



# Woodridge and Scott

CONSULTING.TRAINING.ADVISORY

## 2023 Training Calendar

Course Title	Course Content	Target Audience	Duration	Fee
<b>Management Development</b>				
<b>Basic Report Writing Skill</b>	<ul style="list-style-type: none"> <li>• General principles of business report writing</li> <li>• The Purpose of Progress Reports (as specified)</li> <li>• Report layout/ presentation format i.e.               <ul style="list-style-type: none"> <li>• Description of events (introduction)</li> <li>▪ Action taken</li> <li>▪ Challenges</li> <li>▪ Recommendation</li> <li>▪ The language and writing style</li> <li>▪ Use of bullet points and lists</li> </ul> </li> <li>• Preparation and purpose of the Executive summary</li> <li>• Layout Use of tables and figures</li> <li>• Appendices</li> <li>• Distribution</li> <li>• Practical session on report writing.</li> </ul>	Anyone who must produce reports to help others make decisions.	2 days	N85,000/per participant
<b>Building and Leading Effective Teams</b>	<ul style="list-style-type: none"> <li>• Foundation of Leadership</li> <li>• Attributes Of Great Leaders and Effective Leadership Styles</li> <li>• Team Building</li> <li>• Phases Of Team Development</li> <li>• Team Building Techniques</li> <li>• Motivational Techniques</li> <li>• Effective Team Performance Critiquing and Capturing Lessons Learned</li> <li>• Conflict Management</li> <li>• Communications Skills</li> <li>• Celebrating Team Success</li> </ul>	<ul style="list-style-type: none"> <li>• Officers in managerial positions</li> <li>• as well as those aspiring for such positions</li> </ul>	3 days	N105,000.00 /per participant

<b>Handling customer complaints - best practices in resolving customer complaints</b>	<ul style="list-style-type: none"> <li>• Leadership Strategies for Satisfying Customers</li> <li>• Information and Analysis Planning</li> <li>• Human Resource Development and Management</li> <li>• Customer Focus, Expectations and Satisfaction</li> <li>• Complaint Process Management</li> <li>• Business Results</li> </ul>	All	1 day	N45,000.00/ per participant
<b>The Balanced Scorecard</b>	<ul style="list-style-type: none"> <li>• The Strategic Foundation</li> <li>• The Three Critical Components</li> <li>• The Deployment</li> </ul>	Management staff	3 days	N105,000.00 /per participant
<b>Retirement Entrepreneurship Training</b>	<ul style="list-style-type: none"> <li>• Starting a new business</li> <li>• Financing the new business</li> <li>• Managing the new business</li> <li>• Making the ultimate decision</li> </ul>	Officers due for retirement	3 days	N115,000.00 /per participant
<b>Accounting &amp; Auditing</b>				
<b>Basic Financial Statements Analysis – A Hands on Approach</b>	<ul style="list-style-type: none"> <li>• Introduction to Financial Statement Analysis</li> <li>• Profitability Analysis</li> <li>• Working Capital Analysis</li> <li>• Leverage Analysis</li> <li>• Preparing a report on the Analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Investment or Credit Analysts,</li> <li>• Investment Advisors,</li> <li>• Risk Management Staff,</li> <li>• Financial Advisers,</li> <li>• Compliance Staff</li> </ul>	2 days	N85,000.00/ per participant
<b>Best Practice Audit Reporting</b>	<ul style="list-style-type: none"> <li>• Purpose of internal audit</li> <li>• Beginning the Audit</li> <li>• The nature of evidence</li> <li>• The nature of fraud</li> <li>• Documenting the Audit</li> <li>• Summarizing and evaluating the result</li> <li>• Writing effective Audit report</li> <li>• Following up for effectiveness.</li> </ul>	<ul style="list-style-type: none"> <li>• Basic skill workshop for junior /fresh internal auditors</li> <li>• Refresher courses for intermediate internal auditors.</li> </ul>	3 days	N75,000.00/ per participant
<b>Finance</b>				
<b>Finance for Non-Finance Executives</b>	<ul style="list-style-type: none"> <li>• Getting essential financial information</li> <li>• Understanding basic financial statements (what? how?)</li> <li>• Understanding key accounting concepts and principles</li> <li>• Effective Financial Planning and Control</li> </ul>	All Managers and Executives who need to better understand the financials of their organisations, and all those who are responsible for cost centres, profit centres or	3 days	N105,000.00 /per participant



		projects.		
Personal Finance	<p>Managing Your Finances - Responsibly</p> <ul style="list-style-type: none"> <li>• Developing a realistic personal budget that still lets you maintain standard lifestyle.</li> <li>• Understanding financial terminology</li> <li>• Setting your own financial goals</li> <li>• Understanding income &amp; expenses and assets &amp; liabilities</li> <li>• Personal balance sheets vs Income statements</li> <li>• Learning to recognise savings opportunities and exercise self-discipline</li> <li>• Wealth Creation</li> <li>• Controlling Debt: <ul style="list-style-type: none"> <li>What is good debt vs bad debt?</li> <li>Credit cards</li> <li>Home loans &amp; car financing</li> <li>Getting the best Interest rates</li> </ul> </li> </ul> <p>Debt consolidation</p> <ul style="list-style-type: none"> <li>• The impact of interest rates, terms &amp; residuals on your investment</li> <li>• Savings &amp; Investments <ol style="list-style-type: none"> <li>a. Understanding how to compare investment returns</li> <li>b. What investment types suit your lifestyle &amp; personal circumstances</li> </ol> </li> <li>• Lending Institutions: The Good, the bad &amp; the ugly. <ul style="list-style-type: none"> <li>Banks</li> <li>Family &amp; Friends</li> <li>Loan sharks</li> </ul> </li> <li>• Planning for the future your children's education and retirement</li> <li>• Understanding: <ol style="list-style-type: none"> <li>a. Income Tax</li> <li>b. Tax deductions</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>- All administrative, secretarial and support staff who want to improve their financial knowledge and situation</li> <li>- New employees who can benefit from better managing their personal finances</li> <li>- Entry-level graduates with little or no personal financial experience</li> <li>- Individuals requiring the knowledge to achieve their financial goals</li> <li>- Individuals whose personal financial situation is impacting their company</li> <li>- Any person interested in improving their personal financial understanding and position.</li> </ul>	3 days	N100,000.00 /per participant



<b>Financial Statement Analysis</b>	<ul style="list-style-type: none"> <li>• Introduction to Financial Statement Analysis</li> <li>• Profitability Analysis</li> <li>• Working Capital Analysis</li> <li>• Leverage Analysis</li> <li>• Preparing a report on the Analysis</li> </ul>	Investment or Credit Analysts, Investment Advisors, Risk Management Staff, Financial Advisers, Compliance Staff, Auditors etc.	2 days	N75,000.00/ per participant
<b>Essentials Of Budgeting</b>	<ul style="list-style-type: none"> <li>• Key elements of the budgeting process: <ul style="list-style-type: none"> <li>a. integrating management's goals</li> <li>b. working with operating budgets</li> <li>c. costs and expenses, controlling cash</li> <li>d. and structuring a capital budget</li> </ul> </li> <li>• Measuring performance: <ul style="list-style-type: none"> <li>a. analyzing budget</li> <li>b. variance actions to take after analysis</li> </ul> </li> <li>• Case study: <ul style="list-style-type: none"> <li>a. calculating sales,</li> <li>b. material costs</li> <li>c. direct labour,</li> <li>d. overhead costs, cost of sales</li> </ul> </li> </ul>	Every manager with budget responsibilities.	3 days	N105,000.00 /per participant
<b>Marketing &amp; Sales</b>				
<b>Vital Selling Skills – Acquiring, Retaining and Growing your customers</b>	<ul style="list-style-type: none"> <li>• Getting the Customer <ul style="list-style-type: none"> <li>a. Defining the target market</li> <li>b. Locating prospects</li> <li>c. Soliciting leads through communication tools</li> <li>d. The sale</li> </ul> </li> <li>• Retaining and growing the customers. <ul style="list-style-type: none"> <li>a. Was the customer worth getting</li> <li>b. Maintaining a healthy share of the customer's pocket</li> <li>c. Keeping the customer for life.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Marketing officers and Marketing Team leads</li> </ul>	2 days	N85,000.00/ per participant



<b>Achieving Excellence in Customer Service</b>	<ul style="list-style-type: none"> <li>• What is good customer service?</li> <li>• Customer Service - from good to great</li> <li>• Pitfalls to avoid when trying to deliver customer service</li> <li>• Barriers to great customer service delivery</li> <li>• Attitude counts</li> <li>• Understanding the customer – customer behavioral patterns</li> <li>• Handling difficult customers</li> <li>• Techniques for reducing customer-service stress</li> <li>• Measuring customer satisfaction levels</li> <li>• Personal action plan for improving customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>• Sale personnel</li> <li>• Customer care officers</li> <li>• Front end/Customer facing functions</li> </ul>	1 day	N55,000.00/ per participant
<b>Customer Communication Skills</b>	This program reviews: <ul style="list-style-type: none"> <li>• Making a great first impression.</li> <li>• Handling the telephone.</li> <li>• Dealing with conflict and difficult situations.</li> <li>• Proper email etiquette</li> </ul>	Sales and service delivery staff	1 day	N45,000.00/ per participant
<b>Developing Leadership Competencies.</b>	<ul style="list-style-type: none"> <li>• Build a leadership style that creates trust, sets a clear vision and guides your entire team toward greater performance and profit</li> <li>• Gain insights into the key skills and techniques you need to create a winning strategy</li> <li>• Develop heightened “emotional intelligence” for greater professional achievement and satisfaction</li> <li>• Increase your ability to influence people and inspire pride in the work and the organization</li> <li>• Develop an executive leadership style that adapts to the person and situation</li> <li>• Improve performance through empowerment and effective</li> </ul>	<ul style="list-style-type: none"> <li>• Team Leaders, Middle</li> <li>• top Level managers interested in enhancing the level of their groups/teams</li> </ul>	2 days	N75,000.00/ per participant



	<ul style="list-style-type: none"> <li>delegation</li> <li>Clearly communicate mission, vision and value statements</li> <li>Build a cohesive unit that performs well in all situations</li> <li>Continue your growth as a leader through a self-development plan.</li> </ul>			
Getting The Best Out of People - Building The Team	<ul style="list-style-type: none"> <li>Training, Coaching &amp; Delegating</li> <li>Appraising People &amp; Performance</li> <li>Disciplining &amp; Counseling</li> </ul>	<ul style="list-style-type: none"> <li>Middle level Managers</li> <li>HR professionals</li> <li>Team Leaders across all industries.</li> </ul>	3 days	N105,000.00 / Per participant
Supply Chain Network	<ul style="list-style-type: none"> <li>Procurement</li> <li>Forecasting</li> <li>Warehousing</li> <li>Inventory Control</li> <li>Material Management</li> <li>Contract Negotiation</li> </ul>	<ul style="list-style-type: none"> <li>Supply Chain Directors/Managers</li> <li>Logistics Directors/Manager</li> <li>Procurement Managers</li> </ul>	3 days	N75,000.00/ per participant
<b>HUMAN RESOURCES</b>				
Recruitment & Selection	<ul style="list-style-type: none"> <li>Recruitment Challenges</li> <li>Job descriptions</li> <li>Recruitment Sources</li> <li>Making the Selection</li> <li>Interviewing Skills</li> <li>Behavioral interviewing</li> </ul>	HR professionals and managers responsible for recruiting in their organizations, including HR assistants, employment managers, HR specialists and non-practitioners involved in the hiring process.	2 days	N55,000.00/ per participant

