Poise
NIGERIA

BROCHURE 2022

JANUARY

- Etiquette and Lifestyle Branding (ELB)

- Etiquette-Driven Customer *Experience* (EDCE)

- Front Desk and Professional Image Building

- Customer Service Excellence

- Personal Effectiveness and Self-Mastery Skills in a Fast-Changing World

- Starting in Management for New Managers

- Emotional Intelligence and Mental Health in Times of Crises

- Working from Home Effectively

FEBRUARY

- Business Etiquette in The Corporate World

- The Indispensable Executive Assistant

- Phone Selling Skills

- Elocution and Public Speaking (EPS)

- Interpersonal Communication Skills in The Workplace (ICSW)

- Communicating with Impact: 21st Century Perspective

- High Impact Presentation (HIP)

- The Virtual Manager

- Multicultural Intelligence in The Workplace

- PSENSE Employability Skills Programme

MARCH

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- Office Etiquette and Decorum
- Work Ethics and Professionalism (WEP)
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- Elocution and Public Speaking (EPS)
- Business Writing for Impact in The Workplace
- Advanced Business Writing
- Inspiring Excellence and Engagement Using 21st CenturyLeadership Style
- Mastering Team Building for Improved Performance
- Emotional Intelligence and Mental Health in Times of Crises
- Master Class on Managerial Critical Thinking &
- Problem-Solving Skills

APRIL

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- High Impact Presentation (Hip)
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- Multicultural Intelligence in The Workplace
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STRATEGY POSITIONING

POISE SCHOOL OF MANAGEMENT

POISE SCHOOL OF COMMUNICATION

POISE SCHOOL OF CONSULTING

WHO ARE WE?

We are a personality branding and image consultants in the business of making great executive

OUR VISION

To remain "Number One" in making people great and organization's smarter

OUR MISSION

To provide practical and exceptional career development programmes through excellence in culture, people, impact and service delivery

WHAT WE STAND FOR

Class, Finesse, Prestige and Character

We enhance the skills of business professionals and help them exude executive presence

WHAT WE DO

WHAT OUR VALUES ARE

Exceptional Performance,
The Will to Win, Growth, Love, Poise

Discover **Innovative** Programmes, Explore your Potential and Learn from the Experts

Poise Nigeria aims to transform the performance of corporate organisations, professionals and everyday business individuals through practical, interactive learning and capacity development.

We are a leading provider of high quality and transformative training services that comprises a core group of programmes for corporate organisations and business professionals. We have a wealth of over 20 years' hands-on experience, contacts and expertise across a range of fields: from Personal Development, Administration, Leadership Development, Business Communication, Youth Employability and Entrepreneurship to Business Image Consulting and Transformation.

Quality

Our company's core comprises of knowledgeable trainers with the upmost expertise in their various fields. Our specialists have vast experience in corporate and public settings, political and administrative and business environments.

We have transformed and refined the personal and professional experiences of over 50,000 delegates, who have subsequently impacted their respective organisations and industries positively. Our ambition is to seeleadership revolutionized to bring about positive change in society. As a global brand, we create class and brand people by providing a rich blend of ethics, etiquette, excellent service experience, and best work practice.

Our Certifications

We are **certified** by:

- Chartered Institute of Bankers of Nigeria

- The Protocol School of Washington

- Ethics Institute of South Africa

- Ubuntu Adventure Learning Institute, South Africa

We deliver transforming training in Business Image Consultancy, School of Management, and School of Communication in partnership with **Eurocentres**, England, and Poise Graduate Finishing Academy.

Our Affiliations

The Poise Nigeria group is affiliated with the following brands:

- The protocol School of Washington, USA

- Ethics Institute of South Africa

- Ubuntu Adventure Learning Institute, South Africa

- Cross Bridge Consult, Ghana

- Biddle Consulting, USA

Innovation

Conceptual, experimental and reflective learning underpin our courses. Poise Nigeria offers innovative training courses with each trainer delivering in a unique learning style and services such as applied improvisation, practical real-life scenarios and evaluations as well as many other additional services.

Expectations

We tailor our programmes based on listening to the clients' individual needs. From that, our excellent framework aims to meet your organisation's expectations and individual delegate requirements. We will always go above and beyond to deliver the training you want.

Reliability

We offer exceptional and professional learning solutions to meet government and organisation needs. We are resilient, committed to delivering the best to our clients whatever the obstacles or challenges we may face, you can guarantee a brilliant service from us.

OUR SERVICES

IN-HOUSE

A programme designed completely from scratch for your ministry or department. Our trainer will incorporate a training needs analysis to completely ensure that you get the exact solution to successfully address the issue and the culture within your team or organisation.

TAILORED

Existing open programmes can be completely customised to fit your exact organisational requirements. This means you can add your own specific work experience, culture and case studies which makes the learning even more relevant and effective.

IN-COUNTRY

Here, you can choose one of our existing open or tailored programmes to be run in your national location. There is also the option to mix and match between existing programmes.

Experienced: Globally, we have trained over 25,000 individuals successfully in over the last twenty years.

Experienced Training Team: Our trainers are Training Practitioners with years of industry experience as well as vast training experience.

POISE
SCHOOL OF
MANAGEMENT

Fostering Creative Leadership for Peak Performance

Course Overview

This course is intended to take potentially endowed leaders, to their next level. To each person who is teachable, open and proactive, this course will launch them to extend and expand their professional growth.

This training course is suitable to wide range of professionals, but will greatly benefit:

- Those in a leadership role who supervise other people and processes
- Leaders who aspire to build further their leadership qualities
- The interactive leader who is creative and proactive
- Individuals responsible to shape and groom future dynamic leaders
- Leaders at any level of the organisation who wishes to improve their knowledge and skills in leadership styles

Content
- Developing Inner Leadership Strength
- Thinking Critically and Solving Complex Problems
- Agility and resilience: A leadership pre-requisite
- Developing a Culture of Accountability and Responsibility
- Proper communication etiquette

Duration: 1 day (**Apr** 28th – 30th, **Sep** 22th – 24th, **Dec** 1st – 3rd)

Modeling the Way: Becoming a Transformative Leader

Course Overview

The aim is to equip participants with what it takes to leadas they will need to make decisions and face challenges. The more experience participants have acting as genuine leaders, the easier it will be for them.

Course Objectives:

- The course is to enable participants learn the techniques of true Leadershipand Influence
- Build the confidence it takes to take the lead

Content

- Getting Started
- The Evolution of Leadership
- Situational Leadership
- A Personal Inventory
- Modeling the Way
- Inspiring a Shared Vision
- Challenging the Process
- Enabling Others to Act

Duration: 2 days (**Mar** 28th – 29th, **Jun** 27th – 28th, **Sep** 26th – 27th)

Solutions Finding and Creative Problem Solving

Course Overview

The Creative Problem Solving workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.

Course Objectives

- Analyze qualities and habits of effective problem solvers
- Evaluate strategies for overcoming common barriers to critical thinking
- Incorporate a formal model into workplace problem-solving efforts
- Use various tools and strategies to generate ideas for workplace problems
- Demonstrate leadership techniques to support problem-solving efforts
- Use collaboration to effectively solve workplace problems

Content
- Leveraging Personal Thinking Styles
- Analyzing personal preferences
- Assessing your preferred approach to thinking
- The creative environment
- Group creative thinking

Duration: 3 days (**Apr** 25th – 26th, **Aug** 1st – 2nd, **Oct** 31st, **Nov** 1st)

Personal Branding & Corporate Etiquette for Directors

Course Overview

This programme provides the necessary expertise in diplomatic protocol, appropriate behavior, handling emergencies and dealing with foreign culturesand visitors. As we travel farther and faster between different worlds with differingcultural demands, we must be become ever more flexible and adaptable. Therefore, there is a need to understand that Protocol is the glue which holdsofficial life in our society together.

This course introduces participants to the ceremonial aspect of protocol procedures, behavior of etiquette, rules of courteousness in society, and respect for precedence. Most importantly, how to be a savvy C-Suite Executive in a digitalworld.

Course Objectives:
Upon completion of this programme participants will:
- Master the basics of etiquette and get a better understanding ofmulticultural manners
- Present themselves and their states well, with confidence and greatadmiration
- Use appropriate titles and forms of addressing in different context
- Introduce themselves and others appropriately and engage in initial conversation

Course Modules

- Leading with Emotional Intelligence
- Mastering Class & Personal Branding (The Art of Refinement)

Duration: 3 Days

Global CEO Program

Course Overview

The Global CEO Program focuses on developing your global awareness. As CEO, you are responsible for setting your company's vision, direction, brandand strategy in order to better serve your stakeholders. The Global CEO Programprovides you with a once-in-a-lifetime chance to take a step back, reconsideryour strategy, and consider measures tailored to your company's global demands. Intensive collaboration in teams with wide-ranging viewpoints advances your leadership ability. You'll learn how to draw out strengths fromothers to produce stronger, more innovative results.

Upon successful completion of this course, you will:

- Discover new ways of thinking, latest leadership and business conceptsfrom faculty members who are experts in the field and leaders of industry
- Ability to recognize a decision situation, understand its essential features, and make a choice
- Be introduced to a framework for thinking about problems involving uncertainty and, building on this framework, to develop tools forinterpreting data, sharpen your quantitative and analytical skills.

Content

- Mastering Class
- Presentation Skills
- Developing Professional Charisma
- Managing Emotions, Decorum & Deportment of Lifestyle Branding
- Business and Social Etiquette
- Operation Strategy and Value Chain Innovations

Duration: 3 Day

Advanced Supervisory Course

Course Overview

Supervisors are usually in contact with multiple elements of a business – the workforce, customer base, and upper management. Therefore, they need to be able to manage supervisory, social, and accountability skills. Supervisors and managers are responsible for making sure that tasks are performed correctly and at the right time, bearing in mind the overall goals of their respective company

What are the core skills that will be targeted in this "Advanced Supervisory Management Skills Training Course"?

- Leadership Skills
- Supervisory skills, performance management, communication skills, delegation, time management, and empowerment.
- This training course will provide supervisors with knowledge in a range of essential skills that will help them to improve the overall effectiveness of their role.

Course Objectives

Upon completing this Advanced Supervisory Management Skills Training Course, participants will be able to:

- Demarcate between supervisory and the operational roles

- Understand and practice basic supervisory skills

Content

- Organizing and Delivering Thoughts and Messages
- Earning Credibility as A Leader

Duration: 2 Days

Leading in Volatility, Uncertainty, Complexities and Ambiguity

Course Overview

Poise Nigeria Leading through uncertainty and trying times training course will provide you with the confidence, skills, and techniques to fully understand the implications of Volatility, Uncertainty, Complexities and Ambiguity on your people and your organisation.

Course Objectives

This training course will highlight:

- The key components of active leadership, self-awareness and the power of emotional intelligence in leading through volatility and uncertainty
- How to recognize volatility in the business and turn this to a positive vision?

Content

- Volatile and Complex Leadership in the Modern World
- Situational Intelligence- Emotional Intelligence and the Self-aware Volatile Leader
- Emotional Resilience in Challenging Times

Duration: 2 days (**Mar** 17th – 19th, **Jun** 28th – 30th, **Sep** 27th – 29th)

Leading Self: Becoming a Better Leader

Course Overview

As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it.

Course Objective

With our Self-Leadership workshop, your participants will discover the specifics of how to be a better leader for themselves and for others. Your participants will be able to guide themselves in positives ways, which equals success!

Content

- What Is Self-Leadership?

- Motivators to Self-Leadership

- Constructive Thinking

- Self-Awareness and Self Mastery

- Understanding Self and Others

- Work-Life Management

Duration: 2 day (**Jan** 19th, **Apr** 20th, **Oct** 21st)

Overcoming Sales Objections

Course Overview

Experiencing a sales objection can be a disheartening event. Through this course your participants will learn how to eliminate the objection and push through to get that sale. Even the best quality services or items can be turned down, and learning how to overcome these denials will be of great benefit.

Overcoming Sales Objections is an essential part of the sales process, as it will open up a whole new set of opportunities. It will produce new sales and provide an ongoing relationship with new clients. Objections will always occur no matter the item being sold or presented.

Course Outlines

- Seeing Objections as Opportunities
- Getting to the Bottom
- Asking Appropriate Questions
- Finding a Point of Agreement
- Have the Client Answer Their Own Objection
- Deflating Objections
- Bring up Common Objections First
- Unvoiced Objections
- How to Dig up the Real Reason
- Sealing the Deal
- Understanding When It's Time to Close

Duration: 3 Days (**Jan** 26th – 28th, **Apr** 20th - 22nd, **Sep** 21st – 23rd)

21st Century Creative and Innovative Manager in the Workplace

Course Overview

This practical course will provide managers and specialists with a range of simple techniques that they can use to generate ideas and solve problems at work. Real life work problems and opportunities can be built into the day so that participants walk away from the day with some ideas and potential solutions.

Course Objectives

By the end of this one-day training course, the participants will have:

- An understanding of why some people are naturally creative, but also how everyone can develop their creativity.

- Knowledge of how to use a range of creative thinking tools and techniques to generate ideas and solve problems.

Content

- Recognising the difference between creativity & innovation
- Breaking through thought patterns and assumptions
- Enabling Creativity
- Methods and tools for generating ideas

Duration: 2 Day (**Jan** 25th – 26th, **Apr** 5th – 6th, **Aug** 11th – 12th, **Nov** 24th – 25th)

Networking and Relationship Building in the Virtual World

Course Overview

Developing Strong business networking and relationships in the virtual world is an extremely valuable asset. This online short course is specifically designed to make you a better networker by teaching you how to develop appropriate networking and relationship building skills in the virtual world

Course Objectives

- Develop a successful networking strategy
- Learn how to use online tools to enhance your networking skills
- Gain and maintain the trust and confidence of contacts through the demonstration of high standards of business practice
- Establish effective communication channels to exchange strategic information for the mutual benefit of network members
- Learn effective ways to enhance your executive presence and self-presentation in virtual meetings

Course Outline

- Why must you Network?
- Strategic Networking
- Networking Skills you Need
- Communication Skills that Increases your Business Presence
- Online Networking

Duration: 1 day (**Feb** 28th, **May** 30th, **Aug** 8th)

Assertiveness and Self-Confidence

Course Overview

Self-confident and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self- worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to your participants in their professional and personal lives.

Course Objectives

The Assertiveness and Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

Course Outline

- What Does Self-Confidence Mean to You?
- The Importance of Goal Setting
- Obstacles to Our Goals
- Communication Skills: Listening and Hearing: They Aren't the Same Thing
- Feeling the Part
- It's How You Say It
- Powerful Presentations

Duration: 2 day (**Jan** 20th – 21st, **May** 5th – 6th, **Dec** 1st – 2nd)

Building Agility and Resilience in the Workplace

Course Overview

Building Resilience & Agility gives you unparalleled access to the practical, evidence based insights, frameworks and tools needed to ensure your organisation is ready for the future.

Course Objectives

By the end of the course each learner will be able to:

- Discover why building resilience and agility: strategic, operational and behavioural, is critical to revitalise and refine your business for uncertain times.
- Develop the leadership capabilities to help you succeed in difficult times, and enable you to build resilience at every level of your organization.
- Analyse and understand your current context, and get to grips with scenario planning to ensure your business is ready for the future.
- Master the tools and frameworks needed to define and execute your strategy in an unpredictable world.

Content

- The need for strategic resilience
- Techniques for building strategic resilience
- Behavioral resilience
- Creating a supportive organisation
- Tools and techniques for building resilience
- The need for diversity
- The Leaders role

Duration: 2 days (**Apr** 20th – 21st, **Aug** 24th – 25th, **Nov** 9th – 10th)

Leading with Emotional Intelligence

Course Overview

This programme explodes these two myths: Relying on recent brain research and the work of Daniel Goleman. Leading with Emotional Intelligence, will show participants that the higher up you get in the corporate hierarchy, the less significant the role of IQ in leadership success and the more the need to access and leverage the astonishing power of the emotional brain.

Overall Aim

To provide learning solution that will equip participants with the emotional leadership competencies required for breakthrough employee performance.

Course Objectives

At the end of the training, participants will be able to:

- Change leadership paradigms
- Surface and deal with common dysfunctional management habits and practices

Content

- Background to Emotional Intelligence (EI)

Duration: 2 days (**Mar** 14th – 15th, **Jun** 27th – 28th, **Aug** 29th – 30th)

Essentials of Leadership

Course Overview

Supervisors and team leaders play a critical role in aligning team efforts with an organization's strategic direction. They can empower, nurture and take teams to a realm of excellence. However, they can best unleash this potential if they have the appropriate leadership bandwidth.

This learning programme brings a unique insight into global best practices in leadership development.

Course Objectives

At the end of this learning programme participants will:

- Apply effective team leadership skills and styles

- Communicate effectively

Course Outline

- The Modern Supervisor
- Effective Team Leadership
- Developing Your Management Style
- Motivating and Developing Others

Duration: 1 day (**Mar** 23rd, **Jun** 8th, **Sep** 28th)

Effective Team Leadership

Course Overview

Senior and middle managers in many organizations are saddled with sundry operational responsibilities. But in the midst of all of these daily chores, they have to retain the ability to think and act strategically; manage clearly defined lines of communication; develop their people; learn to vary their leadership styles and create an inspiring work environment. This programme is designed to help participants lead effectively.

Course Objectives

At the end of the course, by applying what is learnt, participants will be able to

- Have a well-rounded understanding of leadership principles and practice

- Know how to use appropriate coaching and mentoring behaviours

- Become more flexible and adaptive leaders
- Inspire their teams to excellence through emotional leadership

Content
- The New Leadership Challenge
- Understanding Team Dynamics
- Emotional Leadership
- Developing the Team through Coaching and Mentoring
- Situational Leadership

Duration: 1 Day (**Feb** 23rd, **Jun** 29th, **Nov** 9th)

Team Building for Managers

Course Overview

Teamwork is a part of everyday business life. Whether it's virtual, in the office, or on the road, we are often expected to be a functional part of a team. Having a strong team benefits every organization and will lead to more successes than not. Teamwork is how your participants will elevate that event or project from just OK to great!

Course Objectives

Through our Team Building for Managers workshop
- participants will be encouraged to explore the different aspects of a team, as well as ways that they can become a top-notch team performer.
- They will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

Content

- What Are The Benefits Of Team Building?
- Types of Team Building
- Creating Team Chemistry
- Improving Team Strength
- Formatting A Team Building Plan

Duration: 2 days (**Mar** 28th – 29th, **May** 30th – 31st, **Oct** 24th – 25th)

Telework and Telecommuting

Course Overview

Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job, and recognizing these challenges will help your participants become great teleworkers.

Course Objectives

- Through Telework and Telecommuting your employees will see a great improvement in their performance and well-being.
- Your participants will establish the additional skills needed to be successful in their work from home environment.

Content

- Self-Management
- Time Management
- Organizing and Planning
- Communication
- Case Study
- Building Trust and Rapport
- Key Competencies of a Virtual Team Leader
- Have a Collaborative Attitude
- Setting Expectations with Family and Friends

Duration: 2 days (**Jan** 31st, **Feb** 1st, **May** 16th – 17th)

Virtual Team Building and Management

Course Overview

With a global workforce you are provided with a cost effective and talented pool of employees to draw from. With a virtual team you are given a 'Follow the Sun' production environment. Poise has assembled a set of tried-and-tested tools and resources to deliver alongside our programs to engage and support your teams to face the many challenges the pandemic has brought to organisations.

Course Objective

With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give your participants the knowledge to work with these challenges and succeed in a growing global workforce.

Content
- Nurturing Positivity
- Communicating Skillfully with your Remote Team
- Managing PerformanceRemotely
- Creating Balance and Structure
- Building Trust
- Managing Different Time Zones
- To Succeed With a Virtual Team
- Set Clear Goals
- Create a SOP"s
- Build a Team Culture

Duration: 2 days (**Feb** 20th – 21st, **July** 18th – 19th, **Nov** 7th – 8th)

Successfully Closing Deals with Strategic Negotiation Skills

Course Overview

Although people often think of boardrooms, suits, and million dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. Through this workshop participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

Course Objectives
At the end of the course, the participants will be able to:

- Create efficiencies by developing a systematic approach to managing negotiations

- Synchronize internal and external negotiations

- Address the complexities associated with multiple parties and agendas as well as evolving timeframes

- Negotiate effectively across borders and cultures

Content

- Understanding Negotiation
- Getting Prepared: Establishing Your WATNA and BATNA
- Laying the Groundwork
- Negotiating Outside the Boardroom
- Negotiating on Behalf of Someone Else

Duration: 2 days (**Feb** 1st – 2nd, **Apr** 12th – 13th, **Aug** 16th – 17th, **Nov** 29th – 30th)

Strategic Planning for an Uncertain Future

Course Overview

While it is not possible to predict the future, many public and corporate bodies use horizon scanning to detect signals of change and trends. This enable them to prepare appropriate response should the change materialise. This mean public and private bodies won't be unprepared to seize opportunities or mitigate threats.

As top management need to provide directions and leadership, it is vital that managers understand horizon scanning and be able to interpret findings and insights. This will help the Board to make important decisions and ensure the organisation remain prepared for an uncertain future.

Course Objectives

- Apply Different models of strategic planning that can be adopted
- Explore Key strategic areas from economy and workforce to technology and culture
- Planning for the unexpected

Course Content

- Strategy and Your Role
- Models of Strategic Thinking

Duration: 1 day (**Jan** 28th, **Apr** 15th, **Aug** 17th, **Nov** 4th)

Prospecting and Lead Generation

Course Overview

Prospecting and lead generation is the method of making links which may lead to a sale or other promising result. The leads may come from various sources or undertakings, for example, via the Internet, through personal referrals, through telephone calls either by telemarketers, through advertisements, events, and purchase of lists of potential clients. These and other events can become more easily managed with this great workshop.

Course Objective

With our Prospecting and Lead Generation workshop, your participants will begin to see how important it is to develop a core set of sales skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their sales strategy.

Content

- Prospecting
- Webinars | Blogs | Engaging Video
- Avoid Common Lead Generation Mistakes

Duration: 3 days (**Jan** 26th – 28th, **Apr** 20th – 22nd, **Sep** 21st – 23rd)

Coaching and Mentoring for Better Work Performance

Course Overview

As a manager it is essential to improve employee performance on a continuous basis and the best way to do this is through coaching and mentoring. This training equips the manager with the necessary skills to be an effective coach and mentor.

Course Objectives

- Understanding the difference between coaching and mentoring
- Learning how to coach and mentor
- Recognizing when to act as a coach and when to act as a mentor

Content

- Characteristics of a successful Coach
- Performance Management Basics
- Coaching Methods for Individuals
- The GROW Model
- Phases of Coaching
- Motivation & Coaching
- Mentoring and its importance

Duration: 3 Days (**Mar** 21st – 23rd, **Jun** 13th – 15th, **Oct** 24th – 26th)

Neuroscience of Mindfulness and Resilience

Course Overview

Our brains are designed to ensure our species' survival, which works very well in the savannah but can be problematic in the modern workplace. Thankfully, our brains are also designed to be remarkably adaptable (plastic), and they can get better at choosing what to focus on as well as taming those survival-level emotions. Learning about the errors our brains can make means organizations can be more resilient and authentically inclusive by effectively combating them.

Course Objectives

- Understanding the brain's plasticity
- Knowledge of attentional and social networks in the brain
- Understanding the emotional systems and their importance to survival

Content

- Introduction to mindfulness for mental health; emotional regulation with mindfulness
- Introduction to neuroplasticity and neuroscience of mindfulness
- Mindfulness of emotions; the emotions wheel

Duration: 2 days (**Jan** 28th – 29th, **Mar** 4th – 5th, **Jun** 17th – 18th)

Transforming How You Think: Using Design Thinking Strategies

Course Overview

'Disrupt or be disrupted' is a common catchphrase for business in the 21st century.

To succeed in today's rapidly changing business environment, innovation is critical to compete in almost every industry.

Design Thinking enables you to combine the traditional internal focus on your organisation's linear objectives and business metrics with an outward creative focus that challenges assumptions and redefines problems to deliver better business outcomes.

Course Objectives

Upon completion of this course you will be able to:
- Recognise the historical, societal and technological shifts leading to Design Thinking
- Empathise with the end user and their needs to extract consumer insights and articulate problem statements

Content

- Understanding the innovation process
- Identifying and understanding what customers need and want in a product, service, or process

Duration: 1 days (**Feb** 14th – 16th, **May** 9th – 11th, **Sep** 12th – 14th)

Executive Presence: Style, Substance & Character

Course Overview

Developing executive presence can open opportunities for you to shine through with confidence, with a professional aura, appearance, behaviour and communication abilities can be used to a benefit in your leadership development. Learn executive presence skills in leadership to come out shining with professionalism, from the moment you walk into the room, how you act, speak and dress.

Course Objectives

At the end of the course, participants will:

- Learn about executive presence traits; to be confident, self-control under stress and deliver with certainty
- Develop language skills, tone of voice and the skills to apprehend an audience or address a situation
- Explore how to be authenticated through executive presence that is also best suited for personal work environment and what also best reflects you as a leader.

Who Is This Course For?

This leadership development training in developing executive presence is beneficial for senior executives or those aspiring to be one.

Duration: 2 days (**Feb** 18th – 19th, **May** 25th – 26th, **Sep** 29th – 30th)

Unlocking Employee Engagement and Transforming Business Performance

Course Overview

Organisations that recognise the importance of having engaged employees find that performance at individual, team and organisational level rise allowing them to achieve competitive advantage. Those who are engaged understand why it is important to the organisation's strategic aims to do their jobs well, support their colleagues and communicate effectively.

Course Objectives

By the end of this highly interactive programme, you will understand what employee engagement is, how to improve it and how to manage change successfully.
You will have practical tools which enable you to explore employee engagement and understand change.

Content

- What Employee Engagement is & the current trends
- Engaging people from the head, heart and hands
- Improving employee engagement
- Building Resilience and understanding the risk of low engagement
- How to manage change effectively – understanding it and using tools to get buy-inm

Duration: 1 Day (**Jan** 28th, **Mar** 5th, **Jun** 17th)

POISE SCHOOL OF
COMMUNICATION

21st Century Communication Skills: *Redefining Business Communication for the future of work.*

Enhancing Your Communication Using Body Language

Course Overview

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications

Course Objectives

- Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is said.
- It will also give you the ability to see and understand how your own Body Language is being seen.
- You will be able to adjust and improve the way you communicate through non-verbal communications.

Content

- Communicating With Body language
- Reading Body Language
- Body Language Mistakes
- Gender Differences
- Non-Verbal Communication
- Facial Expressions
- Body Language in Business
- Lying and Body Language
- Improve Your Body Language
- Matching Your Words to Your Movement

Duration: 2 days (**Mar** 15th – 16th, **Jun** 21th – 22th, **Oct** 18th – 19th)

Business Writing for the World of Work

Course Overview

Writing is a key method of communication for most people, and it's one that many people struggle with. Writing and communication skills have degraded with more and more people communicating through email and text messaging. Developing writing skills is still important is the business world as creating proper documents (such as proposals, reports, and agendas), giving you that extra edge in the workplace

Course Objectives

- You will identify specific presentation techniques for various business documents, including letters, memos, e-correspondence, reports, proposals, and the methods of preparing these documents for your intended audience.
- Be able to communicate to your audience effectively.
- Find it easier and quicker to write for business purposes.

Content

- Overview of Business Writing
- Effective Writing (1)
- Writing Savvy and Rudiments of Writing (The 10C's of effective writing)
- Structure and style of Business Writing
- Business Letters & Memos
- Business Report Writing
- Working with Words

Duration: 3 days (**Mar** 10th – 12th, **Jun** 23rd – 25th, **Sep** 1st – 3rd, **Dec** 6th – 8th)

Collaborative Business Writing

Course Overview

Writing and communication skills have degraded with more and more people communicating through email and instant messaging. Developing writing skills is still important in the business world as is creating proper documents (such as proposals, reports, and agendas) giving you that extra edge in the workplace.

Course Objectives

- The Collaborative Business Writing workshop will give your participants the knowledge and skills to collaborate with others and create that important document.
- Your participants will touch on the types of collaboration, and ways to improve them through certain tools and processes.
- These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.

Content

- What is Collaborative Business Writing?
- Types of Collaborative Business Writing
- Collaborative Team Members
- Collaborative Tools and Processes

Duration: 2 days (**Jan** 25th – 26th, **May** 17th – 18th, **Aug** 9th – 10th, **Nov** 15th – 16th)

21st Century Workplace Communication Strategies

Course Overview

Our communication skills training course will help managers and supervisors to communicate effectively to the diverse range of personalities in a workplace. The 21st Century Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

Course Objectives

- Develop key communication skills and insight into how to inspire others.
- Improve your understanding of yourself and others

- Get the best out of your people by adapting your communication and management style to appeal to what motivates them.
- Understand the important role feedback plays in the workplace

Content

- Understanding Communication Barriers
- Build effective communication skills
- The Big Picture: Understanding Communication
- Paraverbal Communication Skills

Duration: 2 days (**Mar** 21th - 22th, **Jun** 6th – 7th, **Oct** 3th – 4th)

Conflict Resolution in the Workplace

Course Overview

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

Course Objectives

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

Content
- An Introduction to Conflict Resolution
- The Thomas-Kilmann Instrument
- Creating an Effective Atmosphere
- Creating Mutual Understanding
- Getting to the Root Cause
- Generating Options
- Building a Solution

Duration: 2 Days (Jan 28th, **Apr** 15th, **Aug** 19th, **Nov** 4th)

Making an Impact with Presentation Skills

Course Overview

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. Your participants will be provided a strong set of skills that will complement their current presentation skill set.

Course Objectives

- The Presentation Skills workshop will give participants skills that will make speaking in public less terrifying and more enjoyable.
- This workshop includes topics that participants can look forward to including: creating a compelling message, using various types of visual aids, and engaging the audience.

Content

- Performing a Needs Analysis
- Choosing Your Delivery Methods
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Overcoming Nervousness
- Creating Fantastic Flip Charts
- Creating Compelling PowerPoint Presentations

Duration: 2 days (**Jul** 11th – 13th, **Sep** 5th – 7th, **Dec** 12th – 14th)

Interpersonal Communication Skills

Course Overview

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

Course Objectives

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

- Understand the theories that explain interpersonal interactions.
- Recognize the characteristics of competent communication in interpersonal interactions.
- Recognize the need to self-monitor personal communication competence.
- Understand the competencies related to communicating with those from other cultures.
- Send and interpret verbal and nonverbal messages accurately

Content

- The Basics of Interpersonal Communication

- Communicating Effectively at the Workplace

- Displaying Courteousness and Thoughtfulness at the Workplace

- Interpersonal Effectiveness in Meetings

Duration: 2 Days (**Feb** 22nd – 23rd, **Apr** 4th – 5th, **May** 25th – 26th, **Jul** 4th – 5th, **Sep** 27th – 28th, **Oct** 10th – 11th)

Connecting with your Audience: Using Storytelling Techniques

Course Overview

An ambitious vision for the future of your organization is insufficient – how do you communicate this vision to get your colleagues on board? The ability to effectively communicate and persuade others is a key leadership skill. Traditional and common-sense models of communication and persuasion often fail to capture the complex nature of 'influencing'. Via structured learning activities (video lectures, quizzes, discussion prompts and written assessments) this course will develop your capacity to communicate appropriately in different situational and cultural contexts, making you a highly influential leader.

Course Objectives

- Why storytelling is such a powerful and persuasive method of communication
- When and where storytelling should be used to promote your brand, organization, products or services

Content

- Understanding the concept of storytelling
- The role of storytelling in modern marketing
- How to create a story your people want to tell and customers want to hear
- Expert storytelling tips that boost outcomes and avoid mistakes

Duration: 2 Days (**Mar** 16th – 17th, **Jun** 20th – 21st, **Oct** 17th – 18th, **Dec** 5th – 6th)

Delivering Constructive Criticism

Course Overview

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop your participants will gain valuable knowledge and skills that will assist them with thischallenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way.

Course Objectives

Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees.

Content

- When Should Feedback Occur?
- Preparing and Planning
- Choosing a Time and Place

Duration: 2 Days (**Mar** 4th – 5th, **Jun** 17th – 18th, **Oct** 20th – 21th)

Assertiveness and Self-Confidence

Course Overview

Self-confident and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self- worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to your participants in their professional and personal lives.

Course Objectives

The Assertiveness and Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

Course Outline

- What Does Self-Confidence Mean to You?
- The Importance of Goal Setting
- Obstacles to Our Goals
- Communication Skills: Listening and Hearing: They Aren't the Same Thing
- Feeling the Part
- Identifying Your Worth
- Looking the Part
- The Importance of Appearance
- Sounding the Part
- It's How You Say It

Duration: 2 days (**Jan** 20th - 21st, **May** 5th_6th, **Dec** 1st - 2nd)

Communicating with Data

Course Overview

Do you want to help your audience quickly grasp the message you send? This course will help you present numerical data to managers, decision makers or the general public so they can readily understand the data. You will learn concepts, conventions and mechanics behind the effective use of tables, charts and graphs, and practice using them. This is not a course in statistics; rather it is a course in presenting clear and easy-to-understand tables, charts, and graphs.

Recommendation: Bring one or more examples of real data from your assignments to use for practice.
Who Should Attend: Anyone who has to communicate information based on data

Course Objectives

- Effectively discriminate between relevant and irrelevant data

- Visually organize information to get your point across

Content

- Introduction to Data Visualization

- Creating interactive visualizations using Tableau

Duration: 2 days (**Jan** 19th – 20th, **May** 5th – 6th, **Dec** 1st – 2nd)

Perfect Your Virtual Presentations

Course Overview

Transferring your face-to-face skills to the online world

Throughout this series of virtual workshops, participants apply the principles of The Orderly Conversation to their own real-life content.

Course Objectives

Participants in this virtual presentation skills class learn to
- Create (or modify existing) visual aids to support key messages
- Manage nervousness and gain self-awareness
- Engage attendees in a comfortable, flexible conversation while being clear and concise

Content
- Finding what's natural for you
- Overcoming the Anxiety of Presenting
- The Artful Use of Body Language
- Developing Your Speaker Identity
- Finding Your Voice
- Incorporating Your Virtual Audience

Duration: 1 day (**Feb** 2nd, **Apr** 6th, **Aug** 10th, **Nov** 4th)

Crisis Communications: How to Lead When Things Go Wrong

Course Overview

Reputation matters! Poor communication skills can crush even the strongest of organisations in times of emergency. The stress to get the message right can test even the most experienced teams.

Demand has surged for training in crisis communications skills in the wake of the global pandemic. Never before have these skills been more important. In this course, 'Effective Crisis Communications Skills' from our Leaders & Management Series, you can learn how to communicate effectively with the public, stakeholders and the media, in times of crisis and in this new and often chaotic working environment.

Course Objectives

- Learn how to prepare for successful and effective communications to any crisis.
- Explore how to create truthful, transparent and consistent crisis responses.

Content

- All aspects of handling communications in a crisis, from risk issues management, to making live media statements.
- How to gain control of the narrative and be a primary source of information.
- Creating content, safeguarding reputation and ensuring communications staff have options.
- Understanding how the 'media' landscape swiftly changes and being part of the conversation.

Duration: 2 days (**Mar** 1st – 2nd, **Jul** 25th – 26th, **Nov** 21st – 22nd)

Speech Writing Training

Course Overview

Great speeches have always mattered – but in this uncertain world, they have never mattered more. This course teaches you how to write great speeches, certain to be memorable and have an impact. We'll help you answer these key questions in your writing assignments: What does our audience expect? How do we get our speaker to take risks? What is an inspirational speech? How do you cut through in the social media age?

Course Objective

This expert-led speech writing course will train individuals on how to put together a persuasive speech with clarity and precision. We'll get you writing and discussing real-life case studies. This personal development training will make you a better writer, ready to impress your next speaker, and your audience.

Content

- Learn from the best inspirational speeches
- Discover the best techniques for writing a memorable script
- Hone your writing skills with real-time assignments working with colleagues
- Understand the importance of capturing the authentic voice of any speaker

Duration: 1 Day (Jan 21st, **May** 6th, **Sep** 16th, **Dec** 2nd)

The Art of Presenting & Public Speaking

Course Overview

Whether you a delivering a professional presentation, a motivational speech or a public announcement. With the right training, words have the power to be informative, persuasive and also entertaining, depending on the attended purpose. This is to effectively deliver a message to your audience in the right format, language and setting.
Start building confidence, your leadership skills and strengthen your oral communications skills in this expert-led course. Different types of public speaking events require adjustable communication styles.

Course Objectives

- Learn how to adapt, insights to public speaking frameworks and guidance so you can bring out the potential to shine at future presentations.
- Learn the good and bad traits to public performances
- Explore the influence of presence and body language
- Guide for planning and preparation for a public appearance
- Discover your communication style that suits you

Course is Suitable for:

This course is applicable for senior level positions and in any sector or for anyone whose roles involve public presentations or speaking.

Duration: 1day (**Feb** 21st, **Jul** 18th, **Nov** 7th)

POISE
BUSINESS IMAGE
CONSULTING

Etiquette & Life Style Branding for Professional Success

Course Overview

Our trainings help participants project a powerful first impression through making them get in touch with their negative/positive traits, finding their true self-worth, project professionalism, identify core inner values as well as develop a strong sense of personal branding responsibility and experience a renewed sense of Self-Confidence in areas of the Social Intelligence and Emotional Intelligence aspect of their careers. It also enhances them to develop positive interpersonal relationship skills with their peers, subordinates and bosses and clients.

Course Objectives (What will it solve)

- Learn how to enhance your professional and business presence, build confidence, self-esteem, and personal presentation.
- Learn how to invest in your most valuable asset – YOU.

Content

- Initiating and receiving a handshake in business
- Giving and receiving a business card
- Introducing and being introduced in business

Duration: 3 Days (**Jan** 18th – 20th, **Mar** 23rd – 25th **Jun** 21st – 23rd, **Sep** 28th -30th, **Nov** 29th - **Dec** 1)

Etiquette-Driven Customer Experience

Course Overview

This course is designed to address these questions: Here are some questions you might be asking yourself.
How do I improve customer service?
How can I make our customers more loyal?
How do I deliver exceptional service to the customer?
How do I stop customers from being so price sensitive?

Learning Objectives

Etiquette-Driven Customer Experience Skills will provide participants with valuable tools to:

- Understand the benefits of implementing a quality service approach
- Identify customer needs and provide the best available service
- Provide a fit to meet customer needs

Content

- Understanding customer expectations
- Assessing Your Current levels of service
- Customer loyalty drivers

Duration: 2 Days (**Jan** 28th – 29th, **Mar** 4th – 5th, **Jun** 17th -18th, **Oct** 20th – 21st, **Dec** 2nd – 3rd)

Business Etiquette in the Corporate World

Course Overview

"The single greatest barrier to international business success is the one created by culture, and 60% of a culture is found in its nonverbal messages."- Edward T. Hall

Are your PEOPLE projecting a professional image consistent with your Company's Image, Brand Value and Vision?

What differentiates a successful organization are its LEADERSHIP and PEOPLE - employees.

Learning Objectives

- Understanding the universal principles of protocol, etiquette, courtesy and manners
- Promoting panache and savvy
- Maintaining positive professional image
- Navigating and manage interpersonal dynamics

Content

- Importance of First Impressions
- Making an Entrance
- Board Room Protocol
- Tech Etiquette

Duration: 2 Days (**Feb** 18th – 19th, **May** 26th – 27th, **Oct** 28th – 29th)

Office Etiquette & Decorum (Creating a Professional Work Environment)

Course Overview

This course on Professionalism in the Office teaches the basics of professional behavior in the work environment. You will learn about positioning yourself as a professional, enhancing your professional image as well as about expanding your skills, communicating for results and building relationships and networks. Start this course today and learn about professionalism in the workplace.

Learning Objectives

- Define appropriate and inappropriate work behaviours
- Describe appropriate workplace dressing
- Demonstrate professional use of telephone in a business environment
- List steps to managing difficult personalities

Content

- Social and Professional Workplace Behaviours
- Professional Work Attitude
- Appropriate use of the Internet

Duration: 2 Day (**Mar** 22nd, **Jun** 21st, **Aug** 23rd, **Oct** 11th)

The Indispensable Personal Assistant

Course Overview

How often are you asked to take decisions in your boss absence? Things need to go fast. How are you setting your priorities?
Enhance your executive assistant skills and performance to increase the added value of your contribution to your manager and your company. Improve your interpersonal skills to take decisions confidently, suggest innovative solutions, be an effective organizer and good communicator.

Learning Objectives

- Understand the changing business environment in which you operate and the impact it has on your role and the role of your manager
- Enhance your interpersonal skills
- Become a more confident decision-maker

Content

- Self-mastery & the Power of Emotional Intelligence (EI)

- Projecting Yourself & Effective Verbal & Non-verbal communication skills
- Partnering Strategically with ''your boss''

- Poise, Posture, Deportment and Courtesy

Duration: 3 days (**Feb** 3rd – 5th, **Apr** 7th – 9th, **Jun** 8th – 10th, **Aug** 18th – 20th, **Nov** 17th – 19th)

Front Desk and Professional Image Building

Course Overview

The front desk executive represents the public face of a business. They are often the first person a customer sees or the first voice she hears over the telephone. Because of this, it is important that front desk executives conduct themselves in a professional manner to give customers a good first impression.

Course Objectives

- To address the need of front-line officers and equip them withtested skill and techniques proven to lower customer turnover,dissatisfaction, frustration and reduced stress on your team members
- To know how to efficiently manage situations when several telephone lines keep ringing
- To know how to handle several situations with poise, ease andprofessionalism

Content

- Best Foot Forward: Features of a Professional Image
- What will Ruin Your Image
- Taking Calls like a Professional
- Beyond Words: What the Body Says
- Security Concerns: Staying Safe in the Front Desk
- Gracefully Handling Difficult Visitors and Customers

Duration: 2 Days (**Apr** 8th – 9th, **Jul** 15th – 16th, **Sep** 16th – 17th, **Nov** 15th – 16th)

Work Ethics & Professionalism

Course Overview

This course aims to create awareness of ethical issues with the business environment and ensure that you always know the ethical course of actions to take on the job.

Course Objectives
- To give you pointers and guidelines needed to handle business dealingswhile maintaining a higher degree of professionalism to ensure results thatsupport the common goal of the organisation.
- This training programme will help build a strong team and fosterprofessionalism in the work place, thus helping to promote productivity.
- Increase prosperity for sustainable growth and add value to the organisation's bottom line.
- Greater confidence in managing and responding to a range of workplacecommunication scenarios

Content
- Self- Mastery & Emotional Intelligence
- Fundamentals of Work Ethics
- Managing Priority, Performance and Pressure
- Developing Assertive Skills (Plus practical)
- Going Above Average: The Culture of Excellence
- Projecting a Professional Presence
- Conflict Management

Duration: 2 Days (**Mar** 8th – 9th, **May** 6th – 7th, **Aug** 12th – 13th, **Nov** 18th – 19th)

Personal Effectiveness & Self Mastery

Course Overview

This course will provide participants with practical tools and skills to use in their day-to-day interactions--tools that create and sustain personal effectiveness. By using these skills, the participants will see a notable difference in their relationships with the people they work with, as well as individuals in their personal life.

Expected Learning Outcomes

Increasing Personal Effectiveness provides measured behavioural changes in employee performance, communication and ownership for results.

Effective employees …

- Learn new skills for continuous improvement
- Make decisions
- Create innovative solutions

Content

- Self Awareness & Self Mastery
- Personal SWOT Analysis
- Initiative & Proactive Thinking

Duration: 3 Days (**Jan** 27th – 29th, **Mar** 24th – 26th, **May** 3rd – 5th, **Jul** 27th – 29th, **Oct** 25th – 27th)

Enhancing Your Selling Skills for Sales Success

Course Overview

The competition in the marketplace is increasing as margins decrease and consumers become more discerning. This sales course will help to increase sales, gain loyal customers, overcome objections, and grow a business with professionalism and enthusiasm.

Course Objectives

- Interpret prospect needs by conducting a needs analysis
- Master active listening techniques to better connect with & understand clients
- Manage the sales process by understanding where the sale is & how to keep the (mirroring, leading representational bias, tie-downs, & tag-ons)

Content

- Understanding the Sales Process
- Setting Smart Sales Goals
- Getting Prepared to make the Call
- Creative Call Openings
- Active Listening

Duration: 2 days (**Jan** 24th – 25th, **Jun** 13th – 14th, **Sep** 26th – 27th)

Sales Training for Call Centres

Course Overview

A well-trained Call Centre is the heart of any operation. Call Centre (sales) staff who possess skill, professionalism and know how to handle a great variety of situations are an asset to any organisation.

This Call Centre (sales) training course teaches your employees to enter the call centre with confidence, equipped to answer questions, overcome objections and close calls with positive outcomes.

Learning Objectives

In this course participants will:

- Learn practical and effective outbound call strategies
- Understand the different types of buying motivations
- Master the strategic sales process, matching your products and services to buyer motivations

Content

- Understanding Customers Buying Motives
- Getting Beyond the Gate Keeper

Duration: 2 days (**Feb** 1st – 2nd, **Apr** 12th – 13th, **Aug** 16th – 17th, **Nov** 29th – 30th)

Pitch Proposal and Presentation Sales Training

Course Overview

During this training course, participants receive training in identifying the key element of a quality proposal, writing a winning proposal, perfecting the first impression, gaining confidence when giving presentations, and developing a professional approach to products/services sales.

Pitch: Proposal and Presentation Sales Training Course is the fastest way to develop skills in creating and presenting perfect sales pitch that gives the desired results every time.

Learning Objectives

After completing this course, participants will have learned to:

- Identify the key elements of a quality proposal
- Plan a proposal
- Write a brilliant proposal

Content

- Writing Basics-Getting Started
- Writing Your Proposal-Types of Proposals
- Getting Thoughts on Paper

Duration: 2 days (**Jan** 17th – 18th, **May** 2nd – 3rd, **Sep** 19th – 20th)

Social Media Marketing

Course Overview

Social media is a staple of modern life. It is so enmeshed in the way we communicate that companies have little choice but to engage social media as part of their marketing strategy. Before implementing any social media strategies, you should take the time to understand the benefits as well as the risks.

Course Objective

With our Social Media Marketing workshop, your participants will discover the specifics of how to effectively use social media marketing. By utilizing different social media platforms to reach current and potential customers, your marketing will only see success.

Content

- Face book content marketing skills
- Tracking and Measurement
- You Tube (Pros & Cons; Content & Voice)
- Twitter (Pros & Cons; Content & Voice; Tracking & Measurement techniques)
- LinkedIn Pros & Cons; Content & Voice; Tracking & Measurement)
- Google (Searching techniques, tracking)
- Social Media Communication skills
- Product/Services Brand Building Techniques

Duration: 3 days (**Feb** 9th – 11th, **Jun** 15th – 17th, **Oct** 12th – 14th)

Effective Prospecting Sales Training

Course Overview

Prospecting is one of the keys to success in sales. Effective prospecting helps professionals to attract new business and improve sales. This training course in effective prospecting in sales assists participants to gain valuable knowledge and skills in prospecting to enable them to perform outstandingly in their jobs..

Course Objectives

- Expand your client base through effective prospecting
- Use a prospecting system to make you more successful
- Identify target markets and target companies with the 80/20 rule in mind
- Develop and practice networking skills at every opportunity

Content

- Targeting Your Market
- The Prospect Dashboard
- Setting Sales Goals
- Why is Prospecting Important?
- Networking- Connecting with Prospects

Duration: 3 days (**Mar** 7th – 10th, **May** 23rd – 26th, **Dec** 5th – 8th)

Goal Setting and Getting Things Done

Course Overview

Goal Setting is one of the most basic and essential skills someone can develop. We touch on goal characteristics, time management, and what to do when setbacks occur. This workshop will provide the knowledge and skills your participants need to complete more tasks, and get things done.

Course Objectives

Our Goal Setting and Getting Things Done workshop will
- Cover strategies to help your participants deal with distractions and overcome procrastination.
- These skills will translate into increased satisfaction in their professional and personal lives.
- Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

Content

- Setting SMART Goals
- Four P's of Goals Setting
- Overcoming Procrastination
- Wise Time Management
- Tips for Completing Tasks
- Increase Your Productivity
- To Do List Characteristics

Duration: 2 days (**Jan** 21th, **May** 6th, **Sep** 16th, **Dec** 2nd)

Handling a Difficult Customer

Course Overview

Wouldn't the world be a great place if every customer was a pleasure to deal with? We all know that is a fantasy land. So what is the best way to handle a difficult customer? Through our workshop your participants will learn stress management skills, how to build rapport, and recognizing certain body language.

Course Objectives

- By utilizing handling a difficult customer workshop your participants will see an increase in customer service, productivity, and a decrease in unhappy customers.
- Your participants will be provided a strong skill set including in-person and over the phone techniques, addressing complaints, and generating return business.

Content

- The Right Attitude Starts with You
- Internal Stress Management
- Transactional Analysis
- Why are Some Customers Difficult?
- Dealing with the Customer Over the Phone
- Dealing with the Customer in Person
- Scenarios of Dealing with a Difficult Customer
- Following up with a Customer Once You Have Addressed Their Complaint

Duration: 2 days (**Feb** 21st – 22nd, **Jul** 18th – 19th, **Nov** 7th – 8th)

Building and Sustaining High Performance in Remote Work Teams

Course Overview

High Performance Teams (Remote Workforce) are organizations, teams or groups working in a virtual environment that are focused on achieving the same goals. Bringing team members together through a virtual environment can be a challenge task. This workshop identifies these challenges and helps your participants push through to success.

Course Objectives

With our High Performance Teams (Remote Workforce) workshop, your participants will begin to see how important it is to develop core set of high performance skills, while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high performance teams to accomplish any task.

Content

- Remote Workforce: Characteristics and Benefits
- Leadership of High Performance Teams
- Characteristics of High Performance Teams
- Communication Tools for Remote Team Management
- Tracking Team Performance
- Effective Team Meeting How-to
- Keep Happy and Motivated High Performance Team
- Don'ts with High Performance Teams

Duration: 2 days (**Jan** 25th – 26th, **Apr** 18th – 19th, **Aug** 22nd – 23rd)

Customer Analytics for Growth

Course Overview

Data is a transformational force in every business and analysisof data has become a mandatory skill to have to provide value in any organization. Data about our browsing and buying patterns are everywhere. From credit card transactions and online shopping carts, to customer loyalty programs and user-generated ratings/reviews, there is a staggering amount of data that can be used to describe our past buying behaviors, predict future ones, and prescribe new ways to influence future purchasing decisions

Course Objectives

- Understand the principles of Predictive Analytics, Customer Analytics, Regression Analysis, Marketing Measurement.
- Able to identify the customers journey and level of engagements.
- Participants will be able to describe the major methods
- customer datacollection used by companies and understand how this data can informbusiness decisions.

Content

- Customer journey analytics
- Customer experience analytics
- Customer engagement analytics
- Customer lifetime analytics
- Customer loyalty and retention analytics
- Voice of customer analytic

Duration: 2 days (**Feb** 21st – 22nd, **Jul** 18th – 19th, **Nov** 7th – 8th)

The Effective Office Administrator

Course Overview

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This workshop will give new administrative assistants tools that will make them that person that the office can't live without. Experiencedadministrative assistants will learn new tools that will make them more efficient and valuable than ever.

Course Objectives

In the Administrative Support course, participants will learn the core skills that will help them use their resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this course may take time to be a part of your daily work routine. However, makingthe commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.

Duration: 2 days (**Feb** 1st – 2nd, **Apr** 12th – 13th, **Aug** 16th – 17th)

Building/Managing the Innovation Culture

Course Overview

It is essential to build an innovative culture so as to promote creativity of its employees. Organization with innovation culture is constantly exploring potentials to improve their product, strategies and processes. This course will help develop a framework to manage the development of ideas, analysis this ideas and concepts and implementation them.

Course Objectives

- Building innovation as a capability
- Understand and overcoming barriers to innovation
- Learn to manage teams and increase productive
- Lean to managing an innovating team
- Designing and managing organizational structures
- Leadership Skill

Content

- Creative problem solving
- Leadership skills
- Communication skills
- Strategic planning
- Culture of excellence

Duration: 1 day (**Feb** 16th, **Apr** 21st, **Jun** 20th, **Nov** 16th)

Anger Management in the Workplace

Course Overview

Controlling and limiting anger is important in every aspect of one's life. Without control you are putting limits on what you can accomplish. Anger can be an incredibly damaging force, costing people their jobs, and personal relationships. However, since everyone experiences anger, having a constructive approach to manage it effectively can turn it into a valuable asset.

Course Objectives:

Our Anger Management workshop will give your participants that constructive approach. Participants will learn how to identify their anger triggers and what to do when they get angry. Through specific coping and planning techniques, anger can become a positive tool.

Content
- Understanding Anger
- Unhelpful Ways of Dealing with Anger
- Gaining Control
- The People Separate from the Problem
- Working on the Problem
- Understanding Hot Buttons
- Dealing with Angry People
- Solving the Problem

Duration: 1 day (**Feb** 2nd, **Apr** 6th, **Aug** 10th, **Nov** 4th)

Improving Employee Performance and Accountability

Course Overview

This course is intended for supervisors and managers who are responsible for setting expectations, improving employee performance and ensuring employee accountability. It encompasses job documentation, communicating expectations and coaching employees to ensure success. You will learn the steps to identify and establish performance measurements and conduct the Performance Appraisal/Individual Development Plan. Additionally, you will learn to give continual positive and negative feedback as well as to provide the necessary ingredients for sufficient and effective documentation to support the progressive discipline process. You will know how to support the assessment of the appropriate adverse action when necessary. Most importantly, you will be able to motivate employees to change behavior and learn the steps to sustain the new performance level.

Course Overview

- Be able to list how to set expectations to ensure employee accountability
- Recognize the steps to identify and establish performance standards
- Determine performance measurements to ensure accountability for each of the competencies listed on the Individual Development Plan (IDP)
- Apply the steps to effective employee coaching
- Develop the ability to give more effective positive and negative feedback
- Conduct the probationary performance review
- Conduct an effective annual performance review

Duration: 2 days (**Jan** 17th – 18th, **May** 2nd – 3rd)

The Next Step: Preparing for Retirement

Course Overview

Retirement is a time for positive changes and new opportunities. However, in reality, some people find it difficult to adjust to their new lifestyle of more free time and less money. It comes as a surprise to many that they miss the daily structure and mental challenge that work gave them, not to mention the social aspect of working with others.
This course promotes a realistic and positive approach to the opportunities presented by retirement.

Course Objective

Delegates will be given the insight and skills needed to build a pro-active approach to continued well-being, be provided with a retirement "check list" and will acquire an understanding of the many ways in which career skills can be used to satisfy life ambitions and develop future work opportunities.

Content

- Planning for lifestyle changes and career transition
- Financial planning options - income, savings, investments, tax, and benefits
- Wellbeing in retirement: an active and interesting retirement
- Developing existing and new interests
- Working in retirement
- Marketing your skills as a retiree
- Opportunities for retirees
- Manage potential disruptions and procrastination

Duration: 2 days (**Feb** 14th – 16th, **May** 9th – 11th, **Sep** 12th – 14th)

Developing an Entrepreneurial Mindset

Course Overview

Would you like to be your own boss? Have you ever dreamed of starting your own business? Don't know what to do about your great business idea? If you have ever thought about these situations, then you need our entrepreneurship workshop.

Let our Entrepreneurship workshop help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship workshop.

Course Outline

- Decide On the Type of Business
- What Is the Market/Competition Like?
- Basics of Starting a Business
- Create A Business Plan
- Get Financing
- Recruiting Right
- Marketing Strategies
- Running the Business
- Growing the Business
- Complete an Action Plan and Evaluation

Duration: 1 day (**Feb** 23rd, **Jun** 8th, **Sep** 5th, **Dec** 5th)

Training of Trainers Certification Programme (Virtual Only)

Course Overview

The best trainers create environments that encourage innovative thinking and positive change. In this certification programme, trainers-turned-participants experience the latest methodologies and technologies for capacity-development activities. You are a creative, competent trainer: join this course to make it official! The world needs more great trainers.

Course Overview

The Programme covers the above topics through an online approach to help trainers brushing up on their skills and become certified professionals.

- Orientation: online learning about the macro-themes of the programmes, experts and peers' experiences, individual needs and training challenges

Content

The programme offers a deep dive into the training management cycle, from analysis to evaluation towards reiteration. In particular, the following content is covered:

- Learning innovation: latest trends, practices and case studies
- Sustainable learning: approaches to inclusive and eco-training design
- Visual Learning: methods and tools to spark creativity
- Mobile learning: accessibility and audience engagement

Duration: 2 Days (**Feb** 7th – 8th, **May** 11th – 12th, **Jul** 11th – 12th, **Dec** 5th – 6th)

Business Networking and Relationship Building Skills

Course Overview

The first step in learning how to network effectively is to stop thinking of it as networking. Networking is a cold way of saying what it really is - relationship building. When you build relationships the right way, you can grow profile and awareness of yourself or your company, find new opportunities and generate sales leads. In this workshop, learn when and how to network as well as modern best practices to find success.

Course Objectives

- Modern tips and tricks for networking effectively.
- Steps to take towards building your own strong network.
- Know how to approach people, introduce yourself and start a conversation with confidence.
- Know how to keep a conversation going and bring it to an end.

Course Outline

- Preparing to Network
- Leveraging diverse network opportunities
- Starting, Carrying and Ending a Conversation
- Following Up Connections

Duration: 1 Day (**Jan** 31st, **Mar** 2nd, **Jun** 1st, **Aug** 10th, **Nov** 9th)

Kindly Note

- All open programmes on our schedule can be customised for in-house or one-on-one delivery at all levels

- We customise and tailor special programmes, basedon our clients' special need(s).

- Payments must be made to secure placement in all our programmes. Payments are non-refundable but can be transferred to another programme.

- Early birds are those who make full payments atleast one week before commencement of the programme.

- Cheques should be written in favour of Poise Nigeria. We also accept online banking payments.

- For more information, as regards the content of this brochure, please call/text/email the Number/Email Address on the back cover of this brochure

Our courses are now available through our *e-learning* platform on *learn.poisenigeria.org*

To get a feel of the "Poise Experience", please send a mail to: poise@poisenigeria.org, and our team of facilitators will be ready and available to make presentation(s) to you and your management team.

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Keystone Bank
Heritage Bank
Globus Bank
Coronation Merchant Bank
Ecobank Nigeria Plc
Fidelity Bank
Polaris Bank
Wema Bank
Imperial Homes
Credit Direct
Greenwich Trust Ltd.
Consolidated Discounts
Limited
Nigerian Stock Exchange
Enterprise Bank
CSCS
Zedvance
Stanbic Bank
Stanbic IBTC Holdings
Sigma Pensions
Central Bank of Nigeria
Unity Bank
Investment One
Cordros Capital Limited
Moneda Investment Limited

INSURANCE

Mutual Benefits
Leadway Assurance
Custodian Alliance
Assurance PLC
Royal Exchange
Assurance PLC
Crusader General
Insurance PLC
Sovereign Trust PLC
Standadrd Alliance
Insurance
WAPIC Insurance
Linkage Assurance
African Alliance
KBL insurance Brokers
Staco Insurance
FBN GEN Iinsurance
BFC Alliance
REG Insurance
FBN Quest
FBG Insurance Nigeria
Custodian and Allied Ins.
Heirs Insurance
Heirs Life Assurance

ICT/TELECOMMS

Unified Payments
Services Ltd.
Precise Financials
System
MTN Nigeria
Interswitch
Systemspecs Ltd.
Signal Alliance
New Horizons
Infographics
Mainone
CWG Plc
Appzone

OIL AND GAS

NNPC
Energia Limited
Axxela
OVH Energy
Total Nigeria PLC
Chevron Nig. Ltd
NLNG
Asharami Energy
Exxonmobil PLC
Oando PLC
Stat Oil
Lekoil
Nestoil
Suntrust Oil & Gas
Prudent Energy
Green Energy Int. Ltd.
Shell Nigeria
Falcon Corporation
Sahara Group

MEDICAL

Healthcare
International
Red-care Health
Management Services
Total Health
Smile 360
Total Health Trust
Hygeai
Nordica Fertility
Mariestopes Int.
Ipas

GOVERNMENT

LASAA
Lagos State Public
Produrement Agency
Ministry of Finance, Lagos
Office
Lagos State Government
LAWMA
Imo State House of
Assembly
Standards Organisation of
Nig.
Rivers State Government
LCCI
Bonny LGA
LIRS
LAMATA, NIM
AMCON
Nigeria Stock Exchange
LEGAL CHAMBERS
The Lawbreed Group
Banwo & Ighodalo
Nasarawa State Government

CHURCHES

Global Impact Church
Harvesters
International Centre
Harvesters City
RCCG
Total Health Trust
LightHouse
Elevation Church

PROFESSIONAL BODIES

Chartered Institute of
Insurance Nigeria
Chartered Institute of
Taxation Nigeria
Nigerian Institute of
Chartered Arbitrators
FITC
Institute of Directors

MANUFACTURING

Larfarge Wapco Nigeria
PLC
Flour Mills of Nigeria PLC
Dangote Group
Intercontinental Distillers Ltd.
PZ PLC
Nigerian Breweries PLC
Consolidated Breweries PLC
7up Nigeria PLC
Honeywell
Vitafoam
Nivea
May and Baker
Nigerian Bottling Company
Olam International

CONSTRUCTION & REAL ESTATE

Lekki Gardens
ArchVision Work
Group Ltd.
Lekki Concession
Construction
Shallom Properties
Ltd.
C&I Leasing

OTHERS

Superflux Int'l Ltd
Nigeria Oil & Gas Monitor
Interprods W.A Ltd.
Securities Africa
Rave TV
Africa Capital Alliance
RusselSmith Nig Ltd
Benson Idahosa Univeristy
Lagos Business School
Babcock University
N,N FEMS
Mountain Top Univeristy
Brand Regimens
Seam Fix
Delliote
Gemona West
Primera Africa
Pro-m Limited
StreamSowers & Khon
CFAO Motors Limited
DataGuard Doc. Mgt Ltd
Children's Int. School
Babcock University
Mountain Top University

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