



INDUSTRIAL TRAINING FUND

...Developing the Nation's Human Resource



ITF 2017

LEARNING AND DEVELOPMENT
BROCHURE



INDUSTRIAL TRAINING FUND HEADQUARTERS , JOS.

ITF 2017

LEARNING AND DEVELOPMENT

BROCHURE

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- ITF Nigeria

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TABLE OF CONTENT

	Page
Main Table of Content	ii
Foreword	iii
The ITF Profile	iv
Location and Addresses of ITF Headquarters' Departments & Units	v
Locations and Addresses of ITF Training Centres	vi
Locations and Addresses of ITF Area Offices	vii - x
YEAR 2016 PROGRAMMES DETAILS	
Administrative and Management Courses	1 - 38
Banking, Finance and Allied Courses	39 - 48
Capacity Building for Human Resource Managers	49 - 58
Engineering, Vocational and Technical Courses	59 - 80
Environment, Safety, Health and Security Courses	81 - 89
Information and Communication Technology Courses	90 - 103
Micro, Small and Medium Enterprises (MSMEs) Courses	104 - 110
Process and Productivity Improvement Training Programmes	111 - 121
Unscheduled Programmes	122 - 126

FOREWORD



Nigeria is well endowed with abundant natural resources, but these resources are yet to be fully tapped and harnessed for the benefit of the citizenry. This is largely due to the fact that the employable population is not fully engaged because of the inadequacy of knowledge, skills and attitudes required to fully control the resources for the common good of the nation.

The existing operational focus and service profile of the Federal Government when

juxtaposed against emerging challenges and realities in regional and global terms pose an urgent demand that the government should strengthen its attention to the evolving and dynamic manpower, youth skills and related productivity requirements of both the public and private sectors.

The major principle needed by commerce and industry to succeed in the current situation is quality training that will equip the employees with new skills, competencies and techniques.

Since its inception in 1971, the Industrial Training Fund has sustained its tempo in Learning and Development for qualitative Human Capital Development nationwide. Courses offered by the Fund cut across various occupational areas and are intended to set right the Training Needs of employees, which include: Technical Vocational Education and Training (TVET), Management and Administration, Banking and Finance, Engineering and Technical, Safety and Security, Information and Communication Technology related courses and of course Micro, Small and Medium Enterprises (MSMES) which are the engines of growth for economic and industrial development.

Working in tandem with its statutory role and especially in the current socio-economic, political and security concerns of the country, the Industrial Training Fund in 2017 will

continue to focus on her intervention and commitment to building a pool of indigenous skilled workforce geared towards resuscitating both the industrial and manufacturing sectors of the economy to prove her total commitment to the Change Agenda of the Federal Government.

ITF is an 'A' Parastatal Agency in the Federal Ministry of Industry, Trade and Investment and has been in operation for over 45 years. It has re-strategized itself and ready for the achievement of the Change Agenda of the Federal Government's poverty reduction, employment generation, wealth creation and reduction in corruption which will produce the expected and the much needed change, if driven by adequate skilled manpower.

It is hoped that employers of labour in the public and private sectors will avail themselves of the opportunity provided by the courses and workshops listed in our 2017 Learning and Development Brochure as well as other Training Services of the Fund which are ready tools towards the goal of higher productivity and profitability.

While appreciating all employers of labour for a job well done by always patronizing ITF, I wish you all a very successful and hitch - free Training Year. Welcome to 2017.

SIR JOSEPH N. ARI (KSM)
DIRECTOR-GENERAL

PROFILE

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 45 years as a Human Resource Development Agency that provides, promotes and encourages the acquisition of industrial and commercial skills required for national economic development.

Vision Statement

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

Mission Statement

To set and regulate standards and offer direct training intervention in industrial and commercial skills training and development, using a corps of highly competent professional staff, modern techniques and technology.

Core Values of the ITF

Commitment
Loyalty
Integrity
Professionalism and Creativity
Efficiency and Effectiveness
Teamwork

Mandate of the ITF

The Fund was established by Decree No. 47 of 8th October, 1971 (as amended in 2011) (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 for 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 the Government Students Industrial Work Experience Scheme (SIWES)

Reimbursement Scheme

The Reimbursement Scheme of the ITF was inceptioned 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 amendment Act of June 2011 stipulates that: The 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 is revised from time-to-time. The fifth reimbursement Scheme is now in operation. Once the conditions for 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.

LOCATION AND ADDRESSES OF ITF HEADQUARTERS' DEPARTMENTS AND UNITS

DEPARTMENTS/UNITS

- Director-General's Office - 07031786051, 09090177217
- Business Training and Development Department (BTDD) - 07031786060, 09087204678
- Administration & Human Resource Department (AHRD) - 07031786056, 09087204674
- Finance and Accounts Department (F&AD) - 07031786061, 09087204679
- Revenue, Inspectorate and Compliance Department (RICD) - 07031786054, 09087204672
- Field Services Department (FSD) - 07031786055, 09087204673
- Technical and Vocational Skills Training Department (TVSTD) - 07031786058, 09087204676
- Research and Curriculum Development Department (R&CDD) - 07031786057, 09087204675
- Information and Communication Technology Department (ICTD) - 07031786053, 09087204671
- Procurement Department (PD) - 07031786052, 09087204670
- Corporate Planning Department (CPD) - 07031786059, 09087204677
- Internal Audit Unit (IAU) - 07031786063, 09087204681
- Legal and Council Affairs Unit (LCAU) - 07031786062, 09087204680
- Public Affairs Unit (PAU) - 07031786065, 09087204683
- Servicom and Anti-Corruption Unit (SACU) - 07031786064, 09087204682

TELEPHONE NUMBERS

CORPORATE OFFICE:

- HEAD (MANAGER) - 07031786324
- HOFIN: - 07031786325

LOCATIONS AND ADDRESSES OF ITF TRAINING CENTRES

a] Industrial Skills Training Centre, Ikeja

No. 5 Olorunfunmi Street, Oregun
[Behind Phillips Factory]
P. O. Box 5575, Juli House, Ojota, Ikeja
Tel: 07031786300, 09087204718
E-mail: istc-ikeja@itf.gov.ng

b] Centre for Excellence

[Staff Training Centre]
Bukuru Road, P. M. B 2199
Jos Plateau State
Tel: 07031786294, 09087204717
E-mail: cfe-jos@itf.gov.ng

c] Industrial Skills Training Centre, Kano

Dorayi/Challawa Road
P. M. B 3222, Kano
Kano State
Tel: 07031786306, 09087204719
E-mail: istc-kano@itf.gov.ng

d] Model Skills Training Centre, Abuja

6, Ademola Adetukumbo Crescent
Maitama, P. M. B 126,
Abuja
Tel: 07031786318, 09087204721
E-mail: mstcabuja@itf.gov.ng

e] Industrial Skills Training Centre, Lokoja

C/o ITF Lokoja Area Office,
Near Kogi State Secretariat,
Lokoja.
Tel: 07031786312, 09087204720
E-mail: itflokoja@itf.gov.ng

LOCATIONS AND ADDRESSES OF ITF AREA OFFICES

AREA OFFICE	STATE [S] COVERED	AREA OFFICE	STATE [S] COVERED
1. Aba Area Office Onyike Street Off Omoba Road, Ogbor Hill P. M. B 7017, Aba Tel: 09087204692, 07031786117 E-mail: itfaba@itf.gov.ng	Imo and Abia	6. Awka Area Office Fab Anieh Building Opposite Kofi Lounge, Along Geogold Road, Awka, Anambra State. Tel: 09087204695, 07031786138 E-mail: itfawka@itf.gov.ng	Anambra
2. Abeokuta Area Office ITF Close, Opposite Governor's Office Okemosan, Abeokuta P.M.B. 2110 Ogun State Tel: 09087204693, 07031786124 E-mail: itfabeokuta@itf.gov.ng	Ogun	7. Bauchi Area Office Murtala Mohammed Way, Opp. Azman Filling Station, P.M.B 1270, Bauchi, Bauchi State. Tel: 09087204696, 07031786145 E-mail: itfbauchi@itf.gov.ng	Bauchi and Gombe
3. Abuja Area Office ITF House 6, Ademola Adetokumbo Crescent, Maitama, P.M.B 126, Wuse II, Abuja Tel: 09087204684, 07031786066 E-mail: itfabuja@itf.gov.ng	Abuja	8. Benin Area Office 180, Ekenwa Road, Benin-City. Tel: 09087204697, 07031786152 E-mail: itfbenin@itf.gov.ng	Edo
4. Akure Area Office Olu Alabi Road, Off Ilesha Garage, P. M. B 66, Akure, Ondo State. Tel: 09087204694, 07031786131 E-mail: itfakure@itf.gov.ng	Ondo and Ekiti	9. Calabar Area Office Block G, Northern Industrial Layout, IKot Ansa, Murtala Mohammed Highway, P. M. B 1301, Calabar, Cross River State. Tel: 07031786159, 09087204698 E-mail: itfcalabar@itf.gov.ng	Cross River
5. Apapa Area Office 19A Ashanti Close, By Calcutta Crescent, Apapa, Lagos. Tel: 09087204685, 07031786347 E-mail: itfapapa@itf.gov.ng	Lagos	10. Enugu Area Office Km 12/13 Abakiliki Express Way Emene Industrial Layout, Enugu Tel: 09087204699, 07031786166 E-mail: itfenugu@itf.gov.ng	Enugu & Ebonyi

LOCATIONS AND ADDRESSES OF ITF AREA OFFICES

<p>11. Gusau Area Office 4th Floor, Mai Littafai House, Opposite Kasuwar Kanawa, Along Gusau Zaria Road, P. M. B 01140, Gusau Zamfara State Tel: 07031786173, 09087204700 E-mail: itfgusau@itf.gov.ng</p>	<p>Zamfara</p>	<p>16. Jos Area Office Opposite Maranatha Bible Church, Kufang, Along Miango Road, P. M. B 2199, Jos Tel: 09087204703, 07031786194 E-mail: itfjos@itf.gov.ng</p>	<p>Plateau</p>
<p>12. Ibadan Area Office Queen Elizabeth Road, P. M. B 5199, GPO Dugbe, Ibadan. Tel: 09087204701, 07031786180 E-mail: itfibanadan@itf.gov.ng</p>	<p>Oyo and Osun</p>	<p>17. Kaduna Area Office Mogadishu New Layout, Off Ahmadu Bello Way, Behind NUT End Well Hotel, Kaduna. Tel: 09087204704, 07031786202 E-mail: itfkaduna@itf.gov.ng</p>	<p>Kaduna</p>
<p>13. Ikeja Area Office Olorunfemi Street Oregun, [Behind Phillips Factory], P. M. B 12660, Ojota. Tel: 09087204686, 07031786073 E-mail: itfikeja@itf.gov.ng</p>	<p>Lagos</p>	<p>18. Kano Area Office Plot 120/124, Kawaji Layout, Off Hadeija Road, P.M.B 3241, Kano. Tel: 09087204705, 07031786209 E-mail: itfkano@itf.gov.ng</p>	<p>Kano & Jigawa</p>
<p>14. Ilorin Area Office Asa Dam Road, P.M.B 1444, Ilorin, Kwara State. Tel: 09087204702, 07031786187 E-mail: itfilorin@itf.gov.ng</p>	<p>Kwara</p>	<p>19. Katsina Area Office Dutsen-ma Road Opposite Katsina Steel Rolling Co. Guest House, P. M. B 2157, Katsina Tel: 09087204706, 07031786217 E-mail: itfkatsina@itf.gov.ng</p>	<p>Katsina</p>
<p>15. Isolo Area Office 43, Osolo Way, Ekwu Awolo House, Ajao Estate, Isolo Lagos State. Tel: 09087204687, 07031786081 E-mail: itfisolo@itf.gov.ng</p>	<p>Lagos</p>	<p>20. Lafia Area Office Adjacent Ministry for Local Government and Chieftaincy Affairs Shendam Road, Lafia. Tel: 09087204707, 07031786224 e-mail: itflafia@itf.gov.ng</p>	<p>Nasarawa</p>

LOCATIONS AND ADDRESSES OF ITF AREA OFFICES

<p>21. Lagos Island Area Office 9th Floor, Elephant House, 214, Broad Street, Lagos Island, Lagos Tel: 09087204688, 07031786088 E-mail: itflagosisland@itf.gov.ng</p>	Lagos	<p>26. Minna Area Office Mohammed K. Batu/Broadcasting Road, Ahmadu Bello House, 1st Floor, Shiroro Road, P. M. B 158, Minna, Niger State. Tel: 09087204711, 07031786252 E-mail: itfminna@itf.gov.ng</p>	Niger
<p>22. Lekki Area Office No 5 Remi Olowude Street, Off Second Round About, Lekki, Lagos Tel: 09087204689, 07031786095 E-mail: itflekki@itf.gov.ng</p>	Lagos	<p>27. Port Harcourt Area Office Plot 101 Trans Amadi Industrial Layout, RIVOC Road, P. M. B 5765, Port Harcourt. Tel: 09087204690, 07031786102 E-mail: itfp-harcourt@itf.gov.ng</p>	Rivers
<p>23. Lokoja Area Office Near Kogi State Secretariat, Lokoja. Tel: 090872044708, 07031786231 E-mail: itflokoja@itf.gov.ng</p>	Kogi	<p>28. Sokoto Area Office No. 6 Goronyo Road, Mabera Layout, Sokoto. Tel: 09087204712, 07031786259 E-mail: itfsokoto@itf.gov.ng</p>	Sokoto & Kebbi
<p>24. Maiduguri Area Office Federal Secretariat Complex, 1st Floor, P. M. B 1010, Maiduguri. Tel: 09087204709, 07031786238 E-mail: itfmaiduguri@itf.gov.ng</p>	Borno & Yobe	<p>29. Uyo Area Office No. 6 Esuene Street, Off Abak Road by Federal Housing, P.M.B 1156, Uyo, Akwa Ibom State. Tel: 07031786266, 0703176266 E-mail: itfuyo@itf.gov.ng</p>	Akwa Ibom
<p>25. Makurdi Area Office Behind UTF Motors, Near Bridge Road, Opposite First Bank PLC, New Otukpo Road, P. M. B 102050, Makurdi, Benue State Tel: 09087204710, 07031786245 E-mail: itfmakurdi@itf.gov.ng</p>	Benue	<p>30. Victoria Island Area Office 270, Ozumba Mbadiwe Street, 2nd Floor Water Front Plaza, Victoria Island, Lagos State. Tel: 09087204691, 07031786110 E-mail: itfvictoriaisland@itf.gov.ng</p>	Lagos

LOCATIONS AND ADDRESSES OF ITF AREA OFFICES

31 Warri Area Office
163 Udu Road, Ovwain
Opp Ubiebor Filling Station,
P. M. B 1015, Warri.
Tel: 09087204714, 07031786273
E-mail: itfwarri@itf.gov.ng

Delta

32. Yenagoa Area Office
Isaac Boro Express Way,
Opposite Timikon Filling Station,
Ekegwe yenagoa,
Bayelsa State.
Tel: 09087204715, 07031786280
E-mail: itfyenagoa@itf.gov.ng

Bayelsa

33. Yola Area Office
No. 3 Taura Street,
Off Galadima Aminu Way,
Behind ABTI Ventures,
P.M.B 2200, Jimeta,
Yola.
Tel: 09087204716, 07031786287
E-mail: itfyola@itf.gov.ng

Adamawa & Taraba



ADMINISTRATIVE AND MANAGEMENT COURSES



ADMINISTRATIVE AND MANAGEMENT COURSES

CONTENT

	Page		Page
1. Benefits of Attending the Programmes	4	21. Trends in Human Resource Management Workshop	25
1. Contemporary Administration Workshop for Clerks & Registry Staff	5	22. Work-Life Balance Workshop	26
2. Contemporary Work Ethics and Professionalism for Organizational Productivity	6	23. Workplace Conflict Management Workshop	27
3. Defensive Driving Skills & Road Management Workshop	7	24. Workshop on Customer Retention and Negotiation Skills	28
4. Effective Administration Techniques for Nurses/Midwives	8	25. Workshop on Effective Management and Administration in Public Service	29
5. Emotional & Social Intelligence Workshop	9	26. Workshop on Effective Management of Modern Libraries	30
6. Excellent Customer Service Delivery Workshop	10	27. Workshop on Ethical Re-Orientation in Project Management	31
7. Information and Record Management Workshop	11	28. Workshop on Fundamental Skills in Protocol Management	32
8. Leadership and Team Building Workshop	12	29. Workshop on Hospital Administration	33
9. Leadership Persuasion & Influencing Skills Workshop	13	30. Workshop on Modern Techniques in Marketing	34
10. Learning to Lead for First Time Managers	14	31. Workshop on Performance Appraisal Techniques	35
11. Life after Paid Employment Workshop	15	32. Workshop on Production Management: Principles and Best Practices	36
12. Office Technology & Management Workshop for Secretaries & Personal Assistants	16	33. Workshop on Quality Improvement Process	37
13. Problem Solving and Decision Making Workshop	17	34. Workshop on Sustainable Labour Relations and Pensions Management	38
14. Procurement Workshop	18		
15. Result-Focused Performance Management Workshop	19		
16. Skills Development & Administration Workshop for Admin/Personnel Officers	20		
17. Supervisory Management Skills Workshop	21		
18. Supply Chain Management Workshop	22		
19. Technical Report Writing Workshop	23		
20. Transforming Organizational Performance Workshop	24		

BENEFITS OF ATTENDING THE PROGRAMMES:

TO THE PARTICIPANTS 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 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.

ADMINISTRATIVE AND MANAGEMENT COURSES

CONTEMPORARY ADMINISTRATION WORKSHOP FOR CLERKS AND REGISTRY STAFF

COURSE DESCRIPTION

The services of clerical and registry staff are essential for smooth operation in an organization. Over the years however, technological advancement is rendering most of these staff redundant. 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.

LEARNING OUTCOMES

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

- ❖ Identify modern techniques in administration;
- ❖ Identify the sources of information in an organization;
- ❖ Classify mails, files and indexing using Information Communication Technology (ICT) and,
- ❖ Interpret organizational rules and regulations.

TARGET AUDIENCE: Clerical Officers/Office Clerks, Registry Staff and Administrative Officers.

METHODOLOGY: Lectures, Discussions, Group and Individual Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Sokoto	Gwadabawa	N40,000.00	22 – 24 Feb., 2017	3 days
Gusau	Gummi	N40,000.00	28 Feb. - 2 Mar., 2017	3 days
Gusau	Gusau	N40,000.00	14 – 16 Mar., 2017	3 days
Maiduguri	Damaturu	N40,000.00	21 – 23 Mar, 2017	3 days
Minna	Minna	N40,000.00	24 – 26 July, 2017	3 days
Aba	Ohafia	N40,000.00	8 – 10 Aug., 2017	3 days
Yola	Yola	N40,000.00	7 – 9 Nov., 2017	3 days
Bauchi	Gombe	N40,000.00	28 – 30 Nov., 2017	3 days



CONTEMPORARY WORK ETHICS AND PROFESSIONALISM FOR ORGANIZATIONAL PRODUCTIVITY

COURSE DESCRIPTION

The dynamic business environment occasioned by the nation's deteriorating economic situation, lack of professionalism and negative work ethics have hampered the ability of any organization or institution to increase productivity. Consequently, our economic recovery efforts will remain meaningless if professionalism and work ethics which are central to both corporate governance and productivity are not properly enshrined.

This workshop is therefore, designed to equip participants with requisite skills and knowledge essential for creativity and improved performance.

LEARNING OUTCOMES

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

- ❖ Analyze prevailing work ethics and its impact on organizational performance;
- ❖ Apply professionalism at work place;
- ❖ Apply productivity improvement tools;
- ❖ Develop strategies for managing human resource for higher productivity and,
- ❖ Review the adequacy of current productivity improvement programme.

TARGET AUDIENCE: Managers, Senior Officers of Tertiary institutions and Heads of Administration.

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

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lekki	Lekki	N50,000.00	14 – 16 Mar., 2017	3 days
V/Island	V/Island	N50,000.00	21 – 22 Mar., 2017	2 days
Jos	Jos	N40,000.00	28 – 30 Mar., 2017	3 days
Akure	Akure	N40,000.00	24 – 26 April, 2017	3 days
P/H	P/H	N50,000.00	25 – 27 April, 2017	3 days
Ilorin	Ilorin	N40,000.00	2 – 4 May, 2017	3 days
L/Island	Lagos	N50,000.00	3 – 4 May, 2017	2 days
Yola	Yola	N40,000.00	9 – 11 May, 2017	3 days
Enugu	Enugu	N40,000.00	9 – 11 May, 2017	3 days
Apapa	Apapa	N50,000.00	23 – 25 May, 2017	3 days
Uyo	Uyo	N40,000.00	23 – 25 May, 2017	3 days
Awka	Nnewi	N40,000.00	13 – 15 June, 2017	3 days
Kano	Dutse	N45,000.00	15 – 17 Aug., 2017	3 days
Yenagoa	Yenagoa	N40,000.00	13 – 15 Sept., 2017	3 days
Ikeja	Ikeja	N40,000.00	3 – 5 Oct., 2017	3 days
Minna	New Bussa	N40,000.00	17 – 19 Oct., 2017	5 days
Sokoto	Gada	N40,000.00	25 – 27 Oct., 2017	3 days
Warri	Warri	N40,000.00	7 – 9 Nov., 2017	3 days
Kaduna	Kaduna	N45,000.00	20 – 22 Nov., 2017	3 days
Calabar	Calabar	N40,000.00	21 – 23 Nov., 2017	3 days

ADMINISTRATIVE AND MANAGEMENT COURSES

DEFENSIVE DRIVING SKILLS AND ROAD MANAGEMENT WORKSHOP

COURSE DESCRIPTION

The goal of safe driving is to reduce the frequency and severity of motor vehicle accidents. The intent is also to reduce organizations' liability and insurance costs by educating drivers on safety procedures in performing their jobs.

Central to this, is the driver who is saddled with the responsibility of driving the vehicle and safeguarding lives of passengers and his own life as well.

This workshop is designed to equip participants with the requisite knowledge, skills and attitudes to drive and manage road safely.

LEARNING OUTCOMES

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

- ❖ Identify risks associated with negative attitudes and poor behaviour on the highway;
- ❖ Identify and apply basic rules, highway codes, safety procedures and regulations;
- ❖ Communicate and maintain basic human relations at the wheel and,
- ❖ Apply basic vehicle maintenance procedures.

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

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

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Jos	Jos	N40,000.00	21 – 23 Feb., 2017	3 days
Maiduguri	Bauchi	N40,000.00	7 – 9 Feb., 2017	3 days
Abuja	Abuja	N50,000.00	7 – 9 Mar., 2017	2 days
V/Island	V/Island	N50,000.00	9 – 10 Mar., 2017	2 days
Calabar	Ikom	N45,000.00	14 – 16 Mar., 2017	3 days
Lekki	Lekki	N50,000.00	28 – 30 Mar., 2017	3 days
Bauchi	Bauchi	N40,000.00	23 – 25 May, 2017	3 days
Warri	Patani	N40,000.00	6 – 8 June, 2017	3 days
ISTC, Ikeja	Ikeja	N40,000.00	14 – 16 June, 2017	3 days
L/Island	L/Island	N 50 ,000.00	26 – 27 July, 2017	2 days
Uyo	Uyo	N40,000.00	22 – 24 Aug., 2017	3 days
Gusau	Tsafe	N40,000.00	1 – 3 Aug., 2017	3 days
Benin	Benin	N40,000.00	8 – 10 Aug., 2017	3 days
Ilorin	Ilorin	N40,000.00	19 – 21 Sept., 2017	3 days
Yenagoa	Nembe	N40,000.00	11 – 13 Oct., 2017	3 days
Lafia	Lafia	N40,000.00	17 – 19 Oct., 2017	3 days
Aba	Arochukwu	N40,000.00	4 – 6 Nov., 2017	3 days

EFFECTIVE ADMINISTRATION TECHNIQUES FOR NURSES AND MIDWIVES

COURSE DESCRIPTION

Provision of adequate health care programme for the citizenry is one of the key indicators for national development. It is one of the yardsticks for measuring economic growth and wealth based on the notion that health is wealth.

The workshop is therefore, designed to expose nurses and midwives to modern management concepts and administrative principles for the operation of an effective and efficient health care service delivery system.

LEARNING OUTCOMES

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

- ❖ Identify their central roles in hospital/primary health care administration and management;
- ❖ Effectively communicate and relate with members of the health team and patients;
- ❖ Build work team for better performance and productivity and,
- ❖ Develop good report writing habit and maintain accurate records.

TARGET AUDIENCE: Nurses, Midwives, Community Health Officers, Managers and Supervisors of Health Institutions.

METHODOLOGY: Lectures, Discussions, Syndicate Assignments and Demonstrations.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Kano	Dutse	N45,000.00	21 – 23 Mar., 2017	3 days
Aba	Mbaise	N40,000.00	6 – 8 June, 2017	3 days
Kaduna	Zaria	N45,000.00	21 – 23 Aug., 2017	3 days
Sokoto	Sokoto	N40,000.00	8 – 10 Nov., 2017	3 days



EMOTIONAL AND SOCIAL INTELLIGENCE WORKSHOP

COURSE DESCRIPTION

People spend years in developing intellectual capabilities, neglecting Emotional and Social Intelligence which is an important tool used in complexity of relationships. More than a trend, the focus on Emotional and Social Intelligence is about making staff and management realize the role emotions play in interaction.

Social and Emotional Intelligence boost self-awareness, appreciation of others' emotions, understanding of relationships and the capacity to face a variety of situations. Emotional and Social Intelligence redefines attitude that are required for success. This workshop is a-must-attend for Managers, Supervisors, Team Leaders and other Employees who wish to appreciate the role of Emotional and Social Intelligence in leadership development.

LEARNING OUTCOMES

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

- ❖ Explain Emotional and Social Intelligence;
- ❖ State and apply the competencies of Emotional Intelligence;
- ❖ Identify and manage different emotions and,

- ❖ Discuss social responsibilities and how they support individual and organizational goals.

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

METHODOLOGY: Lectures, Discussions, Film Shows, Syndicate Group Exercises, Case Studies and Role Play.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Maiduguri	Damaturu	N40,000.00	21 – 23 Feb., 2017	3 days
Minna	New Bussa	N40,000.00	4 – 6 April, 2017	3 days
Kaduna	Kaduna	N45,000.00	5 – 7 April, 2017	3 days
Yola	Yola	N40,000.00	25 – 27 April, 2017	3 days
Abuja	Nassarawa	N50,000.00	4 – 6 July, 2017	3 days
Bauchi	Bauchi	N40,000.00	25 – 27 July, 2017	3 days

**EXCELLENT CUSTOMER SERVICE DELIVERY
WORKSHOP**

COURSE DESCRIPTION

Excellent customer service is the basis for sustained success. Be it profit making or not, all organizations are accountable for customers' satisfaction.

This workshop will enable participants make good first impression, develop and maintain on-going relationships based on trust. These will bring long-term success to the organization.

LEARNING OUTCOMES

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

- ❖ Adopt consistent, professional style when speaking with customers;
- ❖ Identify ways that can add value to customer relationships and exceed expectations;
- ❖ Practise how to turn customer service disappointment into positive experience and,
- ❖ Adopt organizational culture to meet excellent service delivery.

TARGET AUDIENCE: Marketing and Sales Officers, Supervisors, Servicom Desk Officers and all officers responsible for service delivery.

METHODOLOGY: Lectures, Discussions, Syndicate Assignments, Film Shows, Case Studies, Demonstrations and Role Play.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Awka	Awka	N40,000.00	7 – 9 Mar., 2017	3 days
Benin	Ekpoma	N45,000.00	7 – 9 Mar., 2017	3 days
Ibadan	Ibadan	N45,000.00	4 – 6 April, 2017	3 days
Uyo	Uyo	N40,000.00	4 – 6 April, 2017	3 days
Aba	Aba	N40,000.00	4 – 6 July, 2017	3 days
Ikeja	Ikeja	N40,000.00	22 – 24 Aug., 2017	3 days
Yenagoa	Yenagoa	N40,000.00	29 – 31 Aug., 2017	3 days
Kaduna	Kaduna	N45,000.00	11 – 13 Sept., 2017	3 days
Ilorin	Ilorin	N40,000.00	7 – 9 Nov., 2017	3 days

INFORMATION AND RECORD MANAGEMENT WORKSHOP

COURSE DESCRIPTION

The management of information flow is the life wire of efficient operation in both public and private establishments. This workshop is designed to expose participants to challenges of information tracking, storage and retrieval of records in any organization.

LEARNING OUTCOMES

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

- ❖ Arrange and classify records to make them accessible to users;
- ❖ Conduct information audit and develop a disaster recovery plan;
- ❖ Demonstrate knowledge of concepts, terminologies and ethics applicable in records management;
- ❖ Interpret classification systems in order to organize and retrieve record and,
- ❖ Make records available electronically in print and preserve documents.

TARGET AUDIENCE: Record and Information Officers, Administrative Assistants and Clerical Officers.

METHODOLOGY: Lectures, Discussions, Case Studies, Group and Individual Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Kano	Kano	N45,000.00	7 – 9 Mar., 2017	3 days
Lafia	Lafia	N40,000.00	14 – 16 Mar., 2017	3 days
Yenagoa	Ogbia	N40,000.00	11 – 13 April, 2017	3 days
ISTC Ikeja	Ikeja	N40,000.00	12 – 14 April, 2017	3 days
Katsina	Katsina	N45,000.00	17 – 21 April, 2017	5 days
Ibadan	Ibadan	N40,000.00	30 May-1 June, 2017	3 days
Calabar	Calabar	N45,000.00	6 – 8 June, 2017	3 days
Enugu	Ikwo	N40,000.00	6 – 8 June, 2017	3 days
Yola	Yola	N40,000.00	20 – 22 June, 2017	3 days
Maiduguri	Maiduguri	N40,000.00	11 – 13 July, 2017	3 days
Lokoja	Okene	N40,000.00	14 – 16 Aug., 2017	3 days
L/Island	L/Island	N50,000.00	23 – 24 Aug, 2017	2 days
Warri	Warri	N40,000.00	5 – 7 Sept., 2017	3 days
Awka	Awka	N40,000.00	5 – 7 Sept., 2017	3 days
Minna	Bida	N40,000.00	5 – 7 Dec., 2017	3 days

LEADERSHIP AND TEAM BUILDING WORKSHOP

COURSE DESCRIPTION

In spite of the increasing focus on Team Building in recent years as a veritable tool for accomplishing organizational goals, scant attention is paid to the acquisition of Leadership and Team Building Skills. If any complex activity is to be performed by a large number of people, a leader is needed to establish direction, coordinate efforts, facilitate communication and make strategic decisions.

Considering the fact that Leaders have critical and widespread impact on the team and are expected to lead them by providing input for their performance. It is then very necessary that leaders should be made to be efficient since this will improve organizational performance and create a more rewarding and productive environment for all team members.

This workshop is therefore, designed to empower participants with the required knowledge, attitude and skills that will enable them build effective work teams and offer qualitative leadership that will stimulate and motivate dedication among team members for acceptable results.

LEARNING OUTCOMES

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

- ❖ Apply leadership skills in team building for organizational growth;
- ❖ Develop vision, mission and values of a team;

- ❖ Build a cohesive team;
- ❖ Assess and tackle emotions in teams and,
- ❖ Promote innovation and creativity in teams.

TARGET AUDIENCE: Senior Managers, Managers and Supervisors.

METHODOLOGY: Lectures, Practical Exercises, Film Shows and Discussions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Uyo	Uyo	N40,000.00	7 –9 Mar., 2017	3 days
Yenagoa	Nimbe	N40,000.00	22 –24 Mar., 2017	3 days
Bauchi	Gombe	N40,000.00	25 –27 April, 2017	3 days
Aba	Orlu	N40,000.00	9 –11 May, 2017	3 days
Lokoja	Kabba	N40,000.00	12 –14 June, 2017	3 days
Lafia	Karu	N40,000.00	11 –13 July, 2017	3 days
Yola	Yola	N40,000.00	18 –20 July, 2017	3 days
Makurdi	Lafia	N40,000.00	9 –11 Aug., 2017	3 days
Lekki	Lekki	N50,000.00	25 –27 Sept., 2017	3 days
V/Island	V/Island	N50,000.00	26 –27 Sept., 2017	2 days
Warri	Asaba	N40,000.00	10 –12 Oct., 2017	3 days
Isolo	Isolo	N50,000.00	10 –12 Oct., 2017	3 days
Katsina	Dutsin-ma	N40,000.00	23 –27 Oct., 2017	5 days
Abuja	Nasarawa	N50,000.00	24 –26 Oct., 2017	3 days
Makurdi	Akwanga	N40,000.00	15 –17 Nov., 2017	3 days

LEADERSHIP PERSUASION AND INFLUENCING SKILLS WORKSHOP

COURSE DESCRIPTION

Persuasion and influence are ways of bringing changes in employees' behaviours. They are core skills required whether in a leadership or followership position in an Organization.

This workshop is designed to enable participants to be more confident, influential and persuasive at work through recognising the link amongst workers.

LEARNING OUTCOMES

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

- ❖ Initiate different techniques for getting persuasive conversations and presentations;
- ❖ Apply the concept of pushing and pulling when influencing others;
- ❖ Apply the techniques of mentoring and role modelling and,
- ❖ Differentiate between coaching and counselling issues.

TARGET AUDIENCE: Managers, Senior Officers and Supervisors.

METHODOLOGY: Lectures, Discussions, Case Studies and Syndicate Group Sessions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Ibadan	Ibadan	N45,000.00	25 – 27 April, 2017	3 days
Enugu	Enugu	N40,000.00	15 – 17 Aug., 2017	3 days
P/H	P/H	N50,000.00	22 – 24 Aug., 2017	3 days
Ikeja	Ikeja	N50,000.00	28 – 30 Nov., 2017	3 days



LEARNING TO LEAD FOR FIRST TIME MANAGERS WORKSHOP

COURSE DESCRIPTION

The skills of middle level managers and officers in every organization are to be reckoned with as they are at critical positions of tactical decision making. Many of these senior officers achieved their present positions without the benefit of strategic formal training to develop the skills needed to achieve success in such position.

This program is designed for middle and senior managers wishing to hone their skills in management as a career goal and extend their leadership skills.

LEARNING OUTCOMES

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

- ❖ Identify and diagnose organizational problems;
- ❖ Leverage team integrated efforts and maximize organizational outcomes;
- ❖ Develop change management principles and,
- ❖ Apply decision making skills effectively.

TARGET AUDIENCE: Middle Level Managers and Senior Officers.

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

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
P/H	P/H	N50,000.00	7 – 9 Mar., 2017	3 days
Makurdi	Akwanga	N40,000.00	29 – 31 Mar., 2017	3 days
Ilorin	Ilorin	N40,000.00	25 – 27 April, 2017	3 days
L/Island	Lagos	N50,000.00	6 – 7 June, 2017	2 days
Lekki	Lekki	N50,000.00	13 – 15 June, 2017	3 days
Benin	Benin	N40,000.00	25 – 27 July, 2017	3 days
Aba	Nekede	N40,000.00	25 – 27 July, 2017	3 days
Apapa	Apapa	N50,000.00	29 – 31 Aug., 2017	3 days
Makurdi	Otukpo	N40,000.00	1 – 3 Nov., 2017	3 days

ADMINISTRATIVE AND MANAGEMENT COURSES

LIFE AFTER PAID EMPLOYMENT WORKSHOP

COURSE DESCRIPTION

The thought of retirement is usually dreaded by many people who are often gripped with fear as they move closer to the shores of retirement. Though most organizations do not recognize it or do with levity, the need for retirement training and counselling for employees cannot be over emphasized.

The importance of the workshop is to provide adequate guidance and counselling to the participants in order to diffuse the fear of the unknown upon leaving paid employment.

LEARNING OUTCOMES

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

- ❖ Cope with retirement challenges;
- ❖ Develop and prepare action plans for retirement
- ❖ Set up and manage small scale businesses.

TARGET AUDIENCE: All workers in paid employment and Retirees.

METHODOLOGY: Lectures, Discussions, Syndicate Assignments, Practical Sessions, Case Studies and Field Trips.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Katsina	Dutsin-ma	N40,000.00	13 – 17 Mar., 2017	5 days
Enugu	Abakaliki	N40,000.00	21 – 23 Mar., 2017	3 days
Apapa	Apapa	N50,000.00	11 – 13 April, 2017	3 days
Lafia	Lafia	N40,000.00	6 – 8 June, 2017	3 days
Makurdi	Gboko	N40,000.00	12 – 14 July 2017	3 days
Lokoja	Lokoja	N40,000.00	17 – 19 July, 2017	3 days
Calabar	Ikom	N45,000.00	5 – 7 Sept., 2017	3 days
Lekki	Lekki	N40,000.00	11 – 13 Sept., 2017	3 days
Sokoto	Wammakko	N40,000.00	27 – 29 Sept., 2017	3 days
V/Island	V/Island	N60,000.00	3 – 4 Oct., 2017	2 days
Gusau	Gusau	N40,000.00	17 – 19 Oct., 2017	3 days
Bauchi	Jos	N40,000.00	24 – 26 Oct., 2017	3 days
Ikeja	Ikeja	N50,000.00	24 – 26 Oct., 2017	3 days
L/Island	Lagos	N85,000.00	1 – 3 Nov., 2017	3 days
Abuja	Nasarawa	N50,000.00	7 – 9 Nov., 2017	3 days
Isolo	Isolo	N50,000.00	14 – 16 Nov., 2017	3 days
Benin	Benin	N40,000.00	21 – 23 Nov., 2017	3 days
Makurdi	Gboko	N40,000.00	28 – 30 Nov., 2017	3 days

OFFICE TECHNOLOGY AND MANAGEMENT COURSE FOR SECRETARIES AND PERSONAL ASSISTANTS

COURSE DESCRIPTION

The secretary, due to the central position he/she occupies in Management functions and processes, is one of the essential staff required for efficient and optimal performance in an organization. With the ever-changing global and technological advancements, management of corporate organizations now seek secretaries with larger pools of competencies; who are well trained, knowledgeable and experienced in their profession.

The workshop is designed to update the knowledge and skills of Secretaries to ensure that they are sufficiently competent to work in increasingly complex and multicultural corporate organizations.

LEARNING OUTCOMES

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

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

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

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

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Awka	Awka	N40,000.00	21 – 23 Mar., 2017	3 days
Jos	Jos	N40,000.00	28 – 30 Mar., 2017	3 days
Lkoja	Lokoja	N40,000.00	10 – 12 April, 2017	3 days
Benin	Ekpoma	N40,000.00	11 – 13 April, 2017	3 days
Yola	Yola	N40,000.00	18 – 20 April, 2017	3 days
Aba	Mgbidi	N40,000.00	25 – 27 April, 2017	3 days
Akure	Akure	N40,000.00	5 – 7 June, 2017	3 days
Lekki	Lekki	N50,000.00	27 – 29 June, 2017	3 days
Yenagoa	Yenagoa	N40,000.00	28 – 30 June, 2017	3 days
Kaduna	Kaduna	N45,000.00	10 – 12 July, 2017	3 days
Enugu	Nsukka	N40,000.00	18 – 20 July, 2017	3 days
Sokoto	Sabon Birni	N40,000.00	2 – 4 Aug., 2017	3 days
Bauchi	Bauchi	N40,000.00	26 – 28 Sept., 2017	3 days
Isolo	Isolo	N50,000.00	24 – 26 Oct., 2017	3 days
Lafia	Lafia	N40,000.00	7 – 9 Nov., 2017	3 days

PROBLEM SOLVING AND DECISION MAKING WORKSHOP

COURSE DESCRIPTION

Decision-making and problem-solving is a continuous and dynamic process which permeates all organizational activities. It is a mental as well as an intellectual process which requires knowledge, skills, experience and maturity.

Organizations need to put in place sound problem solving and decision making process if they wish to remain relevant in the scheme of economic affairs. This implies that the organization must make a deliberate effort to empower those vested with this responsibility to avoid costly mistakes.

This workshop is therefore, designed to expose participants to skills needed for effective problem solving and decision making.

LEARNING OUTCOMES

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

- ❖ Discuss the concept of problem solving and decision making;
- ❖ Explain problem solving and decision making styles and techniques;
- ❖ Apply problem solving and decision making skills on their job and,
- ❖ Explore their knowledge of human behaviour in building a high performing team.

TARGET AUDIENCE: Chief Executives, Directors, Managers, Supervisors and Community Based Organization (CBO) Leaders.

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

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Katsina	Funtua	N40,000.00	27–31 Mar., 2017	5 days
Apapa	Apapa	N50,000.00	3–5 May, 2017	3 days
Jos	Jos	N40,000.00	9–11 May, 2017	3 days
Bauchi	Gombe	N40,000.00	27–29 June, 2017	3 days
Warri	Sapele	N40,000.00	11–13 July, 2017	3 days
Ibadan	Ibadan	N45,000.00	8–10 Aug., 2017	3 days
Ilorin	Ilorin	N40,000.00	10–12 Sept., 2017	3 days
Abuja	Nasarawa	N50,000.00	26 –28 Sept., 2017	3 days
Gusau	Gusau	N40,000.00	19–21 Dec., 2017	3 days

PROCUREMENT WORKSHOP

COURSE DESCRIPTION

One of the fundamental issues affecting the growth and development of the country is procurement and contract management.

A critical assessment of the national budget reveals that procurement accounts for about eighty to ninety percent of government's annual total budget/activities which can affect the procurement processes and the Economy. The larger part of corruption revolves around procurement processes.

To curb this problem, this programme is designed not only to assist organizations in achieving greater efficiency and value for money in the procurement of goods and services but to also apply due process to ensure transparency and accountability in the country.

LEARNING OUTCOMES

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

- ❖ Identify the role and scope of procurement;
- ❖ Identify and apply contract management strategies;
- ❖ Analyze economic indicators, cost and pricing and,
- ❖ Plan and manage procurement processes and supplier performance.

TARGET AUDIENCE: Procurement Officers, Legal Officers, Admin. Officers, Quantity Surveyors, Accounting Officers and Accountants.

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

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Uyo	Eket	N40,000.00	21 – 23 Mar., 2017	3 days
Makurdi	Gboko	N40,000.00	12 – 14 April, 2017	3 days
Sokoto	Birnin Kebbi	N40,000.00	12 – 14 April, 2017	3 days
P/H	Omoku	N50,000.00	9 – 11 May, 2017	3 days
Katsina	Malumfashi	N40,000.00	24 – 28 May, 2017	5 days
Awka	Awka	N40,000.00	30 May.-1 June, 2017	3 days
Abuja	Nasarawa	N50,000.00	6 – 8 June, 2017	3 days
Benin	Ekpoma	N40,000.00	13 – 15 June, 2017	3 days
Ilorin	Ilorin	N40,000.00	13 – 15 June, 2017	3 days
Yola	Yola	N40,000.00	4 – 6 July, 2017	3 days
V/Island	V/Island	N50,000.00	25 – 26 July, 2017	2 days
Bauchi	Jos	N40,000.00	26 – 28 Sept., 2017	3 days



RESULT-FOCUSED PERFORMANCE MANAGEMENT WORKSHOP

COURSE DESCRIPTION

In an era of fierce competition in dwindling markets due to low purchasing power and economic decline, organizations must position themselves strategically to gain a strong foothold in the market.

Competitive advantage is guaranteed only through well-trained and strategically focused human resource. Such strategic focus is built on developing and sustaining effective and efficient performance of every employee. Performance Management represents a continuous process of reviewing performance and proactively developing employees.

This workshop is designed to acquaint participants with necessary tools and techniques to position them strategically for enhanced performance.

LEARNING OUTCOMES

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

- ❖ Set strategic targets;
- ❖ Identify and deal with performance challenges;
- ❖ Apply key concepts for effective performance Management;

- ❖ Evaluate associates' attitude and map out adequate strategies for required change and,
- ❖ Set and evaluate managerial and productivity objectives.

TARGET AUDIENCE: All Managers, Supervisors, Senior Foremen, Finance and Administrative Officers.

METHODOLOGY: Lectures, Discussions, Case Study and Syndicate Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Uyo	Eket	N40,000.00	4 – 6 July, 2017	3 days
Lekki	Lekki	N50,000.00	11 – 13 July, 2017	3 days
V/Island	V/Island	N50,000.00	22 – 23 Aug., 2017	2 days
Bauchi	Bauchi	N40,000.00	24 – 26 Oct., 2017	3 days

SKILLS DEVELOPMENT WORKSHOP FOR ADMINISTRATIVE AND PERSONNEL OFFICERS

COURSE DESCRIPTION

The role of administration and personnel has been recognized as the keystone for efficient allocation and utilization of human and material resources. The future of any organization (Public or Private) depends on its ability to develop the competencies of relevant personnel in the act of administration.

This workshop is designed to equip officers with the required knowledge, skills and techniques that will ensure peak performance in administration.

LEARNING OUTCOMES

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

- ❖ Enumerate and explain skills required for handling documents;
- ❖ Apply skills and ability to manage human and material resources;
- ❖ Organize, motivate and control others for higher productivity and,
- ❖ Communicate effectively.

TARGET AUDIENCE: Administrative and Personnel Officers in both Public and Private Sectors.

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

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Gusau	Gusau	N40,000.00	31 Jan.- 2 Feb., 2017	3 days
Lafia	Akwanga	N40,000.00	4 – 6 April, 2017	3 days
Uyo	UYo	N40,000.00	8 – 10 May, 2017	3 days
Maiduguri	Bauchi	N40,000.00	22 – 24 May, 2017	3 days
Warri	Bomadi	N40,000.00	23 – 25 May, 2017	3 days
Yenagoa	Kaiama	N40,000.00	8 – 10 June, 2017	3 days
Aba	Arochukwu	N40,000.00	20 – 22 June, 2017	3 days
Minna	Bida	N40,000.00	27 – 29 June, 2017	3 days
Sokoto	Yobe	N40,000.00	28 – 30 June, 2017	3 days
P/H	Omoku	N50,000.00	25 – 27 July, 2017	3 days
Ikeja	Ikeja	N50,000.00	8 – 10 Aug., 2017	3 days
Isolo	Isolo	N50,000.00	8 – 10 Aug., 2017	3 days
Akure	Akure	N40,000.00	21 – 23 Aug., 2017	3 days
Abuja	Nasarawa	N50,000.00	3 – 5 Oct., 2017	3 days



ADMINISTRATIVE AND MANAGEMENT COURSES

SUPERVISORY MANAGEMENT SKILLS WORKSHOP

COURSE DESCRIPTION

Modern supervisors need to be grounded in core concept of effective supervision as well as instructional skills needed in business and industry for higher productivity.

This workshop is therefore designed for participants not only to acquire practical planning, communication, motivation, and leadership skills but also to expose them to modern methods of delivering instruction (both on and off-the-job setting).

LEARNING OUTCOMES

On completion of this workshop, participants should be able to:

- ❖ Apply the techniques of effective supervision;
- ❖ Motivate subordinates for higher productivity and efficiency;
- ❖ Proffer solutions to identified challenges and,
- ❖ Manage human and material resources.

TARGET AUDIENCE: Supervisors, Line Managers, Personnel Officers and Production Managers

METHODOLOGY: Lectures, Discussions, Syndicate Exercises, Role Play, Film Shows and Case Studies

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Minna	Minna	N40,000.00	14– 16 Feb., 2017	3 days
Warri	Oghara	N40,000.00	14– 16 Mar., 2017	3 days
Aba	Okigwe	N40,000.00	21– 23 Mar., 2017	3 days
Awka	Awka	N40,000.00	18– 20 April, 2017	3 days
Makurdi	Makurdi	N40,000.00	26– 28 April, 2017	3 days
Ikeja	Ikeja	N50,000.00	13– 15 June, 2017	3 days
Lafia	Lafa	N40,000.00	20– 22 June, 2017	3 days
Jos	Jos	N40,000.00	20– 22 June, 2017	3 days
Isolo	Isolo	N50,000.00	27– 29 June, 2017	3 days
Abuja	Abuja	N50,000.00	27– 29 June, 2017	3 days
Ilorin	Ilorin	N40,000.00	10– 13 July, 2017	3 days
Yola	Yola	N40,000.00	25– 27 July, 2017	3 days
Yenagoa	Sagbama	N40,000.00	10– 12 Aug., 2017	3 days
Enugu	Ebonyi	N40,000.00	29– 31 Aug., 2017	3 days
Benin	Benin	N45,000.00	5–7 Sept., 2017	3 days
Makurdi	Gboko	N40,000.00	11– 13 Oct., 2017	3 days
Ibadan	Ibadan	N45,000.00	31 Oct.- 2 Nov., 2017	3 days
Lekki	Lekki	N50,000.00	7–9 Nov, 2017	3 days
Kaduna	Kaduna	N40,000.00	28–30 Nov., 2017	3 days

ADMINISTRATIVE AND MANAGEMENT COURSES

SUPPLY CHAIN MANAGEMENT WORKSHOP

COURSE DESCRIPTION

The supply and management of materials, production and distribution by organizations often play a decisive role for many businesses in their attempt to satisfy customers' needs efficiently.

To achieve this, the best companies around the globe have resorted to the discovery of a powerful new source of competitive advantage. This calls for a conscious effort on the organization to empower employees who are charged with these responsibilities.

This workshop is therefore, designed to expose this set of employees to the relevant skills required for "Supply Chain Management".

LEARNING OUTCOMES

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

- ❖ Identify and verify materials based on specifications;
- ❖ Document and control stock;
- ❖ Minimize wastages and shortages and,
- ❖ Apply stores administration procedures.

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

METHODOLOGY: Lectures, Discussions, Case Study and Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Bauchi	Jos	N40,000.00	21 – 23 Feb., 2017	3 days
Kaduna	Zaria	N40,000.00	6 – 8 Mar., 2017	3 days
Yola	Yola	N40,000.00	7 – 9 Mar., 2017	3 days
Yenagoa	Brass	N40,000.00	8 – 10 Mar., 2017	3 days
P/H	Ahoda	N40,000.00	21 – 23 Mar., 2017	3 days
V/Island	V/Island	N50,000.00	18 – 19 April, 2017	2 days
Jos	Jos	N40,000.00	25 – 27 April, 2017	3 days
Lokoja	Okene	N40,000.00	24 – 26 April, 2017	3 days
Ibadan	Ibadan	N40,000.00	2 – 4 May, 2017	3 days
Katsina	Dutsin-ma	N40,000.00	15 – 19 May, 2017	5 days
Lafia	Keffi	N40,000.00	16 – 18 May, 2017	3 days
Ikeja	Ikeja	N50,000.00	23 – 25 May 2017	3 days
Isolo	Isolo	N50,000.00	23 – 25 May, 2017	3 days
Uyo	Abak	N40,000.00	6 – 8 June, 2017	3 days
P/H	P/H	N50,000.00	6 – 8 June, 2017	3 days
Benin	Okada	N40,000.00	20 – 22 June, 2017	3 days
Awka	Awka	N40,000.00	27 – 29 June, 2017	3 days
Yola	Yola	N40,000.00	11 – 13 July, 2017	3 days
Abeokuta	Abeokuta	N45,000.00	2 – 4 Aug., 2017	3 days
Akure	Akure	N40,000.00	4 – 6 Sept., 2017	3 days
Apapa	Apapa	N50,000.00	5 – 7 Sept., 2017	3 days
L/Island	Lagos	N50,000.00	26 – 27 Sept., 2017	2 days
Enugu	Enugu	N40,000.00	24 – 26 Oct., 2017	3 days
Minna	Minna	N40,000.00	13 – 15 Nov., 2017	3 days
Aba	Owerri	N40,000.00	14 – 16 Nov., 2017	3 days

TECHNICAL REPORT WRITING WORKSHOP

COURSE DESCRIPTION

Reports are the main tools for decision making in an organization. These reports serve as the best advocate when proposing any course of action. It is therefore important to ensure that technical reports conform to standards.

This workshop is designed to equip participants with the relevant skills for communicating technical information efficiently and accurately using ideal formats.

LEARNING OUTCOMES

On completion of this workshop, participants should be able to:

- ❖ Apply the principles involved in technical report writing;
- ❖ Select and analyze data for technical report writing;
- ❖ Explain types and importance of technical report writing styles and,
- ❖ Demonstrate techniques for effective editing and proof reading of report.

TARGET AUDIENCE: Managers, Training Officers, Personnel Officers, Supervisors and Secretaries.

METHODOLOGY: Lectures, Exercises and Projects.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Maiduguri	Bauchi	N40,000.00	7–9 Mar., 2017	3 days
ISTC Kano	Kano	N40,000.00	24– 28 April, 2017	5 days
Calabar	Calabar	N45,000.00	25– 27 April, 2017	3 days
Abuja	Keffi	N50,000.00	2–4 May, 2017	3 days
Warri	Ughelli	N40,000.00	9–11 May, 2017	3 days
Makurdi	Makurdi	N40,000.00	28– 30 June, 2017	3 days
Katsina	Katsina	N40,000.00	10– 14 July, 2017	5 days
Kano	Kano	N45,000.00	10– 12 Oct., 2017	3 days
Aba	Umuahia	N50,000.00	21– 23 Nov., 2017	3 days



TRANSFORMING ORGANIZATIONAL PERFORMANCE WORKSHOP

COURSE DESCRIPTION

To maintain excellent performance in the face of external changes and intensifying competitive pressures, leaders must be able to adapt their Organizations to deliver. Organizations are aggressively trying to undergo transformation, seeking radically to improve performance by changing behaviour and capabilities throughout their organizations. Successful organizations recognize that critical and creative solutions to problems significantly enhance business potential.

LEARNING OUTCOMES

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

- ❖ Apply Performance Improvement Plan (PIP)
- ❖ Effectively set, monitor and evaluate targets;
- ❖ Identify cost reduction strategies
- ❖ Apply competitive strategies effectively

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

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

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Makurdi	Makurdi	N40,000.00	8 – 10 Mar., 2017	3 days
Ilorin	Ilorin	N40,000.00	21 – 23 Mar., 2017	3 days
Bauchi	Jigawa-B/Kudu	N40,000.00	27 – 29 June, 2017	3 days
Makurdi	Otukpo	N40,000.00	27 – 29 Sept., 2017	3 days
Katsina	Katsina	N40,000.00	9 – 13 Oct., 2017	5 days
Lekki	Lekki	N50,000.00	10 – 12 Oct., 2017	3 days
P/H	Isiokpo	N50,000.00	17 – 19 Oct., 2017	3 days
Awka	Awka	N40,000.00	11 – 13 July, 2017	3 days

TRENDS IN HUMAN RESOURCE MANAGEMENT WORKSHOP

COURSE DESCRIPTION

The present global business environment with its challenges require organizations to harness and develop their vital human resource effectively for survival and competitive advantage.

In view of the above, this workshop is designed to equip Human Resource Managers with some of the latest trends in Human Resource Management, their implications, applications as well as competencies and skills required for excellent performance.

LEARNING OUTCOMES

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

- ❖ Identify challenges and proffer alternative solutions to facilitate management processes;
- ❖ Analyse and interpret competitive, environmental and organizational change for influencing human resource strategies;
- ❖ Apply management principles within the organizational structure in a customer focused business and,
- v Evaluate human resource practices and formulate plans for future improvement.

TARGET AUDIENCE: Human Resource Managers, Senior Personnel Officers, Administrative Managers in both Private and Public Sectors.

METHODOLOGY: Lectures, Discussions, Case Studies & Syndicate Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lekki	Lekki	N50,000.00	9 – 11 May, 2017	3 days
Enugu	Oji-River	N40,000.00	16 – 18 May, 2017	3 days
Yola	Yola	N40,000.00	6 – 8 June, 2017	3 days
Maiduguri	Maiduguri	N40,000.00	8 – 10 Aug., 2017	3 days
Kaduna	Kaduna	N45,000.00	27 – 29 Sept., 2017	3 days
Calabar	Calabar	N45,000.00	24 – 26 Oct., 2017	3 days
Katsina	Funtua	N40,000.00	27 Nov.-1 Dec., 2017	5 days

WORK - LIFE BALANCE WORKSHOP

COURSE DESCRIPTION

Creating a balance between work and life can be challenging where both demand attention and energy. When career is balanced with home life, it provides benefits in each environment, thereby keeping one healthier, mentally and physically fit.

This workshop is designed with tips and ways to help busy executives and professionals manage time and complete work effectively without stress.

LEARNING OUTCOMES

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

- ❖ Develop and implement personal work-life balance plan;
- ❖ Identify the hidden symptoms of stress and how to manage them;
- ❖ Manage time for optimum performance and,
- ❖ Identify boundaries between home and work environment.

TARGET AUDIENCE: Chief Executive Officers, Top Management Staff, Directors, Heads of Parastatal and Educational Institution.

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

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lokoja	Idah	N40,000.00	8 – 10 May, 2017	3 days
Yola	Yola	N40,000.00	23– 25 May, 2017	3 days
Maiduguri	Damaturu	N40,000.00	25– 27 July, 2017	3 days
Yenagoa	Odi	N40,000.00	26– 28 July, 2017	3 days
L/Island	L/Island	N70,000.00	1 – 2 Aug., 2017	2 days
Apapa	Apapa	N50,000.00	1 – 3 Aug., 2017	3 days
Calabar	Ikom	N45,000.00	5 – 7 Sept., 2017	3 days
Awka	Nnewi	N40,000.00	19– 21 Sept., 2017	3 days
Warri	Oghara	N40,000.00	21– 23 Nov., 2017	3 days
Lafia	Akwanga	N40,000.00	5 – 7 Dec., 2017	3 days

WORKPLACE CONFLICT MANAGEMENT WORKSHOP

COURSE DESCRIPTION

Conflict management involves recognising and managing peculiar differences in work environment. This is an essential part of building emotional intelligence and nurturing a relationship between employees, employers and stakeholders.

To maintain a competitive advantage, there is need for organizations to focus on conflict management.

This workshop is designed to resolve workplace conflicts and build a common understanding and framework for working through challenging conflict situations.

LEARNING OUTCOMES

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

- ❖ Explain the concept of conflict management;
- ❖ Define and analyse strategies for conflict management;
- ❖ Identify causes and types of conflicts in an organization;
- ❖ Diffuse escalation of disagreement and manage emotions effectively;
- ❖ Apply conflict management styles and techniques and,
- ❖ Discuss different approaches and strategies for conflict resolution.

TARGET AUDIENCE: Human Resource Managers, Industrial Relation Managers, Senior Personnel Managers, Administration Managers, Heads of Institution and Union Officials

METHODOLOGY: Lectures, Discussions, Case Study, Group/Syndicate Assignments.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Calabar	Obudu	N45,000.00	21 – 23 Feb., 2017	3 days
Yenagoa	Sagbama	N40,000.00	10 – 12 May, 2017	3 days
Minna	Suleja	N40,000.00	29 – 31 Aug., 2017	3 days
P/H	Bori	N50,000.00	29 – 31 Aug., 2017	3 days
Yola	Yola	N40,000.00	17 – 19 Oct., 2017	3 days
Abuja	Nasarawa	N50,000.00	23 – 27 Oct., 2017	5 days
Apapa	Apapa	N50,000.00	25 – 27 Oct., 2017	3 days
Aba	Arochukwu	N40,000,00	7 – 9 Nov., 2017	3 days



WORKSHOP ON CUSTOMER RETENTION AND NEGOTIATION SKILLS

COURSE DESCRIPTION

Most often, organizations focus on gaining new clients. However, in doing so, they lose sight of the fact that gaining and retaining clients is not enough. What matters is the ability to deliver on customers' expectation and developing sustainable and profitable relationship.

The workshop is therefore, designed to provide a framework for developing retention and loyalty strategies that will enable the participants explore advocacy initiatives using modern techniques of negotiation.

LEARNING OUTCOMES

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

- ❖ List and implement customer retention strategies;
- ❖ Explain the steps needed to develop team-based customer services;
- ❖ Apply negotiation skills;
- ❖ Apply Emotional Intelligence in handling customer and,
- ❖ Write a simple and concise report.

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

METHODOLOGY: Lectures, Discussions, Role Play, Case Studies and Group/Individual Presentations.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abuja	Abuja	N50,000.00	4 – 6 April, 2017	3 days
Yenagoa	Yenagoa	N40,000.00	18 – 20 April, 2017	3 days
Lekki	Lekki	N50,000.00	25 – 27 April, 2017	3 days
V/Island	V/Island	N50,000.00	23 – 24 May, 2017	2 days
Bauchi	Bauchi	N40,000.00	13 – 16 June, 2017	4 days
Apapa	Apapa	N50,000.00	20 – 22 June, 2017	3 days
Isole	Isole	N50,000.00	25 – 27 July, 2017	3 days
Ibadan	Ibadan	N45,000.00	27 – 29 July, 2017	3 days
Calabar	Calabar	N45,000.00	29 – 31 Aug. 2017	3 days
Akure	Akure	N40,000.00	9 – 11 Oct., 2017	3 days
Enugu	Enugu	N40,000.00	10 – 12 Oct., 2017	3 days
Aba	Okigwe	N40,000.00	28 – 30 Nov, 2017	3 days

WORKSHOP ON EFFECTIVE MANAGEMENT AND ADMINISTRATION IN THE PUBLIC SERVICE

COURSE DESCRIPTION

The Public Service is a vital component of government in the development process because of its vintage position as the agent for implementing government policies and programmes.

However, public service has suffered from skills obsolescence and attitude short circuit on account of various changes which have affected the system adversely. If this is not checked, the public service stands the risk of becoming a liability to government as it strives to enshrine good governance in the nation.

This workshop is therefore, designed to expose participants to administrative principles, arouse their consciousness to their duties and responsibilities as well as enhance their capacity to measure up to the challenges of governance in democratic development.

LEARNING OUTCOMES

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

- ❖ Explain the role of civil service in democratic governance and development process;

- ❖ Select actions necessary for implementing government policies and objectives;
- ❖ Identify modern management techniques for improving the quality of civil service functions;
- ❖ Apply professionalism in carrying out their duties with renewed confidence and,
- ❖ Discuss modalities for operating the civil service with increased dynamism.

TARGET AUDIENCE: Senior Officers in Public Sectors.

METHODOLOGY: Lectures, Discussions, Syndicate Exercises and Case Study.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Bauchi	Gombe	N40,000.00	28– 30 Mar., 2017	3 days
P/H	Bori	N50,000.00	11– 13 April, 2017	3 days
Yenagoa	Oporoma	N40,000.00	25– 27 April, 2017	3 days
Maiduguri	Bauchi	N40,000.00	25– 27 April, 2017	3 days
Uyo	Uyo	N40,000.00	20– 22 June, 2017	3 days
Lokoja	Ankpa	N40,000.00	26– 28 June, 2017	3 days
Yola	Yola	N40,000.00	15– 17 July, 2017	3 days
Benin	Auchi	N40,000.00	5–7 Dec., 2017	3 days

WORKSHOP ON EFFECTIVE MANAGEMENT OF MODERN LIBRARIES

COURSE DESCRIPTION

Effective Library System is one of the ingredients needed for sound operation of any organization. Providing modern library operation is hardly possible without competent personnel, who do not only possess the required knowledge and skills of modern library operations, but also have the necessary interpersonal, emotional and social intelligence skills to effectively manage people.

This workshop is therefore, designed to specifically introduce participants to new approaches and techniques in managing libraries.

LEARNING OUTCOMES

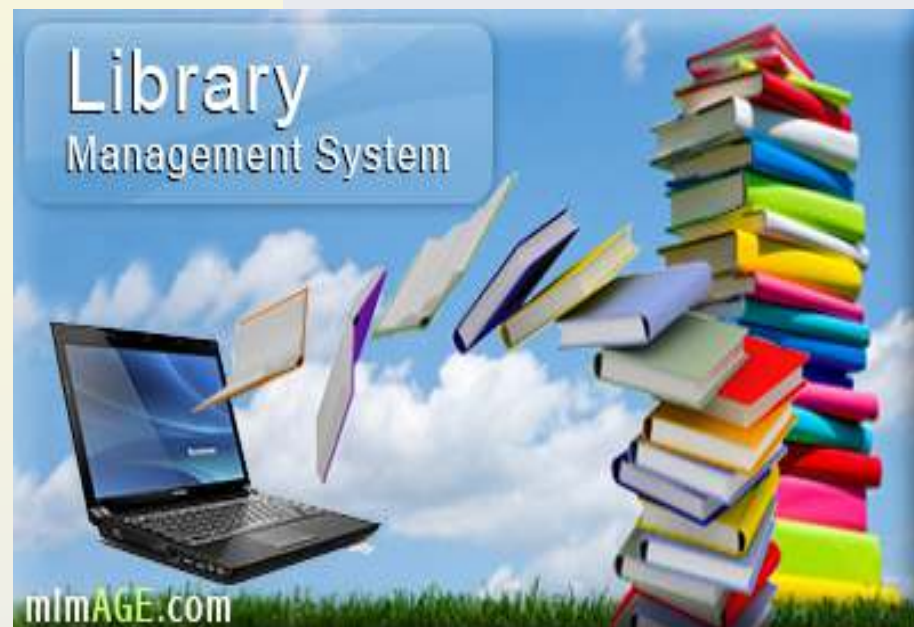
At the end of this workshop, participants should be able to:

- ❖ Identify and apply modern library management approaches and techniques;
- ❖ Identify procedures for designing and maintaining websites best practice and,
- ❖ Apply e-library procedures successfully.

TARGET AUDIENCE: Senior Library Officers, Senior Library Assistants in Libraries and Educational Institutions, Information Officers and Information Service Providers.

METHODOLOGY: Lectures, Discussions, Syndicate Exercises, Case Study and Facility Tour.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Enugu	Ikwo	N40,000.00	7–9 Mar., 2017	3 days
Abeokuta	Abeokuta	N45,000.00	21–23 July, 2017	3 days
Lokoja	Lokoja	N40,000.00	21–25 Aug., 2017	5 days
Bauchi	Gombe	N40,000.00	29–31 Aug., 2017	3 days
Sokoto	Sokoto	N40,000.00	22–24 Nov., 2017	3 days



WORKSHOP ON ETHICAL RE-ORIENTATION IN PROJECT MANAGEMENT

COURSE DESCRIPTION

Ethical re-orientation in project management is established to meet specific objectives. This management is a function of systems, processes, procedures and resources available. It is often, not executed on time, leading to unnecessary expenditures beyond budgetary limits and inconsistencies in quality and specifications. Even projects that are executed on time, within given budgetary limits and in compliance with quality specifications are poorly operated and maintained. Consequently, post-project benefits are grossly reduced.

This programme is designed to address ethical issues in project management and to empower project stakeholders, with proven scientific procedures and techniques of operating and maintaining projects for enhanced, benefit and sustainability.

LEARNING OUTCOMES

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

- ❖ Identify the profile and components of a project;
- ❖ Plan and execute a project within time, budget provision and specifications;
- ❖ Project evaluation and remedial studies/strategies;

- ❖ Apply due process adherence in material procurement and management;
- ❖ List, discuss and resolve ethical issues in project management and,
- ❖ Apply scientific procedures and techniques in project operation and maintenance.

TARGET AUDIENCE: Project Directors/Managers, Project Coordinating Officers, Project Development Officers, Heads of Government Agency, Non-Governmental Organizations (NGOs) and Community Based Organizations (CBOs), Directors of Work, Estate Managers.

METHODOLOGY: Lectures, Syndicate Groups, Discussion.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Makurdi	Makurdi	N40,000.00	14 – 16 June, 2017	3 days
Minna	Bida	N40,000.00	27 – 29 Sept., 2017	3 days

**WORKSHOP ON FUNDAMENTAL SKILLS IN
PROTOCOL MANAGEMENT**

COURSE DESCRIPTION

The complexities associated with organizational 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 organizations and handling of challenges, resulting from communication.

The Protocol Officer must be very competent if he must deal with these complex situations.

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

LEARNING OUTCOMES

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

- ❖ Explain new trends and best practices in protocol management;
- ❖ Utilize appropriate public speaking skills;
- ❖ Identify and explain processes involved in event and travel management and,
- ❖ Apply Information and Communication Technology (ICT) in protocol management.

TARGET AUDIENCE: Protocol and Public Relations Officers in the Public and Private Sectors, Non-Governmental Organizations (NGOs), Event Management Officers, Corporate Affairs Officers/Managers, Hospitality and Tourism Officers.

METHODOLOGY: Lectures, Syndicate Exercises, Case Study and Discussions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Yola	Yola	N40,000.00	22– 24 Sept., 2017	3 days

WORKSHOP ON HOSPITAL ADMINISTRATION

COURSE DESCRIPTION

The current approach to the management of hospitals as Medical Care Institutions has witnessed an impressive departure from the traditional approach often described as “isolationist”, “atomist” and “holistic”.

The challenges that hospital administrators face today when viewed within the context of advancement are information technology, sophistication, skills of personnel, labour relations, cost, knowledge in Hospital set up.

This workshop is therefore, designed to equip participants with current trends in hospital administration.

LEARNING OUTCOMES

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

- ❖ Coordinate Hospital activities;
- ❖ Identify and apply management principles in their official schedules;
- ❖ Develop a mechanism for industrial harmony in Hospitals;
- ❖ Identify sources and control of Hospital funds and,
- ❖ Analyze and utilize data.

TARGET AUDIENCE: Hospital Administrators and other Personnel involved in decision-making in the Health Sector.

METHODOLOGY: Lectures, Discussions, Case Study, Syndicate Exercises and Demonstrations.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Sokoto	S/North	N40,000.00	3 – 5 May, 2017	3 days
Makurdi	Otukpo	N40,000.00	10 – 12 May, 2017	3 days
Lekki	Lekki	N50,000.00	25 – 26 July, 2017	2 days
Kaduna	Kaduna	N45,000.00	9 – 11 Oct., 2017	3 days
Kano	Kano	N45,000.00	7 – 9 Nov., 2017	3 days



WORKSHOP ON MODERN TECHNIQUES IN MARKETING

COURSE DESCRIPTION

Considering the current trend in technological advancement and its resultant effects in competitive marketing, marketers need to sharpen their knowledge and skills to sustain their organizations.

This workshop will be of great interest to marketing and business professionals who wish to have greater knowledge and understanding of the role marketing plays in contemporary business.

LEARNING OUTCOMES

On completion of the workshop, participants should be able to:

- ❖ Apply marketing skills, knowledge and attitude to cope with technological advancement and competitive marketing environment;
- ❖ Develop appropriate marketing strategies;
- ❖ Generate and sustain customer awareness of products and services which satisfy and improve market share;
- ❖ Improve the quality of product of the organization through feedback system and,
- ❖ Establish a framework for effective communication with the market.

TARGET AUDIENCE: Marketing Managers, Sales Managers, Distribution Managers, Corporate Managers, Entrepreneurs of Micro, Small and Medium Enterprises as well as Prospective Investors.

METHODOLOGY: Lectures, Discussions, Case Study, Syndicate Work and Film Show.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Uyo	Oron	N40,000.00	25– 27 April, 2017	3 days
Lekki	Lekki	N50,000.00	22– 24 May, 2017	3 days
Aba	Umuahia	N40,000.00	23– 25 May, 2017	3 days
Calabar	Ikom	N45,000.00	20– 22 June, 2017	3 days
Awka	Awka	N40,000.00	11– 13 July, 2017	3 days
Ikeja	Ikeja	N50,000.00	25– 27 July, 2017	3 days
Kaduna	Zaria	N45,000.00	2 – 4 Aug., 2017	3 days
Ibadan	Ibadan	N45,000.00	15– 17 Aug., 2017	3 days
Enugu	Ikwo	N40,000.00	12– 14 Sept., 2017	3 days
L/Island	Lagos	N50,000.00	4 – 5 Oct., 2017	2 days

WORKSHOP ON PERFORMANCE APPRAISAL TECHNIQUES

COURSE DESCRIPTION

Performance appraisal has always been a contentious issue in the process of development efforts of many organizations. The Nigerian worker has always been blamed for most woes of unsatisfactory performance identified with low level of organizational effectiveness, lack of job satisfaction, apathy, and inefficiency. The remedy therefore, lies in the effective appraisal of workers' performance through various systematic techniques that have identifiable criteria.

This workshop will equip participants with the art of evaluating workers' performance and contributions to the organization. It will also examine the common problems of appraisal in organizations.

LEARNING OUTCOMES

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

- ❖ Identify techniques for appraising performance;
- ❖ Analyze and discuss periodic review of staff performance appraisal instrument;
- ❖ State criteria for employee placement and,
- ❖ Apply motivation strategies to achieve optimum performance.

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

METHODOLOGY: Lectures, Discussions, Case Study and Syndicate Group Assignments.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Aba	Aba	N40,000.00	7 – 9 Mar., 2017	3 days
Uyo	Uyo	N40,000.00	19 – 21 April, 2017	3 days
Makurdi	Gboko	N40,000.00	24 – 26 May, 2017	3 days
Ibadan	Ibadan	N45,000.00	13 – 15 June, 2017	3 days
Enugu	Oji-River	N40,000.00	25 – 27 July, 2017	3 days
Katsina	Daura	N40,000.00	14 – 18 Aug., 2017	5 days
V/Island	V/Island	N60,000.00	15 – 17 Aug, 2017	3 days
Ikeja	Ikeja	N50,000.00	10 – 12 Oct., 2017	3 days
Akure	Akure	N40,000.00	23 – 25 Oct., 2017	3 days
Makurdi	Makurdi	N40,000.00	25 – 27 Oct., 2017	3 days

**WORKSHOP ON PRODUCTION MANAGEMENT:
PRINCIPLES & BEST PRACTICES**

COURSE DESCRIPTION

Production Management involves techniques of maximizing and utilizing resources for added value. It is key as the challenge of scarce resources is inevitable.

Through this workshop, the acquisition of these techniques will bring about increase in production, safety of employees and broadening of skills of personnel.

LEARNING OUTCOMES

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

- ❖ Identify the role of production staff;
- ❖ Plan effective utilization of resources;
- ❖ Organize production processes;
- ❖ Manage men and materials and,
- ❖ Maintain machines for improved performance and efficiency.

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

METHODOLOGY: Lectures, Role Play, Film Show, Discussions, Syndicate Work and Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Ibadan	Ibadan	N45,000.00	14 – 16 Mar., 2017	3 days

WORKSHOP ON QUALITY IMPROVEMENT PROCESS

COURSE DESCRIPTION

Quality Improvement is an activity which causes a beneficial change in quality performance and it rests on a certain fundamental concept. For most companies and Managers, annual quality improvement is not only a new responsibility but a radical change in management or a change in company culture. It is a journey taken in baby steps and not giant steps.

This workshop is designed to acquaint participants with the relevant skills to increase the effectiveness of activities and processes that would provide added benefits to both the organization and her customers. It will expose participants to numerous methodologies and approaches to quality improvement.

LEARNING OUTCOMES

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

- ❖ Explain the concept and trends in quality improvement processes;
- ❖ Identify the steps in building and sustaining quality improvement process and,

- ❖ Design and install quality improvement processes;

TARGET AUDIENCE: Managers, Administrators, Executive Secretaries, Quality Assurance Managers, Production and Marketing Managers.

METHODOLOGY: Lectures, Project Approach, Discussions, Case Study & Film Show.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Benin	Benin	N45,000.00	28 – 30 Mar., 2017	3 days
Ibadan	Ibadan	N45,000.00	16 – 18 May, 2017	3 days
Abeokuta	Abeokuta	N45,000.00	23 – 25 May, 2017	3 days
Kaduna	Zaria	N45,000.00	5 – 7 June, 2017	3 days

WORKSHOP ON SUSTAINABLE LABOUR RELATIONS AND PENSION MANAGEMENT

COURSE DESCRIPTION

In any organizational setup, there is always the need for employer-employee mutual relationship to foster industrial harmony. While employers of labour must be conscious of the effects of their decisions, employees on the other hand, are expected to know their limits regarding matters of welfare. The principle of give and take plays a central role in this regard.

The workshop on Sustainable Labour Relations and Pension Management, focuses on how to create and maintain beneficial employer-employee networking for overall interest of the organization.

LEARNING OUTCOMES

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

- ❖ Explain the causes of conflicts and the impact on labour relations;
- ❖ Identify and resolve grievances generated by unfair labour practices;
- ❖ Apply skills and techniques of team work and,

- ❖ Discuss the benefits of Pension Reforms Act, as amended.

TARGET AUDIENCE: Union Officials, Industrial Relations Managers, Pension Desk Officers and Personnel Officers/ Human Resource Managers.

METHODOLOGY: Lectures, Discussions, Case Study & Syndicate Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Jos	Jos	N40,000.00	22 – 24 Aug., 2017	3 days
Kano	Kano	N45,000.00	19 – 21 Sept., 2017	3 days
Isolo	Isolo	N50,000.00	28 – 30 Nov., 2017	3 days



**BANKING, FINANCE
AND ALLIED COURSES**

CONTENT

	Page
1. Benefits of Attending the Programmes	41
2. Basic Workshop for Cashiers/Revenue Officers	42
3. Capacity Building for Middle Level Accounts & Audit Personnel	43
4. Improvement Course for Cashiers & Revenue Officers' Workshop	44
5. Revenue Generation and Tax Administration Workshop	45
6. Risk Management & Forensic Auditing Workshop	46
7. Value Addition and Cost Control Workshop	47
8. Workshop on Accounting & Finance for Non-Finance Managers	48

BENEFITS OF ATTENDING THE PROGRAMMES:

TO THE PARTICIPANTS INCLUDE:

- ❖ Understanding the definition of fraud, burden and standard of proof within the context of the law;
- ❖ Reading and analyzing financial statements to identify areas of common manipulation;
- ❖ Identifying fraud indicators and warning signs;
- ❖ Exposure to teamwork for successful banking operations
- ❖ Maintain good banking practices and excellent customer relations;
- ❖ Being aware of current trends in accounting.

TO THE ORGANIZATION INCLUDE:

- ❖ Using the latest methodology to identify fraudulent practices and check misappropriation of funds;
- ❖ Employing modern techniques to facilitate the detection, investigation and successful prosecution of economic crime, using forensic auditing;
- ❖ Building a case from receiving initial allegation to the point of testifying as a witness;
- ❖ Working with internal auditors in the fight against fraud and embezzlement;
- ❖ Taking cognizance of corporate image and excellent service delivery;
- ❖ Developing zero tolerance for fraudulent practices.

BASIC WORKSHOP FOR CASHIERS AND REVENUE OFFICERS

COURSE DESCRIPTION

Over the years, the approach to conducting Government business has degenerated to the extent that the public service rules, financial regulations, ethics and norms are jettisoned due to ignorance. Cashiers and Revenue Officers, being one of the windows through which the public views the activities of government, are not left out of this decay.

It is in the light of the foregoing that this programme has been developed to enhance the participants' understanding of revenue generation, accounting principles and procedures.

LEARNING OUTCOMES

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

- ❖ Identify the Roles of Cashiers and Revenue Officers;
- ❖ Apply financial regulations;
- ❖ Ensure best accounting practice and procedures;
- ❖ Identify the simple rudiments of Finance and Accounts and,
- ❖ Utilize modern information technology in discharging their duties.

TARGET AUDIENCE: Cashiers, Revenue Officers in Local Government Councils and other Establishments.

METHODOLOGY: Lectures, Discussions and Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Jos	Jos	N40,000.00	14 – 16 Mar., 2017	3 days
Awka	Awka	N40,000.00	25 – 27 July, 2017	3 days
Makurdi	Makurdi	N40,000.00	5 – 7 Dec., 2017	3 days



CAPACITY BUILDING FOR MIDDLE LEVEL ACCOUNTS AND AUDIT PERSONNEL

COURSE DESCRIPTION

It is imperative that organizations should make concerted efforts to improve the skills, knowledge and attitude of the accounts and audit personnel in order to enhance their performance and assist the organization to grow.

This workshop is designed to assist the target audience to improve on their ability to prepare and use relevant books of accounts in line with current standards.

LEARNING OUTCOMES

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

- ❖ Demonstrate the knowledge and skills required for preparing accounting books and records according to Standards;
- ❖ Differentiate between various Accounting Principles, Procedures and Concepts;
- ❖ Render relevant financial reports;
- ❖ Utilize Information Communication Technology platform;
- ❖ List the basic elements of taxation and,
- ❖ Demonstrate basic Professional Ethics and Conduct.

TARGET AUDIENCE: Middle Level Accounts and Audit personnel.

METHODOLOGY: Lectures, Discussions, & Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lafia	Lafia	N40,000.00	25 –27 April, 2017	3 days
Uyo	Uyo	N40,000.00	7 –9 May, 2017	3 days
Akure	Akure	N40,000.00	8 –10 May, 2017	3 days
Jos	Jos	N40,000.00	6 – 8 June, 2017	3 days
Kano	Kano	N45,000.00	13 –15 June, 2017	3 days
Ibadan	Ibadan	N45,000.00	18 –20 July, 2017	3 days
Apapa	Apapa	N50,000.00	15 –17 Aug., 2017	3 days
Lokoja	Idah	N40,000.00	11 –13 Sept.,2017	3 days
Gusau	K/Namoda	N40,000.00	14 –16 Nov., 2017	3 days
Gusau	Gusau	N40,000.00	28 –30 Nov., 2017	3 days

IMPROVEMENT COURSE FOR CASHIERS AND REVENUE OFFICERS' WORKSHOP

COURSE DESCRIPTION

In any business setting, meeting the legitimate needs of customers satisfactorily is a key result area. The teller, as the shopkeeper, is the window through which members of the public view the activities of the bank in which they operate. It is, therefore, imperative that tellers must know the rules for correct or polite behaviour within the system.

The Course is designed to equip participants with improved skills in cash handling and customer relationship.

LEARNING OUTCOMES

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

- ❖ Identify the role of cashiers/tellers;
- ❖ Improve on their relationship with the public and,
- ❖ Apply the general law relating to negotiable instruments.

TARGET AUDIENCE: All Cashiers/Tellers.

METHODOLOGY: Lectures, Discussions, Practical Exercises and Film Shows.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Gusau	K/Namoda	N40,000.00	28 – 30 Mar, 2017	3 days
Lafia	Lafia	N40,000.00	25 – 27 April, 2017	3 days
Lokoja	Anyigba	N40,000.00	15 – 17 May, 2017	3 days
Ilorin	Ilorin	N40,000.00	1 – 3 Aug., 2017	3 days



REVENUE GENERATION AND TAX ADMINISTRATION WORKSHOP

COURSE DESCRIPTION

A major instrument for economic development is revenue. Its generation, management and the end use accelerate economic growth and development.

Generating revenue and efficient tax administration should be the focus of State and Local Government in order to meet the growing cost of public expenditure and survival. Much is definitely expected from administrators and revenue generation officers. It is imperative for officers saddled with such responsibilities to be thorough and diligent in their jobs.

This workshop is designed to equip participants with the necessary skills required for efficient and effective revenue generation and tax administration.

LEARNING OUTCOMES

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

- ❖ Identify sources of revenue available to States and Local governments;
- ❖ Identify efficient revenue management strategies;
- ❖ Develop better collection strategy that will cover all the taxable persons and companies;
- ❖ Ensure best accounting practices that will accurately collect and account for all taxes collected;
- ❖ Identify and apply the relevant Tax Laws to enhance revenue generation and,
- ❖ Develop better tax collection strategies.

TARGET AUDIENCE: Tax Administrators, Revenue Officers, Accountants and Auditors.

METHODOLOGY: Lectures, Discussions and Syndicate Sessions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Benin	Benin	N45,000.00	10– 12 May, 2017	3 days
Yenagoa	Ekowe	N40,000.00	11– 13 July, 2017	3 days

RISK MANAGEMENT AND FORENSIC AUDITING WORKSHOP

METHODOLOGY: Lectures, Discussions, Case Study and Syndicate Sessions.

COURSE DESCRIPTION

The challenges being faced by Managers today are the prevention, early detection of fraud and risk management. The need for Auditors and Forensic Accountants to put their resources together in the prevention and the early detection of fraud is imperative for business survival.

This workshop is designed to promote professional ethics, improve the skills of accountants and auditors in managing risks to prevent and detect fraud in their organizations.

LEARNING OUTCOMES

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

- ❖ Identify risk areas;
- ❖ Identify types and causes of fraud;
- ❖ Prevent, detect and investigate fraud within their organizations and,
- ❖ Set up control systems to reduce risk.

TARGET AUDIENCE: Accountants, Auditors and Supervisors

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Minna	Kontagora	N50,000.00	28 – 30 Mar., 2017	3 days
Benin	Okada	N45,000.00	25 – 27 April, 2017	3 days
Lafia	Lafia	N40,000.00	25 – 27 April, 2017	3 days
Yola	Yola	N40,000.00	13 – 15 June, 2017	3 days
Maiduguri	Bauchi	N40,000.00	27 – 29 June, 2017	3 days
Gusau	Gusau	N40,000.00	11 – 13 July, 2017	3 days
V/Island	V/Island	N60,000.00	8 – 9 Aug., 2017	2 days
Jos	Jos	N40,000.00	8 – 10 Aug., 2017	3 days
Abuja	Abuja	N50,000.00	22 – 24 Aug., 2017	3 days
Aba	Okigwe	N40,000.00	22 – 24 Aug., 2017	3 days
Katsina	Malumfashi	N40,000.00	28 Aug.-1 Sept., 2017	5 days
Sokoto	B/Kebbi	N40,000.00	13 – 15 Sept., 2017	3 days
Apapa	Apapa	N50,000.00	19 – 21 Sept., 2017	3 days
Kaduna	Kaduna	N45,000.00	24 – 26 Oct., 2017	3 days
P/Harcourt	Omoku	N50,000.00	10 – 12 Oct., 2017	3 days

VALUE ADDITION AND COST CONTROL WORKSHOP

COURSE DESCRIPTION

Cost Control is an integral part of an organization's financial activity. It could affect its existence positively or otherwise. In the light of the foregoing, it is imperative for officers vested with such responsibility to be thorough and diligent in their jobs.

The workshop is designed to assist accountants and other ancillary staff in adopting healthy cost accounting and cost control measures.

LEARNING OUTCOMES

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

- ❖ Classify and apply the various types of cost;
- ❖ Manage fixed and variable costs;
- ❖ Implement and control budget and,
- ❖ Apply standard costing techniques as a cost control measure.

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

METHODOLOGY: Lectures, Discussions, Syndicate Sessions and Case Study.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Bauchi	Jigawa-B/Kudu	N40,000.00	28 – 30 Mar., 2017	3 days
Maiduguri	Damaturu	N40,000.00	4 – 6 April, 2017	3 days
Yola	Yola	N40,000.00	16 – 18 May, 2017	3 days
Enugu	Enugu	N40,000.00	23 – 25 May, 2017	3 days
Lekki	Lekki	N50,000.00	29 – 31 Aug., 2017	3 days
Maiduguri	Damaturu	N40,000.00	10 – 12 Oct., 2017	3 days

**WORKSHOP ON ACCOUNTING AND FINANCE FOR
NON-FINANCE MANAGERS**

COURSE DESCRIPTION

The complex financial environment, coupled with dynamic economic situations, make it imperative for members of management in organizations to understand financial operations. In view of these, the need for basic knowledge of accounting for Non-Finance Managers cannot be over-emphasized.

LEARNING OUTCOMES

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

- ❖ Prepare financial reports;
- ❖ Prepare and defend departmental budgets;
- ❖ Interpret and use Financial Statements;
- ❖ Render accounts on financial transactions and,
- ❖ Practise effective management of funds.

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

METHODOLOGY: Lectures, Discussions, Syndicate Groups, Case Study and Practical Sessions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Yola	Yola	N40,000.00	21 – 23 March, 2017	3 days
Calabar	Ogoja	N45,000.00	11 – 13 April, 2017	3 days
Lekki	Lekki	N50,000.00	15 – 17 Aug., 2017	3 days



CAPACITY BUILDING FOR HUMAN RESOURCE MANAGERS

CONTENT

	Page
1. Benefits of Attending the Programmes	51
2. Advanced Strategic Human Resource Management Workshop	52
3. Advanced Workshop for Training Personnel	53
4. Coaching and Mentoring: Principles, Techniques & Tools	54
5. Reimbursement Seminar	55
6. Trainers' Development Workshop	56
7. Workshop on Planning & Developing Human Resource Capabilities	57
8. Workshop on Needs Assessment	58

BENEFITS OF ATTENDING THE PROGRAMMES:

TO THE PARTICIPANTS INCLUDE:

- ❖ Enhancing employees' performance;
- ❖ Developing a good understanding of how to manage learning interventions.
- ❖ Ability to process correctly reimbursement claims for the organization.

TO THE ORGANIZATION INCLUDE:

- ❖ Achieving sustainable competitive advantage through Human Capital Development;
- ❖ Creating internal infrastructure to support learning, knowledge sharing and capacity building;
- ❖ Creating a healthy work culture for staff and external customers;
- ❖ Creating/developing innovative work environment;
- ❖ Building a workforce that is poised to achieving organizational goals and objectives.
- ❖ Creating awareness for organizations to be reimbursed for their training expenses.

ADVANCED STRATEGIC HUMAN RESOURCE MANAGEMENT WORKSHOP

COURSE DESCRIPTION

The globalization of today's business environment with its endemic changes, calls for the development and understanding of the impact Human Resource can have in an organization. In order to survive and prosper in this "New World" of business, organizations must harness and develop their vital human resource more effectively for competitive advantage.

This Workshop is designed to equip Human Resource Managers with some of the latest innovations in Human Resource Management, with the competencies and skills required for excellent performance.

LEARNING OUTCOMES

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

- ❖ Identify the strategic issues in Human Resource Management (HRM);
- ❖ Identify the key issues in managing diversity in workplace;
- ❖ Identify the policy dynamics of Human Resource Management (HRM);
- ❖ List the characteristics of learning organizations and the role of the practitioners;

- ❖ Analyze the benefits of Human Resource Information System (HRIS) and,
- ❖ Explain the link between HRIS activities and business.

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

METHODOLOGY: Lectures, Discussions, Case Study, Group/Syndicate Assignments and Film Show.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abuja	Nasarawa	N50,000.00	25 – 27 April, 2017	3 days
Gusau	Gusau	N40,000.00	25 – 27 April, 2017	3 days
Gusau	Gusau	N40,000.00	9 – 11 May, 2017	3 days
P/H	Bori	N50,000.00	23 – 25 May, 2017	3 days
Isolo	Isolo	N50,000.00	14 – 16 June, 2017	3 days
Bauchi	Bauchi	N40,000.00	25 – 27 July, 2017	3 days
Ibadan	Ibadan	N45,000.00	19 – 21 Sept., 2017	3 days
V/Island	V/Island	N60,000.00	5 – 6 Sept., 2017	2 days
Benin	Ekpoma	N45,000.00	3 – 5 Oct., 2017	3 days
Katsina	Daura	N40,000.00	27 Nov.-1 Dec., 2017	5 days

ADVANCED WORKSHOP FOR TRAINING PERSONNEL

COURSE DESCRIPTION

Human Capital Development Personnel need to acquire certain competencies to enable them manage training activities effectively and contribute meaningfully to their organizations' policies and decision making, especially in matters pertaining to Human Capital Training and Development.

The workshop is designed to equip participants charged with the responsibility of Human Capital Development with a view to improving their knowledge and skills on current issues and practices in Human Capital Development.

LEARNING OUTCOMES

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

- ❖ Formulate Organization's Training Policies;
- ❖ Identify issues/challenges in Human Capital Training and Development then proffer solutions and,
- ❖ Identify and select appropriate training equipment, materials and sources of procurement.

TARGET AUDIENCE: Human Resource Managers, Training Managers/Officers, Personnel Managers/Staff Officers and Management Consultants.

METHODOLOGY: Lectures, Discussions, Demonstrations and Syndicate Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Jos	Jos	N40,000.00	25 – 27 July, 2017	3 days
Calabar	Obudu	N45,000.00	19 – 21 Sept., 2017	3 days



COACHING AND MENTORING: PRINCIPLES, TECHNIQUES AND TOOLS

COURSE DESCRIPTION

The principles, techniques and tools of business growth and development in this ever-changing world is an issue for concern to modern managers. Human Resource Practitioners as agents of growth and development need to be aware of these principles, techniques and tools.

Continuous training and development in relevant skills, is a means of achieving organizational goal. Training through coaching and mentoring on-the-job is one of the numerous ways employees acquire relevant skills that are job-oriented. This type of training gives instant opportunity for guiding, instructing, observing, modelling and evaluating performance.

LEARNING OUTCOMES

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

- ❖ Coach and Mentor subordinates;
- ❖ List and apply Coaching and Mentoring Processes;
- ❖ Apply Emotional Intelligence in Coaching and Mentoring and,
- ❖ Formulate Organizational Training Policies

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

METHODOLOGY: Lectures, Discussions, Syndicate exercises, Role play and Case Study.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Yola	Yola	N40,000.00	4 – 6 April, 2017	3 days
Minna	Minna	N40,000.00	13 – 15 June, 2017	3 days
Abeokuta	Ota	N45,000.00	5 – 7 July, 2017	3 days
Sokoto	Sokoto	N40,000.00	12 – 14 July, 2017	3 days
Abuja	Nasarawa	N50,000.00	25 – 27 July, 2017	3 days
P/H	Isiokpo	N50,000.00	8 – 10 Aug., 2017	3 days
Warri	Abraka	N40,000.00	8 – 10 Aug., 2017	3 days
Lafia	Lafia	N40,000.00	15 – 17 Aug., 2017	3 days
Katsina	Dutsin- ma	N40,000.00	18 – 22 Sept., 2017	5 days

CAPACITY BUILDING FOR HUMAN RESOURCE MANAGERS

REIMBURSEMENT SEMINAR

COURSE DESCRIPTION

Reimbursement Scheme is one of the Industrial Training Fund's operational instruments used in bearing a portion of the direct cost of employers' staff training and development function. For its effective operation, those charged with the responsibility of the training function in companies need to be exposed to the theory and practice of the scheme.

LEARNING OUTCOMES

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

- ❖ Identify training needs;
- ❖ Prepare training plans and programmes in line with the Fund's Reimbursement Scheme;
- ❖ Intimate employers on reimbursable items;
- ❖ Identify and fill correctly the ITF reimbursement documents and,
- ❖ Process training claims.

TARGET AUDIENCE: Training Managers, Admin./Personnel Managers, Training Coordinators and Instructors.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lekki	Lekki	N50,000.00	7 – 9 Feb., 2017	3 days
Benin	Ekpoma	N45,000.00	14 – 16 Feb., 2017	3 days
V/Island	V/Island	N50,000.00	7 – 8 Mar., 2017	2 days
Ikeja	Ikeja	N50,000.00	7 – 8 Mar., 2017	2 days
L/Island	L/Island	N50,000.00	8 – 9 Mar., 2017	2 days
Apapa	Apapa	N50,000.00	14 – 15 Mar., 2017	2 days
Isolo	Isolo	N50,000.00	21 – 22 Mar., 2017	2 days
Abeokuta	Abeokuta	N45,000.00	28 – 30 Mar., 2017	3 days
Warri	Ozoro	N40,000.00	4 – 5 April, 2017	2 days
Aba	Aba	N40,000.00	12 – 13 April, 2017	2 days
Uyo	Uyo	N40,000.00	10 – 11 May, 2017	2 days
Apapa	Apapa	N50,000.00	6 – 7 June, 2017	2 days
L/Island	L/Island	N50,000.00	20 – 21 June, 2017	2 days
Ikeja	Ikeja	N50,000.00	5 – 6 July, 2017	2 days
Jos	Jos	N40,000.00	28 – 30 Nov., 2017	3 days
Bauchi	Jigawa- B/Kudu	N40,000.00	28 – 30 Nov., 2017	3 days
Sokoto	Sokoto	N40,000.00	15 th Dec., 2017	1 day

TRAINERS' DEVELOPMENT WORKSHOP

COURSE DESCRIPTION

Trainers face lots of challenges in today's fast-paced Information and Communication Technology (ICT) driven economy. There is the need for trainers to continuously update their knowledge and skills based on current trends in learning and development.

This workshop is designed to sharpen the competencies of trainers.

LEARNING OUTCOMES

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

- ❖ Establish training functions in an organization;
- ❖ Identify training needs;
- ❖ Develop and implement training programmes;
- ❖ Identify and use appropriate training aids and,
- ❖ Evaluate training sessions.

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

METHODOLOGY: Lectures, Discussions and Syndicate Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
V/Island	V/Island	N60,000.00	4 – 5 April, 2017	2 days
L/Island	L/Island	N70,000.00	11 – 12 April, 2017	2 days
Lekki	Lekki	N50,000.00	11 – 13 April, 2017	3 days
Ikeja	Ikeja	N50,000.00	25 – 27 April, 2017	3 days
Isolo	Isolo	N50,000.00	25 – 27 April, 2017	3 days
V/Island	V/Island	N60,000.00	20 – 22 June, 2017	3 days
Benin	Auchi	N45,000.00	4 – 6 July, 2017	3 days
P/H	Ahoada	N50,000.00	25 – 27 July, 2017	3 days
Jos	Jos	N40,000.00	25 – 27 July, 2017	3 days
Enugu	Ikwo	N40,000.00	18 – 20 Sept., 2017	3 days
Calabar	Obudu	N45,000.00	19 – 21 Sept., 2017	3 days
Warri	Ozoro	N40,000.00	26 – 28 Sept., 2017	3 days
Aba	Mbaise	N40,000.00	24 – 26 Oct., 2017	3 days



WORKSHOP ON PLANNING AND DEVELOPING HUMAN RESOURCE CAPABILITIES

COURSE DESCRIPTION

How organizations develop over time and the techniques involved in analyzing the dynamics of change and growth is an essential tool in understanding the relationship between strategic organizational planning and human resources development. The ability to address the role and capabilities required of the human resource professional is of great importance.

This programme is therefore, intended to equip participants with the relevant and critical business foundations and tools necessary to position them within their respective organizations.

LEARNING OUTCOMES

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

- ❖ Identify the concepts, methods and tools for conducting workforce planning;
- ❖ Conduct a work load analysis;
- ❖ Apply core skills and capabilities and,
- ❖ Develop competencies for facing future challenges.

TARGET AUDIENCE: Human Resource Managers/Officers

METHODOLOGY: Lectures, Practical Exercises, Group Study, Questions and Discussion Session.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Akure	Akure	N40,000.00	24 – 26 July, 2017	3 days
Katsina	Katsina	N40,000.00	27 – 29 July, 2017	3 days
Ilorin	Ilorin	N40,000.00	15 – 17 Aug., 2017	3 days
Ikeja	Ikeja	N50,000.00	12 – 14 Sept., 2017	3 days
Lekki	Lekki	N50,000.00	24 – 26 Oct., 2017	3 days



WORKSHOP ON NEEDS ASSESSMENT

COURSE DESCRIPTION

The need to enhance skills in human performance and non – skills needs of Organizations [Private and Public] in Nigeria, is highly critical in improving productivity and meeting organizational goals. Training must be need based in line with set out objectives.

This workshop is therefore, designed to expose the participants to the standard practices in organizations' Needs Assessment.

LEARNING OUTCOMES

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

- ❖ Design and develop standard needs assessment instruments;
- ❖ Conduct effective needs assessment survey;
- ❖ Process data to identify if training intervention is necessary and,
- ❖ Design and develop appropriate training intervention.

TARGET AUDIENCE: Human Resource Managers, Training Managers, Directors of Personnel Management (DPM), Directors of Administration and Staff Officers.

METHODOLOGY: Lectures, Discussions, Practical Exercises and Syndicate Assignments.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Ibadan	Ibadan	N45,000.00	28 Feb.-2 March, 2017	3 days
Calabar	Ikom	N45,000.00	1 – 3 Aug., 2017	3 days
Abuja	Nassarawa	N50,000.00	8 – 10 Aug., 2017	3 days
Awka	Awka	N40,000.00	8 – 10 Aug., 2017	3 days
P/H	Isiokpo	N50,000.00	12 – 14 Sept., 2017	3 days
Benin	Benin	N45,000.00	17 – 19 Oct., 2017	3 days
V/ Island	V/Island	N60,000.00	17 – 19 Oct., 2017	3 days





ENGINEERING, VOCATIONAL AND TECHNICAL COURSES



CONTENT

	Page
1. Benefits of Attending the Programmes	62
2. Air Conditioning & Refrigeration Maintenance Workshop	63
3. Best Practices in Electrical Preventive Maintenance Workshop	64
4. Capacity Building in Laboratory Management	65
5. Computer Hardware & Software Maintenance Workshop	66
6. Driver-Mechanic Technical Skills Workshop	67
7. Electrical/Electronics Equipment Maintenance Workshop	68
8. Electrical Installation & Maintenance Workshop	69
9. Instrumentation/Process Automation Equipment Maintenance Workshop	70
10. Machinery & Equipment Maintenance Workshop	71
11. Maintenance Supervisors Workshop	72
12. Operation & Maintenance of Forklift Workshop	73
13. Operation & Maintenance of Generator Workshop	74
14. Operator Performance Improvement Workshop	75
15. Plant and Equipment Maintenance Workshop	76
16. Plumbing & Pipe Installation Maintenance Workshop	77
17. Productivity Improvement Workshop for Industrial Operatives	78
18. Systematic Approach to Electrical/Electronic Troubleshooting Workshop	79
19. Workshop on Event Management (Catering Services)	80

BENEFITS OF ATTENDING THE PROGRAMMES:

TO THE PARTICIPANTS INCLUDE:

- ❖ Providing the ability to handle challenging work situation;
- ❖ Improving intellectual development;
- ❖ Acquiring skills for troubleshooting and fault tracing.

TO THE ORGANIZATION INCLUDE:

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

AIR-CONDITIONING AND REFRIGERATION MAINTENANCE WORKSHOP

COURSE DESCRIPTION

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

This workshop is designed to equip participants with the skills necessary for maintaining these equipment to ensure their optimal performance.

LEARNING OUTCOMES

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

- ❖ Identify and repair faults in refrigeration and air conditioning components;
- ❖ Observe safety rules while working on refrigeration and air-conditioning units and,
- ❖ Carry out maintenance of refrigeration and air-conditioning units;

TARGET AUDIENCE: Supervisors, Technicians and Foremen.

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

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC Kano	Kazaure	N40,000.00	27 Nov.- 1 Dec., 2017	5 days



BEST PRACTICES IN ELECTRICAL PREVENTIVE MAINTENANCE WORKSHOP

COURSE DESCRIPTION

There is only one way to ensure maximum uptime and minimum expenses in maintaining your electrical equipment and systems – catch the problem BEFORE it happens! This workshop is geared towards helping electrical personnel and maintenance technicians to do just that.

By implementing simple maintenance practice, routine inspections and scheduled testing, you will be able to keep your plant or facility operating at absolute peak efficiency while reducing your maintenance cost.

LEARNING OUTCOMES

On completion of the workshop, participants should be able to:

- ❖ Prepare an electrical equipment maintenance plan;
- ❖ Identify common causes of electrical failure;
- ❖ Develop and use simple maintenance walk-through checklists;
- ❖ Safely conduct electrical equipment maintenance;
- ❖ Apply preventive maintenance strategies and techniques and,
- ❖ Apply electrical troubleshooting techniques for efficient and effective repairs.

TARGET AUDIENCE: Supervisors, Electricians and Maintenance Personnel.

METHODOLOGY: Lectures, Discussions, Demonstrations and Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Yola	Yola	N40,000.00	28 – 30 Mar., 2017	3 days
Awka	Onitsha	N40,000.00	2 – 4 May, 2017	3 days
ISTC, Kano	Bichi	N40,000.00	26 – 30 June, 2017	5 days
Calabar	Calabar	N45,000.00	4 – 6 July, 2017	3 days



CAPACITY BUILDING IN LABORATORY MANAGEMENT

COURSE DESCRIPTION

Major changes have taken place in laboratories over the years. Many laboratories are now enormous buildings manned by highly trained scientists, technologists or technicians and other supporting staff, and have highly substantial budgets to work with. Also, laboratory work has become more complex and equipment so sophisticated.

However, not every scientist or technologist is skillful in management and administrative techniques. This has often affected their ability to bring out the best out of their staff with a resultant negative effect on productivity. For effectiveness and efficiency in the discharge of their functions, scientists, technologist and technicians must acquire positive attitudes, as well as new skills in management and administration. It is for this reason that this workshop is designed.

LEARNING OUTCOMES

On completion of the workshop, participants should be able to:

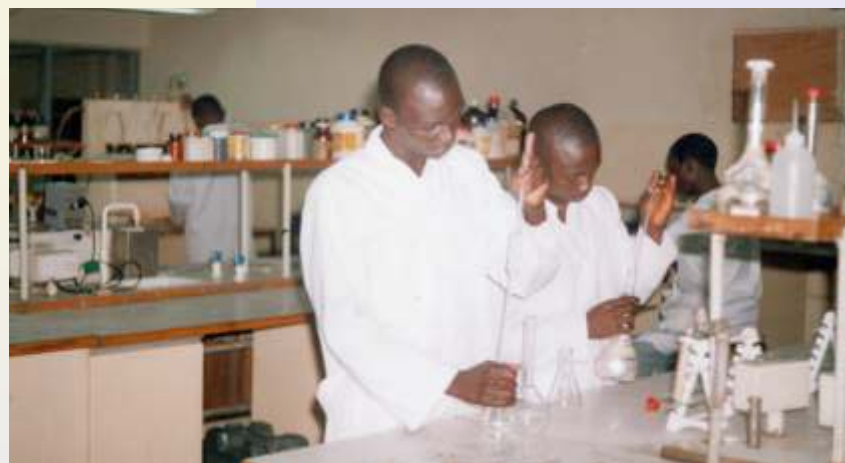
- ❖ Participate actively in planning and designing a laboratory layout;
- ❖ Manage store effectively;
- ❖ Control and manage laboratory activities successfully;
- ❖ Maintain good health and safety practices in the laboratory;

- ❖ Carry out maintenance of laboratory premises and equipment and,
- ❖ Apply management techniques in enhancing productivity in the laboratory.

TARGET AUDIENCE: Laboratory Heads, Supervisors, Technologists, Scientists, Analysts and Technicians, etc. in Academia, Research, Health, Industrial and Allied Organizations.

METHODOLOGY: Lectures, Practical Sessions, Demonstrations and Syndicate Sessions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Ilorin	Ilorin	N40,000.00	16 – 18 May, 2017	3 days
Akure	Akure	N40,000.00	10 – 12 July, 2017	3 days
Makurdi	Makurdi	N40,000.00	23 – 25 Aug., 2017	3 days



COMPUTER HARDWARE AND SOFTWARE MAINTENANCE WORKSHOP

COURSE DESCRIPTION

It is obvious that the use of computer in our various offices for routing business transactions is a common thing. It is expected that, all offices can comfortably log in to a system and use applications that are related to their job, otherwise the organization will be seen as lagging behind.

However, 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. Hence, this workshop is designed to impact, upgrade and sharpen the skills of computer operators and other users on how to maintain and repair system hardware and software.

LEARNING OUTCOMES

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

- ❖ Identify tools and software used in personal computer;
- ❖ Carry out computer hardware and software installations;
- ❖ Troubleshoot and fix faulty computers;

- ❖ Install, manage and troubleshoot computer peripheral devices; and,
- ❖ Share files, folders and printers on a network.

TARGET AUDIENCE: Computer Technicians, System Analyst, Office Technologists and other Computer Users.

METHODOLOGY: Practical hands –on, Demonstration, Simulations and Lectures.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Jos	Jos	N40,000.00	17 – 19 Oct., 2017	3 days



DRIVER-MECHANIC TECHNICAL SKILLS WORKSHOP

COURSE DESCRIPTION

The best way to save time and money is by giving attention to vehicles in order to minimize breakdown. This has resulted in “do it yourself” repairs by driver(s). Hence, having technical knowledge and skills will enable them carry out repairs of vehicles when the need arises.

This workshop is designed to equip participants with technical skills to properly handle vehicles.

LEARNING OUTCOMES

On completion of the workshop, participants should be able to:

- ❖ Identify how various systems of a car operate;
- ❖ Carry out fault tracing systematically;
- ❖ Perform necessary maintenance procedure for defective units;
- ❖ Replace defective units on a vehicle and,
- ❖ Carry out routine maintenance and interpret the Highway Code.

TARGET AUDIENCE: Driver-Mechanics, Senior Drivers and Transport Officers.

METHODOLOGY: Lectures, Discussions, Practical Exercises and Demonstrations.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
P/H	Isiokpo	N50,000.00	4 – 6 April, 2017	3 days
Enugu	Nsukka	N40,000.00	25 – 27 April, 2017	3 days
Kano	Kano	N45,000.00	6 – 8 June, 2017	3 days
ISTC Kano	Kano	N40,000.00	30 Oct.-3 Nov., 2017	5 days
Kaduna	Zaria	N45,000.00	6 – 8 Dec., 2017	3 days



ELECTRICAL/ELECTRONIC EQUIPMENT MAINTENANCE WORKSHOP

COURSE DESCRIPTION

Most Electrical/Electronic equipment in both industrial and domestic settings require power to operate. The need to enhance the skills and knowledge of the appropriate personnel in charge of maintenance of such equipment is equally important.

Therefore, effective maintenance policies on these equipment will assure optimum operation of these facilities thus lengthening their service life.

This workshop is designed to improve participant's knowledge and skill required for maintenance.

LEARNING OUTCOMES

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

- ❖ Analyse equipment problems;
- ❖ Carryout Maintenance activities to extend the service life of the equipment;
- ❖ Examine availability and readiness of equipment using routine maintenance;
- ❖ Adopt safety measures to protect personnel who come in contact with the equipment and,
- ❖ Practise preventive maintenance culture to avoid interrupted production operation.

TARGET AUDIENCE: Supervisors, Maintenance Personnel and Electricians.

METHODOLOGY: Discussions, Demonstrations, Syndicate Exercises and Practical Sessions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Yola	Yola	N40,000.00	28 – 30 March, 2017	3 days
Warri	Asaba	N40,000.00	25 – 27 April, 2017	3 days
Apapa	Apapa	N50,000.00	25 – 27 April, 2017	3 days
Awka	Awka	N40,000.00	2 – 4 May, 2017	3 days
L/Island	L/Island	N50,000.00	11 – 12 July, 2017	2 days
Kano	Kano	N45,000.00	29 – 31 Aug., 2017	3 days
Isolo	Isolo	N50,000.00	29 – 31 Aug., 2017	3 days



ELECTRICAL INSTALLATION AND MAINTENANCE WORKSHOP

COURSE DESCRIPTION

Effective maintenance of electrical installation in buildings guarantees optimal operation of the facility. If there is a malfunction in any of the installations, the safety of the occupants as well as the facility could be at risk during an emergency.

Participation in this workshop will enhance the skills, knowledge and core competencies of personnel in charge of installation and maintenance.

LEARNING OUTCOMES

At the end of the training program, participants should be able to:

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

TARGET AUDIENCE: Supervisors, Electrical Technicians, and maintenance staff.

METHODOLOGY: Lectures, discussions, syndicate exercises and practical sessions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC, Lokoja	Lokoja	N40,000.00	22 – 26 May, 2017	5 days
Bauchi	Bauchi	N40,000.00	23 – 25 May 2017	3 days
Aba	Mgbidi	N40,000.00	10 – 12 Oct., 2017	3 days
Kaduna	Kaduna	N45,000.00	18 – 22 Dec., 2017	5 days



INSTRUMENTATION/PROCESS AUTOMATION EQUIPMENT MAINTENANCE WORKSHOP

COURSE DESCRIPTION

Instrumentation and automation play very important role in the modern production process. It enhances company's profitability by ensuring high grade product manufacturers.

This workshop is a combination of practical information and hands-on experiences covering proper installation, calibration and maintenance of instrumentation and automation systems. It also teaches the participants, the characteristics of pneumatic, electrical/electronics control systems, techniques for installing instrument, procedures for configuring and calibrating transmitter, transducers and controllers.

LEARNING OUTCOMES

On completion of the workshop, participants should be able to:

- ❖ Employ proper safety practices during installation, calibration, operation and maintenance procedures;
- ❖ Install process instruments using manufacturer's guidelines;
- ❖ Calibrate Electrical/Electronics, pneumatic transmitters and controllers correctly;
- ❖ Maintain instrumentation and automation equipment correctly.

TARGET AUDIENCE: Instrumentation and Automation Specialists.

METHODOLOGY: Demonstrations, Syndicate Work, Practical Exercises, Site and Factory Tours.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Apapa	Apapa	N50,000.00	26–28 Sept., 2017	3 days



MACHINERY AND EQUIPMENT MAINTENANCE WORKSHOP

COURSE DESCRIPTION

Experience has proved that smooth function of machinery and equipment greatly enhances the profitability of an organization. Therefore, the importance of maintenance cannot be over emphasized, thus, appropriate maintenance personnel must be adequately trained to prevent machine failure and effect repairs on components that break down.

This workshop is designed to provide participants with maintenance procedures and methods.

LEARNING OUTCOMES

On completion of the workshop, participants should be able to:

- ❖ Identify maintenance functions and the role of the personnel;
- ❖ Apply condition-monitoring model on equipment and devices;
- ❖ Demonstrate functional maintenance procedures and safety consciousness and,
- ❖ Exhibit positive approach to maintenance.

TARGET AUDIENCE: Foremen, Supervisors and Technicians.

METHODOLOGY: Lectures, Discussions, Demonstrations and Industrial Visits.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Isolo	Isolo	N50,000.00	9 – 11 May, 2017	3 days
Lafia	Nasarawa	N40,000.00	25 – 27 July, 2017	3 days
ISTC, Lokoja	Obajana	N40,000.00	28 Aug.-1 Sept, 2017	5 days
Benin	Okada	N45,000.00	29 – 31 Sept., 2017	3 days



MAINTENANCE SUPERVISORS WORKSHOP

COURSE DESCRIPTION

Efficient maintenance of machines and equipment ensures smooth operations and increased productivity. The role of the maintenance supervisors is very central in ensuring that adequate and appropriate maintenance activities are carried out in a routine manner.

This workshop provides participants with functional supervisory knowledge and skills to undertake effective maintenance supervision of plant and equipment

LEARNING OUTCOMES

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

- ❖ Carry out preventive and corrective maintenance of plant and equipment;
- ❖ Communicate maintenance information in the organization/industry and,
- ❖ Supervise maintenance crew in the organization.

TARGET AUDIENCE: Supervisors, Foremen and Technicians.

METHODOLOGY: Lectures, Discussions, Demonstrations and Project Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC, Kano	G/Jigawa	N40,000.00	6 – 10 Mar , 2017	5 days
Calabar	Calabar	N45,000.00	28 – 30 Mar., 2017	3 days
Akure	Akure	N40,000.00	5 – 7 June, 2017	3 days
P/H	Isiokpo	N50,000.00	4 – 6 July, 2017	3 days
Jos	Jos	N40,000.00	11 – 13 July, 2017	3 days
Uyo	Uyo	N40,000.00	25 – 27 July, 2017	3 days
Makurdi	Makurdi	N40,000.00	26 – 28 July, 2017	3 days
Enugu	Nsukka	N40,000.00	8 – 10 Aug., 2017	3 days
Gusau	Maru	N40,000.00	19 – 21 Sept., 2017	3 days
Maiduguri	Damaturu	N40,000.00	24 – 26 Nov., 2017	3 days

OPERATION AND MAINTENANCE OF FORKLIFT WORKSHOP

COURSE DESCRIPTION

Forklifts/Lift trucks are integral part of equipment used to move and handle materials safely and efficiently in many environments. Their widespread use requires that individuals working with and around lift trucks recognize the importance of keeping these equipment in optimum conditions to ensure low downtime and enhanced productivity.

This workshop is designed to assist operators and mechanics using and maintaining forklifts/lift trucks to keep them in a reliable state for efficient operations.

LEARNING OUTCOMES

- At the end of the workshop, participants should be able to:
- ❖ Carry out daily inspection and thorough lubrication service of the tractor/forklift efficiently;
 - ❖ Replace deteriorating/defective hoses and belts;
 - ❖ Maintain correct clutch free pedal clearance;
 - ❖ Carry out efficient brake adjustment and maintenance;
 - ❖ Inspect, clean and maintain battery and clamps and,
 - ❖ Check, adjust front wheel bearings and maintain hydraulic system.

TARGET AUDIENCE: Tractor/Forklift Operators, Helper Mechanics, Mechanic Foremen.

METHODOLOGY: Lectures, Discussions, Demonstrations and Group Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Apapa	Apapa	N50,000.00	4 – 6 July, 2017	3 days
Abeokuta	Abeokuta	N45,000.00	23 – 25 Aug., 2017	3 days
Ilorin	Ilorin	N40,000.00	26 – 28 Sept., 2017	3 days



OPERATION AND MAINTENANCE OF GENERATOR WORKSHOP

COURSE DESCRIPTION

Electricity generating sets are extensively used in both public and private sectors of the economy. The importance of proper operation and maintenance of generating sets therefore, cannot be over emphasized.

Public power supply in most areas of the country is very erratic and most production companies, Governmental and Non-Governmental Organizations need generating sets to augment power supply.

This workshop is designed to upgrade and broaden the skills of maintenance technicians and operators of generating sets.

LEARNING OUTCOMES

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

- ❖ Distinguish between the different types of generators;
- ❖ Explain the working principle of generators;
- ❖ Identify the components of a generator;
- ❖ Dismantle and assemble a generator;
- ❖ Troubleshoot a faulty generator set and,
- ❖ Carry out routine maintenance and repairs to specifications.

TARGET AUDIENCE: Supervisors, Operators, mechanics, technicians and in mechanical/electrical or related trades.

METHODOLOGY: Lectures, Discussions, Demonstrations and Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC Kano	Kano	N40,000.00	9 – 13 Oct., 2017	5 days
Sokoto	Goronyo	N40,000.00	11 – 13 Oct., 2017	3 days
Ilorin	Ilorin	N40,000.00	24 – 26 Oct., 2017	3 days



OPERATOR PERFORMANCE IMPROVEMENT WORKSHOP

COURSE DESCRIPTION

Operator Performance Improvement workshop helps to improve Operators' knowledge and skills necessary in monitoring plant conditions, working effectively as a team and having a solid understanding of plant design and work safety.

This workshop is designed to expose machine operators to technical information and experiences in order to update and increase production target, improve participants' knowledge, skills and work attitudes for increasing their job performance.

LEARNING OUTCOMES

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

- ❖ Utilize productive time and develop self-motivation;
- ❖ Develop social skills for cooperative team work;
- ❖ Practice safe working habits;
- ❖ Utilize machinery and materials and,
- ❖ Communicate with all personnel connected to their job.

TARGET AUDIENCE: Machine Operators.

METHODOLOGY: Lectures, Discussions, Demonstrations and Film Shows.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Ikeja	Ikeja	N50,000.00	11 – 13 April, 2017	3 days
Calabar	Calabar	N45,000.00	23 – 25 May, 2017	3 days
Warri	Agbor	N40,000.00	20 – 22 June, 2017	3 days
Isolo	Isolo	N50,000.00	11 – 13 July, 2017	3 days
Abeokuta	Abeokuta	N45,000.00	27 – 29 Sept., 2017	3 days
Apapa	Apapa	N60,000.00	17 – 19 Oct., 2017	3 days



PLANT AND EQUIPMENT MAINTENANCE WORKSHOP

COURSE DESCRIPTION

The smooth functioning of machinery and equipment greatly enhances productivity, efficient service delivery and profitability. Inadequate maintenance of plant and equipment, both in public and private sectors of the economy could lead to breakdown, causing downtime and total systems collapse. This will adversely affect the production process and service delivery.

This workshop is designed to broaden the knowledge and skills of participants in-charge of maintenance.

LEARNING OUTCOMES

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

- ❖ Demonstrate and apply troubleshooting skill in the plant;
- ❖ Apply the techniques and applications of modern plant maintenance;
- ❖ Utilize and maintain modern tools and equipment and,
- ❖ Adopt cost effective procedure in maintenance operation.

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

METHODOLOGY: Lectures, Demonstrations, Syndicate Group Exercises and Practical Sessions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Kano	Kano	N45,000.00	4 – 6 April, 2017	3 days
Minna	Suleja	N40,000.00	13 – 17 Mar., 2017	5 days
Apapa	Apapa	N50,000.00	16 – 18 May, 2017	3 days
Ikeja	Ikeja	N50,000.00	11 – 13 July, 2017	3 days
ISTC, Kano	Dambata	N40,000.00	17 – 21 July, 2017	5 days
Ibadan	Ibadan	N45,000.00	25 – 27 July, 2016	3 days
Abeokuta	Ota	N45,000.00	14 – 16 Sept., 2017	3 days
Abuja	Abuja	N50,000.00	26 – 28 Sept., 2017	3 days
Isolo	Isolo	N50,000.00	26 – 28 Sept., 2017	3 days
Yenagoa	Ogbia	N40,000.00	27 – 29 Sept., 2017	3 days
L/Island	L/Island	N50,000.00	22 – 23 Nov., 2017	2 days
Ilorin	Ilorin	N40,000.00	21 – 23 Nov., 2017	3 days
Sokoto	Sokoto	N40,000.00	13 – 15 Dec., 2017	3 days



PLUMBING AND PIPE INSTALLATION MAINTENANCE WORKSHOP

COURSE DESCRIPTION

Plumbing is meant to supply quantitative and qualitative water through network of pipes to residential, commercial, industries including communities.

In any piping system for water supply, it is important to comply with standard regulation.

This workshop is therefore, designed to provide participants with skills in pipe installation and other requirements necessary in pipe installation.

LEARNING OUTCOMES

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

- ❖ State the importance of observing safety precautions and personal protective equipment (PPE) while working;
- ❖ Fabricate galvanized mild steel (GI) pipe in accordance with specification;
- ❖ Describe the features and application of common pipe fittings;
- ❖ Fabricate copper and stainless steel pipe in accordance with specification and,

- ❖ Fabricate UPVC and polypropylene pipe (PP) in accordance with specification.

TARGET AUDIENCE: Plumbers and Artisans.

METHODOLOGY: Lectures, Discussions, Demonstrations and Practicals.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
ISTC, Lokoja	Ajaokuta	N40,000.00	24 – 28 April, 2017	5 days
Bauchi	Bauchi	N40,000.00	25 – 27 April, 2017	3 days



PRODUCTIVITY IMPROVEMENT WORKSHOP FOR INDUSTRIAL OPERATIVES

COURSE DESCRIPTION

Industrial productivity is the key to economic development. Those who are charged with the responsibility of operating machines and equipment in the industrial setting play a critical role in the economic growth of any nation.

The workshop is designed to expose Industrial Operators with technical information and experiences in order to improve participants' knowledge, skills and work attitudes for improving their job performance (e.g.) achievement of productivity target.

LEARNING OUTCOMES

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

- ❖ Utilize machinery and materials effectively and efficiently;
- ❖ Cultivate basic maintenance culture;
- ❖ Utilize productive time effectively;
- ❖ Develop self-motivation and safe working habits and,
- ❖ Develop communication skills for cooperative team work.

TARGET AUDIENCE: Machine Operators, Technicians, Foremen and Maintenance Personnel.

METHODOLOGY: Discussions, Demonstrations and Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Awka	Nnewi	N40,000.00	4 – 6 April, 2017	3 days
Ilorin	Ilorin	N40,000.00	7 – 9 April, 2017	3 days
Abeokuta	Abeokuta	N45,000.00	7 – 9 June, 2017	3 days
Warri	Agbor	N40,000.00	29 – 31 Aug., 2017	3 days
Ibadan	Ibadan	N45,000.00	29 – 31 Aug., 2017	3 days
Kaduna	Zaria	N45,000.00	6 – 10 Nov., 2017	5 days

SYSTEMATIC APPROACH TO ELECTRICAL/ELECTRONIC TROUBLESHOOTING WORKSHOP

COURSE DESCRIPTION

There is a large gap between the theory of electricity and fault troubleshooting in Electrical/Electronic equipment control circuits. Incorrect diagnostic procedures often culminate in outright damage of such equipment, which in turn affects productivity of both employee and equipment.

Emphasis should be on practical issues that go beyond typical theory and focusing on using necessary tools in solving Electrical/Electronic problems.

The workshop will increase participants' knowledge and skills in troubleshooting techniques for improved equipment productivity and reduced maintenance costs.

LEARNING OUTCOMES

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

- ❖ Identify causes of Electrical/Electronic equipment failure;
- ❖ Diagnose Electrical/Electronic problems right at first trial;
- ❖ Reduce unexpected down time on Electrical/Electronic equipment;
- ❖ Minimize the expensive trial and error troubleshooting approach;
- ❖ Identify specific techniques to troubleshoot Electrical/Electronic Equipment and their control circuits and,

- ❖ Carry out Electrical/Electronic equipment safety.

TARGET AUDIENCE: Production Plant Engineers, Supervisors and Electricians.

METHODOLOGY: Lectures, Discussions, Demonstrations and Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Sokoto	Tureta	N40,000.00	8 – 10 March, 2017	3 days
Ikeja	Ikeja	N50,000.00	9 – 11 May, 2017	3 days
ISTC Ikeja	ISTC Ikeja	N50,000.00	11 – 13 Oct., 2017	3 days



WORKSHOP ON EVENT MANAGEMENT

COURSE DESCRIPTION

All over the world and at all times, one occasion or the other occurs. These occasions could be burial ceremonies, birthdays, chieftaincy coronations, independence celebrations etc. For proper coordination and to ensure huge success, experts in this field of management (event) are engaged. This workshop will equip participants to apply management tools like co-ordination, planning, controlling etc. in the handling of events.

LEARNING OUTCOMES

- At the end of this workshop, trainees should be able to:
- ❖ State the types and classes of events;
 - ❖ Enumerate features of events management;
 - ❖ State the event planning tips;
 - ❖ Address the audience and carry out toast in an event; and,
 - ❖ Arrange event venue effectively.

TARGET AUDIENCE: Event Managers, Entrepreneurs and would be Entrepreneurs.

METHODOLOGY: Lectures & Practical Demonstrations.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lekki	Lekki	N50,000.00	28 – 30 Nov., 2017	3 days





**ENVIRONMENT,
SAFETY, HEALTH AND
SECURITY COURSES**

CONTENT

	Page
1. Benefits of Attending the Programmes	83
2. Industrial Health, Safety and Environmental Management Training Workshop	84
3. Occupational Health & Safety Workshop in Hospitality Industry	85
4. Office Safety Workshop	86
5. Optimizing Occupational Health and Safety to Reduce Operation Cost	87
6. Strategic Crime Prevention and Security Management	88
7. Workshop on Emergency and Disaster Management	89

BENEFITS OF ATTENDING THE PROGRAMMES

TO THE PARTICIPANTS INCLUDE:

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

TO THE ORGANIZATION INCLUDE:

- ❖ Reducing number of injuries and deaths, property damage, legal liability, illness, workers' compensation claims and idle time from work;
- ❖ Being up-to-date in safety training as required by Occupational Safety and Health Agency (OSHA);
- ❖ Establishing a safety culture in which employees help promote proper safety procedures while on the job;
- ❖ Preventing Accidents;
- ❖ Reducing employees' absenteeism and turnover rates.

INDUSTRIAL HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT WORKSHOP

COURSE DESCRIPTION

Safety at work place is an essential ingredient for improving human performance. The need to train and re-train supervisors and all workers on the techniques of promoting and encouraging safe habits and attitudes among the workforce is very crucial.

This workshop is specifically designed to acquaint participants with 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 the workshop, participants should be able to:

- ❖ Analyze the job, identify hazards inherent in it and apply appropriate procedures and processes for eliminating such hazards;
- ❖ Promote safety awareness among the workers and,
- ❖ Establish and/or maintain an effective safety programme in industry.

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

METHODOLOGY: Lectures, Case Study, Film Show and Syndicate Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Lekki	Lekki	N50,000.00	7 – 9 Feb., 2017	3 days
Warri	Kwale	N40,000.00	28 – 30 Mar., 2017	3 days
Abuja	Nassarawa	N50,000.00	23 – 25 May, 2017	3 days
Jos	Jos	N40,000.00	23 – 25 May, 2017	3 days
ISTC Lokoja	ISTC Lokoja	N40,000.00	24 – 28 July, 2017	5 days
Benin	Auchi	N45,000.00	22 – 24 Aug., 2017	3 days
Uyo	Uyo	N40,000.00	12 – 14 Sept., 2017	3 days
Aba	Umuahia	N40,000.00	19 – 21 Sept., 2017	3 days
Lafia	Keffi	N40,000.00	26 – 28 Sept., 2017	3 days



OCCUPATIONAL HEALTH AND SAFETY WORKSHOP IN THE HOSPITALITY INDUSTRY

COURSE DESCRIPTION

Employers and employees have a duty of caring for each other in the workplace. Numerous pieces of legislation exist but more are developed on an ad-hoc basis and are very prescriptive. The focus on minimum compliance through prescriptive approach, has failed to encourage best practices tailored to suit the outcomes of hazardous circumstances. Hazards in hospitality industry can be dangerous if not properly identified and controlled.

This workshop is designed for workers in the hospitality industry to equip them with basic knowledge and skills on issues of occupational health and safety specific to their industry.

LEARNING OUTCOMES

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

- ❖ Identify and apply basic cleaning and sanitation procedures;
- ❖ Promote the health, safety and welfare of everyone;
- ❖ Conduct risk assessment for specific service areas and,
- ❖ Identify and apply specific legislations.

TARGET AUDIENCE: Front Desk Officers, Restaurant/Bar Staff, Housekeepers, Laundry Staff and Administrative and Personnel Officers.

METHODOLOGY: Lectures, Discussions, Case Study, Role Plays, Syndicate Sessions and Demonstrations.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Benin	Auchi	N45,000.00	7 – 9 Nov., 2017	3 days



OFFICE SAFETY WORKSHOP

COURSE DESCRIPTION

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.

Office hazards and accidents are on the increase and disorders, such as musculoskeletal, caused by awkward sitting positions have given rise to the need for continuous updating and training to familiarize workers with the hazards associated with their sitting positions (ergonomics) in the office.

This programme is designed to help workers review their health and safety concerns linked to offices and offer practical guides on risk assessment and management.

LEARNING OUTCOMES

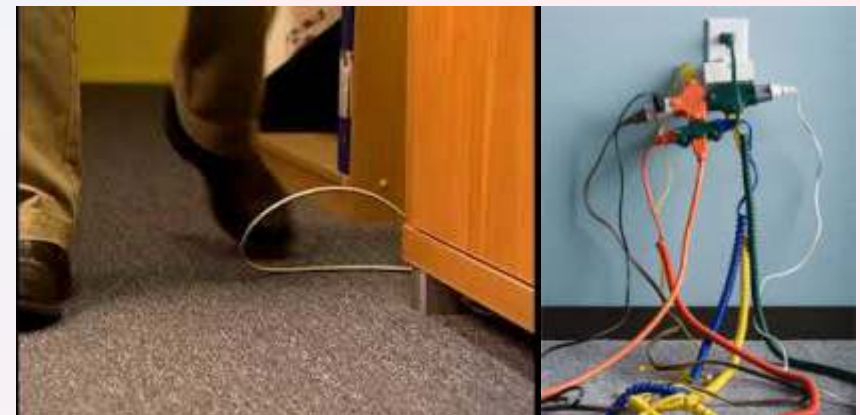
At the end of this workshop, participants should be able to:

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

TARGET AUDIENCE: All new and old workers in an organization.

METHODOLOGY: Lectures, Discussions, Case Study, Role Play, Syndicate Sessions and Demonstrations.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Uyo	Uyo	N40,000.00	24 – 26 July, 2017	3 days
Katsina	Katsina	N40,000.00	24 – 28 July, 2017	5 days



OPTIMIZING OCCUPATIONAL HEALTH AND SAFETY TO REDUCE OPERATION COST

COURSE DESCRIPTION

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 to provide the participants with general information, regarding the recognition, evaluation and control of occupational health problems in their environment.

LEARNING OUTCOMES

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

- ❖ Identify potential occupational health hazards in the work place;
- ❖ Design and develop effective measures to control/prevent 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, and Officers in Health Care Units.

METHODOLOGY: Lectures, Discussions, Demonstrations and Film show.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Ilorin	Ilorin	N40,000.00	21 – 23 Feb., 2017	3 days
ISTC, Kano	Dutse	N40,000.00	6 – 10 Mar. , 2017	5 days
Apapa	Apapa	N50,000.00	28 – 30 Mar., 2017	3 days
Kaduna	Kaduna	N45,000.00	24 – 28 April, 2017	5 days
Akure	Akure	N40,000.00	22 – 24 May, 2017	3 days
Yenagoa	Ekeremo	N40,000.00	24 – 26 May, 2017	3 days
V/Island	V/Island	N50,000.00	6 – 7 June, 2017	2 days
Enugu	Ezeagu	N40,000.00	4 – 6 July, 2017	3 days
Calabar	Ogoja	N45,000.00	17 – 19 July, 2017	3 days
L/Island	L/Island	N50,000.00	12 – 14 Sept., 2017	3 days
Lokoja	Obajana	N40,000.00	16 – 18 Oct., 2017	3 days



STRATEGIC CRIME PREVENTION & SECURITY MANAGEMENT WORKSHOP

COURSE DESCRIPTION

Today, crime is assuming an alarming 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 the workshop, participants should be able to:

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

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

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

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Benin	Ekpoma	N45,000.00	30 May-1 June, 2017	3 days
Abuja	Abuja	N50,000.00	4 – 6 July, 2017	3 days
Uyo	Uyo	N40,000.00	8 – 10 Aug., 2017	3 days
Maiduguri	Damaturu	N40,000.00	29 – 31 Aug., 2017	3 days
P/H	Bori	N50,000.00	24 – 26 Oct., 2017	3 days



WORKSHOP ON EMERGENCY AND DISASTER MANAGEMENT

COURSE DESCRIPTION

There is no gainsaying the fact that emergency and disaster management are crucial components of every responsive and people-oriented government. This is so because sustainable social economic and environmental development can only be achieved when all indices concerned with the potential vulnerability to disasters are addressed.

However, problems arise as a result of successive administrations inability to develop the required capacity to effectively and efficiently curtail emergencies and disasters.

The workshop is designed to address the fundamentals of emergency and disaster management and equip participants with the skills and knowledge for controlling and managing emergencies and disasters effectively.

LEARNING OUTCOMES

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

- ❖ Explain the fundamental principles of emergency management;
- ❖ Apply emergency management principles and techniques;

- ❖ Plan, coordinate and manage emergencies and disasters effectively;
- ❖ Mainstream emergency and disaster management and,
- ❖ Respond to emergency and disaster situations.

TARGET AUDIENCE: NEMA, SEMA, LEMA, Fire Service, Red Cross, Road Safety, Civil Defence, Community Based Organizations, Safety Managers/Officers, Environmental Protection Agencies, NGOs, Police, Educational Planners, Social Welfare Development Officers, Health Workers/Specialists, Environmental Monitoring Agencies.

METHODOLOGY: Lectures, Syndicate Exercises, Industrial Visits, Simulation, Discussions and Film Clips.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Apapa	Apapa	N50,000.00	18 – 20 July, 2017	3 days
Makurdi	Makurdi	N40,000.00	6 – 8 Sept., 2017	3 days





INFORMATION AND COMMUNICATION TECHNOLOGY COURSES

INFORMATION AND COMMUNICATION TECHNOLOGY COURSES



CONTENT

	Page
1. Benefits of Attending the Programmes	93
2. Advanced Computer Workshop for Secretaries	94
3. Basic Informational Technology Workshop	95
4. Computer Application Workshop for Middle Level Managers	96
5. Database Design & Development Course using Access 2013 for Administrators & Human Resource Managers	97
6. Electronic Records Management and Archiving Workshop	98
7. Information Management & Automation using ICT Tools for Secretaries	99
8. Information Technology Management Workshop	100
9. Multi-Media Presentation Techniques Workshop	101
10. Workshop on Office Automation For Secretaries	102
11. Workshop on Office Excel for Middle Level Managers	103

BENEFITS OF ATTENDING THE PROGRAMMES

TO THE PARTICIPANTS INCLUDE:

- ❖ Learning how to keep 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 INCLUDE:

- ❖ Getting your businesses close to potential customers and becoming more visible and accessible through the organization's website;
- ❖ 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;
- ❖ Developing an organizational data bank.

ADVANCED COMPUTER WORKSHOP FOR SECRETARIES

COURSE DESCRIPTION

Computer systems have become an essential tool with which secretaries perform their day-to-day duties. It is a new paradigm in facilitating secretarial duties. With computer systems in place, secretaries can now type, format, spell-check and print documents with ease. It is also possible for secretaries to retrieve documents and modify at any time.

Thus, advanced computer workshop is designed for Secretaries to enable them acquire the requisite knowledge and skills in the application of computer and software utilities to accomplish their daily tasks.

LEARNING OUTCOMES

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

- ❖ Apply the concept of Computer Technology and Management Information System;
- ❖ Produce high quality document using advance word processing and desktop publishing features;
- ❖ Carry out data analysis and processing using Spreadsheet;
- ❖ Surf and browse the Internet for vital information and,
- ❖ Send and receive e-mails.

TARGET AUDIENCE: Secretaries and Personal Assistants in Private and Public Sectors.

METHODOLOGY: Lectures, Discussions, Demonstrations and Hands-on Practical.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Bauchi	Bauchi	N40,000.00	21 – 23 Feb., 2017	3 days
Gusau	T/Mafare	N40,000.00	23 – 25 May, 2017	3 days
Minna	Suleja	N40,000.00	23 – 25 May, 2017	3 days
Gusau	Gusau	N40,000.00	13 – 15 June, 2017	3 days
Aba	Owerri	N40,000.00	5 – 7 Sept., 2017	3 days
Uyo	Uyo	N40,000.00	26 – 28 Sept, 2017	3 days
Ibadan	Ibadan	N45,000.00	3 – 5 Oct., 2017	3 days



BASIC INFORMATION TECHNOLOGY WORKSHOP

COURSE DESCRIPTION

The need for basic knowledge of Information Technology (IT) for an organization's workforce cannot be over emphasized. In the new millennium, Information Technology has taken a center stage in man's quest to make the entire world a global village. The global market fuelled by the convergence of computer communication and technologies have revolutionized the way in which businesses are conducted.

The workshop therefore, introduces the participants to some basic rudiments of Information Technology.

LEARNING OUTCOMES

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

- ❖ Classify information system;
- ❖ Explain methods of information processing (storage and retrieval); and,
- ❖ Apply information systems to facilitate business and information management.

TARGET AUDIENCE: Secretaries, Cashiers, Records/Information Officers, Sales Representatives, Research and Development Officers and Commercial Agents.

METHODOLOGY: Lectures and Discussions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Uyo	Uyo	N40,000.00	10 – 12 Oct., 2017	3 days
Maiduguri	Damaturu	N40,000.00	14 – 16 Nov., 2017	3 days



COMPUTER APPLICATION WORKSHOP FOR MIDDLE LEVEL MANAGERS

COURSE DESCRIPTION

Information Technology will continue to play a vital role in all aspects of human endeavour. It is therefore important for managers to adequately equip themselves with information technology skills to cope with the challenges of management in today's highly competitive and information driven business environment.

LEARNING OUTCOMES

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

- ❖ Explain the basic concept of Computer Technology Management Information System and Data Processing;
- ❖ Apply computer system to facilitate business and information management;
- ❖ Set-up Database, generate reports and make enquiry on a wide range of activities using modern computer applications;
- ❖ Effectively apply the acquired skills in routine data processing and,
- ❖ Utilize the facilities and tools on the internet for routine business transaction.

TARGET AUDIENCE: Middle-Level Management Staff in both Private and Public Sectors.

METHODOLOGY: Lectures Discussions, Demonstrations and Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
P/H	Ahoada	N50,000.00	26 – 28 Sept., 2017	3 days
Calabar	Obudu	N45,000.00	7 – 9 Nov., 2017	3 days



**DATABASE DESIGN & DEVELOPMENT COURSE
USING ACCESS 2013 FOR ADMINISTRATORS AND
HUMAN RESOURCE MANAGERS**

COURSE DESCRIPTION

In the fast moving life of the modern world of today, computers hold tremendous significance. Many of us will feel crippled without a computer, as we have gotten so used to this machine. The importance of computers cannot be denied in the corporate or business world, at the work place and even in one's personal life.

Microsoft Access is a Relational Database Management System (RDBMS), designed primarily for home, large or small business usage. The Advance Access course covers the process of designing applications through the use of basic macros to build an effective database management system using Access 2013.

LEARNING OUTCOMES

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

- ❖ Classify Data types and Set Data type Properties;
- ❖ Identify various Database Objects;
- ❖ Create and Relate Database Objects;
- ❖ Generate Queries and Reports and,
- ❖ Apply Database Security.

TARGET AUDIENCE: Managers, Administrators, Business Managers and Human Resource Managers.

METHODOLOGY: Lectures, Discussions, Demonstrations & Practical Exercises

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Sokoto	Tangaza	N40,000.00	6 – 8 Dec., 2017	3 days



ELECTRONIC RECORDS MANAGEMENT AND ARCHIVING WORKSHOP

COURSE DESCRIPTION

An Electronic Record Management System is a system that manages the creation, storage and control of documents electronically. The switch to electronic documents can be a tremendous cost-saving opportunity for most companies. The cost for filing cabinets, supplies and the real estate required to store them on site is substantial. The difficult task of securing confidential information is simplified with an electronic record management system. Electronic documents are easily encrypted with access controls using passwords and an authentication system.

In addition, electronic documents can help an organization share information across employees, agencies and between partners. It will also enhance their ability to provide accurate, timely and transparent responses to legislative and regulatory requirements.

This workshop is designed to enable participants acquire relevant skills and knowledge to design and develop effective strategies for Electronic Records Management and Archiving.

LEARNING OUTCOMES

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

- ❖ Manage Registry and other electronic Records File;
- ❖ Plan for Digital data Archiving;
- ❖ Create E-Records File Structure;
- ❖ Manage Emails;
- ❖ Implement Records Management System and,
- ❖ Plan for Safety and Security of Electronic Records.

TARGET AUDIENCE: Administrative Staff, IT Managers, Archivists, Librarians, Risk Managers, Records Managers and Information Officers.

METHODOLOGY: Lectures, Discussions, Demonstrations & Practical Exercises

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Akure	Akure	N40,000.00	7 – 9 Aug., 2017	3 days

INFORMATION MANAGEMENT AND AUTOMATION USING ICT TOOLS FOR SECRETARIES

COURSE DESCRIPTION

In the past, the proficiency of Secretaries was measured by how many words he/she could type per minute, but with the growing complexity of the job of Secretaries and Personal Assistants, the ability to use Information Technology as a tool in carrying out their tasks is now a major yardstick for assessment.

There is an increasing need for them to use Word Processors to produce quality documents, Spread Sheets to process and analyze numeric data and the ability to access and distribute information through the internet. In addition, they must also be able to design world-class presentations with animations and audio-visual effects for their managers and bosses.

LEARNING OUTCOMES

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

- ❖ Discuss and apply the basic Concept of Computer Technology and Management Information System;
- ❖ Produce documents of high quality, using Advanced Word Processing and Desktop Publishing features;
- ❖ Carry out Data Processing and Analysis with Spread sheet Application;

- ❖ Use the Internet to access, gather and distribute data, including mails and,
- ❖ Design captivating presentations.

TARGET AUDIENCE: Secretaries and Personal Assistants.

METHODOLOGY: Discussions, Hands-on-Practical and Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Akure	Akure	N40,000.00	27– 29 Mar., 2017	3 days
Abuja	Abuja	N50,000.00	3 – 5 Oct., 2017	3 days



INFORMATION TECHNOLOGY MANAGEMENT WORKSHOP

COURSE DESCRIPTION

The need for basic knowledge of Information Technology (IT) for an organization's workforce cannot be over emphasized. In the new millennium, Information Technology has taken a center stage in man's quest to make the entire world a global village. The global market fuelled by the convergence of computer communication and technologies have revolutionized the way in which businesses are conducted.

The workshop therefore, introduces the participants to some basic rudiments of Information Technology.

LEARNING OUTCOMES

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

- ❖ Classify information system;
- ❖ Explain methods of information processing (storage and retrieval) and,
- ❖ Apply information systems to facilitate business and information management.

TARGET AUDIENCE: Secretaries, Cashiers, Records/Information Officers, Sales Representatives, Research and Development Officers and Commercial Agents.

METHODOLOGY: Lectures and Discussions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Calabar	Calabar	N45,000.00	9 – 11 May, 2017	3 days
Ibadan	Ibadan	N45,000.00	14 – 16 Nov., 2017	3 days



MULTI-MEDIA PRESENTATION TECHNIQUES WORKSHOP

COURSE DESCRIPTION

Effective presentation of facts and ideas has become a vital strategy in capturing customers' attention and interest in today's highly competitive business environment. Computer Presentation Techniques are effective means of communicating to target audience with minimal effort.

Apparently, the use of Flipcharts, Board and Markers has become obsolete, cumbersome and less effective in conveying ideas and facts.

This workshop is therefore, designed to expose Participants to the exciting world of multi-media, a combination of sound, animation, graphics and video.

LEARNING OUTCOMES

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

- ❖ List current multi-media data types;
- ❖ Design and Implement Computer-based Presentations;
- ❖ Design solutions and establish standards for multi-media;
- ❖ Apply the Principles and Concepts of Information Technology to Facilitate Presentation of Ideas and,
- ❖ Use Multi-media devices in Presentations.

TARGET AUDIENCE: Training Managers, Consultants, Public Relations Officers/Managers, Lecturers, Marketers/Promoters, Researchers and Human Resource Personnel.

METHODOLOGY: Lectures, Discussions, Demonstrations and Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Awka	Awka	N40,000.00	22 – 24 Aug., 2017	3 days
Lafia	Akwanga	N40,000.00	21 – 23 Nov., 2017	3 days



WORKSHOP ON OFFICE AUTOMATION FOR SECRETARIES

COURSE DESCRIPTION

In recent years, radical 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.

The implication is that the Secretary who had hitherto been used to typewriters and filing cabinets, will have to acquire relevant skills that will enable him/her key into this modern technology.

This workshop will therefore, offer participants the most innovative word processing methods using MS Office for both beginners and experienced users.

LEARNING OUTCOMES

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

- ❖ Effectively perform MS-Word Task;
- ❖ Create and work with documents; and,
- ❖ Carry out their duties using advanced tabs and customization.

TARGET AUDIENCE: Secretaries in both Private and Public Establishments

METHODOLOGY: Lectures, Discussions, Syndicate Sessions and Brainstorming

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Warri	Warri	N40,000.00	25 – 27 July, 2017	3 days
Benin	Benin	N45,000.00	25 – 27 July, 2017	3 days



WORKSHOP ON OFFICE EXCEL FOR MIDDLE-LEVEL MANAGERS

COURSE DESCRIPTION

Microsoft excel is one of the most powerful and versatile business tools that aid productivity through the provision of a grid interface which organizes any type of information. The power of Excel lies in its flexibility to define the layout and structure of information.

Although the skill of manipulating Data (Microsoft Excel) could be very tasking, it is an important managerial skill without which there will be constraints to the search for documents.

It is against this backdrop, that this workshop is designed to equip participants with the skills that will aid cross-referencing, totaling and identification of errors which ordinarily would have been glossed over.

LEARNING OUTCOMES

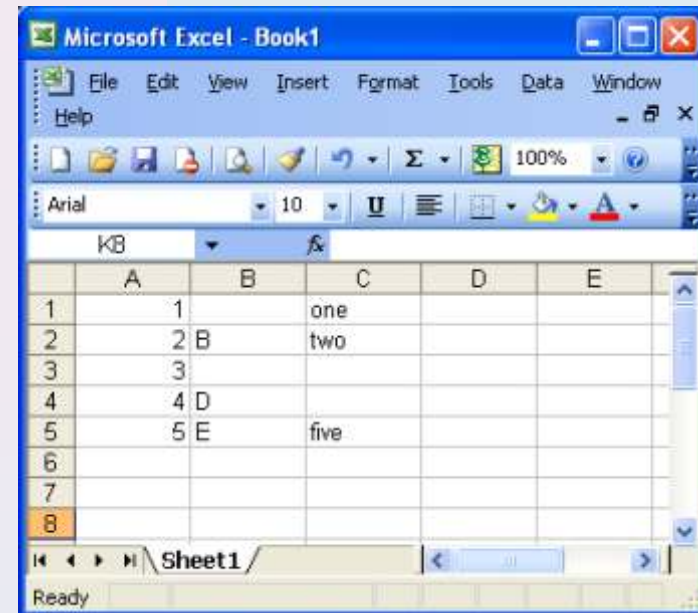
At the end of the programme, participants should be able to:

- ❖ Give a brief overview of all the tabs in the ribbon;
- ❖ Format basic worksheet;
- ❖ Create a new spreadsheet;
- ❖ Work with basic formulae and,
- ❖ Make professional and presentable spreadsheet.

TARGET AUDIENCE: Middle-Level Managers in both Private and Public Establishments.

METHODOLOGY: Lectures, Hands-on Activities, Discussions, Syndicate Group and Brainstorming Sessions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Kaduna	Kaduna	N45,000.00	8 – 12 May, 2017	5 days
Abuja	Abuja	N50,000.00	21– 23 Nov., 2017	3 days





MICRO, SMALL AND MEDIUM ENTERPRISES (MSMEs) COURSES

CONTENT

	Page
1. Benefits of Attending the Programmes	106
2. Entrepreneurship Development Workshop for Managers & Potential Retirees	107
3. Survival Strategy for MSMEs	108
4. Workshop on Managing & Growing Your Business	109
5. Workshop on Product Development and Packaging for MSMEs	110



BENEFITS OF ATTENDING THE PROGRAMMES:

TO THE PARTICIPANTS INCLUDE:

- ❖ Assisting people work to their full potential because it brings about self actualization.
- ❖ Enhancing creative thinking
- ❖ Helping in the reduction of unemployment among youths
- ❖ Taking away burden from the government
- ❖ Bringing about specialization
- ❖ Helping people to prepare for life after retirement

TO THE ORGANIZATION INCLUDE:

- ❖ Enhancing productivity among employees
- ❖ Making labour readily available for organizations
- ❖ Encouraging division of labour
- ❖ Stimulating economic growth
- ❖ Helping to increase output which will in turn yield more Returns On Investment (ROI)

ENTREPRENEURSHIP DEVELOPMENT WORKSHOP FOR MANAGERS AND POTENTIAL RETIREES

COURSE DESCRIPTION

Entrepreneurship development has become a fundamental part of planning for retirement. This is due to the fact that retirement, whether chosen by the individual employee or mandated by the employer, is a significant milestone. Maintaining qualitative and productive life has made it imperative for the potential retirees to decide on a realistic strategy to remain active, have a source of income and add value to society after formal employment has ended.

LEARNING OUTCOMES

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

- ❖ Develop skills that would enable them successfully start and manage a business enterprise;
- ❖ Train entrepreneurs that will be capable of developing and managing ventures;
- ❖ Identify available opportunities in the business environment;
- ❖ Provide a framework for personal financial planning and,
- ❖ Discuss the fundamentals of generating business ideas, setting up and managing business.

TARGET AUDIENCE: Potential Retirees, Directors, Chief Executive Officers, Top Management Staff and General Managers.

METHODOLOGY: Lectures, Discussions, Syndicate Exercises, Film Show and Field Visits.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abeokuta	Abeokuta	N45,000.00	9 – 11 May, 2017	3 days



SURVIVAL STRATEGY FOR MSMEs

COURSE DESCRIPTION

The business world can be compared to the ecosystem in which the strongest animal determines how others live. To survive and sustain the fierce competitive nature in the business world, the business owner or organizations need to adopt different growth strategies towards meeting demand and retaining customers. This workshop is specifically designed to assist businesses to grow and remain relevant.

LEARNING OUTCOMES

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

- ❖ Identify various success factors in business;
- ❖ Develop required skills, attitude and knowledge for business;
- ❖ Identify basic techniques to assess a business opportunity;
- ❖ Develop human, material and financial management skills and,
- ❖ Identify growth strategies and associated risks in business.

TARGET AUDIENCE: Small Business Owners, Middle-Level Business Managers, Business Support Service Providers, Educational Institutions and Co-operative Societies.

METHODOLOGY: Lectures, Practical Exercises, Film Show and Discussions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
All Area Offices	To be determined	N40,000.00	To be determined	5 days



WORKSHOP ON MANAGING AND GROWING YOUR BUSINESS

COURSE DESCRIPTION

To grow a business effectively, one needs to understand the risk involved, develop a realistic plan and have good management skills.

The focus of this workshop is therefore to equip participants with management skills in business, unveil its challenges and turn these challenges into opportunities.

LEARNING OUTCOMES

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

- ❖ Identify various success factors in business;
- ❖ Develop required skills, attitude and knowledge for their business;
- ❖ Identify the basic techniques to assess a business opportunity and,
- ❖ Develop human, material and financial management skills.

TARGET AUDIENCE: Middle Level Business Managers, Small Business Owners, Business Support Service Providers, Educational Institutions, and Cooperative Societies.

METHODOLOGY: Lectures, Practical Exercises, Film Shows and Discussions.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Minna	Minna	N40,000.00	14 – 16 Mar., 2017	3 days
Kaduna	Kaduna	N45,000.00	19 – 21 June, 2017	3 days



WORKSHOP ON PRODUCT DEVELOPMENT AND PACKAGING FOR MSMEs

COURSE DESCRIPTION

The attraction of a product is in its packaging and content. In most developed countries, entrepreneurs use different marketing techniques to increase sales, gain market share, attract new and retain existing customers.

Packaging has always had a fundamental role to play in the way we brand and communicate our product. Packaging design in the modern age has become one of the most sophisticated tools in attracting customers.

LEARNING OUTCOMES

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

- ❖ Identify stages in product development;
- ❖ Develop qualitative products to meet need of the customers;
- ❖ Identify various ways of product packaging;
- ❖ Describe the various uses of product packaging within a branding context and,
- ❖ Demonstrate basic knowledge and skills in product development and packaging.

TARGET AUDIENCE: MSME Operators and Start-ups.

METHODOLOGY: Lectures, Discussions, Syndicate Assignments, use of Multi-media and Case Study.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
All Area Offices	To be determined	N40,000.00	To be determined	5 days



PROCESS AND PRODUCTIVITY IMPROVEMENT TRAINING (PPIT)



CONTENT

	Page
1. Benefits of Attending the Programmes	114
2. Customer Expectation Management Workshop	115
3. Innovation Management Workshop	116
4. Performance & Productivity Improvement for Health Workers	117
5. Performance & Productivity Improvement in Plastic Production	118
6. Performance & Productivity Improvement Training (PPIT) Programme	119
7. Process Consulting Services	120
8. Process Improvement: Techniques and Tools	121

BENEFITS OF ATTENDING THE PROGRAMMES

TO THE PARTICIPANT INCLUDE:

- ❖ Improvement in work methods for higher productivity;
- ❖ Identification and correction of faulty work methods and layout;
- ❖ Carrying out efficiency and productive coaching;
- ❖ Applying systematic effective on-the-job training.

TO THE ORGANIZATION INCLUDE:

- ❖ Waste reduction;
- ❖ Cost reduction and improved competitiveness;
- ❖ Promotion of safety consciousness;
- ❖ Reduction/elimination of idle time;
- ❖ Achievement of organizational targets;
- ❖ Provision of quality service to clients.

CUSTOMER EXPECTATION MANAGEMENT WORKSHOP

COURSE DESCRIPTION

Business culture today focuses on customer satisfaction as a priority. Customers are more knowledgeable and have higher expectations than ever before. For attainment of success, it is imperative for business to have exceptional plan in place to be able to adequately manage customers' expectations.

Business success is dependent on delivering successful customers' outcome that increases loyalty, turnover and meets customers' requirements.

In this regard, the Industrial Training Fund designed and developed this programme to equip participants with the necessary skills, knowledge and attitude for managing customers' expectations.

LEARNING OUTCOMES

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

- ❖ Identify and manage customer needs and satisfaction;
- ❖ Apply effective human relation and communication skills;
- ❖ Manage time and stress effectively and,
- ❖ Connect to customers through social media.

TARGET AUDIENCE: Production Managers, Marketing and Research Managers, Sales Officers, Supervisors, SERVICOM Desk Officers and all Officers responsible for service delivery.

METHODOLOGY: Lectures, Discussions, Case Study and Role Play.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Ikeja	Ikeja	N50,000.00	17 – 21 July, 2017	5 Days
Kaduna	Kaduna	N45,000.00	11 – 15 Sept., 2017	5 Days

INNOVATION MANAGEMENT WORKSHOP

COURSE DESCRIPTION

In today's fast-moving business world, organizations must be innovative to avoid falling behind. Every organization needs to do more with minimum resources and reach new customers. Creativity and innovation help the organization to build a competitive advantage that spark inspiration, collaboration and innovation which sustain business growth.

It is against this backdrop, that this training programme is designed and developed to expose participants to the rudiments they require to harness the power of innovation to help the organization create more value.

LEARNING OUTCOMES

At the end of the training programme, the participants should be able to:

- ❖ Apply creativity and innovation on their jobs;
- ❖ Deploy creative capabilities in managing people;
- ❖ Creating and selling products or services;
- ❖ Develop customer value through solutions that meet new needs and,
- ❖ Create and execute new processes to increase productivity and competitive advantage for the business.

TARGET AUDIENCE: Chief Executives, Directors, Deputy Directors, Managers, Administrators and Supervisors of both Public and Private Sectors.

METHODOLOGY: Lectures, Discussions and Case Study.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Abuja	Abuja	N50,000.00	14 – 18 Aug., 2017	5 days
P/H	P/H	N50,000.00	16 – 20 Oct., 2017	5 days



**PERFORMANCE AND PRODUCTIVITY
IMPROVEMENT TRAINING IN PLASTIC
PRODUCTION**

COURSE DESCRIPTION

The quality of most plastic products made in Nigeria has been deteriorating over time. There is, also, increasing rate at which plastic companies are going into extinction, while the productivity level of existing ones, has continued to decline, thereby decreasing profitability, growth, quality of products and market share, in the global economy. In order for the made in Nigeria plastic products to remain relevant in the market, it is imperative that new innovations be introduced and injected into plastic production, to enable it compete with its counterparts in the global market.

With the above aim in mind, this course is especially designed to equip participants with modern skills in Grinding, Mixing, Weighing, Pelletizing and Molding activities in blow, injection and extrusion molding, as well as film blowing operations in plastic manufacturing. The course will improve participants' speed and overall performance thereby, increasing line efficiency and productivity. The training will also develop workers' supervisory skills, safety habits and practices as well as guide proper handling and usage of chemicals and materials.

LEARNING OUTCOMES

At the end of the workshop, Trainee will be able to:-

- ❖ Exhibit an improved skill in plastic product making;
- ❖ Adopt effective and efficient weighing mechanisms that will improve quality and increase work efficiency;
- ❖ Apply the ergonomics of plastic production to be learnt for proper handling of chemicals and materials;
- ❖ Molding quality plastic to specification and job requirement, using either Blow or Injection system;
- ❖ Develop improved safety habits and practices during plastic products making operations and,
- ❖ Supervise molding and extrusion operations effectively.

TARGET AUDIENCE: Supervisors, Operators, Foremen and Line Attendants engaged in plastic products making operation processes.

METHODOLOGY: Lectures, Practical demonstrations, Film show and workshop exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Aba	Aba	N40,000.00	18 – 22 Sept., 2017	5 days
Apapa	Apapa	N50,000.00	23 – 27 Oct., 2017	5 days

PERFORMANCE AND PRODUCTIVITY IMPROVEMENT TRAINING [PPIT] PROGRAMME

COURSE DESCRIPTION

Performance and Productivity Improvement Training [PPIT] of the ITF is a Tailor-made programme that studies the operations of organizations with a view to identifying performance related problems, developing and implementing appropriate training and non-training interventions to bridge the identified gap.

The programme aims at improving the performance of organizations by reducing wastages of inputs and products, decreasing cost of production and increasing revenue accruable to such organizations.

The PPI Programme involves four stages: Survey, Package Development, Implementation and Follow-up.

TARGET AUDIENCE: Supervisors and Operatives in Manufacturing and Service Industries.

METHODOLOGY: Work Study, Process and Safety Analysis, Discussions, 60% hands-on [practical] and 40% theory and a blend of training methods.

- DURATION:**
- Survey stage: 5 days
 - Package Development: 14 days
 - Implementation: 5 days.
- FOLLOW-UP:** Six weeks after implementation.
- VENUE:** All Area Offices
- COURSE FEE:** To be determined
- DATE:** To be determined



PROCESS CONSULTING SERVICES

COURSE DESCRIPTION

Many organizations today are struggling to survive while others have gone aground. The problem may not be the managers and people working in these organizations. It could be as a result of the existing internal processes and operating systems. This is because an organization is only as effective as its internal processes. Again, it is generally believed that if you put the best employee in a bad system, the system will always win.

It is against this backdrop, that the ITF designed and developed as one of its service offerings this unique service to its teaming clients/customers - a dynamic and comprehensive approach to creating and managing enterprise processes that deliver and sustain high performance.

LEARNING OUTCOMES

At the end of the engagement, the client organization should be able to:

- ❖ Identify actions that will reduce process inefficiency to the barest minimum within 90 days of deployment;
- ❖ Delight their customers (making them their biggest advocates) through successful customer outcome;
- ❖ Innovate to compete, set the market trend and even dominate the industry and,
- ❖ Reduce significant costs, improve revenues and enhance service delivery time.

TARGET AUDIENCE: All organizations wishing to unleash the power of Process in their operations, promote the practice of Business Process Transformation and change for Business Benefits.

METHODOLOGY: Process and System Analysis, Interviews, Questionnaires, Discussions, Observations, Facility Tour, Training and Non-training Interventions (as applicable).

DURATION

- ❖ Problem/Opportunity Identification - 5 Days.
- ❖ Negotiation – 1 Day (minimum)
- ❖ Development of Intervention Strategies/Implementation - 30 Days.
- ❖ Evaluation/Termination - 5 Days.

COURSE FEE: To be Determined.

VENUE: All Area Offices.



PROCESS IMPROVEMENT: TECHNIQUES AND TOOLS

COURSE DESCRIPTION

The understanding of Process Improvement goes a long way in determining the quality of Products and/or Services of any organization. The best companies emphasize designing quality into the process. However, to meet global challenges and threats from competitors, it has become necessary that firms design Processes that would improve the quality of their Products and Services to meet the satisfaction of their customers. To this end, there is need to establish an in-built system that would guide its Process Improvement mechanism with the resultant aim of actualizing its objectives.

By building a culture of continuous improvement, organizations can respond quickly to the changing external environment and build internal practices that produce better customer service and systems. Continuous quality improvement requires committed individuals and an organization willing to re-examine all their systems and procedures. This workshop will help participants to achieve these outcomes.

LEARNING OUTCOMES

At the end of this workshop, participant would be able to:

- ❖ Identify Process(es) in organization;
- ❖ Define Process Improvement;
- ❖ Identify the roles of Process Improvement in customers' satisfaction;

- ❖ Apply Process Improvement tools to analyze and solve problems and,
- ❖ Identify control mechanisms for carrying out Process Improvement.

TARGET AUDIENCE: Production Managers, Departmental Managers, Supervisors, Quality Control Managers and Marketing Managers.

METHODOLOGY: Lectures, Discussions, Case Study, Role Play and Practical Exercises.

AREA OFFICE	VENUE	COURSE FEE	DATE	DURATION
Apapa	Apapa	N50,000.00	18 – 22 Sept., 2017	5 Days
Ikeja	Ikeja	N50,000.00	9 – 13 Oct., 2017	5 Days
P/H	P/H	N50,000.00	23 – 27 Oct., 2017	5 Days



UNSCHEDULED PROGRAMMES

UNSCHEDULED PROGRAMMES

The under listed training programmes are not scheduled for 2017. However, any of the programmes could be implemented in-house for interested organizations on request. A minimum of ten (10) participants will be required at a fee that will be negotiated.

1. Accident Reduction through Stress Management Workshop
2. Advance Data Analysis Workshop Using SPSS, QuickBooks Pro and Excel 2013
3. Advanced Human Resource Management Workshop
4. Advanced Gear Cutting Workshop
5. Advanced Human Resource Development Workshop for Training Personnel
6. Advanced Maintenance & Operation of Steam Boiler Workshop
7. Advanced Maintenance fitters and Machinists Workshop
8. Advanced Management Course for Secretaries and Personnel Officers
9. Agricultural Health and Safety Workshop
10. Agriculture Machinery and Equipment Maintenance Workshop
11. Application of Welding in Maintenance Workshop
12. Automobile Ignition System Maintenance Workshop
13. Auto Cooling System Maintenance Workshop
14. Auto Electrician Maintenance Skills Workshop
15. Banks/Insurance Managers Workshop
16. Basic and Air Conditioning Electronic Panel Control & Maintenance
17. Basic Audio–Visual Aids Development Workshop for Universal Basic Education (UBE) Teachers
18. Basic Autotronics Skills Workshop for Drivers and Mechanics
19. Basic Autotronic Technical Skills Workshop
20. Basic Computer Application And Data Processing Workshop
21. Basic Computer Application Workshop For Middle Level Managers
22. Basic Computer Maintenance Workshop
23. Basic First Aid Administration Workshop
24. Basic Mechatronics Technical Skills for Drivers
25. Basic Maintenance Welding Skills Workshop
26. Best Practices in Building Operations & Maintenance Management
27. Capacity Building Workshop for Broadcast Media Practitioners
28. Capacity Building Workshop for Laundry Practitioners
29. Career Development & Successful Planning for Human Resource Practitioners
30. Change Management & Leading with Emotional Intelligence Workshop
31. Computer Aided Design in Mechanical Maintenance Workshop
32. Computer Assembly, Maintenance and Repair Workshop

UNSCHEDULED PROGRAMMES

33. Computer Hardware Maintenance Workshop
34. Computer Networking Fundamentals Workshop
35. Corrosion Control and Management Workshop
36. Credit Management Workshop
37. Credit Risk and Debt Recovery Management Workshop
38. Data Processing & Information Technology
39. Dyeing and Printing of Textiles Workshop
40. Effective First Aid Administration Workshop
41. Effective Maintenance Management Workshop
42. Effective Production Management in Fertilizer Processing
43. Effective School Administration for School Principals
44. Effective Techniques for Improved Performance and Productivity in Organizations
45. Electrical/Electronic Troubleshooting Workshop
46. Electrical Control Panels Maintenance Workshop
47. Electro Pneumatic Control Workshop
48. Emergency Awareness, Crime Prevention and Security Workshop
49. Emerging Trends in Organizational Curriculum Planning and Development.
50. Enhancing Qualitative Education in Nigerian Schools
51. Environmental Pollution Control Workshop
52. Event Management Skills Upgrading Workshop
53. Facility Management and Maintenance Workshop
54. Factory Maintenance Workshop
55. Farm Machinery & Equipment Maintenance Workshop
56. Fire Prevention and Fire Fighting Techniques Workshop
57. Fire, Safety and Accident Prevention Workshop
58. Front Office Operations and House Keeping Skills Development Course for the Hospitality Industry
59. Fuel Pump and Pipe Network Maintenance Workshop
60. Heavy Duty Vehicle Maintenance Workshop
61. Health, Safety & Environment Workshop for Hospitality Industry
62. Health and Safety Management in the Mining Industry
63. Hotel Control Management Skills
64. 3-Hour Management Workshop
65. Improvement Workshop for Accountants and Auditors
66. Improvement Workshop for Telephonists and Receptionists Workshop
67. Industrial Electrical Installation & Maintenance Workshop
68. Industrial Hygiene and Safety Workshop
69. Industrial Operations Management Workshop
70. Industrial Security Workshop
71. Influencing Ethical Behaviour for Peak Performance
72. Information Management and Presentation Workshop
73. Information Technology (IT) Essentials Workshop
74. Installation and Maintenance of Electrical protective system.
75. Installation and Maintenance of Industrial Drives
76. Installation and Maintenance Workshop
77. Installation, Operation and Trouble Shooting of Electric Motors Workshop
78. Instructional Resource Management Workshop
79. Instructional Techniques Workshop

UNSCHEDULED PROGRAMMES

80. Instructional Techniques Workshop for School Teachers
81. Instrumentation/Process Automation Equipment Maintenance
82. Insurance Administration Workshop
83. Knowledge Management for Bottom Line Success Workshop
84. Knowledge Management Workshop for the Chief Executives
85. Laboratory Equipment Installation and Maintenance Workshop
86. Leadership Skills Development for Women in Top Level Management
87. Maintenance of Communication Equipment
88. Metal Machining Skills Workshop
89. Maintenance Machining for Industrial Turners Workshop
90. Maintenance Skills Enhancement Workshop for Civil and Building Engineers
91. Managing People for Strategic Advantage
92. Marketing and Selling Skills Workshop
93. Marketing Techniques Workshop for Micro, Small and Medium Enterprises [MSME] Operators.
94. Mechanical Drives Maintenance Workshop
95. Mobile Phone Entrepreneurship Development, Maintenance and Repairs Workshop.
96. Motor Vehicle Servicing and Maintenance Workshop
97. Multimedia Presentation Techniques for Training Managers, Human Resource Managers and Marketing Executives
98. Occupational Health and Safety in Construction Industry
99. Office Administration for Executive Officers
100. On-The-Job Training Techniques Workshop
101. Operation and Maintenance of Electric Motors
102. Operation and Maintenance of Hydraulic and Pneumatic Power Systems Workshop
103. Operation and Maintenance of Steam Boiler Workshop
104. Performance Enhancement Workshop for Security Personnel
105. Performance Improvement Workshop for Admin Officers
106. Personal Computer (PC) Support and Repairs Workshop
107. Personality Trait and People's Management Prowess Development Workshop
108. Planning and Executing Marketing and Sales Strategy.
109. Plant Maintenance and Troubleshooting Techniques Workshop
110. Pneumatic System Maintenance Workshop
111. Preparation and Application of Instructional Media Workshop
112. Preventive Maintenance in Electrical/Electronic Equipment Workshop
113. Process Equipment Maintenance Workshop (Compressor, Pump, Valves & Seals)

UNSCHEDULED PROGRAMMES

114. Production Planning and Control Workshop
115. Productivity Improvement Workshop on Quarry Works
116. Project Feasibility Studies Workshop
117. Project Monitoring and Evaluation Workshop
118. Project Management Workshop
119. Project Performance Monitoring and Management Workshop
120. Purchasing & Supply Management Workshop
121. Production and Maintenance of Moulds
122. Pump Operation and Maintenance Workshop
123. Quality Assurance in Food Industry Workshop
124. Quality Control in Building Construction
125. Quality Control in Food Industry
126. Quality Control In Pharmaceutical Industry
127. Retreat for Human Resource and Training Practitioners
128. Rewinding and Maintenance of Electric Motors
129. Safe Handling of Petroleum Products
130. Safety at Sea, Fire Prevention and Fire Fighting Workshop in the Vessel
131. Safety Techniques in Handling and Using Chemicals
132. Sanitary and Hygiene Skills Workshop for Food Industry
133. Seminar on Interpersonal Skills for Protocol Officers
134. Skills and Knowledge Management Workshop
135. Skills Up-grading for Hotel Management
136. Skills Improvement Workshop for Cashiers/Tellers
137. Skills Improvement Workshop for Front Desk Officers in Hospitality Industry
138. Skills Up-grading Workshop for Hotel House-keepers
139. Small and Medium Enterprises Management Workshop
140. Special Serving Techniques in the Hospitality Industry
141. Strategic Marketing for Sustainable Growth
142. Strategic Planning Workshop
143. Stress Management Workshop for Executive Officers
144. Stress, Wellness & Healthy Living Workshop
145. Supervisory Skills Workshop in Hospitality Industries
146. System Approach to Skills Development
147. Mechanic/Auto Transmission System Maintenance Workshop
148. Talent Management for Human Resource Devt. Personnel
149. Team Building and Effective Communication Workshop
150. Tractor Maintenance Workshop
151. Transformational Leadership Workshop
152. Training Function Seminar
153. Total Quality Management Workshop
154. Total Quality Management Seminar for Top Executives
155. Total Quality Management in Hospitality Industry
156. Tractor Servicing and Maintenance Workshop
157. Training Coordinators Workshop
158. Troubleshooting & Fault Diagnosis of Equipment in Bio-Medical, Agro Allied & Pharmaceutical Industries
159. Water Quality and Health Management Workshop
160. Water Quality, Waste and Health Hazard Management Workshop

UNSCHEDULED PROGRAMMES

160. Web Design and Development Workshop for Computer Operators and Graphic Artists
161. Welding and Fabrication Skills Development Workshop
162. Working For Yourself: Family Support Programme
163. Workplace Effectiveness, Health and Safety Training Workshop
164. Workshop on Best Practice in E-Payment Process
165. Workshop on Challenges of Leadership in Organizations
166. Workshop on Chinese Food and Soup Preparation
167. Workshop on Corporate Performance Strategy for Profitability
168. Workshop on Developing Self-Management System
169. Workshop on Effective Target Setting for Inspiring Performance
170. Workshop on Hazard and Effects Management
171. Workshop on Human Performance Technology
172. Workshop on Improving Water Quality for Desired Impact
173. Workshop on Issues in Management and Leadership for Public and Private Sectors
174. Workshop on Leadership Excellence for Women in Top Management
175. Workshop on Managing People for Strategic Advantage
176. Workshop on Modern Techniques in House Keeping for Hospitality Industry.
177. Workshop on Productivity Improvement in Local Government and Civil Services.
178. Workshop on Project Performance Monitoring and Management
179. Workshop on Surviving & Thriving in Workplace Politics
180. Workshop on Transforming Leadership and Team Management
181. Workshop on Work Attitude and Effective Communication.
182. Trans-formational Leadership Workshop.

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 33 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:

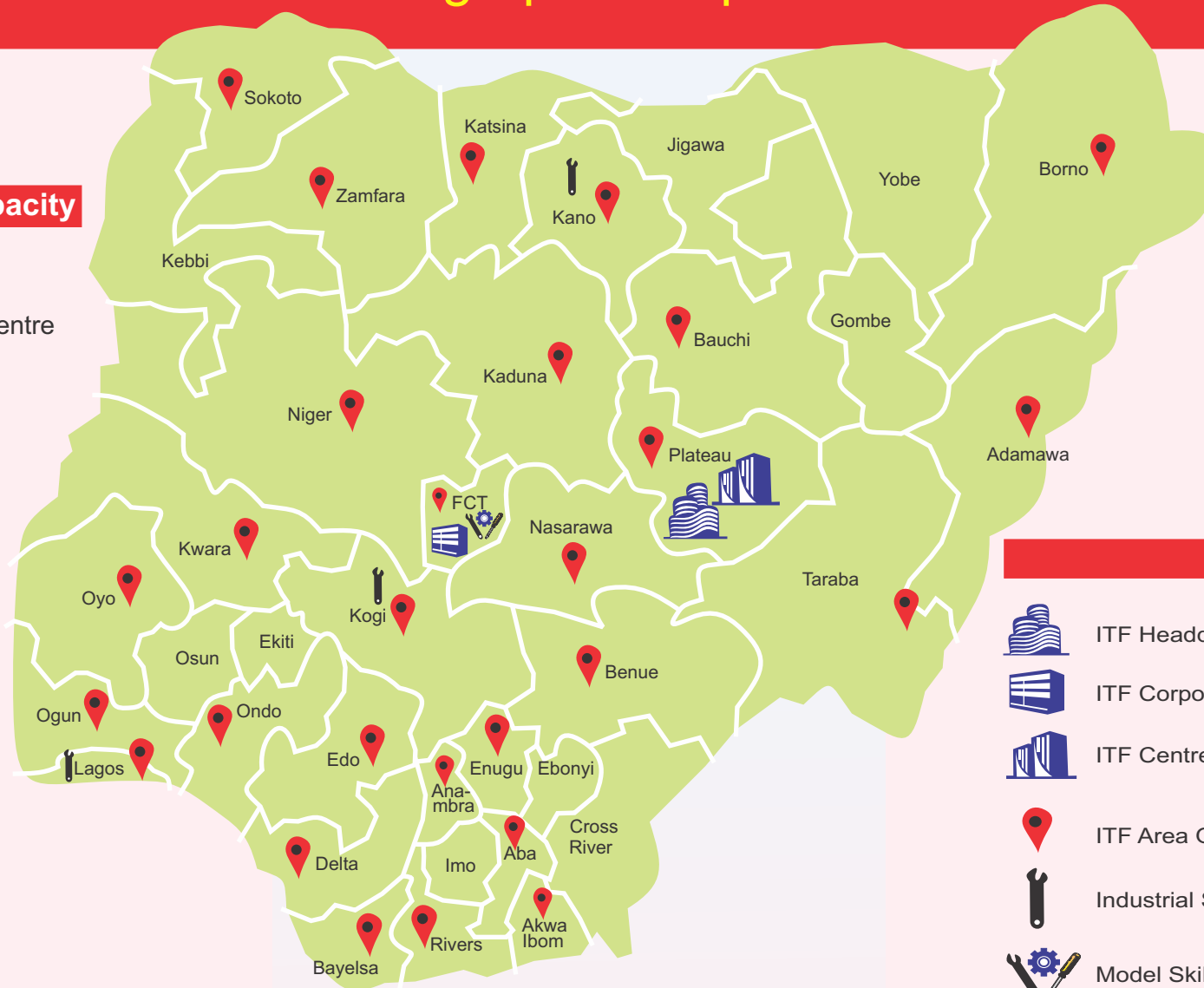
- a.) provide, promote and encourage the acquisition of skills in industry and commerce with a view to generating a pool of indigenous trained manpower sufficient to meet the needs of the private and public sectors of the economy.
- b.) provide training for skills in management for technical and entrepreneurial 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

- 33 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)