

# AEI CONSULTING & SERVICES LTD

## BESPOKE

## LEARNING & DEVELOPMENT FOR 2020



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**LEADERSHIP, MANAGEMENT, SALES,  
MARKETING & FINANCE COMPETENCY  
COURSES**



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# Managerial & Supervisory Effectiveness for Extreme Productivity

## Course Overview

Improving your managerial and supervisory effectiveness for extreme productivity, growth and profitability is a necessity for all success minded employees. This course is focused on managers and supervisors knowing who they really are, and how their actions and decisions affect the performance of their team. A manager must seek to understand himself first, know his triggers before seeking to understand others and their goals, values, needs, wants, and comfort. This will lead to improvement in his motivation, delegation, and conflict management skills and the overall performance of the team.



## Course Objectives

By the end of this course the delegates will be able to:

- Ensure Long-Term Business Results by Effectively Developing People
- Meet the Diverse Needs of All Your Team Members with Proven Communication Techniques
- Motivate Your People
- Anticipate and Resolve Conflict Situations
- Instill a Culture Based on Trust and

### Partnerships

- Increase Dialogue and Constructive Feedback
- Understand the Importance of Transformational Coaching as a Tool for Partnering with Your Team
- Use Delegation to Increase Productivity and Individual Growth

## Course Content

### My Managerial Style

- How Others See Us – The Manager's Style
- Types of behavior styles
- Knowing your behavioral styles
- How behavior style influence team members

### Managing Teams

- Difference between team and group

- Team development and challenges
- Benefits of working in teams
- 5 dysfunctions of teams

### **The Transformational Coach – Partnership Coaching**

- Redefine the Role of the Manager as a Learning Partner
- Contrast Transactional and Transformational Coaching Behaviors
- Assess the Readiness of Participants' Current Work Environment for Effective Partnership Coaching
- Assess Current Coaching Competencies
- Develop a Plan for Evolving a Trusting Learning Environment

### **Motivation Strategies**

- Team motivation
- The dos and don'ts of team motivation
- Importance of team motivation
- How to motivate team members

### **Managing Conflict**

- Proactively Dealing with Conflict
- Identifying Drivers of conflict in the work place
- Importance of conflict and how to mine conflict
- Resolving workplace conflict

### **Delegating for Growth**

- Understanding Delegation and supervision
- Recognize the Conditions of Risk in Delegating
- Identify Barriers to Effective Delegating
- Handling barriers to delegation
- Managing the 4Ps of Delegation- Turning Passengers, Protesters and Prisoners into Participants

### **Who Should Attend**

This course is designed for young and upcoming managers, supervisors and associates.

### **Commercial Terms**

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

# Leadership Effectiveness for Young and Upcoming Leaders

## Course Overview

Contemporary leadership skills are needed for both personal and professional growth. This course is designed to equip young leaders with tools for tomorrow leadership challenge. You will learn about various leadership styles, your personal leadership style, and competencies for meeting tomorrow leadership challenge.

## Course Objectives:

By the end of this course the delegates will be able to:



- Increased awareness of personal leadership strengths
- Understanding of how effective leaders influence attitudes and behaviors
- Enhanced strategic thinking, problem-solving and negotiation skills
- Ability to use power and influence others to drive results
- Improved ability in leading teams successfully

## Course Content

### Stepping out to leadership

- Definitions and leadership competencies for tomorrow's leaders
- Identifying, cultivating, and exploiting core competencies

### Understanding yourself as a potential leaders

- Self awareness and other awareness –
- Identifying the various leadership styles, their strengths and weaknesses

### Survival on the Fast Track

- – Characteristics of high achievers
- – Moving through the transition period
- – Personal self-development strategies
-

### Building a competitive Team

- Leadership and team success fundamentals
- Solving team problems and resolving team conflict

### Communicating for Results

- Communicate effectively with your team, customers and other stakeholders.
- Set clear expectations, giving and receiving feedback on expectations
- Building communication tools
- Power of body language
- Listening habits

### Characteristics of Effective Managers and Leaders

- Differences between managers and leaders
- Managerial style assessment
- Diagnosing and changing organizational culture
- Implementing motivation techniques
- Manage diversity in the workplace for corporate productivity.

### Productive Use of Power and Influence

- Characteristics of powerful people
- Avoiding executives Pitfalls
- Knowing the best form of influence as a strategies

### Ethical Dilemmas and its implications

- Ethical issues impacting decision-making
- Corporate and personal value analysis
- Building a corporate conscience

### **Who should attend**

Young and upcoming leaders and those already in leadership positions who want to reach their career potentials and enhance their personal leadership skills.

### **Commercial Terms**

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

# Developing Business Acumen for Personal Effectiveness

## Course Overview

Every employee needs to understand what is required to run a profitable business, where their job fits into the big picture and how they contribute to the business. Developing Business Acumen for Personal Effectiveness is designed to acquaint participants with modern business tools for managing a business and the need for them to align their efforts to organisational business goals and improve effectiveness on their work.



## Course Objectives

At the end of this course participants will be able to

- Understand and embrace change
  - Understand and support new processes that align with corporate strategy
  - Learn and demonstrate confidence in financial terms
  - Better communicate corporate strategy
  - Align personal priorities with organisational goals
  - Assist team members engage with corporate vision/goals
- Develop effective in handling information overload
  - Be more customer focused by handling problem customers effectively

## Course Content

Understanding Business Acumen, Businesses and its Operating Environment

- Business Acumen and its benefits
- Business and its objective
- Stakeholders and their needs
- Competition
- Business Positioning for Survival

Business Model: Understanding How Your Company Makes Money

- Understanding the Big Picture
- Business Model and its components
- Financial Footprint of business model
- What is Bottom line

- Bottom line vs Top line & their differences
- Impacts of core values on the bottom line

#### Building a Productive Team

- Stages of team development
- Importance of working in teams
- Becoming an effective team player
- Know your strength and your weakness in the work place (SWOT Analysis)

#### Business Acumen in Management

- Change management and its benefits
- Handling organisational change management
- Handling problem customers.

#### Personal Time Management Styles

- Your time management style- productive or obstructive
- Highlighting personal time stealers and areas for development
- Dealing with interruptions and distractions-staying focused

#### Managing work place stress

- Meaning of stress and what contributes to workplace stress.
- Impact of stress on personal effectiveness
- Managing your stress through behavioural analysis and change
- Understand your personal behaviour types: passive, aggressive, passive aggressive and assertive
- Your thought process and your behaviour
- Using assertiveness to achieve greater control over stress.

#### **Who should attend**

Supervisors, officers, Young and upcoming leaders and those who want to increase their knowledge on business Acumen.

#### **Commercial Terms**

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

# Maximizing Your Personal Productivity:

How to Become an Efficient and Effective Employee

## Course Overview

Success is journey, it is not a destination. To be successful require that you must be productive. Maximizing the wealth of the stakeholders is the number goal of every organization. This can only be achieved through a workforce that is effective, efficient and productive. Maximizing your personal productivity course is designed to increase the personal productivity of employees and professionals with result oriented tools. This course will also involve series of case studies, practical exercises, videos and teaching presentations.



## Course Objectives

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

- Complete high priority projects effectively and efficiently
- Develop attention to details and be more focus on the end product
- Lead meetings efficiently
- Manage a team productively
- Manage a boss by adopting complementary styles for communicating
- Get more done with shorter time
- Manage emails effectively

## Course Content

- Set and prioritize your goals
- Focus on the final product
- Managing your daily routine
- Communicating effectively in writing, reading and speaking
- Managing your team productively
- Managing your boss for better performance
- Delegating without micromanaging
- Maintain a work life balance

## Who should attend

Managers, supervisors, officers, associates and trainees

### Commercial Terms

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

# Sales Associate Skills

-Fundamentals of Selling and Creating Loyal Customers

## Course Overview

Selling is a fundamental skill in today's progressively complicated market. Many new methods and techniques have been developed to prepare salespeople in facing the new challenges of the market, however not all of them are successful in their approach. This course has been designed to equip participants with a portfolio sales solution for different environment.



## Course Objectives

By the end of this course, participants will be able to:

- Sell using a structured framework and have the right mentality to maximise your conversion
- Take advantage of modern sales techniques by understanding the difference between the traditional and modern methods
- Focus on the customer's needs and pitch your sale from the most efficient angle to get maximum results
- Phrase your sentences efficiently when selling a product or an idea
- Sell by focusing on the customer using effective modern selling frameworks
- Use the power of the brain to optimise your sales activities
- Read and use body language effectively to enhance your communication skills

## Course Content

Understanding Buying Motive

- Why People Buy?
- What are sales myths?
- What is the relationship between sales and marketing?
- What makes people accept a salesperson's offer?

Framework for Selling

- What are the historical approaches to selling?
- What steps should you follow explicitly to get results?

- How to close a deal with ease

### Developing product Knowledge

- What is the main purpose of your product/service
- How can you describe it in details? What is the size, shape, color, smell, function, main and additional features?
- What are the key values for the customer and the core need that the product satisfies?



- What are advantages in comparison with the competitor's benefits?
- How much does it cost?
- What are all possible ways for the customer to assess the product - online and offline delivery ways?
- How to use the product?
- Availability of the product and etc.

### What Strategies Should You Follow



- How to overcome objections
- How to produce a convincing presentation
- How to prepare, attend and deliver on a sales meeting
- How to be an ethical salesperson
- Historical sales strategies and how have they progressed through time?

### Structuring Your Sales Pitch

- What formula works best?
- How to create a loyal customer by delivering a pitch directly targeted at them
- How to respond to a customer's needs

### Modern Approaches of Selling

- Identifying best selling strategies.
- Establish rapport and gain the trust of the customer
- Modern vs. traditional sales techniques and how can you take advantage of these new trends?

### The Art of Selling

- How to Present Yourself Optimally Using Psychology
- First Impression and taking advantage of it
- Reading a customer body language and using your own body language to emphasise key points in selling
- How to appear more confident

### Improving your active Listening Skills

- Understanding various body language
- Avoiding distractions, Body gestures
- Giving and receiving feedback

### Improving your selling communication skills

- Becoming an Excellent Listener
- Mimic your Clients Word.
- Focus on Solutions
- Pay Attention to Body Language
- Master the Nuances of Your Voice Tone
- Learn to Be Empathetic
- Be Always Hones
- Welcome and depart Properly

### Who Should Attend

Sales and marketing executives, sales managers, sales associate and those who want to build a career in sales.

### Commercial Terms

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.



- How customers decide?
- How can you influence customers in each stage of their decision making process?
- How to devise a marketing strategy to appeal to customers in each stage of their decision making process

### Marketing Strategy

- How to segment the market
- How to target the market based on specific segmentations
- How to devise a *marketing mix* and position your products appropriately according to your target market
- What are various positioning strategies and what are their advantages and disadvantages?

### Marketing Mix: Product

- What is the life cycle of a product?
- What to consider when developing products in line with your marketing mix
- Marketing Mix: Price
- What is involved in the process of pricing your products?
- How to price your products in line with your objectives
- What legal issues should you be aware of when pricing?
- What are supply and demand curves and how can you use them when setting up your prices?
- Should you have variations of a single product? If so, how many?
- How to price multiple variations of a product to maximise your profit

### Marketing Mix: Place/Distribution

- What is the importance of distribution and what is involved?
- What are various types of sales channels?

### Marketing Mix: Promotion

- How can you promote your product?
- What are the 4 principal elements of promotion?
- How to use viral marketing
- What is involved in branding?

### Marketing Analysis

- What are best practices in marketing?
- What are the critical areas in marketing that can make all the difference?

### **Who Should Attend**

Sales and marketing executives, sales managers, sales associate and those who want to build a career in sales.

### **Commercial Terms**

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.



# Work Place Communication

## Course Overview

This course is designed to connect with different types of people when you need to communicate a new idea to senior managers, influence your colleagues to support your proposal or inspire direct reports to make a change. Participants will be equipped with specific tools and strategies to project confidence, credibility, trust-wardness and understandings when communicating with different audiences. You'll focus on improving communication skills and competencies necessary to build mutual understanding and connectivity with others, regardless of your role. You'll also discover influence strategies and learn how to critically evaluate each unique communication event.



impactful presentations

## Course Objectives

After this course participant will be able to:

- Understand communication and its role in improving productivity
- Develop competencies in connecting with different audiences
- How to influence others throughout the organization
- How to motivate others throughout the organization
- Develop self-confidence and deliver

## Course Benefits

- Analyze your audiences and situations and plan your message
- Create processes to frame your message to specific audiences
- Apply strategies to influence and motivate others throughout the organization
- Understand how communication can impact how much influence you have
- Exhibit a strong sense of self-confidence with your peers, direct reports and managers

### **Course Content**

- Solving real workplace communication issues
- Recognizing the role of communication in developing influence and improved productivity
- Exhibiting a strong sense of confidence and external image
- Applying strategies to build and use rapport and identification with colleagues
- Targeting your message to the situation
- Planning effective messaging in teams when up/down/across members are present
- Applying message-framing strategies to create a responsive environment
- Practicing how to deliver messages that promote clear and productive communication
- Motivating and influencing throughout the organization
- Evaluating and practicing various motivational and presentation formats

### **Who should attend**

All business professionals who want to be strong, passionate and effective communicators who can speak to a variety of audiences across organizational boundaries.

### **Commercial Terms**

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

## Developing Critical Thinking Skills

### Course Overview:

This course will enable participants to demonstrate clearer and more effective critical thinking skills for business. Effective Critical thinking skill is necessary for individual and team's problem solving, decision making and help resolve conflict resolution in the workplace.

### Course Objectives

At the end of this programme participants will be able to:

- Understand meaning and importance of critical thinking skills in their personal effectiveness
- Manage their time in resolving issues and making effective decisions
- Identify and handle barriers to effective critical skills
- Improve on their relationship management with clients and colleagues.

### Course Benefits

- Utilize critical thinking skills when making business decisions
- Be able to quickly identify and frame the problem, solve the problem and enable action through organizational awareness and relationship management
- Discover 7 ways to spot a weak argument
- Know how to translate abstract ideas into more tangible and actionable items
- Identify 8 barriers to effective critical thinking
- Minimize the impact of job pressures on your thinking processes
- React with curiosity instead of emotion

### Course Content

- The Mindset for Critical Thinking
- Clarifying Problems Using Critical Thinking Techniques
- Developing Solutions and Solving Problems with Critical Thinking Skills
- Understanding Your Mindset for Critical Thinking
- Organizational Context and Awareness for Critical Thinking



- Implementing Your New Knowledge and Skills

### **Who should attend**

All business professionals who want to be develop competencies in critical thinking.

### **Commercial Terms**

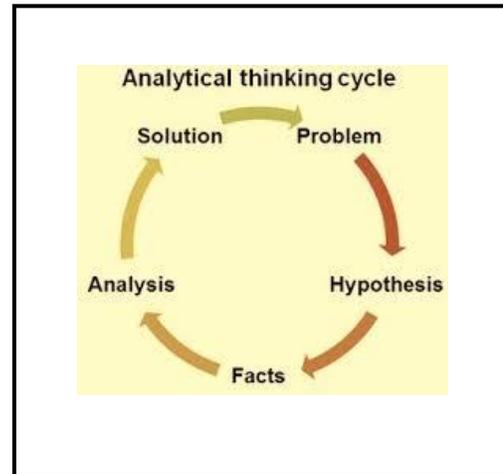
- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.



# Developing Analytical Skills

## Course Overview

The importance of developing Your Analytical Skills in for workplace effectiveness cannot be over emphasized. In this era of information revolution, to make effective decisions will require you to assess the credibility of information, conduct research, gather data methodically, or act on instinct and follow the latest trends. Knowing the key questions to ask, feeling confident you're making valid decisions are essential for workplace effectiveness and productivity. In this course, you'll learn the basics to implement a process for data analysis that ensures you're focusing on the most critical information, involving the right people, and conveying your message in terms your audiences will understand.



## Course Objectives

At the end of this programme participant will be able to:

- Understand the importance of analytical skills in personal effectiveness and workplace productivity
- Develop competencies in data analysis
- Convey messages in terms to the needs of their audiences
- Make and recommend decisions to management that enhances corporate performance

## Course Benefits

- Identify relevant information
- Research and organize data from multiple sources in appropriate formats
- Categorize data for analysis
- Make difficult decisions involving qualitative data
- Perform analysis from multiple perspectives
- Recognize patterns and determine what they mean for the business
- Evaluate the evidence to identify the best opportunity or most rational solution
- Communicate findings and recommendations clearly

## Course Content

- Analytical Skills and Data Analysis

- The Planning Phase
- The Analysis Phase
- The Conclusion and Reporting Process
- Telling Your Story

### **Who should attend**

All business professionals who want to learn basic analytical skills that they can apply to their jobs to make more informed and successful business decisions.

### **Commercial Terms**

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

## Developing Emotional Intelligence

### Course Overview

Emotional Intelligence (EI) competencies are at the heart of effective workplace relationships and productivity. Without strong and effective relationships in business, today's fast-paced, team-based and global work environments can't function with peak efficiency. Through this course, you will learn and practice the EI skills that are the core of achieving personal awareness, connecting with others, managing stress, engaging healthy conflict and collaboration, and exhibiting resilience and optimism.

### Course Objectives



At the end of this programme participants will be able to:

- Gained an insight into emotional intelligence, what it is and how you can use it
- Developed self awareness and self management of personal emotions
- Explored ways to advance personal emotional intelligence
- Recognised emotions in others, responding to those emotions in order to inspire high performance
- Understood the consequences of behaviour

and weigh decisions before action

### Course Benefits

- Recognize and consciously use emotional data that shapes your professional behavioral responses
- Identify and manage emotional behaviors that impact your work-based relationships and situations
- Integrate empathy to promote strong team player attributes and communication
- Apply emotional insights to decipher and better manage yourself within the organization
- Implement emotionally intelligent insights to improve personal decision making and professional contributions

### Course Content

- Expanding Emotionally Intelligent Personal Awareness

- Developing Relationships and Personal Impact through Emotional Intelligence
- Demonstrating Emotionally Intelligent Stress Management and Resilience
- Achieving Healthy Conflict and Collaboration Through Emotional Intelligence
- The Business Emotional Intelligence Angle
- Bringing It All Together

### **Who Should Attend**

Anyone who wants to maximize their performance, as well as personal and business success, by increasing emotion management and self-understanding through Emotional Intelligence skills.

### **Commercial Terms**

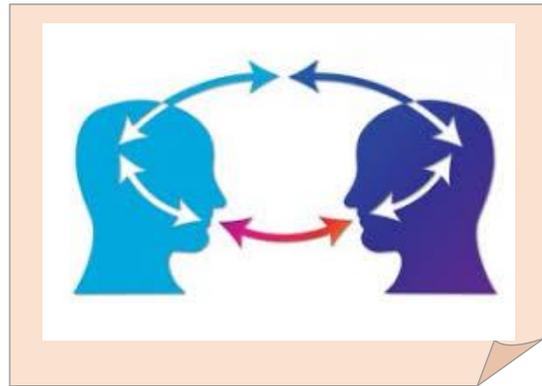
- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

## Expanding Your Influence

### Understanding the Psychology of Persuasion

#### Course Overview

To expand your influence in the workplace, require a great level of understanding the psychology of persuasion. Getting the reaction, you want from others and expanding your influence require insights that go beyond the actual process of influencing – and into the psychology of what truly prompts us to say yes or no. In this course you will uncover persuasion techniques, and learn how to build your influence by applying these principles to any number of business interactions, from managing, mentoring and negotiating to conversations, writing, presentations and choosing the best principle for any given situation.



#### Course Objectives

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

- Develop effective influencing skills in a variety of situations
- Improve their ability to overcome resistance in others
- Respond to diverse personalities using a variety of communication styles and bargaining powers

#### Course Benefits

- Explore the psychology behind persuasion
- Motivate others to say "YES!" the first time
- Discover what prompts people to say yes or no
- Overcome objections before they happen
- Customize persuasion techniques for every situation
- Read body language
- Role-play a solution to your biggest influence challenge at work
- Learn tactics to protect yourself from unethical behavior
- Prepare to influence an individual by using the Pre-Persuasion Checklist

#### Course Content

- Understanding the psychology behind the laws of persuasion
- Appealing to human nature and fulfilling emotional needs

- Recognizing the implications of unethical approaches to influencing people
- Achieving a positive first impression
- Defining the two paths of persuasion: conscious and subconscious
- Understanding the laws of expectations, esteem, connectivity and social validation
- Selecting, customizing and applying the appropriate law of persuasion to any given situation
- Balancing emotions and logic
- Using the Pre-Persuasion Checklist to determine the appropriate law(s)
- Applying the laws of persuasion back on the job

### **Who Should Attend**

Business professionals, sales managers, VP/directors of sales, account executives, managers, product managers, purchasing managers and marketing managers.

### **Commercial Terms**

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

# Working with Others

## Course Content

Working with others to get things done require a great level of interpersonal relationship skills your position or title in the organization notwithstanding. You will be equipped with simple techniques that will help you get the job done more effectively and efficiently, whether you need the assistance and cooperation of coworkers, people in other departments, or even managers.

## Course Objectives

At the end of this programme participants will be able to

- Identify situation in which you may need to get things done without authority.
  - Communicate your way to cooperation.
  - Work with the organization up and down to reach goals.
  - Use influence effectively.
  - Build effective alliance that encourage others to work with you.
  - Rally people through teamwork and positive energy.



## Course Benefits

- Learn new skills for working with and through people
- Achieve results efficiently and effectively
- Develop skills for managing people
- Be better prepared for leadership role

## Course Content

- Use good communication skills.
- Clarify your position.
- Work the organization vertically and horizontally.
- Use your influence.
- Build effective alliances.
- Be people-smart.
- Invest in team work.
- Unleash the power of positive energy.

### **Who Should Attend**

Business professionals, associate, analyst and supervisors.

### **Commercial Terms**

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

## Developing Financial Management Competencies

### Course Overview

Financial awareness is an essential requirement for every role and at every level in organisations. The integration of all processes within businesses means that accounting and financial information and techniques must be understood and communicated by all functions. Participants in the Financial Management will be equipped with financial and management tools necessary to navigate the murky waters of contemporary business management.

### Course Objectives

At the end of this programme participants will be able to:

- Analyse financial statements, and use ratios to interpret corporate performance.
- Appreciate the significant importance of cash flow (rather than profit) and discounted cash flow (DCF) in creating shareholder value.
- Develop costing systems such as activity based costing (ABC) for optimal decision-making to maximize shareholder wealth.
- Appreciate the role of managers in the budget process.
- Determine the cost of capital in order to evaluate alternative sources of financing and optimal financial structure (gearing).
- Effectively manage cash and working capital to reduce costs and improve cash flow

### Course Benefits

- Immediate use of the tools and techniques of financial analysis and financial management
- Becoming better informed and using new financial skills that will help improve management decision-making.
- Communication of the various financial tools that are available to help the organisation enhance its competitive positioning and improve the all-important cash flow

## Course Content

- Company Objectives, Accounting Standards and Financial Statements
- Measuring company performance
- Value creation and the primary objective of maximization of wealth
- Profit and loss account (income statement)
- Balance sheet
- Cash flow statement
- Reading and Interpreting Financial Statement
- Cost/Volume/ Profit (CVP) Analysis
- The importance of the timing of cash flows, Future values, Present values
- Loan payments and valuation of annuities
- Capital Investment Appraisal techniques
- Capital Budgeting
- Financial Structure and evaluations
- Understanding Costing



- Decision-Making- make or buy decisions techniques
- Budgeting and budgetary control techniques
- Working Capital Management and Cash Improvement
- Business Valuation

### Who should attend

Non-financial professionals in every functional area of responsibility in all industries  
Personnel from any function, including finance, who need to improve understanding and usage of financial information

## Commercial Terms

- Duration: 3-5 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

# Time Management Skills

## Course Overview

Essential time management training will help participants to organise their daily tasks and reduce stress. They will also learn how to plan activities and get tasks done in a smarter manner, both at work and at home. They will identify areas of their job where time could be better utilised and the actions necessary to alleviate problems identified.

## Course Objectives

At the end of the time management training, the participants will have:

- Identified their biggest 'time stealers' which reduce their productivity and established solutions to reduce or remove their negative impact
- Acquired practical time management skills for scheduling, planning and prioritising work
- Discussed and practised a range of recognised time management techniques such as effective delegation, assertively saying 'no' and negotiating alternative solutions



## Course Benefits

- Set and accomplish goals
- Create priorities and establish realistic boundaries
- Recognize and deal with time-wasters
- Improve concentration and efficiency
- Break indecision and procrastination habits
- Create and recharge positive energy

## Course Content

- Identifying your greatest 'time stealers'
- Guiding principles of time and self management
- Identifying and managing peak physiological performance time
- Saying 'no' and negotiating solutions
- Prioritising workload and key tasks
- Planning and prioritising your own workload
- Delegating tasks
- Assigning tasks to be delegated
- Solutions for managing time effectively

### **Who should attend**

All business professionals who wants to improve on their time management and be more productive in personal and corporate life.

### **Commercial Terms**

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

# Managing People and Projects

## Course Overview

Are you ready to develop a **high-performance team** and get more done? **Resolve team conflict** using emotional intelligence and **get more from your team** by adapting your management style to every situation.

You'll learn how to:

Motivate every member of your team – even if they don't share your values

Use positive and corrective feedback to turn problem employees around and maximize productivity

Apply the most relevant conflict resolution style to eliminate friction

You'll also get:

Practice adapting your style using case studies

Personal feedback from the instructor and peers

Pre- and post-seminar assessments

Tune-up materials to review what you've learned after the event

And additional resources to maximize your training goals



## Course Objectives

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

- Understand the manager's role
- Motivate teams and individuals
- Communicate goals and objectives
- Delegate effectively
- Develop their teams
- Deal with poor performance issues
- Manage change

## Course Benefits

- Master challenging situations with proven tools and techniques
- Communicate with authenticity, clarity and precision
- Flex your management and personal style for impactful work relationships
- Tailor your approach to motivate and empower different types of people
- Apply ethical leadership and set ethical standards throughout your work group
- Recognize the role of values in managing and influencing people

- Apply the principles of emotional intelligence to elevate you to a new level of effectiveness

### Course Content

- The Experience of Being a Manager in Today's Organization
- Values, Ethical Leadership and Organizational Culture
- Personal Styles: DiSC
- Motivating Those You Manage
- Communication Skills for Managers
- Emotional Intelligence
- Develop and motivate teams



### Who Should Attend

Managers and individuals with management responsibilities whose success depends on managing people successfully through clear communication, a cooperative attitude, and commitment to shared goals.

### Commercial Terms

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

# Developing High Performing Team

## Course Overview

Developing the high performing team takes time and effort. But above all, it requires an understanding of the dynamics of high performing teams. This programme helps managers and leaders understand what high performing teams do and how they do it. It focuses on enabling managers to see their teams from different perspectives, allowing them to adapt their styles to maximise team outputs.

## Course Objectives



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At the end of this programme participants should be able to:

- Analyse the constituents of a 'high performing' team
- Apply essential influencing techniques
- Use a range of communication techniques to support effective teamwork
- Create and articulate team vision
- Generate common values
- Assess team effectiveness and take/recommend the appropriate actions
- Make more efficient use of team time
- Understand and agree on techniques to manage conflict
- Define and implement team meeting

protocols that will facilitate team effectiveness

- Use the Prime Focus model to create the environment and framework for a high performing team
- Draft your team strategy to take them to the next level
- Audience

## Course Content

- The concept of 'team building
- The difference between a team and a high performing team
- Assessing team effectiveness
- The team environment, Setting the scene, Building rapport
- Active listening
- Team goals and role profiling

- Your style
- Tuckman model of team stages – how do you manage each stage?
- Effective team meetings
- Influencing in team meetings
- Effective communication techniques
- Giving and receiving feedback
- How to manage conflict
- Team skills
- Motivating team members

### **Who should attend**

This programme is designed specifically for those who are managing teams, whether in a line- or a project-management context.

### **Commercial Terms**

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

# Attention to Details Skills

## Course Overview

Attention to detail skills and tools is a necessity for all professional if we are to avoid mistakes, errors and improve quality, success rate, productivity and maximize the wealth of the stakeholders. This course is designed to help companies **and their employees become more detail-oriented and effective in management of the business.**



## Course Objectives

At the end of this programme, participants should be able to:

- Minimise mistakes, errors, and improve quality of reports
  - Reduction in cost of doing cost and increase in Sales.
  - Improve personal and managerial effectiveness
  - Contribute to improvement in productivity
  - Develop confidence in handling task
  - Become more efficient in decision making
- Improvement in time management.

## Course Content

Overview of Attention to details

- Definition & discussion of the meaning of “attention to detail”
- Errors and costs related to low attention to detail

Types and aspects of attention

- The 3 types of attention to detail
- The 4 main aspects of attention
- Effectively using and conserving your attentional resources

### Fundamental elements of attention to detail

- Exercises, games, and books you that will help you improve attention to detail by improving the fundamentals
- How to create a detail-oriented organization
- Ways you can be more detail-oriented today

### Observation Skills

- Improving your sense of observation
- Walking and intentional observation of things occurring
- Developing Questioning skills
- Asking questions from people or in your mind.

### Active Listening Skills

- Understanding various body language
- Avoiding distractions, Body gestures
- Giving and receiving feedback

### Who Should Attend

Professionals and Managers such as an accountant, engineer, financial analyst, administrative officer and individuals with management responsibilities whose success depends on managing people successfully.

### Commercial Terms

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

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## Finance for Non-Finance Professionals

### Course Overview

Understanding the basics of finance and its concepts is essential for management effective decision making. It is an important skill that must be cultivated, harvested and appreciated by employees whose desires is to aspiring for managerial position. The knowledge of basic financial principles is critical success factor for employees who are non finance professionals. In this course, you will learn to apply the fundamentals of finance to improve budget management, increase potential profits, and assess the financial performance of business organization. You will also understand the terminology used by accounting and finance personnel's and will feel more confident when being involved with them or using them. This course will help prepare you for senior management positions where financial awareness is crucial.

### Major Focus

- Understanding financial statements
- Financial analysis
- Working capital management
- Preparing operating budgets
- Making capital budget decisions
- Financial decision making

### Course Objectives

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

- Understand the various types of businesses
- Understanding basic accounting concepts and coventions
- Understand and appreciate the four key financial statements: Statement of Financial position, Statement of Comprehensive income, Statement of Cash Flow, and statement of Changes in Equity.
- Understand key financial terms such as profit, margins and leverage used in organizations
- Carry out key financial analysis used in determining the health of a business
- Distinguish between accounting and finance and explain the finance role in running businesses

- Prepare a company's operating budget and relate it to the organization's strategic objectives
- Apply capital budgeting techniques and cost-volume-profit analysis to enhance decision making

## Course Content

### Overview of IAS 1 and SAS 7

- Type of business organization, accounting concepts, conventions
- Understanding the accounting cycle
- Appreciating the Income statement: tool for performance measurement
- Accrual basis versus cash basis
- Appreciating the Balance sheet: tool for financial position
- Statement of owners' equity
- Statement of cash flows: cash is king
- External Auditors vs Internal auditors' and their responsibilities



### Financial Analysis using Ratios

- Why are ratios useful
- Horizontal and trend analysis
- Vertical analysis: common size statements
- Common size financial statements
- Building blocks analysis and reading through the numbers:
- Liquidity ratios: ability

- to settle short-term dues
- Solvency ratios: ability to settle long-term dues
- Activity ratios: ability to manage assets efficiently
- Profitability ratios
- Limitations of financial ratio analysis

### Working capital management

- Definition of working capital and working capital management
- Working capital management strategies for current assets & current liabilities
  - Cash management
  - Receivable management
  - Inventory management
  - Payable management

- Balancing profitability and liquidity
- Working capital management strategies for current liabilities
- Managing trade-off between profitability and certainty

### **Concept of financial management**

- Accounting versus finance: rules and responsibilities
- Three pillars of finance
- Financing decisions
- Investing decisions
- Operating decisions

### **Who should attend**

Managers, supervisors and staff from any function including finance who need to improve their understanding and usage of financial information.

### **Commercial Terms**

- Duration: 2-3 days.
- Fee: Negotiable depending on number of participants, duration, venue, tea break and feeding.

**OTHER COURSES FOR WHICH  
DETAILS ARE PROVIDED ON  
REQUEST**

1. Leadership Intelligence for Leaders
2. Customer Care Essentials
3. Advance Microsoft Excel for professionals
4. Fundamentals of International Public Sector Accounting Standards.



5. Strategic Financial Analysis and Evaluation
6. Strategic Decision and Implementation
7. Budget and Budgetary control
8. Work Ethics and Attitudinal Change for Improved productivity.

## TRAINING METHODOLOGIES



- **Terms:** Our terms are excellent and negotiable for all Programmes including *INPLANTS*.
- **Why You Should Use Us**
- In the Past few years, we have made an inroad into the Oil and Gas, Marine as well as manufacturing sectors. Today, we have Major oil firms, Marine agencies and some manufacturing companies some of our clients. These clients are a testament to the calibre of the Organisation's that we are currently working with.
- **Also, in each of our training programmes, participants will get to listen to some notable world speakers on subject area like JOHN MAXWELL, BRAIN TRACY, JACK CANFIELD, ETC VIA AUDIO VISUAL MECHANISM.**
- Our team has significant exposure to and relationship with a number of organizations; hence they are aware of industry "best practices". This together with our qualifications from world renowned educational institutions and work exposure in numerous cultures, make our consultants a force to reckon with.

## **AEI CONSULTING & SERVICES LIMITED**

### **CORPORATE-PHILOSOPHY**

#### **About us:**

AEI Consulting & Services Ltd is a Change and Strategic Management Consulting firm founded to meet the challenges of an ever evolving and complex world of business dependent on information, technology, and knowledge with rigid adherence to stringent standards of integrity, trust and utmost confidentiality.

We operate on the platform of excellent quality work and service.

Our team of consultants has the expertise and years of experience in various disciplines which are required attributes to understand, evaluate and analyses situations for the desired opinion necessary for our clients to take sound and reasonable decisions.

#### **Our Vision:**

To provide world-class value-added services to our clients.

#### **Our Mission:**

To be one of the best world class values added service providers.

#### **Core Values:**

- Credibility
- Reliability
- Excellence
- Diligence
- Insightful
- Trustworthy