9 Sept., 2021	3 days
Makurdi	Makurdi	N50,000.00	28 – 30 Sept., 2021	3 days
Isolo	Isolo	N50,000.00	11 – 13 Oct., 2021	3 days
Enugu	Enugu	N50,000.00	26 – 28 Oct., 2021	3 days

TRANSFORMING ORGANIZATIONAL PERFORMANCE WORKSHOP

PROGRAMME DESCRIPTION

Most organizations need to improve on their leadership skills to focus, plan and drive change in an ever evolving business environment. Consequently, strategic planning, decision making processes and change management are veritable tools for transforming organizational performance.

To maintain excellent performance in the face of changes and intensifying competitive pressures, leaders must be able to adapt their organizations to deliver.

This workshop is therefore, designed to equip participants with the skills to improve their organizational performance and increase competitive advantage.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Effectively set, monitor and evaluate targets;
- ❖ Identify cost reduction strategies;
- ❖ Develop Performance Improvement Plan (PIP), and
- ❖ Apply appropriate leadership styles to transform organizations for improved performance.

TARGET AUDIENCE: Managers in Public and Private Sectors of the economy.

METHODOLOGY: Lectures, Discussions, Syndicate Session and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Kaduna	Kaduna	N50,000.00	30 Mar. - 1 Apr. 2021	3 days
P/H	Isiokpo	N50,000.00	29 June – 1 Jul., 2021	3 days
Rumuokwura	R/kwuta	N50,000.00	26 – 28 Oct., 2021	3 days



WORKSHOP ON ADVANCED CONTEMPORARY ISSUES ON WORK ETHICS AND VALUE RE- ORIENTATION

PROGRAMME DESCRIPTION

Work ethics and value system are germane to productivity, corporate governance and organizational survival in a dynamic business environment.

Employees' productivity has been the bane (nightmare) of employers in organizations. This low productivity experienced is attributed to deteriorating work ethics and value system.

For any organization to increase productivity therefore, there is need for a paradigm shift.

This workshop is designed to equip participants with the requisite knowledge and attitudes essential for productivity.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Develop positive mental attitudes to work;
- ❖ Identify corporate culture, ethics and value;
- ❖ Lead change for higher productivity through emotional intelligence, and
- ❖ Apply strategies for surviving workplace politics.

TARGET AUDIENCE: Managers and Supervisors in Public and Private Sectors.

METHODOLOGY: Lectures, Discussions, Film Shows and Role Play.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Gusau	Maru	N50,000.00	9 -11 Feb., 2021	3 days
Maiduguri	Bauchi	N50,000.00	23 – 25 March, 2021	3 days
Ibadan	Ibadan	N50,000.00	4 – 6 May, 2021	3 days
L/Island	Lagos	N50,000.00	11 – 12 May, 2021	2 days
Akure	Akure	N50,000.00	22 – 24 June, 2021	3 days
Awka	Awka	N50,000.00	27 – 29 July, 2021	3 days
Jos	Jos	N50,000.00	10 – 12 Aug., 2021	3 days
Minna	Minna	N50,000.00	3 – 5 Aug., 2021	3 days
Ilorin	Ilorin	N50,000.00	28 – 30 Sept., 2021	3 days

WORKSHOP ON DIGITAL MARKETING FOR PROFITABILITY

PROGRAMME DESCRIPTION

Digital Marketing has been embraced as an effective medium for marketing in recent times due to globalisation, customer behaviour and changing environment.

This new marketing approach has the propensity to penetrate wider audience and help marketers sell more products, and make more money. However, the digital marketing landscape is complex with rapid and continuous emergence of new platforms, tools, data sources and media consumption devices like tablets and mobile phones. As to be expected, this type of situation is fraught with challenges capable of disorientating a novice digital marketer.

This workshop is therefore designed in three modules to equip participants with the required skills needed to identify the unique composition of these digital tools/resources. In addition, combine the tools to achieve the intended marketing goals. In this programme, the entire modules will be covered.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify basic requirements of digital marketing;
- ❖ Explain how digital marketing works;
- ❖ Identify and select appropriate digital marketing tools;
- ❖ Identify strategies for content creation;

- ❖ Integrate appropriate e-payment option, and
- ❖ Enumerate strategies of building websites.

TARGETED AUDIENCE: Executives, Entrepreneurs/ Business Owners, Marketing Managers, Sales Representative, and Business Consultants.

METHODOLOGY: Lectures, Syndicate Session and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abuja	Keffi	N120,000.00	8 – 12 March, 2021	5 days
V/Island	Lagos	N120,000.00	24 – 28 May, 2021	5 days
Owerri	Mbaise	N120,000.00	14 – 18 June, 2021	5 days
Awka	Awka	N120,000.00	14 – 18 June, 2021	5 days
Makurdi	Otukpo	N120,000.00	21 – 25 June, 2021	5 days



WORKSHOP ON HUMAN RESOURCE ANALYTICS FOR STRATEGIC PLANNING

PROGRAMME DESCRIPTION

The cost of human capital is rising rapidly and organizations that will be successful at leveraging their human capital are those that are able to identify and implement measurable and impactful, yet, cost effective methods of delivering Human Capital value.

The use of analytics is changing the way HR professionals quantify the value that Human Assets have on the organization's ability to succeed in the market or in its mission.

This workshop is designed to equip participants with required skills on how to align human capital analytics with business and HR strategies to improve business results as well as guide business strategic decisions.

LEARNING OUTCOMES

At the end of this workshop, Participants should be able to:

- ❖ Explain the importance of HR Analytics;
- ❖ Discuss the issues and best practices regarding human capital metrics and analytics;
- ❖ Use the framework of data, dialogue, action, and results to achieve strategic HR analysis and reporting;
- ❖ Identify key constituencies for maintaining a successful data-based approach, and
- ❖ Complete an action plan to overcome any obstacles to implementing metrics and analytics in a workplace.

TARGETED AUDIENCE: Human Resource Managers, Learning and Development Managers, Senior Personnel Officers, Administrative Managers in the Private and Public Sectors.

METHODOLOGY: Lectures, Discussions, Demonstrations, Case Studies and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
P/Harcourt	Isiokpo	N75,000.00	13 – 15 April, 2021	3 days
Badagry	Badagry	N75,000.00	20 – 22 April, 2021	3 days
Yenagoa	Sagbama	N75,000.00	19 – 21 May, 2021	3 days
Uyo	Ikot-Ekpene	N75,000.0	15 – 17 June, 2021	3 days
Abuja	Abuja	N75,000.00	22 – 24 June, 2021	3 days
Rumuokwuta	Rumuokwuta	N75,000.00	6 – 8 July, 2021	3 days
Apapa	Apapa	N75,000.00	14 – 17 July, 2021	3 days
Lekki	Lekki	N75,000.00	28 – 30 Sept., 2021	3 days
Isolo	Isolo	N75,000.00	8 – 10 Nov., 2021	3 days

WORKSHOP ON INFORMATION AND RECORD MANAGEMENT FOR ORGANISATIONAL GROWTH

PROGRAMME DESCRIPTION

In this age of dynamism, accurate information and records are more important than ever for every organization. The trends, terminology, concepts and procedures relevant for creation, management and security of information is critical for information and records managers.

This workshop covers what participants need to know from creation, preservation to retrieval of information and records, for their organizations to excel.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify emerging trends in information and record management;
- ❖ Classify and manage information and records;
- ❖ Discuss concepts, terminologies and ethics applicable in record management;
- ❖ Create records electronically and in print, and preserve documents, and
- ❖ Identify measures for safety and security of records.

TARGET AUDIENCE: Record and Information Officers, Administrative Assistants, ICT Officers, Archivists, Librarians, Risk Management Officers, Accounts Officers, Medical Record Officers, Pension Desk Officers, Procurement

Officers, Front Desk Officers, Academic Planning Officers, Clerical Officers

METHODOLOGY: Lectures, Discussions, Case Studies and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Yenagoa	Nembe	N50,000.00	24 – 26 March, 2021	3 days
Gwagwalada	Makurdi	N65,000.00	27 – 29 April, 2021	3 days
Owerri	Owerri	N50,000.00	27 – 29 April, 2021	3 days
Badagry	Badagry	N50,000.00	18 – 20 May, 2021	3 days
Bauchi	Bauchi	N50,000.00	25 – 27 May, 2021	3 days
Gusau	Maru	N50,000.00	25 – 27 May, 2021	3 days
Minna	Minna	N50,000.00	25 – 27 May, 2021	3 days
Lokoja	Lokoja	N50,000.00	6 – 8 Sept., 2021	3 days
Awka	Awka	N50,000.00	21 – 23 Sept., 2021	3 days
Kano	Dutse	N50,000.00	2 – 4 Nov., 2021	3 days



WORKSHOP ON INFORMATION TECHNOLOGY BUSINESS ANALYTICS

PROGRAMME DESCRIPTION

In modern times, practically every sphere of human endeavour has embraced Information Technology. The Business and Financial industries are not left behind. There is need for professionals with business and technology understanding to blend the two and use them to convert ideas into action.

This workshop will enhance the knowledge of participants in the areas of structure, policies, and operations of their organization. It will also help them learn to use IT in providing solutions to organisational business strategies and enhance the attainment of goals.

They will also develop skills to identify, document, and implement IT requirements for any business obstacles, and be able to apply the acquired knowledge within their organizations.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify and categorize business analysis best practices;
- ❖ Discuss the impact of software development methodologies on business analysis activities;
- ❖ Establish the Business Analysis requirements;

- ❖ Identify and apply IT tools for business analysis, and
- ❖ Document business requirements.

TARGET AUDIENCE: Performance Management Officers, MIS Officers, Relationship Managers, HR Business Partners/Managers, Human Resource Information System Officers (HRIS) IT Staff, Team Leads, Senior Managers, Line Managers, Business Process Managers, Business Analysts, Product and Project Managers, Internal Consultants (Internal Auditors) Solution Designers, Domain Experts Consultants, Business Solutions Analysts and Data Analysts.

METHODOLOGY: Lectures, Discussions, Demonstrations and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC-Lokoja	ISTC-Lokoja	N75,000.00	26 – 30 April, 2021	3 days
Lafia	Lafia	N75,000.00	14 – 16 Sept., 2021	3 days



WORKSHOP ON MANAGING PRODUCTION FOR PROFITABILITY

PROGRAMME DESCRIPTION

Production management is the application of management principles in the production of goods and services. This involves techniques of maximizing and utilizing resources for increased output.

In recent times, there is increase in cost of production arising from material wastages, labour turnover and machine downtime. In view of the forgoing, production staff require capacity building to keep abreast with modern methods and techniques of production management.

This workshop is designed to equip participants with best practices in production management.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to;

- ❖ Describe the concept of production management;
- ❖ Apply techniques for effective and efficient resource utilization;
- ❖ Plan production process for improved productivity, and
- ❖ Maintain machines for improved performance and efficiency.

TARGET AUDIENCE: Production Managers/Engineers, Line Managers, Senior Production Supervisors and Foremen in Manufacturing Industries.

METHODOLOGY: Lectures, Discussions, Film Shows Syndicate Session and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abeokuta	Abeokuta	N50,000.00	27 – 29 April, 2021	3 days
Ikeja	Ikeja	N50,000.00	3 – 5 Aug., 2021	3 days
Rumuokwuta	Eleme	N50,000.00	17 – 19 Aug., 2021	3 days
ISTC-Kano	ISTC-Kano	N50,000.00	15 – 19 Nov., 2021	5 days

ADMINISTRATIVE AND MANAGEMENT PROGRAMMES

WORKSHOP ON MODERN TECHNIQUES FOR ADMINISTRATIVE SUPPORT STAFF

PROGRAMME DESCRIPTION

The services of Administrative Support Staff are essential for smooth operation in an organization. However, technological advancement is rendering most of these staff redundant. Yet, for organisations to be competitive and “ahead of the pack” nationally and globally, it is vital for all staff, especially the administrative support staff to facilitate their organisations' delivery of services proficiently and professionally.

Therefore, to remain relevant and effectively face the challenges of the job, versatility is required. It is against this backdrop that the programme is designed to assist participants in discharging their duties effectively using modern techniques.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Explain administrative, clerical and registry roles and functions;
- ❖ Develop techniques for effective classification and filing of documents;
- ❖ Discuss the effect of record confidentiality;
- ❖ Apply emotional Intelligence in the workplace, and
- ❖ Use basic MS office tools

TARGET AUDIENCE: Pension Desk Staff, Medical Record Staff, SERVICOM Staff, Registry Staff and Clerical Officers (Administration, Account, Audit and Procurement), Help Desk Officers, Front Desk Officers.

METHODOLOGY: Lectures, Discussions and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Minna	Minna	N50,000.00	16 – 18 Feb., 2021	3 days
Yola	Yola	N50,000.00	16 – 18 March, 2021	3 days
Gwagwalada	Kaduna	N65,000.00	22 – 24 March, 2021	3 days
Lokoja	Okene	N50,000.00	12 – 14 April, 2021	3 days
Abakaliki	Abakaliki	N50,000.00	26 – 28 May, 2021	3 days
Makurdi	Makurdi	N50,000.00	9 – 11 June, 2021	3 days
Abuja	Abuja	N50,000.00	15 – 17 June, 2021	3 days
Benin	Ekpoma	N50,000.00	12 – 14 July, 2021	3 days
Maiduguri	Maiduguri	N50,000.00	10 – 12 Aug., 2021	3 days
Enugu	Enugu	N50,000.00	25 – 27 Aug., 2021	3 days
Yanagoa	Ekeremo	N50,000.00	8 – 10 Sept., 2021	3 days
Jos	Jos	N50,000.00	21 – 23 Sept., 2021	3 days
Bauchi	Bauchi	N50,000.00	28 – 30 Sept., 2021	3 days

WORKSHOP ON PERFORMANCE APPRAISAL

PROGRAMME DESCRIPTION

Employees have always been blamed for low productivity associated with poor organizational performance that manifest in ineffectiveness and inefficiency. In order to remedy this situation, there is need for effective and objective appraisal of employees' performance through various techniques and tools to foster employee growth and organizational development.

This workshop is designed to equip participants with the required knowledge and skills to effectively evaluate employees' performance.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify techniques for appraising employee performance;
- ❖ Analyze instruments for periodic review of employees' performance;
- ❖ Specify criteria for employee placement, appraisal and career progression, and
- ❖ Apply relevant motivational techniques to achieve employee optimum performance and feedback.

TARGET AUDIENCE: Human Resource/Personnel Managers, Heads of Department, Line Managers and Supervisors.

METHODOLOGY: Lectures, Discussions, Case Studies, Syndicate Session and Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Enugu	Enugu	N50,000.00	22 – 24 June, 2021	3 days
Owerri	Owerri	N50,000.00	24 – 26 Aug., 2021	3 days

WORKSHOP ON PERFORMANCE MANAGEMENT FOR OPTIMUM RESULTS

PROGRAMME DESCRIPTION

As organizations compete for position in today's turbulent business environment, the need to define and manage employee performance becomes critical. This is because a well-crafted business strategy without an articulated performance target and management procedure will amount to a mere wish.

This workshop is therefore designed to enable participants set realistic performance targets based on the goals of the organization, establish objective criteria for the measurement of the performance and identify types of performance problems and how to deal with them.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Set and evaluate performance objectives;
- ❖ List key concepts for effective performance management;
- ❖ Appraise employee attitude and map out strategies for required change;
- ❖ Identify and deal with performance problems, and
- ❖ Apply ICT in managing performance.

TARGET AUDIENCE: Managers, Finance and Administrative Managers/Officers, School Administrators,

Heads of Department/Unit and Supervisors for both Public & Private Sectors and Non-Governmental Organizations (NGOs).

METHODOLOGY: Lectures, Discussions, Case Studies, Syndicate Session and Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
P/Harcourt	Isiokpo	N50,000.00	17 – 19 Aug., 2021	3 days
Kano	Kano	N50,000.00	14 – 16 Sept., 2021	3 days
Katsina	Funtua	N50,000.00	14 – 16 Sept., 2021	3 days
Rumuokwuta	Bori	N50,000.00	5 – 7 Oct., 2021	3 days
V/Island	Lagos	N50,000.00	13 – 14 Oct., 2021	2 days

WORKSHOP ON PRODUCT MANAGEMENT FOR IMPROVED PROFITABILITY

PROGRAMME DESCRIPTION

Organizations in Nigeria today operate in an extremely competitive environment, especially in marketing their products. This is further compounded by very demanding, knowledgeable, and yet unpredictable customers, who are very choosy in their purchases. To be successful in this type of environment, managers of these marketing organizations have had to face a host of decisions in managing their existing products, developing new ones and introducing same into the market in order to satisfy and retain these customers.

Unfortunately, a sizeable number of personnel who grow into product management positions are sometimes ill-equipped and are overwhelmed by the demands of these positions given that they lack the requisite skills to excel in Product Management. The consequence of this is that many of these organizations are not managing their products well and yet, it is essential to manage a company's product mix effectively in a competitive marketplace.

This workshop will provide answers to many questions from practitioners in the field, and they will be equipped with the essential knowledge for successful careers in Product Management.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Differentiate between tangible and intangible products;
- ❖ Develop strategies for service marketing;
- ❖ Identify the stages in the management of new and existing products;
- ❖ Discuss the roles and responsibilities of product team;
- ❖ Identify and manage the different stages of a Product Life Cycle (PLC), and
- ❖ Discuss ethics and social responsibilities required in Product Management.

TARGET AUDIENCE: Entrepreneurs: Product Managers (New and Experienced), Innovative Project Managers, Brand Managers, Sales Officers/Managers, Marketing Officers/Managers, Merchantile Managers, Warehouse Officers/Managers.

METHODOLOGY: Lectures, Discussions, Case Studies and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abuja	Nassarawa	N50,000.00	4 – 6 May 2021	3 days

WORKSHOP ON PROJECT MANAGEMENT

PROGRAMME DESCRIPTION

The dearth of skills required for effective Project Management is adversely affecting the quality of some of the projects being executed. Project Management is an essential skill-set for many careers and in many context in today's competitive business climate.

Ethical dilemma add a moral dimension to the decision-making process for the success of any project execution.

This workshop is designed to expose participants to essential Project Management skills in line with global best practices.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify the components of a project;
- ❖ Discuss and resolve ethical issues in Project Management;
- ❖ Enumerate monitoring and evaluation techniques in projects execution, and
- ❖ Apply best practices in Project Management.

TARGET AUDIENCE: Project Managers, Project Coordinators, Relevant Oversight Bodies, Project Development Officers, Non-Governmental Organizations (NGOs), Community Based Organizations (CBOs), Directors of Works and Civil Society Organizations (CSO)

METHODOLOGY: Lectures, Exercises, Syndicate Session, Discussions, Field Trip and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Katsina	Katsina	N50,000.00	9 – 11 March, 2021	3 days
Kaduna	Zaria	N50,000.00	27 – 29 April, 2021	3 days
Gwagwalada	Lafia	N65,000.00	7 – 9 Sept., 2021	3 days

WORKSHOP ON QUALITY ASSURANCE MANAGEMENT

PROGRAMME DESCRIPTION

Quality Assurance is an activity that ensures a desired level of quality in development, delivery of products and services. It aims to improve the processes to deliver quality products and services to customers. Its insistent is to save cost, time, efforts and the standard of the product. According to Global Research, every year, Quality Assurance and Testing budgets are raised by 9%.

This programme provides participants with an understanding of testing approaches that can be integrated into the product lifecycle to ensure the design and delivery of functional and easy-to-maintain products, without compromising quality standards.

LEARNING OUTCOMES

At the end of this Workshop, participants should be able to:

- ❖ Identify knowledge and skills required in quality management processes;
- ❖ Discuss fundamental concepts in testing processes;
- ❖ Explain the importance of standards in the quality management process and their influence on the final product, and
- ❖ Apply quality tools to control and monitor processes for continuous improvement.

TARGET AUDIENCE: Quality Assurance Officers, Managers, Administrators.

METHODOLOGY: Lectures, Exercises, Discussions and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abeokuta	Abeokuta	N50,000.00	13 – 15 July, 2021	3 days

WORKSHOP ON SOCIAL AND EMOTIONAL INTELLIGENCE IN WORKPLACE

PROGRAMME DESCRIPTION

There is palpable deficit in understanding our feelings and that of others at the work place which may result in strife, misunderstanding, ill-feeling and unhealthy rivalry that impacts negatively on the job.

Social and Emotional Intelligence skills have proven to be equally important for job success, as well as experience and technical abilities.

This workshop is designed to equip participants with key elements of Social and Emotional Intelligence.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Leverage on their own emotions and others;
- ❖ Identify the competencies of Social and Emotional Intelligence;
- ❖ Manage conflicts in the workplace effectively, and
- ❖ Develop mechanism for success in work life and relationships.

TARGET AUDIENCE: Top and Middle Level Management in Public and Private Sectors.

METHODOLOGY: Lectures, Discussion, Film shows, Syndicate Session, Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Owerri	Okigwe	N50,000.00	23 – 25 March, 2021	3 days
Ilorin	Ilorin	N50,000.00	27 – 29 April, 2021	3 days
Maiduguri	Potiskum	N50,000.00	27 – 29 April, 2021	3 days
Katsina	Daura	N50,000.00	8 – 10 June, 2021	3 days
V/Island	Lagos	N50,000.00	22 – 23 June, 2021	2 days
Kaduna	Zaria	N50,000.00	29 Jun.–1 Jul. 2021	3 days
Isolo	Isolo	N50,000.00	12 – 14 July, 2021	3 days
Uyo	Eket	N50,000.00	5 – 7 Oct., 2021	3 days



WORKSHOP ON STRATEGIC LOGISTICS MANAGEMENT FOR INDUSTRIES

PROGRAMME DESCRIPTION

In today's rapidly changing business environment, demands are placed on businesses to provide products and services with greater added value to the correct location with no relevant inventory position. Customers want more quality, design, innovation, choice, convenience, services, and want to spend less money, less effort, less time and at no risk if possible.

In a challenging economic environment as ours, we believe success is founded upon three things: a strong focus on value, a willingness to exploit opportunities, and an ability to act with speed.

This workshop seeks to provide competency and skills for staff in various facets of logistics and supply chain elements critical to the bottom line. It will also contribute to achieving the overall strategic intent and profitability of the organization.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Discuss logistics and supply chain management;
- ❖ Explain the role and impact of logistics to business success;

- ❖ Identify the new role of warehousing in supply chain;
- ❖ Manage inventory effectively to support business operations, and
- ❖ Design, Evaluate and Manage Performance

TARGET AUDIENCE: Inventory Managers/Supervisors, Warehouse Managers/supervisors, Logistics Personnel, Materials Personnel, Distribution Managers and Supervisors, Internal and External Suppliers and Customers, Experienced and Inexperienced Executives and Managers in logistics management etc.

METHODOLOGY: Lectures, Demonstrations, Questions, Exercises, Presentations, Discussions, Film shows and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abuja	Abuja	N50,000.00	21 – 23 Sept., 2021	3 days
Apapa	Apapa	N75,000.00	21 – 23 Sept., 2021	3 days

WORKSHOP ON STRATEGIC PROCUREMENT MANAGEMENT FOR ORGANISATIONAL EFFECTIVENESS

PROGRAMME DESCRIPTION

Perennial leakages and non-compliance with due process in procurement in organizations has become endemic and fallen short of international best practices. Procurement management is a key organizational activity and project in view of the fact that procured goods, works and services form the highest percentages of cost incurred in organizations hence unwise to treat as a mere operational routine.

This workshop will broaden participants' knowledge on how to develop procurement strategy to deliver on organizational objectives. This will enable organizations to streamline their procurement procedures and supply chain management system in order to increase value addition.

LEARNING OUTCOMES:

At the end of this Workshop, participants should be able to:

- ❖ State and explain the Procurement Act;
- ❖ Describe Contract Management Strategies;
- ❖ Align procurement activities with organizational strategy;
- ❖ Discuss strategic issues in Procurement Management, and
- ❖ Apply professional ethics in Procurement Procedures.

TARGET AUDIENCE: Procurement Managers, Purchasing and Supply Managers, Accountants, Auditors, Administrative/Human Resource Managers, Logistics Managers and Inventory Managers.

METHODOLOGY: Lectures, Discussions, Film Shows, Syndicate Session and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Rumuokwuta	R/kwuta	N50,000.00	13 – 15 April, 2021	3 days
P/Harcourt	P/H	N50,000.00	1 – 3 June, 2021	3 days
Yola	Mubi	N50,000.00	15 -17 June, 2021	3 days
Katsina	Katsina	N50,000.00	15 – 17 June, 2021	3 days
Sokoto	B/Kebbi	N50,000.00	19 – 21 Oct., 2021	3 days

WORKSHOP ON WORK ETHICS AND VALUE RE-ORIENTATION FOR MIDDLE LEVEL MANAGERS

PROGRAMME DESCRIPTION

Staff attitude to work and the work ethics they imbibe are very important in the smooth running of any organization. Employees work attitude will determine to a large extent, its corporate image.

A positive attitude toward maintaining high standards for good work ethics usually creates a productive environment in which people take pride in their work.

It is therefore, of fundamental importance that Public functionaries act justly and fairly to all, not only paying lip service to ethical conduct but also ensuring that these are manifestly and undoubtedly seen to be done.

This workshop is designed to create awareness among employees on the dangers of entrenched values and unethical behaviour that can be disastrous to the organization.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Define Work Ethics and Value Re-orientation;
- ❖ List factors responsible for Unethical Behaviour;
- ❖ Discuss how Work Ethics influence Value Orientation;
- ❖ Enumerate Strategies for Emotional Management and Personal Effectiveness, and

- ❖ Discuss the Effect of Employees Attitude on Corporate Imaging and Profitability.

TARGET AUDIENCE: Middle Level Managers.

METHODOLOGY: Lectures, Discussion, Case Studies, Practical and Film Shows.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Uyo	Uyo	N50,000.00	9 – 11 March, 2021	3 days
Aba	Aba	N50,000.00	16 – 18 March, 2021	3 days
Apapa	Apapa	N60,000.00	6 – 8 April, 2021	3 days
Warri	Warri	N50,000.00	20 – 22 April, 2021	3 days
Abakaliki	Abakaliki	N50,000.00	28 – 30 July, 2021	3 days
Kano	Hadejia	N50,000.00	10 – 12 Aug., 2021	3 days
Makurdi	Makurdi	N50,000.00	11 – 13 Aug., 2021	3 days
Lafia	Karu	N50,000.00	9 – 11 Nov., 2021	3 days

WORKSHOP ON WORK-LIFE BALANCE FOR OPTIMUM PERFORMANCE

PROGRAMME DESCRIPTION

Oftentimes, our work can seemingly take precedence over everything else in our lives. Our desire to succeed professionally can leave us forgetting about our own well-being. However, creating a harmonious work-life balance is critical to improving not only our physical, emotional and mental health, but also our career health.

Work-life balance creates a comfortable state of equilibrium between an employees' primary priorities, organizational roles, responsibilities and their private life styles.

This workshop is designed to equip participants with tips, tools and techniques for managing their busy schedules and time, with a view to achieving balance in their personal and professional lives.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Develop and implement personal work-life balance plan;
- ❖ Identify sources and symptoms of stress;
- ❖ Establish boundaries between home and work environment, and
- ❖ Apply appropriate coping mechanism.

TARGET AUDIENCE: Chief Executive Officers, Top Management Staff, Directors, Heads of Parastatal, Educational Institutions and Political Office Holders.

METHODOLOGY: Lectures, Discussions, Syndicate Session and Film Shows.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Benin	Ekpoma	N50,000.00	18 – 20 May, 2021	3 days
Lokoja	Lokoja	N50,000.00	21 – 23 June, 2021	3 days
Kano	Kano	N50,000.00	22 – 24 June, 2021	3 days
Lekki	Lekki	N70,000.00	24 – 25 Aug., 2021	2 days
Ikeja	Ikeja	N60,000.00	31 Aug - 2 Sept 2021	3 days
Jos	Jos	N50,000.00	7 – 9 Sept., 2021	3 days
Aba	Aba	N50,000.00	21 – 23 Sept., 2021	3 days
Rumuokwuta	Ahoada	N50,000.00	28 – 30 Sept.,2021	3 days
V/Island	Lagos	N50,000.00	27 – 28 Oct., 2021	2 days
Kaduna	Kaduna	N50,000.00	9 – 11 Nov., 2021	3 days



**BANKING, FINANCE
AND ALLIED PROGRAMMES**

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BENEFITS OF ATTENDING THE PROGRAMMES:

TO THE PARTICIPANTS AMONGST OTHERS INCLUDE:

- ❖ Understanding the nature of fraud, proof and how to mitigate it within the context of the law;
- ❖ Analyzing and interpreting financial statements to identify areas for improvement;
- ❖ Leveraging teamwork for successful business operations;
- ❖ Maintaining good banking practices and excellent customer relations;
- ❖ Improving your ability to make effective decisions at each stage of the tendering process;
- ❖ Being conversant with current trends in accounting best practice;
- ❖ Identifying the nature and behaviour of cost, adopting techniques for cost control.

TO THE ORGANIZATION AMONGST OTHERS INCLUDE:

- ❖ Using the latest tools and techniques to identify fraudulent practices and check misappropriation of funds;
- ❖ Employing modern technology to facilitate Accounting practices;
- ❖ Taking cognizance of corporate image and delivery of excellent service;
- ❖ Understanding how to improve the organization's tendering procedures;
- ❖ Developing zero tolerance for fraudulent practices;
- ❖ Ability to effectively design and implement cost control mechanism in the organization.

ACCOUNTING SKILLS IMPROVEMENT WORKSHOP FOR ACCOUNTANTS AND AUDITORS

PROGRAMME DESCRIPTION

Accountancy being a dynamic profession places a demand on all accountants to keep abreast with emerging trends in the profession for optimum performance.

Accountants are responsible for collating, analyzing, recording, summarizing and reporting the financial information of the organization to relevant stakeholders. In the same vein, auditors examine the internal control system in order to ensure compliance to due process. This underscores the need to improve their skills, knowledge and attitude to enable them discharge their duties effectively and efficiently.

This workshop is therefore designed to equip participants to current trends and techniques in books keeping, accounting and auditing in line with international best practice.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Comply with Professional Ethics and Conduct;
- ❖ Differentiate between various Accounting Principles, Procedures and Concepts;
- ❖ Apply the knowledge and skills required for preparing accounting books and records according to International Financial Reporting Standards (IFRS)

and International Public Sector Accounting Standards (IPSAS).

- ❖ Evaluate internal control procedures to ensure compliance, and
- ❖ Prepare relevant financial reports.

TARGET AUDIENCE: Middle Level Accountants and Auditors.

METHODOLOGY: Lectures, Discussions and Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lafia	Lafia	N50,000.00	9 – 11 March, 2021	3 days
Maiduguri	Maiduguri	N50,000.00	13 – 15 April, 2021	3 days
Yola	Jalingo	N50,000.00	20 – 22 April, 2021	3 days
Bauchi	Azare	N50,000.00	27 – 29 April, 2021	3 days
Gwagwalada	Gwagwalada	N50,000.00	22 – 24 June, 2021	3 days
Abeokuta	Abeokuta	N50,000.00	29 June - 1 July, 2021	3 days
Katsina	Dutsin-ma	N50,000.00	13 – 15 July, 2021	3 days
Isolo	Isolo	N50,000.00	14 – 15 Sept., 2021	2 days
Lokoja	Okene	N50,000.00	11 -13 Oct., 2021	3 days
Gusau	Tsafe	N50,000.00	26 – 28 Oct., 2021	3 days
Makurdi	Makurdi	N50,000.00	27 – 29 Oct., 2021	3 days
Kano	Bichi	N50,000.00	7 – 9 Dec., 2021	3 days

INTERNATIONAL FINANCIAL REPORTING STANDARDS (IFRS)

PROGRAMME DESCRIPTION

In Nigeria, companies had been complying with standards issued by the Nigerian Accounting Standards Board (NASB) now known as Financial Reporting Council of Nigeria (FRCN) for a number of years. These standards represent Nigerian General Accepted Accounting Practice ("Nigeria GAAP").

However, in 2005, the International Financial Reporting Standards (IFRSs) were adopted in many countries around the world. The International Accounting Standard Board (IASB) issued several new, reserved and amended International Standards while the International Reporting Interpretations committee (IRIC) issued a number of new interpretations.

In the light of the above, it is very important for Officers vested with financial reporting responsibilities to be competent and updated on the standards. Thus, the workshop is designed to assist Accountants and related Officers in applying contemporary issues in financial reporting.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Explain the framework for the preparation and presentation of financial statements under IFRS;
- ❖ Define the elements of financial statements according to the standards;

- ❖ Prepare financial statements that is IFRS compliant, incorporating the disclosure requirements of IFRS, and
- ❖ Apply the recognition criteria in the preparation and presentation of financial statements.

TARGET AUDIENCE: Financial Managers, Accountants, Auditors, Financial Supervisors in Public and Private Sectors.

METHODOLOGY: Lectures, Discussions, Syndicate Session and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Yola	Yola	N50,000.00	10 -12 March, 2021	3 days
Kano	Bichi	N50,000.00	9 – 11 March, 2021	3 days
Kaduna	Kaduna	N50,000.00	16 – 18 March, 2021	3 days
Calabar	Calabar	N50,000.00	6 – 8 April, 2021	3 days
Rumuokwuta	Isiokpo	N50,000.00	22 – 24 June, 2021	3 days
Gusau	Gusau	N50,000.00	21 – 23 Sept., 2021	3 days

SKILLS ENHANCEMENT COURSE FOR CASHIERS AND REVENUE OFFICERS

PROGRAMME DESCRIPTION

There are global concerns for ensuring transparency, accountability and adherence to ethical principles in the conduct of business, as part of the hallmarks of good corporate governance. Cashiers and revenue officers entrusted with receipts, custody and disbursement of monies are required to be accountable.

Successful discharge of this great responsibility, requires capacity building for effective application of government regulations, accounting procedures and standards.

To this end, the programme has been developed to sharpen participants' skills on revenue generation, accounting principles, procedures and standards.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Explain the functions of cashiers and revenue collection officers;
- ❖ Apply financial regulations effectively;
- ❖ Utilize information technology in discharging their duties;
- ❖ Describe the process of budgetary control, and
- ❖ Apply internal control procedures for receipts and payments.

TARGET AUDIENCE: Revenue Officers, Treasury Supervisors/Officers and Cashiers.

METHODOLOGY: Lectures, Discussions, Exercises and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Minna	Minna	N50,000.0	20 – 22 April, 2021	3 days
Gusau	Anka	N50,000.00	22 – 24 June, 2021	3 days
Uyo	Oron	N50,000.00	13 – 15 July, 2021	3 days
Makurdi	Gboko	N50,000.00	28 – 30 July, 2021	3 days
Benin	Benin	N50,000.00	21 – 23 Sept., 2021	3 days
Warri	Warri	N50,000.00	23 – 25 Nov., 2021	3 days



WORKSHOP ON ACCOUNTING AND FINANCE FOR NON-FINANCE MANAGERS

PROGRAMME DESCRIPTION

Finance is one of the vital resources required for the smooth running of organizations in both the public and private sectors of any economy. However, this resource is often scarce; hence the need for its efficient allocation and utilization. It is also imperative to understand the rudiments of finance if managers are to effectively communicate within the business circle.

To this end, non-accounting professionals need to be conversant with the tools and techniques for analyzing basic financial statements with a view to providing relevant information that will aid in financial decision making.

This workshop will equip participants with basic accounting principles and techniques of rendering financial reports.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Render accounts on financial transactions;
- ❖ Prepare and defend departmental budgets;
- ❖ Manage funds effectively;
- ❖ Interpret and use financial statements, and
- ❖ Participate in discussions on current financial and economic issues;

TARGET AUDIENCE: Non-Finance Executives, Non-Finance Professionals, Managers and Supervisors in Public and Private Sectors of the economy.

METHODOLOGY: Lectures, Discussions, Syndicate Session, Case Studies and Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lekki	Lekki	N70,000.00	22 – 24 June, 2021	3 days
Gwagwalada	Kaduna	N65,000.00	23 – 25 June, 2021	3 days
Makurdi	Gboko	N50,000.00	13 – 15 Oct., 2021	3 days
Kaduna	Kaduna	N50,000.00	3 – 5 Aug., 2021	3 days



WORKSHOP ON CREDIT RISK AND DEBT RECOVERY MANAGEMENT

PROGRAMME DESCRIPTION

The risk of default on a debt that may arise from a borrower failing to make required payment could lead to loss of principal and interest, disruption to cash flow, increased recovery cost and even bankruptcy.

Debt recovery is a means by which a creditor attempts to collect an unpaid debt sometimes through a third party. Effective credit risk management therefore has great implications on the profit and continual existence of organizations.

This workshop is therefore, designed to improve performance of credit officials in organizations by equipping them with the required skills for appraisal and management of credits including recovery strategies and legal implications.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Explain credit risk management process;
- ❖ Utilize requisite financial guidelines in processing credit request;
- ❖ Identify non-performing credits and initiate early recovery, and
- ❖ Apply legal procedures in bad credits recovery.

TARGET AUDIENCE: Accountants, Auditors, Bankers, Risk Officers and Credit Officers.

METHODOLOGY: Lectures, Discussions, Syndicate Session and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Kaduna	Kaduna	N50,000.00	18 – 20 May, 2021	3 days

WORKSHOP ON FRAUD PREVENTION AND FORENSIC AUDITING

PROGRAMME DESCRIPTION

The major challenge confronting Finance and non-Finance Managers and the accounting profession is the prevention and early detection of fraud. Consequently, organizations must establish effective internal controls, plans and programmes to safeguard assets, ensure integrity in accounting records, deter and detect fraud.

Forensic auditing is an examination and evaluation of an organization financial information as an investigative measure that attempts to derive evidence suitable for litigation.

Therefore, this workshop is designed to equip participants with the needed skills and knowledge for effective fraud prevention and detection.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify types and causes of fraud;
- ❖ List steps involved in fraud prevention and detection;
- ❖ Identify stages of in-depth fraud investigation;
- ❖ Detect weaknesses in internal control systems and suggest control measures, and
- ❖ Explain the process of gathering relevant and admissible evidence.

TARGET AUDIENCE: Directors, Bursars, Auditors, Accountants, Managers, Chief Financial Officers (CFO), Investigative Officers and Relevant Staff of NGOs.

METHODOLOGY

Lectures, Discussions, Syndicate Session and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lafia	Akwanga	N50,000.00	4 – 6 May, 2021	3 days
Owerri	Okigwe	N50,000.00	27 – 29 July, 2021	3 days
Uyo	Uyo	N50,000.00	10 – 12 Aug., 2021	3 days
Maiduguri	Maiduguri	N50,000.00	24 – 26 Aug., 2021	3 days
Yola	Yola	N50,000.00	28 – 30 Sept., 2021	3 days
V/Island	Lagos	N60,000.00	29 – 30 Sept., 2021	2 days



WORKSHOP ON VALUE ADDITION AND OPERATIONAL EFFICIENCY FOR ACCOUNTANTS AND AUDITORS

PROGRAMME DESCRIPTION

Accountants and Auditors are specially trained employees that add value to their organizations by the services they render. Because of the dynamic nature of the business environment, there is a constant need for training and retraining to ensure their knowledge and skills are not obsolete.

This workshop is therefore designed to update participants on the current trends and techniques in the areas of operational efficiency and enhance their personal effectiveness among others. Their knowledge will also be refreshed in areas that will assist them to continually add value to their organizations.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify procurement processes;
- ❖ Apply financial management for cost efficiency;
- ❖ Prepare, implement and control budget, and
- ❖ Discuss standard costing techniques as a cost control measure.

TARGET AUDIENCE: Middle level Financial Managers,

Procurement Officers, Accountants, Auditors, Finance Supervisors in Public and Private Sectors.

METHODOLOGY: Lectures, Discussions, Syndicate Session and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Bauchi	Bauchi	N50,000.00	23 – 25 March, 2021	3 days
Ibadan	Ibadan	N50,000.00	18 – 19 May, 2021	2 days
Maiduguri	Damaturu	N50,000.00	29 Jun. – 1 Jul. 2021	3 days
Akure	Akure	N50,000.00	10 – 12 Aug., 2021	3 days
Sokoto	B/Kebbi	N50,000.00	10 – 12 Aug., 2021	3 days
Lafia	Keffi	N50,000.00	17 – 19 Aug., 2021	3 days
Abuja	Lafia	N50,000.00	24 – 26 Aug., 2021	3 days
Minna	Minna	N50,000.00	5 – 7 Oct., 2021	3 days



CAPACITY BUILDING FOR HUMAN RESOURCE MANAGERS

CAPACITY BUILDING FOR HUMAN RESOURCE MANAGERS

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CAPACITY BUILDING FOR HUMAN RESOURCE MANAGERS

BENEFITS OF ATTENDING THE PROGRAMMES:

TO THE PARTICIPANTS AMONGST OTHERS INCLUDE:

- ❖ Increasing job satisfaction and morale among employees;
- ❖ Enhancing employees' output and productivity;
- ❖ Acquiring a good understanding of how to manage learning interventions;
- ❖ Improving the ability to process reimbursement claims for the organizations;
- ❖ Enhancing employees' participation in decision-making;
- ❖ Developing employees' professional skills and promotion of team work.

TO THE ORGANIZATION AMONGST OTHERS INCLUDE:

- ❖ Enabling organizations to manage change, flourish and grow;
- ❖ Helping organization to identify and attain their goals and to change when necessary for sustainability;
- ❖ Enhancing company's image;
- ❖ Helping with budget planning and control;
- ❖ Creating awareness for organizations to be reimbursed part of their training expenses;
- ❖ Building a workforce that is poised to achieving organizational goals and objectives;
- ❖ Creating internal infrastructure to support learning, knowledge sharing and capacity building.

CAPACITY BUILDING FOR HUMAN RESOURCE MANAGERS

REIMBURSEMENT SEMINAR

PROGRAMME DESCRIPTION

A well trained workforce is critical to the successful operation of any organization. The Reimbursement Scheme is one of the Industrial Training Fund's operational instruments designed to encourage employers of labour to train and retrain their workforce.

In view of the above, those responsible for training function in organizations need to be exposed to the theory and practice of the scheme to enable them access part of their training contribution.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify training needs;
- ❖ Prepare training plans and programmes in line with the Fund's reimbursement scheme;
- ❖ Identify reimbursable items;
- ❖ Identify and fill correctly the ITF reimbursement documents, and
- ❖ Process training claims using relevant supporting documents.

TARGET AUDIENCE: Human Resource Managers, Training Managers, Learning and Development Managers, Administrative/Personnel Managers, Accountants, Training Coordinators and Instructors.

METHODOLOGY: Lectures, Discussions, Syndicate Session, Exercises and Case Studies.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abuja	Keffi	N50,000.00	16 – 17 Feb., 2021	2 days
Bauchi	Bauchi	N50,000.00	23 – 25 Feb., 2021	3 days
P/Harcourt	P/H	N80,000.00	3 – 4 March, 2021	2 days
L/Island	Lagos	N50,000.00	3 – 4 March, 2021	2 days
Badagry	Badagry	N50,000.00	9 – 10 March, 2021	2 days
Lokoja	Lokoja	N50,000.00	9 – 10 March, 2021	2 days
Ikeja	Ikeja	N60,000.00	9 – 10 March, 2021	2 days
Rumuokwuta	Ahoada	N50,000.00	9 – 10 March, 2021	2 days
Gwagwalada	Lafia	N65,000.00	10 – 12 March, 2021	3 days
Isolo	Isolo	N50,000.00	15 – 16 March, 2021	2 days
Abeokuta	Abeokuta	N50,000.00	16 -17 March, 2021	2 days
Warri	Warri	N50,000.00	16 – 17 March, 2021	3 days
Apapa	Apapa	N60,000.00	17 – 18 March, 2021	3 days
Lekki	Lekki	N50,000.00	23 – 24 March, 2021	2 days
Abakaliki	Abakaliki	N50,000.00	30 – 31 March, 2021	2 days
Ibadan	Ibadan	N50,000.00	30 –Mar., - 1 Apr. 2021	3 days
Uyo	Eket	N50,000.00	20 – 22 April, 2021	3 days
L/Island	Lagos	N50,000.00	8 – 9 June, 2021	2 days
Kaduna	Kaduna	N50,000.00	15 – 17 June, 2021	3 days
Jos	Jos	N50,000.00	15 – 16 June, 2021	2 days
V/Island	Lagos	N70,000.00	15 – 17 June, 2021	3 days
Ikeja	Ikeja	N60,000.00	10 – 11 Aug., 2021	2 days
Sokoto	Sokoto	N50,000.00	23 – 25 Nov., 2021	3 days
V/Island	Lagos	N70,000.00	27 – 28 Oct., 2021	2 days
Katsina	Funtua	N50,000.00	To be determine	3 days
Yola	To be Determ.	N50,000.00	To be determine	3 days

CAPACITY BUILDING FOR HUMAN RESOURCE MANAGERS

WORKSHOP ON COACHING AND MENTORING FOR ORGANIZATIONAL DEVELOPMENT

PROGRAMME DESCRIPTION

The problem associated with succession planning in organizations require deliberate intervention to forestall the vacuum in leadership. Coaching and Mentoring is therefore a process for unlocking the potentials of employees to perform optimally.

One notable approach of developing the human resource is to ensure effectiveness through coaching and mentoring which involves pairing experienced professionals with employees to help them adapt to the environment and culture of the workplace.

This workshop is therefore designed to equip participants with the required leadership skills to effectively coach and mentor employees with a view to enhancing their performance and contributions to organizational growth and development.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Discuss the concept of coaching and mentoring;
- ❖ List and apply coaching and mentoring techniques;
- ❖ Communicate effectively;
- ❖ List benefits of coaching and mentoring, and
- ❖ Apply ICT in coaching and mentoring.

TARGET AUDIENCE: Managers, Supervisors, Finance and Administrative Managers/Officers, School Administrators, Heads of Department/Unit for both Public and Private Sectors, Foremen and Non-Governmental Organizations (NGOs).

METHODOLOGY: Lectures, Discussions, Syndicate Session, Exercises, Role Play, Film Shows and Case Study.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Kano	Gumel	N50,000.00	25 – 27 May, 2021	3 days
Enugu	Enugu	N50,000.00	28 – 30 April, 2021	3 days
Abuja	Minna	N50,000.00	25 – 27 May, 2021	3 days
Lekki	Lekki	N60,000.00	8 – 9 June, 2021	2 days
Gwagwalada	Abuja	N65,000.00	12 – 14 July, 2021	3 days
Minna	Minna	N50,000.00	20 – 22 July, 2021	3 days
Akure	Akure	N50,000.00	27 – 29 July, 2021	3 days
Isolo	Isolo	N50,000.00	27 – 29 Sept., 2021	3 days
P/Harcourt	P/H	N50,000.00	28 – 30 Sept., 2021	3 days
Lafia	Akwanga	N50,000.00	12 – 14 Oct., 2021	3 days



CAPACITY BUILDING FOR HUMAN RESOURCE MANAGERS

WORKSHOP ON PLANNING AND DEVELOPING HUMAN RESOURCE CAPABILITIES

PROGRAMME DESCRIPTION

The capacity for organizations to develop over time involves the deployment of techniques in analyzing the dynamics of change and growth. These are essential tools in understanding the relationship between strategic organizational planning and human resource development.

This workshop is therefore, intended to equip participants with the relevant interventions and critical human resource capabilities necessary to strategically position them as drivers of change.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Discuss the concepts, methods and tools for conducting workforce planning;
- ❖ Conduct Job analysis and evaluation;
- ❖ Develop competencies for facing future challenges, and
- ❖ Apply core human resource management skills and capabilities.

TARGET AUDIENCE: Human Resource Managers, Training Managers/Officers, Learning and Development Managers and Training Coordinators/Instructors.

METHODOLOGY: Lectures, Exercises, Discussions and Syndicate Session.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Calabar	Calabar	N50,000.00	25 – 27 May, 2021	3 days
Gusua	K/Namoda	N50,000.00	17 – 19 Aug., 2021	3 days
Owerri	Orlu	N50,000.00	28 – 30 Sept., 2021	3 days





CONSULTANCY SERVICES PROGRAMME

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BENEFITS OF ATTENDING THE PROGRAMMES:

TO THE PARTICIPANTS AMONGST OTHERS INCLUDE:

- ❖ Applying creativity and innovation in the work place;
- ❖ Improving personal branding;
- ❖ Improving work methods in hospital operations for higher productivity;
- ❖ Identifying and correcting faulty layouts in hospitals;
- ❖ Developing supervisory management skills for effective hospital operations and,
- ❖ Applying systematic and effective on-the-job training.

TO THE ORGANIZATION AMONGST OTHERS INCLUDE:

- ❖ Creating and improving the brand image for increased patronage and goodwill;
- ❖ Developing a good image and reputation;
- ❖ Using social media to build a brand and to increase business networking;
- ❖ Achieving waste and cost reduction;
- ❖ Achieving industrial harmony;
- ❖ Promoting safety consciousness;
- ❖ Improving competitiveness;
- ❖ Reducing idle time and
- ❖ Providing quality services to clients.

INNOVATIVE MASTER TRAINERS' CERTIFICATION WORKSHOP

PROGRAMME DESCRIPTION

Developing adaptive Learning and Development Plans, strategies and the application of effective methods and content in training delivery are fast becoming the aspirations of smart trainers. This is because training has gone beyond presentation to being creative and application of knowledge.

Trainers need to be aware of the latest knowledge and skills in facilitation, needs assessment, measuring impact of learning programmes and much more.

This workshop will assist participants in planning, delivering and evaluating the effectiveness of training sessions based on sound theories and models of learning.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Apply creativity and innovation in consulting and management of training function;
- ❖ Design training policy, plan and programme;
- ❖ Carry out effective presentation and facilitation;
- ❖ Apply learning theories to programme design and development, and
- ❖ Evaluate training sessions.

Target Audience: Training consultants, Learning and Development (L&D) Managers/Officers and Human Resource Managers.

Methodology: Lectures, Presentations, Syndicate Session, Film Shows and Case Studies

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Iso	Iso	N150,000.00	12– 16April, 2021	5 days
Enugu	Enugu	N150,000.00	19 – 23 April, 2021	5 days
Badagry	Badagry	N150,000.00	14– 18June, 2021	5 days
Ikeja	Ikeja	N150,000.00	21 – 25 June, 2021	5 days
Abuja	Abuja	N150,000.00	16 – 20 Aug., 2021	5 days
Jos	Jos	N150,000.00	20 – 24 Sept., 2021	5 days
Kano	Kano	N150,000.00	25 – 29 Oct., 2021	5 days
Katsina	Katsina	N150,000.00	25– 29Oct., 2021	5 days
Uyo	Uyo	N150,000.00	22 – 26 Nov., 2021	5 days
Yola	Yola	N150,000.00	To be determined	5 days



**PERFORMANCE AND PRODUCTIVITY
IMPROVEMENT WORKSHOP FOR MEDICAL RECORD
OPERATIONS**

PROGRAMME DESCRIPTION

Patients on daily basis visit hospitals with the aim of accessing healthcare services. Each visit involves a patient's medical record in order to diagnose and treat the patient successfully.

The Medical Record Workers occupy one of the very important positions in healthcare services, yet requiring no hands on patients. Their services are one of the most important jobs in the healthcare system. Daily, they are challenged with managing patients' treatment records, assigning codes to patients' diagnoses, working with health research institutions and medical billing among other activities.

This programme is designed as a special intervention to enhance participants' knowledge and skills to perform their jobs effectively and efficiently.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Discuss recording techniques and principles of data management;
- ❖ Code classified diseases and refer to appropriate departments;
- ❖ Explain processes of database design and management;
- ❖ Apply correct procedures for work planning and organization, and

- ❖ Apply safety and housekeeping techniques in job performance.

METHODOLOGY: Discussion, Lecture, Practicals and Syndicate Session.

TARGET AUDIENCE: Medical Record Officers.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Minna	Minna	N50,000.00	23 – 25 March, 2021	3 days
Kano	Kano	N50,000.00	13 – 15 July, 2021	3 days
Kaduna	Kaduna	N50,000.00	31 Aug. – 2 Sept., 2021	3 days
Gwagwalada	Gwagwalada	N50,000.00	19 – 21 Oct., 2021	3 days
Calaba	Calabar	N50,000.00	9 – 11 Nov., 2021	3 days



PERFORMANCE AND PRODUCTIVITY IMPROVEMENT WORKSHOP FOR HOSPITAL ADMINISTRATORS

PROGRAMME DESCRIPTION

Lack of harmony among healthcare providers is affecting the quality of healthcare service delivery, hence the need to demarcate the functions of various health workers. Hospital administrators are responsible for managing healthcare facilities, which requires robust and multi-dimensional skill sets.

The need for acquisition of professional management skills in running of hospitals to achieve set objectives cannot be over-emphasized. This is because the main objective of hospitals is to provide quality healthcare services to healthcare users. Therefore, Hospital Administrators as professionals, need to possess requisite skills, knowledge and attitude for optimum performance.

It is in view of the above, that this workshop is designed to equip Hospital Administrators with requisite skills to efficiently manage hospitals.

LEARNING OUTCOMES

At the end of the workshop, participants should be able to:

- ❖ Manage available healthcare facilities effectively;
- ❖ Identify the benefits of inter-professional collaboration;
- ❖ Communicate effectively and promote industrial harmony, and
- ❖ Apply International best practices in hospital management.

TARGET AUDIENCE: Hospital Administrators.

METHODOLOGY: Lectures, Discussions, Film Shows, Syndicate Session and Case Study.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abuja	Abuja	N70,000.00	4 – 6 May, 2021	3 days
Ibadan	Ibadan	N70,000.00	15 – 17 June, 2021	3 days
Calabar	Calabar	N70,000.00	27 – 29 July, 2021	3 days
Makurdi	Makurdi	N70,000.00	3 – 5 Aug., 2021	3 days
Awka	Awka	N70,000.00	10 – 12 Aug., 2021	3 days
Sokoto	Sokoto	N70,000.00	12 – 14 Oct., 2021	3 days



**PERFORMANCE AND PRODUCTIVITY
IMPROVEMENT WORKSHOP FOR MEDICAL
DOCTORS**

PROGRAMME DESCRIPTION

The primary role of medical doctors in a healthcare facility is to diagnose and treat medical conditions, disorders, and diseases through application of specialist medical skills and knowledge. Doctor-patient ratio in Nigeria is quite high, which makes coordinating care and communication among multiple providers challenging.

Medical Doctors have so many duties towards their patients. Their responsibilities entail improved patient care by better understanding and targeting the patients they serve.

It is against this background that this workshop is designed to equip doctors with requisite skills to effectively manage patients and other practitioners within the health sector.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Plan and organize work effectively;
- ❖ Apply best practices in undertaking patient consultation;
- ❖ Apply good inter-personal relationship in handling patients and other stakeholders, and
- ❖ Effectively collaborate with other professionals in care giving.

METHODOLOGY: Lectures, Discussion, Syndicate Session and Case Study

TARGET AUDIENCE: Medical Doctors.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abeokuta	Abeokuta	N70,000.00	8 – 10 June, 2021	3 days
Lafia	Lafia	N70,000.00	12 – 14 Oct., 2021	3 days



PERFORMANCE AND PRODUCTIVITY IMPROVEMENT IN PHARMACY OPERATIONS

PROGRAMME DESCRIPTION

Implementing an efficient pharmacy information system is beneficial to both Patients and Pharmacists. Every Pharmacy aims at accomplishing the following; filling prescriptions accurately and efficiently, providing high-quality patient care, and maintaining a sustainable business model that is satisfactory to clients. To achieve these, Pharmacists must dispense medications on time and with high degree of quality assurance.

By focusing on Pharmacy workflow improvements, hospitals can ensure efficient flow of medications and information not only to the Pharmacy, but also the hospital as a whole. This will result in higher overall quality of service.

Based on the above, this workshop is designed to improve performance of pharmacy operations.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Explain drug supply flow and logistics operations;
- ❖ Identify modern work method and organize pharmacy work flow;
- ❖ Apply best practices in prescription handling;
- ❖ Communicate efficiently with other healthcare users, and
- ❖ Apply good inter-professional collaboration.

METHODOLOGY: Lectures, Film Shows, Syndicate Session and Case Study.

TARGET AUDIENCE: Pharmacists.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Jos	Jos	N50,000.00	15 – 17 June, 2021	3 days
Benin	Benin	N50,000.00	21 – 23 Sept., 2021	3 days
Yenagoa	Yenagoa	N50,000.00	13– 15 Oct., 2021	3 days



PERFORMANCE AND PRODUCTIVITY IMPROVEMENT IN MEDICAL LABORATORY OPERATIONS

PROGRAMME DESCRIPTION

Cases of delayed, incorrect and missing laboratory results abound. This has contributed to poor service delivery in the medical laboratory of most hospitals in Nigeria.

Medical Laboratory Science is a field of medical sciences, which deals with clinical investigation with a view to determining diseases and their effects on human health, which assists physicians in patient diagnosis and treatment as well as disease monitoring or prevention.

It is with this in mind that this workshop is designed to improve the performance and productivity of medical laboratory scientists.

LEARNING OUTCOMES

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

- ❖ Discuss the importance of work planning and organization for improved medical laboratory operations;
- ❖ State the roles of an effective medical laboratory scientist;
- ❖ Identify common laboratory hazards and proffer solutions;
- ❖ Apply safety procedures in medical laboratory operations, and
- ❖ Perform medical laboratory operations according to job requirements in line with international best practices.

METHODOLOGY: Lectures, Practical, Syndicate Session, Film Shows and Case Study

TARGET AUDIENCE: Laboratory Scientists

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Calabar	Calabar	N50,000.00	13 – 15 July, 2021	3 days
Sokoto	Sokoto	N50,000.00	7 – 9 Sept., 2021	3 days
Jos	Jos	N50,000.00	16 – 18 Nov., 2021	3 days



**PERFORMANCE AND PRODUCTIVITY
IMPROVEMENT FOR NURSING OPERATIONS**

PROGRAMME DESCRIPTION

Nurses are critical to providing high quality, safe, reliable, timely and patient-centered care. However, as hospitals focus on increasing safety, reliable patient-centeredness and efficiency, the nurse's ability, capacity and commitment to healthcare delivery system should produce desired results in terms of healthcare outcomes.

This workshop is designed to equip nurses improve their skills, knowledge and attitude to provide effective and efficient services for healthcare users in the hospital in line with international best practice.

LEARNING OUTCOMES:

At the end of this workshop, participants should be able to:

- ❖ Organize nursing operations according to requirement and specification;
- ❖ Describe the role of nurses in patient care;
- ❖ Explain the factors that promote friendly healthcare service delivery;
- ❖ Identify evidence-based standards, and
- ❖ Perform according to evidence-based standards in their daily nursing activities.

METHODOLOGY: Lectures, Film Shows, Syndicate Session and Case Study.

TARGET AUDIENCE: Nurses.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Kaduna	Kaduna	N50,000.00	18 – 20 May, 2021	3 days
Enugu	Enugu	N50,000.00	13 – 15 July, 2021	3 days
Ibadan	Ibadan	N50,000.00	14 – 16 Sept., 2021	3 days



CORPORATE IMAGE AND REPUTATION MANAGEMENT: Strategy for Enhancing Productivity

PROGRAMME DESCRIPTION

Corporate image, brand and reputation are some of the valuable non-tangible assets of an organization. These do not occur by chance but as a result of deliberate leadership, vision and commitment.

Current competitive global market demands rapidly changing products, services, technology and corporate image that create an impression on the public.

This workshop is designed to equip participants with essential elements and processes for effective corporate image and reputation management.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify essential elements of corporate image and reputation building;
- ❖ Explain the process of effective image and reputation management, and
- ❖ Design a strategic plan for reputation management.

METHODOLOGY: Lectures, Discussions and Syndicate Session.

TARGET AUDIENCE: Corporate Affairs Managers and Heads of Public Relation.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Warri	Warri	N50,000.00	18 – 20 May, 2021	3 days
Kaduna	Kaduna	N50,000.00	17 – 19 Aug., 2021	3 days



INNOVATIVE MANAGEMENT IN CONTEMPORARY AND COMPETITIVE ENVIRONMENT

PROGRAMME DESCRIPTION

The ability to manage innovation is central to achieving successful business outcomes in a highly competitive environment. Organizations are increasingly evaluating their products, services, and operations in an attempt to meet the changing needs of customers. This is critical not only for survival but also for sustainability and long-term stability.

It is therefore imperative that, leaders in organizations create an organizational culture that support and promote creativity with the goal of achieving a sustainable competitive advantage leading to growth and profitability in the marketplace.

This workshop is designed to equip participants with innovative management skills.

LEARNING OBJECTIVES

At the end of this workshop, participants should be able to:

- ❖ Identify multiple creative thinking techniques;
- ❖ Design and develop strategies for selling ideas to achieve competitive advantage by bringing tomorrow's operation to today;
- ❖ Design strategic growth processes through innovative technique, and
- ❖ Manage the actual execution of innovative projects.

METHODOLOGY: Lectures, Discussions, Brain Storming and Exercises.

TARGET AUDIENCE: Chief Executives/Captains of Industries, Senior Managers, Planners, Research and Development Officers and Drivers of Change in Organizations.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Port-Harcourt	P/H	N70,000.00	27 – 29 April, 2021	3 days
Makurdi	Makurdi	N70,000.00	5 – 7 May, 2021	3 days
Ilorin	Ilorin	N70,000.00	17– 19 Aug., 2021	3 days



LEVERAGING DIVERSITY AND INCLUSION FOR CORPORATE GROWTH

PROGRAMME DESCRIPTION

As the world continues to shrink daily into a global village, people, cultures, beliefs, technologies, customs and traditions move across national and international boundaries, businesses assume a more global outlook. It is becoming increasingly clear that tolerance, cooperation, accommodation, engagement and flexibility should underlie our strength.

In many corporate organizations, the challenge before leaders is to recognize that its strength and pride lie in its diversity. How these diverse cultural, ethnic and religious perspectives are galvanized into a cohesive whole is imperative for corporate growth.

This workshop is tailored towards exposing participants to the challenges of diversity and how it can be harnessed for organizational growth and development.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Discuss the elements of diversity and inclusion;
- ❖ Identify the benefits of diversity in workplace for organizational development;

- ❖ Resolve conflict arising from diversity for effective integration at the workplace, and
- ❖ Use cultural diversity for organizational harmony.

METHODOLOGY: Lectures, Discussions, Syndicate Session and Case Studies.

TARGET AUDIENCE: Directors, Senior Managers, Managers in Public and Private Sectors and NGOs.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Kaduna	Kaduna	N50,000.00	15– 17 June, 2021	3 days



WORKSHOP ON INTELLECTUAL UNIONISM

PROGRAMME DESCRIPTION

The practice of Industrial Relations in Nigeria today has become more sophisticated due to the multi-faceted nature and workplace-conflict as well as evolving forms of employment contracts. This requires practitioners to move away from the confrontational labour relations model, to the social dialogue model advocated by International Labour Organizations (ILO) and experts.

Intellectual Unionism is a current trend in today's trade unionism as it shows a paradigm shift from the usual radical approach to a very calculative, strategic and intellectual approach. Unfortunately, the latest approach is yet to be fully harnessed and internalized in Nigeria, as union leaders still combine the different approaches in unionism.

It is against this backdrop that this workshop is designed to equip participants with the latest approach to management-union relationship.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify relevant Industrial Relations laws;
- ❖ Discuss the importance of personal branding in unionism;
- ❖ Develop negotiation skills and negotiate confidently;

- ❖ Manage Industrial Relations, using intellectual unionism approach, and
- ❖ Apply teamwork and effective communication in unionism.

METHODOLOGY: Lectures, Discussions, Syndicate Session, Role Play and Case Studies.

TARGET AUDIENCE: Managers, Union Executives, Administration and Personnel Officers, Industrial and Labour Relation Officers.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Bauchi	Jos	N100,000.00	13 – 15 July, 2021	3 days



ENGINEERING, VOCATIONAL AND TECHNICAL PROGRAMMES



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BENEFITS OF ATTENDING THE PROGRAMMES: TO THE PARTICIPANTS AMONGST OTHERS INCLUDE:

- ❖ Providing technical ability to handle challenging work situation;
- ❖ Improving intellectual development;
- ❖ Acquiring skills for troubleshooting/fault tracing and repairs;
- ❖ Enhancing technological and scientific innovation.

TO THE ORGANIZATION AMONGST OTHERS INCLUDE:

- ❖ Achieving Training Needs of the organization in Engineering and Technical fields;
- ❖ Promoting Health and Safety awareness at work environment;
- ❖ Enhancing technological and scientific advancement;
- ❖ Providing professional environment for the organization to improve staff competencies;
- ❖ Developing a cost effective maintenance culture.

**ADVANCED INDUSTRIAL
ELECTRICAL/ELECTRONICS MAINTENANCE
WORKSHOP**

PROGRAMME DESCRIPTION

Electricity is the backbone of infrastructural facilities of any organization with its manifold application covering almost every aspect of human life.

Inadequate maintenance of industrial electrical/electronic equipment has resulted to huge financial losses due to frequent damages and operational downtime.

In view of the above, this workshop is designed to provide essential steps on effective operations and maintenance of electrical/electronic machines and equipment based on changing technology.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Observe safety precaution when installing and operating electrical/electronics equipment;
- ❖ Design typically used protection, control and metering systems;
- ❖ Describe the operation and application of electrical machines and other relevant electrical equipment;
- ❖ Troubleshoot using modern techniques, test and determine the condition of electrical/electronic equipment and machines, and

- ❖ Develop preventive/corrective maintenance system to minimize equipment breakdown.

TARGET AUDIENCE: Supervisors, Technologists and Engineers.

METHODOLOGY: Lectures, Discussions, Demonstrations, Group Assignment, Simulation and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Apapa	Apapa	N50,000.00	18 – 20 May, 2021	3 days
Ikeja	Ikeja	N60,000.00	8 – 10 June, 2021	3 days
P/Harcourt	Omoku	N50,000.00	18 – 20 May, 2021	3 days
Warri	Warri	N50,000.00	24 – 26 Aug., 2021	3 days



AIR-CONDITIONING AND REFRIGERATION MAINTENANCE WORKSHOP

PROGRAMME DESCRIPTION

Air-conditioners and refrigerators are vital equipment in our homes, hospitals, offices, plants, ships and aircrafts. These equipment make living and work environment more conducive.

However, some maintenance technicians do not have adequate skills, knowledge and attitude to carry out maintenance of these equipment.

This workshop is designed to equip participants with the necessary skills for operating and maintaining air conditioning and refrigeration units to ensure their optimal performance.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Observe safety rules while working on air-conditioning and refrigeration units;
- ❖ Identify components of the air-condition and refrigeration units and their functions;
- ❖ Troubleshoot air-condition and refrigeration units, and
- ❖ Carry out maintenance of air-conditioning and refrigeration units.

TARGET AUDIENCE: Air-Conditioning and Refrigeration Technicians, Supervisors, Building Maintenance Personnel, Plant and Facility Maintenance Technicians.

METHODOLOGY: Lectures, Discussions, Demonstrations, Practical and Industrial Visits.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC-Kano	Dambatta	N50,000.00	15 – 19 March, 2021	5 days
MSTC-Abuja	MSTC-Abuja	N50,000.00	3 – 7 May, 2021	5 days
ISTC-Lokoja	ISTC-Lokoja	N50,000.00	21– 25 June, 2021	5 days
ISTC-Ikeja	ISTC-Ikeja	N50,000.00	14 – 16Sept., 2021	3 days



BASIC INDUSTRIAL ELECTRICAL/ELECTRONIC MAINTENANCE WORKSHOP

PROGRAMME DESCRIPTION

Power is essential for our day to day activities in both industrial and domestic setting. The effective maintenance of electrical/electronic equipment ensures the optimum operation of the industrial facilities.

This workshop is designed to equip participants with the required skills needed for the maintenance of industrial electrical machines and equipment.

LEARNING OUTCOMES:

At the end of this workshop, participants should be able to:

- ❖ Apply safety precaution when operating electrical/electronic equipment;
- ❖ Describe the operation and application of electrical machines and other electrical equipment;
- ❖ Identify typically used protection, controls of industrial and domestic machines/equipment;
- ❖ Troubleshoot, test and determine the condition of faulty electrical/electronic equipment and,
- ❖ Develop preventive/corrective maintenance system to minimize equipment breakdown.

TARGET AUDIENCE: Electricians, Electrical Supervisors, and Technicians.

METHODOLOGY: Lectures, Demonstration and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC-Ikeja	ISTC-Ikeja	N70,000.00	4 – 6 May, 2021	3 days



BEST PRACTICES IN ELECTRICAL PREVENTIVE MAINTENANCE WORKSHOP

PROGRAMME DESCRIPTION

There is only one way to ensure maximum uptime and minimum expenses in maintaining electrical equipment and systems – “catch the problem BEFORE it happens”.

Implementing simple maintenance practice, routine inspections and scheduled testing, enables you to keep plant or facility operating at peak efficiency while reducing maintenance cost.

Consequently, this workshop is designed to improve the skills of participants to carry out electrical preventive maintenance.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Prepare an electrical equipment maintenance plan;
- ❖ Identify common causes of electrical equipment failure;
- ❖ Develop and use simple maintenance checklists;
- ❖ Carry out electrical troubleshooting techniques for efficient and effective repairs, and
- ❖ Apply safety procedures in carrying out electrical equipment maintenance.

TARGET AUDIENCE: Supervisors and Electrical Maintenance Personnel.

METHODOLOGY: Lectures, Discussions, Demonstrations and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Isolo	Isolo	N50,000.00	14 – 16 June, 2021	3 days
Ibadan	Ibadan	N50,000.00	3 – 5 Aug., 2021	3 days
ISTC-Ikeja	ISTC-Ikeja	N50,000.00	17 – 19 Aug., 2021	3 days
Rumuokwuta	Elenwo	N50,000.00	7 – 9 Sept., 2021	3 days
Lokoja	Idah	N50,000.00	26 – 28 Oct., 2021	3 days



EFFECTIVE LABORATORY MANAGEMENT WORKSHOP

PROGRAMME DESCRIPTION

Major changes have taken place in laboratories over the years. Many laboratories are now housed by enormous structures and manned by highly trained scientists, technologists or technicians and other supporting staff. Laboratory work has also become more complex with sophisticated equipment.

However, not every scientist or technologist is skilful enough in laboratory management techniques. This has often affected their ability to bring out the best out of their staff with a resultant negative effect on productivity.

This workshop is designed to improve the effectiveness and efficiency of the participants in the discharge of their functions.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Plan and organize a laboratory;
- ❖ Conduct laboratory activities successfully;
- ❖ Maintain safety practices in the laboratory;
- ❖ Carry out maintenance of laboratory equipment, and
- ❖ Apply management techniques in enhancing productivity.

TARGET AUDIENCE: Laboratory Heads, Supervisors, Technologists, Scientists, Researchers, Analysts in Health, Industrial and Allied Organizations.

METHODOLOGY: Lectures, Practical, Demonstrations, Syndicate Session and Field Trip.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Ilorin	Ilorin	N50,000.00	16 – 18 Feb., 2021	3 days
Minna	Minna	N50,000.00	23 – 25 Feb., 2021	3 days
Makurdi	Makurdi	N50,000.00	8 – 10 Nov., 2021	3 days



FACILITY MAINTENANCE AND MANAGEMENT WORKSHOP

PROGRAMME DESCRIPTION

Facilities Maintenance activities include keeping spaces, structures and infrastructure in proper operating condition to prevent failure or degradation.

The failure of organization to maintain and manage its facilities effectively, results in high operational costs, decrease in productivity and inability to meet target which leads to low return on investment.

This workshop is designed to equip participants with modern maintenance skills and knowledge to manage organizational facilities.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify roles and responsibilities of facility maintenance supervisors and technicians;
- ❖ Identify the components of a facility that requires maintenance;
- ❖ Develop a facility maintenance management plan;
- ❖ Maintain all available facilities and equipment in line with best practices, and
- ❖ Provide a safe work environment.

TARGET AUDIENCE: Supervisors, Line Engineers, Technicians, Craftsmen, Artisans, Foremen and Technologist.

METHODOLOGY: Lectures, Discussions, Demonstration, Case Studies, Syndicate Session and Company Visit.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
MSTC-Abuja	MSTC-Abuja	N50,000.00	12 – 16 July, 2021	5 days
Akure	Akure	N50,000.00	24 – 26 Aug., 2021	3 days
Badagry	ISTC-Ikeja	N50,000.00	24 – 26 Aug., 2021	3 days
Calabar	Calabar	N50,000.00	24 – 26 Aug., 2021	3 days
ISTC-Kano	ISTC-Kano	N50,000.00	25 – 29 Oct., 2021	3 days
Rumuokwuta	Ahoda	N50,000.00	7 – 9 Dec., 2021	3 days



OPTIMIZING WORKFORCE HEALTH FOR IMPROVED PRODUCTIVITY

PROGRAMME DESCRIPTION

Every organization is fast taking the issues of Health, Safety and Wellness of its workforce with utmost seriousness. This is so because the health, safety and wellness of the workers are part of the multiple factors that determine the level of productivity in the workplace.

The effect of Covid-19 pandemic has left much undesirous adversities on organizational health. The impact has also adversely affected the psyche of workers.

Thus, for its effective and efficient operations, this workshop is designed to equip participants with modalities for maintaining healthy, safe and wellness practices that will enhance general wellbeing and productivity.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Explain the concept of Self-Management and Work-Life Balance;
- ❖ State strategies for maintaining an effective personality;
- ❖ Enumerate safety consciousness in employees;
- ❖ Identify safety precautions to be observed at work and

- ❖ Discuss modalities for balancing work and healthy living.

TARGET AUDIENCE: For all Employees.

METHODOLOGY: Lectures, Discussions, Case Studies

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abuja	Akwanga	N50,000.00	30 Mar. – 1 Apr. 2021	3 days
Uyo	Uyo	N50,000.00	10 – 12 May, 2021	3 days
Sokoto	Sokoto	N50,000.00	22 – 24 June, 2021	3 days
Jos	Jos	N50,000.00	13 – 15 July, 2021	3 days
Aba	Aba	N50,000.00	27 – 29 July, 2021	3 days
ISTC-Lokoja	ISTC-Lokoja	N50,000.00	20 – 24 Sept., 2021	5 days
L/Island	Lagos	N50,000.00	22 – 23 Sept., 2021	2 days

POWERED INDUSTRIAL TRUCK OPERATIONS AND MAINTENANCE (5 TONNES & 3 TONNES FORKLIFTS) WORKSHOP

PROGRAMME DESCRIPTION

POWERED INDUSTRIAL TRUCK operation is a fundamental part of the daily operation of any industrial establishment as heavy loads are moved around, with the help of forklifts. While this happens, lots of incidents have been recorded which vary from nearmisses to catastrophies and fatality in some cases.

POWERED INDUSTRIAL TRUCK operation is considered to be a key component, as such, requires certification and in some cases, licencing as in driving any articulated vehicle. This then is the reason for ensuring that a training by a competent trainer is done.

The programme is designed to ensure safe operating procedures are adhered to in operation and maintenance of Powered Industrial Trucks.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify the basic components involved in Powered Industrial Truck;
- ❖ Carry out pre-use inspection on forklift in compliance with manufacturer's specification and industry best practice;
- ❖ Apply skills of proper fuelling and battery charging techniques;
- ❖ Identify types and characteristics of forklift with different kinds of hazards associated with each;
- ❖ Identify forklift stability triangle, forklift moment, lateral and longitudinal instability, and
- ❖ Carry out powered industrial truck operations safely and efficiently without accident and damage to persons, property and goods.

TARGET AUDIENCE: Supervisors, Foremen, Trainee Operators, all Personnel who work with Powered Industrial Truck.

METHODOLOGY: Lectures, Demonstrations, Practical and Film Shows.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC-Ikeja	ISTC-Ikeja	N75,000.00	25 – 27 May, 2021	3 days
Ibadan	Ibadan	N75,000.00	13 – 15 July, 2021	3 days



WORKSHOP ON AGRICPRENEURSHIP

PROGRAMME DESCRIPTION

Agribusinesses include all business enterprises that buy from or sell to farmers. The transaction may involve either a product, a commodity or a service. Agribusiness denotes the collective business activities that are from farm to the market. It covers the supply of agricultural inputs, production and transformation of agricultural products and their distribution to final consumers. It has a large potential for generating systematic income for practitioners.

However, Agribusiness in the country to a large extent is limited to raw materials that are perishable, variable in quality and not regularly available. This is further compounded by the fact that practitioners have limited knowledge of post-harvest handling and stringent regulatory controls on consumer safety, product quality and environmental protection.

To leverage on the opportunities provided by Agribusiness, the workshop is designed to equip participants with relevant skills in managing farm produce from farm to market and regulatory guidance in managing the terrain for optimum profitability.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Discuss the prospects of agribusiness;
- ❖ Enumerate the challenges of agribusiness and international trade;
- ❖ Mention ways to combat challenges facing agribusiness;
- ❖ Explain the role of information and communication technology (ICT) in agribusiness and international marketing, and
- ❖ Employ ICT to facilitate Agribusiness and International trade.

TARGET AUDIENCE: Agriculturists, Investors, Retiring Officers, Retirees and Entrepreneurs.

METHODOLOGY: Lectures, Discussions, Syndicate Session, Case Studies and Practical

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Enugu	Enugu	N50,000.00	12 – 14 Oct., 2021	3 days

WORKSHOP ON BASIC AUTO DIAGNOSTIC SKILLS

PROGRAMME DESCRIPTION

The rapid advancement in Technology has transformed the Auto Mechanic functions from purely mechanical to include electronics and its technology.

This trend has brought about the addition of Complex, Computerized and Electronics system in the form of On Board Diagnostics (OBD) in all modern vehicles.

To this end, all Technicians and the likes need to be abreast with the special diagnostic equipment designed to detect any malfunction in the vehicle and recommend appropriate corrective measures needed to put the vehicle in order as recommended by the manufacturer.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify the necessary skills required to effectively process information on the Internet;
- ❖ Differentiate between Sensors and Actuators;
- ❖ Relate the practical difference between OBD I and II Compliant vehicles;
- ❖ Show how to locate the position of the Diagnostic Link Connector (DLC) in modern vehicles, and
- ❖ Describe how to connect the Diagnostic tool, equipment, Code retrieval procedure and erasing of Diagnostic Trouble Codes (DTC).

TARGET AUDIENCE: Auto Engineers, Technicians, Mechanics, Drivers and all those involved in Auto related works.

METHODOLOGY: Lectures, Demonstrations, Syndicate Session and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Makurdi	Makurdi	N50,000.00	14 – 16 April, 2021	3 days
Lekki	Otta	N50,000.00	20 – 22 April, 2021	3 days
MSTC-Abuja	MSTC-Abuja	N50,000.00	17 – 21 May, 2021	3 days
ISTC-Kano	ISTC-Kano	N50,000.00	14 – 18 June, 2021	3 days
ISTC-Ikeja	ISTC-Ikeja	N50,000.00	22 – 24 June, 2021	3 days
L/Island	Lagos	N50,000.00	24 – 25 June, 2021	2 days



WORKSHOP ON DIAGNOSTIC METHODS OF ELECTRICAL/ELECTRONICS FAULT DETECTION, CORRECTION AND MAINTENANCE

PROGRAMME DESCRIPTION

The advancement in the field of Electrical/Electronic has given rise to a large gap between theory in electrical/electronic fault troubleshooting and practical.

In addition, there is a dearth of skilled workforce that can detect faults, maintain, repair and even re-engineer electrical/electronic equipment. The improper diagnostic procedures often culminate in outright damage due to lack of knowledge, skills and attitude required to effectively and efficiently diagnose, repair and maintain electrical/electronic equipment.

This programme is designed to equip participants with logical, step-by-step approach to troubleshooting, repairs and maintenance of Electrical/Electronic components of machines and equipment.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify causes of Electrical/Electronic equipment failure;
- ❖ Describe specific techniques to troubleshoot Electrical/Electronic equipment and their control circuits;

- ❖ Diagnose Electrical/Electronic problems right at first trial, and
- ❖ Apply Electrical/Electronic equipment maintenance safety procedures

TARGET AUDIENCE: Engineers, Technologists, Technicians, Foremen, Managers and Supervisors.

METHODOLOGY: Lectures, Discussions, Case Studies and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abeokuta	Abeokuta	N50,000.00	18 – 20 May, 2021	3 days
Yola	Yola	N50,000.00	18 – 20 May, 2021	3 days
Isolo	Isolo	N50,000.00	10 – 12 Aug.,2021	3 days
MSTC-Abuja	MSTC-Abuja	N50,000.00	23 – 27 Aug., 2021	5 days



WORKSHOP ON ELECTRICAL INSTALLATION AND MAINTENANCE TECHNIQUES

PROGRAMME DESCRIPTION

Fire outbreak and destruction of equipment are sometimes caused by faulty installation and the use of sub-standard materials. In the event of malfunction in any facility, the safety of the occupants as well as the facility would be at risk during ensuing emergency.

This workshop is designed to enhance the skills, knowledge and core competencies of personnel in charge of electrical installation and maintenance.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify and interpret electrical symbols and state their applications according to specification;
- ❖ Explain the principles of operation of protective devices in electrical system;
- ❖ Install conduit systems, power circuits and lighting circuits according to specification, and
- ❖ Apply safety procedures during installation and maintenance of electrical system.

TARGET AUDIENCE: Supervisors, Electrical Technicians, and Maintenance Staff.

METHODOLOGY: Lectures, Discussions, Syndicate Session and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC-Lokoja	ISTC-Lokoja	N50,000.00	19 – 23 April, 2021	5 days
ISTC-Kano	Bichi	N50,000.00	26 – 30 April, 2021	5 days



WORKSHOP ON MAINTAINABILITY AND RELIABILITY

PROGRAMME DESCRIPTION

Industrial equipment is critical in any manufacturing set up. The functioning of the equipment always presents different challenges to both the operators and maintenance personnel about its reliability, maintainability and optimization.

This programme will present the updated best practice on the preventive and predictive maintenance that enhance the reliability of major industrial equipment.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ State the operating characteristics of industrial equipment;
- ❖ Explain failure patterns of industrial equipment;
- ❖ Apply information on predictive maintenance of equipment;
- ❖ Apply condition monitoring techniques, and
- ❖ Implement methods of Quality Assurance maintenance of equipment.

TARGET AUDIENCE: Process Engineer, Maintenance Engineer, Maintenance Supervisors, Machine Operators, etc.

METHODOLOGY: Lectures, Case Studies, Film Shows and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC- Kano	ISTC- Kano	N75,000.00	13– 17 Sept., 2021	3 days
Kaduna	Kaduna	N75,000.00	28– 30 Sept., 2021	3 days

WORKSHOP ON MODERN TECHNIQUES IN PLANT AND EQUIPMENT MAINTENANCE MANAGEMENT

PROGRAMME DESCRIPTION

Every industrial plant and equipment when installed is expected to function optimally at all times to avoid breakdown of plant and equipment in the production process, which may result in huge loss of production hours and profit.

However, where a company or organization does not have effective maintenance strategies to manage its plant and equipment, then it stands the risk of running an unreliable production process. Whereas, when maintenance management is done properly, your maintenance strategies and practices deliver the six purposes of maintenance which are: equipment reliability, failure avoidance, defect elimination, least operating costs, operating risk reduction and highest sustainable production.

This workshop is therefore designed to equip participants with the knowledge, skills and attitude required to effectively and efficiently manage plant and equipment for optimum performance.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify modern tools for plant and equipment maintenance;
- ❖ Explain the different troubleshooting techniques in plant and equipment maintenance;
- ❖ Apply the techniques of modern plant and equipment maintenance, and
- ❖ Discuss Cooperative Partnership and Organizational structure in Maintenance.

TARGET AUDIENCE: Engineers, Maintenance Supervisors and Personnel, Foremen and Technicians.

METHODOLOGY: Lectures, Demonstrations, Practical and Field Trips.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
L/Island	Lagos	N50,000.00	22 – 23 April, 2021	2 days
Akure	Akure	N50,000.00	4 – 6 May, 2021	3 days
Awka	Nnewi	N50,000.00	18 – 20 May, 2021	3 days
ISTC-Ikeja	ISTC-Ikeja	N50,000.00	1 – 3 June, 2021	3 days
Abakaliki	Abakaliki	N50,000.00	25 – 27 June, 2021	3 days
ISTC-Lokoja	ISTC-Lokoja	N50,000.00	26 – 30 July, 2021	3 days
Gwagwalada	Makurdi	N65,000.00	27 – 29 July, 2021	3 days
Apapa	Apapa	N50,000.00	28 – 30 July, 2021	3 days
Abeokuta	Abeokuta	N50,000.00	24 – 26 Aug., 2021	3 days
Yenagoa	Oporoma	N50,000.00	24 – 26 Aug., 2021	3 days
ISTC-Kano	ISTC-Kano	N50,000.00	6 – 10 Sept., 2021	3 days
P/Harcourt	Omoko	N50,000.00	14 – 16 Sept., 2021	3 days
Owerri	Mgbidi	N50,000.00	19 – 21 Oct., 2021	3 days
Isolo	Isolo	N50,000.00	25 – 27 Oct., 2021	3 days



WORKSHOP ON WORKING AT HEIGHTS FOR OPERATORS

PROGRAMME DESCRIPTION

Falls are the second leading cause of accidental or unintentional injury and deaths worldwide. "Each year, an estimated 646,000 individuals die from falls globally ..." (WHO, 2018).

Employees working at height are exposed to hazards such as falls from elevation caused by slipping, unsafe access, and the lack of fall protection, struck by falling tools/debris, electrocution from overhead power lines, scaffold collapse caused by instability or overloading, bad planking giving way, failure to use fall protection device or equipment, use of defective platforms, ladders and other devices.

This workshop is designed to improve employees' knowledge, skills and attitudes required to work at heights with a view to reducing incidences resulting from unsafe acts and conditions associated with Working at Height (WAH).

LEARNING OUTCOMES

At the end of this Workshop, participants should be able to:

- ❖ Identify relevant Workplace Safety & Health (WSH) legislations;
- ❖ Identify WAH hazards and preventive measures related to WAH;

- ❖ Demonstrate the use of and care for the various falls-arrest systems and equipment (Selection, inspection & use of working at height equipment);
- ❖ Plan work at height activities to reduce the risk of falls, and
- ❖ Discuss techniques for handling suspension trauma and self-rescue.

TARGET AUDIENCE: Personnel who must work above 2 meters in Construction Sites, Scaffolders and Ship Builders.

METHODOLOGY: Lectures, Practical, Simulations and Film Shows.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Rumuokwuta	Rumuokwuta	N75,000.00	19 – 21Oct., 2021	3 days





HEALTH, SAFETY, ENVIRONMENT AND SECURITY PROGRAMMES

HEALTH, SAFETY, ENVIRONMENT AND SECURITY PROGRAMMES

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4. Workshop on Optimizing Occupational Health and Safety 96

HEALTH, SAFETY, ENVIRONMENT AND SECURITY PROGRAMMES

BENEFITS OF ATTENDING THE PROGRAMMES

TO THE PARTICIPANT AMONGST OTHERS INCLUDE:

- ❖ Complying with safety practices;
- ❖ Identifying and preventing workplace hazards;
- ❖ Understanding the need for the use of Personal Protective Equipment (PPE);
- ❖ Ensuring security of lives and properties;
- ❖ Involving employees in safety decisions.

TO THE ORGANIZATION AMONGST OTHERS INCLUDE:

- ❖ Reducing number of injuries and deaths, damage to property, legal liability, illness, workers' compensation claims and idle time;
- ❖ Establishing a safety and security culture in which employees take ownership of safety and security procedures;
- ❖ Complying with safety requirement as specified by Occupational Safety and Health Administration (OSHA);
- ❖ Reducing the rate of employee absenteeism and turnover.

HEALTH, SAFETY, ENVIRONMENT AND SECURITY PROGRAMMES

CRIME PREVENTION & SECURITY MANAGEMENT WORKSHOP

PROGRAMME DESCRIPTION

Crime is assuming an alarming and complex dimension in our society.

The task of providing security of lives and property in organizations is no doubt the most challenging aspect of the duties of Captains of Industries, Chief Executives and Managers.

This workshop is therefore, designed to enhance the performance of those involved in security planning, development, implementation and evaluation by empowering them with modern security and management strategies.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify types and uses of security equipment;
- ❖ Identify techniques used by criminals and device measures to ensure security in the work place, and
- ❖ Apply the techniques of patrolling and surveillance at work area, with a view to preventing and detecting criminal tendencies.

TARGET AUDIENCE: Security Managers/Supervisors,Safety Officers, Administrative/Personnel Officers.

METHODOLOGY: Lectures, Discussions, Case Studies, Practical and Demonstrations.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Benin	Benin	N50,000.00	23 – 25 March, 2021	3 days
Bauchi	Gombe	N50,000.00	17 – 19 Aug., 2021	3 days
Minna	Minna	N50,000.00	24 – 26 Aug., 2021	3 days
Badagry	Festac	N50,000.00	12 – 14 Oct., 2021	3 days

HEALTH, SAFETY, ENVIRONMENT AND SECURITY PROGRAMMES

INDUSTRIAL HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT WORKSHOP

METHODOLOGY: Lectures, Case Studies, Demonstration, Film Shows and Syndicate Session.

PROGRAMME DESCRIPTION

Poor health and safety practices of some employees in carrying out their daily operation in the work place may lead to decline in their productivity. The need to train and re-train all workers on the techniques of promoting and encouraging safe work habits and attitudes among the workforce is very crucial.

This workshop is specifically designed to improve participants' knowledge on modern techniques of investigating and analyzing hazards in the workplace as well as designing appropriate corrective measures that will ensure safety at all times.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify and analyze hazards inherent in the Job;
- ❖ Apply appropriate procedures for reducing or eliminating such hazards;
- ❖ Promote safety and health awareness among the workers, and
- ❖ Establish and maintain a safe environment in the industry.

TARGET AUDIENCE: Managers, Safety Officers, Supervisors, Foremen and Factory Workers.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abeokuta	Abeokuta	N50,000.00	13 – 15 April, 2021	3 days
Benin	Auchi	N50,000.00	20 – 22 April, 2021	3 days
ISTC-Kano	ISTC-Kano	N50,000.00	24 – 28 May, 2021	5 days
Lekki	Lekki	N50,000.00	13 – 15 July, 2021	3 days
Ilorin	Ilorin	N50,000.00	27 – 29 July, 2021	3 days
ISTC-Lokoja	ISTC-Lokoja	N50,000.00	16 – 20 Aug., 2021	5 days
Gwagwalada	Abuja	N65,000.00	23 – 25 Aug., 2021	3 days
Awka	Awka	N50,000.00	24 – 26 Aug., 2021	3 days

HEALTH, SAFETY, ENVIRONMENT AND SECURITY PROGRAMMES

WORKSHOP ON OFFICE SAFETY

PROGRAMME DESCRIPTION

Office hazards and accidents are on the increase. Ergonomic disorders caused by awkward bodily posture have given rise to the need for continuous updating and training to familiarize workers with the hazards associated with the nature of their work.

The role of health and safety is very crucial for the effective and efficient operation of any organization. This is because productivity is influenced and linked to the degree of the health and safety procedures and practices deployed in the organization.

Therefore, this programme is designed to equip participant with appropriate knowledge, skills and attitudes required to maintain a safe working environment.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify shared responsibilities in regards to office safety;
- ❖ Identify specific conditions that can impact on safety, and
- ❖ Apply general safety rules.

TARGET AUDIENCE: All workers in organizations.

METHODOLOGY: Lectures, Discussions, Case Studies, Role Play and Demonstrations.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Warri	Warri	N50,000.00	1 – 3 June, 2021	3 days
Aba	Aba	N50,000.00	22 – 24 June, 2021	3 days
L/Island	Lagos	N50,000.00	14 – 15 July, 2021	2 days
Makurdi	Makurdi	N50,000.00	25 – 27 Aug., 2021	3 days
Maiduguri	Damaturu	N50,000.00	28 – 30 Sept., 2021	3 days
Katsina	Katsina	N50,000.00	12 – 14 Oct., 2021	3 days
Ibadan	Ibadan	N50,000.00	19 – 21 Oct., 2021	3 days
Owerri	Mbaise	N50,000.00	16 – 18 NOV., 2021	3 days
Lafia	To be Deter.	N300,000.00	To be Determined	3 days

HEALTH, SAFETY, ENVIRONMENT AND SECURITY PROGRAMMES

WORKSHOP ON OPTIMIZING OCCUPATIONAL HEALTH AND SAFETY

PROGRAMME DESCRIPTION

Work-related accidents or diseases are very costly and can have many serious direct and indirect effects on the lives of workers, their families and the organization. Some of the direct costs of injury or illness are the loss of income, the possible loss of a job and health-care costs.

The problem of hazards posed by changes in technological advancement in our industries, calls for radical approach to industrial health and safety measures. To combat these hazards successfully, an effective occupational health and safety programme must be put in place.

This workshop is aimed at equipping participants with the skills needed to recognize, evaluate and control occupational health and safety related problems in the work place.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

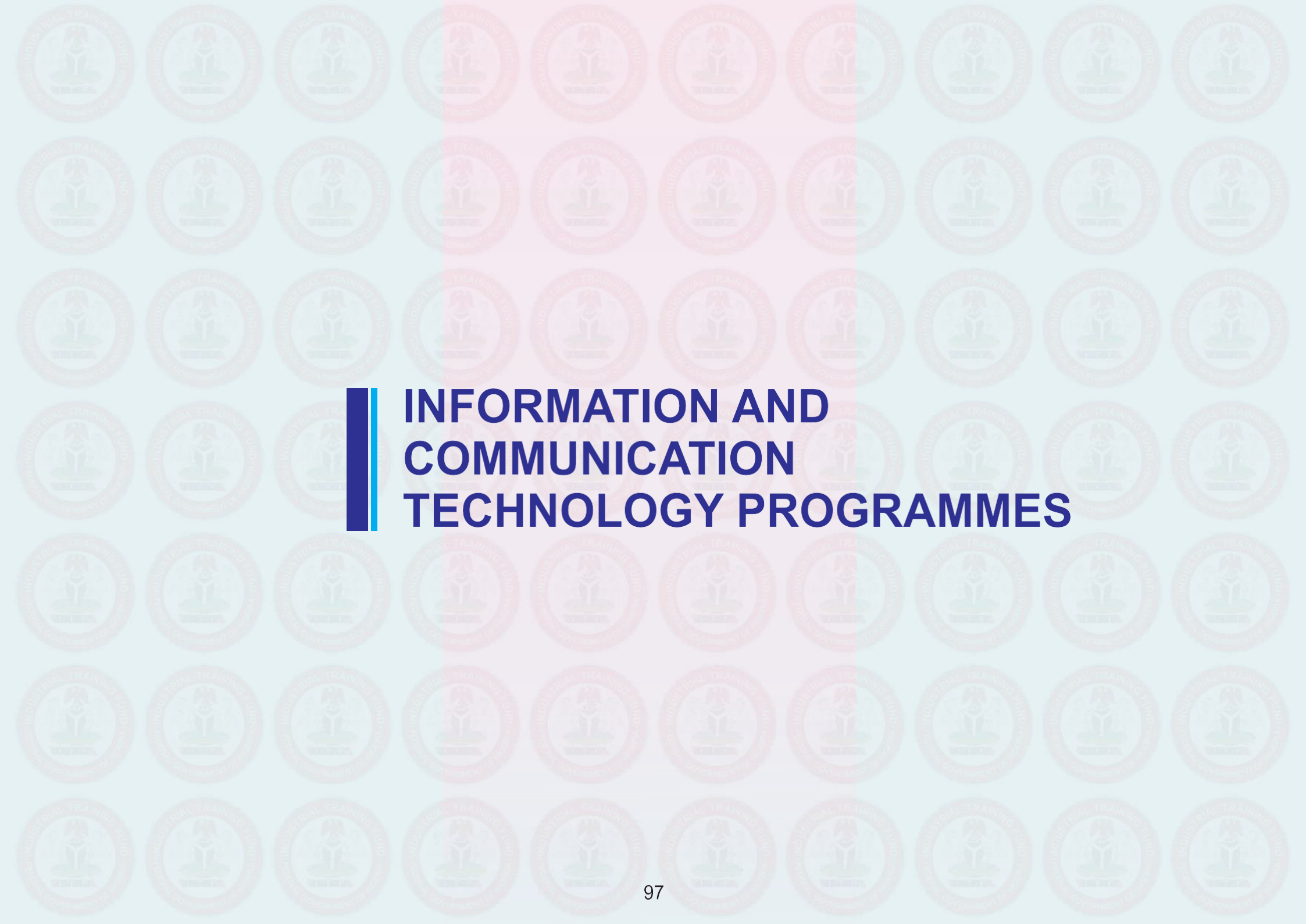
- ❖ Identify potential occupational health hazards in the work place;
- ❖ Develop effective measures to prevent and control the hazards;
- ❖ Set up a comprehensive Occupational Health and Safety (OHS) programme for the organization;

- ❖ Enforce the OHS rules and regulations on employees, and
- ❖ Evaluate the OHS programme.

TARGET AUDIENCE: Line Managers, Supervisors, Safety Officers, Sanitary Inspectors, Environmental Officers and Officers in Health Care Units.

METHODOLOGY: Lectures, Discussions, Demonstrations and Film Shows.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Apapa	Apapa	N50,000.00	23 – 25 March, 2021	3 days
Uyo	Uyo	N50,000.00	4 – 6 May, 2021	3 days
Enugu	Enugu	N50,000.00	25 – 27 May, 2021	3 days
Lokoja	Lokoja	N100,000.00	6 – 8 July, 2021	3 days
V/Island	Lagos	N50,000.00	20 – 22 July, 2021	2 days
Badagry	Festac	N50,000.00	3 – 5 Aug., 2021	3 days
Isolo	Isolo	N50,000.00	9 – 11 Aug., 2021	2 days
Akure	Akure	N50,000.00	7 – 9 Sept., 2021	3 days

The background features a repeating pattern of circular logos. Each logo contains a stylized figure holding a globe, surrounded by the text 'INDUSTRIAL TRAINING CENTRE'. A vertical stripe runs down the center of the page, transitioning from light blue on the left to light red on the right. The main title is positioned to the right of the left side of this stripe.

INFORMATION AND COMMUNICATION TECHNOLOGY PROGRAMMES

INFORMATION AND COMMUNICATION TECHNOLOGY PROGRAMMES



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BENEFITS OF ATTENDING THE PROGRAMMES

TO THE PARTICIPANT AMONGST OTHERS INCLUDE:

- ❖ Learning how to design, develop and protect organizational data and information;
- ❖ Understanding methods of simplifying organization's business processes and enhancing productivity;
- ❖ Learning how to analyze business activities and measure performance using analysis tools;
- ❖ Making powerful and captivating presentations to audience using multimedia presentation techniques.

TO THE ORGANIZATION AMONGST OTHERS INCLUDE:

- ❖ Using organization's website to position the business closer, more visible and accessible to customers;
- ❖ Communicating new ideas, products and services with ease to prospective clients via internet technology;
- ❖ Using internet technology for developing new ideas and having competitive edge over your competitors;
- ❖ Facilitating business networking and exchange of ideas for higher productivity using social media;
- ❖ Designing and developing organizational data bank.

BASIC COMPUTER HARDWARE AND SOFTWARE MAINTENANCE WORKSHOP

PROGRAMME DESCRIPTION

The rampant breakdown of system, coupled with high cost of maintenance necessitates the need for computer users to learn the skills of computer hardware and software maintenance and repairs.

Virtually every organization relies on computer for the smooth running of their day to day business operations. The use of computers has tremendous impact on the efficiency and effectiveness of business such that most organizations cannot do without them.

This workshop is designed to upgrade and sharpen the skills and competencies of participants on how to maintain and repair system hardware and software.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify tools and software used in personal computer;
- ❖ Carry out computer hardware and software installations;
- ❖ Troubleshoot and repair faulty computers;
- ❖ Maintain computer hardware and software, and
- ❖ Share files, folders and printers on a computer network.

TARGET AUDIENCE: Office Technologists and other Computer Users.

METHODOLOGY: Practical, Demonstrations, Simulations and Lectures.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Minna	Minna	N50,000.00	6 – 8 July, 2021	3 days
Lafia	Lafia	N50,000.00	14 – 16Sept., 2021	3 days



WORKSHOP ON 3D COMPUTER AIDED DESIGN USING AUTOCAD SOFTWARE

PROGRAMME DESCRIPTION

3D AutoCAD is a 3-dimensional computer-aided technological design, simulation, visualization and documentation solution created to support precisions, models, workflows and information acceleration.

The Computer Aided Design (CAD) replaced the manual drafting of technical and engineering drawings. It is aimed at fast-tracking processes, time management, error-free output and production of spick and span designs.

The Workshop will thus, provide an opportunity for Architects, Engineers, and other allied professionals who have previous knowledge of computer aided drafting, equivalent training or experience with AutoCAD 2D, to better visualize and share designs using the 3D AutoCAD.

LEARNING OUTCOMES:

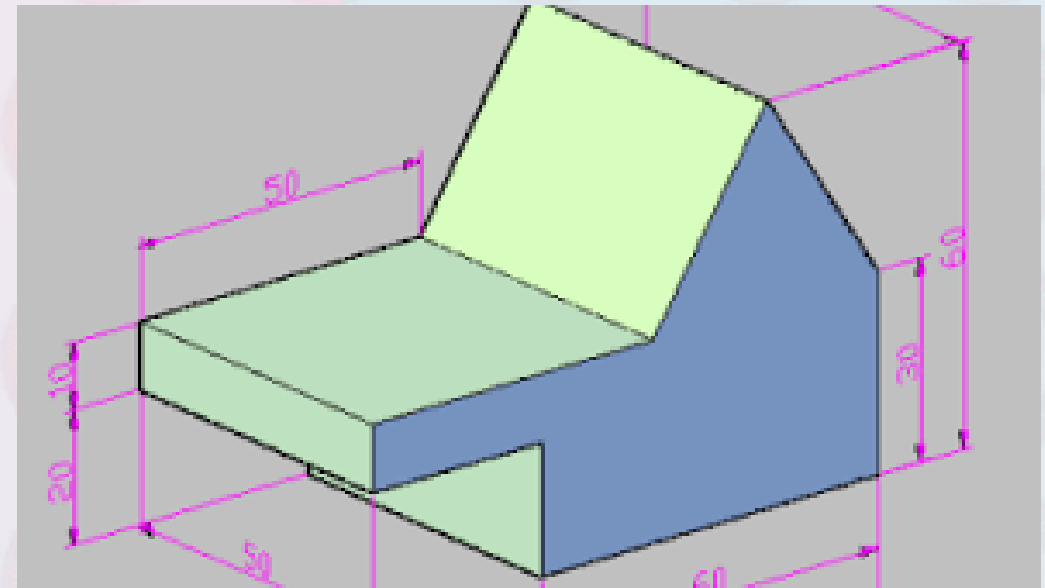
At the end of this Workshop, participants should be able to:

- ❖ Identify and apply commands effectively;
- ❖ Effectively use AutoCAD for three dimensional designs and modeling;
- ❖ Extract information from the design, and
- ❖ Apply AutoCAD Software for professional engagement.

TARGET AUDIENCE: Engineers, Technologists, Technicians, Quantity Surveyors, Estate Managers, Builders, Architects, Project Managers, Artist, Designers etc.

METHODOLOGY: Lectures, Discussions, Videos and Practice

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC Lokoja	ISTC Lokoja	N70,000.00	4 – 8 Oct., 2021	5 days



WORKSHOP ON DIGITIZATION OF DOCUMENTS AND RECORDS FOR EFFECTIVE AND EFFICIENT BUSINESS OPERATIONS

TARGET AUDIENCE: All Employees

METHODOLOGY: Lectures, Discussions, Demonstrations and Practical.

PROGRAMME DESCRIPTION

The conventional method of documentation of records has its attendant challenges of ease of retrieval. This was amplified with the Covid-19 pandemic that made it imperative to work remotely, hence the need for digitization which has revolutionized the world of paper work.

This is part of the reasons that necessitated the Government to mandate the digitalization of files and records across board. The automation of processes and document will aid prompt availability of the documents whenever required.

The programme will assist participants in the mechanisms of files and records automation and become technologically savvy.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Enumerate methods of capturing critical data points (Registries);
- ❖ Identify and apply faster techniques for search and retrieval of digitized records;
- ❖ Digitalize documents based on specification;
- ❖ Set up appropriate IT infrastructure (scanning station) to complete work, and
- ❖ Convert documents to PDF and upload.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Akure	Akure	N50,000.00	13 – 15 April, 2021	3 days
Sokoto	B/Kebbi	N50,000.00	20 – 22 April, 2021	3 days
Uyo	Uyo	N50,000.00	8 – 10 June, 2021	3 days
Ilorin	Ilorin	N50,000.00	22 – 24 June, 2021	3 days
MSTC-Abuja	MSTC-Abuja	N50,000.00	22 – 24 June, 2021	3 days
Katsina	Malumfashi	N50,000.00	27 – 29 July, 2021	3 days
Abuja	Abuja	N50,000.00	10 – 12 Aug., 2021	3 days
Kaduna	Kaduna	N50,000.00	16 – 18 Aug., 2021	3 days
P/Harcourt	P/H	N50,000.00	31 Aug., -2 Sept., 2021	3 days
Bauchi	Bauchi	N50,000.00	21 – 23 Sept., 2021	3 days
Ibadan	Ibadan	N50,000.00	21 – 23 Sept., 2021	3 days
Calabar	Calabar	N50,000.00	26 – 28 Oct., 2021	3 days



WORKSHOP ON INFORMATION AND COMMUNICATION TECHNOLOGY MANAGEMENT

PROGRAMME DESCRIPTION

Information and Communication Technology (ICT) has continued to improve the way and manner companies conduct their businesses. Innovative solutions using ICT on how to accomplish day-to-day tasks are being developed and shipped on a daily basis. This means that, companies who do not adapt to the new reality are at the risk of becoming obsolete.

Therefore, business Executives and Managers have no alternatives but to develop new Information and Communication Strategies that will align their organizations with the new realities.

This workshop is designed to equip participants with skills to develop, adopt and adapt effective and efficient ICT Strategies and Innovation to drive the achievement of their business goals.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to;

- ❖ Discuss the costs, economics and opportunities provided by the adoption of ICT in the achievement of business goals;
- ❖ Plan and apply enterprise computing systems, cloud computing and software to drive innovations in their business;
- ❖ Implement efficient enterprise computing systems to drive business process, and
- ❖ Use agile project management to achieve efficient, reliable and effective performance.

TARGET AUDIENCE: IT Managers and Staff, Systems Administrators/Engineers, Heads of ICT Department, Network Administrators, and others who perform related functions

METHODOLOGY: Lectures, Discussions, Case Studies and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lafia	Lafia	N50,000.00	6 – 8 April, 2021	3 days
Abuja	Abuja	N50,000.00	20 – 22 April, 2021	3 days
P/Harcourt	P/H	N50,000.00	27 – 29 April, 2021	3 days
ISTC-Ikeja	ISTC-Ikeja	N50,000.00	27 – 29 July, 2021	3 days
Yola	Mubi	N50,000.00	24 – 26 Aug., 2021	3 days
MSTC-Abuja	MSTC-Abuja	N50,000.00	21 – 23Sept., 2021	5 days
Maiduguri	Bauchi	N50,000.00	26 – 28 Oct., 2021	3 days
Warri	Warri	N50,000.00	26 – 28 Oct., 2021	3 days
Rumuokwuta	Oyigbo	N50,000.00	2 – 4 Nov., 2021	3 days
Kaduna	Kaduna	N50,000.00	30 Nov. -2 Dec. 2021	3 days



WORKSHOP ON OFFICE AUTOMATION FOR OFFICE TECHNOLOGISTS (SECRETARIES)

PROGRAMME DESCRIPTION

In recent years, major changes have taken place in the office as various automated office systems and technologies have been introduced. Virtually every function has been affected; clerical and secretarial operations have been altered as word processing and electronic information storage and retrieval system have replaced the typewriter and filing cabinet.

With the increasing application of information technology in business operations, there is increasing concern for improving office processes and environments. Office automation tools if properly utilized could improve the efficient and effectiveness of services of Office Technologists in organizations.

This workshop is designed to equip participants with required knowledge and skills for better utilization of Office automation tools for enhanced productivity.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Identify Office Automation tools;
- ❖ Use appropriate automation tools for document production, storage, retrieval and dissemination;
- ❖ Schedule and conduct meetings using automation tools, and

- ❖ Apply best practices and standards in managing offices.

TARGET AUDIENCE: Office Management Technologists (Secretaries) and Personal Assistants in both Private and Public Organizations.

METHODOLOGY: Lectures, Discussions, Syndicate Session, Practical and Brainstorming.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Aba	Aba	N50,000.00	18 – 20 May, 2021	3 days
Lafia	Nasarawa	N50,000.00	6 – 8 July, 2021	3 days
Gusau	Tsafe	N50,000.00	14 – 16 Sept., 2021	3 days
Kaduna	Kaduna	N50,000.00	26 – 28 Oct., 2021	3 days

WORKSHOP ON PROGRAMMABLE LOGIC CONTROL (PLC)

PROGRAMME DESCRIPTION

In today's industry, Programmable Logic Controllers (PLCs) are mostly used in automated processes and control systems.

Compared to older technologies, the PLC is easier to troubleshoot, more reliable, cost effective and far more versatile.

This workshop is designed to equip participants with the knowledge and skills to design ladder diagram and programming language used in PLC devices.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- ❖ Discuss the working principles of PLC;
- ❖ Operate and manipulate the functionality and features of the PLC;
- ❖ Connect wiring diagrams;
- ❖ Build ladder logic programmes;
- ❖ Execute the electrical wiring to PLC using the input and output devices, and
- ❖ Carry out basic PLC troubleshooting.

TARGET AUDIENCE: Technicians, Technologists, GraduateEngineers, Mechanical/Electrical Engineering Instructors.

METHODOLOGY: Lectures, Discussions and Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC-Ikeja	ISTC-Ikeja	N75,000.00	26– 28 May, 2021	3 days



SPECIALIZED MODULAR PROGRAMMES

SPECIALIZED MODULAR PROGRAMMES

1. Re-engineering the Work Place in Challenging Time (Module1)
COURSE FEE **DURATION**
N50,000.00 2 days
2. Re-engineering the Work Place in Challenging Time (Module2)
COURSE FEE **DURATION**
N50,000.00 2 days
3. Re-engineering the Work Place in Challenging Time (Module3)
COURSE FEE **DURATION**
N50,000.00 2 days#
4. Workshop on Basic to Digital Marketing for Profitability
COURSE FEE **DURATION**
N60,000.00 3 days
5. Advanced Workshop on Digital Marketing for Profitability
COURSE FEE **DURATION**
N85,000.00 3 days
6. Workplace Work and Healthy Safety Programme
COURSE FEE **DURATION**
N150,000.00 5 days
7. Basic Workplace Work and Healthy Safety Programme
COURSE FEE **DURATION**
N50,000.00 2 days
8. Intermediate Workplace Work and Healthy Safety Programme
COURSE FEE **DURATION**
N50,000.00 2 days
9. Advanced Workplace Work and Healthy Safety Programme
COURSE FEE **DURATION**
N50,000.00 2 days

UNSCHEDULED PROGRAMMES

UNSCHEDULED PROGRAMMES

The under listed training programmes are not scheduled for 2021. However, any of the programmes could be implemented in-house on request for interested organizations. A minimum of ten (10) participants will be required at a fee that will be negotiated.

1. 3-Hour Management Workshop
2. Accountants and Auditors Improvement Workshop
3. Advanced Auto Diagnostics on Attitudinal skill Improvement Workshop for Corporate Drivers
4. Advanced Data Analysis Workshop Using SPSS, QuickBooks Pro and Excel 2013
5. Advanced Gear Cutting Workshop
6. Advanced Human Resource Development Workshop for Training Personnel
7. Advanced Maintenance & Operation of Steam Boiler Workshop
8. Advanced Maintenance Fitters and Machinists Workshop
9. Advanced Management Course for Secretaries and Personnel Officers
10. Advanced Workshop For Training Personnel
11. Agricultural Health and Safety Workshop
12. Agriculture Machinery and Equipment Maintenance Workshop
13. Accident Reduction through Stress Management Workshop
14. Application of Welding in Maintenance Workshop
15. Automobile Ignition System Maintenance Workshop
16. Auto Cooling System Maintenance Workshop
17. Auto Electrician Maintenance Skills Workshop
18. Bank/Insurance Managers Workshop
19. Basic Air Conditioning Electronic Panel Control & Maintenance Workshop
20. Basic Audio–Visual Aids Development Workshop for Universal Basic Education (UBE) Teachers
21. Basic Autotronics Skills Workshop for Drivers and Mechanics
22. Basic Autotronic Technical Skills Workshop
23. Basic Computer Application and Data Processing Workshop
24. Basic Computer Application Workshop for Middle Level Managers
25. Basic Computer Maintenance Workshop
26. Basic Fire Safety and Protection System Workshop
27. Basic First Aid Administration Workshop
28. Basic Mechatronics Technical Skills for Drivers
29. Basic Maintenance Welding Skills Workshop
30. Bench-Marking as a Tool for Organisation Excellence
31. Best Practices in Building Operations & Maintenance Management

UNSCHEDULED PROGRAMMES

32. Best Practices in Industrial Processes and Maintenance Techniques Workshop
33. Best Practice in Production Management Workshop
34. Best Practices for Remote Working Workshop
35. Building Employees Professional Skills and Promotion of Teamwork
36. Cake Baking and Sugar Craft
37. Cake Production and Decoration Skills Workshop
38. Cash Management Handling: Improvement and Reconciliation Workshop
39. Capacity Building Workshop for Broadcast Media Practitioners
40. Capacity Building on Root Crops Processing
41. Capacity Building Workshop for Laundry Practitioners
42. Career Development & Succession Planning for Human Resource Practitioners
43. Change Management & Leading with Emotional Intelligence Workshop
44. Computer Assembly, Maintenance and Repair Workshop
45. Computer Aided Design Workshop
46. Computer Application Workshop for Middle Level Managers
47. Computer Hardware Maintenance Workshop
48. Computer Networking Fundamentals Workshop
49. Continental Dishes Production Skills Workshop
50. Corporate Governance and Business Management
51. Corrosion Control and Management Workshop
52. Credit Management Workshop
53. Credit Analysis for Commercial Lending
54. Cyber Security Fundamentals and Implementation
55. Cyber Security Risk Assessment and Management Programme
56. Data Management and Analysis Workshop
57. Data Processing & Information Technology
58. Database Design and Development Using MS Access 2016
59. Diagnostic and Attitudinal Improvement Course for Corporate Drivers
60. Digital Information Management for Performance Improvement
61. Driver Mechanic Technical Skills Workshop
62. Dyeing and Printing of Textiles Workshop
63. Earthing, Lightening and Surge Protection in Electrical/Electronic Power Equipment
64. Effective Agricultural Extension Skills Workshop
65. Effective Financial Management & Account in Public Service
66. Effective Handling and Storage for Hazardous Substance Workshop
67. Effective Hospital Administration for Medical Personnel
68. Effective Implementation of Treasury Single Account

UNSCHEDULED PROGRAMMES

69. Effective Maintenance Management Workshop
70. Effective Management of Modern Libraries
71. Effective Management and Administration in the Public Service Workshop
72. Effective Medical Record Management Workshop
73. Effective Office Skills for Administrative Support Staff
74. Effective Production Management in Fertilizer Processing
75. Effective School Administration for School Principals
76. Effective SIWES Administration Workshop
77. Effective Techniques for Improved Performance and Productivity in Organization
78. Effective Training Remuneration Strategies (ETRS)
79. Efficiency and Performance Improvement Workshop for Junior Cadre
80. Electrical Control Panels Maintenance Workshop
81. Electrical Electronics Equipment maintenance Workshop
82. Electronic Diagnostics and Measuring Instruments Workshop
83. Electro-Pneumatic System Operation and Maintenance Workshop
84. Embedded System & Micro Controller Technical Skill Workshop
85. Emergency Awareness, Crime Prevention and Security Workshop
86. Environmental Pollution Control Workshop
87. Event Management Skills Upgrading Workshop
88. Factory Maintenance Workshop
89. Farm Machinery & Equipment Maintenance Workshop
90. Financial Modelling with Excel
91. Fire Prevention and Fire Fighting Techniques Workshop
92. Fire, Safety and Accident Prevention Workshop
93. Front Office Operations and House Keeping Skills Development Course for the Hospitality Industry
94. Food Safety and Hygiene Workshop
95. Fuel Pump and Pipe Network Maintenance Workshop
96. Heavy Duty Vehicle Maintenance Workshop
97. Health, Safety & Environment Workshop for Hospitality Industry
98. Health and Safety Management in the Mining Industry
99. Healthcare Waste Management Workshop
100. Heating, Ventilation and Air-Conditioning (HVAC) Repairs, Maintenance and Troubleshooting Techniques
101. Hotel Control Management Skills
102. Human Resource Management Workshop for Non-Human Resource Managers
103. In-company safety Workshop
104. Industrial Electrical Installation & Maintenance Workshop
105. Industrial Hygiene and Safety Workshop
106. Industrial Operations Management Workshop

UNSCHEDULED PROGRAMMES

107. Industrial process Instrumentation and Automation
108. Industrial Security Workshop
109. Industrial Welding Maintenance Workshop
110. Influencing Ethical Behaviour for Peak Performance
111. Information Management and Presentation Workshop
112. Innovative Leadership Workshop
113. Information Technology (IT) Essentials Workshop
114. Interactive Forum with stakeholders
115. Introduction to Computer Aided Design(CAD)
116. Installation and Maintenance of Electrical protective system.
117. Installation and Maintenance of Industrial Drives
118. Installation and Maintenance Workshop
119. Installation, Operation and Trouble Shooting of Electric Motors Workshop
120. Instructional Resource Management Workshop
121. Instructional Techniques Workshop
122. Instructional Techniques Workshop for School Teachers
123. Instrumentation/Process Automation Equipment Maintenance
124. International Public Sector Accounting Standard Workshop
125. Insurance Administration Workshop
126. Interpersonal Skills for Protocol Officers
127. Job Hazards, Health and Safety Analysis Workshop
128. Knowledge Management for Bottom Line Success Workshop
129. Knowledge Management Workshop for the Chief Executives
130. Laboratory Equipment Installation and Maintenance Workshop
131. Leadership Skills Development for Women in Top Level Management
132. Leadership Strategies for Business Excellence
133. Machinery and Equipment Maintenance Workshop
134. Mechanic/Auto Transmission System Maintenance Workshop
135. Maintenance of Communication Equipment
136. Metal Machining Skills Workshop
137. Maintenance Machining for Industrial Turners Workshop
138. Maintenance Skills Enhancement Workshop for Civil and Building Engineers
139. Maintenance Supervisors Workshop
140. Managing People for Strategic Advantage
141. Marketing and Selling Skills Workshop
142. Marketing Techniques Workshop for Micro, Small and Medium Enterprises Operators[MSMEs]
143. Marketing Matrix and Analytics Workshop
144. Mechanical Drives Maintenance Workshop
145. Modern Vehicle Servicing and Maintenance Workshop

UNSCHEDULED PROGRAMMES

146. Mobile Phone Entrepreneurship Development, Maintenance and Repairs Workshop.
147. Motor Vehicle Servicing and Maintenance Workshop
148. Multimedia Presentation Techniques for Training Managers, Human Resource Managers and Marketing Executives
149. Nigerian Dishes Production Skills Workshop
150. Occupational Health and Safety in Construction Industry
151. Occupational Health and Safety Workshop in the Hospitality Industry
152. Office Administration for Executive Officers
153. Office Management Documentation Principles Workshop
154. On-The-Job Training Techniques Workshop
155. Operation and Maintenance of Electric Motors
156. Operation and Maintenance of Generator Workshop
157. Operation and Maintenance of Hydraulic and Pneumatic Power Systems Workshop
158. Operation and Maintenance of Steam Boiler Workshop
159. Operators' Maintenance Workshop
160. Operator Performance Improvement Workshop
161. People Management and Supervisory Course
162. Performance Enhancement Workshop for Security Personnel
163. Performance Improvement Workshop for Admin Officers
164. Performance and Productivity Improvement Training Workshop
165. Performance and Productivity Improvement Training for Health Workers
166. Performance and Productivity Improvement Training in Plastic Production
167. Personal Computer (PC) Support and Repairs Workshop
168. Personality Trait and People's Management Prowess Development Workshop
169. Pipe Welding (SMAW & TIG) for Productivity Improvement
170. Planning and Executing Marketing and Sales Strategy.
171. Plant Maintenance and Troubleshooting Techniques Workshop
172. Plumbing and Pipe Installation Maintenance Workshop
173. Preparation and Application of Instructional Media Workshop
174. Preventive Maintenance in Electrical/Electronic Equipment Workshop
175. Process Equipment Maintenance Workshop (Compressor, Pump, Valves & Seals)
176. Process Improvement: Techniques and Tools
177. Production and Maintenance of Moulds
178. Production Planning and Control Workshop

UNSCHEDULED PROGRAMMES

179. Productivity Improvement Workshop for Admin & Personnel Officers
180. Productivity Improvement Workshop for Industrial Operatives
181. Productivity Improvement Workshop on Quarry Works
182. Programmable Logic Controller (PLC) Operation and Programming
183. Project Feasibility Studies Workshop
184. Project Monitoring and Evaluation Workshop
185. Project Management Workshop
186. Project Performance Monitoring and Management Workshop
187. Purchasing & Supply Management Workshop
188. Pump Operation and Maintenance Workshop
189. Quality Assurance in Food Industry Workshop
190. Quality Control in Building Construction
191. Quality Control in Food Industry
192. Quality Control In Pharmaceutical Industry
193. Qualitative Education in Nigerian Schools
194. Restaurant Management Workshop
195. Retreat for Human Resource and Training Practitioners
196. Rewinding and Maintenance of Electric Motors
197. Re-engineering the Work Place for Optimum Performance
198. Risk Assessment and Management W/shop
199. Root Crops and Tuber Processing Workshop
200. Safe Handling of Petroleum Products
201. Safety at Sea, Fire Prevention and Fire Fighting Workshop in the Vessel
202. Safety Techniques in Handling and Using Chemicals
203. Sanitary and Hygiene Skills Workshop for Food Industry
204. Skills and Knowledge Management Workshop
205. Skills Up-grading for Hotel Management
206. Skills Improvement Workshop for Cashiers/Tellers
207. Skills Improvement Workshop for Front Desk Officers in Hospitality Industry
208. Skills Up-grading Workshop for Hotel House-keepers
209. Small and Medium Enterprises Management Workshop
210. Social Media Marketing
211. Solar Panel/Inverter Installation and Repairs Workshop
212. Special Serving Techniques in the Hospitality Industry
213. Strategic Marketing for Sustainable Growth
214. Strategic Planning Technology Workshop
215. Stress Management Workshop for Executive Officers
216. Stress, Wellness & Healthy Living Workshop
217. Supervisory Skills Workshop in Hospitality Industry
218. Survival Strategy for Micro, Small and Medium Enterprises (MSMEs)
219. System Approach to Skills Development
220. Talent Management for Human Resource Development Personnel
221. Team Building and Effective Communication Workshop
222. Telephonists and Receptionists Improvement Workshop
223. Tractor Maintenance Workshop

UNSCHEDULED PROGRAMMES

224. Training Function Seminar
225. Training on Performance Improvement in the workplace
226. Training on Bids and Tenders Management
227. The Demand for Food and Wine Stylist
228. The Role of Teacher in combating Educational Vices
229. Total Quality Management Workshop
230. Total Quality Management Seminar for Top Executives
231. Total Quality Management in Hospitality Industry
232. Tractor Servicing and Maintenance Workshop
233. Trainers Development Workshop
234. Train the Trainer Workshop
235. Training Coordinators Workshop
236. Troubleshooting & Fault Diagnosis of Equipment in Bio-Medical, Agro Allied & Pharmaceutical Industries
237. Unlocking Innate Creativity for First Time Managers
238. Water Quality and Health Management Workshop
239. Water Quality, Waste and Health Hazard Management Workshop
240. Web Design and Development Workshop for Computer Operators and Graphic Artists
241. Welding and Fabrication Skills Development Workshop
242. Welding Skills for Structural Installation and Maintenance Workshop
243. Working For Yourself: Family Support Programme
244. Work Ethics for Corporate Drivers
245. Workplace Effectiveness, Health and Safety Training Workshop
246. Workshop on Auto-Card 3D Software
247. Workshop on Best Practices in Cost Reduction and Control
248. Workshop on Best Practice in E-Payment Process
249. Workshop on Business communication and Interpersonal Skills in a Digital Age
250. Workshop on Challenges of Leadership in Organizations
251. Workshop on Chinese Food and Soup Preparation
252. Workshop on Computer Application for Educational Evaluation
253. Workshop on Corporate Performance Strategy for Profitability
254. Workshop on Developing Self-Management System
255. Workshop on Disaster Management
256. Workshop on Educational Testing for Students Evaluation
257. Workshop on Effective Target Setting for Inspiring Performance
258. Workshop on Emergency and Disaster Management
259. Workshop on Event Management (Catering Services)
260. Workshop on Hazard and Effects Management
261. Workshop on Human Performance Technology
262. Workshop on Improving Water Quality for Desired Impact

UNSCHEDULED PROGRAMMES

263. Workshop on Instrumentation/Process Automation Equipment Maintenance
264. Workshop on Introduction to Industrial Automation and Robotics Skills
265. Workshop on Issues in Management and Leadership for Public and Private Sectors
266. Workshop on Leadership Excellence for Women in Top Management
267. Workshop on Managing and Growing your Business
268. Workshop on Managing People for Strategic Advantage
269. Workshop on Marine Engine Maintenance
270. Workshop on Modern Marketing Techniques
271. Workshop on Modern Techniques in House Keeping for Hospitality Industry.
272. Workshop on Motor Principles, Drives and Control
273. Workshop on Operation and Maintenance of Forklift
274. Workshop on Plant Maintenance and Troubleshooting techniques
275. Workshop on Pneumatic and Automation
276. Workshop on Product Development and Packaging for Micro, Small and Medium Enterprises
277. Workshop on Productivity Improvement in Local Government and Civil Services.
278. Workshop on Project Performance Monitoring and Management
279. Workshop on Revenue Generation and Tax Administration
280. Workshop on Robotic Process Automation
281. Workshop on Strategic Logistics for Industries
282. Workshop on Sustainable Industrial and Labour Relations
283. Workshop on Surviving & Thriving in Workplace Politics
284. Workshop on Transformational Leadership and Team Management
285. Workshop on Work Attitude and Effective Communication
286. Workshop on Office Excel for Middle Level Managers
287. Workshop on Psychology of a Fraudster in Financial Management

