

TRAINING COURSES 2017



Zormelo & Associates

15th FLOOR , HERITAGE TOWER
RIDGE – ACCRA, GHANA - WEST AFRICA
TEL: +233 (0)302 681948
Email: info@zormeloandassociates.com

CONTENT

OUR TRAINING COURSES.....	2
SENIOR MANAGEMENT COURSES.....	4
SUPERVISORS AND MANAGEMENT COURSES.....	12
GENERAL COURSES.....	25

OUR TRAINING COURSES

We continue to offer our menu of Training Courses that ensure that participants improve on their performance in their jobs and are well equipped for jobs they aspire to do in future. This brochure covers some of the programmes we run last year and new ones that have proved popular with our clients.

Included in this year's list of training programmes are:

- * **Assertiveness Skills for Professionals**
- * **Assertiveness Skills for Women**
- * **Career Development Programme - Achieving Your Full Potential**
- * **Personal Development Workshop**
- * **Emotional Intelligence**
- * **Personal Grooming**

In addition to our Open Programmes, we design and facilitate customised training to meet the specific needs of your company.

Call us on +233 302 681948/9 with your company's training requirements and we will be happy to work with you to design programmes that meet your strategic needs. Details of our Open Programmes are advertised in the media as well as our website.

We look forward to meeting your needs.

**SENIOR MANAGEMENT
COURSES**

STRATEGIC LEADERSHIP

The objective of this course is to instil in participants, the kinds of skills needed to lead a dynamic and growing organisation in an increasingly competitive market place. Following the course, Senior Management would be able to organise, motivate and supervise large and complex teams across functional areas to undertake projects and programmes that would impact on strategic objectives of the organisation. They would also learn team building skills that will help them achieve results through their teams to enhance productivity.

Duration: Two Days

CORPORATE GOVERNANCE

This course delves into the set of processes, customs, policies, laws, and institutions affecting the way a corporation (or company) is directed, administered or controlled. This training programme will inform participants about their role in corporate governance and make good use of the various structures, processes, customs, policies, laws and institutions that affect the way the organisation is directed and controlled. It will also inform participants about the important relationships among the stakeholders of the organisation and how accountability is ensured.

Duration: Two Days

STRATEGIC MANAGEMENT

The objective of this course is to provide participants with tools on how to develop strategic objectives and develop the necessary strategy to achieve them. It will provide both Senior and Top Management with the tools to develop and oversee the implementation of the organisation's strategy. This then enables the various Managers to be able to relate the strategy to their own work areas and ensure a proper alignment of the corporate strategy with the business unit strategy.

Duration: Three Days

GENERAL MANAGEMENT

The course in general management will cover four main aspects and include: Financial decision making, Human Resources, Operations, Sales and Marketing. The objective is to provide basic management tools to managers. Specific staff may participate in specific components in their areas of functional interest.

Duration: Five Days

STRATEGIC COMMUNICATION SKILLS

Communication is an essential aspect of our corporate life. This course will take participants through the steps and processes that will aid in achieving optimum communication with key stakeholders including the Board of Directors, Customers, Clients and their Teams.

Duration: Two Days

NEGOTIATION SKILLS

This course will take participants through the main stages in an effective negotiation process. By the time participants complete this course, they will be able to understand the relationship between conflict and negotiation, identify the key roles and responsibilities required by the negotiation team; implementing an effective negotiation strategy, the negotiation process from Preparation, Opening Position, Bargaining, Movement and Closing.

Duration: Two Days

LEADING & MANAGING CHANGE

This course seeks to equip business leaders and managers with the relevant tools to effectively manage their teams in a continuously changing environment. By the end of this course, participants will be able to understand why organisations have to change, how to facilitate change in their own work practices, communicate change, deal with resistance, managing the impact of change and how to win commitment from employees.

Duration: Two Days

SUPERVISORS & MANAGERS

LEADERSHIP SKILLS

Effective leadership drives all successful organisations. With this training course, participating delegates will learn key facilitation skills that can be adopted in the organisation to deliver endless results. Participants will be able to identify at the end of the training course, the main obstacles to effective leadership in the organisation, understand the nature of leadership, identify a range of leadership skills and use the presented skills and processes techniques to improve the quality of leadership in the organisation.

Duration: Two Days

CORE MANAGEMENT SKILLS

When professionals are given new leadership responsibility, their success depends on how quickly they learn people-oriented management skills to complement their expert knowledge. In this course, participants will gain the key skills, best practices and behaviours of effective managers—leadership, delegation, motivation, empowerment, communication and vision—as well as techniques for achieving the best from people. Participants will be able to apply core management skills, tools and techniques to deliver results, develop a proactive customer-focused approach, enhance their leadership abilities, communicate with, motivate and empower their teams and delegate work as well as develop management vision for success.

Duration: Three Days

NEGOTIATION SKILLS

This course will take participants through the main stages in an effective negotiation process. By the time participants complete this course, they will be able to understand the relationship between conflict and negotiation, identify the key roles and responsibilities required by the negotiation team and implement an effective negotiation process through Preparation, Opening Position, Bargaining, Movement and Closing.

Duration: Two Days

EFFECTIVE SELLING SKILLS

Participants will be able to define the key concepts associated with Selling Services and will also be able to identify the main obstacles that block sales, understand the nature of selling viewed as a process, understand a range of sales techniques from preparing a proposal through to closing the sale and using these techniques to build an effective sales process for the organisation. Participants will also appreciate the benefits of having an effective sales process that can be used consistently to deliver better sales results.

Duration: Two Days

INTERVIEWING SKILLS

This course will furnish participants with knowledge of types of interviews, phases of interviews and basic guidelines to boost their interviewing skills. Participants will be able to understand the importance of the interview to the organisation, plan and be able to implement an effective Interview Process, understand the importance of different types of questioning and listening techniques, identify and be able to avoid biases in interviewing and implement the four main types of interviews - Recruitment, Performance Appraisal, Counselling and Grievance/Discipline.

Duration: Two Days

TIME MANAGEMENT SKILLS

Personal productivity is one's own responsibility and we need to put systems in place to help us manage productivity, set objectives and actively seek out and remove obstacles that hinder efficiency. The course will introduce staff to the tools and techniques for effectively managing their time even under intense pressure to enable them achieve results.

Duration: Two Days

THE NEW MANAGER

With the changing work environment and demands being made on managers to achieve results through their teams, this programme seeks to equip managers with techniques that will make them successful leaders. This course essentially helps to develop individuals to build confidence in applying skills such as Delegation, Interpersonal Skills, Emotional Intelligence, Assertiveness, Strategic Planning, Team Building, Coaching and Mentoring among others.

Duration: Three Days

PEOPLE MANAGEMENT SKILLS

Line Managers play a vital role in ensuring that employees are motivated, productive and competent, and aligned behind the business strategy. As such, they are now expected to directly manage their staff and drive HR policies and practices, which are designed to achieve the organisation's strategic objectives through employees. This course will enable participants to have a clear understanding of why they need to manage the HR issues in their teams and equip them with tools which will assist them improve the performance of their teams. It will cover aspects of the Labour Act, Managing Discipline & Grievances in teams, Objective Setting and Rewarding Performance

Duration: Three Days

BUSINESS COMMUNICATION SKILLS

In today's competitive business world and difficult economy, effective communication is more essential than ever before. It is the foundation on which companies and careers are built and a crucial component of lasting success. Whether it's a face-to-face conversation or a professionally written e-mail exchange, a meaningful message entails establishing a connection that leaves a powerful impression, the Business Communications Skills course will help participants develop an engaging and responsive communication style, leading to positive results for their roles and the organisation.

Duration: Two Days

HIGH IMPACT PRESENTATIONS

The objective of the course is to assist managers to improve their presentation skills whether they are persuading, educating, or informing. The course will focus on professional business communication including preparation, structure, delivery, and strategy, use of visual aids, and handling questions and answers.

Duration: Two Days

BUSINESS REPORT WRITING SKILLS

This course will assist staff to write effective reports that achieve their objective of communicating what they intend to communicate. It will look at the various activities involved in written communication including preparation, structuring a report, and editing among others.

Duration: Two Days

LEADING IN A CHANGING WORK ENVIRONMENT

This course seeks to equip managers with the relevant tools to effectively manage their teams in a continuously changing environment. By the end of this course, participants will be able to understand why organisations have to change, how to facilitate change in their own work practices, communicate change, deal with resistance, managing the impact of change and how to win commitment from employees.

Duration: Two Days

GENERAL PROGRAMMES

ASSERTIVENESS SKILLS FOR PROFESSIONALS

Getting Over 'Being Too Nice' for Your Own Good

Assertiveness is a key skill for all in the work place no matter what the individual's level or status is in the organisation. This course is designed to help participants explore and understand issues around assertiveness and how they can achieve better results and a better image by being assertive.

The format is practical, focusing on making participants feel more confident in their ability to handle others, and feeling better about themselves. It is about getting professionals to begin to set clearer boundaries for others so they can focus on their careers.

Some of the topics covered are - What is Assertiveness, Assessing Your Assertiveness, Assertiveness and Leading, The Art of Saying No, Assertive Communications and Managing Conflict Assertively.

Duration: Two Days

ASSERTIVENESS SKILLS FOR WOMEN

Speak Out With Confidence—While Getting The Respect You Deserve

Assertiveness techniques, when used effectively, can make almost every aspect of one's job and life better—but knowing which tools and techniques to use, and how and when to use them, is critical. The unique challenges women face in business make the effective use of assertiveness techniques essential for survival and advancement. With these skills, participants can increase the likelihood of sending the right signals and getting the right responses. They can also help participants to command respect while being respectful, and handle almost any situation they are likely to encounter without seeming overbearing.

Duration: Two Days

CAREER DEVELOPMENT WORKSHOP

Having a career is not only about having an occupation, a job or profession. It is about having a plan on where you want to be and working systematically towards the goal. This programme provides participants with tools to set goals and develop strategies to achieve their career aspirations. Topics covered during the workshop include Developing Self Insight and Personal Branding, Career Planning & Goal Setting, Networking and Your Career, Preparing for Your Next Job and Interviewing Skills.

Duration: Two Days

PERSONAL DEVELOPMENT WORKSHOP

Personal Development is the conscious pursuit of personal growth by expanding self-awareness and knowledge and improving personal skills. The programme will enable participants to identify key areas of learning and development they need to focus on in order to acquire new or enhance existing skills and behavioural attributes for performance improvement, career change moves or towards a future role.

Topics to be covered include; Your Personal Resource Bank, Developing Self Awareness, Building Your Confidence, Emotional Intelligence, Knowing Your Circle of Influence, Networking, Gaining Support, Keeping Focus, Setting Outside Your Comfort Zone.

Duration: Two Days

PERSONAL GROOMING

This workshop is designed to cover essential aspects of developing a business image. Personal grooming goes beyond what the professional wears to how they impact on their audiences both in and out of the workplace. It is about a personal presentation that markets the individuals personal brand to stand out amongst their peers. Topics to be covered include: Understanding the impact of grooming on well being and success, enhance personal presentation through appropriate physical appearance, the Art of office and social etiquette, say the right thing at the right time, developing the confidence in handling telephone calls diplomatically and effectively.

Duration: One Day

STRESS MANAGEMENT

Stress is a major issue in the workplace as a result of the pressure and demands associated with work. Effective stress management has become necessary as it will lead to endless benefits to both the employee and the organisation. This course is designed to assist participants to be aware of the realities of stress, understand how it affects them both at work and home, identify their personality type and its associated stress and how they can cope with and manage stress in their professional and personal lives. Topics covered are; Symptoms of Stress, Influences of Stress, Personality and Stress, Assertiveness at Work, Work - life Balance.

Duration: Three days

EMOTIONAL INTELLIGENCE

The concept of emotional intelligence has become critical in being successful in the workplace as success is defined not only in terms of technical knowledge but also in the ability to identify and manage one's emotions as well as the emotions of others. This course is designed to help participants develop their emotional intelligence in order to enhance interpersonal relationships in the workplace. By better understanding and managing one's emotions and that of others, participants will be able to relate to co-workers effectively, discern people's emotions and empathise with their perspective, manage and resolve conflicts and negotiate with colleagues effectively. Topics covered are; Understanding the impact of workplace emotions, Self-awareness, Expressing emotions, Communicating with empathy and Applying emotional intelligence in a confrontation.

Duration: One Day