



MANAGEMENT DEVELOPMENT COURSE

MAY 08-09, JULY 03-04

The development of management competencies is vital in every organization for *Managers, Engineers, Technologists* and *Executives*, who need to improve or demonstrate the use managerial and innovative skills for enhanced departmental efficiency and effectiveness.

N 139,000 (3-4 Participants)

N 55,000 per participant

CUSTOMER SERVICE & CUSTOMER RELATIONS SKILLS COURSE

MAY 15-16, JULY 10-11

Customer-focused and Customer Caring-Centric training for *Sales* and *Non-Sales Executives*. All Managers and Executives relate both externally and internally. Working in Cross-functions require effective skills for dealing with people for business success.

N 139,000 (3-4 Participants)

N 55,000 per participant

WORK ATTITUDE AND PRODUCTIVITY IMPROVEMENT SKILLS COURSE

MAY 20-21, JULY 17-18

Driving behavioural change and getting the workforce focused and committed to increased productivity is ideal for *Supervisors* and *Operatives*.

N 129,000 (5-6 Participants)

N 35,000 per participant

PROFESSIONAL SELLING TECHNIQUES COURSE

MAY 22-23, JULY 15-16

Sales targets can be met and sales projections surpassed. Mastery of the Selling Process, Persuasive Competencies and Tools for Prospecting, Wining and Retaining Customers Profitably is what this programme offers to the advantage of *Sales/Marketing Executives* who need to succeed in a tough marketing environment by aggressively driving sales volume of product lines/brands

N 169,000 (3-4 Participants)

N 65,000 per participant



INDUSTRIAL RELATIONS SKILLS WORKSHOP

MAY 29-30, JULY 24-25

Management team and the leadership of Trade/Industrial Unions need to understand the principles and practices governing labour-management relations for harmonious and progressive relationship. For *HR/Admin/other Managers and Unions/Association Executives*.

N 150,000 (3-4 Participants)

N 55,000 per participant

PRODUCTION MANAGEMENT COURSE

MAY 30-31, JULY 26-27

Learning the fundamentals of Production and the Applications of Management Skills to Production Function will help the organization increase throughput, line efficiency, reduce downtime and ensure that *Production Managers / Engineers* and *Shift production Managers/ Engineers* achieve production targets.

N 195,000 (3-4 Participants)

N 65,000 per participant

SECURITY VIGILANCE IMPROVEMENT COURSE

MAY 06-07, JULY 17-18

Knowledge is the key to crime prevention. Every organization needs to develop a security culture, structure, systems and processes that keep pace with the threat landscape and prevent vulnerability. Your *Security Operatives*, both the *Guards and Supervisors* need regular training to increase effectiveness in their roles and responsibilities as well as skills for effective surveillance, loss prevention and adequate protection of human lives and property.

N 95,000 (3-4 Participants)

N 35,000 per participant

PERFORMANCE IMPROVEMENT COURSE FOR FACTORY OPERATIVES

MAY 16-17, JULY 11-12

Getting your production, maintenance, stores/warehouse, process and other factory workers or machine operators to increase productivity require training. This course will make them work faster and smarter, manage time better and avoid waste associated with machine operations, storage/material and process handling, maintenance work and general factory operations after learning the unique skills this training offer.

N 110,000 (4-5 Participants)

N 30,000 per participant



5S TRAINING

MAY 22-23, JULY 04-05

5S training or 5S Systems is a set of Japanese Lean Manufacturing Techniques focusing on maintaining an organized workplace leading to greater efficiency, better housekeeping and cost reduction.

Let's teach your *Managers, Supervisors* and Workers how to increase your factory productivity with these techniques of operational excellence.

N 170,000 (4-5 Participants)
N 45,000 per participant

SUPPLY CHAIN MANAGEMENT COURSE

JUNE 24-24, SEPT 12-13

Supply Chain Managers/Officers, Logistics/Distribution/Production/Procurement/Purchasing/ Operations Planning/ Materials/ Customer Service Managers/ Officers need this training to increase effectiveness in the management of flow of goods from the suppliers through manufacturing to the channels/customers for bottom-line results. Learning includes the management of information technology, digital marketing, partnerships, alliances and associates with superb cross-functional skills.

N 210,000 (3-4 Participants)
N 75,000 per participant

COST REDUCTION, WASTE CONTROL, PRODUCTIVITY & QUALITY IMPROVEMENT TECHNIQUES WORKSHOP

JUNE 26-27, SEPT 05-06

Bring your cost down drastically. Agile and continuously improved processes are required for business continuity and corporate survival in the face of fierce competition, customer resistance to product price increases and increased pressure on cash flow. Successful organizations are those that can adopt tighter and stricter control of the cost of doing business while increasing customer value through productivity increases and quality improvement.

For *Production/Operations Managers / Project Managers/ Engineers, Purchasing/Procurement Managers, Accountants and other Managers/Officers/Operations Executives* etc. are invited to benefit from this crucial Workshop.

N 180,000 (3-4 Participants)
N 69,000 per participant



**RESULT-ORIENTED
PERFORMANCE APPRAISAL
COURSE**

JUNE 03-04, AUGUST 15-16

Managers and *Supervisors* are often asked to appraise/evaluate their subordinates but this tool of Performance Management requires adequate knowledge and skills. This training provides the knowledge required for effective performance appraisal or employees evaluation/performance review and associated tools like Lean Management and KPIs.

N 145,000 (3-4 Participants)
N 55,000 per participant

**TOTAL QUALITY
MANAGEMENT (TQM)
COURSE**

JUNE 11-12, AUGUST 29-30

TQM training is central to all business improvement strategies. Customer focus, both internal and external is at the core of this philosophy. All *Managers* and *Officers* across the organization are required to learn the principles and methodologies involved in effective TQM practice which provides the nexus between internal customer satisfaction and the external customer satisfaction.

N 145,000 (3-4 Participants)
N 55,000 per participant

**STORES, WAREHOUSE &
MATERIAL HANDLING
OPERATIONS COURSE**

JUNE 13-14, AUGUST 22-23

Receiving, storage, issuance of stocks and release of materials or goods and allied documentation/records, inventory, internal transportation and more requires operational efficiency on the part of *Storekeepers, Warehouse/Store Officers*.

N 125,000 (3-4 Participants)
N 48,000 per participant

**LOGISTICS AND FLEET
MANAGEMENT COURSE**

JUNE 17-18, AUGUST 05-06

The effective management of flow of goods from suppliers/the organization to the final customer and supervision and control of vehicular operations to ensure timely, safe and cost-effective deliveries through own fleet as assets or 3rd/4th Party Logistics providers is critical to profitability in manufacturing and service organizations. *Logistics/Distribution, Transport/Supply Chain Managers* and *Officers* need this course.

N 160,000 (3-4 Participants)
N 60,000 per participant



**PRE-RETIREMENT TRAINING-
LIFE AFTER WORK WITH
CONFIDENCE**

JUNE 20-21, AUGUST 08-09

Retirement into vocations or entrepreneurship/own business requires careful planning and early preparation. This programme provides a *pre-retirement* knowledge base, hopeful mindset, learnable coping mental attitude and skills for successful entrepreneurship or vocational success and happy life in old age.

N185,000 (4-5 Participants)
N 50,000 per participant

**MANAGING SALES AND
MARKETING STRATEGY COURSE**

AUGUST 07-08, OCTOBER 03-04

The power to control a large market share resides in the way you deploy sales and marketing strategies. Stay ahead of your competitors. Leading and managing sales/marketing department as well optimizing profitability of product lines and brands in a highly competitive marketing environment requires strategies in respect of products, pricing, promotion, distribution /channels and value networks involving alliances and partnerships, marketing communications, sales force management, customer relationship management (CRM), marketing information and digital marketing systems etc.

For *Sales/Marketing Managers*
/Executives.

N 190,000 (3-4 Participants)
N 75,000 per participant

**EFFECTIVE NEGOTIATION
SKILLS WORKSHOP**

AUGUST 12-13, OCTOBER 07-08

You need to be highly skilled in driving excellent bargains. In every contractual relationship involving company executives whether as *buyers/procurement/purchasing /supply chain managers/officers, sales/marketing managers/officers, HR/Admin/Production or Accountants/Business Managers* getting winning deals is critical to success.

N 190,000 (3-4 Participants)
N 75,000 per participant

**SAFETY, HEALTH AND
ACCIDENT PREVENTION
COURSE**

AUGUST 19-20, OCTOBER 10-11

All staff need Safety Education. Your workers need regular safety skills training to prevent industrial accident. This programme equips your staff with the knowledge of Accident Prevention, Health and Safety Precautions and Good Safety Practices. They will learn about their roles, responsibilities and obligations. They will also learn about Behavioural Safety with Cases.
N 115,000 (4-5 Participants)
N 35,000 per participant



**COMMUNICATION AND
REPORT WRITING SKILLS
COURSE**

AUGUST 14-15, OCTOBER 14-15

Adequate and accurate flow of information is the life blood of business. Effective communication is required for high performance in organizations. Learn the techniques for writing letters, reports, memos and proposals that will put the message across. For *Managers* and *Supervisors*.

N 150,000 (4-5 Participants)
N 40,000 per participant

**TOTAL PRODUCTIVE
MAINTENANCE (TPM) COURSE**

AUGUST 26-27, OCTOBER 21-22

Managing, controlling and supervising maintenance operations with TPM capabilities help organizations to optimize their engineering resources.

Your *Production Managers/Officers, Engineers and Technicians* need this course to reduce downtime, control waste, optimize capacity utilization and enhance smooth running of production at all times.

N 170,000 (3-4 Participants)
N 65,000 per participant

**SUPERVISORY & TEAM
LEADERSHIP SKILLS COURSE**

AUGUST 28-29, OCTOBER 24-25

Developing supervisory intelligence and team leadership skills of your *Supervisors* will enable them get workers to work at their peak. Supervisory roles and responsibilities are better actualized when they are trained to lead their teams for results.

N 115,000 (3-4 Participants)
N 40,000 per participant

•PROFESSIONAL DEVELOPMENT•
PROFESSIONAL CERTIFICATE, DIPLOMA, ADVANCED DIPLOMA & POST-GRADUATE DIPLOMA IN APPLIED MANAGEMENT AND ADMINISTRATION & OTHER SPECIALIST AREAS BY Distance Learning/ Project Work Within 6 Months. And Professional Membership of *The Certified Institute of Applied Management and Administration (CIAMA)* is aimed at boosting managerial performance. Your Managers need these programmes.

Fee: As from N95,000.



**PROFESSIONAL PRODUCTION/OPERATIONS MANAGEMENT
PROGRAMME**

MAY 27-28, SEPT 18-19

Successful Production/Operations Managers are professionally qualified Executives/Senior Executives who impact their organizations' bottom-line through metrics of increased **capacity utilization, productivity, efficiency** and **profitability**.

Operations Managers, Production Managers, Operations Analysts, Quality Managers, Engineering/ Technical/ Maintenance /Facilities /Utilities Managers, Purchasing/Procurement/Materials Controllers, Process Engineers, Logistics/Transportation Managers, HSE/Security Managers, Customer Service Managers, Planning Managers and Chief Operating Officers, need to attend this workshop. Benefits include partial fulfillment of the **Professional Post-Graduate Diploma (PGD) in Production and Operations Management of the College of Production & Operations Management (COPOM)** and **Membership of the Nigerian Institute of Production Management (NIPM)**. Boost your capacity and earning potential with increased knowledge in such areas as manufacturing management, project management, human resources administration, technology management, supply chain and logistics management, financial planning and budgeting, sales, distribution and customer service management. Operations management requires well-rounded knowledge for all round career and business success.

N 350,000 (4-5 Participants)

N 85,000 per participant

OUR METHODOLOGY & FACULTY

We use practical interactive/action learning methods coupled with e-learning/computer based training where applicable, multimedia, incredible real life cases and hands-on experience sharing by notable consultants and trainers, senior practitioners, time-tested, masters and professional thought leaders as facilitators.

TALK TO US

We invite your esteemed office to partner with us. Get high quality Open or In-House Training for Optimum satisfaction of your training and capability building needs at the lowest cost possible. Let's help you to build your people and strengthen your organization. We are **Optimum Resources** ! Please, contact us for a chat @

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