STRATEGIC THINKING APPLIED

Date: February 19 - 20, 2016
Venue: Lagos, Nigeria

Course Summary
The Strategic Thinking Process is a proven way to tap and leverage the experience, knowledge and expertise that already exists in your organisation. The process has been developed in real organisations like yours and it works. The Strategic Thinking Applied workshop will equip you with the know-how to formulate a strategy and strategic profile for your business that would not only set you apart, but layout the pathway to achieve strategic supremacy in your chosen competitive industry.

Target Audience
Chief Executive Officers/ Managing Directors, Chief Strategy Officers/ Corporate Planning Executives, Chief Financial Officers, Chief Operating Officers, Marketing Directors/ Managers, Human Resources Directors/ Managers, Divisional/ Regional Managers, Business Development Managers, IT Directors/Head of Information and Communication Technology

Key Benefits
• Understanding the difference between strategic thinking and strategic planning
• Identifying business challenges and dealing with them
• Understanding the future operating environment and its implications on business
• Developing a distinctive business strategy and strategic profile
• Developing a strategic filter for strategic decision-making
• Leveraging knowledge, experience and skills in formulating distinctive business strategies
• Progressing from strategy formulation to successful operationalisation and deployment
SUCCESSION PLANNING: DEVELOPING LEADERS FROM WITHIN

Date: March 9 – 11, 2016
Venue: Lagos, Nigeria

Date: March 14 – 16, 2016
Venue: Lusaka, Zambia

Course Summary
Managing the succession of talent is a vital strategic process that minimises gaps in leadership and enables your best people/talent to develop the skills necessary for possible future roles. This programme will show you how to design and implement an effective and flexible succession plan that will help your organisation to continue to grow, achieve its business goals and be more sustainable.

Target Audience
Mid to senior level managers, business unit heads, human resources personnel, family business owners, entrepreneurs, CEOs and organisational development professionals

Key Benefits
• Learn to formulate strategies for attracting, retaining and developing skilled individuals
• Know how to develop future leaders from within while retaining intellectual/operational expertise
• Develop a targeted approach to identify the competencies needed for specific positions
• Help increase retention by matching your company’s needs with the aspirations of individuals
• Understand how succession planning and talent development need to be linked with strategic planning and performance evaluation
• Link evolution of the organisation’s capabilities to the managerial competencies needed for this evolution
• Develop competency profiles
• Assess talent and identity succession candidates
• Establish development plans for successors and high potential candidates
CUSTOMER SERVICE EXCELLENCE - MASTERCLASS

Date: March 14 – 15, 2016  
Venue: Accra, Ghana

Course Summary
This cutting-edge programme is a must for all staff including managers and supervisors of the services industry. Having tracked the lack-lustre customer service offered across the sub-region, this training is designed to offer the participants the most current notions in customer care, and also offer a platform for typical challenges to be discussed and resolved, and expose participants to a range of tools and techniques to be used in over-hauling and enhancing customer service. The methodology and learning approach are hands-on and experiential. These enable participants to share contents and lessons learned with their team members. It will also have a monitoring component incorporated, to enable AMSCO to determine what impact it will have on the performances of the participating companies.

Target Audience
All staff working in the services industry including managers, supervisors and leaders. Manager trainees and successors will also benefit from this programme

Key Benefits
• Understand the vital importance of the customer to the organisation
• Identify the factors that can prevent an organisation from maximising customer value and draw up measures to mitigate them
• Understand how to critically look at the customer service levels and establish tools and process to drive excellent customer service and customer satisfaction
• Identify different customer types and design appropriate ways of interacting/ dealing with them
SAFETY PROGRAMME

Date: April 18 - 30, 2016
Venue: Accra, Ghana

Date: September 12 – 24, 2016
Venue: Accra, Ghana

Course Summary
The Safety Programmes are carried out in partnership with Gravity Training, SA and Ghana Red Cross Society. Three different modules are taught (both theory and practicals) in sessions:

• Fall Arrest International Training (Work at Height & Emergency Rescue)
• Rope Rigging Training (Lifting Course)
• Basic First Aid

Participants are awarded certificates upon completion of the courses. Certificates are valid for 3 years for Fall Arrest Courses and 2 years for the First Aid Course.

Target Audience
The programme is designed for any one working three meters above ground level – which includes workers in the Telecom, Power, Infrastructure and Construction Sectors

Key Benefits
The Fall Arrest modules (Height Safety & Rescue) aim to equip trainees with the knowledge and skills to safely achieve the following:

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

The First Aid module is to equip participants with the knowledge and skills to handle injured persons rescued from towers or other accident victims on site. The rope rigging course helps to reduce damages on equipment at site and also prevents and mitigates the risk of dropping load from height. The programme is essential to lift and lower loads of up to 100kg using Rope Access and Fall Arrest equipment.
NEGOTIATE LIKE A PROFESSIONAL

Date: May 4 - 5, 2016  
Venue: Nairobi, Kenya

Course Summary
Negotiation can make or break your career. Whichever industry, culture, or profession you are involved in, you will always need to negotiate. It is everyone’s goal to win the deal, resist pressure and protect the bottom line. This requires the right skills and tactics that many of us have to learn. Reading it in a book or online sources is not enough, you’ve got to learn by doing.

The AMSCO Negotiate like a professional is a two day programme designed to help you improve your expertise at the negotiating table which will lead to immense benefits for you and your organisation.

Target Audience
All middle to senior managers who need to conduct negotiation of all kinds

Key Benefits
Participants will learn:
• How to prepare for a negotiation
• The importance of trust and reputation
• How to influence others
• The reality of asymmetric information
• Cultural dynamics in negotiation
• How to handle difficult negotiations
• How to reach an agreement
AMSCO HACCP APPLICATION COURSE FOR THE HOSPITALITY AND FOOD INDUSTRIES

Date: May 11 – 13, 2016  
Venue: Accra, Ghana

Course Summary
Hazard Analysis and Critical Control Point (HACCP) is a systematic method to identify, evaluate and control food safety hazards. Since its initial development in the 1960s, HACCP has been increasingly used at every stage of the food chain. In many countries, it is a legal requirement for all food business operators to have some form of hazard analysis based on this system, and so there has been a growing interest in all aspects of HACCP. HACCP moves away from reliance on end product testing to a more proactive, preventative approach of controlling potential hazards. It is an internationally recognised quality management training highly recommended for the target sectors. This can be organised as an in-house programme on demand.

As a prerequisite, delegates who attend this course must have a clear understanding of basic food safety concepts.

Target Audience
All staff working in catering establishments and hospitality and food manufacturing industries. Quality Assurance Managers & Auditors, Food Safety Team Members, Food Technologists / Industrial Hygienists/ Consultants, regulatory food inspectors, personnel of food supply chain industries, personnel of SMEs and organisations supplying ingredients and packaging, fruit and beverage processing, alcoholic beverages production and industrial catering personnel.

Key Benefits
On completion of the course, participants will be in a position to identify and evaluate food safety hazards, design food safety control and monitoring procedures and establish successful HACCP plans for food businesses.
THE NEXT MANAGER: PREPARING TO MANAGE

Date: May 11-13, 2016  
Venue: Lusaka, Zambia

The Next Manager Programme is a 3 day interactive and practical programme which aims to prepare individuals for future management positions by focusing on the things successful people do differently and examining 20 keys to climbing the corporate ladder the right way.

Target Audience
The programme is designed for anyone who aspires to take on a management position in the near future and requires the necessary skills to prepare for a first line management position.

Key Benefits
At the end of this programme, participants will:

• Have increased self-awareness by benchmarking themselves against the things successful people do  
• Have a higher degree of assertiveness as a result of finding their authentic voice  
• Be more goal orientated  
• Have greater levels of resilience  
• Be equipped to manage their time and energy  
• Walk away with a practical toolkit for managerial and personal success  
• Start producing results consistently in alignment with individual values and goals  
• Learn principles of professionalism seen in higher quality of work and interactions with all stakeholders  
• Grow in emotional and social intelligence
Date: May 25 - 27, 2016  
Venue: Lagos, Nigeria

Course Summary
The Organisational Management and Leadership Programme is designed for middle level and senior managers who need broader perspective on company operations. The programme will equip participants with advanced skills to understand, recognise and foster the right management and leadership qualities in themselves and in others; innovative tools and concepts to drive business performance to the next level; allow participants to effectively handle managerial and leadership complexities and also allow participants to share experiences and ideas with other business leaders.

Target Audience
Entrepreneurs, business leaders, managers, team leaders, public office holders, senior civil servants

Key Benefits
At the end of this course participants should be able to;

• Understand the quality of good management & leadership and design road maps to implement good organisational structure and leadership skills
• Understand, recognise, and foster the right structure and leadership qualities in self and others
• Develop a heightened awareness of external forces shaping global competition today leading to their ability to take critical business decisions
• Forge effective cross-functional teams
• Communicate more effectively at all levels by focusing on connecting to achieve a
common goal

- Leverage management structure and leadership to re-position business for growth and profitability
- Balance technical concerns with strategic possibilities
- Execute better judgment by expanding your analytical and strategic skills
Date: June 9 - 10, 2016  
Venue: Nairobi, Kenya

Course Summary
Finding ways to develop and retain a competent, energetic and devoted staff committed to sustainable business goals is one of the employer’s biggest challenges. The Retaining Top Employees Programme is particularly useful for employers who have consistent problems with high staff turnover, especially of top employees that affect business performance.

Target Audience
The Retaining Top Employees course is designed for Human Resources Managers, owners and managers of SMEs (Small and Medium Enterprises)

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

• Identify the importance of retaining top employees in supporting the company’s competitive edge
• Briefly explain the function of Human Resources Management in these modern times
• Describe the role of the employer in retaining top employees
• Identify top employees by qualitative and quantitative measures
• Ability to describe in a number of ways expectations of top employees
VALUE RE-ORIENTATION AND CHANGE MANAGEMENT IN THE PUBLIC SECTOR

Date: 28 - 30 June, 2016
Venue: Abuja, Nigeria

Course Summary
In order to produce change and achieve the desired results, one must take cognisance of what is required in terms of ability, capability, resources, determination, dedication and the will power to hit targets. At times even when the resources are adequately available the desired result may not be achieved which is due to so many factors. Hence, there is the need for value re-orientation, ethics and professionalism in the public space in order to get better results. This training programme will expose attendees to step-by-step approaches to embracing change and also serve as an avenue to infuse the right skills, attitude, ethics and professionalism into public life.

Target Audience
All employees of ministries, departments and agencies of the Federal Government of Nigeria

Key Benefits
Participants will learn:

- An overview of the Nigerian Public Sector: Issues and Challenges
- How to tackle attitude and behaviour change
- How to deal with issues of transparency and accountability
- How to implement change
- How to set standards and procedures
- The way forward: Roadmap to change
Course Summary
This structured two-day training course is tailored towards sales people at any level who actively deal with relationship building as part of their sales role, managing multiple accounts and business development. The course focuses upon building cross-selling and up-selling capability in order to maximise revenue across all accounts, and will be particularly beneficial to those who are not developing or retaining their existing accounts.

The training course seeks to build upon notebook learning through the use of group exercises, dynamic discussions and individual tasks in order to deliver an engaging and interactive module that will ensure all candidates are able to transfer their new skills into the workplace.

Target Audience
Sales and marketing professionals, Key Account Managers, Business Development Managers, Operational Heads, Accounts Managers and Branch Managers

Key Outcomes from the course
By the end of this training course delegates will:

• Adopt a strategic and consultative approach towards managing all accounts
• Deliver maximum revenue from across their client portfolio, both new and existing
• Invest in and develop existing relationships to move from being a supplier to a partner
• Upsell and cross-sell across the business portfolio, delivering solutions to clients
• Tailor and personalise their selling approach to match the needs, industry and culture of each individual client
• Be empowered to shape, influence and control the decision-making process
• Maximise each and every client relationship to ensure long-term success
MANAGING MANAGERS FOR RESULTS

Course Summary
Being a manager of managers requires a different and new level of management expertise and insight. This programme supports the transition to enable managers to achieve results through their teams, which entails handling a greater span of control.

This 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 have 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. You will also be able to:

• 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
FINANCE FOR NON-FINANCE MANAGERS

Date: September 12 – 13, 2016
Venue: Lusaka, Zambia

Course Summary
The Finance for Non-Finance Managers Programme is a two day seminar 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 the running of a department/division.

Target Audience
This programme is targeted at managers whose core field is non-finance related, business owners with non-financial backgrounds and anyone new to financial concepts and finance techniques.

Key Benefits
Participants will be able to:

• Become familiar with terminology and general principles
• Interpret basic financial statements
• Know how to use financial analysis to arrive at meaningful management decisions
• 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
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CUSTOM PROGRAMMES

Custom programmes are an opportunity for organisations to provide tailor made learning experiences for their employees. We have delivered customised programmes that improve a wide range of capabilities including:

- Leadership and management development
- Strategy execution
- Change management
- Team sales training
- Finance
- Corporate Governance
- Customer service
- SME lending processes
- Mentoring and counselling

We will work with you to tailor a custom programme that identifies and addresses your company’s unique challenges.
AMSCO - REDDIN 3-DIMENSIONAL MANAGERIAL EFFECTIVENESS SEMINAR (MES)

By learning to apply the 3-D theory, any manager can learn to be more effective. It was designed with that single specific purpose in mind. The 3-D MES confronts teams with a large variety of problems they need to solve. These particular problems are directly related to managerial effectiveness. Teams solve given problems in private, individual groups and are later invited to the conference room to present their solutions to the other teams. The presentations inspire group discussion and assessment of the effectiveness of decision making and implementation.

The purpose of the 3-D MES is to help managers gain the knowledge, skills and approach contained within the 3-D Theory of Managerial Effectiveness, so that they can internalise the concepts and adopt them as an automatic, new manner of working.

COURSE OBJECTIVES:
The 3-D Managerial Effectiveness Seminar (3-D MES) is built on three main pillars:

• Situational Management - the ability to apply the correct motivational approaches to influence situations and improve effectiveness
• Team Management - the ability to achieve synergy
• Output Management – this covers how to lead and manage the process of setting goals and achieving consistency through shared responsibilities

Target Audience
EXCO level managers, senior and mid-level managers

Programme Benefits
• Diagnose one’s own managerial situation objectively, and to adopt an appropriate style to effectively manage that situation
• Ability to appraise one’s own managerial style and others’ styles, and to make any necessary changes
• Operate more effectively as a team player, and to contribute to decision-making by consensus
• Identify one’s own key output-based and measurable effectiveness areas within one’s actual limits of authority and responsibility
• Improved time management

**Company Benefits**

Improved organisational effectiveness through:

• A positive impact on the bottom line
• More appropriate organisational structure
• Improved job clarity by avoiding overlaps/underlaps and ensuring appropriate vertical and horizontal alignment
• Strengthened management by objectives
• Enhanced managerial effectiveness
AMSCO – CEIBS WOMEN ENTREPRENEURSHIP AND LEADERSHIP FOR AFRICA PROGRAMME

The Women Entrepreneurship and Leadership for Africa (WELA) is a practical project based programme that examines the issues, challenges and opportunities women face in creating, managing and leading companies in Africa. The programme is specifically designed for women entrepreneurs and is focused on enabling them to identify business opportunities and sustain viable and sustainable enterprises.

This is a practical programme optimised for busy women executives with 3 day modules taught every other month. The programme provides technical training focused on strengthening competencies in project design and management, financial management, entrepreneurial marketing and innovation, leadership and business sustainability.

Programme Structure

Module 1: Entrepreneurship and Leadership in Africa
Module 2: Entrepreneurial Sales and Marketing Strategy
Module 3: ICT, Business Planning and Project Management
Module 4: Entrepreneurial Finance and Accounting
Module 5: Innovation, New Product Development and services for Entrepreneurs

Target Audience

Women entrepreneurs

Key Benefits

Throughout the WELA programme, students receive one-on-one business mentorship with mentors who are onsite and present through two of the modules, and also work with students between modules to identify and address areas for business and personal development and growth in a professional and supportive environment. Areas of focus include for example: developing business models/plans, scaling the business, preparation for accessing finance.
AMSCO in partnership with IFC Business Edge offers programmes in the following areas:

- Human Resource Management
- General and Operations Management
- Financial Management and Accounting
- Governance
- Marketing Management
- Personal Productivity Skills
- Tourism and Hotel Management
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