

Future-Now
Training Ltd
(Learning & Development Consultants)

2012 TRAINING SOLUTIONS

- **From the CEO**
- **Client-Specific Courses**
- **Multi-Client Courses**
- **Course Highlights**
- **2012 Delivery Calender**

18, Commercial Avenue, Sabo - Yaba, Lagos
Tel: 01-4803220, 7416586, 08037258004
e-mail: training@fnlplc.com,
website: www.fnlplc.com

RC 624187

**From the
CEO**

We thank you for taking out time from your very busy schedule to read our 2012 training solutions and multi-clients courses delivery calender. It is highly appreciated.

Our programmes are packaged to offer measurable attendees and institutional benefits with key features as follows:

- ◆ Delivered to address post course learning and performance needs of attendees
- ◆ Value based pricing that is budget friendly
- ◆ Quality participants interactions and networking
- ◆ Present current/emerging knowledge and best practices
- ◆ Deploy a strategic combination of facilitation methods (experience sharing, case studies, group work and role plays, individual work, pre & post course test of understanding, etc.)
- ◆ Facilitated by a rich blend of profoundly and intellectually sound, experienced and capable faculty

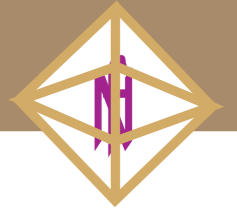
We look forward to your continuing patronage. We shall surpass your expectations. This is the reputation we have built over the years.

Thank you again for your interest, time, attention and patronage

Johnson A. Ikube
Managing Consultant/CEO

December 2011

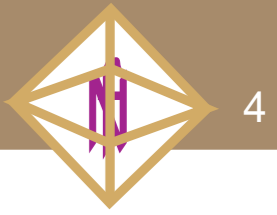
Core Client-Specific Courses



- ◇ **Performance Management - Portals, Platforms and KPIs**
- ◇ **Increasing Creativity & Innovation in the Workplace**
- ◇ **Coaching and Giving Feedback**
- ◇ **Succeeding Against all Odds**
- ◇ **Managing Personal Transitions Across Levels**
- ◇ **Smart & Effective Interviewing**
- ◇ **Winning with Presentations**
- ◇ **Strategic Decision Making**
- ◇ **Leading People for Results**
- ◇ **Why & How Sales People Succeed (B2B)**

Note

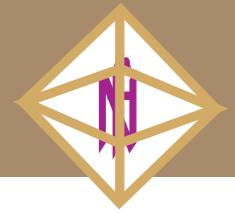
Actual course content will be repackaged based on clients request and specific needs.



- ◇ **Winning with Holding Company Structures**
- ◇ **Diversity Management & Culture Integration**
- ◇ **Leading Extraordinary Performance**
- ◇ **Strategic Cost Reduction**
- ◇ **Quantitative Target Setting for Support Functions**
- ◇ **Rethinking Performance Management**
- ◇ **Budgeting for Performance**
- ◇ **The Strategic Executive**

Note

- ◇ **See page (14) for our 2012 annual calendar**
 - ◇ **Details of course content and venues shall be advised at list 6weeks to planned dates of delivery**
 - ◇ **Venues to be used are A-rated Hotels**



Performance Management - Portals, Platforms & KPIs

COURSE LOGIC:

That we will succeed with performance when we identify points of performance and with what we shall perform on the one hand and truly understand, create & apply appropriate KPIs that focus on desired performance.

OVERALL COURSE GOAL:

Provide participants with the knowledge and skills to significantly raise their current performance personally & at the organisational level.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

- ◆ *Understand why there are real challenges with managing performance in their particular organisations*
- ◆ *Dimension the particular challenges to their own performance*
- ◆ *Agree an agenda for significantly improving current performance*
- ◆ *Create more relevant KPIs that support needed performance improvement*
- ◆ *Engage themselves in 360degrees terms to raise performance*
- ◆ *Sustain their momentum with performance improvement*

WHO SHOULD ATTEND?

- ◆ *CEOs*
- ◆ *All members of Performance Management Committees*
- ◆ *Heads of HCM/HR & Strategy*
- ◆ *Heads of Performance Management*

Increasing Creativity & Innovation in the Workplace

COURSE LOGIC:

Creativity and innovation are needed individual abilities and organisational capabilities. There is no individual or organisation without creativity and innovation. The challenge is how to ensure that they manifest at levels that assure the attainment of sustainable personal, corporate and business results.

OVERALL COURSE GOAL:

Equip participants with the knowledge and ability to understand, assess and increase their creativity on the one hand and enable others within their sphere of corporate responsibilities to do the same and thus make it an organisational capability.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

- ◆ *Understand the difference between creativity & innovation*
- ◆ *Establish the personal and corporate barriers to creativity and innovation*
- ◆ *Quantitatively assess their creativity*
- ◆ *Build a life style that promotes personal creativity*
- ◆ *Understand the role and styles of thinking that boost creativity & enhancing problem solving skills*
- ◆ *Creatively make decisions*
- ◆ *Challenge existing approaches to workplace issues*
- ◆ *Develop flexible, creative and motivated subordinates*

WHO SHOULD ATTEND?

- ◆ *Employees at all levels*
- ◆ *Heads of HCM/HR*

Note:

Coaching & Giving Feedback

COURSE LOGIC:

When we master the art of coaching and giving feedback, we can substantially and significantly increase our ability to productively engage our direct reports and others with whom we interact to take ownership for & make continuous efforts to raise their performance. This skill must be on the menu list of leaders and managers at all levels.

OVERALL COURSE GOAL:

Equip participants with all that it takes to win with coaching and giving feedback.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

- ◆ *Understand that coaching is important to the life of a leader or manager*
- ◆ *How to coach employees*
- ◆ *Understand the relationship between giving feedback and coaching*
- ◆ *Up skill the ability to give feedback productively and profitably*
- ◆ *Institutionalise coaching*
- ◆ *Practically apply giving feedback and coaching to their everyday life*
- ◆ *Build better rapport and relationships*

WHO SHOULD ATTEND?

- ◆ *All employees in supervisory, managerial and leadership positions*
- ◆ *Heads of HCM/HR*
- ◆ *Heads of performance appraisal*

Succeeding Against All Odds

COURSE LOGIC:

There will never come a time when there will be constraints on our ability to perform. There is therefore the inevitable need to thrive with constraints and challenges and maximise our performance. The ability to do this is a critical determinant of sustainable superior performance.

OVERALL COURSE GOAL:

Equip participants with the orientations and mind-sets for delivering desired results despite constraints of ability, time, money, materials, people, leadership and technology.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

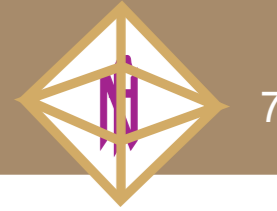
- ◆ *Align with the bottom line at all times*
- ◆ *Understand how aspirational strategy is superior to competitive strategy on delivering on goals and business results*
- ◆ *Understand the capabilities that determine sustainable success*
- ◆ *Self-assessment on critical success capabilities*
- ◆ *Set quantitative targets for managing the odds-solutions matrix*
- ◆ *Create a redefining agenda for success*
- ◆ *Generally reset attitudes, mind sets and drive for the bottom line*

WHO SHOULD ATTEND?

- ◆ *Employees at all levels*
- ◆ *Employee Counsellors*
- ◆ *Heads of HCM/HR*
- ◆ *Heads of Training*

Note:

Highlight of Courses



Managing Personal Transition across All Levels

COURSE LOGIC:

There is enough evidence of succeeding employees who have taken up new positions or been elevated to higher levels but who failed to make a success of their new responsibilities. Was it a problem of the promoted person? Was it that of the organisation? Or was it both? The answers to these questions depends on the success of employees as they travel their career path across managerial levels and in new positions.

OVERALL COURSE GOAL:

Prevent career failures as employees find themselves in new supervisory, managerial and leadership positions, within and across organisations.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

- ◆ *Clearly dimension managerial responsibilities, duties and accountabilities*
- ◆ *Understand the many task, people and customer forces shaping the manager's new role*
- ◆ *Identify function priorities and position with a clear agenda to win*
- ◆ *Successfully handle setting in challenges*
- ◆ *Build coalitions and teams for success*
- ◆ *Expanding vision of ourselves*
- ◆ *Prepare to successfully take on new positions*

WHO SHOULD ATTEND?

- ◆ *All employees promoted to new positions of higher responsibilities*
- ◆ *All employees being prepared for higher responsibilities*

Smart & Effective Interviewing

COURSE LOGIC:

The bulk of performance management challenges begin with poor recruitment and selection. Done properly, an institution will already be half way through with excelling at performance management. Smart and effective interviewing is a major aspect of this performance enabler. Recruit wrongly and poor performance begins. Select rightly and the numbers and values will show. How to do this can be thought, learnt and productively applied.

OVERALL COURSE GOAL:

Equip participants with the knowledge and skills for preventing performance problems that have their roots in poor selection.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

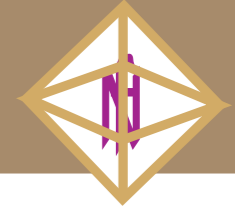
- ◆ *Understand and pursue the deployment of psychometric testing in screening*
- ◆ *Conduct competency based interviews*
- ◆ *Stress test candidates for alignment with corporate values and behaviours*
- ◆ *Make interviewing a win-win engagement with all prospective applicants*
- ◆ *Make effective selection judgements*

WHO SHOULD ATTEND?

- ◆ *HR Executives*
- ◆ *HR Business Partners*
- ◆ *All Executives involved in interviewing prospective employees*

Note:

Highlight of Courses



Winning with Presentations

COURSE LOGIC:

Write well, speak well and present well and you are on your way to success personally, professionally and vocationally. Good presentation has become a key competence for Executives as they climb the corporate ladder. It is equally a major skill for selling success. Winning presentations can be studied and applied for superior performance.

OVERALL COURSE GOAL:

Raise the presentation competence and capability of participants for personal, career and professional success.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

- ◆ *Understand why it is important to be proficient with presentations*
- ◆ *Prepare presentations that connect with the audience*
- ◆ *Know what it takes to connect with an audience*
- ◆ *Sustain audience interest throughout a presentation*
- ◆ *Achieve the goals of presentations*
- ◆ *Inspire others to learn how to present*
- ◆ *Be competent with presentations*

WHO SHOULD ATTEND?

- ◆ *All EXCO Members*
- ◆ *All Business and Branch Managers*
- ◆ *All Facilitators in Training Responsibilities*
- ◆ *All Sales Executives*

Strategic Decision Making

COURSE LOGIC:

Good decision making is a competence that must be acquired by executives, individually and collectively, to assure the survival and success of the institution on the one hand and the executive along his/her career path.

The challenge always remains how to make tactical decisions tactically and strategic decisions strategically. Any reversal of these relations can be very costly and could be very disastrous. Incompetence and poor capability with decision making, especially at the top, has destroyed organisations. The institution should be insulated from this challenge across all supervisory, managerial and leadership levels.

OVERALL COURSE GOAL:

Raise the competence of participants to make decisions in their proper perspective and dimensions having regard to what matters most and the bottom line in each situation.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

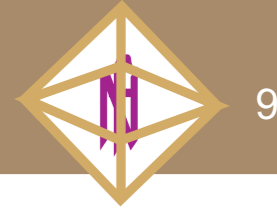
- ◆ *Understand the many levels of decisions and their characteristics*
- ◆ *Know when a decision is strategic or tactical*
- ◆ *Acquire appropriate mind-sets and orientations to decision making*
- ◆ *Intricately connect decision making and problem solving*
- ◆ *Competently discuss and apply the processes of strategic decision making*
- ◆ *Excel with decision making and the resolution of challenges*
- ◆ *Deploy IT in decision making*

WHO SHOULD ATTEND?

- ◆ *All EXCO Members*
- ◆ *All Business and Branch Managers*
- ◆ *All Support Function and Line Managers*
- ◆ *All Heads of Units*

Note:

Highlight of Courses



Leading People for Results

COURSE LOGIC:

The success of any organisation is dependent on the quality and quantum of value created and delivered by its human capital to customers (internal & external). Human beings generally want to be lead and not managed. When managed, they do not give their best. Led, we can guarantee that people will become the best that are capable of becoming and delivering exceptional and extraordinary results. Ability to lead people profitably therefore becomes a key executive competence.

OVERALL COURSE GOAL:

Equip participants with tested tools for deploying people and their capabilities for business excellence and sustained success.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

- ◆ *Understand the ADEPT (Acquisition, Development, Encouragement, Planning and Transition) model for leading people*
- ◆ *Deploy the four quadrant approach to employees numbers and values fit*
- ◆ *Engage people with the vision*
- ◆ *Connect people with their jobs and their roles as team players*
- ◆ *Successfully project lead people*
- ◆ *Classify and report on staff capabilities more scientifically and competently*
- ◆ *Achieve excellent results through people leadership*

WHO SHOULD ATTEND?

- ◆ *All EXCO Members*
- ◆ *Heads of HR*
- ◆ *All Divisional and Regional Heads*
- ◆ *Business and Branch Managers*
- ◆ *All Service & Business Operations Managers*
- ◆ *All Heads of Customer Care*

Why & How Sales People Succeed (B2B)

COURSE LOGIC:

The most important force in a customer's buying decision is the Sales Person. The customer is first and foremost a person. It is people who buy. Prospects and Customers who are not sold on the Sales person will rarely patronise the organisation. The salesperson is the sale. Shouldn't the salesperson therefore know why and how sales people succeed?

OVERALL COURSE GOAL:

Raise the sales success of sales persons in business-to-business situations.

SPECIFIC COURSE OBJECTIVES

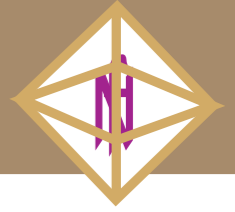
At the end of the course, participants will be able to do the following:

- ◆ *Understand the forces critical to success in b2b situations*
- ◆ *Know what customers truly want*
- ◆ *Understand how customers decide*
- ◆ *Know how to engage with and convert the prospect to a customer*
- ◆ *Deepen and broaden relationships and accounts*
- ◆ *Overcome all challenges to sales success*
- ◆ *Earn above average returns on their performance*
- ◆ *Be the customer's ambassador*

WHO SHOULD ATTEND?

- ◆ *All Sales Executives in Business-to-Business sales responsibilities & accountabilities*

Note:



Winning with Holding Company Structures

COURSE LOGIC:

A good structure is an effective bridge between planning and execution. The good in it is however dependent on how well it is understood, designed and deployed for maximum advantage. This challenge of structuring becomes even more complicated when groups of operating entities sometimes in multiple industry sectors, are involved. The Holding Company Structure is one that requires strategic understanding for it to be profitable deployed.

OVERALL COURSE GOAL:

Equip participants with an improved and functional understanding of how to optimize the potentials of Holding Company Structures.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

- ◆ *Modern trends in organisational structuring*
- ◆ *Fully appreciate the nature and wisdom of Holding Company Structures*
- ◆ *Articulate & design Holding Company Structures that are both efficient and effective as well as propel sustainable organisational success and stability*
- ◆ *Identify and address the challenges of HOLDCOs*
- ◆ *Find & deploy correspondence between HOLDCOs & The Human Corporation*
- ◆ *Package people dev., intelligent integration & corporate control into HOLDCOs*
- ◆ *Understand and pursue the strategic advantages of internal markets in holding company structures*
- ◆ *Generally profit from the HOLDCO Structure*

WHO SHOULD ATTEND?

- ◆ *CEOs - Holding & Subsidiary*
- ◆ *All EXCO Members*
- ◆ *Heads of Strategy*
- ◆ *Heads of HCM*
- ◆ *Heads of Corporate Communications*

Diversity Management & Culture Integration

COURSE LOGIC:

The workplace and the workforce have always been diverse. We cannot, not be different and diverse. Thus, we must learn to thrive and strive with our diversities. Not to do so is to put long term corporate survival at great risk. For organisations that must manage across cultures, culture integration becomes an additional challenge to be strategically driven.

OVERALL COURSE GOAL:

Equip participants with the business case for and competence for managing diversity and integrating across cultures for strategic corporate and business advantage.

SPECIFIC COURSE OBJECTIVES

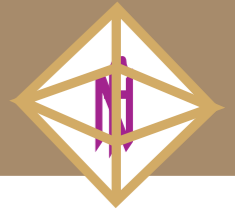
At the end of the course, participants will be able to do the following:

- ◆ *Become aware of the many faces of diversity in both mono and multi-cultural settings*
- ◆ *Present business cases for diversity management and culture integration*
- ◆ *Discuss strategies for diversity management*
- ◆ *Dimension and drive the many levels of culture integration*
- ◆ *Understand the corporate, people, business issues, customer and political issues that affect diversity management and culture integration and how to address them*
- ◆ *Earn a positive return on all investments in diversity management and culture integration*

WHO SHOULD ATTEND?

- ◆ *CEOs*
- ◆ *Heads of Branch Deployment*
- ◆ *Heads of Cross Cultural Expansions*
- ◆ *Heads of Strategy*
- ◆ *Heads of HR*
- ◆ *Heads of Organisational Development*

Note:



Leading Extraordinary Performance

COURSE LOGIC:

Times come in the life of every executive when he/she must do the seemingly impossible task. Corporate turnaround, major market crash, natural disaster, loss of customers' confidence or quantum leap in level of performance, are few such situations. At such times normal or ordinary rules of performance do not exactly fit. The smart executive under such circumstances must pull the appropriate success toolkit to do that which will be considered extraordinary.

OVERALL COURSE GOAL:

Provide participants with the skills, techniques, mind-sets and orientations to excel in times of major corporate difficulties and convert major challenges to opportunities and strength.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

- ◆ *Prepare to handle extraordinary situations profitably*
- ◆ *Come to terms with the existence of situations demanding extraordinary performance*
- ◆ *Identify and deploy key drivers for extraordinary performance*
- ◆ *Focus key enablers for success including collaborative culture*
- ◆ *Convert such experience to corporate capability*

WHO SHOULD ATTEND?

- ◆ *CEOs*
- ◆ *Heads of Strategy*
- ◆ *Heads, Business Transformation*
- ◆ *HR Business Partners*

Strategic Cost Reduction

COURSE LOGIC:

Cost efficiency is critical ingredient of sustainable success in any organisation. It thus requires strategic attention. Costs are always necessary higher than they should be. They should therefore be reduced continuously. Cost cutting is not strategic cost reduction. Successful cost reduction is that which effectively reduces cost without impairing operational efficiency and sacrificing customer satisfaction in short, medium and long term dimensions. This is the only way to achieve the full gains of cost reduction.

OVERALL COURSE GOAL:

Provide participants with the business case for and competence for continuously and holistically reducing cost for sustainable operational efficiency and value addition.

SPECIFIC COURSE OBJECTIVES

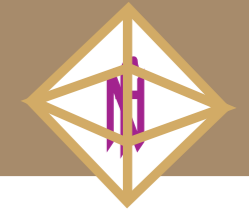
At the end of the course, participants will be able to do the following:

- ◆ *Actually reduce cost by measurable levels*
- ◆ *Raise participants awareness of the business case for low cost service provision*
- ◆ *Fully X-ray the determinants of organisational costs*
- ◆ *Understand the tools and techniques for effective cost reduction*
- ◆ *Own tested processes for launching successful cost reduction initiatives*
- ◆ *Accept personal responsibility as points for successful cost optimisation*
- ◆ *Institute a culture of disciplined cost optimisation and control*
- ◆ *Deploy IT for cost reduction*

WHO SHOULD ATTEND?

- ◆ *All those who by position and responsibility can significantly reduce the costs of the operating entity*
- ◆ *It is thus appropriate for Heads of Finance, Corporate Services, HR, Strategy etc.*
- ◆ *Business and or Branch Managers*

Note:



Quantitative Target Setting for Support Functions

COURSE LOGIC:

The inability to set quantitative targets and KPIs that connect directly with the bottom line has been a major factor in driving, appraising and rewarding the performance of support function employees. As they constitute the higher proportion of employees, getting this aspect of our corporate performance management platforms right will add real value to our corporate goals and business objectives across all terms.

OVERALL COURSE GOAL:

Equip participants with current thinking on setting targets and the techniques for making these targets quantitative in support functions.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

- ◆ *Appreciate the need for quantitative targets for support functions*
- ◆ *Identify and overcome challenges with making support functions target quantitative*
- ◆ *Set quantitative targets for support functions*
- ◆ *Create appropriate KPIs to drive support function deliverables*
- ◆ *Ensure equity in target setting for both support and direct revenue functions*

WHO SHOULD ATTEND?

- ◆ *Heads of HCM/HR*
- ◆ *Heads of Strategy*
- ◆ *Heads of Performance Management*
- ◆ *Heads of Quality Assurance*

Rethinking Performance Management

COURSE LOGIC:

There are huge challenges facing organisations today in getting their desired business results and delivering on corporate goals. These can be resolved by resorting to first principles for aligning current experiences with emerging knowledge and practices in performance management.

OVERALL COURSE GOAL:

Provide participants with current knowledge, skills and world class orientations for strategically deploying the drivers and enablers of world class results focused performance management.

SPECIFIC COURSE OBJECTIVES

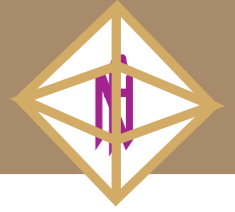
At the end of the course, participants will be able to do the following:

- ◆ *Identify challenges with current performance management practices*
- ◆ *Identify the hard and soft issues in driving performance*
- ◆ *Reorient performance management to strategic business partnership*
- ◆ *Develop and deploy outcome based deliverables and key performance indicators*
- ◆ *Articulate & address current and emerging issues in performance appraisals*
- ◆ *Distill the corporate enablers of performance management*

WHO SHOULD ATTEND?

- ◆ *Heads of HCM/HR*
- ◆ *Heads of Strategy*
- ◆ *Heads of Performance Management*
- ◆ *Heads of Quality Assurance*

Note:



Budgeting for Performance

COURSE LOGIC:

A poor budgeting orientation and process is a sure recipe for adverse variances in performance and results. Too often this is the case with many institutions. Why is this so? Inappropriate of alignment of capabilities, targets, budgets and budgetary discipline is the root cause. This, when overcome, will lead to budgets that drive performance effectively. This training solution does this strategically.

OVERALL COURSE GOAL:

Equip participants with the ability to produce budgets that deliver on targets and planned performance.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

- ◆ *X-ray the determinants and enablers of performance*
- ◆ *Question the appropriateness and adequacy of traditional budgeting given modern realities*
- ◆ *Present needed changes to make in order to draw budgets that drive performance*
- ◆ *Understand the mechanics of Results Based Budgeting*
- ◆ *Link capabilities, targets and budgets*
- ◆ *Ensure budgetary discipline*
- ◆ *Drive the preparation of budgets that assure performance*

WHO SHOULD ATTEND?

- ◆ *All EXCO Members*
- ◆ *Heads of Budgets*
- ◆ *Heads of Strategy*
- ◆ *Heads of Finance*

The Strategic Executive

COURSE LOGIC:

There is an intricate relationship between the effectiveness of key executives and the survival, success and sustainability of an operating entity. This will however, only happen when these Executives are properly tooled in personal & functional competence and organisational value delivery at all times.

OVERALL COURSE GOAL:

Equip participants for improved efficiency, higher business results and general divisional/group/branch/unit effectiveness.

SPECIFIC COURSE OBJECTIVES

At the end of the course, participants will be able to do the following:

- ◆ *Understand what it means to be a strategic executive*
- ◆ *Prioritize and align critical initiatives*
- ◆ *Be and remain hungry for the bottom line*
- ◆ *Organise themselves to perform*
- ◆ *Focus on time and space mastery*
- ◆ *Project package critical tasks and assignments*
- ◆ *Manage the performance of direct reports*
- ◆ *Package cost reduction initiatives*
- ◆ *Coach, counsel and mentor team members*

WHO SHOULD ATTEND?

- ◆ *Business and Branch Managers*
- ◆ *Support Function Line Managers*
- ◆ *All Executives requiring retooling for improved performance*

Note:

**MARCH - OCTOBER, 2012 CORE MULTI-CLIENT COURSES****COURSE TITLE**

	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEP.	OCT.
● Winning with Holding Company Structures	20TH · 22ND							
● Diversity Management & Culture Integration		17TH · 19TH						
● Leading Extraordinary Performance			15TH · 17TH					
● Strategic Cost Reduction				19TH · 21ST				
● Quantitative Target Setting for Support Functions					17TH · 19TH			
● Rethinking Performance Management						21ST · 23RD		
● Budgeting for Performance							18TH · 20TH	
● The Strategic Executive								16TH · 18TH

Tel: 01-4803220, 7416586, 08037258004

E-mail: training@fnlplc.com

Website: www.fnlplc.com

Details of course content and venues shall be advised at list 6weeks to planned dates of delivery.

BASIC FEE: N90,000.00 per participant.

DISCOUNT: Available for 3 or more nominees from the same sponsor.