

AMSCO Training Catalogue 2014



World Class Programmes for Sustainable African Enterprises

Tel: +27 11 219 5000;
+254 020 244 1500;
+ 233 30 702 1239/40
Web: www.amsco.org

AMSCO 
African Management Services Company

Welcome To the AMSCO Training Catalogue



*Capacity Development
Manager*

Over the years, the African Management Services Company (AMSCO) has offered several management training programmes to individuals and companies - Small and Medium Enterprises (SMEs) and large corporates - looking to build strong teams of skilled senior executives.

Where AMSCO has seconded international experts to companies and succession planning is concerned, these programmes have become essential in the process of identifying local successors that will succeed the AMSCO managers at the end of their term with the client company and general skills development within the company .

Some of the more popular AMSCO training programmes on offer include the Executive Leadership Development (LEAD), Corporate Governance and Health, Safety and Environmental Standards training programmes.

For those who enjoy self-paced learning, AMSCO also offers an E-Learning platform that can be accessed from any location at any given time. AMSCO's online learning management system offers 6,000+ courses in 19 different languages.

Through its array of Capacity Development initiatives, AMSCO aims to transform the mind-set and behaviour of all programme participants so that they drive effective, immediate and lasting change in their organisations, thus ensuring long term growth and sustainability.

AMSCO is a special purpose company set-up jointly by the United Nations Development Programme (UNDP), the International Finance Corporation (IFC) and the African Development Bank (AfDB), to serve as the operational arm of the UNDP's African Training and Management Services (ATMS) Project.

Safety Programme



Date: 10-15 February 2014

Venue: Ghana

The Safety Programme is a six day training programme carried out in partnership with Latchways Fall Arrest Systems, SA and Ghana Red Cross Society. Three different modules are taught (theory and practicals) in sessions - Working at Height, Emergency Rescue and Basic First Aid. Participants are awarded certificates upon completion of the course.

Target Audience

The programme is designed for the Telecom and Power sectors

Key Benefits

The Fall Arrest modules (Height Safety and Rescue) have the objective of equipping trainees with the knowledge and skills to safely achieve the following:

- Competently adjust and inspect safety harnesses and equipment
- Climb a mast or structure using the fall arrest system
- Rescue an injured person from a mast or a structure
- Handle, use and properly store a fall arrest system

The First Aid module is to equip participants with the knowledge and skills in handling injured persons rescued from towers or other accident victims on site.

Managing for Results



Date: 4-6 March 2014

Venue: Mozambique

Date: 18 – 20 March 2014

Venue: Kenya

Date: 17 – 19 June 2014

Venue: Uganda

The Managing for Results Programme is a three-day training designed to show you how to overcome your toughest challenges. The programme is a tailor-made intervention created to fit your unique role.

Target Audience

Managing for Results is designed for new managers and managers who have already transitioned into their first full management position but have not received any formal training to prepare them for this role.

Key Benefits

This programme will allow you to:

- Discover what is expected of a manager in today's competitive and opportunity-filled business environment
- Assess your own performance against this benchmark
- Apply some tips and tools applicable to your management level
- Create a personal development plan to use your strengths to meet the demands of excellence in your job.

AMSCO LEAD



Date: 9-11 April 2014

Venue: Ghana

The LEAD programme is a three day programme designed to help business leaders effectively understand and manage the complex and dynamic challenges and opportunities confronting businesses today. The programme focuses on leadership issues and ways of linking measurement and action at all levels of management within the organisation.

Target Audience

Middle and senior level managers across sectors.

Key Benefits

On completion of the course, participants should be able to:

- Understand the quality of good leadership and design road map to implement good leadership skills.
- Understand, recognise and foster the right leadership qualities in themselves and others
- Broaden their focus to obtain a more global perspective of business to be better prepared for decision making and analysis
- Appreciate the dynamics of people at work
- Communicate more effectively at all levels by focusing on connecting to achieve a common goal
- Leverage leadership to impact organisational outcomes
- Balance technical concerns with strategic possibilities

Executing your Strategy



Date: 12-14 May 2014

Venue: Zambia

The AMSCO Strategy Execution programme is a three day programme designed to provide you with proven approaches for successfully implementing your strategy. The programme is designed to align your business strategy to execution, increasing your organisation's chances for success, and giving you the tools to turn your strategy into action.

Target Audience

The AMSCO Strategy Execution Seminar is for senior managers responsible for the design, implementation and execution of company strategy.

Key Benefits

Participants will be able to:

- Clarify factors contributing to their organisation's ability to effectively execute its strategy
- Break up overwhelming long-term strategic plans/projects into smaller, more achievable ones that have action points
- Learn to build strategic action plans that break down directional beacons into objectives, actions, measures and targets.
- Learn tools and techniques for measuring and managing execution and leading change
- Overcome resistance and mobilise long haul commitment.

Microfinance Training for Executives



Date: 16-20 June 2014

Venue: Nigeria

Date: 22-26 September 2014

Venue: Senegal

The course is intended to equip Microfinance Executives with industry information and development, knowledge and current market trends which will aid them in moving their businesses to the next level. The course will bring together executives from different microfinance institutions (MFIs) to share ideas as well as

strategically analyse and critically think around microfinance and financial inclusion for all.

Target Audience

Executives from MFIs and Financial Institutions

Key Benefits

- The programme will provide participants with a unique technical immersion experience focused on sustainable microfinance, and the creation of a community that will have an enduring influence for years to come
- Participants will join the expert faculty to reflect, analyse, and debate on microfinance issues, trends, and new topics
- With participants and the faculty arriving from different companies, the course will offer an unparalleled diversity of perspectives and experiences which are critical to the industry

Finance for Non-Finance Managers



Date: 14-15 July 2014

Venue: Mozambique

The Finance for Non-Finance Manager's programme is a two day programme designed to enable managers to effectively communicate with accounting and finance people by helping them understand the financial aspects of business decisions. The programme will assist the participants to have an understanding of the importance of finance as it relates to running a department/division.

Target Audience

Anyone interested in gaining and/or improving financial knowledge

Key Benefits

- Be able to interpret a basic set of financial statements
- Know how to use financial analyses to arrive at meaningful management decisions
- Be able to prepare a budget for their departments
- Understand the impact of cash flows and cash flow management on their areas of responsibility
- Be able to use the concept of working capital to better manage their departments
- Know how to apply the concepts learned to their personal finances

Board Leadership



Date: 22-24 September 2014

Venue: Zambia

Taught over two days, the Board Leadership programme focuses on boardroom skills and expertise and how they are put into practice. The programme is designed to give aspiring and current directors the tools and framework to operate within a business environment as an effective leader and to boost both board and personal performance.

Target Audience

Directors and aspiring directors

Key Benefits

The programme will help participants:

- Identify corporate governance best practices
- Drive positive board culture
- Maximise opportunities through strategic board involvement
- Manage a board in crisis

Managing Managers for Results



Date: 24 – 26 Sept 2014

Venue: Kenya

Being a manager of managers requires a different and new level of management expertise, and insight. This decisive transition to enable managers to achieve results through their teams entails handling a greater span of control. The four-day programme builds personal skills to help you in the transition you have made to manage managers.

Target Audience

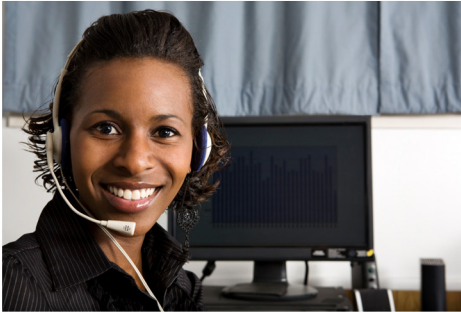
Managing Managers for Results is designed for those who have moved into a role of managing a function or department and who are having to shift from managing individuals and teams, to managing complex systems and multiple teams.

Key Benefits

The programme is highly interactive, relying on participants completing feedback tools and activities to build their expertise to achieve results.

- Understand and describe best practice at your management level and apply it to your current position
- Assess your own performance against this benchmark
- Apply some tips and tools applicable to your management level
- Create a personal development plan to use your strengths to meet the demands of excellence in your job.

Customer Service Excellence



Date: 5-7 November 2014
Venue: Nigeria

The course will provide participants with the knowledge and skills required to ensure that products and services are delivered and maintained to the standards your customers have come to expect. It will also provide participants with techniques essential for dealing with complaints and difficult situations whilst maintaining a strong focus on customer satisfaction.

Target audience

All levels of staff in organisations across all sectors

Key benefits

The participants will be able to:

- Understand the vital importance of the customer to any organisation
- See the value in having excellent service for both internal and excellent customers
- Identify the factors that can prevent an organisation from maximising customer value
- Understand how to critically look at the customer service levels and to establish if the organisation is truly customer driven.
- Identify different customer types and interact appropriately with them.

Women Leadership Programme



Date: 19-21 November
Venue: Tanzania

In facing the challenges of managing their careers to maximise professional and personal goals, women often struggle to develop their own leadership styles and effectively enhance their power and status within an organisation. To reach the highest levels of management, it is essential for women to recognise, understand, and transform common business challenges into career-building opportunities.

This programme is based on a very pressing and timely message: The world needs more women leaders.

AMSCO develops women leaders by strengthening their sense of empowerment. By attending this intensive and highly interactive programme, women will learn strategies for using power effectively and gain balance to effect change in their personal and professional lives.

Target Audience

This executive programme is designed for women managers who aspire to have positions of greater authority and influence within their company or organisation.

Women Leadership Programme

This programme also provides great opportunities for new mid-level and senior-level managers leading teams with direct reports, as well as women entrepreneurs and women business owners.

Key Benefits

- Understand how gender shapes the way power and leadership is experienced
- Leverage women's unique perspective to solve personal, organisational, and global problems
- How to diagnose situations to select appropriate individual leadership styles
- Successful negotiation tactics – learn how to leverage influence and achieve win-win agreements
- Tactics for building effective, supportive professional networks
- Ability to optimise team effectiveness through analysing team composition, leveraging information sharing, and resolving leadership issues