



BROCHURE 2023

2023

JANUARY

- Etiquette and Lifestyle Branding (ELB)
- Etiquette-Driven Customer Experience (EDCX)
- Front Desk and Professional Image Building (FDPIB)
- 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
- The Next Step: Preparing for Retirement
- Working from Home Effectively
- Virtual Team Building and Management
- The Futures Literacy Laboratory (FLL)
- Enhancing Your Selling Skills for Sales Success
- Digital Marketing Course
- Conflict Resolution in the Workplace
- Poise Nigeria and Proportion Academy Entrepreneurship Course (Developing an Entrepreneurial Mindset)
- Anger Management in the Workplace
- Proficiency in English Grammar and Communication (PEG & C)
- Crises Communication: Leading When Things Go Wrong
- Telework and Telecommuting
- Building and Sustaining High Performance in Remote Work Teams
- Essentials of Leadership
- Office Etiquette and Decorum (Creating a Professional Work Environment)
- Enhancing Your Communication Using Body Language
- International English Language Testing System (IELTS)

2023

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)
- Proficiency in English Grammar and Communication (PEG & C)
- Communicating with Impact: 21st Century Perspective
- High Impact Presentation (HIP)
- Pitch Proposal and Presentation Skills for Sales Executives
- Advanced Supervisory Course
- The Virtual Manager
- Overcoming Sales Objections
- Poise Nigeria and Proportion Academy Entrepreneurship Course (Developing an Entrepreneurial Mindset)
- The Futures Literacy Laboratory (FLL)
- The Art of Presenting and Public Speaking
- 21st Century Creative and Innovative Managers in the Workplace
- Successfully Closing Deals with Strategic Negotiation Skills
- Communicating With Data
- Coaching and Mentoring for Men
- Global CEO Programme
- Multicultural Intelligence in the Workplace
- Customer Analytics for Growth
- Enhancing Your Selling Skills for Sales Success
- PSENSE Employability Skills Programme
- Delivering Constructive Criticism

2023

MARCH

- Etiquette and Lifestyle Branding (ELB)
- Etiquette – Driven Customer Experience (EDCX)
- Office Etiquette and Decorum (Creating a Professional Work Environment)
- Work Ethics and Professionalism (WEP)
- Leading from the Heart
- Speech Writing Training
- The Effective Office Administrator
- Coaching and Mentoring for Better Work Performance
- Strategic Planning for an Uncertain Future
- Customer Service Excellence
- Personal Effectiveness and Self-Mastery Skills in a Fast – Changing World
- Poise Nigeria and Proportion Academy Entrepreneurship Course (Developing an Entrepreneurial Mindset)
- Elocution and Public Speaking (EPS)
- 21st Century Workplace Communication Strategies
- Coaching and Mentoring for Women
- The Futures Literacy Laboratory (FLL)
- Business Writing for Impact in the Workplace
- Advanced Business Writing (ABW)
- Handling Difficult Customers
- International English Language Testing System (IELTS)
- Effective Leadership, People Management and Business Communication for Leaders
- Enterprise Development Training (EDT)
- Assertiveness and Self - Confidence

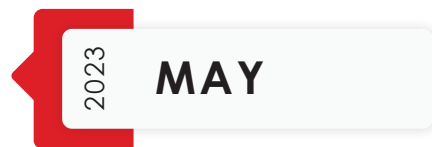
- Inspiring Excellence and Engagement Using 21st Century Leadership Style
- Mastering Team Building for Improved Performance
- Connecting With Your Audience: Using Storytelling Techniques
- Emotional Intelligence and Mental Health in Times of Crises
- Effective Prospecting Sales Training

2023

APRIL

- The Indispensable Executive Assistant
- Front Desk and Professional Image Building
- Phone Selling Skills
- Communicating With Impact: 21st Century Perspective
- High Impact Presentation (HIP)
- Creating Sustainable Relationships in the Workplace
- Personal Branding and Corporate Etiquette for Directors
- Leadership, Creativity and Peak Performance
- Working From Home Effectively
- Critical Thinking & Problem – Solving Skills
- Business Networking and Relationship Building Skills
- Proficiency in English Grammar and Communication (PEG & C)
- Executive Presence: Style, Substance & Character
- Virtual Team Building and Management
- Team Building for Managers (TBM)
- Digital Marketing Course
- Overcoming Sales Objections
- Leading in Volatility, Uncertainty, Complexities and Ambiguity (VUCA)

- Perfect Your Virtual Presentation
- The Next Step: Preparing for Retirement
- Poise Nigeria and Proportion Academy Entrepreneurship Course (Developing an Entrepreneurial Mindset)
- Crises Communication: Leading When Things Go Wrong
- Telework and Telecommuting
- Team Collaboration, Leadership and Negotiation Skills
- Developing Your Adaptability, Accountability and Resilience for Career Success
- Goal Setting and Getting Things Done
- Poise Graduate Finishing Academy (Graduate Trainee Programme)
- PSENSE Employability Skills Programme



- Business Etiquette in the Corporate World
- Work Ethics and Professionalism (WEP)
- Customer Service Excellence
- Personal Effectiveness and Self – Mastery Skills in a Fast-Changing World
- Coaching and Mentoring for Men
- Pitch Proposal and Presentation Skills for Sales Executives
- Successfully Closing Deals with Strategic Negotiations Skills
- Global CEO Programme
- International English Language Testing System (IELTS)
- The Art of Presenting and Public Speaking
- Poise Nigeria and Proportion Academy Entrepreneurship Course (Developing an Entrepreneurial Mindset)

- Elocution and Public Speaking (EPS)
- Interpersonal Communication Skills in the Workplace (ICSW)
- Call Center Excellence for Customer Care Agents
- Corporate Culture and Performance: Building/Managing the Innovation Culture
- Customer Analytics for Growth
- The Virtual Manager
- Emotional Intelligence and Mental Health in Times of Crises
- Overcoming Sales Objections
- Communicating With Data
- Developing Your Adaptability, Accountability and Resilience for Career Success
- Delivering Constructive Criticism
- Training of Trainers Certification Course



- Etiquette and Lifestyle Branding (ELB)
- Etiquette – Driven Customer Experience (EDCX)
- The Indispensable Executive Assistant
- Phone Selling Skills
- Essentials of Leadership
- Enhancing Your Selling Skills for Sales Success
- Building and Sustaining High Performance in Remote Work Teams
- Conflict Resolution in the Workplace
- Poise Nigeria and Proportion Academy Entrepreneurship Course (Developing an Entrepreneurial Mindset)
- Coaching and Mentoring for Women
- The Effective Office Administrator

- Communicating With Data
- Coaching and Mentoring for Better Work Performance
- 21st Century Workplace Communication Strategies
- Effective Leadership, People Management and Business Communication for Leaders
- Elocution and Public Speaking (EPS)
- The Futures Literacy Laboratory (FLL)
- Personal Branding and Corporate Etiquette for Directors
- Strategic Planning for an Uncertain Future
- Business Writing for Impact in the Workplace
- Communicating with Impact: 21st Century Perspective
- Starting in Management for New Managers
- Leading in Volatility, Uncertainty, Complexities and Ambiguity (VUCA)
- Improving Employee Performance and Accountability
- Team Collaboration, Leadership and Negotiation Skills
- PSENSE Employability Skills Programme

2023 JULY

- Communicating With Data
- Coaching and Mentoring for Better Work Performance
- 21st Century Workplace Communication Strategies
- Effective Leadership, People Management and Business Communication for Leaders
- Elocution and Public Speaking (EPS)
- The Futures Literacy Laboratory (FLL)
- Personal Branding and Corporate Etiquette for Directors
- Strategic Planning for an Uncertain Future
- Business Writing for Impact in the Workplace

- Communicating with Impact: 21st Century Perspective
- Starting in Management for New Managers
- Leading in Volatility, Uncertainty, Complexities and Ambiguity (VUCA)
- Improving Employee Performance and Accountability
- Team Collaboration, Leadership and Negotiation Skills
- PSENSE Employability Skills Programme

2023 AUGUST

- Front Desk and Professional Image Building
- Office Etiquette and Decorum (Creating a Professional Work Environment)
- Pitch Proposal and Presentation Skills for Sales Executives
- Advanced Supervisory Course
- Speech Writing Training
- Assertiveness and Self - Confidence
- Effective Prospecting Sales Training
- The Indispensable Executive Assistant
- Work Ethics and Professionalism (WEP)
- Etiquette and Lifestyle Branding (ELB)
- Phone Selling Skills
- Handling Difficult Customers
- Elocution and Public Speaking
- High Impact Presentation (HIP)
- Leadership, Creativity and Peak Performance
- Poise Nigeria and Proportion Academy Entrepreneurship Course (Developing an Entrepreneurial Mindset)

- Customer Analytics for Growth
- The Futures Literacy Laboratory (FLL)
- 21st Century Creative and Innovative Manager in the Workplace
- Coaching and Mentoring for Women
- Multicultural Intelligence in the Workplace
- Proficiency in English Grammar and Communication (PEG & C)
- Enterprise Development Training (EDT)
- Perfect Your Virtual Presentation
- PSENSE Employability Skills Programme
- Goal Setting and Getting Things Done

2023 **SEPTEMBER**

- The Futures Literacy Laboratory (FLL)
- Etiquette and Lifestyle Branding (ELB)
- Front Desk and Professional Image Building
- Conflict Resolution in the Workplace
- Interpersonal Communication Skills in the Workplace (ICSW)
- Business Writing for Impact in the Workplace
- Communicating with Impact: 21st Century Perspective
- Advanced Business Writing
- Leading From The Heart
- Creating Sustainable Relationships in the Workplace
- International English Language Testing System (IELTS)
- Assertiveness and Self - Confidence
- The Art of Presenting and Public Speaking

- Communicating With Data
- Coaching and Mentoring for Better Work Performance
- Corporate Culture and Performance: Building/Managing the Innovation Culture
- Emotional Intelligence and Mental Health in Times of Crises
- Successfully Closing Deals with Strategic Negotiations Skills
- Global CEO Programme
- Leading in Volatility, Uncertainty, Complexities and Ambiguity (VUCA)
- 21st Century Workplace Communication Strategies
- Improving Employee Performance and Accountability
- Training of Trainers Certification Course
- Building and Sustaining High Performance in Remote Work Teams
- Poise Nigeria and Proportion Academy Entrepreneurship Course (Developing an Entrepreneurial Mindset)
- Virtual Team Building and Management

2023 **OCTOBER**

- Etiquette – Driven Customer Experience (EDCX)
- Office Etiquette and Decorum (Creating a Professional Work Environment)
- Business Etiquette in the Corporate World
- Call Center Excellence for Customer Care Agents
- Leading from the Heart
- Phone Selling Skills
- Customer Service Excellence
- Personal Effectiveness and Self – Mastery Skills in a Fast – Changing World
- Communicating With Data

- Personal Branding and Corporate Etiquette for Directors
- Telework and Telecommuting
- Essentials of Leadership
- Team Building for Managers (TBM)
- Overcoming Sales Objections
- Elocution and Public Speaking (EPS)
- Effective Leadership, People Management and Business Communication for Leaders
- Starting in Management for New Managers
- Working From Home Effectively
- Delivering Constructive Criticism
- Team Collaboration: Leadership and Negotiation Skills
- Developing Your Adaptability, Accountability and Resilience for Career Success
- Strategic Planning for an Uncertain Future
- Poise Nigeria and Proportion Academy Entrepreneurship Course (Developing an Entrepreneurial Mindset)
- Connecting With Your Audience: Using Storytelling Techniques
- Enhancing Your Selling Skills for Sales Success
- The Futures Literacy Laboratory (FLL)
- PSENSE Employability Skills Programme
- Speech Writing Training
- Digital Marketing Course
- Perfect Your Virtual Presentation
- Work Ethics and Professionalism (WEP)
- Inspiring Excellence and Engagement Using 21st Century Leadership Style
- Advance Business Writing (ABW)
- International English Language Testing System (IELTS)
- Leadership, Creativity and Peak Performance
- Corporate Culture and Performance: Building/Managing the Innovation Culture
- Mastering Team Building for Improved Performance
- The Futures Literacy Laboratory (FLL)
- Emotional Intelligence and Mental Health in Times of Crises
- Coaching and Mentoring for Better Work Performance
- Critical Thinking & Problem – Solving Skills
- 21st Century Creative and Innovative Manager in the Workplace
- Poise Nigeria and Proportion Academy Entrepreneurship Course (Developing an Entrepreneurial Mindset)



- Etiquette and Lifestyle Branding (ELB)
- The Indispensable Executive Assistant (IEA)
- Front Desk and Professional Image Building
- Pitch Proposal and Presentation Skills for Sales Executives



- Leading in Volatility, Uncertainty, Complexities and Ambiguity (VUCA)
- Etiquette and Lifestyle Branding (ELB)
- Elocution and Public Speaking (EPS)
- Business Writing for Impact in the Workplace
- The Effective Office Administrator
- Work Ethics and Professionalism (WEP)
- Team Building for Managers (TBM)
- Goal Setting and Getting Things Done
- Anger Management in the Workplace
- Executive Presence: Style, Substance & Character
- The Next Step: Preparing for Retirement
- Business Networking and Relationship Building Skills
- Office Etiquette and Decorum (Creating a Professional Work Environment)
- Crises Communication: Leading When Things Go Wrong
- Call Center Excellence for Customer Care Agents
- Improving Employee Performance and Accountability
- Poise Nigeria and Proportion Academy Entrepreneurship Course
(Developing an Entrepreneurial Mindset)
- Enhancing Your Communication Using Body Language
- 21st Century Workplace Communication Strategies
- Conflict Resolution in the Workplace

WHO WE ARE
BOARD OF DIRECTORS
OUR DELIVERY METHODOLOGY
DISCOVER INNOVATIVE PROGRAMMES

POISE BUSINESS IMAGE CONSULTING

- Etiquette and Lifestyle Branding (ELB)
- Etiquette – Driven Customer Experience (EDCX)
- Front Desk and Professional Image Building (FDPIB)
- Customer Service Excellence
- Personal – Effectiveness and Self – Mastery Skills in a Fast – Changing World
- Anger Management in the Workplace
- Office Etiquette and Decorum (Creating a Professional Work Environment)
- The Indispensable Executive Assistant
- Business Etiquette in the Corporate World
- Phone Selling Skills
- The Effective Office Administrator
- Multicultural Intelligence in the Workplace
- Customer Analytics for Growth
- Delivering Constructive Criticism
- Handling Difficult Customers
- Work Ethics and Professionalism (WEP)
- Effective Prospecting Sales Training
- Creating Sustainable Relationships in the Workplace
- Personal Branding and Corporate Etiquette for Directors
- Business Networking and Relationship Building Skills
- Executive Presence: Style, Substance & Character
- Call Center Excellence for Customer Care Agents

POISE SCHOOL OF COMMUNICATION

- Proficiency in English Grammar and Communication (PEG & C)
- Crises Communication: Leading When Things Go Wrong
- Enhancing Your Communication Using Body Language
- International English Language Testing System (IELTS)
- Elocution and Public Speaking (EPS)

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WHO WE ARE

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

WHAT WE DO

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

WHAT WE STAND FOR

Class, Finesse,
Prestige and Character

OUR VISION

To remain "Number One"
in making people better and
organisations smarter

OUR MISSION

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

WHAT OUR VALUES ARE

Poise, Accountability,
Collaboration, Integrity,
nnovation (PACII)

Discover Innovative Programmes. Reach Your Potentials.

Poise Nigeria aims to transform the performance of corporate organisations, professionals and everyday business individuals through practical, interactive and experiential learning methodologies. We are the leading provider of high quality and transformative training services that comprises a core group of programmes for corporate organisations and business professionals.

We pride in over 21 years of hands-on experience, contacts and expertise across a variety of fields ranging from Personal Development, Administration, Leadership Development, Business Communication, Futures Thinking, Youth Employability and Entrepreneurship to Business Image Consulting and Transformation.

Quality

Poise remains resolute in offering value and quality service to her esteemed participants. Fundamentally, we have carefully handpicked the best facilitators in the industry with expertise in various fields to deliver our programmes. Our specialists have vast experience in corporate and public settings, political and administrative as well as business environments. We have transformed and refined personal and professional experiences of over 50,000 delegates, who have subsequently impacted their respective organisations and industries positively.

Our ambition is to see leadership 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:

- The Protocol School of Washington
- Chartered Institute of Bankers of Nigeria

- Ethics Institute of South Africa
- Ubuntu Adventure Learning Institute, South Africa

Our Affiliations

Poise Nigeria is affiliated with the following brands:

- The Protocol School of Washington, USA
- Ethics Institute of South Africa
- KenPoise, Kenya
- Eurocentres, United Kingdom
- Ubuntu Adventure Learning Institute, South Africa
- Cross Bridge Consult, Ghana
- Biddle Consulting, USA

Our Services

In-House

Our programmes are designed from scratch considering the core values and objectives of your organization. Poise Nigeria will incorporate a Training Needs Analysis Form to completely ensure that you get the exact solution to successfully address the gaps within your organization.

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

Our programmes are designed from scratch considering the core values and objectives of your organization. Poise Nigeria will incorporate a Training Needs Analysis Form to completely ensure that you get the exact solution to successfully address the gaps within your organization.

A modern interior scene with a minimalist aesthetic. On the left, a tall snake plant in a brass planter stands next to a large, textured grey wall. In the center, a tan leather armchair with a quilted backrest and dark wood frame sits on a dark grey rug. To the right, a tall floor lamp with a black shade and brass base stands next to a built-in shelf unit. The shelf unit has four shelves: the top holds a green vase, the second holds a small potted plant and a gold picture frame, the third holds a brass candle holder, and the bottom holds a stack of books. The floor is a light grey concrete.

POISE BUSINESS **IMAGE CONSULTING**

Etiquette and Lifestyle Branding (ELB)

Content

- Personal Branding for Success
- Social and Business Etiquette
- Emotional Intelligence
- Making Small Talk
- The Art of Fine Dining
- Giving and Receiving a Business Card
- Communication Skills for Business
- Meeting Etiquette

Programme Overview

ELB helps participants project a powerful first impression through making them get in touch with their negative/positive traits. Furthermore, the course is tailored to ensure that our valued participants find their true self – worth, project professionalism, identify core inner values as well as develop a strong sense of personal branding responsibility and experience. The training aims to provide a renewed sense of self – confidence in the area of social and emotional intelligence which will reflect in their career as it enhances them to develop positive interpersonal relationship skills with their colleagues, younger and senior colleagues and clients.

Course Objectives (What You Will Learn)

- 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.
- Learn how to project confidence both at social and business meetings.
- Learn how to mix and mingle with high-net-worth individuals.
- Acquire needed comportment in making the right choice of dressing, artistry and manners.

Duration: 3 Days

Delivery Methodology: Onsite, Online, Hybrid

Etiquette – Driven Customer Experience (EDCX)

Content

- Personal Branding for Success
- Social and Business Etiquette
- Emotional Intelligence
- Making Small Talk
- The Art of Fine Dining
- Giving and Receiving a Business Card
- Communication Skills for Business
- Meeting Etiquette

Programme Overview

EDCX is designed to address the following questions:

- How do I improve customer service?
- How can I make my customers loyal to my brand?
- What do I need to do to ensure my customers are not price sensitive to my products and/or services?
- What steps do I take to make my customers emotional to my brand?

Course Objectives (What You Will Learn)

- Understand who and what your customer really is to you and your organization.
- Identify the hot spots that cause customer frustration in your business or organization.
- Understand the benefits of implementing a quality service approach.
- Identify strategies for meeting changing customer needs.
- Delight your customers and manage them with excellent luminous skills for retention and repeat patronage.
- Understand how to turn difficult customers/situations into opportunities for your organization.
- How to identify the hot spots that cause customer frustration?

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Front Desk and Professional Image Building (FDPIB)

Content

- Gracefully Handling Difficult Visitors and Customers -
- Receiving Calls Like a Professional -
- Managing Professional Image -
- Beyond Words: What Your Body Language -
- Developing Effective Communication Techniques -
- Customer Service Attitudes -
- Self-Management -
- Courtesy Language and Polite Expression -

Programme Overview

The front desk executive represents the public face of a business. The representative is professionally responsible for greeting guests, responding to guest emails, answer phone calls as well as unassumingly smile among many other skillful roles the job entails.

Course Objectives (What You Will Learn)

- To address the need of front-line officers and equip them with tested skill and techniques proven to lower customer turnover, dissatisfaction, frustration and reduced stress on team members.
- To know how to handle several situations with Poise, ease and professionalism.
- Learn to represent your organization through your appearance, attitude, business manners and communication skills.
- To learn how to efficiently manage situations when several telephone lines keep ringing.
- Understand how to interpret customers' different body language messages.
- Learn how to maintain workspace/station to reflect the professional image of your organization.
- Acquire relevant 21st Century skills to manage various types of customers.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Customer Service Excellence

Content

- Effective Communication
- Customer Service
- Who is the Customer
- Improve Customer Experience
- Different Types of Customers
- Handling Difficult Customers
- Steps in mapping a Customer Journey
- Etiquette of Customer Service

Programme Overview

Going the extra mile in making sure a customer is happy and satisfied with a company's products or services is what this course entails. With the generational gap in mind and new generation filling up job roles, customer service has become a key variable in keeping customers happy through valuing customers' time, having a pleasant and professional attitude, providing knowledgeable resources and active listening.

Course Objectives (What You Will Learn)

- Participants will have a clear understanding of the six pillars of customer service excellence.
- Identify various strategies to effectively communicate with customers.
- The right ways to handle difficult and confrontational customers.
- Learn the easy way to create a Customer Journey Map.
- Understand the four (4) types of customers.
- Learn to be assertive when communicating with customers rather than argumentative.
- Learn to listen actively and avoid passive communication through effective response.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

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

Content

- Self-Management for Optimal Performance -
- Win-Win Negotiation Skills -
- Emotional Intelligence -
- The Big Picture: Understanding Communication -
- Priority Management -
- Effective Delegation Techniques -
- Mastering the Art of Conversation -
- Interpersonal Communication -

Programme Overview

This programme 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, participants will see notable difference in their relationships with colleagues as well as individuals in their personal life.

Course Objectives (What You Will Learn)

- Understand ways to take ownership for performance and growth.
- To discover strengths and professional skills for high performance and enable
- Learn new and advanced skills for continuous improvement.
- To gear you to stay competitive and gain confidence in the rapidly changing work environment.
- To enable you develop and enhance skills to increase effectiveness at work and help them achieve above average.
- Understand that average never wins an award.
- Learn to prioritize work schedules, manage intrusion and excel in organizational expectation, work balance and life schedules.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Anger Management in the Workplace

Content

- Anger Management – Understanding Anger -
- Relaxation Techniques (Gaining Control) -
- Self-Awareness and Stress Reduction -
- Therapeutically Managing Anger in the Workplace -

Programme Overview

Anger is part of being human but how you manage it goes a long way to define how far one goes in life. This course is designed to provide practical steps for taking responsibility for emotional expressions as well as provide effective methodologies to apply so that one does not become a prisoner of anger.

Anger can be an incredibly damaging force, costing people their jobs, and personal relationships. Since everyone experiences anger, having a constructive approach to manage it effectively can turn it into a valuable asset. Our anger management workshop will give participants that constructive approach.

Course Objectives (What You Will Learn)

- Understand the root cause of your anger.
- To discover suitable ways to express your anger.
- Understand the Nonproductive Anger Cycle to manage anger.
- Learn anger management techniques.
- Develop coping mechanisms for dealing with anger.
- Discover ways to preserve personal worth.
- Clearly understand if anger is good or bad.
- Consider the symptoms of aggressive anger.

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

Office Etiquette and Decorum (Creating a Professional Work Environment)

Content

- Professional Attitude and Behaviour
- Cubicle Etiquette
- Telephone Etiquette
- Handling Stress in the Workplace
- Personal Etiquette and Toxic Trait
- Courtesy Language and Polite Expression

Programme Overview

Imagine an environment, a workplace full of highly competent, respectful, mature, and accountable employees working towards a common goal. The kind of workplace that any employee would feel proud to take their children. An environment where employees don't swear, gossip, bully, lie, cheat, steal, lose their tempers – an environment where employees are emotionally intelligent and dress appropriately.

Employees thrive in professional working environments where they feel respected and treated fairly at all times. Few of us enjoy working in environments where every day feels like you are at the circus. What can you do to create and maintain a professional work environment?

Course Objectives (What You Will Learn)

- Help you create a professional image, follow cubicle etiquette, and maintain positive office relationships.
- Define appropriate and inappropriate office behaviours.
- Demonstrate professional use of the telephone in a business environment.
- Identify and rephrase blunt words for more professional communication.
- Develop an action plan to improve professionalism in work areas.

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

Indispensable Executive Assistant (IEA)

Content

- Self – Mastery & Self - Awareness
- The Power of Emotional Intelligence (EI)
- Ethics & Confidentiality
- Business Writing Skills
- Task Management & Prioritization

Programme Overview

At very senior levels, the return on investment from a skilled assistant can be substantial.

As a highly regarded Executive Assistant, you will act as a life-organiser to the senior management and company directors, anticipating their needs and ensuring everything runs smoothly and efficiently.

So, to help you stay one step ahead, our Executive Assistant course has been designed to give you a broad range of skills that will effectively help get the job done.

Course Objectives (What You Will Learn)

- 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.
- Gain self – mastery on how to manage your boss.
- Show you how to organize your work area for improved efficiency.
- Identify most common missteps an assistant makes, e.g. misreading the corporate culture, failing to build bridges with other assistants, failing to ask enough questions about tasks, agreeing to take on too much work, and speaking to external parties without authorization.
- Learn professional ways to write letters, email and minutes of a meeting.

Duration: 3 Days

Delivery Methodology: Onsite, Online, Hybrid

Business Etiquette in the Corporate World

Content

- Managing Social and Business Outings
- Entertainment and Dining Etiquette
- Boardroom Dynamics
- Poise, Posture and Comportment
- Making an Entrance
- Managing Impression for Personality Projection

Programme 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

You only have a few seconds to make a good first impression, whether you are meeting a prospective client or networking with power players within your industry. How you present yourself affects not only your reputation but also your company's image, and a mastery of business etiquette can help even small businesses hold their own against their larger and more high-profile competitors.

Course Objectives (What You Will Learn)

- Understand the universal principles of protocol, etiquette, courtesy and manners.
- Identify what it entails to apply panache and savvy in the workplace.
- Become knowledgeable about proper conduct in formal and informal situations at work and social settings.
- Demonstrate proper manners in a business setting which includes but not limited to:
 - When to initiate a handshake
 - Who initiates handshakes in a business and/or social setting
 - Understand and be sensitive to cultural differences
- Add power to your message through non-verbal "body language" cues (eye contact, gestures, posture, movement, etc.)
- Learn to navigate and manage interpersonal dynamics.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Phone Selling Skills

Content

- Developing Effective Communication Techniques -
- Telephone Etiquette -
- The Art of Listening -
- Persuasive Skills -
- Inbound and Outbound Sales Calls -

Programme Overview

Phone selling representatives contact potential customers via telephone and promote their company's products and services. Executives with an exceptional phone selling skills will attract prospects, identify their needs, recommend products, answer to customer questions and place orders when required. This course will skill associates up.

Course Objectives (What You Will Learn)

- Understand how to close more deals on the phone.
- Build a lasting relationship with callers.
- Understand how to use pacing and matching to increase your phone sales.
- Cold-call introductions – how to maximise your chances of success.
- Identify your perfect customer.
- Understand how to use leading questions to shorten the buying cycle.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

The Effective Office Administrator

Content

- Task Management for Optimal Performance
- Professionalism in the Workplace
- Personal Grooming
- The Culture of Excellence
- Communication in the 21st Century

Programme 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 cannot live without. Experience administrative assistants will learn new tools that will make them more efficient and valuable than ever.

Course Objectives (What You Will Learn)

- Understand how to close more deals on the phone.
- Build a lasting relationship with callers.
- Understand how to use pacing and matching to increase your phone sales.
- Cold-call introductions – how to maximise your chances of success.
- Identify your perfect customer.
- Understand how to use leading questions to shorten the buying cycle.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Multicultural Intelligence in the Workplace

Content

- Introduction to Multicultural Intelligence.
- Unlearning Unconscious Bias.
- Attaining Competitive Advantage with Cultural Intelligence
- Cross Cultural Communication
- Professionalism in the Workplace

Programme Overview

The world has become more connected than it has ever been with the advent of the internet and the massive rise in remote work, emails and the plethora of video conferencing software. All these have allowed businesses to transfer and share information across borders, leading to a more culturally diverse office environment. For this reason, employees are expected to practice cultural intelligence and embrace multicultural approach in the workplace.

Course Objectives (What You Will Learn)

- Identify and remove barriers that may prevent others from working with each other.
- Remove xenophobic attitudes that accentuate prejudice.
- Participants would be able to understand narrow – minded thinking that stalls creativity and growth as well as consciously remove those thoughts.
- Learn how to market and present your business as an international brand.
- Using intercultural skills to improve customer relationships.

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

Customer Analytics for Growth

Content

- Customer Journey Analytics
- Customer Experience Analytics
- Customer Engagement Analytics
- Voice of Customer Analytics
- Customer Lifetime Analytics
- Customer Loyalty and Retention Analytics

Programme Overview

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

Course Objectives (What You Will Learn)

- Understand the principles of predictive analytics, customer analytics, regression analysis, marketing measurement.
- Able to identify the customers journey and level of engagements.
- Customer data collection used by companies and understand how this data can inform business decisions.
- Eliminate any form of blindspots and see right through every conversation.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Delivering Constructive Criticism

Content

- Understanding Constructive Criticism
- Delivering Constructive Criticism
- The Assertive Strategy
- Assertiveness and Giving Your Opinion

Programme Overview

A Harvard Business Review Study assert that constructive criticism does more to improve the performance of workers than positive feedback.

No one likes to give constructive criticism, but everyone wants to hear it. Despite the benefits of and desire to receive constructive criticism in the workplace, managers and leaders strongly dislike giving this feedback. This course will reveal to participants techniques to adopt in delivering constructive criticism in the workplace.

Course Objectives (What You Will Learn)

- Understand helpful ways to give feedback.
- Be able to overcome main blockers in helpful feedback delivery.
- Be able to analyze the critical messages from an assertive perspective.
- Understand how to prepare your mind to assertively deliver criticism.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Handling Difficult Customers

Content

- Delivering Excellence Customer Service
- Understanding Customer Needs and Expectations
- Leading Self and Others
- Self - Management
- Strategies for Dealing With Difficult Clients

Programme 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?

That is a question our workshop will address. Participants will learn stress management skills as well as understand different scenarios of dealing with difficult customers.

Course Objectives (What You Will Learn)

- Participants will be provided a strong skillset including in-person and over the phone techniques, addressing complaints and generating return on investment.
- Understand how to quickly establish and maintain rapport with difficult customers.
- Listen and indicate they have heard what their customers have said.
- Be able to communicate with unreasonable customers.
- Better manage service-related stress.
- Learn and choose to speak client-centric language.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Work Ethics and Professionalism (WEP)

Content

- Introduction to Workplace Ethics
- Corporate Accountability
- Professionalism in the Workplace
- Standards of Business Conduct
- Time Theft
- Understanding Unethical Workplace Behaviour

Programme Overview

We often make small ethical compromises for “good” reasons: We lie to a customer because our boss asked us to. We exaggerate our accomplishments on our resume to get an interview. Minor ethical lapses can seem harmless, but they instill in us a hard-to-break habit of distorted thinking. Rationalisations drown out our inner voice, and we make up the rules as we go.

Course Objectives (What You Will Learn)

- To give you pointers and guidelines needed to handle business dealings while maintaining a high degree of professionalism to ensure results that support the common goal of the organisation.
- Equip you with skills needed in building a strong team and fostering professionalism in the work place, thus helping to promote productivity.
- Learn the value of work ethics and apply productive ethical behaviours.
- Learn strategies in dealing with unethical workplace behaviours.
- Learn and apply workplace practices that ensures sustainable growth and add value to the organisation's bottom line.
- Evaluate your own professional image and improve yourself.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Effective Prospecting Sales Training

Content

- Targeting Your Market
- The Prospect Dashboard
- Setting Sales Goals
- Public Speaking
- Regaining Lost Accounts
- Networking – Connecting with Prospects
- Applying the 80/20 Rule

Programme 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. Effective prospecting Training Course will help you to know who to target and how to target warm up, cold calls, follow up on leads, use networking effectively, conduct trade shows, use public speaking, build your personal prospecting plan, and more.

Course Objectives (What You Will Learn)

- You will expand your client base through effective prospecting.
- Effectively manage your sales funnel.
- Develop, refine and execute the art of cold calling.
- Develop and practice networking skills of cold calling.
- Identify target markets and companies using the 80/20 rule.

Duration: 4 Days

Delivery Methodology: Onsite, Online, Hybrid

Personal Branding and Corporate Etiquette for Directors

Content

- Leading With Emotional Intelligence
- Boardroom Dynamics and Etiquette
- Managing Business and Social Etiquette
- Developing Effective Conversational Skills
- Mastering Class & Personal Branding (The Art of Refinement)
- Entertainment and Dining Etiquette:
- Avoiding Bad Table Manners
- Enhancing Your Profile: Looking Good in the Workplace

Programme Overview

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

Think back to your personal brand essence, are you and your team putting the customer first, understand their needs and treat them well? This course will improve your awareness to understand further that there is an opportunity to leverage on every interaction that we have with our stakeholders and customers to build our reputation and corporate brand.

Course Objectives (What You Will Learn)

- Prepare participants to effectively represent themselves and their organizations at business meetings and other networking events.
- Learn to use LinkedIn and other social media tools with purpose.
- Choose clothes that communicate a professional image in any environment.
- Understand the relevance of manners and inculcate the right attitude in your team.
- Improve leadership skills of participants.
- Think before sending an email and navigate a business meal.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Business Networking and Relationship Building Skills

Content

- Preparing to Network
- Leveraging diverse network opportunities
- Starting, Carrying and Ending a Conversation
- Following Up Connections
- Converting networking opportunities into meaningful relationships
- Online Networking

Programme 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 (What You Will Learn)

- 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.
- Understand the importance of listening skills, body language and asking questions.
- Know how to use and store business cards effectively.
- Know how to follow up, maintain contact with and re-approach existing network connections.
- Understand how social media can help you to network successfully
- Know how to keep a conversation going and bring it to an end.

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

Executive Presence: Style, Substance & Character

Content

- The Etiquette of Good Business -
- Professional Presence -
- The Importance of Poise and Etiquette -
- Poise Posture and Comportment -
- Mastering the Art of Fine Dining -
- Business Attire: The Right Statement Every Time -

Programme Overview

Developing executive presence can open opportunities for you to shine. This will further increase your confidence level ensuring participants possess a professional aura, appearance, behaviour and communication abilities. Overall, this will certainly improve 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 (What You Will Learn)

- Learn executive presence and style application in business.
- Understand subtle ways to be confident and exude self-control under stressful conditions.
- 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.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Call Center Excellence for Customer Care Agents

Content

- Introduction and Course Overview
- What's missing in Telephone Communication?
- Verbal and Non- Verbal Communication
- Professional Attitude and Behaviour
- Inbound and Outbound Channel
- The Art of Listening

Programme Overview

This is a training that is critical to high – quality customer experience for your overall business.

The programme provides skill building in every aspect of handling calls from customers such as the use of probing techniques, voice control, what to say and when, rapport building and a stellar customer service.

Course Objectives (What You Will Learn)

- Understand that "service" itself is an attitude.
- Know the effect of verbal & non-verbal communication as it relates to tone, cadence, and pitch.
- Generate effective questioning and listening skills – Know how to deliver bad news and say "no"
- Apply effective ways of negotiating & closing sales deals.
- Describe the benefits of taking each call to a successful conclusion through good communication.
- Demonstrate the ability to delight your caller on the telephone.
- Apply quality use of voice modulation, diction and accent.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid



POISE SCHOOL **OF COMMUNICATION**

Proficiency in English Grammar and Communication (PEG & C)

Content

- Grammar and Punctuation
- Simple past tense and present tense
- Determiners
- Conjunctions

Programme Overview

In 28 non-English-speaking countries, 70 percent of the companies surveyed reported that English was important to their business, while 11 percent stated that it was the main language.

(Inculcate Eurocentres as partners and how it can help participants better their language skills)

The actual number of multinational companies in the world is difficult to estimate. One of the most recent surveys was completed in 2016 by EF Education First, which showed a 25 percent increase in the number of multinationals over the previous 10 years. The disparity in English proficiency among industries has been narrowing, with the gap between the highest and lowest industries reduced nearly by half. Companies are investing more in English training; more adults are learning English on their own and more people are able to use English in the workplace.

Course Objectives (What You Will Learn)

- Understand how to get rid of the Indignity engendered by poor oral English and acquire relevant skills to function efficiently in an English-only work environment
- Read a variety of general and semi-specialized texts, without major difficulties.
- Identify different types of oral communication, such as discussions, presentations, conferences and lectures.
- Demonstrate an understanding of grammar structure in writing.
- Self-correct grammatical mistakes in spoken and written English.
- Gain fundamental language skills and become confident and polished.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Crises Communication: Leading When Things Go Wrong

Content

- Leading the way when things go wrong
- How to communicate in crisis/channels
- Ethics and roles of individuals in crisis communication
- Managing high stake situations
- The power of options during crisis
- How to reassure the team when the news is scary

Programme Overview

One of a leader's most vital duties is to communicate when a crisis arises. Therefore, it's crucial that we avoid taking effective communication in leadership for granted. But that's exactly what we frequently do. We presumptively believe that a leader wouldn't be where they are today without these abilities. We might equate communication with public speaking ability, bargaining skill, or the capacity to have casual conversations with a variety of people in a variety of settings. These are great talents to have, however communicating in a situation of crisis where complexity and uncertainty are prevalent is very important.

Course Objectives (What You Will Learn)

- Learn what constitutes a crisis – how it is distinct from day-to-day issues.
- Develop a crisis preparedness plan and vulnerabilities assessment.
- Learn to define the crisis and identify the stakeholders most affected by it.
- Identify and address the ethical issues presented by the crisis.
- Develop and execute a strategic communication plan/channel for crisis management.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Enhancing Your Communication Using Body Language

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

Programme Overview

Everyone pays close attention to other people's body language because, in addition to the words we use and the volume and tone of our voice, gestures, posture, and facial expressions all send strong messages to the people we are speaking to. However, some studies contend that your hormones, which influence your decisions and attitudes toward risk, might be influenced by your body language. In other words, how we communicate with others matters just as much as what we say to them.

But, despite the attention we take to understand other people's body language, we are shockingly unaware of our own. This is largely due to the difficulty and lack of knowledge about our authentic personalities.

Course Objectives (What You Will Learn)

- 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.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

International English Language Testing System (IELTS)

Content

- Reading basics -
- Listening -
- Speaking -
- Writing -

Programme Overview

The International English Language Testing System (IELTS) was created to assist you in moving to a country where English is the dominant language in order to work, study, or move. This includes the USA, UK, Canada, New Zealand, Australia, and others.

During the test, your proficiency in speaking, reading, and writing English will be evaluated. IELTS is scored on a scale from 1 to 9.

The British Council, IDP IELTS, and Cambridge University Press & Assessment all share ownership of IELTS.

Course Objectives (What You Will Learn)

- Recognise and overcome challenges presented in the IELTS exam.
- Be prepared for the mechanics of the IELTS exam, e.g. time allotted, format and order of questions.
- Write a variety of different types of essay, e.g. persuasive, cause and effect etc.
- Formulate, express and defend opinions using appropriate vocabulary and grammatical structures

Duration: 6 Weeks (twice every week)

Delivery Methodology: Onsite, Online, Hybrid

Elocution and Public Speaking (EPS)

Content

- Mastering Phonetics Sounds and Symbols
- Pairs of consonants and vowels
- Developing Distinctive Diction
- Commonly Mispronounced Words
- Developing Effective Presentation Skill
- Public Speaking – Dos and Don'ts
- Platform Presence
- Impression Management
- Improving Confidence as a Speaker)

Programme Overview

A persuasive presentation must have a clear framework, great physical presence and body language, and the ability to evoke strong visual images in the audience's brains.

Ancient Greece and Rome are where contemporary public speaking first emerged. Of course, those societies lacked the modern technology comforts that make public speaking easier (no slideshows). Nonetheless, they did have a requirement for public speaking and created techniques that are still studied today. Public speaking was known as rhetoric during the time of the Greeks, who used it largely to encourage or persuade other people. Public speaking was utilized in the meetings of the later Roman government.

Course Objectives (What You Will Learn)

- Become skilled at giving motivational and impromptu speeches through workshops on movement, posture, composure, gesture and body language.
- Overcome stage fright.
- Develop self-confidence.
- Be adept at making punchy and catchy openings and closing
- Speak with flawless grammar
- Speak and present with eloquence

Duration: 5 Days

Delivery Methodology: Onsite, Online, Hybrid

Interpersonal Communication Skills in the Workplace (ICSW)

Content

- The Basics of Interpersonal Communication
- Communicating Effectively at the Workplace
- Displaying Courteousness and Thoughtfulness at the Workplace
- Interpersonal Effectiveness in Meetings
- Effective Listening Skills
- Communication barriers

Programme Overview

Have you ever had the impression that the person you're speaking to is not understanding you or that you are not coming across as you intended? It's not just you.

Our ICSW program outlines why and how we can correct this problem. The majority of us believe that people view us for who we really are and as we see ourselves.

Both, however, are untrue.

Little biases that permeate our daily encounters color how we are perceived by others as well as how we view them.

Once you are aware of the lenses that affect perception, you may learn to make your message clearer.

Course Objectives (What You Will Learn)

- Build greater confidence in managing and responding to a range of workplace communication scenarios.
- Learn physical and vocal techniques to support effective workplace communication.
- Have a greater awareness of unique communication style.
- Learn strategies to successfully plan and deliver workplace communications
- Learn how to receive adequate feedback

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Communicating with Impact: 21st Century Perspective

Content

- What is communication?
- Elements of communication
- Importance of communication
- How to communicate with impact
- Managing communication change drivers

Programme Overview

In a fast-paced, international corporate environment, Business Communication Skills gives you a comprehensive understanding of what makes for effective oral and written business communication and equips you with the skills to do so and provides you the opportunity to improve your own workplace communication abilities.

This course is very task-oriented and interactive. You will be able to put the fundamental ideas and central concepts you've learned so far into practice through case studies, simulations, written projects, and individual and group presentations. You'll get a picture of your current communication abilities from feedback from peers and facilitators, as well as suggestions for how to improve.

Course Objectives (What You Will Learn)

- Analyse audiences and define objectives to create and present messages in a professional manner.
- Write coherent and convincing, reader-friendly business documents.
- Construct clear, focused and engaging business presentations.
- Demonstrate verbal and non-verbal communication abilities through presentations.
- Use social media to project a professional image.

Duration: 3 Days

Delivery Methodology: Onsite, Online, Hybrid

High Impact Presentation (HIP)

Content

- Creating a positive impression
- Increasing credibility
- Presenting complex information
- Communicating with greater impact
- Motivating others to action
- Overcoming adverse situations
- Inspiring people to embrace change
- Effecting change

Programme Overview

How do you feel when you have to make a presentation? Are you well prepared and relaxed, confident that your performance will have the desired impact on your audience? Or is the thought of standing on a podium, holding a microphone, enough to give you stage fright? Enjoy it or not, presenting – in some form – is usually a part of business. Whether you get up in front of formal audiences on a regular basis, or you simply have to make your voice heard in a meeting, you're using presentation skills.

Many believe that good presenters are born, not made. This is simply untrue. Sure, some people are more relaxed and comfortable speaking in front of others, but everyone can learn the skills and techniques they need to increase their level of confidence and performance when presenting. From sales pitches to training lectures, good presentation and public speaking skills are key to many influential roles in today's business world. The good news about presenting is that you can improve with practice. This course will teach you to know what your audience wants, how to prepare good, interesting, and engaging content and overcome natural anxiety often felt before giving presentations.

Course Objectives (What You Will Learn)

- This course offers practical guidelines for presenting your ideas in a clear, concise and persuasive manner, with special focus on pitch sales presentations.
- Enhance your podium presence.
- Learn to make powerful PowerPoint presentations.
- Learn the art of persuasive presentations.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Pitch Proposal and Presentation Skills for Sales Executives

Content

- Identify the key elements of a quality proposal -
- Plan a proposal -
- Write a brilliant proposal -
- Understand and use various proposal formats -
- Use persuasive language -
- Perfect your first impression with dress and handshake -
- Understand the elements of a successful presentation -
- Handle various kinds of sales presentations -

Programme Overview

You can advance your pitch proposal and sales skills with the help of our pitch proposal and presentation sales training course. Any salesperson or business development manager can benefit from this course's guidance on how to prepare for and present a persuasive sales-related presentation.

This comprehensive one-day training course teaches participants how to recognize the essential components of a high-quality proposal, how to plan and write a winning proposal, how to feel more at ease and competent during in-person presentations, how to comprehend the components of a successful sales presentation, and much more.

Course Objectives (What You Will Learn)

- Deliver a more persuasive presentation message that differentiates and meets customer needs to win more business quicker.
- Guide the decision-making process by gaining customer feedback, making immediate adjustments, or providing information as necessary during a presentation to save deals that may otherwise be lost.
- Use power words that will bring about positive response from clients.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

The Art of Presenting and Public Speaking

Content

- Types of speeches
- Occasions where speeches can be given
- Dealing with the fear of public speaking
- Organizing your presentation slides
- Recipe for a great speech/presentation
- The Do's and Don'ts

Programme Overview

Whether you're doing a formal presentation, a speech for motivation, or a public address.

Depending on the intended objective, words can be educational, persuasive, or even entertaining with the correct training.

This is done in order to effectively communicate with your audience in the appropriate environment, language, and format.

In this course conducted by professionals, you may start boosting your self-assurance, developing your leadership abilities, and improving your oral communication skills.

A variety of public speaking occasions call for adaptable communication strategies.

Course Objectives (What You Will Learn)

- 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

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

Communicating with Data

Content

- Introduction to Data Visualization
- Creating interactive visualizations using Tableau
- Conceptualizing ideas and interaction techniques using sketching
- Using the visualization design sprint process
- Evaluating strengths and weaknesses of visualization approaches for improvements
- Applying principles of effective visualizations to connect with your audience

Programme Overview

Do you want your audience to swiftly understand the point you are trying to make? This course will teach you how to easily communicate numerical facts to managers, decision-makers, or the general public. You will practice using tables, charts, and graphs as well as learn the principles, etiquette, and mechanics that go into their efficient usage. It's not a education in statistics; rather, it is a course in how to present data in a way that is understandable and straightforward.

Course Objectives (What You Will Learn)

- Effectively discriminate between relevant and irrelevant data
- Visually organize information to get your point across

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

Speech Writing Training

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

Programme 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 Objectives (What You Will Learn)

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.

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

21st Century Workplace Communication Strategies

Content

- Understanding Communication Barriers
- Build effective communication skills
- The Big Picture: Understanding Communication
- Paraverbal Communication Skills
- Identify best practices for working successfully with virtual/remote teams
- Managing communication change drivers

Programme Overview

Our course on communication skills will assist managers and supervisors in properly communicating with the variety of personalities present in the workplace.

The 21st Century Communication Strategies program will teach attendees how to use each type of communication to its fullest potential. Any firm and its employees will greatly benefit from these techniques. They will spread throughout the company and have a good effect on all parties involved.

This course is highly interactive and task-oriented. Case analyses, simulations, written assignments and individual and team presentations will allow you to practice the principles and key concepts introduced during the course. Peers and facilitators feedback will give you a picture of your present communications skills, and an indication of how you can enhance your performance.

Course Objectives (What You Will Learn)

- 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

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Business Writing for Impact in the Workplace

Content

- Overview of Business Writing -
- Effective Writing -
- 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 -

Programme Overview

DON'T PERMIT YOUR WRITING TO STOP YOU.

When you're short on time and struggling to find the right words, you might be inclined to write off effective business writing as an extravagance. But you can learn it.

must practice to be successful: If your emails, proposals, and other crucial documents fall on deaf ears, you'll waste time, money, and power.

The Business Writing program equips you with the skills necessary to effectively communicate your ideas so that partners, clients, and other stakeholders will support you.

Course Objectives (What You Will Learn)

- 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.
- Feel confident choosing and maintaining an appropriate tone.
- Know how to create clear, cohesive, concise and accurate documents.
- Know how to avoid common writing mistakes.

Duration: 3 Days

Delivery Methodology: Onsite, Online, Hybrid

Business writing, Presentation and Social Communication Skills

Content

- Overview of business communication + presentation skills -
- The communication process model -
- 10C's of business writing -
- Structure and style of business letters -
- Common error -
- Email etiquette and writing -

Programme Overview

At some point in ones' professional life, you may need to write a business letter and having prior knowledge of what this kind of letter entails is of utmost importance. It is nothing to be intimidated or scared of.

Business writing is any written communication used in a professional setting, including emails, memos, and reports. It should be direct, clear, and designed to be understood in simple and correct grammar. With time and practice, you too can become an effective business writer.

Presentations are so much a part of the business world today that it is hard to think of a profession or business that does not make use of presentations.

Speeches and presentations have become integral part of business transactions and relationships. The ability to make a good speech and an effective presentation adds value to a professional or anyone associated with the world of business.

Presentation skills include everything one needs to effectively execute every stage of a speech. That includes the research, organization, delivery and post-delivery analysis. In the workplace, one may need to present reports to their coworkers or manager, lead training sessions or present project updates to clients. A great presentation needs to be well-organized, engaging and relevant.

Course Objectives (What You Will Learn)

- The ability to effectively communicate with people
- Be able to influence others
- The use of proper language
- Effectively use the elements of social communication.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Advance Business Writing (ABW)

Content

- Structure and style of business writing.
- Writing Savvy and Rudiments of Writing
(The 10C's of effective writing)
- Business Letters & Memos
- Business Report Writing
- Working with Words
- Writing Meeting Agendas
- Writing E-mails
- Writing Proposals
- Writing Reports
- Proofreading and Finishing

Programme Overview

Poor writing in academic settings may result in a few failing scores, but it can cost you far more when it comes to business writing. Your company can really experience a decline in sales and revenue as a result as a result of inadequate writing.

Employee performance will be good if they have the necessary writing skills, and vice versa. In order to help them perform better, participants in this course will be taught to advanced writing techniques.

Writing is a common tool used by executives to perform their duties. The quality of papers for efficient business communication is improved by identifying the documents generated and used, the skills required, and then moving forward to acquire and sharpen them.

Course Objectives (What You Will Learn)

- Acquire accurate skills in advanced business writing, and master the skills in delivering impacting messages in a courteous, clear and concise manner.
- Exercise higher degree of creativity in writing.
- Design usable, clear, persuasive, accessible documents.
- Organize information using reader-based principles.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Connecting With Your Audience

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
- Connecting with people: Developing authenticity and building rapport
- Talk the talk: Creating impressions and guiding influential conversations

Programme Overview

To get your coworkers on board with your ambitious vision for the future of your company, however, is not enough. A critical leadership competency is the capacity for persuasive communication and influence over others.

The complexity of "influencing" is frequently missed by conventional and common-sense theories of communication and persuasion. This course will improve your ability to communicate effectively in many situational and cultural circumstances through structured learning activities (video lectures, quizzes, discussion prompts, and written evaluations), transforming you into a highly effective leader.

Course Objectives (What You Will Learn)

- 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.
- How and why storytelling wins, hearts as well as minds of your customers.
- The key components of an engaging, compelling and persuasive brand or business story.
- What is the best possible ending and outcome for you and your customers.

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

Perfect your Virtual Presentation

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
- The Power of Pause and Secret of Making an Impact
- Virtual Perfect Lighting Tips
- Maximize the Impact of Your Background and Camera Position
- Dress Sense for Virtual Presentations

Programme Overview

You must take into account the difficulties in engaging with a virtual audience as audiences become more widespread and you are required to use technology to reach more people (including webinars, conference calls, and teleconferences).

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

Course Objectives (What You Will Learn)

- 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
- Frame the presentation using a simple strategy so that attendees understand direction, purpose, context, and why they should participate
- Use visuals effectively
- Weave in stories to enhance engagement

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

A man with a shaved head and a goatee, wearing a grey blazer over a dark blue button-down shirt, stands in front of a building with large windows. He is holding a black folder in his left hand and a black bag with a strap over his shoulder in his right hand. A lanyard with an ID badge hangs around his neck. The background shows a blurred view of a city street with a car.

POISE SCHOOL OF MANAGEMENT

Starting in Management for New Managers

Content

- Introduction to Succeeding as a First – Time Manager
- Self – Awareness & Self – Mastery
- Thinking Style Analysis and Personality Profiling for Managers
- Situational Leadership
- Communication Styles in Leadership
- Building a Strong Team

Programme Overview

A leader with strong management abilities helps the organization achieve its purpose and business goals with fewer roadblocks. Studies have shown that managers are liable for nearly 70% of the difference in employee engagement. Employee engagement affects a huge deal in any business and managers can get overburdened and stressed when there is no clear strategy and motivation for engagement.

If you do not know where you are going, you would not get there; but if, by chance, you do get there – you would not know you are there. As a first-time manager, there may be a couple of trial-and-error managerial tactics that could slightly encourage or hugely discourage you.

This is normal in a challenging role as yours. The course will engage you on how to lead your team with tremendous success using proven methods and techniques.

Course Objectives (What You Will Learn)

- Understand a set of management skills and techniques that every great leader owns.
- Learn how to create an inspiring team and environment.
- Understand the difference between being a great leader or merely a manager/supervisor.
- Identify personality types using the Hermann Brain Dominance Instrument (HBDI) and master communication to build great relationships.
- Identify group culture and labels in your workplace and change them for your team's benefit.
- Know how to inspire your team to become highly engaged and empowered.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Emotional Intelligence and Mental Health in Times of Crises

Content

- Introduction to Emotional Intelligence
- Developing Emotional Stability
- Improving Your Mental State
- Psychological Stability
- Emotional Well-Being and Coping During Crises
- Mental and Emotional Awareness

Programme Overview

The key to reaching the adult self lies in emotional intelligence. One way to avoid falling into survival mode is to name our emotions, as having them bottled up can lead us to explode negatively. Once feelings are expressed, it becomes easier to control our emotions and normalize them. That is, observing our feelings and naming them gives rise to the adult part, where we manage them rather than be handled by them. Another excellent way to cope with crisis is to try to stay calm and focus on what we can control. For example, stocking up without falling into panic purchases helps us feel more relaxed and in control.

Course Objectives (What You Will Learn)

- Be able to use emotions to make constructive decisions.
- Be able to manage stress and stay emotionally present.
- Be able to manage emotions in healthy ways, take initiative and follow through on commitments.
- Learn how to use humour and play to relieve stress.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

The Next Step: Preparing for Retirement

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

Programme 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 Objectives (What You Will Learn)

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.

Duration: 3 Days

Delivery Methodology: Onsite, Online, Hybrid

Working From Home Effectively

Content

- Introduction to Working from Home
- Pros and Cons of Working from Home
- Reactions to Change
- Systems to Stay Efficient and Organised
- Thinking About the Big Picture
- Maintain Focus and Productivity

Programme Overview

COVID – 19 introduced a new normal to the world of work and remote working has become more common to a lot of us, and whether it is something you were doing before or a recent change, it is something that might take some time to get used to. The purpose of this course is to introduce you to some useful tips to help you make the transition to working from home as smooth as possible, and to show you how to be every bit as productive as you were in the office (if not even more so).

Course Objectives (What You Will Learn)

- Participants will be able to create a work environment which suits them.
- Implementing effective Time Management, lists, and technology
- Feel calm and effective in Working from Home part-time or full time.
- Mastering virtual calls as a host or a participant.
- Optimally manage your task using the right tools.
- Things you must discuss with your boss before you go remote or hybrid.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Virtual Team Building and Management

Content

- Nurturing Positivity -
- Communicating Skillfully with your Remote Team -
- Managing Performance Remotely -
- Creating Balance and Structure -
- Building Trust -
- Managing Different Time Zones -
- To Succeed With a Virtual Team -

Programme 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 programmes to engage and support your teams to face the many challenges the pandemic has brought to organisations.

Course Objectives (What You Will Learn)

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.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

The Futures Literacy Laboratory (FLL)

Content

- Introduction to Narrative Capacity
- Revealing Existing Assumptions
- Reframing (Provocations)
- New Questions
- Strategic Planning and Implementation
- Research and Community Engagement

Programme Overview

UNESCO defines futures literacy as a capability or a skill that allows everyone to better understand the future's role in their perceptions of the present.

Poise Nigeria as a hub for Futures Literacy in Africa in partnership with Hanze University, Netherlands have introduced the Futures Literacy capability, a new discipline that serves as a tool to significantly enhance the capacity to conceive and to use the future. While becoming "futures literate", people start understanding how they refer to different kinds of futures in the present world as different forms of anticipation. FLL uses Collective Intelligence Knowledge Creation to methodically design learning-by-doing workshops, during which participants are able to collectively test a wide range of hypotheses and invent new solutions to improve your organisation.

Course Objectives (What You Will Learn and How This Can Affect Your Business)

- Understand the general description of the futures literacy approach.
- Use sociocultural tools to access, manage, integrate and evaluate information to build new knowledge.
- Participants will acquire the skill to improve their understanding of their ability to change the future.
- Use Futures Literacy to reimagine the future of your organisation using the collective intelligence approach.
- Improve the creativity of participants to energize the process of transformation concerning both the way an organisation sees itself in the future.

Duration: 1 - 4 Days

Delivery Methodology: Onsite, Online, Hybrid

Enhancing Your Selling Skills for Sales Success

Content

- Understanding the Sales Process -
- Setting Smart Sales Goals -
- Getting Prepared to Make the Call -
- Active Listening -
- Delivering Presentation that Sell -
- Managing the Sale -
- Closing the Sale -

Programme 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.

The Sales Training Course helps sharpen the skills of even experienced sales representatives enabling them to take advantage of sales opportunities and aggressively expand the business. By providing an environment where they can make mistakes and learn from them, organisations can benefit from having sales representatives who can make the greatest impact facing their customers on a daily basis.

Course Objectives (What You Will Learn)

- 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).
- Deliver presentations that sell.
- Handle objections professionally & effectively.
- Master highly effective closing techniques.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Inspiring Excellence and Engagement Using 21st Century Leadership Style

Content

- 21st Century Leadership -
- Creating Engagement in the Contemporary Workplace -
- Creating a Climate of Trust in the Digital Age -
- Powering Up for 21st Century Leadership -
- Identifying Key 21st Century Leadership Challenges -
- Navigating Multi-Generational and Diverse Teams -

Programme Overview

Going beyond the personality of the individual, leading in the 21st Century is viewed not solely on the domain of those in charge, rather something in which everyone participates.

It's easy to think that concepts like leadership never really change much from generation to generation, but it couldn't be further from the truth. Leadership styles reflect cultural norms, and a lot has changed over the years. In the 21st century, leadership has changed as technology has taken over many aspects of our lives—and it will continue to evolve as time goes on. To be effective in the modern workplace, leaders need to understand how to adapt to new leadership styles.

This course will educate the participants on the distinctive aspect of the 21st Century leader and also the necessary skills required to lead effectively.

Course Objectives (What You Will Learn)

- Develop the right leadership skills for the 21st century.
- Identify the leadership challenges in the 21st century.
- Set strategic direction based on target driven benchmark and key performance indicators for the achievement of organisational goals.
- Understand various leadership styles and what makes each style unique.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Conflict Resolution in the Workplace

Content

- Introduction to Conflict
- Conflict Resolution and Its Importance
- Psychological Benefits of Conflict Resolution
- Methods and Approaches to Apply in the Workplace
- Strategies and Techniques for the Workplace

Programme Overview

Research says that businesses lose \$359 billion yearly due to unresolved conflict and low productivity. This programme will help participants see the disruptive nature of conflict as well as its destructive form once it erupts.

Course Objectives (What You Will Learn)

- Develop successful conflict management skill.
- Understand the best approaches to handle conflict.
- Develop effective interpersonal and communication skills.
- Understand collaborative problem-solving techniques towards conflict resolution.

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

Building and Sustaining High Performance in Remote Work Teams

Content

- Introduction to Remote Work
- Understanding the Different Collaborative Tools
- Strategies to Build a High – Performance Remote Team
- Enabling the Right Remote Culture

Programme Overview

With the pressure of the new normal, having a goal-focused team with specialised expertise which comes with an ability to collaborate, innovate and produce consistently superior results cannot be overemphasized. With organisations already seeing the long-term benefits of remote work, this course will inform you of the best practices for transforming your remote workforce into high-performing teams and empowering them to succeed.

Course Objectives (What You Will Learn)

- Understand how to develop an effective remote work policy in place.
- Identify the right tools for your team.
- Acquire the necessary skills that can be transferred to your team.
- Understand the best way to hire talent that can thrive in a remote team.
- Learn how to build a culture of accountability.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Essentials of Leadership

Content

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

Programme Overview

Supervisors and team leaders play a critical role in aligning team efforts with an organisation'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 (What You Will Learn)

- Understand the rudiments of leadership.
- Apply effective team leadership skills and styles.
- Understand the different styles of communication and application.
- Development effective management styles.

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

Telework and Telecommuting

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

Programme 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 (What You Will Learn)

- 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.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Advanced Supervisory Course

Content

- Organizing and Delivering Thoughts and Messages -
- Earning Credibility as A Leader -
- Winning Hearts and Minds of People -
- Building Consensus, Commitment and Cooperation -
- Managing Your Own Performance -

Programme 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. However, over time, the techniques used to manage people and their levels of effectiveness have changed. Therefore, it is essential that companies continue to provide their supervisors with more up to date training in this aspect. 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 (What You Will Learn)

- Demarcate between supervisory and the operational roles
- Understand and practice basic supervisory skills
- Explain how to set and monitor objectives for themselves and their teams
- Recognize what motivates them and describe ways to motivate others effectively
- Use different communication techniques with their teams
- Motivate and support their teams to achieve their targets

Duration: 3 Days

Delivery Methodology: Onsite, Online, Hybrid

The Virtual Manager

Content

- Nurturing Positivity -
- Communicating Skillfully with your Remote Team -
- Managing Performance Remotely -
- Creating Balance and Structure -
- Building Trust -
- Managing Different Time Zones -
- To Succeed With a Virtual Team -

Programme Overview

What do you do when suddenly all your team is virtual? The concept of virtual or remote teams is not a new phenomenon. However, advances in technology, globalisation, organisational structures and ways of working have meant that this approach has grown significantly over the last few years. People are now much more likely to work from home, from their car, at alternative locations, or even on the other side of the world, which means managers might rarely see them. Managing virtual teams requires a different approach. It means developing new skills, communication methodologies and techniques to get the best out of teams and improve organisational and personal performance.

Course Objectives (What You Will Learn)

- Build a virtual team chatter
- Set clear tasks in managing virtual teams
- Rally the team around the purpose of the work
- Generate ideas to make virtual meetings flow effectively
- Keep people accountable
- Discover the number one cause of conflict in teams
- Determine how the completion of task will be measured

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

21st Century Creative and Innovative Managers in the Workplace

Content

- Recognising the Difference Between Creativity & Innovation
- Breaking Through Thought Patterns and Assumptions
- Enabling Creativity
- Methods and Tools for Generating Ideas

Programme 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 (What You Will Learn)

- 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.
- The opportunity to apply the methods and tools to generate ideas for improving areas of their own work.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Successfully Closing Deals with Strategic Negotiation Skills

Content

- Understanding Negotiation -
- Getting Prepared: Establishing Your WATNA and BATNA -
- Laying the Groundwork -
- Phase One: Exchanging Information -
- Phase Two: Bargaining -
- About Mutual Gain -
- Phase Three: Closing -

Programme 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 (What You Will Learn)

- 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.
- Foster understanding and promote resolution among parties whose interests and perceptions conflict.
- Design deals that create optimal value.
- Manage the tension between creating value jointly and claiming value individually.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Coaching and Mentoring for Men

Content

- Understanding Masculinity
- Managing Your Personal Brand
- Dealing with Difficult Issues

Programme Overview

Every man has had different life experiences and been exposed to different philosophies and worldview. This programme is designed to inspire and empower participants to build commitment, increase productivity, grow talent and promote success within their cycle.

Course Objectives (What You Will Learn)

- Enhance the productivity through self-awareness and self-enhancement.
- Get the right answers without going through the pain of trial-and-error learning.
- Understand goal setting and achieving your life objectives.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Global Chief Executive Officer (CEO) Programme

Content

- Mastering Class
- Developing Professional Charisma
- Managing Business and Social Outings
- Managing Emotions, Decorum and Deportment of Lifestyle Branding
- Developing Effective Presentation Skills
- Developing Effective Operation Strategy

Programme Overview

The Global CEO programme focuses on developing your global awareness. As CEO, you are responsible for setting your company's vision, direction, brand and strategy in order to better serve your stakeholders. The Global CEO Program provides you with a once-in-a-lifetime chance to take a step back, reconsider your 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 from others to produce stronger, more innovative results.

Course Objectives (What You Will Learn)

- Discover new ways of thinking, latest leadership and business concepts from 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 for interpreting data, sharpen your quantitative and analytical skills.
- Be able to understand the theory and processes of negotiation as it is practiced in a variety of settings.
- Understand how to improve performance in organizations, what you contribute to your firm and why should others respect and listen to you.
- Understand why some firms are more profitable than others by exploring the sources of sustained profits in the face of competitive pressures.
- learn to design effective marketing programs via selecting appropriate strategies for pricing, promotion, place, and product.

Duration: 3 Days

Delivery Methodology: Onsite, Online, Hybrid

Leading From the Heart

Content

- Introduction to Emotional Intelligence (EI)
- Pillars of Emotional Intelligence
- Regulating Emotions in Complex Settings
- Applying EI in the Workplace
- Developing Social Skills

Programme Overview

Emotional intelligence (EQ) is not about being nice, nor is it about suppressing emotions; it is a proactive approach to managing emotions to achieve better bottom line results. Put simply, emotions drive behaviour and behaviour drives performance. Successful leaders leverage this knowledge to achieve greater leadership impact.

Course Objectives (What You Will Learn)

- Understand why emotional intelligence is critical for leadership, team effectiveness and career development.
- Learn to analyse and improve individual, team and organisational performance using emotional intelligence.
- Understand the business case for emotional intelligence as it relates to organisational effectiveness.
- Develop emotional intelligence skills for greater business and personal results.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Coaching and Mentoring for Better Work Performance

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
- Phases of Mentoring

Programme 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 (What You Will Learn)

- 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.
- Learning ways to motivate employees.
- Using the ways in which coaching and mentoring can help in their career growth.
- Realizing their current skills as a coach and mentor and helping them optimally develop.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Strategic Planning for an Uncertain Future

Content

- Strategy and Your Role
- Models of Strategic Thinking
- Strategic Planning
- Developing and Implementing Strategy

Programme 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 would not 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 (What You Will Learn)

- 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.
- Apply strategic consultation's capability and resources.

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

Coaching and Mentoring Programme for Women

Content

- Understanding Coaching and Mentoring
- Introduction to Women's Leadership Coaching
- Basics of Coaching for Female Executives
- Coaching and Mentoring Tools

Programme Overview

This programme will introduce women to the tools and skillset they need to develop their teams effectively. A leader promotes innovation and embodies the company's vision as she inspires and empower her team on shiny and rainy days with a high level of efficiency. This course will primarily focus on developing soft skills and enhancing personality traits of women while addressing unique challenges women executives face at the workplace.

Course Objectives (What You Will Learn)

- Participants will increase their level of engagement in the workplace
- Build personal awareness.
- Develop a deeper level of learning
- Understand different personality traits and enhance your management skills

Duration: 3 Days

Delivery Methodology: Onsite, Online, Hybrid

Effective Leadership, People Management and Business Communication for Leaders

Content

- Mastering Class & Personal Branding
- Situational Leadership
- Communication Style in Leadership
- Personality Profile and Thinking Style
- Mastering the Art of Negotiation and Persuasion

Programme Overview

Individual and team development are important activities carried out by transformational leaders. To develop a team, leaders must first understand team dynamics. This programme will expose participants on the difference between leadership and management and why it is of great importance. One of the attributes of a leader is the ability to influence others – organisations get more from motivated teams who strive to be more productive despite all odds. Leaders help themselves and others to do the right things. They set direction, build an inspiring vision, and create something new. Leadership is about mapping out where you need to go to "win" as a team or an organization; and it is dynamic, exciting, and inspiring. Yet, while leaders set the direction, they must also use management skills to guide their people to the right destination, in a smooth and efficient way.

Course Objectives (What You Will Learn)

- Develop their personal presentation skills; communication skills; networking and building relationships with stakeholders.
- Understand your role as manager and leader.
- Use an understanding of self-image to increase effectiveness in personal and professional relationships.
- Establish clear objectives and standards of performance for your teams.
- Manage your workload using effective prioritisation and delegation techniques.
- Maximise your influencing skills through skilled communication.
- Build an effective team and exceed expectation.

Duration: 3 - 5 Days

Delivery Methodology: Onsite, Online, Hybrid

Assertiveness and Self – Confidence

Content

- Projecting Self – Confidence
- Identifying Your Worth
- Communication Dynamics: Listening and Hearing
- Coping Techniques
- Building Self – Confidence and Rapport
- The Relevance of Appearance

Programme 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 (What You Will Learn)

- Build confidence in having difficult conversations with others.
- Understand how to demonstrate confident communication
- Recognise different situations where you will need to be assertive and apply the necessary skills
- Understand how your body language, language and interactions with others drives different behaviours in them.
- Develop effective ways to use controlled responses and not gut reaction.
- Build an effective team and exceed expectation.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Mastering Team Building for Improved Performance

Content

- Introduction to Team Building
- Mastering Hybrid Management
- Advanced Teamwork & Cooperation
- Unlocking Your Team's Potential
- Mastering Team Dynamics
- Managing Conflict
- Assessing Individual Styles of Behaviour
- Recognising and Appreciating Others

Programme Overview

Team-building is not limited to trust falls and paint ball. Used wisely, they can improve morale, foster cohesiveness, increase motivation, and focus a team on a problem. The best ones also give employees insight about their organization.

Research has clearly shown that team building done right has a significant positive impact on teams that find it difficult to work well together. Team building, as the name implies, involves helping employees and management alike learn how to work together as a team.

Companies all over the world use a variety of techniques and strategies to help company workers get to know each other and learn how to solve problems, boost personal and collective creativity and work well towards achieving a common goal.

Course Objectives (What You Will Learn)

- Educate participants on the fundamentals of using teams.
- Make participants know the elements of building and managing teams.
- Stimulate participants to use teams effectively in their organisations.

Duration: 3 Days

Delivery Methodology: Onsite, Online, Hybrid

Leadership, Creativity and Peak Performance

Content

- Introduction
- Prioritising Creativity at Work
- Building a Culture of Innovation
- Achieving Peak Performance

Programme Overview

To operate successfully in the competitive environment of the 21st century, leaders must be responsive to the changing needs and demands of their customers and clients. They must deliver extraordinary levels of performance, which instigate a robust system of internal and external measures.

A leadership that is flexible and innovative has the ability to create and realize innovative solutions especially in the face of structurally complex or changing situations. It refers to those people who, when all is shifting and new approaches are yet unknown, can still create clarity of purpose for their teams. These are leaders who seek to navigate – and even benefit from – the unpredictability around them. Not just for the organization or themselves, but usually also for society at large and the ecology of the planet.

This course is designed to expose participants to the techniques needed for effective leadership and creativity skills.

Course Objectives (What You Will Learn)

- Determine the best practices of leaders through history and how to apply them today.
- Articulate an understanding of what leadership means for their businesses.
- Identify their leadership capabilities and areas for personal development.
- Determine their roles as effective leaders in organisations.
- Develop strategies for creating positive work environment that will foster good leadership.

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid

Team Building for Managers (TBM)

Content

- Creating Team Chemistry
- Engagement and Collaboration
- Building a Great Team Identity
- Benefits of Team Building
- Improving Team Strength
- Mistakes to Avoid When Building a Team

Programme 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 OKAY to GREAT!

Course Objectives (What You Will Learn)

- 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.
- Activities that build camaraderie, develop problem solving skills, and stimulate interaction will give your participants what is needed to be a great team member.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Overcoming Sales Objections

Content

- Seeing Objections as Opportunities
- Getting to the Bottom
- Asking Appropriate Questions
- Finding a Point of Agreement
- Sealing the Deal
- Deflating Objections
- Digging Up the Real Reason
- Communication Strategy

Programme 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 Objectives (What You Will Learn)

- Participants will understand the factors contributing to customer objections.
- Define the different objections.
- Learn how to overcome objections with a set of specific strategies.
- Learn how to dig up the real reason behind objections.
- Practise the different strategies for overcoming objections.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Leading in Volatility, Uncertainty, Complexities and Ambiguity (VUCA)

Content

- Volatile and Complex Leadership in the Modern World
- Situational Intelligence - Emotional Intelligence and the Self-Aware Volatile Leader
- Emotional Resilience in Challenging Times
- Integrated Thinking Principles
- Agile Leadership Toolkits
- Leadership Assessment Profiling

Programme 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.

It will enable you to conduct and apply the powerful and inspiring techniques of corporate governance required to master this new way of leadership. This course is essential for those who wish to learn key behavioural principles in leading people in today's rapidly changing world.

Course Objectives (What You Will Learn)

- 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?
- How to define uncertainty in your organisation, and turn this to understanding?
- How to understand complexity in the organisation and to turn this to clarity for your people?
- How to identify ambiguity in the business and adapt this to agility?

Duration: 3 Days

Delivery Methodology: Onsite, Online, Hybrid

Team Collaboration, Leadership and Negotiation Skills

Content

- Introduction to Team Collaboration
- Concept and Principles of Negotiating
- Collaborative Leadership
- Successful Negotiation
- Preparation and Planning Negotiation
- Leadership Communication for Maximum Impact

Programme Overview

Can managers cooperatively interact with one or more individuals, working with others to solve problems, create novel products, or learn and master content?

Are leaders born or made? Learn the essential skills to develop and expand your leadership repertoire, design teams for collaboration, and craft win-win negotiation strategies.

High Performance Collaboration: Leadership, Teamwork, and Negotiation focuses on leadership, teamwork, and negotiation. Participants will engage in self-assessments to analyze their leadership style, develop team charters to optimize their groups, and develop a game plan for effective negotiation.

Course Objectives (What You Will Learn)

- Discover the “why” of collaboration. Why is it important for teams to work together in collaborative units?
- Customize your management style to encourage employees to find their own answers to business challenges.
- Create a culture that fosters involvement from all employees and helps break down silos and isolationism.
- Embrace social media to enhance discussions, obtain recommendations and information, network and establish relevance.
- Improve accountability by allowing your employees to have ownership of the results of their efforts.
- Employ a collaborative process that is effective with all communication styles.
- Set up a framework for collaboration.
- Close negotiations more professionally.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Developing Your Adaptability, Accountability and Resilience for Career Success

Content

- Introduction to Accountability, Adaptability and Resilience (AAR) in the Workplace
- Stress, Awareness, and Sphere of Influence
- Resilience: Creating Balance in the Face of Adversity
- Defining Accountability
- Applying Accountability
- Increasing Commitment and Clarity
- Within Yourself and Others
- Applying Adaptability in the Workplace

Programme Overview

Organizations are in a constant state of flux, which can create uncertain, complex, and ambiguous workplace environments. To thrive — even in times of change and uncertainty — leaders must demonstrate accountability, adaptability, and resilience (AAR). While AAR may seem like innate traits, they can be learned through a methodical approach that allows you to practice self-awareness and proactivity. By participating in activities, discussions, and self-assessments, you will develop the AAR skills to perform your role effectively and meet organizational goals.

Course Objectives (What You Will Learn)

- Explain how building competency in accountability, adaptability, and resilience (AAR) improves individual and organizational performance.
- Identify and foster effective accountability in yourself and others.
- Understand components of adaptability and determine methods to increase emotional and procedural agility in yourself and others.
- Recognize individual and team levels of resilience and determine practices to sustain resilience by maintaining balance and a strategic view.
- Establish and implement a daily routine for applying AAR in the workplace.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Corporate Culture and Performance: Building/Managing the Innovation Culture

Content

- Introduction to Corporate Culture
- Culture and Innovation in the Workplace
- Managing the Innovative Culture
- Culture Influence on Innovativeness

Programme Overview

The competitive conditions in the global business environment demand firms pursue growth through innovation and creativity for long-term sustainability. This course will help participants understand different values and beliefs that provide norms for expected behaviour by employees and how organisations actively promote these values and principles.

Course Objectives (What You Will Learn)

- Examine the influence of corporate culture on innovation.
- Understand how corporate culture drives and enhance innovation.
- Recognise how the performance of organisations with proactive culture that stimulates risk-taking activities, creativity, and tolerates error is superior to the performance in companies that do not.
- Understand why culture is important for innovation.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Training of Trainers Certification Course

Content

- Human Resource Development
- ADDIE Process Module
- Training Needs Analysis
- Instructional Design
- Training Programme Design Curriculum
- Training Implementation

Programme Overview

This programme provides would-be facilitators with fundamental training skills and know-how for effective class management and course delivery. It explains the basics of Instructional Design (ID) as systematic training management and techniques of training delivery that are common to any training course. This is especially important for new facilitators to obtain basic skills for preparing and facilitating sessions of the course as well as new training managers for managing training course.

Course Objectives (What You Will Learn)

- Understand what training is within the context of HRD and HRM
- List key concepts for HRD paradigm shift
- Deliver informal and formal learning solutions in a manner that is both engaging and effective
- Apply a variety of learning technologies to address specific learning needs
- Provide leadership to execute the organisation's people strategy
- Capture, distribute and archive intellectual capital to encourage knowledge-sharing and collaboration

Duration: 1 Week

Delivery Methodology: Onsite, Online, Hybrid

Improving Employee Performance and Accountability

Content

- Performance and Accountability Management
- Conducting Effective Performance Appraisals
- Key Principles for Building Accountability
- Factors Influencing Accountability in the Organisation
- Performance Management Strategy

Programme Overview

Employee performance and accountability in the workplace is crucial to a business's success as a whole. Most often than not, employee accountability withers away in the long thread of workflow processes, protocols and red tapism. This programme is design to map and improve employee accountability for managers.

Course Objectives (What You Will Learn)

- Participants will understand the principles of accountability in the workplace.
- Understand techniques to apply that can ensure employee accountability.
- Adapt realistic principles in managing employees.
- Apply performance management to work style using the right technological tools.
- Understand strategies to engage employees and build their accountability towards their work.

Duration: 2 Days

Delivery Methodology: Onsite, Online, Hybrid

Goal Setting and Getting Things Done

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

Programme 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 (What You Will Learn)

- 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

Duration: 1 Day

Delivery Methodology: Onsite, Online, Hybrid



POISE GRADUATE
FINISHING ACADEMY(PGFA)

PSENSE Employability Skills Programme

Content

- Free CV Series and Interview Preparation Classes
- Induction into the Poise Young Executive Network
- Enhanced Leadership Skills
- Superb Employability Skills
- Superb Recruitment Opportunities

Programme Overview

PSENSE is an initiative of Poise' Graduate finishing Academy (PGFA) created out of a passion to raise the standard of pre-career development training in Nigeria. Since 2010, we have trained graduates in the job market and helped them secure jobs with reputable organisations.

Course Objectives (What You Will Learn)

Our PSENSE Certification training, which spans 10 weeks with a 3-6 months' internship, is highly intensive and has attained a record employment rate of over 87%. This training programme focuses on developing the individual and preparing them for the workplace. It is designed to give graduates that needed edge to stand out from the crowd and be attractive to employers. It gives them the 'IT' factor.

Target Audience

Graduates with 0-3 years' work experience

Duration: 6 Weeks

Courses are also available as customised in-plant graduate induction training

Employee Induction Programme

Course Objectives (What You Will Learn)

- Self-Awareness
- Knowledge of Workplace Ethics
- Use of Initiative
- Grammar and Speech
- Emotional Intelligence
- Managing Conflict
- Social and Business Etiquette
- Interpersonal and Communication Skills
- Dressing to Win
- Professional Attitude and Behavior
- Non-Verbal Communication
- Developing Distinctive Diction
- Impression Management

Teaching Methodology

- Interactive Sessions
- Competitions
- Practical Sessions
- Computer Based Tests (for the PSENSE Certification)
- Case studies
- Participant Presentation
- Adventure Related and Experiential Learning Activities
- Role Plays
- Video sessions & playback

Programme Overview

In today's progressively competitive world, successful leaders are those that want more. And though they may continuously stretch themselves, never content with the status quo, their efforts will be made twice as hard if they neglect to identify and awaken the hero within their colleagues. The ability to deliver on task and responsibilities with ease and dynamism has become an essential skill for success.

PSENSE Graduate Trainee Programme is designed to equip young professionals with business skills and professional etiquette to excel on the job, adding tremendous value to the organization. It gives organizations the opportunity to carrying out induction courses and set the pace for their work style and work management. This ensures that a high standard of performance is maintained across board.

Graduate Trainee Program is an immersive programme to drive Interpersonal and Communication Skills, Business Etiquette and Personal Branding, with a distinct class feature of the PSENSE certification (approved by the National Universities Commission) for all participants. This immersive training programme is to equip the graduate trainee with the required skills to excel on the job.

Duration: 3 - 4 Days

Delivery Methodology: Onsite, Online, Hybrid

Please note that our curriculum can be customized to fit the request of a business.

Digital Marketing

Content

- Overview of digital marketing -
- Email Marketing -
- Copywriting -
- Search Engine Optimization -
- YouTube marketing -
- Facebook Marketing -
- Instagram marketing -

Programme Overview

Digital Marketing Strategy is the process by which firms employ, either partially or exclusively, digital tools, techniques, and tactics to create value for customers.

Course Objectives (What You Will Learn)

- Gain an understanding of the motivations behind data collection and analysis methods used by marketing professionals
- Learn to evaluate and choose appropriate web analytics tools and techniques
- Understand frameworks and approaches to measuring consumers' digital actions
- Earn familiarity with the unique measurement opportunities and challenges presented by New Media

Duration: 2 Weeks

Delivery Methodology: Onsite, Online, Hybrid

Please note that our curriculum can be customized to fit the request of a business.

Enterprise Development Training (GROW)

Course Objective (What You Will Learn)

- Start your Business
- Grow your Business
- Finance your Business
- Business Setup & Legal

Programme Overview


An interdisciplinary course designed to teach participants how to think and act entrepreneurial. If you would rather start your own business, after discovering that you are an aspiring business owner, with a good idea or a big ambition, this is where you come to get the advice, support and investment you need to develop ideas and turn these ideas into a business.

In 8 weeks, you will be supported and guided to get started with your own venture. You will become part of a network of entrepreneurs, coaches and business experts, who will help you one on one to make sure your ideas become successful businesses

Duration: 8 Weeks

Delivery Methodology: Onsite, Online, Hybrid

Please note that our curriculum can be customized to fit the request of your business.

A close-up photograph of two hands clasped together in a supportive grip. The hand on the left is lighter-skinned, and the hand on the right is darker-skinned. The fingers are interlaced, and the thumbs are pressed against each other. The background is a soft, out-of-focus orange-brown color.

POISE GRADUATE COMMUNAL SUPPORT **FOUNDATION(PGCSF)**

Ekobits ICT Academy

Our Success Story

- Ekobits has trained over 505 youth on ICT and digital design training
- Ekobits has trained over 90 youth on life skills and entrepreneurial training.
- Ekobits has an employment success rate of over 82%.

Programme Overview

The world today has more young people than ever before. Almost 1.8 billion people are aged 10-24 and roughly nine out of ten live in developing countries. Youth employment remains an urgent global challenge. It is imperative, now more than ever, to procure sustainable and lasting solutions to address this problem.

Ekobits ICT and Design Academy is a youth-based organisation that uses ICT Multimedia to creatively improve the lives of the less privilege youth from the non-formal settlement. Ekobits is a project set up by the Work in Progress (WiP) Alliance which consists of organisations such as Oxfam Novib, Venture Capital for Africa [VC4A], Butterfly Works and the International Organisation for Migration [IOM]. This is part of the three- year plan to reduce unemployment and poverty in Nigeria, Egypt and Somaliland. Butterfly Works together with Poise Nigeria work together to set up the first Bits School in Nigeria in 2016.

Oxfam Novib is the lead partner in the project. Oxfam with all its partners is working to involve youth in a meaningful way through the programme in Nigeria, Egypt and Somaliland. Butterfly Works is a social innovation studio that design interactive communications solutions for social impact. Butterfly Works is involved in the Work in Progress Alliance program in all three countries.

Poise Nigeria is the co-founder of the Bits School in Lagos, Nigeria.

Butterfly Works is involved in the Work in Progress Alliance programme in all three countries.

Poise Nigeria is the co-founder of the Bits School in Lagos, Nigeria.

Duration: 1 Year

Delivery Methodology: Onsite, Online, Hybrid

Target Audience: Male, female, SSCE Holder, 18 - 25

EdoBits ICT Academy

Duration: 1 Year

Location: Edo State

Delivery Methodology: Onsite, Online, Hybrid

Target Audience: Male, female, SSCE Holder, 15 - 30

Programme Overview

Inspired by the success of Ekobits Techforall, in 2018 Edo State government supported the opening of Edobits Academy. Edobits is part of a network of Bits Academy that offers demand aligned trainings in creative technology to youth from underserved communities.

Tech For Women

Duration: 3 Months

Age Bracket: 18 - 25

Target Audience: Females only, SSCE holder

Programme Overview

The initiative is aimed at targeting young girls, women with disabilities, youths who are victims of gender-based violence, domestic violence and school dropouts from underserved communities with the aim of impacting them with 21st Century ICT skills to meet the needs of the labour market.

TechJobs

Duration: 6 Months

Target Audience: Males, Females, Junior Developers, 17 - 35

Programme Overview

This programme is aimed at empowering junior software developer aspiring to work for international tech companies or increase their knowledge base with skills to compete in the tech market and proffer IT solutions to raising problems.

Career Kickstart (CKS)

Course Objective (What You Will Learn)

- Get prepared for a very good career/job with the right skills
- Get connected with several job opportunities
- Develop global employability skills
- Focus on the set of essential skills that youth beneficiaries need to succeed;
- Leverage diverse, accessible and affordable digital platforms to enhance skills building
- Apply efficient measurement techniques that adequately assess the impact of soft skills development.

Programme Overview

Career Kickstart is the 'Global Youth Skills for Employment' (GYSE) Programme that prepares youths with market-relevant soft skills to help them succeed in their place of employment. The Career Kickstart inspires youths to make a difference in their community while at a job. Its focus is to build up essential soft skills such as communication, high powered thinking (problem solving, critical thinking, reasoning) resilience and grit etc within the beneficiaries.

In the past 4 years, over 2,000 youths have been trained and benefited from this programme in both Lagos and Benin with over 78% employment rate.

Career Kickstart, a 3-week programme, is endorsed by the Office of the Presidency and the National Universities Commission as the right programme for equipping youths with core job skills and improving employment rate.

Duration: 3 Weeks

Age Bracket: 18 and Above

Target Audience: Males, females, University Graduates.

Data Science Training

Course Objective (What You Will Learn)

- Python programming: a language widely used for Machine Learning
- SQL for databases
- Power BI for Visualisation and Data Analytics
- Data Science tools and techniques for data wrangling, preprocessing and exploratory data analysis
- Machine Learning algorithms for building ML models.

Programme Overview

Successful enterprises are driven by good data gathering and analysis. The next age of computing would be led by those who have complete understanding of how data works, its impacts and how to harness organisation's data to create prime focus for execution.

Therefore, it is imperative to equip young people with the skills of the future. The training on Data Science is aimed at introducing participants to concepts in Data Science like machine learning, programming with python. Participants were also exposed to various issues and concerns surrounding Machine Learning and how-to apply this in the real world. Participants will be able to build models for classifications and regression problems using different Machine Learning models.

Duration: 3 Weeks

Age Bracket: 18 and Above

Target Audience: Males, females, University Graduates.

The Next Economy

Requirement

In order to join this programme, you have to be:

- Between 15-30 years old
- Self-motivated
- Be present at all meetings

Details

- The duration of the full program is 3 weeks.
- You can combine this programme with a job or school as the program is not full time
- The programme is free for all participants

Programme Overview

The Next Economy empowers youth to unleash their talents, build their confidence and hone the skills they need for a successful career in a job or as an entrepreneur. Poise Graduate Finishing Academy partners with the Next Economy project in Nigeria.

Course Objective (What You Will Learn)

- To visualize your own opportunities to help you find out what kind of work you would like to do.
- To understand the world of work.
- To strengthen your personal skills, such as teamwork, communication, creative thinking, planning and organising and management skills

After 3 months you can choose one of the two follow-up training courses:

- Make it Work - Find an internship and get connected to your future employer.
- Get Started - Learn all about entrepreneurship and start-up your own business idea.



POISE TEENAGE
PROGRAMME

Teens Making A Difference (TMAD)

You would acquire further skills in:

- Graphic Design
- Personal/Image Branding
- Professional Attitude and Behaviour
- Web Development
- Teamwork
- Blogging
- Task Management and Planning
- Cookery.

Duration: 2 Weeks

Programme Overview

"There can be no keener revelation of a society's soul than the way in which it treats its children" Nelson Mandela.

Today in Nigeria, our children grow up to be what we make them to be and are highly influenced by what they see. However, with the right coaching and added training to accept proper social behaviors, we can mold the children to be at their best and be better citizens of the country.

Programme Objectives

It is in this regard that Poise has developed a structure to help orient our children by teaching them social and moral etiquette, decency and behaviour, values and ethics.

The 'TEENS MAKING A DIFFERENCE' (TMAD) ANNUAL CAMP is a 7-days residential camping programme for teenagers, which aims to teach and imbibe in them the culture of social decency and soft skills while having fun.

The programme also aims to mold them into bright young individuals by exposing them to necessary traits needed to succeed in today's world. The programme holds between July-August annually; registration starts 1st of January every year.

Etiquette For Pre-Teens

Content

- Social Etiquette and Netiquette -
- Values and Ethics -
- Appearance and Hygiene -
- 21st Century Communication -
- Games -

Duration: : 4 Saturdays

Programme Overview

"There can be no keener revelation of a society's soul than the way in which it treats its children."

– Nelson Mandela Research have proven that teaching kids manners is not only important but essential to providing kids lifelong skills. Parents who are intentional about teaching their children social etiquette goes a long way in a person's life and the earlier you start the better it is not only for your children but also for you.

Today in Nigeria, our children grow up to be what we make them to be and are highly influenced by what they see. Though the Nigerian environment does not make a perfect example to emulate, it is the immediate environment of these children, because it is where they develop to become the future of the nation. However, with the right coaching and added training to accept proper social behaviours, we can mold the children to be at their best and be better citizens of the country.

It is in this regard that Poise Nigeria has developed a structure by which the orientation of our children can be sharpened by teaching them social and moral etiquette, decency and behavior, values and ethics. Etiquette for Pre-Teens Programme will instill the values and culture that will transform the mind of the children to succeed in today's world.

Course Objective (What You Will Learn)

- To develop from within a child who is guided by ethics and etiquette.
- To acquire effective communication skills.
- To sharpen interpersonal and relational skills
- To increase the level of self-esteem and self-mastery among children.
- To create and sustain the child's awareness level and emotional intelligence.
- To enable the child form good manners and become more socially attentive.
- Help them understand that gratitude and politeness are valued traits in our culture

A woman with dark, curly hair is smiling and looking at a laptop. She is wearing a light-colored, short-sleeved top. The background features white shelves with decorative items like vases and a bowl. The overall atmosphere is bright and professional.

ENTREPRENEURAL **PROGRAMME**

Poise Nigeria And Proportion Academy Entrepreneurial Course (Developing An Entrepreneurial Mindset)

Explore your business idea (3 weeks' introduction course):

weekly classes over a period of 3 weeks to identify and develop a business idea that fits with your passion, power and purpose.

Realize your own business idea (20 weeks advanced course):

weekly classes over a period of 20 weeks to bring your business idea into reality.

Duration: : 6 Months

Programme Overview

Human-Centered Design (HCD) is a potent approach to issue solving that the Entrepreneurship Academy will employ. Entrepreneurs will be better able to comprehend the individuals within the ecosystem and offer answers to unforeseen issues.

In this approach we shift the focus from 'what people use' to 'what people do' and from 'what people say' to 'what people actually do', we unlock the possibilities of getting unexpected insights and hence developing a deeper understanding of people's behavior, needs, aspirations and motivations.

Course Objective (What You Will Learn)

- Learning more about yourself, identify your drive and how to connect that to a business
- Self-reflection and business idea in order to become more successful
- Using a 5P Model to help business owners/aspiring business owners articulate Passion, Power, Purpose and Proposition.

OUR VALUED CLIENTELE

BANKING & FINANCE

Central Bank of Nigeria
First Bank Plc
Access Bank
GTCO
Keystone Bank
Heritage Bank
Ecobank Nigeria Plc
Fidelity Bank
Polaris Bank
Coronation Merchant
Wema Bank
Greenwich Trust Ltd.
Consolidated Discounts Limited
Nigerian Stock Exchange
Enterprise Bank
CSCS
Zedvance
Stanbic IBTC Bank
Stanbic Pensions

CONSTRUCTION & REAL ESTATE

ArchVision Work Group Ltd.
Lekki Concession Construction
Shallom Properties Ltd.
Lekki Gardens
Brand Regimen

INSURANCE

Mutual Benefits Assurance Plc
Royal Exchange Assurance Plc
Crusader General Insurance Plc
Sovereign Trust Plc
Standard Alliance Insurance
WAPIC Insurance
Linkage Assurance
Africa Alliance
KBL Insurance Brokers
Staco Insurance
FBN GEN Insurance
Heirs Life Assurance
Heirs Insurance
Mutual Benefit Plc
Custodian Insurance
IBFC Alliance

MEDICAL

Healthcare International
Redcare Health Management Services
Total Health
Smile 360
Total Health Trust

RELIGIOUS HOMES

Global Impact Church
Harvesters International Centre
Harvesters City
RCCG

OIL AND GAS

NNPC
Total Nigeria Plc
Chevron Nig. Ltd
NLNG
Exxonmobil Plc
Oando Plc.
Stat Oil
Lekoil
Nest Oil
Suntrust Oil and Gas
Shell
OVH Energy
Axxela
Energia Limited

LEGAL CHAMBERS

The Lawbreed Group
Banwo & Ighodalo

HOTEL AND MANAGEMENT

Golden Tulip

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
Cap Plc
N.N FEMS

ICT/TELECOMS

Unified Payments Services Ltd.
Precise Financials System
MTN Nigeria
Interswitch
Systemssecs Ltd.
Signal Alliance
New Horizons
Infographics
Mainone

GOVERNMENT

LASAA
Lagos State Public Procurement Agency
Ministry of Finance, Lagos Office
Lagos State Government
LAWMA
Standards Organisation of Nig.
Rivers State Government
LCCI
Bonny LGA
LIRS
LAMATA
AMCON
Nigeria Stock Exchange

OTHERS

Superflux Int'l Ltd
Nigeria Oil & Gas Monitor
Interprods W.A Ltd.
Securities Africa
Rave TV
Africa Capital Alliance
RusselSmith Nig Ltd
Babcock University
Mountain Top University
Seam Fix
Dellote
Germona West
Lagos Business School
Pro-M Limited

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