

CALENDAR OF OPEN PROGRAMS

2010

S/N	Course Name	Course Objectives	Competencies Addressed	Target Audience	Open Program	Duration	Fee
1	Five Star Service	<ol style="list-style-type: none"> 1. Generate excellent referrals 2. Increase occupancy rates 3. Improve profits 4. Use new attitudes, skills and behaviors 	<ol style="list-style-type: none"> 1. Customer Management 2. People Management 3. Business Values 4. Technical 	Service personnel in the hospitality industry	<ul style="list-style-type: none"> • 28/01/10 • 08/07/10 	1 day	N21,000.00
2	Customer Service Certification	Certified Customer Service Leader (CCSL)	International certification from Service Quality Institute	Customer service managers and trainers who desire international certification	<ul style="list-style-type: none"> • 17-19 /02/10 • 08-10 /11/10 	3 days	N138,337.50
3	Getting Things Done	<ol style="list-style-type: none"> 1. Become stress-free by removing "to do list" from our heads 2. Be on top of a multitude of projects and activities 3. Gain better control over time and energy 	<ol style="list-style-type: none"> 1. Personal development 2. Personal productivity 	Persons who desire to increase their productivity levels and those who want to manage their time and selves more successfully	<ul style="list-style-type: none"> • 29/04/10 	1 day	N36,750.00
4	Feelings – Quality Service First Time Every Time	<ol style="list-style-type: none"> 1. Create an emotional impact upon participants that produces within them an increased awareness & good commitment to excellent service 	<ol style="list-style-type: none"> 1. Customer Management 2. Business Values 3. People Management 	Frontline personnel, administrators, customer service agents,	<ul style="list-style-type: none"> • 11/05/10 • 12/08/10 	1 day	N26,250.00

		<ol style="list-style-type: none"> 2. Provide practical skills and techniques essential to good customer service 3. Increase employees' value and worth to their organization and to themselves 4. How to handle difficult customers 		call/contact centre agents, receptionists, front desk staff and switch board operators			
5	The Essence of Caring	<ol style="list-style-type: none"> 1. Build patient loyalty and word of mouth advertising 2. Encourage employee team work 3. Empower staff to deal more effectively with patients problems 4. Empower staff to deal more with third-party providers 	<ol style="list-style-type: none"> 1. Customer Management 2. Technical 3. Business Values 4. People Management 	Healthcare professionals, healthcare administrators, corporate medical officers and administrators	<ul style="list-style-type: none"> • 13/05/10 • 09/09/10 	1 day	N26,250.00
6	Prince 2 PM Methodology Overview	<ol style="list-style-type: none"> 1. Introduction to Prince2 Methodology 2. Understand the purpose and nature of controls that Prince 2 builds into project contracts 3. Basic Microsoft Project knowledge and use 	<ol style="list-style-type: none"> 1. Technical 2. Customer Management 3. People Management 4. Personal Development 	Those who need to have a general and basic understanding of Prince 2 and who may be considering project management certification	<ul style="list-style-type: none"> • 01-04 /06/10 	4 days	N105,000.00
7	Prince 2 Foundation Course	<ol style="list-style-type: none"> 1. Understanding of projects in a controlled environment 2. Learn key principles, processes and themes of Prince 2 so you can work successfully as part of a Prince 2 project team 3. Fully prepare for official Prince 2 foundation examinations 	<ol style="list-style-type: none"> 1. Technical 2. Customer Management 3. People Management 4. Personal Development 	Those who want to be Prince 2 certified at the Foundation Level	<ul style="list-style-type: none"> • 07-09 /06/10 	3 days	N157,500.00

8	Prince 2 Practitioner Course	<ol style="list-style-type: none"> 1. Detailed and practical understanding of projects in a controlled environment 2. Use Prince 2 for projects of all sizes and types and at the same time avoiding unnecessary overheads and gaining maximum benefit 	<ol style="list-style-type: none"> 1. Technical Management 2. Customer Management 3. People Management 4. Personal Development 	Those who want to be Prince 2 certified at the Practitioner Level	• 14-15 /06/10	2 days	N157,500.00
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