BROOT
CONSULTING
Strategy | Innovation | Research

BROOT Consulting

2024

TRAINING CALENDER

Theme:

High Performance Beyond Boundaries

A List of our course offerings

LEADERSHIP COURSES

Leading Agile Transformation

Leading with Emotional Intelligent
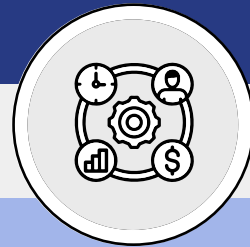
Future Leadership skill training

Leading in the Age of Constant Disruptions

Building Leadership Competencies that Achieve Exceptional Results

Creative leadership and innovation Management

Artificial Intelligence and Leadership: Redefining Leadership in the Age of Ai
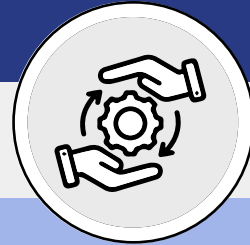
PROJECT MANAGEMENT COURSES

Technical Project Management

Mastering Project Management
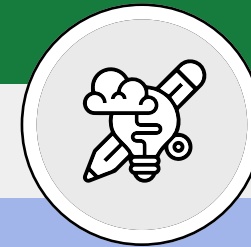
Project Management Leadership skill

CHANGE MANAGEMENT COURSES

Connect then lead: Driving meaningful change in leadership transformation

Driving Change and Innovation Vision for Desired Future States

DESIGN THINKING COURSES

Design Thinking Fundamentals

Design Thinking For Leaders

Customer Journey Mapping Workshop

Customer Experience Design

Product Design Workshop: Designing For Gen Z Workshop

Design Thinking For Product Development

Design Thinking For Digital Transformation

INNOVATION AND STRATEGY COURSES

Customer Experience Management Workshop

Critical Thinking, Problem-Solving and Innovation

Digital Transformation and Innovation

Creativity, critical thinking, and Problem-solving

Autonomous thinking:The art of thinking for oneself and acting proactively.

Driving disruptive Innovation

About Us

Founded in 2005, we are a leading management consulting firm focusing on Leadership, Strategy, Innovation and Research. We constantly walk with our clients to drive the skill set required to thrive in this age of constant disruptions. Our service delivery and capacity-building engagement uses a human-centric approach as the foundation for creating meaningful and sustainable solutions that strengthen organisations' offerings. We offer a flexible range of enterprise learning solutions. We continuously equip ourselves with up-to-date technology, strategy, and Leadership knowledge to maximise added value to our clients in this age of continuous disruptions.

Our talented facilitators work with diverse participants to ensure value for money and a memorable learning experience. We pride ourselves on a promise to go beyond expectations. We achieve this based on three fundamental values that drive our engagement: **CHARACTER, COMPETENCE AND COMMITMENT.**

Our Approach

Our training workshop is a high-energy and hands-on event.
• Learning by doing method.
• High energy and fun interactions
• Enjoyable and exciting group exercises and breakouts
• Hands-on workshop with real-life examples and case studies
• Interactive and engaging discussion to enrich the experience and maximise knowledge.

Our Approach

## What's the structure of the training?
• Guided learning Cohort-based learning
• Problem-solving Continuous feedback
• Case studies
• Role-play
• Field Research

Training Delivery Options:
Our training program offers flexibility in delivery, with options for both open and customized programs. We can tailor any of our training programs to suit your team's specific needs.

Open Programs:
• Our open training program is designed to accommodate both businesses and individuals.
• It is particularly suited for those who may not have enough participants to run a group
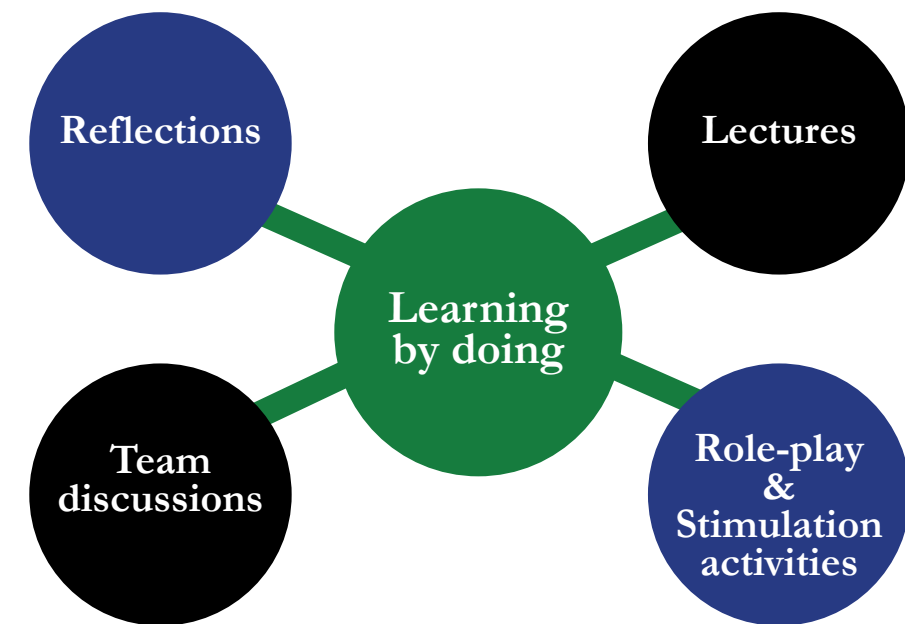
session. This option is available both in physical and virtual formats.

In this format, you'll have the chance to:
• Interact and learn from professionals representing a variety of industries.
• Benefit from networking opportunities with peers from different organizations.
• Gain valuable insights from experts in diverse industry sectors.

Reflections

Lectures

Learning by doing

Team discussions

Role-play & Stimulation activities

Think, Visualize then actualize

Adventurous, Creative and Flexible

Put your Mind To work and Reap the benefits

Learn, Play and deliver

OUR WORK PRINCIPLES

Achieve more With less

Persevere, They don't Give up

Collaborate, Embrace and Drive change

Enjoy work And make it fun

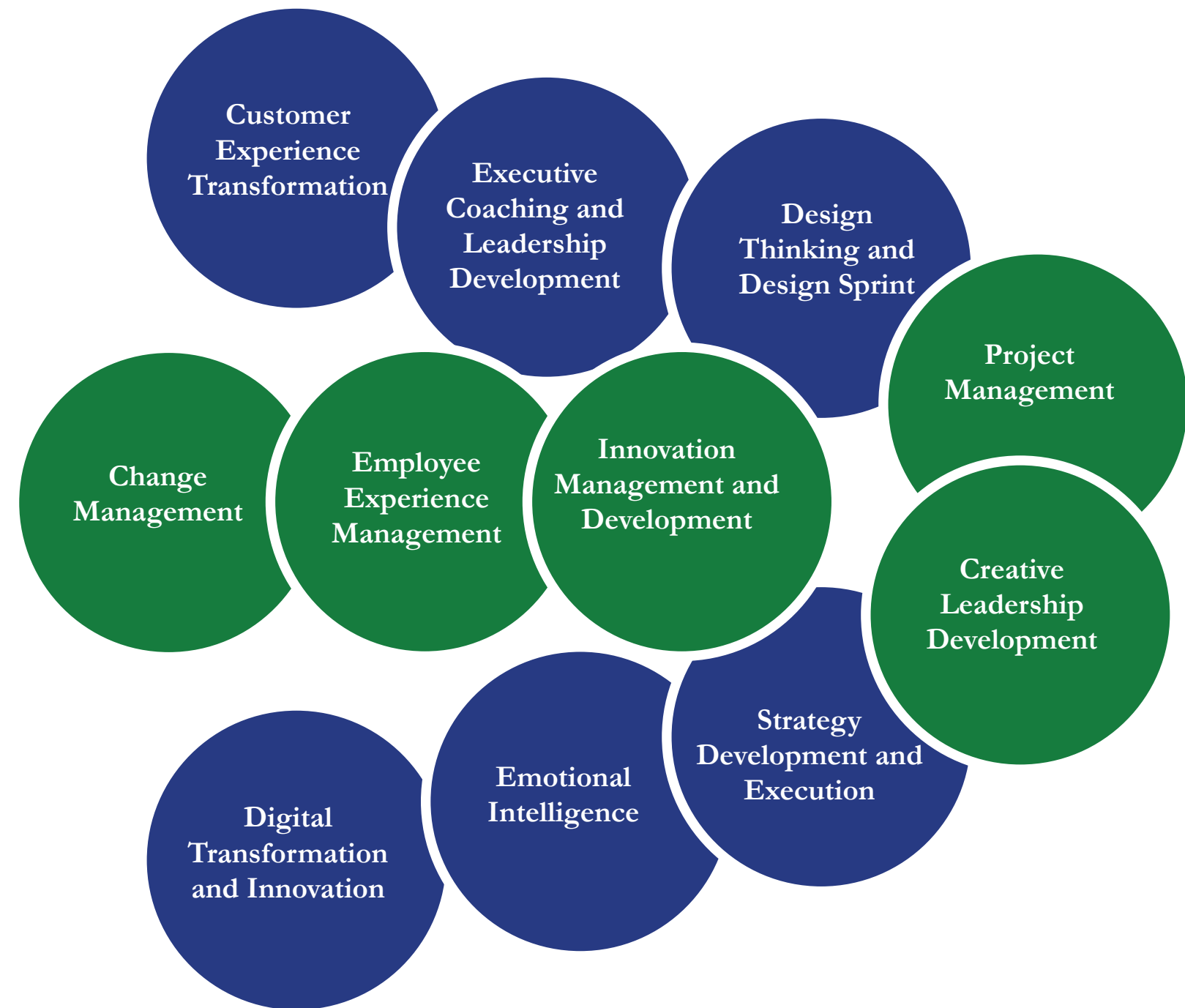Don't follow The crowd, let their work Stand out

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Our Learning and Talent Development Focus

We work with organisations to build relevant skills in the core area of Innovation management, leadership and strategy development.
We take pride in our passion for knowledge transformation by delivering engaging and adaptable learning and talent development experiences tailored to your business performance needs.

How are we different? We bring international competence and network into local situation, thus making the program affordable. Participants work with real problem scenarios in order to drive meanings that add value to their work and their organisations. At the end of each training, you get concept which you can further develop in real business concept.

We offer customized training that meets your needs for local and international capacity development programs. We operate in 28 countries on four continents; thus , we got you covered through our robust network.

Customer Experience Transformation

Executive Coaching and Leadership Development

Design Thinking and Design Sprint

Project Management

Change Management

Employee Experience Management

Innovation Management and Development

Creative Leadership Development

Digital Transformation and Innovation

Emotional Intelligence

Strategy Development and Execution

Feedback From Our Clients

The Design Thinkers Bootcamp was a life changing experience. I learnt to think differently about solving problems and designing product and solutions. I now understand the need to be open-minded, constantly learn, unlearn and relearn. Thank you Designthinkers Academy Nigeria. **MOROLAKE PHILLIP- LADIPO BRAND AND MARKETING COMMUNICATIONS, WEMA BANK**

"Exciting, Engaging, Tasking. The two-diamond concept was awesome; I will bring the knowledge to bear on my team. Kudos BROOT Nigeria." **-TEMITOPE SANYAOLU, MANAGER CLIENT IMPLEMENTATION STANBIC IBTC**

"One of the best training I've attended. Insightful and fun. Full of activities, makes you think outside the box and unlock your creative confidence." **EKIOMADO OMOREGIE FIRST BANK NIGERIA. INTERNAL COMMUNICATION.**

Feedback from
Our Clients

"December Moment,
One of the major highlights for me in December was the design thinking training for product designers and managers and I can say it was an amazing experience and extremely enlightening.
"When any real progress is made, we unlearn and learn anew what we thought we knew before." Henry David Thoreau.
Thank you Seamless HR for this opportunity and the training brilliantly conducted by Olukunle Iyanda Ph.D , FCA, MBA, MSc. And his Team in BROOT Consulting" **TEMIDAYO AIYEDONA UX/UI DESIGNER, SEAMLESS HR**

It has been an interesting class at Think- Tank broad section with BROOT Consulting.The topic we learnt was all about innovation, from this have been able to see that innovation is broader , that it has other sections that we really to work on so as to bring up new ideas.
AUGUSTA CREDIT ADMIN DEPT, UNITY BANK

The workshop exceeded my expectations. It reactivated my innovation mindset and rekindled the question… can this be done? Can this be improved?"-**EGWU MIKE OKO FIRST BANK PLC**

I got immense value from the Programme! The sessions were very practical, allowing for a blend of classroom learning, field work, and hands-on application of this learnings in solving actual real-life problems.I have taken the skill to my organization and it has influenced some of the wins recorded this year." **ADAOBI OKEREKEOCHA , GROUP PORTFOLIO MANAGER, INTER-SWITCH GROUP**

Courses	No of Runs	Duration	Fee(N) Exclusive of VAT	January	February	March	April	May	June	July	August	September	October	November	December
LEADERSHIP COURSES															
Artificial Intelligence and Leadership: Redefining Leadership in the Age of Ai	2	5days	650,000.00				15-19			8-9					
Leading Agile Transformation	2	3days	350,000.00	23-25								17-19			
Leading with Emotional Intelligent	3	2days	250,000.00		6-7									3-4	
Future Leadership skill training	3	2 days	250,000.00			11-12			1- 2	29-30					
Leading in the Age of Constant Disruptions	3	2 days	250,000.00	18-19					10-11					18-19	
Building Leadership Competencies that Achieve Exceptional Results	2	3 days	350,000.00		14-16			22-24							
Creative leadership and innovation Management	3	2 days	250,000.00		22-23									7-8	
PROJECT MANAGEMENT COURSES															
Technical Project Management	2	4days	650,000.00					28-31			19-22				
Mastering Project Management	3	5 days	650,000.00					6-10		15-19	12-16				
Project Management Leadership skill	2	4 days	500,000.00			18-21						2-5			
CHANGE MANAGEMENT COURSES															
Driving Change and Innovation Vision for Desired Future States	2	4 days	550,000.00						24-27					14-17	
Connect then lead: Driving meaningful change in leadership transformation	2	3 days	350,000.00		19-21					22-25					

Courses	No of Runs	Duration	Fee(N) Exclusive of VAT	January	February	March	April	May	June	July	August	September	October	November	December
DESIGN THINKING COURSES															
Design Thinking Fundamentals	2	3days	550,000.00							3-5				24-26	
Design Thinking For Leaders	3	2days	350,000.00		8-9				24-25			5-6			
Customer Journey Mapping Workshop	3	2days	350,000.00			7-8				18-19			2-3		
Customer Experience Design	2	4 days	550,000.00		26-29										
Product Design Workshop: Designing For Gen Z Workshop	2	5 days	650,000.00	8-12											
Design Thinking For Product Development	2	4 days	550,000.00				16-19				20-23				
Design Thinking For Digital Transformation	2	4 days	550,000.00											5-8	
INNOVATION AND STRATEGY COURSES															
Customer Experience Management Workshop	2	3days	450,000.00			26-28					5-8				
Critical Thinking, Problem- Solving and Innovation	3	3days	350,000.00	15-17						24-26					
Digital Transformation and Innovation	3	3 days	350,000.00						19-21					10-12	
Creativity, critical thinking, and Problem-solving	3	3 days	350,000.00			4-6		13-15				11-13			
Autonomous thinking:The art of thinking for oneself and acting proactively.	2	2 days	250,000.00										8-12		
Driving disruptive Innovation	3	3 days	350,000.00				2-3				12-14		28-30		

Leadership
Courses

Lagos & Abuja Centre

Leading Agile Transformation

Course Overview

Becoming an agile organisation is a profound undertaking that requires senior leaders, middle managers, and agile team members to change how they organise their work, manage it, and measure the results of the work. The changes for all involved are profound, but so are the results when everyone's goals and working methods are aligned. Agile teams cannot do this independently; they need the entire organisation's help.

Surviving and thriving in the era of constant disruptions require competence in fundamental transformation for organisations to become more agile. Those making the transition successfully achieve substantive performance and health improvements: enhanced growth, profitability, customer satisfaction, and employee engagement. This course is designed to help participants build new mindsets and capabilities to transform themselves, their teams and their organisations.

Workshop Objectives

Participants will understand and appreciate how Agile Leadership is a cross-functional unifier that removes silos, promotes cross-collaboration, solve complex problems, and creates innovative solutions. The workshop will:

• Equip participants with the knowledge and skills to thrive in an unpredictable, rapidly changing environment.
• Equip participants with the knowledge to promote a new culture that breaks down silos and fixed mindsets in place of creative and collaborative culture
• Build a mindset that extends and transcends competencies that made their leaders successful in the past.
• Finally, the training will equip participants with the know-how and confidence to drive effective

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Learning Outcome
- Mastering Agile Principles: Gain a deep understanding of Agile methodologies and principles.
- Effective Change Leadership: Develop the skills to lead and facilitate organisational change towards Agile practices.
- Team Empowerment: Learn how to empower teams to self-organise and deliver value efficiently.
- Agile Frameworks:Familiarise yourself with various Agile frameworks like Scrum, Kanban, and Lean.
- Continuous Improvement: Implement strategies for ongoing process improvement within Agile teams.
- Communication and Collaboration: Enhance communication and collaboration skills to drive Agile success.
- Problem Solving: Develop problem-solving abilities to address challenges in the Agile journey effectively

4 Course Modules

Module 1: Introduction to Agile Transformation
- Understanding the need for Agile Transformation
- Importance of Leadership Involvement
- Characteristics of Agile Mindsets
- Overcoming Resistance to Change
- Fostering a Culture of Continuous Learning
- Embracing Adaptability and Experimentation

Module 2: Agile Leadership
- Role of Leadership in Agile Transformation
- Servant Leadership vs. Traditional Leadership
- Defining Key Performance Indicators (KPIs)
- Establishing Feedback Loops for Continuous Improvement
- Ensuring Alignment of Agile Teams with Business Goals

Module 3: Change Management and Communication
- Strategies for Effective Change Management
- Communicating Agile Transformation across the Organization
- Involving Stakeholders in the Transformation Process
- Identifying Metrics for Tracking Progress
- Monitoring Team Performance and Efficiency
- Measuring Customer Satisfaction and Value Delivery
- Using Data to Drive Decision-Making

Module 4: Sustaining Agile Transformation
- Strategies for Long-Term Sustainability
- Identifying Signs of Regression and Addressing Them
- Nurturing a Culture of Continuous Improvement
- Celebrating Successes and Recognising Contributions
- Analysing Real-Life Agile Transformation Case Studies
- Learning from Successes and Failures
- Extracting Lessons Applicable to Different Scenarios
- Q&A and Discussion

Target Audience

This course is suitable for the following:
- Directors, Team Leads, Operations Directors and Managers, Heads of Departments Operations Executives, Departmental Managers

Duration: 3 days
Cost: 550,000.00
Date: Jan 23-25(Lagos) & Sep 17-19, 2024(Abuja)

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Leading With Emotional Intelligence

Course Overview

Recent studies indicate that Emotional Intelligence (EI) is a powerful key to effective Leadership. Leading with the Emotional Intelligence workshop will enable you to develop greater self-awareness and better self-management of your emotions. This training will help participants gain the ability to recognise and manage their feelings and that of others.

This training course delivers in-depth knowledge and practical skills for your participants to ensure they are active, emotionally intelligent leaders. They will learn how to apply emotional Intelligence to specific leadership situations to gain the authority and success they strive for as leaders.

Workshop Objectives

The course will highlight the following:
• Develop intrapersonal skills of self-awareness and self-regulation
• Practice interpersonal skills of empathy and relational skills
• Manage emotional stress
• Develop wellness in our lives
• Be an innovative leader

Learning Outcome:
• Develop an accurate self-awareness of yourself.
• Practice self-management.
• Have a positive influence on the emotions and motivation of others.
• Develop cohesive, emotionally intelligent teams.
• Create an atmosphere that fosters emotional Intelligence.
• Understand and apply the psychology of Leadership.

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Module 1: Introduction to Emotional Intelligence:
- Historical Roots of Emotional Intelligence (EQ).
- Importance of Perception.
- Developing Self-awareness through Understanding of Personality.
- Growing Openness to New Ideas and Effectiveness

Module 2: Psychology of Leadership.
- Holistic Leadership.
- Understanding Personality Styles for Teamwork. Optimising our strengths.
- Managing our Emotional Stress. High EQ Leadership

Module 3: Apply Psychology in Leading in an Emotionally Intelligent Way:
- Enhancing Self-awareness.
- Empathy: Increase Your Level of Social Awareness.
- Delegating Tasks and Responsibilities.
- Managing Self and Leading Others. Influencing and Inspiring People

Target Audience

This course is suitable for the following:
- HR Managers, Team Leads • Departmental Managers • Operations Directors and Managers
- Heads of Departments • Operations Executives, Officers, and staff

Duration: 2 days
Cost: N250, 000:00
Dates: February 6-7(Lagos), July 1-2(Lagos), October 3-4, 2024(Abuja)   **Location:** Virtual

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Future Leadership Skill Training

Course Overview

Distinguishing between management and leadership is always evident. The Future Leadership Skills Training program is carefully crafted to provide current and aspiring leaders with the necessary expertise and insights to excel in the swiftly evolving business environment. Mastering diverse skills and cultivating specific qualities is imperative to succeed as a leader. This training course will strongly emphasise nurturing leadership competencies that demonstrate effectiveness in the current context and ensure adaptability in response to shifting technological landscapes, evolving industries, and dynamic workforce structures. Participants will acquire a profound understanding of the prevailing trends influencing the future of leadership and will be equipped with the skills to lead with flexibility, Innovation, and resilience.

Workshop Objectives:

• Understand the key Leadership and Management skills.
• Grasp crucial Leadership and Management skills.
• Develop skills vital for emerging leaders.
• Cultivate Innovation and creativity in teams and organisations.
• Develop communication and collaboration skills for diverse teams.
• Explore Leadership from various angles.
• Boost emotional intelligence and empathy for effective leadership.
• Utilise technology and data for informed decisions.
• Create a vision and strategy for long-term leadership success.

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Learning Outcome

Upon completion of this course, participants will be able to:
• Lead with agility and adaptability, navigating through uncertainty and change.
• Encourage Innovation and constant improvement in teams.
• Communicate well with diverse team members and stakeholders.

• Manage emotions for stronger relationships.
• Demonstrate resilience in the face of challenges and setbacks.
• Utilise technology and data-driven insights to make informed leadership decisions

8 Course Modules

Module 1: The Evolving Landscape of Leadership
• Exploring the Changing Role of Leaders
• Identifying Trends and Challenges in Future Leadership

Module 2: Leading with Adaptability
• Navigating Change and Uncertainty
• Tactics for Agile Leadership

Module 3: Nurturing Innovation and Creativity
• Cultivating an Innovative Culture
• Approaches to Stimulating Team Creativity

Module 4: Effective Communication and Collaborative Skills
• Mastering Communication in Diverse Teams
• Constructing Collaborative Relationships

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Module 5: Emotional Intelligence for Effective Leadership
- Grasping Emotional Intelligence Concepts
- Enhancing Empathy and Self-awareness

Module 6: Building Resilience and Well-being
- Strengthening Personal and Team Resilience
- Techniques for Maintaining Well-being and Managing Stress

Module 7: Leadership in the Age of Technology and Data
- Harnessing Technology for Leadership Excellence
- Employing Data for Informed Decision-Making

Module 8: Shaping Your Leadership Vision
- Formulating a Personal Leadership Vision
- Crafting a Long-term Strategy for Leadership Success

Target Audience

This course is suitable for the following:
- HR Managers, Team Leads • Departmental Managers • Operations Directors and Managers
- Heads of Departments • Operations Executives, Officers, and staff

Course Duration: 2 days
Cost: N250, 000:00
Dates: March 12-13(Lagos), July 25-26(Lagos), August 29-30, 2024(Abuja)
Location: Virtual

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Leading In The Age Of Constant Disruptions

Course Overview

From COVID-19, Russia, and Ukraine wars and constant shifting in the business lines due to technological advancements, the spate of disruptions in this era transcends anything ever recorded in the history of humanity. The style of yesterday is speedily becoming obsolete, so how are you to lead in this era of disruptive globalisation?

Regardless of size and area of operation, every organisation must prepare its workforce for global competencies because, today, managers and leaders operate within a worldwide context. In the past, most companies could focus on their own country or, at most, their region. Those days are over. The trend toward globally connected markets is becoming stronger.

Two-day catalytic experiences of rich learning, new ideas, fresh perspectives, and inspiring stories are designed to equip participants with global competencies and a mindset.

Course Objectives:

• Equip participants with the skills to lead effectively in rapidly changing environments.
• Develop the ability to navigate and guide teams through constant change.
• Foster a culture of Innovation and creativity within organisations.
• Enhance the capacity to make informed and agile strategic decisions.
• Cultivate resilience within teams to thrive amidst ongoing change.
• Prepare leaders to lead in the era of digital transformation and emerging technologies.
• Improve communication and collaboration skills for diverse and remote teams.
• Facilitate personal leadership growth and self-awareness in dynamic environments.

Learning Outcome

Upon completion of this course, participants will be able to:
• Demonstrate the ability to adapt leadership styles to changing circumstances effectively.
• Apply change management strategies to navigate organisational shifts smoothly.
• Foster an environment where Innovation and creativity flourish.

• Develop teams that can withstand challenges and continue to perform optimally.
• Lead organisations through digital transformation initiatives successfully.
• Communicate effectively in various team settings, including remote and diverse environments.
• Experience personal growth as a leader, with increased self-awareness and adaptability in dynamic contexts.

8 Course Modules

Module 01: The Global Leader of the Future: New Competencies for a New Era Leadership Characteristics For the Future
• Thinking globally,
• Appreciating cultural diversity
• Demonstrating technological savvy
• Building partnerships and sharing Leadership (virtually, too).

Module 02: The Critical Role of Empathy in Leadership
• Understanding the concept of Ubuntu
• Exploring the generational divide
• The empathy walk exercise

Module 03: Connectional Intelligence: Understanding the Strategy of Successful Leaders
- What type of connector are you?
- Leadership and Design
- Using connectional Intelligence to gain visibility and advance your career
- Application of connectional Intelligence to the digital world
- Get Big things done

Target Audience

This course is suitable for the following:
- Directors
- Team Leads
- Departmental Managers
- Operations Directors and Managers
- Heads of Departments, Operations Executives

Duration: 2-Days
Cost: N250, 000:00
Dates: Apr 2-3(Lagos), Jun 10-11(Lagos), Nov18-19 2024(Abuja).
Location: Lagos, Abuja

Building Leadership Competencies That Achieve Exceptional Results

Course Overview

As a leader, acting according to a clear set of principles requires Consistency and predictability, which are foundational for a successful relationship between the leader and the team. Successful leaders take the time to know their values and priorities and set an internal compass to keep them on course. This greater self-knowledge and self-confidence improves the effectiveness of both the leader and the team. This course is designed to help managers and transitioning managers discover human ways that will enable them to build values, priorities, and expectations that deliver in this ever-changing world.

Workshop Objectives

This course will build your capacity so that you can know
• How to achieve exceptional results without working so hard.
• How to focus on the issues that matter and ignore those that don't.
• Know the right questions and find the right connections.
• How to find meaningful achievement by defining the core of the firm and yourself.
• How to value thought above action to create winning strategies.
• Meeting strategic, operational, and tactical goals.

Learning Outcome

By the end of the workshop, participants would have learned to:
• Diagnosing and solving issues through people
• Discerning the few key activities which will produce the BEST Results
• Understanding cause and effect relationship
• Investigating causes vs. symptoms
• Simplifying and prioritising critical thinking and analysing complex problems
• Seeking the means for greater achievement

4 Course Modules

Module 1: Impactful Leadership
- The 4Cs of Effective Leadership: Understand BE, KNOW, DO, HAVE
  - Personal Effectiveness
    - Best Practices for Strategic Alignment
      - Leading at a Higher Level

Module 2: Leadership for Strategic Accomplishment
- Essential Characteristics of the Strategic Manager
  - Value thought over action
    - Drive out conformity
      - Drive out the status quo
        - Master the art of thinking
          - Innovation over perfection
            - Extreme Ambition

Module 3: Performance Measurement beyond the traditional KPI
- Evaluating
  - Controlling
    - Budgeting
      - Motivating
        - Celebrating
          - Promoting
            - Continuous Learning
              - Continuous Improvement

Module 4: Future Leadership Competencies
• Open the creative side of your people
• Liberate them to achieve their full potential
• Identify the few outstanding personal skills
• Encourage these skills to benefit the team

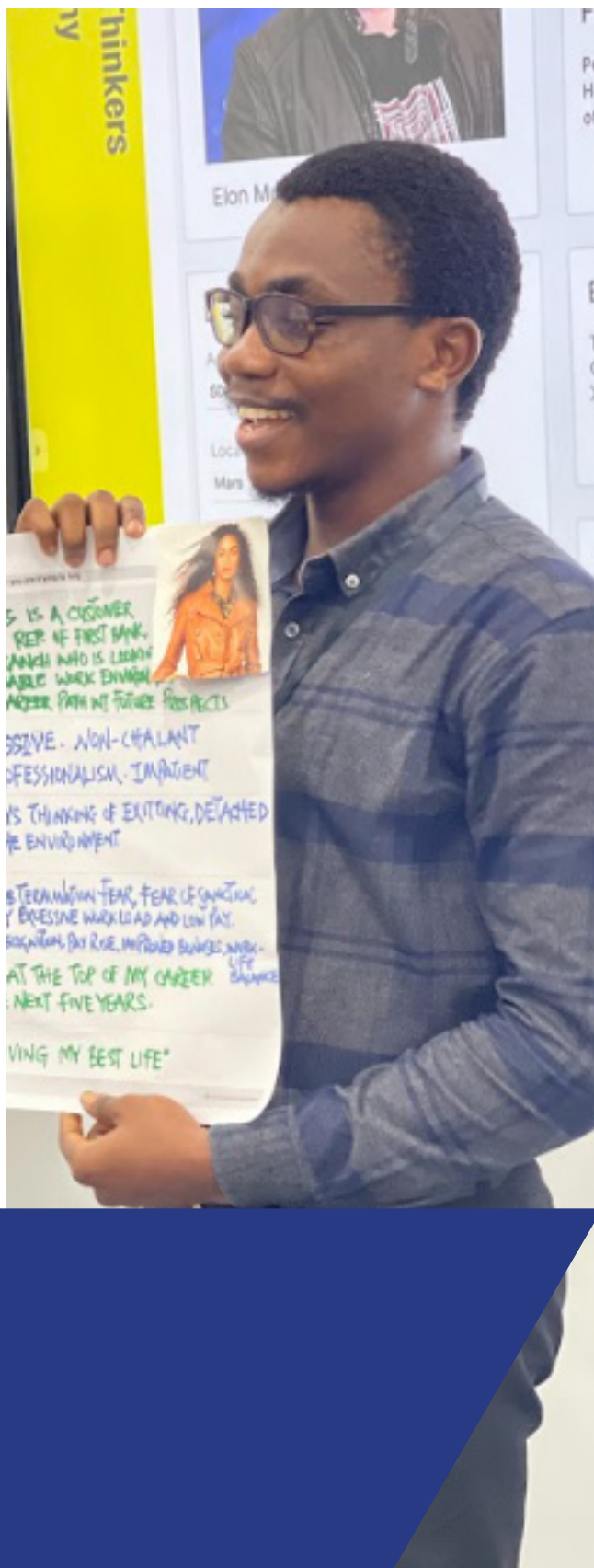**Target Audience**

This course is suitable for the following:
• Team Leads • Departmental Managers • Operations Directors and Managers
• Heads of Departments • Operations Executives, Officers, and staff

Course Duration: 3 days
Cost: N350, 000:00
Dates: Feb 14-16(Lagos), May 22-24(Abuja) & Sep 10-12, 2024
Location: Lagos, Abuja

Creative Leadership And Innovation Management

Course Overview

Living in an ever-changing and dynamic world, the ability to think creatively and innovatively are essential skills that determine the level of performance achievable by each organisation. According to Albert Einstein, we cannot solve our problems with the same consciousness with which they are created. This course will equip participants with a tool to spur creativity and enhance their problem-solving skills. Moreover, we shall infuse a human-centred perspective as the foundation for building problem-solving capability skills.

Workshop Objectives

• Empower participants to think clearly, solve problems creatively, and present arguments logically and compellingly.

• Build the capacity to brainstorm a range of possible solutions to address each significant underlying cause
• Select and apply the appropriate technique based on the opportunity or problem.
• How to use design thinking to generate ideas and discover creative solutions
• How to analyse failure to improve future performance

Learning Outcome

Upon completion of this course, participants will be able to:
• Participants will learn how to create and sustain a workplace culture that encourages and supports Innovation.
• Develop the ability to apply creative problem-solving techniques to tackle complex challenges and find innovative solutions.

- Understand how to align innovation initiatives with organisational strategy to drive growth and competitiveness.
- Develop strategies for identifying, assessing, and managing risks associated with innovation projects.

- Acquire skills in managing organisational change that often accompanies innovation efforts.
- Apply creative leadership and innovation management concepts to real-world scenarios and case studies.

6 Course Modules

Module 1:Critical Thinking and problem-solving: the key to effective decision making
- How do critical thinkers think?
- Creative Environments for Critical Thinking
- Importance of critical thinking to decision making.

Module 2: Defining the problem thinking process

Module 3: Identify the Problem using tools:
- How to conduct a Root cause Analysis (RCA)
- Fish-bone Diagram,
- The 5-Whys

Module 4: Understanding Human-centered thinking
- What is Design thinking?
- Divergence: brainstorming,

- Brainwriting Problem Solving Skills: Convergence.
- How to develop innovative, game-changing ideas.

Module 5: Creative Decision-Making Development.
- Avoiding cognitive bias and fallacies
- Solution Prototyping
- Creative Risk Management

Module 6: Workshop Application

Target Audience

This course is suitable for the following:
- Human Resource professionals.
- Middle, Upper, and senior-level executives.
- Team leads/Managers

Duration: 2 days
Date: February 19-22(Lagos), April 22-25, Sept 23-26, 2024(Abuja)
Cost: 550,000.00
Location: Lagos

Artificial Intelligence And Leadership: Redefining Leadership In The Age Of Ai

Course Overview

Amid continual technological disruptions that create opportunities and upheaval for governance and business, it is incumbent upon leaders to continually upskill and gain significant knowledge that enables them to lead effectively and tap into the arrays of opportunities that come with various emerging technologies.

Our Leadership with AI program acts as a conduit for individuals, offering a pathway to unlock the genuine potential of AI and propel strategic decision-making, nurture innovation, and lead confidently within the digital epoch. Leadership with AI is a transformative initiative meticulously crafted to equip executives and professionals with the essential knowledge, competencies, and strategies indispensable for thriving in the perpetually evolving realm of artificial intelligence (AI).

This transformative course is designed to equip current and aspiring leaders with the essential knowledge and skills to thrive in the rapidly evolving landscape shaped by AI.

Learning Objectives:

- **Understanding AI:** Grasp the fundamentals of AI technology and its impact on various industries.
- **Leadership in the AI Era:** Explore how AI redefines traditional leadership roles and strategies.
- **Ethical Considerations:** Learn to navigate the ethical implications and responsibilities of implementing AI.
- **Innovative Strategies:** Develop AI-driven approaches for problem-solving and decision-making.
- **Future-Proof Skills:** Enhance your adaptability and resilience in a tech-driven future.

Learning Outcome

Upon completion of the course, Participants will be able to:

• Comprehend how AI reshapes leadership roles, decision-making and organizational structures.
• Deploy AI-driven tools and techniques to heighten leadership effectiveness, decision-making, and problem-solving within their respective domains.
• Recognizing and outlining opportunities for implementing AI and ML methods to bolster business performance.
• Cultivating a mindset and culture conducive to leveraging AI-enabled revolutions.
• Acknowledging the ethical, privacy, and regulatory considerations in AI and ML for safer implementation.
• Assessing and revamping the current leadership mindset to foster innovation and reinvention using AI.

5 Course Modules

Module 1: Introduction to AI and Leadership
  • Understanding AI: Basics and Applications
   • AI's Impact on Traditional Leadership Roles
    • Case Studies: AI-Driven Leadership Transformations
     • Workshop: Adapting Leadership Strategies for AI Integration

Module 2: AI-Enabled Decision Making
     • AI in Decision Making: Tools and Approaches
      • Role Plays and Simulations: Decision-Making with AI
       • AI Implementation Challenges in Leadership
        • Group Discussions: Implementing AI in Decision-Making Processes

Module 3: Change Management for AI Adoption
- AI and Innovation: Cultivating a Culture of Change and Innovation
- Workshop: AI in Change Management and Transformation
- Case Studies: Successful AI-Driven Innovations
- Implementing AI-Driven Changes in Organizations

Module 4: Ethics and Leadership in AI Era
- Ethics in AI: Principles and Frameworks
- AI and Social Responsibility in Leadership
- Debate Session: Ethical Dilemmas in AI-Enabled Leadership
- Workshop: Building Ethical AI Leadership Strategies

Module 5: Capstone and Future Perspectives
- Capstone Project Presentations: Implementing AI in Leadership
- Roundtable Discussion: Future of Leadership in AI-Driven Environments
- Networking Session: Future Collaborations and Opportunities

Target Audience

This course is suitable for the following:
- Senior Executives, Middle and Senior Managers, HR and Talent Development Professionals, Tech and AI Professionals, Leadership Development Coaches and Consultants and Policy Makers

Duration: 5-Days
Cost: N650, 000:00
Dates: April 17-21 & July 8 -12, 2024(Abuja)
Location: Lagos, Abuja.

Change Management Courses

Lagos & Abuja Centre

Connect Then Lead: Driving Meaningful Change In Leadership Transformation

Course Overview

Transformational change requires leaders and managers to think of the organisation, first and foremost, as a source of strategy implementation and to achieve critical business priorities. We must learn to lead and manage change instead of feeling lost! Change management aims to support organisation members and stakeholders to adapt to a new vision, mission, process, and systems and effectively manage change resistance. This hands-on discovery session will take the participants into a deep dive into building transformational strategies. The workshop will showcase how top management can create a genuine transformational leadership strategy, from leadership mindset and agile strategic thinking to world-class innovation strategies.

Course Objectives

- Understand the Foundations of Leadership

- Develop Effective Communication Skills.
- Gain insights into change management strategies to lead organisational transformations successfully.
- Foster Inclusivity and Diversity
- Explore authentic leadership practices that promote trust and transparency.
- Discover how to lead meaningful change initiatives that have a lasting impact on your organisation.
- Develop a Personal Leadership Action Plan

Learning Outcome

Upon completion of this course, participants will be able to:
- Increase the ability and confidence to lead and control organisational change in a variety of situations
- Clarify the why, what and how of the organisation's context, establish direction and set flexible goals

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- Communicate the change in a trustworthy and credible manner
- How to reassure others when changes need to occur and take them on the Journey with you.
- How to understand the needs of different behavioural styles to provide everyone on the team with the support

they need during times of change.
- Effective communication techniques ensure that all information is clearly and completely understood.
- How to move towards a new customer base. Better understand potential customers and how you could add value to their efforts.

5 Course Modules

Module 01: How to continually grow and transform your organisation
- Reassures others when changes need to occur and takes them on the Journey.
- Growth versus achievement: the mindset for change
- Freedom in the frame: getting comfortable with experimentation
- Understanding how digital players disrupt your marketplace
- Using digital experimentation to strengthen your market position

Module 02: How to disrupt your thinking
- Gain a strategic lens and a deeper understanding of your thought patterns.
- Fearless change: activate emotions of agility
- Best-self thinking and strengths-based change

Module 03: How to get the best out of your team
- Get the best performance out of your people, even during periods of disruption.
- Personalised purpose: The power of "Why?

- Script your change story

Module 04: Dealing with Mirror approach to change
- How to approach change within your organisation
- Organisation successful change manager
- Understand the empathic transformation
- Discover new ways of working at home and in the office.

Module 05: What is Transformational Change?
- Understanding the compelling 'case for change.'
- Transformation and change: what same coin has a different side? Change resistance and stakeholder management
- Tempered Radical approach to transformation.

Target Audience

This course is suitable for the following:

Team Leads   • Departmental Managers   • Operations Directors and Managers   • Heads of Departments
• Operations Executives, Officers and staff

Duration: 3-Days
Cost: N350, 000.00
Location & Dates: February 19-21(Lagos), July 22-24(Lagos) & September 17-18, 2024.

Project Management Leadership Skill

Course Overview

Today, a large chunk of projects are ill-conceived and poorly executed, with outcomes falling below expectations. The primary reason is that most Team leads are ill-equipped to build and lead a dynamic team. The resultant effect of poor leadership on a project is a massive loss of resources. Our leadership course for Project Management is designed to take your skills to a higher level. This is a comprehensive exploration of the Leadership skills required for project success. We will take you on a journey of discovering your strengths, areas for development, and your team's. This is a "must-do" course for anyone who wants to run successful projects.

Course Objectives

• Learn how to effectively initiate projects by defining goals, objectives, and project scopes, and understand the role of leadership in this phase.

• Develop skills to create comprehensive project plans, including task scheduling, resource allocation, risk assessment, and budgeting, while emphasising leadership strategies.

• Explore techniques for building and leading high-performing project teams, focusing on communication, conflict resolution, and motivation.

• Develop the ability to identify and manage risks effectively, make informed decisions, and guide project teams through uncertainty.

• Discover leadership strategies for maintaining project quality standards and managing deviations from the project plan.

• Understand the ethical responsibilities of project leaders and how to make ethically sound decisions throughout the project lifecycle.

Learning Outcome

Upon completion of this course, you will:
• Know your leadership strengths and areas for development.
• Explore and analyse how to analyse and empower your team to succeed.

• Know how to lead with authority and in an openly accountable way.
• Explore the fundamental skills of coaching to engage & develop your team.
• Implement an Action

4 Course Modules

Module 1: Project Leadership – Key Skills
  • Leadership Skills for Project Success
    • Building a high-performing Project Team
      • Motivation and Empowerment

Module 2: Project Leadership – Engagement and Development
    • Leading with Open Accountability
      • Engaging Key Stakeholders Effectively
        • Coaching Your Project Team

Module 3: Keeping Projects on Track
      • Delivering Projects under Pressure
        • Dealing with Difficult Stakeholders
          • High-level Communication

Module 4: Lean Project Management Essentials
- Lean principles
- Lean Models
- The 5S transitions

Target Audience

This course is suitable for the following:
- Team Leads, Departmental Managers, Operations Directors and Managersn, Heads of Departments Operations Executives, Officers and staff

Course Duration: 4 days
Cost: N500, 000:00
Dates: March 18-21, October 15-18, 2024
Location: Lagos, Abuja

Driving Change And Innovation Vision For The Desired Future States.

Course Overview

Driving and inspiring change are challenging. Globally, 70% of change programs end up in failure. Unquantifiable Resources in Time, Money, and Emotions are unduly wasted. Without a bold and sustainable transformational program, the organisation will only churn mediocre performance. Without successful change programs, Leaders will only live passing the time without any profound legacy.

With the changing market landscape and customer behaviour recently enhanced by the COVID-19 pandemic, equipping managers with a change management toolkit is "Sine qua non." Our Change Management capability scale-up gives managers toolkits for easy change Visioning, Messaging and Transitions. Participants will be equipped with the skills for practical and creative uncovering of people's real pain, gauging the authentic mood of the people, and articulating their mindsets so that they can carry out successful change management programs

Course Objectives

The essence of our proposal is to work with you to achieve the following
• Transform organisational performance and culture
• Improved operating efficiencies, revenue and industry positioning
• Transform User/Customer-centric culture delivery
• Improve service delivery that delivers the highest standards of performance and cohesion.
• Enables you to prepare, equip and support your team to successfully adopt your change programs to drive organisational success and outcomes.

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• Reduce resistance and build buy-in and critical commitment to your transformational agenda.
• Change Management creates a strategic capability for increasing organisational effectiveness

Learning Outcome

By the end of the workshop, participants would have learned to:
• Understand the Importance of Change Management

• Identify Change Drivers
• Assess Organisational Readiness
• Develop a Change Vision
• Engage Stakeholders
• Mitigate Resistance to Change
• Implement Change Initiatives
• Measure and Monitor Progress
• Leadership Skills

6 Course Modules

Module 01 Change Imperatives
• Change and Transformation: The Imperatives
• Communicating change: vision, message, messenger, buy-in
• Psychology of Change: 7-principles of change
• Evaluating organisation change competency
• Change management success criteria
• Catalyst for change

Module 02 Change Management: Impact and Success
• The current change in the change management process
• Myths about change
• Planning and effective change
• Prioritising change and management plan
• Your change management strategy
• Connecting change management to business

4 Course Modules

Module 03: Change Approach: The 5Rs: Risk, Resistance, Resources, Roles and Roadmap
- Change team and change intervention,
- Influence and persuasion
- Diagnose gaps and manage resistance
- Risk assessment.
- People's attitude to change
- Change goal, Review and Retrospect
- Case Study

Module 04: Change Management: Plan and Execution
- Change blueprint
- Stakeholder Engagement,
- Change Value Enablement:
- Updating change readiness assessment, Planning Ahead
- Backlog refinement
- Capacity planning
- Change Progress Monitoring and Evaluation

Module 05: Change: Adoption, Performance and Review
- Creating strategic alignment
- Maximising connectedness
- Change journey maps
- Priortisation and Techniques
- Performance review

- Sustainability activation
- Ownership Transfer

Module 06: Change Delivery and Next Step
- Best practices for leading change
- Change Management to Leadership
- Scaling transformation project
- Aligning for acceleration: consolidating performance improvement
- Retrospective Presentations.
- Next steps and Action Map

Target Audience

This course is suitable for the following:

- Team Leads   • Departmental Managers   • Operations Directors and Managers
- Heads of Departments   • Operations Executives, Officers, and staff

Duration: 4-Days
Cost: N500, 000:00
Dates: Jun 24-27(Lagos), Oct 14-17,2024(Abuja)
Location: Lagos, Abuja.

Innovation And Strategy

Courses

Lagos & Abuja Centre

Customer Experience Management Workshop

Course Overview

How can you get everyone in your organisation – especially those who seem insulated from the customer to finally see how their actions affect customers and then to care deeply about improving?

Our 3-day Customer Experience (CX) Workshop is highly interactive and gives you the tools to dramatically transform your employee's perception and relate to the customer. Participants will leave the workshop with skill, experience, and a strong commitment toward delighting the customer.

The program gives opportunity to your employees from different functions (Marketing, Finance, Production, Quality Assurance, Engineering, HR, Supply Chain, Sales and IT) to co-creatively articulate and develop a customer-obsession culture through a deep understanding of your Value Proposition

Course Objectives

Understanding Customer Experience (CX): Gain a comprehensive understanding of what CX entail, its significance, and its Impact on business success.

Data-driven Insights: Learn how to gather and leverage customer data to make informed decisions and enhance the overall customer experience.

Omni channel Experience: Explore strategies for delivering a consistent and seamless customer experience across various touch points and channels.

Customer Journey Mapping: Learn how to create and analyse customer journey maps to identify pain points and opportunities for improvement.

Feedback and Voice of the Customer (VoC): Understand how to collect, analyse, and act upon customer feedback to drive CX improvements.

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Service Excellence: Develop techniques for delivering exceptional customer service that exceeds expectations.
Crisis Management: Learn how to effectively handle and recover from CX-related crises, maintaining customer trust.
Ethical Considerations: Examine the ethical aspects of CX management and ensure that customer interactions adhere to ethical standards.

Learning Outcome
Upon completion of this course, participants will have:

- A transformed attitude towards the delivery of customer-centric services
- Deep understanding of the VOC and ability to empathise with customers proactively.
- Better handling of demanding customers
- Organisation achievement of a long-lasting improvement in customer satisfaction metrics
- Reduction in customer complaints.
- Increased profit and customer goodwill.
- Improved employee morale and job satisfaction.

4 Course Modules

Module 01: Understanding Customer Experience
- Customer Experience: what is it, and why does it matter?
- Customer-obsessed brands, what makes them tick?
- Customer-Obsessed Leadership and Customer Obsession. Learn what customer-obsessed leaders do and identify behaviours and tactics to adopt.

Module 02: Develop and Drive Action With the organisation Voice of Customer (VoC) Program
- Generate critical insights and drive action for the company VoC program
- Activate Culture for Customer Obsession Translate customer obsession into real behaviours to spark and sustain culture transformation.

Module 03: Mapping for Insights
- Benefits and values of customer journey maps
- Becoming a journey-led organisation.
- Research for customer journey mapping
- Master the critical steps to highly effective journey mapping to install customer-obsessed decision-making.
- Drive Action from Customer Journey Maps Learn tactics for embedding journey maps and a journey mindset throughout your organisation.

Module 04: Designing the Experience that the customer wants
- Understand how to build the right experiences and test and continuously improve their Impact.
- Enabling CX with Technology Identify, select, and implement the right technologies to support your CX strategy.
- Elevating CX Measurement Establish discipline and prepare your measurement program for effective scaling.
- Next steps and action plan for an organisational-wide customer experience program

Target Audience

This course is suitable for the following:
- Directors/Deputy Director, Senior Managers in Finance, Sales, marketing, HR and Production, Team Leaders, Process Leaders, Functional Managers, Project Managers, Newly appointed Senior Managers

Duration: 3-Days
Cost: NGN450, 000:00
Date: Mar 26-28(Lagos) & Aug 5-8, 2024(Abuja)
Location: Lagos, Abuja

Critical Thinking, Problem-Solving And Innovation

Course Overview

This training program has been crafted to provide participants with the necessary skills and mindset to effectively engage in critical thinking, problem-solving, and Innovation. Esteemed organisations recognised for success are known for nurturing internal environments that promote creative problem-solving and Innovation. This course delves deep into establishing such a corporate culture, arming delegates with the capacity to craft innovative solutions for real-world business challenges upon their return to their workplaces.

The central learning experience revolves around a sequence of practical case study exercises, which will be utilised to exemplify the fundamental principles associated with critical thinking and innovative problem-solving. Additionally, these exercises will allow delegates to assess and apply their knowledge and expertise.

Course Objectives

Upon completing this training, participants will:

• Understand the principles of critical thinking and its role in decision-making.

• Develop proficiency in problem-solving techniques, including root cause analysis and structured problem-solving approaches.

• Cultivate a mindset that encourages creativity, Innovation, and continuous improvement.

• Enhance communication and collaboration skills to work effectively in problem-solving teams.

• Apply critical thinking and problem-solving strategies to real-world scenarios.

• Implement techniques to overcome common cognitive biases that hinder effective decision-making.

• Foster a culture of Innovation within their organisations.

• Develop an action plan for personal and organisational improvement in critical thinking, problem-solving, and Innovation.

Learning outcome

Upon completion of this course, participants will be able to:

• Develop the capacity to utilise diverse problem-solving tools, techniques, and established approaches independently and collaboratively within a team, enabling quicker and more effective decision-making.

• Drive a culture of Innovation within their teams and organisations.

• Collaborate with peers to tackle challenging problems collaboratively.

• Recognise and mitigate cognitive biases that can impede rational decision-making.

8 Course Modules

Module 1: Introduction to Critical Thinking and Problem-Solving

Understanding the importance of critical thinking

Problem-solving frameworks and methodologies

Identifying cognitive biases

Module 2: Creative Thinking and Innovation

Cultivating a Culture of Innovation

Techniques for fostering creativity

The innovation process

Module 3: Decision-Making and Risk Management

Rational decision-making models

Managing risk in decision-making

Ethical considerations in decision-making

Module 4: Problem Analysis and Root Cause Identification
- Root cause analysis techniques
- Identifying underlying issues
- Case studies in problem analysis

Module 5: Effective Communication and Collaboration
- Communicating complex ideas effectively
- Collaborative problem-solving strategies
- Team dynamics and collaboration

Module 6: Applying Critical Thinking and Problem-Solving
- Real-world problem-solving exercises
- Group projects and case studies
- Peer and instructor feedback

Module 7: Overcoming Resistance to Change
- Understanding Resistance to Innovation
- Strategies for managing resistance
- Implementing and sustaining change

Module 8: Action Planning and Continuous Improvement
- Developing a personal improvement plan
- Implementing organisational improvements
- Measuring progress and adjusting strategies

Target Audience

- Professionals, Managers, Supervisors, Senior managers

Duration: 3-Days
Cost: 350,000.00
Date: Jan 15-17(Lagos), July 24-26, 2024(Abuja)
Location: Lagos, Abuja

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Digital Transformation And Innovation

Course Overview

Any organisation at the forefront of digital transformation achieves sustainable growth and impressive margins while thriving through disruptions.Digital transformation affects businesses in many ways: the emergence of new business models, blurring of products and service offering lines and continuous modification of how organisations engage innovation processes and capabilities.

To survive in the rapidly changing digital economy, organisations must address the fundamental question of "How best can it create synergy between Leadership, innovation policies and practices and the digital transformation effort?"

In this course, participants will leave the workshop with a deep understanding of the relationship between Leadership, digital organisational strategy, and the creation and threats of disruptive Innovation.

Course Objectives

• Knowledge to evaluate the digital transformation challenges and disruptive innovation tendencies.
• Develop a robust understanding of digital transformation and build a strategy that can be implemented.
• Identify innovation opportunities and develop and implement change management techniques.
• Identifying reasons organisations fail at digital transformation and how to improve on them.
• Understand how to align Innovation and organisational goals.
• Gain insights on your first steps to implementing a digital transformation project.
• Develop a culture change which will support digital transformation and encourage an understanding of new customer behaviours.

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Learning Outcomes:

By the end of this course, participants will be able to:

• Analyse and assess the Impact of digital transformation on various industries and organisations.

• Generate innovative ideas and approaches to solve complex business challenges in the digital realm.

• Develop and implement a digital transformation strategy that aligns with organisational goals and industry best practices.

• Enhance the customer experience by leveraging digital tools and insights.

• Make informed, data-driven decisions in a digital context, considering cybersecurity and privacy.

• Transform innovative concepts into tangible digital solutions and products.

6 Course Modules

Module 01: Leading Digital Business Transformation
• Innovation strategies and foresight
• The Four Stages of Digital Transformation
• Micro-segmentation strategy for disruptive market entry;
• Maximising Digital Transformation ROI
• Creating an agile working methodology, organisation structure, and Design

Module 02: Thriving amid Disruptive Complexities
• Decode the mindset of digital disruptors
• Disruptive innovation types: low-end disruptions and new-market disruptions
• Building a Disruptive Innovation Model
• Recognising disruptive innovation tendencies.

Module 03: Disruption by Design: How to Create Products that Disrupt and then Dominate Markets
• Making Innovation happens through structure, process, Leadership, and culture

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- Understanding the Job to be done (JBTD)
- Diagnosis of Launch Failure: What Went Wrong? Why organisations fail at digital transformation.

Module 04: Data Science as a driver for change and culture
- Business value of Data and role in driving innovative experience
- Data visualisation; Growth metrics.
- Trends driving a fundamental shift
- Transformation through big data and analytics.

Module 05: Digital Strategy, Digital Workplace, and Digital Offerings
- Identifying competitive advantage
- Driving Technology Innovation with New Talent and Services.
- Fighting Against Disruption Case: JP Morgan and Capitec.

Module 06: Digital Strategy Performance Measurement.
- Analysis and metrics
- Development of KPIs in line with digital transformation.

Target Audience

This course is suitable for the following:
- Human Resource professionals
- Team leads/Managers
- Middle, Upper, and senior-level executives

Duration: 3 days
Date: Jun 19-21(Lagos) , November 10-12, 2024(Abuja)
Cost: NGN350, 000:00

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Creativity, Critical Thinking, And Problem-solving

Course Overview

This training program offers a comprehensive exploration of creativity, critical thinking, and problem-solving, providing participants with the skills and mindset necessary to excel in various personal and professional contexts. Through interactive learning experiences, practical exercises, and real-world applications, this course aims to unlock the potential for innovative thinking, effective decision-making, and creative solutions to complex challenges.

Course Objectives

•   Cultivate an organisational culture that encourages critical thinking and fosters Innovation.

•   Enable participants to enhance their clarity of thought, approach problems with creative solutions, and effectively communicate logical and persuasive arguments.

• Provide participants with the capability to pose pertinent questions for creative and rational problem-solving.

• Counteract intellectual arrogance and promote intellectual humility and self-discipline in the thought process.

• Surmount creative obstacles and question established approaches to workplace challenges.

• Choose and employ suitable techniques tailored to specific opportunities or problems.

• Apply a design thinking approach to stimulate idea generation and uncover innovative solutions.

Learning Outcomes

By the end of this course, participants will be able to:

Enhance Creative Thinking: Develop the ability to think creatively, generating innovative ideas and solutions across diverse domains.

Cultivate Critical Thinking: Foster critical thinking skills to analyse situations, evaluate information, and make well-reasoned decisions.

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Effective Problem-Solving: Acquire problem-solving techniques and frameworks to address complex issues systematically and efficiently.

Decision-Making Proficiency: Improve decision-making capabilities by integrating critical thinking and creativity into the decision-making process.

Communication Skills: Enhance the skill of articulating ideas, solutions, and conclusions clearly and persuasively to diverse audiences.

Collaborative Problem-Solving: Develop the ability to collaborate effectively within teams to solve multifaceted problems.

Adaptability and Innovation: Embrace a mindset of adaptability and Innovation, enabling the application of creative solutions to evolving challenges.

6 Course Modules

Module 1: Sparking Critical and Creative Thinking
- Introduction to the realms of creative and critical thinking
- The intricate process of critical and creative thinking
- The role of critical thinking in decision-making, Innovation, and unconscious biases
- Applying systemic thinking to navigate future pathways
- UtilisingDesign and play as tools for Innovation and problem-solving.

Module 2: Problem Framing and Management
- Framing problems and understanding the significance of empathy, including causes, structures, and scopes
- Recognising the Impact, interconnections, and limitations of problems
- Leveraging creative problem-solving techniques, such as Lego Serious Play (LSP), to dissect intricate issues

Module 3: Systematic Approaches to Problem Solving
- Emphasising the value of a critical approach to resolving problems
- Exploring problem-solving techniques suitable for individuals and teams

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- Identifying appropriate moments for critical thinking and recognising the roles of System 1 and System 2 thinking
- Overcoming obstacles encountered during the problem-solving process

Module 4: The Creative and Innovative Journey
- Exploring the five pillars of creativity: Philosophy, Place, People, Process, and Product
- Understanding innovation frameworks and the cultivation of an innovative culture
- Harnessing the potency of intention through Vision Boards
- Leveraging the power of conflict and differences in the creative process
- Implementing guidelines for effective problem-solving and decision-making

Module 5: Cultivating Creative and Critical Thinking within Teams
- Unveiling the Roles of the left and right brain in Innovation and creativity
- Adopting a designer's mindset for problem-solving
- Engaging in divergence through techniques like brainstorming and brainwriting
- Navigating problem-solving skills in the convergence phase
- Mastering the art of mind mapping as a versatile thinking tool
- Facilitating alignment and change management with ease

Module 6: From Concepts to Solutions
- Crafting a Stakeholder Analysis to assess power versus influence
- Building engagement through a systematic approach to solution implementation
- Expressing and illustrating free-form ideas
- Mapping and charting the realms of reality, potentiality, and strategic plans

Target Audience

- Human Resource professionals.
- Middle, Upper, and senior-level executives. • Team leads/Managers

Duration: 3 days
Date: March 4-6 & May 13-15 (Lagos), Sep 11-13, 2024(Abuja)
Cost: 350,000.00
Location: Lagos, Abuja

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Autonomous Thinking: The Art Of Thinking For Oneself And Acting Proactively

Course Overview

The "**Autonomous Thinking:** The Art of Thinking for Oneself and Acting Proactively" training program empowers individuals with the skills and mindset needed to engage in independent, critical thinking and take proactive actions in both personal and professional spheres. This course explores the concepts of autonomy, self-directed thought, and proactive decision-making, fostering the development of individuals who can navigate complex situations with confidence and self-reliance.

Course Objectives:

Upon completing this training, participants will:
• **Master Autonomous Thinking:** Develop the ability to think independently and critically, free from external influences or biases.
• **Proactive Decision-Making:** Acquire decision-making skills and taking the initiative confidently and proactively.
• **Self-Reflection:** Foster self-awareness and self-assessment to continuously improve one's thought processes and actions.
• **Effective Problem Solving:** Enhance problem-solving skills by applying autonomous thinking to complex challenges.
• **Effective Communication:** Improve the ability to communicate thoughts, ideas, and decisions clearly and persuasively.
• **Leadership Skills:** Develop leadership qualities by leading oneself effectively and setting an example for others.
• **Embrace Change:** Learn to embrace change positively, adapting autonomously to evolving circumstances.

Learning Outcomes

By the end of this course, participants will be able to:
• Exhibit the capacity to think autonomously,

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free from undue influence or bias.
• Apply autonomous thinking to solve complex problems efficiently and independently.
• Communicate thoughts, ideas, and decisions persuasively

and with clarity.
• Demonstrate leadership skills by effectively leading oneself and setting an example for others.

7 Course Modules

Module 1: Introduction to Autonomous Thinking
• Understanding autonomous thinking and its significance
• Differentiating between autonomous and dependent thinking
• Recognising the benefits of autonomous thinking

Module 2: Proactive Decision-Making
• The art of proactive decision-making
• Techniques for making decisions confidently
• The role of autonomous thinking in proactive actions

Module 3: Self-Reflection and Self-Awareness
• The importance of self-reflection in autonomous thinking
• Developing self-awareness and self-assessment skills
• Strategies for continuous self-improvement

Module 4: Autonomous Problem Solving
• Applying autonomous thinking to complex problem-solving

- Techniques for independently addressing challenging situations
- Leveraging Autonomous Thinking for Innovation

Module 5: Effective Communication
- Communicating thoughts, ideas, and decisions with clarity and persuasion
- The Impact of autonomous thinking on communication effectiveness

Module 6: Leading with autonomous thinking and proactively embracing change.
- Leading oneself effectively as a model for others
- Fostering leadership qualities through autonomous thinking
- Proactively adapting to change and uncertainty
- The role of autonomous thinking in embracing change positively

Module 7: Cultivating Creativity
- Encouraging creativity and Innovation through autonomous thinking
- Applying autonomous thinking to generate innovative solutions

Target Audience

- Directors/Deputy Directors, Senior Managers in Finance, Sales, marketing, HR and Production, Team Leaders, Process Leaders, Functional Managers, Project Managers, Newly appointed Seniors

Duration: 4 days
Date: Jun 3-6(Lagos), Abuja: Oct 8-12 ,2024(Abuja)
Cost: 500,000.00
Location: Lagos, Abuja

Driving Disruptive Innovation

Course Overview

Disruption and change are reshaping the workforce, necessitating readiness among managers across all tiers. This specialised training program, "Disruptive Innovation Leadership," addresses several pivotal aspects of conducting business in a diverse workforce, employing a multifaceted, cognitive mapping approach for innovative and agile responses to real-time disruptions in business logic.

Many managers have received foundational education at universities and expanded their skills through on-the-job training. While these educational and experiential components are vital, many managers exhibit slower responsiveness when faced with just-in-time (JIT) changes and disruptions.

Course Objectives

• Upon completion of this training course, participants will have the capacity to:

• Establish objectives for fostering Vertical Development among File Employees.

• Instil a sense of ownership of their development among innovative staff members with robust support.

• Cultivate both collective leadership and individual mentoring.

• Concentrate on innovation within numerous facets of leadership development.

Learning Outcome

By the end of this training program, participants will be able to:

• **Mastering Disruptive Innovation:** Gain a deep understanding of disruptive innovation concepts and principles.

• **Identifying Disruption Opportunities:** Develop the ability to identify disruptive opportunities within their industry and organisation

- **Strategic Thinking:** Enhance strategic thinking skills to align disruptive innovations with organisational goals.
- **Change Leadership:** Learn how to lead and manage change effectively in the context of disruptive innovation
- **Collaborative Innovation:** Foster collaboration and teamwork to drive disruptive innovation within cross-functional teams.

8 Course Modules

Module 1: Introduction to Disruptive Innovation
- Understanding the fundamentals of disruptive innovation historical examples of disruptive innovations

Module 2: Identifying Disruption Opportunities
- Recognising opportunities for disruptive innovation in various industries
- Evaluating the potential Impact of disruptive innovations

Module 3: Strategic Thinking for Disruption
- Strategic planning for disruptive innovation aligning Disruptive innovation with organisational strategies

Module 4: Innovative Problem-Solving
- Creative problem-solving techniques for addressing challenges in disruptive innovation and overcoming obstacles in disruptive innovation projects

Module 5: Leading Change in Disruptive Times
- The role of leadership in driving and managing change in disruptive innovation communication and engaging teams effectively during disruptive periods

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Module 6: Collaborative Innovation
- Fostering collaboration and teamwork in cross-functional innovation teams
- Leveraging diverse perspectives for disruptive innovation

Module 7: Assessing and Managing Risk
- Identifying and evaluating risks associated with disruptive innovation initiatives
- Developing risk mitigation strategies

Module 8: Ethical Considerations in Disruptive Innovation
- Understanding the ethical dimensions of disruptive innovation
- Making ethically sound decisions in disruptive innovation contexts

Target Audience

- Senior Managers, Managers, Team Leaders, Operations Managers, Project Managers, Supervisors, Staff

Duration: 3 days
Date: Apr 2-3(Lagos), Oct 28-30, 2024(Abuja)
Cost: 350,000.00
Location: Lagos, Abuja

Design
Thinking
Courses

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Design Thinking Fundamentals

Course Overview

This training program comprehensively explores the fundamental Design Thinking approach to innovation and creativity. Participants will immerse themselves in the methodology, tools, and mindset of Design Thinking to address complex challenges, innovation, and enhance problem-solving abilities. Through hands-on exercises and real-world applications, this course equips individuals with the skills to innovate and create solutions that resonate with users.

Course Objectives

Upon completing this training, participants will:
- **Master Design Thinking:** Develop a deep understanding of the principles and practices of Design Thinking.
- **Empathetic Problem-Solving:** Cultivate empathetic problem-solving skills to identify and address user needs and pain points.
- **Creative Ideation:** Enhance creativity and ideation techniques to generate innovative solutions.
- **Prototyping and Testing:** Learn how to create prototypes and conduct user testing to refine and validate ideas.
- **Collaborative Innovation:** Foster collaboration and interdisciplinary teamwork to innovation.
- **Human-Centred Design:** Place users at the centre of the design process to create solutions that resonate with their needs.
- **Iterative Design:** Embrace an iterative approach to Design, continuously improving solutions based on user feedback.

Learning Outcomes

By the end of this course, participants will be able to:
- Apply the principles and methodologies of Design Thinking to real-world challenges.
- Identify and empathise with user needs, gaining insights for problem-solving.

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- Generate creative ideas and concepts through structured ideation processes.
- Create and test prototypes to refine and validate design solutions.
- Collaborate effectively within interdisciplinary teams to drive innovation

- Prioritisehuman-centred design, ensuring solutions align with user needs.
- Communicate design concepts clearly and persuasively to stakeholders.
- Embrace an iterative design process, continually improving solutions based on user feedback.

8 Course Modules

Module 1: Introduction to Design Thinking
- Understanding the fundamentals of Design Thinking
- Historical context and case studies

Module 2: Empathising with Users
- Developing empathetic problem-solving skills
- Conducting user research and gathering insights

Module 3: Ideation and Creativity
- Techniques for creative ideation and brainstorming
- Selecting and prioritising innovative ideas

Module 4: Prototyping and Testing
- Creating prototypes to visualise concepts
- User testing and feedback collection

Module 6: Human-Centered Design
- Placing users at the heart of the design process
- Designing solutions that align with user needs

Module 7: Effective Communication
- Communicating design concepts and ideas persuasively
- Storytelling for Design

Module 8: Iterative Design
- Embracing an iterative approach to Design and improvement
- Incorporating user feedback for continuous enhancement

Target Audience

- Senior Managers
- Managers
- Team Leaders
- Operations Managers
- Project managers
- Supervisors
- Staff

Duration: 3 days
Cost: NGN550, 000:00
Date: July 3-5(Lagos), November 24-26, 2024(Lagos)
Location: Lagos

Design Thinking For Leaders

Course Overview

The "Design Thinking for Leaders" training program is a dynamic exploration of the Design Thinking methodology tailored for leaders. It empowers participants with the skills and mindset required to harness the power of Design Thinking in leadership roles. Through interactive learning experiences and practical applications, this course equips leaders to drive Innovation, solve complex challenges, and foster a culture of creativity within their organisations.

Course Objectives

Upon completing this training, leaders will:

• **Master Design Thinking:** Develop a comprehensive understanding of Design Thinking principles and practices.
• **Strategic Problem-Solving:** Apply Design Thinking techniques to address complex challenges and opportunities strategically.
• **Empathetic Leadership:** Cultivate empathetic leadership skills to understand better and address the needs of employees and stakeholders.
• **Innovative Decision-Making:** Enhance decision-making abilities by incorporating creative ideation and Prototyping.
• **Collaborative Leadership:** Foster collaboration and interdisciplinary teamwork to drive innovation and solve organisational issues.
• **User-Centric Leadership:** Place user needs and perspectives at the forefront of leadership decisions and strategies.
• **Effective Communication:** Improve the ability to communicate design concepts and ideas persuasively to inspire teams.
• **Iterative Leadership:** Embrace an iterative leadership approach, continuously adapting and improving based on feedback.

Learning Outcomes

By the end of this course, leaders will be able to:

• Apply Design Thinking methodologies to real-world leadership challenges.

• Strategically address complex issues, leveraging empathetic problem-solving.

• Generate innovative solutions and make decisions informed by creative ideation and Prototyping.

• Foster collaboration and interdisciplinary teamwork within their leadership roles.

• Prioritise user-centric leadership; ensuring strategies align with the needs of employees and stakeholders.

• Communicate design concepts and ideas clearly and persuasively to inspire and guide teams.

• Embrace an iterative leadership approach, adapting and improving strategies based on feedback and results.

8 Course Modules

Module 1: Introduction to Design Thinking
• Understanding the fundamentals of Design Thinking for leadership roles
• Historical context and successful case studies

Module 2: Strategic Problem-Solving with Design Thinking
• Applying Design Thinking strategically to address complex leadership challenges
• Techniques for innovative problem-solving

Module 3: Empathetic Leadership
• Developing empathetic leadership skills to understand and address the needs of employees and stakeholders
• Leveraging user research and insights

Module 4: Innovative Decision-Making
• Incorporating creative ideation and Prototyping into leadership decision-making processes
• Balancing Innovation and risk management

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Module 5: Collaboration and Team Leadership

- Fostering collaboration and interdisciplinary teamwork within leadership roles
- Leveraging diverse perspectives for Innovation and problem-solving

Module 6: User-Centric Leadership

- Prioritising user needs and perspectives in leadership decisions and strategies
- Creating user-centric organisational cultures

Module 7: Effective Communication for Leadership

- Communicating design concepts and ideas persuasively to inspire and guide teams
- Storytelling for leadership impact

Module 8: Iterative Leadership

- Embracing an iterative leadership approach, continually adapting and improving based on feedback and results
- Implementing agile leadership strategies

Target Audience

This course is suitable for the following:

- Directors Senior managers   • Managers   • Team Leaders   • Operations Managers   • Project Managers • Supervisors
- Staff

Duration: 2 days
Date: Feb 8-9, 2024
Cost: 350,000.00
Location: Lagos

Customer Journey Mapping Workshop

Course Overview

Many products fail because they do not understand the customer's Journey. They cannot understand the opportunities presented at the customer's moment of truth. Without understanding your customers' experiences across various touch-points, offering them an experience that turns them into loyal and lifetime customers will be impossible. Customer Journey Mapping (CJM) captures and communicates detailed interactions to illustrate a person's complete experience with your business, whether a product, a service, an online experience, an in-store, or any blend. This course will help you explore customer journey mapping and its impact on enhancing users' experiences.

This course sharpens your understanding of the customers' pain points as they interact with your products.

Workshop Objectives

• To acquire knowledge on critical concepts of Customer Journey Mapping
• To provide learners a powerful way to locate key points and opportunities in your customer experience.
• To equip you with resources to design your entire customer service program.
• To acquire competence in developing an action plan for getting immediate and long-term value from customer journey maps.

Learning Outcome

Upon completion of this course, participants will be able to:
• **Comprehensive Understanding:** Participants will gain a deep understanding of customer journey mapping principles and methodologies.
• **Customer-Centric Thinking:** Develop a customer-centric mindset, prioritising the needs and experiences of customers.

- **Effective Mapping:** Learn how to create accurate and insightful customer journey maps that reflect real-world experiences.
- **Empathetic Insight:** Gain empathy and insight into the customer's perspective, enabling better decision-making and problem-solving.
- **Identifying Pain Points:** Identify pain points and opportunities for improvement in the customer journey
- Enhanced Communication: Improve the ability to communicate cross-functional customer journey insights

effectively to teams and stakeholders.
- **Actionable Solutions:** Generate actionable solutions and strategies to enhance the customer experience.
- **Iterative Improvement:** Embrace an iterative approach to enhance customer journey maps and experiences continuously.

Cross-functional collaboration: Foster collaboration among diverse teams to address customer journey challenges.
- **Measurable Impact:** Understand how to measure the Impact of customer journey improvements and make data-driven decisions.

5 Course Modules

Module 1: Design Thinking Principles
Module 2: Research masterclass& guidelines
Module 3: Mapping Research Outcomes
Module 4: Persona mapping & presentation of findings
Module 5: Customer journey mapping & reframing challenge

Target Audience

- Designers • Marketers and sales managers • Consultants • Executives • Product developers • Brand strategist

Duration: 2 days
Cost: NGN350, 000:00
Date: Mar 7-8, 2024
Location: Lagos

Customer Experience Design

Course Overview

Today's customers want memorable and differentiated experiences with every brand they interact with. This course explores strategies and tools to improve customers' experience with your brand and help your employees design a delightful end-to-end journey for your customers, which will confer on your brand a long-lasting impact.

Course Objectives

• Help learners understand, redefine and improve customers' experience.
• Build competency in mapping a customer journey and interaction with your brand.
• Understand the effect of bad customer service and how to remedy it.

Learning Outcome

Upon completion of this course, participants will:
• Participants will gain a deep understanding of customer experience design principles, methodologies, and best practices.
• Develop a customer-centric mindset, prioritising customers' needs, expectations, and emotions.
• Learn how to design customer experiences that are intuitive, engaging, and aligned with organisational goals.
• Develop empathy for customers to understand their behaviours, motivations, and pain points. Enhance problem-solving skills to address challenges in designing exceptional customer experiences.
• Generate innovative and creative solutions to enhance customer interactions and satisfaction.
• Foster collaboration among diverse teams to implement and improve customer experience strategies.
• Understand how to measure the Impact of customer experience design efforts and make data-driven decisions for continuous improvement.

6 Course Modules

Module 1: Redefining Organization Value
Module 2: Enhancing Customer Experience
Module 3: Challenges in improving the quality of life of users
Module 4: Coping with shifting markets and behaviours
Module 5: Technological Complexities
Module 6: Handling peculiarities in emerging market

Target Audience

- Managers
- Product designers
- Professionals, and project managers

Duration: 4 days
Cost: NGN550, 000:00
Date: Feb 26-29 & April 22-25, 2024
Location: Lagos

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Product Design Gen Z Workshop

Course Overview

Gen-Z has come of age, minting celebrities, new culture, slang, music, fashion, technology, etc. They are sustainably oriented: they're going to be super hard on brands about where products come from and how they're made. We expect them to push the generation to the edge of their creative thinking. They are a different generation, and if you look closely, you might not appreciate how different they are in some critical aspects of product and experience design.

With this in mind, product Engineers, Architects, and Developers must be apt to roll out innovative products that resonate with Gen Z's level of self-direction and purpose.

This course is designed so that products from the stable of Interswitch empower this generation to be the best versions of themselves. The course will introduce participants to a unique approach and ways of thinking. During this course, we will adopt a learning-by-doing methodology and apply fundamental tools such as Ethnographic Research, Stakeholder Mapping, Personas, Customer Journey Mapping, Service Scenarios and Prototyping on a challenge. Participants will work co-creatively within small teams to learn from diverse backgrounds and perspectives. At the end of the workshop, participants would have prototyped and tested their concept with the target group: Gen-Z

Workshop Objectives

The specific objective includes:

• Create empowering, explorative Design for a self-reliant generation.

• Build a flexible branding that enables Gen Z to align themselves with people, brands and causes that reflect their desired identities

• Use Design to showcase your brand's values powerfully.

- Use various User-Centered Design techniques, and learn how to create a User Story Map to help you visualise a product that resonates well with Gen Z
- Understand various prioritisation techniques that work at the business goal and User-Persona Level

- Deconstruct User Activities into User Tasks and then into User Stories
- Improve confidence and collaboration between the business and engineering teams

9 Course Modules

Module1: Understand the Gen: service and Product Orientation
- Identify a strategic problem that Interswitch faces around Gen Z
- Dissecting the Gen-Zers: their values, behaviours, attitudes, and ambitions.
- Understand the Impact on your business operations and identify growth opportunities.* Pre-workshop video survey.
- Context and Stakeholder Mapping

Module2: Identify Users That Matter
- Introduction to Design Thinking Concept
- Bright Spot o in Gen-Z friendly products and organisation
- Research 01: Interview and observation
- Define User Goals and Create User Personas
- Research finding presentations

Module3: Build Initial Story Map from Activity Model
- Empathy Map Workshop
- Research 02: Focus Group Discussion: with select Gen Zs

9 Course Modules

- Data Synthesis and analysis: define
  - Comparative `data analytics: Individual, Observation and FGD

Module4: Lay Out Goals, Activities and Tasks
- Prioritise Personas
  - Break Down Activities And Tasks From User Goals
    - Walk Through And Refine Activity Model
      - Moment of Truth: Journey Mapping Of Different type of Gen-Z persona

Module5: Create First-Cut Product Road Map
- Prioritise High-Level Tasks
  - Refine Themes
    - Refine Tasks
      - Define Minimum Viable Product
        - Identify Internal and External Release Milestones

Module6: Write User Stories for the First Release
- Define User Task Level Acceptance Criteria
  - Break Down User Tasks To User Stories Based On Acceptance Criteria
    - Refine Acceptance Criteria For Each Story
      - Build Storytelling Prototypes: setting the right tone for product success.

Module7: Find Ways to Further Thin-Slice User Stories
- Build Quick Paper-Prototype For Gen: Z User Stories

- Spike Out Risky User Stories
- Capture Assumptions and Non-Functional Requirements

Module8: Refine First Internal Release Based on Estimates
- Define the Relative Size Of User Stories
- Refine Internal Release Milestones For First-Release Based On Estimates
- Define Goals For Each Release
- Sketch Out Walking Skeleton Using Wire-frames

Module9: Final Pitch, Development of Collaborative Working Model in the Team
- Refine Product And Project Risks
- Present And Commit To The Plan
- Action Plan

Target Audience

Product Design capacity development programs should adopt multi-functional and diverse perspectives. The workshop will bring tremendous benefits to Interswitch when participants are made up of the following mix:
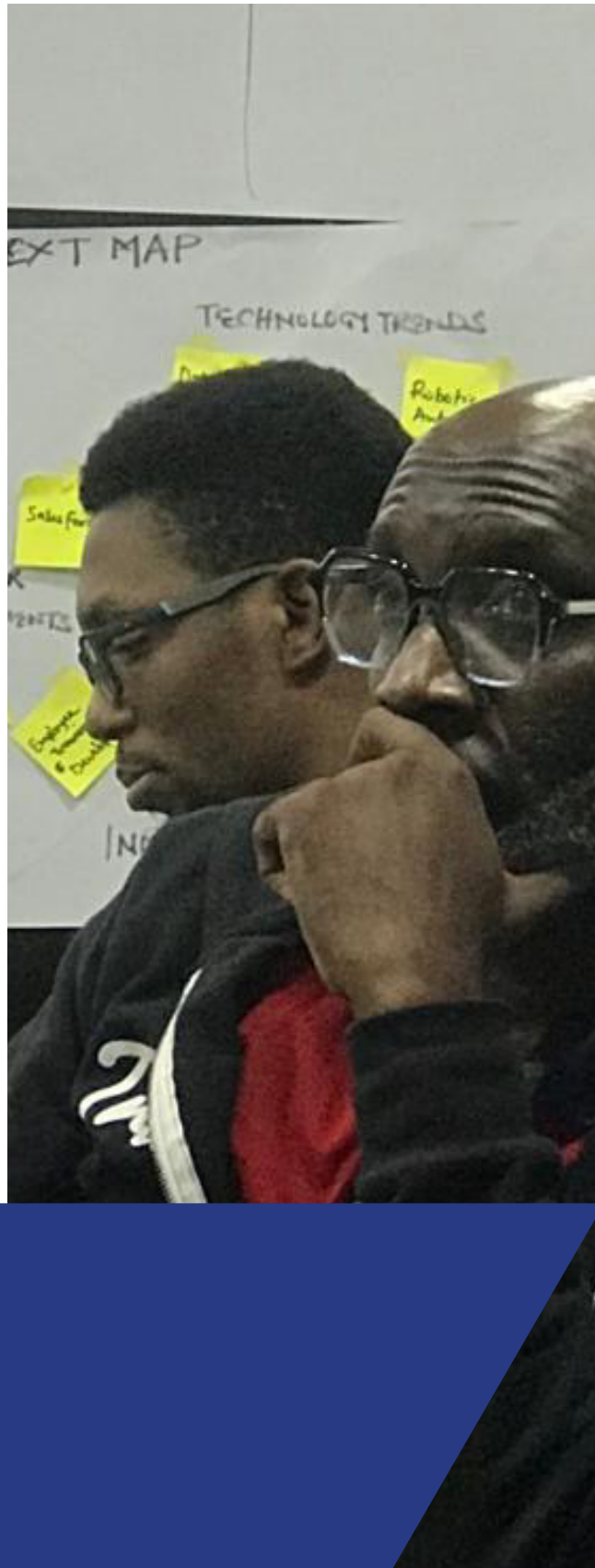
- Product Owner
- Release/Project Manager
- Subject Matter Expert, Domain Expert, or Business Analyst
- User Experience team
- Architect/Tech Lead
- Core Development Team (including developers, testers, DBAs, etc.)

Duration: 5 days
Date: Jan 8-12, 2024
Cost: NGN650, 000:00
Location: Lagos

Design Thinking For Product Development

Course Overview

To master business and organisational logic to ensure product achievement in the market space, design thinking should be integrated into product development and management processes to incorporate creativity, data-driven metrics, and co-creating with end-users.

Course Objectives

• This course is designed to guide you to understand better problem-solving and decision-making in product development and design thinking.
• To explore the methodology used to analyse problems, develop ideas, and create solutions that resonate with the end-user.
• Using DesignThinking to create buyer personas and journey maps and innovating around roadblocks.

Learning Outcome

• **Design Thinking Mastery:** Participants will thoroughly understand the principles and methodologies of Design Thinking for product development.
• **User-Centric Approach:** Develop a user-centric mindset, focusing on understanding and meeting the needs and preferences of end-users.
• **Innovative Problem Solving:** Enhance problem-solving skills with creative and innovative techniques tailored for product development challenges.
• **Effective Ideation:** Learn how to generate and prioritise innovative product improvement and development ideas.
• **Prototyping and Testing:** Gain proficiency in creating prototypes and conducting user testing to refine and validate product concepts.
• **Cross-Functional Collaboration:** Foster collaboration among multidisciplinary teams to

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ensure effective product development and innovation
- **Iterative Improvement:** Embrace an iterative approach to

continuously refine and enhance product designs based on user feedback and market insights.

4 Course Modules

Module 1: Discover: Introduction to Design Thinking, a masterclass on product development, Field Research, persona development, context & stakeholder mapping.

Module 2: Define: Reframe the problem, sense-making, Customer Journey Map, and problem statement.

Module3: Design: Ideation, Idea priority map, Prototyping

Module 4: Deliver Service Scenarios, Personal reflection, Action plan, Masterclass: Application of DT, and presentation to the "dragons".

Target Audience

- Managers
- Product designers
- Professionals, and project managers

Duration: 4 days
Cost: NGN550, 000:00
Date: Mar 25-28 , Sep 17-20 2024
Location: Lagos

Design Thinking For Digital Transformation

Course Overview

How can your business compete in a digital world of uncertainties, volatility and complexities? We are in a digital age, and except organisations adopt a human-centric approach, catching up with competition may be a mirage. Digital transformation comes with complex and highly undefined problems. Therefore, pursuing a digital transformation strategy for a competitive edge can be daunting because of internal and external factors can significantly complicate, derail, hinder and delay the achievement of organisational goals. This is an introduction to the fundamentals of design thinking, an organised technique to define and solve problems, and a strategy and perspective that can be applied to any enterprise to solve problems. Design Thinking uses a human-centric approach to solving problems.

Workshop Objectives

• This course aims to show an overview of the design thinking process from start to finish.
• To focus on user understanding and the development of achievable ideas.
• To explore strategies used to analyse problems, develop ideas, and create innovative solutions with the user in mind.

Learning Outcome:

Some of the Digital Transformation processes that could be addressed using HCD
• Digital customer relationship management
• Digital transformation of creation and marketing of products
• Digital transformation of internal systems
• Digital transformation strategies, data overload and utility, rigid development processes, and

business models that are Human-Centred and forward-thinking tools that help tackle these fuzzy problems

- Reinventing business practices with Digital Transformation by using a fluid, flexible, hands-on approach to interacting with consumers

4 Course Modules

Module 1: Discover: Introduction to Design Thinking, a masterclass on product development, Field Research, persona development, context & stakeholder mapping.

Module 2: Define: Reframe the problem, sense-making, Customer Journey Map, and problem statement.

Module3: Design: Ideation, Idea priority map, Prototyping

Module 4: Deliver Service Scenarios, Personal reflection, Action plan, Masterclass: Application of DT, and presentation to the "dragons".

Target Audience

- Service and Product Designers, Marketers and sales managers, Consultants, Executives, Product developers, Brand strategists, CX Managers

Duration: 4-days
Cost: NGN550, 000:00
Date: May 20-23 , Sep 23-26, 2024
Location: Lagos

Project
Management
Courses

Technical Project Management
An Amazing training for Managers and team members involved in IT and technical project management

Course Overview

In the era of technological dominance of Artificial intelligence, Machine Learning, Cloud Computing,and the Internet of Things, organisations need skilled managers to ensure successful delivery of the various IT projects they have invested heavily in.

With this course, project leaders will be savvier to ensure that the various IT and Technical projects are delivered optimally per the organisation's vision. Project Management is essential and is acknowledged as crucial for business success, particularly during periods of uncertainty and operational upheaval. As projects become complex and more organizations adopt project-oriented management, the demand for proficient project managers has significantly risen. Surprisingly, many projects encounter issues, prompting the fundamental question:

What causes these shortcomings? The primary reasons are often not linked to the project's scale or intricacy but are rooted in inadequate project planning and control.

This Technical Project Management training course is tailored to equip you with the necessary skills to estimate, plan, and exercise control over your project. Moreover, it aims to demonstrate how to convert data into actionable strategies that can ultimately salvage a project from potential failure.

Learning Objectives

By the end of this training course, attendees will fully understand:
• Evaluation of Project Economics and Cash Flow Analysis
• Estimation and Budgeting for Projects
• Utilizing Network-Based Planning and Scheduling in Projects

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• Components of Successful Control Systems and Cost Management
• Strategies for Project Control and Earned Value Management
• Risk Management
• Project Reporting

Learning Outcomes:
Upon completion of the course, participants will be able to:
• Upon completion of the Technical Project Management training, participants will be able to:
• Develop detailed project plans encompassing key elements, including scope, schedules, resources, and risk management strategies.
• Implement and manage project controls to monitor progress, identify deviations, and take corrective actions to keep projects on track.
• Utilize data analysis and interpretation to make informed decisions and adjustments during the project lifecycle.
• Apply resource optimization strategies to maximize project efficiency and deliver projects within constraints.
• Develop clear and concise communication channels with stakeholders, ensuring alignment and support throughout the project.
• Identify, assess, and effectively manage project risks to minimize their impact on project outcomes.
• Implement quality assurance processes to deliver project outputs that meet predefined standards and client expectations.

8 Course Modules

Module 1: Fundamentals of Technical Project Management
• Origin of Project
• Establishing Project teams and plans
• Overview of Project Delivery Systems
• Understanding Project Life Cycles and Stage-Gates
• Project Feasibility Analysis
• Processes for Project Sanctioning and Approval
• Factors Contributing to Project Complexity

Module 2: Strategic Project Planning
- Formulating Effective Project Management Strategies
- Analysing the Project Macro-Environment
- Managing the Project Triple Constraint
- Identifying Critical Project Success Factors
- Essential Financial Concepts for Projects

Module3: Scope Definition and Stakeholder Engagement
- Recognition and Management of Project Stakeholders
- Sequencing of Project Management Processes
- Developing Project Scope
- Allocation of Project Roles & Responsibilities
- Creating Efficient Work & Cost Breakdown Structures

Module 4: Managing Project Risks
- Techniques for Project Estimation
- Investigating Causes of Project Failures
- Strategies for Risk Management Planning
- Understanding the Significance of Risk Attitude
- Tools and Techniques for Identifying Risks

Module5: Resource Allocation and Leadership
- Planning Project Resources
- Significance of Efficient Meeting Management
- Essential Skills for Project Managers and Leadership
- Building Effective Project Teams
- Understanding the Cycle of Team Development

Target Audience

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Module 06: Agile Project Management
- Agile Overview
  - The agile project management approach
  - Project owner and backlog planning
  - Scrum master and sprint planning
  - Understanding the Agile Project Leadership

Target Audience

This course is suitable for the following:
- Project Management Professionals, Project Managers and Coordinators, Team Leaders and Supervisors, Engineers, Technical Professionals, Professionals in IT and Software Development

Duration: 4 days
Cost: 650,000.00
Date: May 28-31(Lagos), Aug 19-22 ,2024(Abuja)
Location: Lagos, Abuja

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Mastering Project Management

Course Overview

In the current landscape, where projects continuously grow in both size and complexity, the mastery of project management stands as an increasingly vital skill. With the integration of state-of-the-art technologies, the development of multinational collaborations, and the soaring expectations for heightened production, safety, and quality—previously deemed unattainable—the approach to managing projects has evolved significantly.

Our specialized training course in Mastering Project Management delves into the foundational principles that underpin every successful project. It uncovers the pivotal attributes necessary to ascend to the status of a project management master.

This Mastering Project Management training course propels the essential project management attributes to the next level. It recognizes the evolution of projects and implements the latest tools and techniques. This empowers existing and budding project managers to master the art of project management in this contemporary landscape of swiftly evolving demands and complexities.

Workshop Objectives

By the end of this training course, attendees will fully understand:
• Understanding the intricacies of project complexity and the lifecycle of a project
• Grasping the twenty-step sequence in project management
• Defining and overseeing project roles and responsibilities
• Efficiently maintaining project control within set schedules and budgets
• Identifying, analysing, and proficiently managing project risks

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• Recognizing the significance of project leadership, team development, and stakeholder management

Learning Outcomes

By the end of this course, leaders will be able to:

• Elevating the project's key performance indicators and success rates

• Enhancing the effectiveness of project management teams
• Upholding corporate values and attaining goals through effective risk management
• Drawing in new clients and broadening their portfolio with current clients
• Expanding the depth of knowledge in project management

8 Course Modules

Module 1: Introduction to Project Management
• Fundamentals of Project Management
• Project Life Cycle and Methodologies
• Project Manager's Role and Responsibilities
• Scope Management and Objective Setting

Module 2: Project Planning and Initiation
• Project Planning Process
• Project Initiation and Chartering
• Stakeholder Identification and Analysis
• Work Breakdown Structure (WBS) and Project Scheduling

Module 3: Project Execution and Control
• Resource Allocation and Management
• Monitoring and Controlling Project Progress
• Change Management and Scope Control
• Quality Management in Projects

Module 4: Risk Management in Projects
- Risk Identification and Assessment
- Risk Mitigation and Response Planning
- Quantitative and Qualitative Risk Analysis
- Contingency Planning and Risk Monitoring

Module 5: Project Communication and Leadership
- Effective Communication Strategies in Project Management
- Team Leadership and Motivation
- Conflict Resolution and Negotiation
- Stakeholder Engagement and Management

Module 6: Project Closure and Post-Implementation
- Closing Projects and Handover
- Post-Implementation Reviews and Evaluation
- Lessons Learned and Continuous Improvement
- Documentation and Project Archives

Target Audience

- Project Management Professionals, Team Leads, Project Team Members

Duration: 5 days
Date: May 6-10, July 15-19(Lagos), August 12-16, 2024(Abuja)
Cost: 650,000.00
Location: Lagos, Abuja

Module 7: Advanced Project Management Techniques
- Agile Project Management
- Lean Project Management Practices
- Project Portfolio Management
- Innovative Technologies in Project Management

Module 8: Case Studies and Practical Applications
- Real-life Case Studies and Scenarios
- Hands-on Exercises and Simulations
- Practical Applications of Project Management Principles
- Group Discussions and Best Practice Sharing

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Project Management Leadership Skill

Course Overview

Today, a large chunk of projects are ill-conceived and poorly executed, with outcomes falling below expectations. The primary reason is that most Team leads are ill-equipped to build and lead a dynamic team. The resultant effect of poor Leadership on a project is a massive loss of resources. Our leadership course for Project Management is designed to take your skills to a higher level. This is a comprehensive exploration of the Leadership skills required for project success. We will take you on a journey of discovering your strengths, areas for development, and your team's. This is a "must-do" course for anyone who wants to run successful projects.

Course Objectives

• Learn how to effectively initiate projects by defining goals, objectives, and project scopes, and understand the role of leadership in this phase.

• Develop skills to create comprehensive project plans, including task scheduling, resource allocation, risk assessment, and budgeting, while emphasising leadership strategies.

• Explore techniques for building and leading high-performing project teams, focusing on communication, conflict resolution, and motivation.

• Develop the ability to identify and manage risks effectively, make informed decisions, and guide project teams through uncertainty.

• Discover leadership strategies for maintaining project quality standards and managing deviations from the project plan.

• Understand the ethical responsibilities of project leaders and how to make ethically sound decisions throughout the project lifecycle.

Learning Outcome

Upon completion of this course, you will:

• Know your leadership strengths and areas for development.

• Explore and analyse how to analyse and empower your team to succeed.

• Know how to lead with authority and in an openly accountable way.

• Explore the fundamental skills of coaching to engage & develop your team.

• Implement an Action

4 Course Modules

Module 1: Project Leadership – Key Skills
  • Leadership Skills for Project Success
    • Building a high-performing Project Team
      • Motivation and Empowerment

Module 2: Project Leadership – Engagement and Development
    • Leading with Open Accountability
      • Engaging Key Stakeholders Effectively
        • Coaching Your Project Team

Module 3: Keeping Projects on Track
      • Delivering Projects under Pressure
        • Dealing with Difficult Stakeholders
          • High-level Communication

Module 4: Lean Project Management Essentials
- Lean principles
- Lean Models
- The 5S transitions

Target Audience

This course is suitable for the following:
- Team Leads, Departmental Managers, Operations Directors and Managersn, Heads of Departments Operations Executives, Officers and staff

Course Duration: 4 days
Cost: N500, 000:00
Dates: March 18-21, October 15-18, 2024
Location: Lagos, Abuja

Photographs from past Workshops

Special Discounts

- Group Discount: up to 7.5% (for organisations sponsoring ten or more participants for the same course)
- Early Bird Discount: up to 15% discount (for participants who make full payments within specific stipulated dates)
- Live – Online Training: up to 5% discount (for participants who are taking online courses)
- All prices are exclusive of accommodation and taxes.
- All prices are per participant.

Cancellation Policy

- For a full 100% refund, please cancel your registration at least seven days before the training event.
- If you cancel within four days of the training event, you will be eligible for a 50% refund.
- Unfortunately, cancellations made within 48 hours of the event will not be eligible for a refund.

Contact Us

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