

Future-Now Training Ltd

(Learning & Development Consultants)

18, Commercial Avenue
Sabo-Yaba, Lagos

Tel: 01-4803220, 7416586, 08037258004

e-mail: training@fnlplc.com

website: www.fnlplc.com

2010 TRAINING PROGRAMMES

➤ **Key Competences
in Brief**

➤ **Course Highlights**

➤ **Core Areas of Competence**

➤ **March - November, 2010
Open Courses Calender**

KEY COMPETENCES

TRAINING GOALS

EXECUTIVE EXCELLENCE

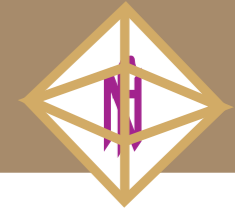
- ✦ Provide the specific and distinguishing cognitive aptitudes that determine whether executives succeed or fail as they address business challenges.
- ✦ Overcome all the challenges of how to lower costs without adversely affecting corporate capability, results and customer satisfaction.
- ✦ Overcome challenges inherent in making smooth and successful transitions to new managerial and leadership positions to assure success.
- ✦ Enhance the skills of executives for the efficient implementation of all initiatives aimed at producing desired corporate outcomes.

SERVICE EXCELLENCE

- ✦ Provide the corporate executive with the tools and techniques for a service based platform for projecting, perceiving and protecting organisational performance.
- ✦ Enable individuals to identify, understand and be skilled in day-to-day behaviours that guarantee outstanding personal and business success.
- ✦ Provide individuals and organisations the methodology and intervention initiatives for aligning behaviours with desired results.
- ✦ To wire and energise the organisation with the voice, profile and patronage of the customer and therefore act to delight and care for them.

HUMAN CAPITAL MANAGEMENT

- ✦ Enable human capital management professionals to directly and positively impact corporate effectiveness and business results through outstanding strategy and people practices.
- ✦ Equip the corporate executive with the framework, tools and techniques for delivering sustainable corporate & business results in the face of people and customer diversities, employee instability, mis-aligned corporate practices & workforce behaviour.
- ✦ Ensure that corporate training produces the desired business impact using learning as a tool that enables career and business success.
- ✦ Present the knowledge, skills and orientation for strategically using performance management to deliver target corporate results.
- ✦ Provide Non-HR line managers & executives with the knowledge, skills & orientation for effectively discharging the HR duties embedded in their functions.



HIGHLIGHT OF COURSES

EXECUTIVE EXCELLENCE

Winning with Executive Intelligence

SPECIFIC OBJECTIVES

- + *Analyse and address corporate & business challenges strategically*
- + *Understand specific aptitudes that determine whether an executive succeeds or fails*
- + *Measure and raise their skills set for executive excellence*
- + *Identify what to focus on when hiring or promoting executives*
- + *Engage and connect with support capabilities for success*

WHO SHOULD ATTEND?

- + *CEOs*
- + *Senior Line Executives in all Functions*
- + *Heads of Learning & Development*
- + *Human Capital Professionals*

Succeeding in New Leadership Positions

SPECIFIC OBJECTIVES

- + *Come to terms with what to do as a new manager*
- + *Avoid pitfalls in their career path*
- + *Identify and manage all expectations*
- + *Build and establish new working relationships*
- + *Sustain personal momentum for success*
- + *Develop balanced & service scorecards to drive their performance*

WHO SHOULD ATTEND?

- + *Newly promoted managers*
- + *Those being prepared for possible elevation to higher positions of responsibility*
- + *Those who are strong technically but require essential managerial thinking to enhance their performance*
- + *Persons who have been promoted to managerial positions but who are yet to demonstrate acceptable competence as managers*
- + *Persons being prepared for major upcoming change efforts in the organisation*
- + *Those whose jobs are being enriched*

Making Impactful Presentations

SPECIFIC OBJECTIVES

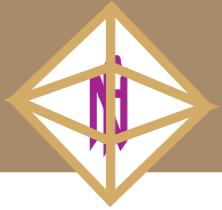
- + *Design communication that transform information into insight*
- + *Develop your unique presentation style*
- + *Empowered to show case excellence and confidence in delivery*
- + *Adopt a flexible approach to position your communication in a way that resonates with the audience needs*
- + *Maintaining professionalism and confidence when faced with questions, curve balls and surprises*

WHO SHOULD ATTEND?

- + *CEOs*
- + *Individuals who need to present confidently in one-o-one, small groups or large group contexts*
- + *Business Executives*
- + *Sales & Marketing Executives*

Note:

HIGHLIGHT OF COURSES



SERVICE EXCELLENCE

Customer Service & Care

- SPECIFIC OBJECTIVES**
- + Know why providing good customer service is critical to business results
 - + Build a model for excellent and satisfactory customer service
 - + Establish specific behaviours that will assure increased customer satisfaction
 - + How to keep customers with service
 - + To get “buy-in” and improve ones level of customer service

- WHO SHOULD ATTEND?**
- + Customer Service Employees
 - + Marketing Officers & Supervisors
 - + Sales Personnel
 - + Relationship Management Personnel

Attitudes & Behaviour Modification

- SPECIFIC OBJECTIVES**
- + Present performance enabling & disabling attitudes & behaviours
 - + Equip participants with the tools and techniques for behaviour modification
 - + Present models for holistic relationship management
 - + Connect attitudes, behaviour and work performance
 - + Develop shared values on work behaviour

- WHO SHOULD ATTEND?**
- + All new employees at induction
 - + Change Champions
 - + Change Agents

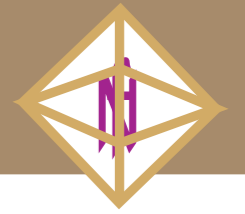
Networking & Relationship Building

- SPECIFIC OBJECTIVES**
- + Increase engagement, internal alignment and inclusion
 - + Spark innovation and creativity
 - + Maximise cross-functional resource sharing
 - + Recognise where the gaps are in your network and learn how to bridge it
 - + Develop the networking mindset and getting the most from your networks
 - + Making the first impression

- WHO SHOULD ATTEND?**
- + Chief Executive Officers
 - + Chief Operating Officers
 - + Business Development Executives
 - + Key Account Managers

Note:

HIGHLIGHT OF COURSES



SERVICE EXCELLENCE - CONT'D

Business Etiquette

SPECIFIC OBJECTIVES

- + *Conducting yourself gracefully in the business world*
- + *Displaying good manners at work*
- + *Communicating in the business arena*
- + *Making a positive impression on the job*
- + *Creating professional style and presence*
- + *Imbibing good dress sense*
- + *Avoiding toxic and offensive traits*

WHO SHOULD ATTEND?

- + *Business Executives*
- + *Customer Relationship Managers*
- + *Protocol Officers*
- + *Sales & Marketing Managers*
- + *Human Resources Practitioners*
- + *Entrepreneurs & Small Business Owners*

Outstanding Time Management

SPECIFIC OBJECTIVES

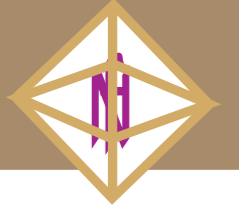
- + *Focus on your priorities to get the most important jobs done and delegate tasks where necessary*
- + *Work at full capacity and get results*
- + *Eliminate costly distractions and yet focused on the goals of the organisation*
- + *Paradigms and practices that limit time management effectiveness*

WHO SHOULD ATTEND?

- + *Chief Executive Officers*
- + *Chief Operating Officers*
- + *Business Development Executives*
- + *Key Account Managers*
- + *Project Managers*

Note:

HIGHLIGHT OF COURSES



HUMAN CAPITAL MANAGEMENT

Modern Human Capital Management

SPECIFIC OBJECTIVES

- + *Establish a modern results-focused human capital mgt. division*
- + *Identify and incorporate emerging HCM trends and best practices into the organisations' HCM practices*
- + *Describe an effective performance appraisal system using balanced and service scorecards*
- + *Identify, attract and retain talents in line with strategic directions of the organisation*
- + *Measure the impact of HCM activities on organisation effectiveness and efficiency*
- + *Design & deploy training & developmental programmes that truly intervene & produce desired corporate results*

WHO SHOULD ATTEND?

- + *Heads of HCM*
- + *Professionals in HCM*
- + *Corporate CEOs*

Coaching and Counselling

SPECIFIC OBJECTIVES

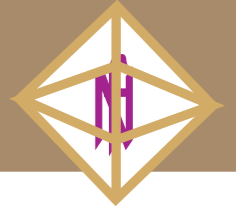
- + *Improve productivity of your organisation*
- + *Reduce employee turnover rate*
- + *Increase employee efficiency and effectiveness*
- + *Control conflicts and preserve self esteem of your employees*
- + *Identify potential problems and solve them before they occur*
- + *Improve decision-making and become self confident*
- + *Increase self knowledge and personal satisfaction on the job*
- + *Increase creativity and innovation and ensure team cohesiveness*

WHO SHOULD ATTEND?

- + *Human Resources Managers*
- + *Non-HR Line Managers*
- + *Operations Managers*
- + *New Employees*
- + *Change Agents*

Note:

CORE AREAS OF COMPETENCE



EXECUTIVE EXCELLENCE

- ✦ Succeeding with Cost Optimisation
- ✦ Winning with Executive Intelligence
- ✦ Succeeding in New Leadership Positions
- ✦ Mastering Execution
- ✦ Leadership Development
- ✦ Making Impactful Presentations

SERVICE EXCELLENCE

- ✦ Balanced Service Scorecards
- ✦ Business Etiquette
- ✦ Attitudes & Behaviour Modification
- ✦ Customer Service & Care
- ✦ Networking & Relationship Building
- ✦ Outstanding Time Management

HUMAN CAPITAL MANAGEMENT

- ✦ Modern Human Capital Management
- ✦ Corporate Coherence & Workforce Stability
- ✦ Effective Learning Interventions
- ✦ Modern Performance Mgt. Practices
- ✦ HR for Non-HR Line Managers
- ✦ Coaching & Counselling for Results

COURSE TITLE

MARCH - NOVEMBER, 2010 OPEN COURSES SCHEDULE

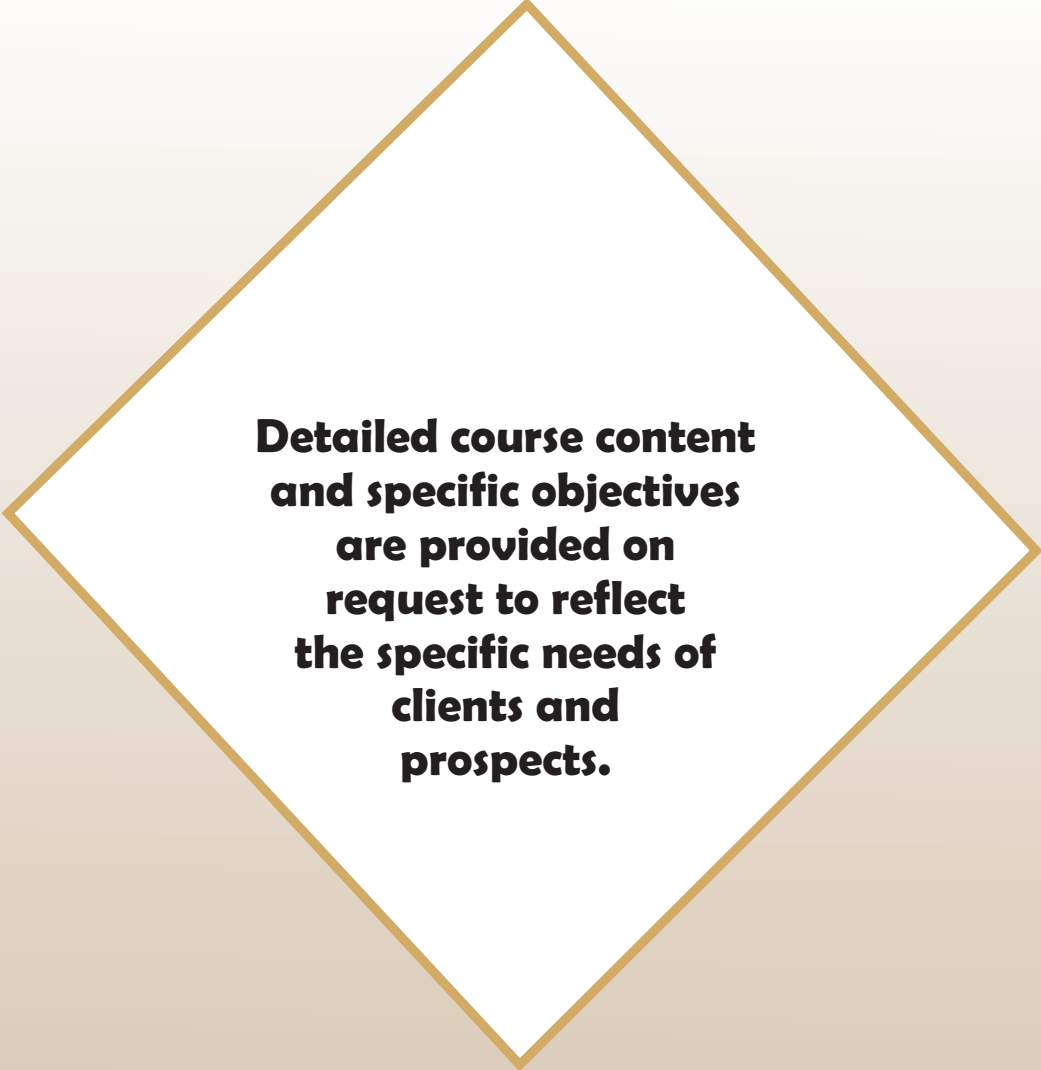


	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
● Succeeding with Cost Optimisation	22ND & 23RD				15TH & 16TH				
● Corporate Coherence & Workforce Stability		12TH & 13TH						11TH & 12TH	
● Effective Learning Interventions			10TH - 12TH						8TH - 10TH
● Balanced Service Scorecards						9TH - 11TH			
● Mastering Execution				14TH - 16TH			20TH - 22ND		
● Modern Performance Management Practices			26TH - 28TH			23RD - 25TH			
● HR for Non-HR Line Managers	25TH & 26TH				26TH & 27TH				
● Result - Based Business Habits				23RD - 25TH					17TH - 19TH

Tel: 01-4803220, 7416586, 08037258004
 e-mail: training@fnlplc.com
 website: www.fnlplc.com

BASIC FEES: N65,000.00 & N85,000.00 per participant for 2 & 3-day course respectively.
DISCOUNT: Available for 3 or more nominees from the same sponsor.

COURSE ANNOUNCEMENT: Formal course announcement will be made at least 1 month to planned dates.



**Detailed course content
and specific objectives
are provided on
request to reflect
the specific needs of
clients and
prospects.**