



2023 LEARNING PROGRAMME GUIDE

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WELCOME ADDRESS

On behalf of the leadership and entire team of People Capacity Management (PCM), it is my great pleasure to welcome and thank you for your interest in our Company.

While PCM is proud of the achievements and growth it has made in 2022 and over the years, our ultimate pride is in the positive and remarkable testimonials that we have consistently received from all clients we have served: including and not limited to our Business Advisory, Management Consulting and Strategy engagements. We are encouraged by the regular feedback about the impact and value added by our interventions on our various clients and their businesses.

PCM is an innovative HR and Management Consulting firm with a distinguished training and development arm that offers a range of industry-relevant programmes, designed to ensure our participants meet the demands of today's ever-changing job market. As an organisation, we strive to develop and inspire leaders in the business world.

We deliver a wide variety of programmes and our vast programme portfolio ranges from Business, Strategy, Leadership, Emotional Intelligence, Sales, and Public Speaking to programmes in HR Analytics, Understanding the Telecommunications as well as Power and Gas Industry Value-chain – all of which are taught by our experienced faculty members who are experts in their fields.

In the new year 2023, we at People Capacity Management and our sister company, Connect Cloud UK are geared up and look forward to being part of the success of you and your organisation. Once again, I welcome you as you take a step to a worthwhile and value-adding collaboration with us.

Here is wishing you a year full of record-breaking achievements!

Beulah Seyi-Olutayo

For People Capacity Management

ABOUT THE COMPANY

We are HR and Management Consultants

People Capacity Management is a human resources and management consulting firm located in Lagos, Nigeria. We provide services, expertise and resources to both the private and public sectors through our deep knowledge of issues specific to industries and sectors. We are committed to meeting the needs of our clients in a timely and cost effective manner.

Our goal is to offer our clients the option that best suits their needs, be it a short or long term assignment, or on a project or adhoc basis. We take the time to develop strong working relationships with our clients by understanding their business, their needs, and the company culture. With that understanding and with the knowledge and expertise gained over the years in human resources and business, we recommend solutions that align with our client's business priorities and work with them to implement the solutions.

We have established strategic alliances with an active network of consultants who share the same values and beliefs in support of client needs. This network of professionals provides all the competence of a large organization while remaining responsive by size.





We are consultants by
choice and not by
accident. We take pride in
the quality of service we
render to our clients and
the passion and
commitment with which
we deliver is unrivaled in
our industry



BIOLA OJO

Managing Partner,
People Capacity Management

OUR CLIENTS

LEADING HIGH-PERFORMING SALES TEAM

COURSE FEE : N175,500

DATE : MAR 7 – 9, AUG 8 – 10

Overview

A lot of focus is put on leadership development when the leader is just one person, the real driving force behind a leader's success is their team. A team operating effectively as a single unit will always outperform the best individual operating on their own. More importantly, no matter how knowledgeable and competent individual members of any team may be, a dysfunctional team will undermine organizational goals, drain morale, and waste effort.

Using the Clarity4D model, this 3-day virtual training will help managers and team leaders develop the requisite knowledge and skills needed to create and maintain a high-performing team, understand their team members' preferred communication styles to engage them better consequently leading to a cooperative atmosphere that can boost productivity, implementation of new initiatives and drive sales performance in today's customer-driven marketplace.

Learning Outcomes

The training will help participants learn to

- Relate and communicate with their team members based on their individual personalities
- Develop team values and enhance commitment to team effort
- Contribute more positively to the development process of their sales teams
- Analyze the performance level of their teams for possible improvement
- Use leadership skills to control and lead their teams effectively
- Handle difficulties in the teams

Who Should Attend

Bank BMs, Business Development Managers, Relationship Managers, Sales Managers/Leads and those interested in building how they manage their sales team.



UNDERSTANDING THE FUNDAMENTALS OF THE POWER SECTOR IN NIGERIA

COURSE FEE : N350,500

DATE : APR 11- 13

Overview

The past two decades has been characterized with major transitions within the power sector. In 2021, according to the Central Bank of Nigeria, Nigerians spent about US\$14billion on generator and fuel annually. The state of the power sector has been a major subject on the lips of every Nigerian with questions on the future of the sector. An understanding of the basics of this sector can give perspective on how to better manage and improve the power sector to yield positive results for companies associated with these sectors and ultimately, the economy as a whole.

This course will give participants an overview of the Nigerian Power Sector, its history, transitions, value chains, and the intricacies of operating in the industry. It will provide an insight to the specific issues faced by the sector as well as potential play outs in the future, including alternative sources of energy.

Learning Outcomes

The training will help participants

- Understand the history of the Power sector in Nigeria
- Understand the various changes and shifts that has taken place in the sector
- Understand the roles of various stakeholders in the effectiveness of the sector
- Analyze the challenges being faced in the Power sector
- Survey the future trends of the sector and likely ways to position for partnership

Who Should Attend

Agencies, Parastatals and all those who are seeking to build an in-depth knowledge of the Power sector in Nigeria



UNDERSTANDING THE OIL & GAS SECTOR BUSINESS – UPSTREAM & DOWNSTREAM

COURSE FEE :N350,500

DATE : DEC 6 – 8

Overview

Nigeria, a country heavily dependent on proceeds of crude oil sales, was forced into reactive strategies, such as palliative measures and several fiscal initiatives, to charge the economy into recovery. This was because of a continuous downturn in the expected proceeds from the sector characterized by scarcity of petroleum products. Lack of infrastructure, uncertainties in regulations, and security concerns have led Nigeria to underutilize its refining capacities despite positive forecasts about an increase in upstream and downstream activities. This has posed a lot of questions around the future of the Nigerian economy vis-à-vis the Oil and Gas sector.

This course will give participants an overview of the upstream and downstream sector of the oil & gas industry, its value chains and the intricacies of operating in the industry. It will provide an insight to the specific issues faced by sector as well potential play outs in the future.

Learning Outcomes

The training will help participants

- ➔ Understand the history of Oil and Gas sector in Nigeria
- ➔ Understand the various changes and shifts that has taken place in the sector
- ➔ Understand the roles of various stakeholders in the effectiveness of the sector
- ➔ Analyze the challenges being faced in the sector
- ➔ Survey the future trends of the sector and likely ways to position of a company/country

Who Should Attend

Agencies, Parastatals and all those who are seeking to build an in-depth knowledge of the Oil and Gas sector in Nigeria



DEVELOPING STRATEGIC PARTNERSHIPS, JOINT VENTURES, AND CONSORTIA

COURSE FEE :N375,500

DATE : AUG 21 -23

Overview

Alliances and partnerships have always been part of human history in all areas of life – from private to public and from politics to business. When firms / organizations are looking to achieve certain milestones and develop new functional capabilities to stay competitive, they require time, talent, and capital. These resources can be accessed through Strategic Partnerships, Joint Ventures, and Consortia with those who already have these requisite functionalities. With major disruptions in the business world, alliances are strategic tools for companies to align to these disruptions to scale, drive innovation and growth. Alliances, if done well, can lead to outperformance and competitive advantage.

This three-day training will be case study driven and will expose participants to the basics of Strategic partnerships, Joint Ventures, and Consortia. Participants will learn the differences between each concept and the opportunities that lie therein. Using practical scenarios, we will be analyzing the fundamentals of identifying and seeking partnerships, negotiating contractual terms, building strong value proposition for businesses, amongst others.

Learning Outcomes

The training will help participants learn to

- Understand key nuances, differences, and similarities between SPs, JVs, and Consortia
- Gain a new managerial mindset about “best practices” for SPs, JVs, and Consortia
- Produce a strategic map of prospective allies and potential arrangements
- Analyze and rank-order “best” opportunities
- Design a compelling value proposition for a proposed arrangement
- Understand how to respond to any alliance offers made to your firm / organization

Who Should Attend

MD/CEO/COOs, Business Managers, Growth Managers, Business Development Managers and anyone looking to enhance strategic options for the shareholders / stakeholders in their business.

SELLING THROUGH SERVICE

COURSE FEE : N175,500

DATE : AUG 30 - 31

Overview

In a highly competitive business environment, organisations must continually seek to build the sort of competencies that will afford it the requisite organisational capabilities that will enable it to differentiate itself from the competitors. The responsibility of sales has been solely charged to the Sales and Marketing department neglecting the roles of all other departments in ensuring sales excellence. There is the need for organizations to leverage the thousands of face-to-face customer interactions that their employees engage daily to convert customer satisfaction moments into selling moments.

This three-day training breaks down barriers by using language and context appropriate for employees who often feel they are not really salespeople. The skills help organizations save money, by solving problems better and faster, and make money, through cross-selling and up-selling. Best of all, customers appreciate the increased focus on needs.

Who Should Attend

Customer facing professionals and all employees of organisations seeking to increase bottom-line across board

Learning Outcomes

The training will help participants learn to

- Recognize and overcome the barriers to effective customer conversations
- Open a customer conversation in a way that gains customer confidence and cooperation
- Learn what customers need by demonstrating effective probing techniques, including gently refocusing conversations in a more productive direction
- Reply with information that has a positive focus and helps customers make decisions, including linking features and benefits to advice and recommendations, and presenting unwelcome information
- Close a customer conversation in a way that maintains customer confidence
- Listen for clues to uncover additional customer needs and determine if the organization has products or services to meet those needs

MANAGING WORKPLACE DIVERSITY USING C4D

COURSE FEE : N250,500

DATE : NOV 20 – 22

Overview

The concept of workplace diversity encompasses acceptance and respect. It means respect for and appreciation of differences in ethnicity, gender, age, national origin, disability, sexual orientation, education, and religion. Inclusion is a state of being valued, respected, and supported. Workplace diversity & inclusion is about focusing on the preferences of every individual and ensuring the right conditions are in place for each person to achieve his or her full potential. In simple terms, diversity is the mix; inclusion is getting the mix to work well together.

Having a diverse workforce with people from different racial, educational, and social backgrounds and a diverse age range opens a wealth of possibilities and helps to encourage creativity and foster innovation. This three (3) day training provides a powerful comprehension of the emotional intelligence and interpersonal skills required to build a workplace culture that promotes improved employee morale, high retention rate, reduced harassment/discrimination, low absenteeism, and increased productivity.

The training modules are based on activities and disciplines that have been proven to consistently deliver results.

Learning Outcomes

The training will help participants learn to

- ➔ Promote a culture which values people's differences – and which challenges any threat to an individual's dignity and wellbeing
- ➔ Recognise biases and how it prevents people from seeing others accurately
- ➔ Identify methods to counter the effects of biases
- ➔ Relate, interact with people better and according to individual personality type
- ➔ Understand equalities in relation to good people management, recognizing and valuing different talents and skills sets and developing talent of existing employees;
- ➔ Communicate more assertively and effectively

Who Should Attend

HR professionals, executives and managers

ADVANCED PUBLIC SPEAKING AND PRESENTATION SKILLS

COURSE FEE : N175,500

DATE : JUN 27 – 29, OCT 10 – 12

Overview

Effective presentation skills have become essential and relevant to everyday work life. Whether you are presenting information to a board, persuading skeptical buyers, or motivating colleagues, getting the point across effectively is what matters. The ability to present information in a way that guarantees maximum impact is a skill that every employee needs. Presenting ideas in an inviting, concise, enthusiastic, and logical manner can result in increased business, successful negotiation, and personally and professionally rewarding relationships.

In this three (3) day training programme, participants will practice presenting in a supportive environment and learn how to structure their materials to create engaging presentations that inform and educate their audiences. They will learn how to use body language, the importance of tone and projection and the paramount need to make a good early impression. This course builds on existing skills and seeks to enhance performance and develop confidence by providing a structured approach combined with practice sessions and focused feedback. The programme seeks to build a perception of presenting as a means for delegates to meet their professional goals and not an exercise that creates fear and apprehension.

Learning Outcomes

The training will help participants

- Communicate boldly and connect with any audience for results
- Inspire confidence, trust and admiration when presenting in front of colleagues, customers and superiors
- Learn to use appropriate body language, voice and tone in order to create a positive and lasting first impression with every interaction
- Plan a concise, persuasive, professional presentation
- Communicate ideas with clarity and dynamism
- Learn how to answer questions convincingly
- Build stronger business and personal relationships

Who Should Attend

Managers, executives, sales representatives or any professionals who need to be able to inform, convince or persuade clients or work colleagues.

THE EMERGING LEADER DEVELOPMENT PROGRAMME

COURSE FEE : N175,500

DATE : MAY 23 – 25, SEP 19 – 21

Overview

In our ever-changing world, executives and senior management are beginning to realize that it takes more than good management and technology to succeed. Leaders must be fully evolved, high-performing players able to build high-performing teams, and they must possess the savvy and interpersonal skills to shape and influence outcomes across organizational boundaries.

Specifically, mid-level leaders are key members of an organization. As change happens so frequently and workforces become more dispersed, mid-level leaders are the people who hold the organization's strategy together. As a result, they must be able to communicate and collaborate across functions, business units and levels of leadership as well as inside and outside the organization, hence, the development of mid-level leadership is highly important.

To help organisations, ensure long-term sustainability and increase competitive advantage in today's talent-driven economy, this programme is useful to prepare potential successors to take up leadership roles. The programme is created out of the need to support managers and potential managers in developing and retaining every organisation's most valuable asset, the 'people'.

Learning Outcomes

The training will help participants

- Draw on insights from psychology to create a self-development action plan
- Understand of the role of line managers as people managers and developers as well as the ability to establish the link between HR activities of line managers and the company's capacity to execute its strategies
- Understand of models for fostering trust in work groups leading to a great workplace
- Use effective communication skills of active listening and questioning
- Create a motivational environment using feedback and reinforcement to guide and motivate behaviour
- Understand of the principles of emotional intelligence and its impact on personal effectiveness and work relationships

Who Should Attend

Managers, executives, sales representatives or any professionals who need to be able to inform, convince or persuade clients or work colleagues.

STRATEGIC AWARENESS AND BUSINESS ACUMEN

COURSE FEE : N175,500

DATE : JUN 14 – 15

Overview

The term “business acumen” is simply the art of linking an insightful assessment of the external business world with an understanding of how money can be made. Then stakeholders develop key strategies to deliver desired results. This intelligence provides great scope to make good business judgements and quick decisions that are ultimately profitable for your organisation.

No single aspect of managerial skill is more important. If the assessments and assumptions taken are inaccurate, your organisation’s strategic positioning is likely to be misplaced. The result is developing wrong capabilities, hiring unskilled people, entering the wrong markets, and focusing energy on non-profitable activities.

This programme helps participants to understand business acumen, the proven linkages that exist and the importance of developing strategic skill sets.

Learning Outcomes

The training will help participants learn

- ➔ How to understand business growth
- ➔ How to manage and control cash flow
- ➔ How to interpret financial statements
- ➔ How to focus on value-add activities
- ➔ How to interpret pricing and costing to make effective financial decisions
- ➔ How to segment and target profitable market segments
- ➔ How to understand the linkages between strategic decision-making processes and the external business world
- ➔ How to understand the importance of making sound business decisions and focusing upon key performance indicators.

Who Should Attend

Supervisors, Team Leaders, and Management



THE FUTURE OF HR: REDESIGNING EMPLOYEE EXPERIENCE

COURSE FEE : N250,500

DATE : JUL 26 – 28

Overview

As the international environment becomes ever more complex and demanding, organisations are placing a premium on HR Professionals whose outlook, knowledge and skills enable them to achieve and maintain success in an increasingly challenging environment.

This interactive and engaging training course on The Future of HR will show participants how to re-engineer HR to suit the needs and demands of a changing workforce, organisation and economy. Participants will also learn about the latest and best practices in HR globally and what the leading organisations are doing to remain relevant and successful.

This three (3) day training programme focuses on providing participants with maximum take-home value from their investment in their own development. This is a training course you should attend.

Learning Outcomes

This programme will help participants

- Understand human psychology and the appropriate HR response
- Re-engineer their HR delivery and services to remain relevant and competitive
- Maximise their strategic Human Resource delivery
- Retain valuable employees
- Show the added value of HR to their business
- Analyse HR's role in change leadership
- Learn best practice in HR modelled in the world's leading organisations

Who Should Attend

Anyone who needs to understand HR strategy or re-engineer their HR service delivery



PEOPLE ANALYTICS FOR HR PROFESSIONALS

COURSE FEE : N250,500

DATE : APR 25 – 27, SEP 5 – 7

Overview

Employee salaries and HR programmes often account for close to half of many organisations' operating expenses. One reason for this high level of investment is the recognition that people are the ultimate source of innovation and competitive advantage. To leverage maximum employee value and potential, many leading organisations are turning to HR analytics to gain a deeper understanding of their workforce and improve the quality and credibility of HR decision-making. Modern human resources specialists now use data and algorithms to drive business solutions.

At a time when the old ways of running HR are no longer enough to keep pace with competition and technology, HR professionals now need to develop robust analytical skills. However, figuring out where to start with analytics, how to evaluate and critique HR data, and how to best communicate and translate results to the broader organisation are key challenges.

This three (3) day programme will provide participants with essential knowledge and tools for HR metrics and analytics to improve the quality and credibility of their HR decision-making.

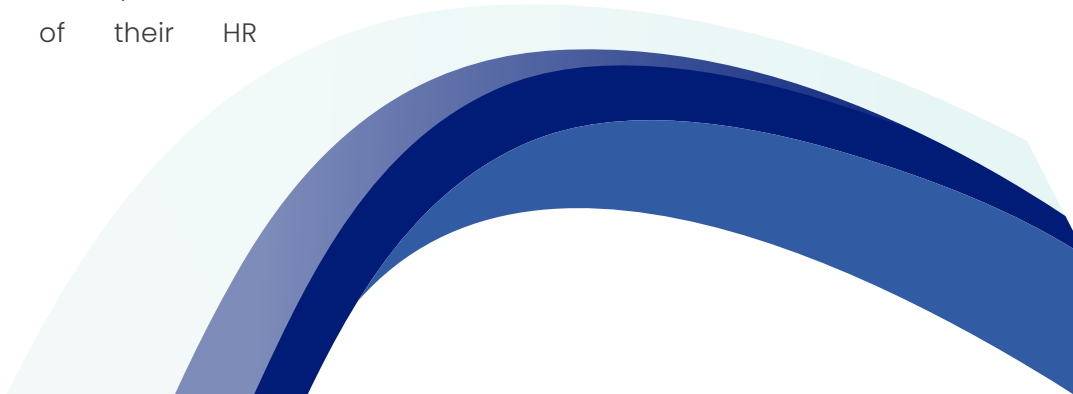
Learning Outcomes

The training will help participants

- Derive meaning from metrics and results
- Apply HR analytics to support evidence-based decision-making and evaluation of HR investments
- Differentiate between measures of HR efficiency, effectiveness, and impact on business
- Tell persuasive stories involving HR and organisational data
- Communicate results and recommend strategies that inform business decisions

Who Should Attend

HR practitioners, learning and development, talent management, organisational development, and workforce planning analysts



HIGH LEVEL BEHAVIOURAL INTELLIGENCE

COURSE FEE : N150,500

DATE : JUL 18 – 19, OCT 17 – 18

Overview

Emotional intelligence strategies combined with native intelligence increases our ability to function effectively and manage the constant challenges from colleagues and business associates. An in-depth understanding of the various temperaments and guiding emotions with logical reasoning is necessary.

This two (2) day programme is designed to not only impart knowledge and build skill but ultimately, to ensure a change in behaviour. Using the Clarity4D model with practical exercises and group discussions, this course will provide participants with the opportunity to become more aware of their emotions as well as that of others and be able to handle challenges in maintaining positive environments, collaborative relationships and overcoming resistance and negativity.

Learning Outcomes

The training will help participants

- Become more aware of their emotions and how to deal with others
- Better appreciate the use of emotions and logic in decision making
- Relate and communicate better with others based on their understanding of their personality type
- Understand emotional energy matrix
- Be able to manage others' perception of them
- Master tools to regulate and gain control of their own emotions
- Perform and lead under pressure



Who Should Attend

Leaders and managers at all levels as well as anyone seeking to improve their interpersonal skills.

THE STRATEGY AND HIGH-IMPACT LEADERSHIP PROGRAMME

COURSE FEE : N205,500

DATE : NOV 14 – 16

Overview

Strategic thinking is a core competency needed now more than ever. Strategies are continuously being recalibrated to ensure a smooth sail irrespective of an uncertain business environment. As executive leaders, strategic thinking helps to judge value-creating potential and risk, think more clearly about future challenges, develop viable solutions, and innovate to turn threats into opportunities. It is a vital competency to help executive leaders effectively formulate and plan organisational strategies; and bring those strategies to action.

In this training course, participants will gain the knowledge and skills needed to analyze problems, spur creativity, and implement innovative ideas in a practical way in the workplace. Participants will develop a better understanding of the organisational environment and how to align strategy and its implementation with the organization's goals. They will also look at some strategic thinking processes and then practice these processes using a case study. Our Clarity4D approach will help participants understand how to integrate various "Jungian Preferences" into the process of creating solutions – formulating and executing strategies that cut across these preferences.

Learning Outcomes

The training will help participants

- Make better decisions through strategic thinking and creative problem solving
- Cultivate strategic intelligence gathering and analysis skills, formulate strategy, and plan for strategy implementation.
- Gain deeper knowledge into organizational strategy and business unit strategy development.
- Undertake a strategic diagnosis of their part of the business – Uncover unique capabilities, as well as weaknesses; See how threats can be opportunities and vice versa
- Transform their creativity into practical business solutions
- Develop actionable plans tied to business goals and oversee the implementation and ongoing assessment

Who Should Attend

Professionals and managers who are interested in enhancing their strategic thinking capabilities and strive to become a truly influential leader

LEADING FOR ORGANISATIONAL IMPACT

COURSE FEE : N175,500

DATE : OCT 4 - 6

Overview

Numerous studies show that in a business-as-usual environment, leaders that are self-aware and socially aware perform better and foster more loyalty and engagement in their teams. An organisation focused on control will not unleash the creativity and innovation necessary to navigate a crisis and emerge healthy on the other side. Leadership is more important now than ever and can be the differentiator in every organisation – to turn crisis into opportunity. Strong social awareness and emotional intelligence is critical for leaders to make balanced decisions, cultivate a “can-do” culture, and build for the future.

This three (3) day workshop aims to equip participants with exceptional leadership skills and provides a practical and highly relevant approach to effective leadership in the 21st century. The programme is designed to be 100% experiential and lessons learned are simple and easy to apply in personal and professional life. It is a powerful and enlightening personal learning experience and because it is simple and about color energies, people recognize and remember, they are also able to apply the principles in the cause of their interaction with people.

The Clarity4D model goes beyond profile assessment by providing an avenue for feedback which is valuable to lead to important, actionable insights into behavior, personality quirks, biases, strengths, and unattended-to areas.

Learning Outcomes

The training will help participants learn

- Understand how to lead from the inside out
- Use colours to understand the different Jungian behaviour
- Better understand how to guide employees towards achieving shared goals
- Improve manager-employee relations for best results
- Understand the 4 dimensions of leadership development
- Explore their ‘instinctive’ selves
- Be more forward-thinking leaders by changing how they work together, engage their people through crisis, and collaborate to make critical decisions and adapt in VUCA environment.

Who Should Attend

Senior management employees, line managers, supervisors and potential supervisors

ADAPTIVE (AGILE) PROJECT MANAGEMENT

COURSE FEE : N275,500

DATE : MAY 16 – 18

Overview

This course focuses on the core components of Agile project management, examining how it is distinct from traditional project management and equipping course participants with strategies and techniques for successful Agile project implementation. Participants will practice the role of a project manager facilitating Agile practices towards achieving desired outcomes, as well as take a more in-depth look at the fundamental Agile concepts of adaptive planning and value-driven delivery in dynamic and often highly constrained environments.

The course is designed for anyone in a project environment who is looking for a lean yet structured approach to project management, that enables faster response to change and that is conducive to rapid and collaborative implementation of high-priority initiatives

Who Should Attend

Anybody who wishes to gain an understanding and certification of the basics of Agile methodologies.

Learning Outcomes

The training will help participants learn to

- Develop understanding about the underpinning philosophy, principles, and benefits of Agile
- Gain knowledge of the different Agile methodologies and frameworks
- Understand how Agile can be used in conjunction with other Project Management Frameworks
- Understand the different management styles needed for successful Agile projects
- Consider the steps required and challenges faced in implementing Agile within an organisation
- Manage Agile project constraints and trade-offs
- Monitor and measure Agile project and team performance
- Enable teams to maximise value delivered, and ensure customer and stakeholder satisfaction
- Contribute to creating an Agile culture



STRATEGIC ORGANISATIONAL KNOWLEDGE MANAGEMENT

COURSE FEE : N225,500

DATE : MAR 27 - 29

Overview

Knowledge Management (KM) is a crucial strategic tool for organizations that want to retain and build on learning and experience. It is a secret ingredient that many project-led organizations use to reduce costs, increase performance, and delight clients. Knowledge Management (KM) strategy is a plan that describes how an organization will manage its information and knowledge better for the benefit of that organization and its stakeholders. A good KM strategy is closely aligned with the organization's overall strategy and objectives. This training is targeted at participants who need help with a Knowledge Management plan or who wish to help their organisation learn quickly and remain agile.

In this training experienced facilitators will guide participants using a mix of participatory, practical activities, theory, and case examples. Participants will find out how their organisation can learn from its people and its experiences to become more innovative, responsive, and strategic.

Learning Outcomes

The training will help participants learn to

- Develop a culture that harnesses the know-how and experience of employees
- Make knowledge accessible to everyone who needs it
- Use Knowledge Management to achieve and support organization's strategic objectives
- Develop a conducive environment for knowledge sharing and overcoming challenges

Who Should Attend

CEO, Director, Senior HR executives, managers, supervisors, advisors, and officers who wish to contribute to the development and implementation of HR strategy.



UNDERSTANDING THE TELECOMMUNICATION VALUE CHAIN

COURSE FEE : N350,500

DATE : OCT 25 – 26

Overview

With a lot of the sectors in the economy hit negatively during the COVID pandemic, the telecommunications sector experienced a major boom. Further statistics have shown that the Telecom sector is expected to have strong growth over the next period with rising adoption of Internet of Things (IoT). The growth in the industry is mainly driven by increasing population, communication service, rising adoption of smartphone services, amongst others.

While the competition in the industry is highly consolidated with few players, leaders continue to enjoy significant market share at high competition. The industry does not come off as one with easy entrance for various reasons; majority of stakeholders do not have a strong grasp of the dynamics and value chain that operates within the industry. With diverse innovation in the industry, the full potential of the industry is yet to be revealed.

The training is designed to give participants an insight in the history of the telecommunication sector in Nigeria vis-à-vis the global market. Participants will take a dive into the crux of the industry – the stakeholders involved in the telecom value chain, the challenges faced in the industry, analysis of trends, the future of the industry amongst others.

Learning Outcomes

The training will help participants

- Understand the history of telecommunication in Nigeria
- Understand the various changes and shifts that has taken place in the sector
- Aware of the policies that guide the industry
- Understand the value chain that plays out in telecoms
- Understand the major challenges affecting the telecom industry
- Survey the future trends of the sector and likely ways to position as a company/country

Who Should Attend

Telecommunications businesses, stakeholders and all those who are seeking to build an indepth knowledge of the telecommunication value chain.

2023 TRAINING PROGRAMME CALENDAR

List of Courses

COURSE TITLE	Duration	Fee (₦)
Leading High	3 DAYS	175,500
Strategic Organisation Knowledge Management	3 DAYS	225,500
Understanding the Fundamentals of the Power Sector	3 DAYS	350,500
People Analytics for HR Professionals	3 DAYS	250,500
Adaptive (Agile) Project Management	3 DAYS	275,500
The Emerging Leader Development Programme	3 DAYS	175,500
Strategic Awareness and Business Acumen	2 DAYS	175,500
Advanced Public Speaking and Presentation Skills	3 DAYS	175,500
High Behavioural Intelligence Using Clarity4D	2 DAYS	150,500
The Future of HR: Re-engineering the Employee Experience	3 DAYS	250,500
Developing Strategic Partnerships, Joint Ventures & Consortia	3 DAYS	375,500
Selling Through Service	2 DAYS	175,500
Leading for Organisational Impact	3 DAYS	175,500
Understanding the Telecommunications Value Chain	2 DAYS	350,500
The Strategy and High Impact Leadership Programme	3 DAYS	205,500
Managing Workplace Diversity Using C4D	3 DAYS	250,500
Understanding the Oil & Gas Sector Business - Upstream & Downstream	3 DAYS	350,500

January			February			March			April			May			June		
1 Su	New Year's Day		1 We			1 We			1 Sa			1 Mo	Early May Bk. H		1 Th		
2 Mo	Substitute Day		2 Th			2 Th			2 Su			2 Tu			2 Fr		
3 Tu			3 Fr			3 Fr			3 Mo			3 We			3 Sa		
4 We			4 Sa			4 Sa			4 Tu			4 Th			4 Su		
5 Th			5 Su			5 Su			5 We			5 Fr			5 Mo		
6 Fr			6 Mo			6 Mo			6 Th			6 Sa			6 Tu		
7 Sa			7 Tu			7 Tu	Leading High-performing Sales Team		7 Fr	Good Friday		7 Su			7 We		
8 Su			8 We			8 We			8 Sa			8 Mo			8 Th		
9 Mo			9 Th			9 Th			9 Su			9 Tu			9 Fr		
10 Tu			10 Fr			10 Fr			10 Mo	Easter Monday		10 We			10 Sa		
11 We			11 Sa			11 Sa			11 Tu	Understanding the Fundamentals of the Power Sector		11 Th			11 Su		
12 Th			12 Su			12 Su			12 We			12 Fr			12 Mo		
13 Fr			13 Mo			13 Mo			13 Th			13 Sa			13 Tu		
14 Sa			14 Tu			14 Tu			14 Fr			14 Su			14 We	Strategic Awareness & Business Acumen	
15 Su			15 We			15 We			15 Sa			15 Mo			15 Th		
16 Mo			16 Th			16 Th			16 Su			16 Tu	Adaptive (Agile) Project Management		16 Fr		
17 Tu			17 Fr			17 Fr			17 Mo			17 We			17 Sa		
18 We			18 Sa			18 Sa			18 Tu			18 Th			18 Su		
19 Th			19 Su			19 Su			19 We			19 Fr			19 Mo		
20 Fr			20 Mo			20 Mo			20 Th			20 Sa			20 Tu		
21 Sa			21 Tu			21 Tu			21 Fr			21 Su			21 We		
22 Su			22 We			22 We			22 Sa			22 Mo			22 Th		
23 Mo			23 Th			23 Th			23 Su			23 Tu	The Emerging Leader Development Programme		23 Fr		
24 Tu			24 Fr			24 Fr			24 Mo			24 We			24 Sa		
25 We			25 Sa			25 Sa			25 Tu	People Analytics for HR Professionals		25 Th			25 Su		
26 Th			26 Su			26 Su			26 We			26 Fr			26 Mo		
27 Fr			27 Mo			27 Mo	Strategic Organisation Knowledge Management		27 Th			27 Sa			27 Tu	Advanced Public Speaking and Presentation Skills	
28 Sa			28 Tu			28 Tu			28 Fr			28 Su			28 We		
29 Su						29 We			29 Sa			29 Mo			29 Th		
30 Mo						30 Th			30 Su			30 Tu			30 Fr		
31 Tu						31 Fr						31 We					

July			August			September			October			November			December		
1	Sa		1	Tu		1	Fr		1	Su		1	We		1	Fr	
2	Su		2	We		2	Sa		2	Mo		2	Th		2	Sa	
3	Mo		3	Th		3	Su		3	Tu		3	Fr		3	Su	
4	Tu		4	Fr		4	Mo		4	We	Leading for Organisational Impact	4	Sa		4	Mo	
5	We		5	Sa		5	Tu	People Analytics for HR professionals	5	Th		5	Su		5	Tu	
6	Th		6	Su		6	We		6	Fr		6	Mo		6	We	Understanding the Oil & Gas Sector Business - Upstream & Downstream
7	Fr		7	Mo		7	Th		7	Sa		7	Tu		7	Th	
8	Sa		8	Tu	Leading High-performing Sales Team	8	Fr		8	Su		8	We		8	Fr	
9	Su		9	We		9	Sa		9	Mo		9	Th		9	Sa	
10	Mo		10	Th		10	Su		10	Tu	Advanced Public Speaking and Presentation Skills	10	Fr		10	Su	
11	Tu		11	Fr		11	Mo		11	We		11	Sa		11	Mo	
12	We		12	Sa		12	Tu		12	Th		12	Su		12	Tu	
13	Th		13	Su		13	We		13	Fr		13	Mo		13	We	
14	Fr		14	Mo		14	Th		14	Sa		14	Tu	The Strategy and High-Impact Leadership Programme	14	Th	
15	Sa		15	Tu		15	Fr		15	Su		15	We		15	Fr	
16	Su		16	We		16	Sa		16	Mo		16	Th		16	Sa	
17	Mo		17	Th		17	Su		17	Tu	High Behavioural Intelligence using Clarity4D	17	Fr		17	Su	
18	Tu	High behavioural Intelligence using Clarity4D	18	Fr		18	Mo		18	We		18	Sa		18	Mo	
19	We		19	Sa		19	Tu	The Emerging Leader Development Programme	19	Th		19	Su		19	Tu	
20	Th		20	Su		20	We		20	Fr		20	Mo	Managing Workplace Diversity Using C4d	20	We	
21	Fr		21	Mo	Developing Strategic Partnerships, Joint Ventures & Consortia	21	Th		21	Sa		21	Tu		21	Th	
22	Sa		22	Tu		22	Fr		22	Su		22	We		22	Fr	
23	Su		23	We		23	Sa		23	Mo		23	Th		23	Sa	
24	Mo		24	Th		24	Su		24	Tu		24	Fr		24	Su	
25	Tu		25	Fr		25	Mo		25	We	Understanding the Telecommunications Value Chain	25	Sa		25	Mo	Christmas Day
26	We	The Future of HR: Reengineering the Employee Experience	26	Sa		26	Tu		26	Th		26	Su		26	Tu	Boxing Day
27	Th		27	Su		27	We		27	Fr		27	Mo		27	We	
28	Fr		28	Mo		28	Th		28	Sa		28	Tu		28	Th	
29	Sa		29	Tu		29	Fr		29	Su		29	We		29	Fr	
30	Su		30	We	Selling Through Service	30	Sa		30	Mo		30	Th		30	Sa	
31	Mo		31	Th					29	Tu					31	Su	



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