

Babsinc(UK)Ltd

Management Consultancy/ Capacity Building/ Research & Development
Reg. Office: Woolmans Close Broxbourne. Herts. England.
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"Knowledge is Empowering"

Corporate Management & Personal Development Training Brochure

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Dr. A. Babayemi- Feih(Lon)

1. Profile - Founder & Chief Executive Officer of Babsinc (UK) Ltd (a management consultancy company founded in 2003) and a partner consultant for a number of international development establishments; has acquired over 25 years academic, specialist and corporate management expertise in paid employment, research and consultancy projects in the United Kingdom and Africa, with a key passion for child protection and young people development and policy. Currently president of the African Housing Professionals Association, programme directed an African Development Bank grant initiative in partnership with peer professionals to professionalize the Housing sector in Africa. The initiative is premised on a 5 African nation collaboration to establish Centres of Excellence for Housing resource. One key objective of the initiative is to seek for a collective solution via capacity building for solving the enormous gap in decent and affordable housing for citizens; a common theme cutting across the five nations. His academic pursuit began in the late 80's as a graduate of Environmental Health & Epidemiology at the University of Ife. He progressed his academic pursuit in the built Environment at the Westminster University in London (1994) and achieved a postgraduate honours in Community Health with expertise in community law, design and economic integration. He furthered his academic interests at masters' level in Housing – Policy, Strategic Development and Finance at the Middlesex University, London. In the last 22 years or so, he has held numerous senior management positions in both the public and private sectors in London and abroad. Until recently, he was Head of Housing Support in a large London Housing Company. He currently runs an established Business Modeling & Capacity Building consultancy, offering a range of Housing Finance & Social Housing expert services to several multinational clients: notably in Africa. He has completed a Masters programme (MPhil) in Business and strategy at the Middlesex University Business School, London. The (MPhil) award is the preliminary award for the completion of a doctoral programme in; business and corporate strategy – Finance. An Astute Entrepreneur and keen academic/ researcher. At his spare time, he enjoys golf, body fitness, writing, youths and children affairs research.

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If you have interests in academic research or require further information, contact info@babsincweb.com

1.1 Babsinc (UK) Ltd was registered in England in 2003 as an independent limited company offering a range of Consultancy management design and academic research. We service a large community of minority ethnic entrepreneurs in England, Africa and United States as these groups have limited access to professional services – mainstream and specialist. We have embedded our core values with the expectations of our customers and business partners, by embracing the spirit of Partnerships and have engaged a wide range of professional partners as our key stakeholders in meeting the needs of our customers.

Some of the core business areas of operation include:

- Capacity Building– Public & Private Sectors, Corporate, Personal Development & Management training
- Consultancy and Business modelling (including business planning)
- Academic Research & Mentoring Schemes
- Special Projects – Such as review and evaluation of Learning & Development programmes

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We offer Corporate Management and Development training modules to governmental, private and voluntary sector organizations in both sides of the Atlantic and Africa. Training Design & Modelling – We offer organisations a range of consultancy services geared at helping them to identify “learning and development” needs to maximise the potential of their work force and to enable them to become the leading choice in the sectors within which they operate. It is imperative that providers are able to map out a ‘learning & Development Path which provides them with a competitive advantage. We support delegates in developing a scheme of “*skills audit*” and we provide tailored training programmes for clients and delegates. Our extensive experience in the public and private sector offers a unique expertise to deliver a five star corporate management and personal development training modules. If delegates have particular training requirements that suit their organisational goals, we will assist you in modelling and drawing up the most suitable training programmes in partnership with our registered and accredited consultants.



*"Little did we know that some of the failings of the output of our marketing strategy were attributed to the substandard skills base of our frontline managers; **Babsinc** convinced me that we had been investing resources in the wrong places. Now, we aim to send all of our frontline managers to the full management programmes" offered by **Babsinc** " –Capitol- Accra, Ghana 2012*

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2. Management & Personal Development Modules

Course Title	Leadership, innovation and enterprise skills <i>(Code: LES)</i>
Course Aim	Unleash your creative potential – think and lead innovatively
Benefits	<ul style="list-style-type: none">➤ An understanding of mission and vision for your own career and work activity➤ Leadership sense to make it happen➤ Analysis tools to audit the abilities of your organisation➤ Understanding of a range of powerful tools for idea generation, testing and development
Who should attend	Managers looking to develop new ways of inspiring teams and generating creative, Enterprising culture. Individuals wishing to improve their career prospects by becoming more creative and confident.
Course overview	<ul style="list-style-type: none">• Mental aerobics – getting the brain fit• Me PLC – manage yourself and your role• Making it happen• Creative thinking tools and technique• Leadership cases and challenges• Dealing with resistance and setbacks• Environmental analysis• Developing mission and vision• Creating a working brand• Motivating the team
Fee & Duration	TBA – 2 weeks course

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Course Title	Excel for managerial analysis <i>(Code: EMA)</i>
Course Aim Benefits	Use Excel to support managerial decision-making, and ensure you are confident of the facts <ul style="list-style-type: none">• Skills to make effective managerial decisions supported by Excel• The ability to achieve targets through Goal Seeking• Better organisation of data through grouping and outlining• Competence in analysis of large worksheets using Pivot Tables
Who should attend	Managers required to use Excel in decision making, or those who would like to feel more confident of their management information systems. An understanding of formulas and functions is required.
Course overview	<ul style="list-style-type: none">• Use graphs to represent data• Understand advanced editing procedures of graphs• Use pivot tables to summarise data effectively• Produce trend lines• Learn Goal Seeking• Build data tables to display a variable range.• Undertake consolidation• Experience various scenarios• Group and outline OLE to link Excel to other applications• Implement Data Validation Checks
Fee & Duration	TBA – 1 week

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Course Title	Working effectively in a busy environment <i>(Code: WBE)</i>
Course Aim	Deal with disruption around you and still achieve maximum productivity
Benefits	<ul style="list-style-type: none">• Ability to identify causes of stress and how to counteract them• Assertiveness to reduce human interruptions• Techniques to diffuse anger and resentment caused by 'boiler room' cultures• Skills to tune out noise
Who should attend	Ideal for those who work in busy, noisy offices or other open-plan environments
Course overview	<ul style="list-style-type: none">• Recognise sources of distraction and disturbance• Adapt your working style to your environment.• Learn techniques for tuning out background noise and increase focus• Deal effectively with human interruptions: prioritisation and multitasking• Assertively deal with those distracting you. Learn to say 'not now'• Employ concentration techniques• Stress reduction techniques for maximum comfort• Use personality to alleviate tension• Develop a personal plan to address and resolve your specific issues
Fee & Duration	TBA – 1 week course

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Course Title	Modelling and mapping - tools for problem analysis <i>(Code: MMA)</i>
Course Aim	The creative toolkit for problem solving
Benefits	Discover new thinking tools to help develop solutions to existing & new problems Analyse problems and spot opportunities, whilst recording information Learn how to recall information more effectively and in a more organised way
Who should attend	If you are involved in problem solving, project planning or management, creative work or a role that requires you to solve problems, then this course has been designed for you.
Course overview	<ul style="list-style-type: none">• Vertical and lateral thinking and what they mean• Look at the situations in which these techniques are a useful tool• How to use new techniques to improve memory• Accelerated learning techniques and how they work• Build and use Mind-maps and how to use them for analysis• Build and use process maps for the analysis and improvement of processes• Break down work into structures and project management• How to structure arguments using new techniques• Record and organise data in meetings, reading and research• Generate creative solutions• Develop reports and presentations• Structure arguments and problems
Fee & Duration	TBA - 1 week course

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Course Title	Corporate Governance : Modelling and mapping - tools for problem analysis <i>(Code:CG- MMA1)</i>
Course Aim Benefits	The creative toolkit for problem solving for executives Discover new thinking tools to help develop solutions to existing & new problems Analyse problems and spot opportunities, whilst recording information Learn how to recall information more effectively and in a more organised way
Who should attend	-If you are involved in problem solving, project planning or management: -Creative work or a role that requires you to solve problems, then this course has been designed for you.
Course overview	<ul style="list-style-type: none">• Vertical and lateral thinking and what they mean• Look at the situations in which these techniques are a useful tool• How to use new techniques to improve diagnostics• Accelerated learning techniques and how they work• Build and use Mind-maps and how to use them for analysis• Build and use process maps for the analysis and improvement of processes• Break down work into structures and project management• How to structure arguments using new techniques• Record and organise data in meetings, reading and research• Generate creative solutions• Develop reports and presentations• Structure arguments and problems
Fee & Duration	(£) TBA - 1 Week Course

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Course Title	Corporate Business writing skills <i>(Code: BWS)</i>
Course Aim	Create business documents that achieve your objectives every time.
Benefits	<ul style="list-style-type: none">• Eradicate poorly written communication, which can have disastrous results for your organisation, cause anguish and waste time• Increase the impact of your message with clear and succinct phrasing. Make complicated information easier to understand.• Provide a permanent record of communication and send the same information to a large number of people.
Who should attend	Those who do a large amount of writing in their job. Staff who find themselves constantly proofreading their documents and making correction.
Course overview	<ul style="list-style-type: none">• Identify and harness the advantages of written communication.• Analyse the barriers to effective writing. Identify your objective and write to meet it.• The key to success is: keep it short and simple.• Learn how to close your letters• Plan the content to get your message across• Practise your skills by writing drafts and undertaking exercises• Experience a brief overview of minute taking and report writing• Understand how to change the tone of your documents Punctuation and grammar
Fee & Duration	(£) TBA – 1 week course

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Course Title	Communication dynamics <i>(Code: CD)</i>
Course Aim	Increase value in all your business relationships through advanced communication techniques
Benefits	<ul style="list-style-type: none"> • Understanding of the attributes of a top relationship builder & Ability to influence others and be assertive • Different thinking styles, and discernment to implement them • Building blocks for a relationship management strategy • Confidence to banish fear and use the principles of positive psychology
Who should attend	Anyone who is responsible for building and managing influential relationships, particularly where polished communication and interpersonal skills really count
Course overview	<ul style="list-style-type: none"> • Understand & apply the skills necessary for communication excellence • Learn new communication styles and increase rapport • Craft your role – know accountability and impact • Create a relationship management strategy that works • Realise the importance of planning and process • Build your knowledge bandwidth • Apply the art and science of influence: body language and listening • Understand push/pull relationships • Enhance your professional image and personal capital • Identify different thinking styles to be more persuasive • Understand fear and positive psychology • Manage challenging relationships under pressure • Use questioning techniques to uncover needs and identify issues problem solving
Fee & Duration	£(TBA)– 1 week course

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Course Title	Professional presentation skills – Advanced (Code: PPS)
Course Aim	Make problem solving a more productive and less daunting challenge
Benefits	Develop the skills to overcome barriers to thinking creatively and therefore benefit from improved problem solving and analytical skills
Who should attend	If you are in a role where you have complex problems to solve new challenges or solutions that aren't obvious,
	then this course will suit you. It will especially suit project managers, middle and senior managers and those in creative roles.
Course overview	<ul style="list-style-type: none">• What is creativity and innovation, and why are they important?• How the brain works in respect of creativity and innovation• Difference between vertical and lateral approaches, and what are the benefits and weaknesses of these• Learn creative thinking tools: Brainstorming, Tony Buzan's Mind mapping, Edward de Bono's Six Thinking Hats, Metaphorical Thinking, Rule Reversal, Bi-association• Methods of testing ideas for practicality and relevance• Apply the more fluid style of the right hemisphere of the brain• Recognise and cope with obstacles to creativity in the mind in approach and in the working environment• Understand the limitations and applications of conventional problem solving• Ensure that creativity becomes a useful tool for day-to-day problem solving
Fee & Duration	£(TBA) – 1 week course

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Course Title	Managing by achievement - Core MBA Module <i>(Code: MBA)</i>
Course Aim	The fast track training programme for middle and senior managers
Benefits	<ul style="list-style-type: none">➤ Understanding of what motivates individuals and how to give them meaningful feedback➤ Ability to be more assertive with the team, generating trust and confidence in your leadership style➤ Appreciation of the varying team roles within your team and how to utilise them
Who should attend	Middle or senior managers who aspire to become true leaders.
Course overview	<ul style="list-style-type: none">➤ Understand what leadership is and rise to the challenge of leadership➤ Learn how to avoid the three great sins of British management: not communicating, not delegating, and not providing support➤ Form and motivate teams. Build your team strategically➤ Understand the various team types and determine the type of team player you are➤ Hold effective meetings and debriefs➤ Move up the mastery ladder, from unconscious incompetence (ignorance) to➤ unconscious competence (mastery)
Fee & Duration	£(TBA) – 1 week course

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Course Title	Team performance – Developing <i>(Code: TPD)</i>
Course Aim	Clearly identify your goals and lead, manage and encourage your team towards achievement
Benefits	<ul style="list-style-type: none"> ➤ Understanding of the internal and external dynamics of team management ➤ Analysis techniques to measure team progress ➤ The ability to recognise the differences in management, motivation and leadership and when each is appropriate ➤ The confidence to motivate and inspire your team towards org. goals
Who should attend	This course is for managers of larger teams that require a suite of performance management skills and a more structured approach to dealing with all levels of performance.
Course overview	<ul style="list-style-type: none"> ➤ Effective team working: Work through the four stages of successful team building; measure the effectiveness of your team by examining tangible and intangible measurement tools. Understand the priorities and motivations of the individuals in your team. ➤ Manager or leader? Learn the roles and responsibilities of a manager and a leader and apply them in your role. Undertake practical exercises to be introduced to the five key elements of leadership attributes ➤ Communicate for success: Enrich and refine your team briefings and general communication skills. Learn to be assertive in difficult situations and overcome barriers to assertiveness. ➤ Know when to use the ‘magnificent seven’ facilitation techniques. Deliver feedback.
Fee & Duration	£(TBA) – 1 week course

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Course Title	Team Performance & Development <i>(Code: TPD)</i>
Course Aim	The vital link between management strategy & effective team performance
Benefits	<ul style="list-style-type: none">➤ An understanding of the roles and responsibilities of a supervisor➤ Techniques to get the best from other people➤ Management approaches for difficult people and difficult situations➤ Time management and ways to delegate tasks with confidence
Who should attend	The course is designed for newly appointed or soon to be promoted supervisors and team leaders.
Course overview	The modern supervisor: <ul style="list-style-type: none">➤ Understand the supervisor's position within the organisation➤ The responsibility and authority of a supervisor➤ The five key areas of team supervision: lead; communicate; organise; plan; control➤ Effective team leadership➤ Meet the expectations of your team➤ Learn the GRIPS model of team leadership➤ Set SMART goals and objectives➤ Appreciate the three key components of goal setting: task, team and individuals➤ Develop your management style➤ Learn different management styles for different situations➤ Pinpoint your own management style and evaluate for effectiveness
Fee & Duration	£(TBA) – 1 week course

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Course Title	Advanced Project Management <i>(Code: APM)</i>
Course Aim	Develop sophisticated techniques to manage complex and demanding projects.
Benefits	<ul style="list-style-type: none">➤ Practical tools to ensure that the project is completed as planned➤ New methods to identify and assess project risks, costs and requirements
Who should attend	Those with some project management experience who want to develop their skills to manage large or complex projects
Course overview	<ul style="list-style-type: none">➤ The key to a successful project: Planning, communication and commitment. Using a 'standard' methodology – an overview of the PRINCE2 and PMI Bok project methodologies➤ Managing the risk: A risk management culture. Proactive risk management. Effective use of Risk Logs. Objective evaluation of project risks. Impact of risk to the project and to the business. Planning effective responses➤ The project environment: The project team and the wider project environment. Organisational structure. Defining project team roles in matrix organisations➤ Financial control: 3 point estimating. Earned Value Analysis➤ Focusing on customer needs: Defining, understanding and agreeing 'deliverables'.➤ Customer approval; accurate record keeping; eliminating the gap between desired outcome and actual outcomes. Looking forward. Managing change; Handling project issues➤ Closing the project: Clean end to a project. Follow-on activities; Post-project audit Post-project audit and post-project appraisal. Lessons learned Log
Fee & Duration	£(TBA) – 1 week course

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Course Title	Social Housing Finance for Executives <i>(Code: SHFE)</i>
Course Aim Benefits	Improve financial control to ensure completion within budget <ul style="list-style-type: none">➤ Ability to evaluate the business case for any project➤ Understanding of key financial terms and concepts➤ Skills to create a cash flow forecast for a project➤ Interpretation of project management accounts
Who should attend	Managers and staff who wish to understand the financial issues and considerations involved in the preparation and monitoring of projects
Course overview	<ul style="list-style-type: none">• The need for financial planning - Basic concepts• Prudence and consistency• Revenue vs. Capital• Cost and revenue• Depreciation• Value Added Tax• Cost factors – the common pitfalls• Discounts – assessing the impact• Compiling the project cost budget• Compiling the actual with budget• Controlling project changes• Updating the financial plan & Contractual terms• Financial controls – purchases and income• Summary – avoiding the common pitfalls
Fee & Duration	£(TBA) 1 Week Course

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Course Title	Finance for Project Managers <i>(Code: FPM)</i>
Course Aim Benefits	Improve financial control to ensure completion within budget <ul style="list-style-type: none">➤ Ability to evaluate the business case for any project➤ Understanding of key financial terms and concepts➤ Skills to create a cash flow forecast for a project➤ Interpretation of project management accounts
Who should attend	Managers and staff who wish to understand the financial issues and considerations involved in the preparation and monitoring of projects
Course overview	<ul style="list-style-type: none">➤ The need for financial planning - Basic concepts➤ Prudence and consistency➤ Revenue vs. Capital /Cost and revenue➤ Depreciation➤ Value Added Tax➤ Cost factors – the common pitfalls➤ Discounts – assessing the impact➤ Compiling the project cost budget➤ Compiling the actual with budget➤ Controlling project changes➤ Updating the financial plan & Contractual terms➤ Financial controls – purchases and income➤ Summary – avoiding the common pitfalls
Fee & Duration	£(TBA) – 1 week course

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Course Title	Project management with Microsoft Project <i>(Code: PMMP)</i>
Course Aim	Master project management software for effective project planning and completion
Benefits	<ul style="list-style-type: none"> ➤ A comprehensive understanding of Microsoft Project, from the planning functionality through to completion ➤ An outline of how to break the project into tasks for a manageable pathway of progression ➤ Interpretation and analysis skills to use information generated by MS Project
Who should attend	Project managers who wish to use Microsoft Project software to communicate, progress and improve the management process
Course overview	<ul style="list-style-type: none"> ➤ Understand the requirements of your project ➤ Learn definitions ➤ Understand reasons for failure and success ➤ Know the three golden rules for the project manager ➤ Plan your project including resource usage ➤ The seven phases, and the three parameters ➤ Plan for risk and contingencies ➤ End the project and debrief effectively ➤ Set options for the environment ➤ Link tasks and define relationships ➤ Schedule tasks and create the Gantt chart ➤ Set milestones and constraints ➤ Outline a project – create sub-projects (WBS) ➤ Undertake critical path analysis & Analyse the project budget
Fee & Duration	£(TBA) – 1 week course

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Course Title	Senior Management master class <i>(Code: SMMC)</i>
Course Aim	A concentrated immersion in contemporary management thinking
Benefits	<ul style="list-style-type: none">➤ Techniques for identifying business trends and opportunities➤ Skills to formulate a truly effective mission statement➤ The confidence to promote creativity and innovation in the workplace➤ Understanding of the psychology and techniques of motivation, reward and recognition
Who should attend	Senior managers with significant responsibility who feel the need to pick up some quick wins to improve performance.
Course overview	<ul style="list-style-type: none">➤ Contemporary business strategy models➤ The qualities and functions of leadership➤ Visioning – communicating a relevant and meaningful mission and vision to your people➤ Mission definition➤ Managing the company's internal brand➤ Output coaching techniques and the role of the manager as coach➤ Analyse key trends in the business environment➤ Define and communicate vision and strategy➤ Motivate high performance➤ Coach others to achieve strategic goals
Fee & Duration	£(TBA) – 1 week course

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Course Title	Finance Master Class for directors <i>(Code: FMC)</i>
Course Aim	Mastery of complex financial accounts and forecasts for senior executives
Benefits	<ul style="list-style-type: none"> ➤ Understanding of the terminology to enable a more strategic role in financial board discussions ➤ Optimise productivity and profitability by managing your company's assets ➤ Informed strategic business decisions based on P&L and balance sheet ➤ Know-how to control fixed and variable operating expenses
Who should attend	<p>Executive and non-executive directors who need to improve their understanding of financial matters in order to make a more strategic Contribution to the financial health of their organisation.</p>
Course overview	<ul style="list-style-type: none"> ➤ Management and statutory accounts ➤ How to put your ideas across in a manner and language that the chief executive and finance director will understand ➤ Calculate and interpret financial data ➤ The profit and loss Account ➤ The balance sheet & Cash flow forecast ➤ Asset Management ➤ Budgeting with accuracy ➤ Break-even analysis ➤ Assessment of financial health ➤ Financial ratios; Calculate and interpret key performance ratios ➤ Financial terminology
Fee & Duration	£(TBA) – 1 week course

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“Knowledge is Empowering”



...consultancy



...skills audit



.....hospitality



....learning resources

PUBLIC SECTOR COURSE MODULES

Capacity Building Schedule 2013/14

Coaching and Mentoring - An Accelerated Approach to Learning

Course Title	Coaching & Mentoring (Code: /)
Course Aim	This course aims to provide senior officers with the necessary skills to develop people's potentials and thereby enable them to fulfil both organisational and private goals
Course Aim	On successful completion of this course, participants will be able to: <ul style="list-style-type: none"> ➤ Discuss the concept of coaching and mentoring; ➤ Identify the attributes of effective coaching/mentoring; ➤ Apply coaching and mentoring skills to develop people's potentials; ➤ Motivate individuals to higher level performance ➤ Communicate effectively.
Who Should attend	Public & Private Sector Service/Team /Divisional Managers
Fee & Duration	TBA- 3 Day course

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“Knowledge is Empowering”

Course	Core Consulting Skills Course (MGT)
Course Aim	<p>This five-day interactive and experiential course is designed to provide an overview of core Management Consultancy principles, concepts, techniques and practical tools, and provides participants the opportunity to apply them through practical exercises. Participants who successfully complete the course and prepare an externally-assessed assignment will have the opportunity (subject to the payment of a fee) to receive an internationally recognised qualification: Certificate in Management Consulting Essentials Awarded by the UK Chartered Management Institute.</p> <p>On successful completion of this course, participants will be able to:</p>
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Identify the role and skills of a Management Consultant and how these differ from those of a manager; ➤ Describe the key stages of a typical management consultancy assignment and know how to address the most common risks at each stage; ➤ Explain basic Management Consultancy principles, concepts and techniques, and confidently apply them in practice. The range of topics covered includes process analysis, stakeholder management, problem diagnosis, risk management, influencing, change management, writing and presenting effectively; ➤ Build an effective working relationship with clients and other stakeholders; ➤ Use basic project management skills to plan and manage a consultancy assignment; ➤ Work effectively in a team to apply essential tools and skills needed in the delivery of a management consultancy assignment;
Who Should Attend	<p>Understand the importance of Professional Development and produce a personal development plan to improve their skills and knowledge in the future. This course targets those currently in an internal or external management consultancy role who wish to refresh and improve their consulting skills or those new to consulting who require an introduction to key essentials of Management Consultancy principles, concepts and approaches.</p> <ul style="list-style-type: none"> ➤ are currently in a Management Consultancy role, or are considering taking such a role in the near future; ➤ need to co-operate or work with an internal or external Management Consultancy team (e.g. as a stakeholder); ➤ are working with International consultants; ➤ manage teams that include consultants; ➤ want to apply Management Consultancy principles and techniques to everyday tasks in order to carry them out more efficiently (e.g. planning, stakeholder management, etc.); ➤ may wish to become Management Consultants later in their career and who need an understanding of the skills and requirements of consulting.
Fee & Duration	(£) TBA– 5 Day course

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“Knowledge is Empowering”

Course	Building and Maintaining Effective Teams in School Administration (Adm)
Course Aim	This course brings to fore basic management concepts particularly as it relates to building and managing effective teams. Participants will be exposed to new responsibilities, new attitudes and key competencies needed to propel them to be good leaders so as to be able to perform the various administrative roles that their position requires
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Explain the National Policy on Education as a vehicle for delivering the State vision and mission on education; ➤ Identify key principles of administering schools for improved school functions; ➤ Describe the key competencies and skills required by modern School Leader; ➤ Describe the team building process; and ➤ Use effective communication techniques required to achieve their objectives.
Who Should Attend	School Managers and Administrators in Public Secondary Schools and their Private Sector counterparts
Fee & Duration	TBA– 5 Day course

Course	Community Resourcing in Teaching (EDU)
Course Aim	The focus of this course is to create an awareness of the resources in the school communities and how they can be optimised to aid teaching and learning in schools.
Benefits/Outcomes	<p>On successful completion of this course, participants will be able to:</p> <ul style="list-style-type: none"> ➤ Identify community resources around the schools; ➤ Classify and explain community resources into its components; ➤ Explore the different application of community resources in teaching; and ➤ Write convincing proposals to the appropriate authorities.
Who Should Attend	Class room teachers/School administrators in public schools & their private sector counterparts
Fee & Duration	TBA– 3 Day course

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“Knowledge is Empowering”

Course	School Records Management – (Edu)
Course Aim	This course deals with the need to keep proper records in the secondary schools and how such records could be harnessed for proper and effective management of the schools. Participants will also be exposed to the use of computer as a tool for effective generation, management and disposal of school records. On successful completion of this course, participants will be able to:
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Identify types and classes of school records; ➤ Explain the challenges identified with records keeping; ➤ Demonstrate the basic skills and techniques needed for management of schools records; ➤ Write good reports; ➤ Motivate their staff effectively in their records keeping assignment; ➤ Use the computer to store and retrieve records.
Who Should Attend	Classroom Teachers in Public Secondary schools & their Private Sector counterparts
Fee & Duration	TBA – 5 Day course

Course	Application of Instructional Resources for Effective Teaching (Edu)
Course Aim	This course highlights how instructional materials can be used to teach students effectively in any subject being taught. Participants will be guided in the selection and application of appropriate instructional materials and methods that should be used to achieve maximum results.
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Explains instructional materials and their importance; Classify instructional materials into its various categories; ➤ List examples of instructional materials and their uses; ➤ Identify methods of keeping and retrieving instructional materials; and ➤ Match instructional materials to the appropriate instructional method to achieve maximum results
Who Should Attend	Classroom Teachers on HAPSS 07 to 12 in Public Secondary Schools and their Private Sector counterpart
Fee & Duration	TBA – 3 Days course

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Finance Module	Application of Instructional Resources for Effective Teaching (EDU)
Course Aim	This course highlights how instructional materials can be used to teach students effectively in any subject being taught. Participants will be guided in the selection and application of appropriate instructional materials and methods that should be used to achieve maximum results.
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Explains instructional materials and their importance; ➤ Classify instructional materials into its various categories; ➤ List examples of instructional materials and their uses; ➤ Identify methods of keeping and retrieving instructional materials; and ➤ Match instructional materials to the appropriate instructional method to achieve maximum results
Who should Attend	Classroom Teachers in Public Secondary Schools and their Private Sector counterparts
Fee & Duration	TBA– 3 Days course

Course	Book keeping/Accounting Essentials
Course Aim	This course aims to provide participants with basic book keeping/accounting skills:
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Comprehend basic Accounting principles; ➤ Prepare the Trial Balance, Profit and Loss Account and Balance Sheet; ➤ interpret financial statements ➤ explain Accounting conventions; and ➤ Discuss the significance of the statutory audit opinion.
Who Should Attend	Junior and Intermediate Officers
Fee & Duration	TBA – 3 Days course

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Course	Audit Report Writing (FIN)
Course Aim	Learn how to write audit reports that prompt management action, communicate clear messages at the executive and board levels, and meet professional standard.
Benefits/Outcomes	<p>The successful participants will be able to:</p> <ul style="list-style-type: none"> ➤ Explain the objectives of audit reporting. ➤ Write audit report in line with audit guidelines and standards ➤ Communicate SMART messages on audit findings to management for qualitative decision making. ➤ Describe a typical audit report structure. ➤ Develop coherence in communicating audit opinions/finding.
Who Should Attend	Internal and External Auditors in the State Public Service.
Fee & Duration	TBA– 3 Day course

Course	Book keeping/Accounting Essentials (FIN)
Course Aim	This course aims to provide participants with basic book keeping/accounting skills:
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Comprehend basic Accounting principles; ➤ Prepare the Trial Balance, Profit and Loss Account and Balance Sheet; ➤ interpret financial statements ➤ explain Accounting conventions; and ➤ Discuss the significance of the statutory audit opinion.
Who Should Attend	Junior and Intermediate Officers
Fee & Duration	TBA– 3 Day course

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"Knowledge is Empowering"

Course	Budgeting and Budgetary Control (FIN)
Course Aim	To update participants knowledge on the impact of budgeting and necessary financial control measures in the development of Lagos state, with special reference to the new approach being explored by the State government- Medium Term Expenditure Framework
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Discuss the process involved in public sector financial management.➤ Use the knowledge acquired for effective budget preparation.➤ Identify and utilise analytical indices to monitor and determine budget performance.➤ Identify financial authorities and explain the control measures put in place in public sector financial management.
Who Should Attend	Administrative, Service Planners, Statisticians, Budget, and Finance Staff in State Public Service.
Fee & Duration	TBA– 3 Day course

Course	Managing the Procurement Function(FIN)
Course Aim	This course aims to acquaint participants with the current reforms in the procurement function as well as provide them with knowledge and skills required to perform creditably in the procurement function.
Benefits/Outcomes	<ul style="list-style-type: none">➤ discuss the roles and responsibilities of Procurement Officers;➤ make effective decisions on inventory and inventory control;➤ keep and manage records effectively;➤ apply the principles of purchasing; and➤ Relate effectively with colleagues and officers for effective service delivery.
Who Should Attend	Procurement Officers and those interested in this strategic cadre
Fee & Duration	TBA– 5 Day course

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Course	Excellent Service Delivery in the Health Sector (HTH)
Course Aim	This course has been designed to upgrade the skills of health workers with a view to enhancing excellence in service delivery
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none"> • Deliberate on the vision of the State Government and the relevant Agenda with emphasis on the Health Sector; • Explain the features of excellent service delivery; • State their roles in the provision of excellent services; • Apply the principles of teamwork in service delivery; • Apply effective interpersonal skills; and • Manage self and others.
Who Should Attend	<ul style="list-style-type: none"> ➤ ALL interested personnel at any level/job designate ➤ Community Health Workers ➤ Health professionals ➤ Governing/policy personnel ➤ Administrative, Executive and Clerical Staff in the Health Service
Fee & Duration	TBA – 2 Days course

Course	General Management Course for Health Professionals (HTH)
Course Aim	This course will equip participants with requisite knowledge and skills in management to complement their professional knowledge and enable them to perform effectively as managers of resources
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none"> ➤ Apply management techniques in the discharge of their functions; ➤ Manage human resources; ➤ Appropriate and utilise funds effectively; ➤ Display improved interpersonal relations; and ➤ Write effective reports
Who Should Attend	Health Professionals & allied professionals in the Public Service
Fee & Duration	TBA – 5 Day course

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"Knowledge is Empowering"

Course	Management of Medical Records (HTH)
Course Aim	This course is designed to upgrade the skills of Medical Records Officers and expose them to modern techniques in hospital records management.
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Identify various types of records and their uses;➤ Discuss the importance of record keeping in the hospital;➤ Evolve modern methods of classification in hospital records keeping;➤ Analyse and process different types of data;➤ Appreciate the use of the computer in records keeping; and➤ Display effective interpersonal skills.
Who Should Attend	➤ Medical Records Personnel
Fee & Duration	TBA – 4 Day course

Course	Human Resource Management in the Public Service (HRM)
Pre-requisite	knowledge of working in the Administrative Directorate of Ministries, Departments and Private Sector Agencies
Course Aim	This course is designed to raise awareness of participants on modern approaches in Human Resource Management for effective goal attainment. It will explore current work performance issues, explain the changing roles of HR practitioners and introduce concepts designed to improve rewards management in the Public Service
Benefits/Outcomes	<ul style="list-style-type: none">➤ Describe the contemporary issues in human resource management in the Public Service;➤ Demonstrate discipline and best grievance procedures in the work place;➤ Identify training needs of staff;➤ Analyse the recruitment policy of government and proffer the best options; and➤ Manage performance system effectively.
Who Should Attend	Administrative Officers & other Public Sector Managers with responsibility for Human Resource issues.
Fee & Duration	TBA – 3 Day course

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"Knowledge is Empowering"

Course	Organisational/Interpersonal Skills in Management (HRM)
Pre-requisite	knowledge of working in the Administrative Directorate of Ministries, Departments and Private Sector Agencies
Course Aim	This interactive and experiential course is designed to equip heads of sections/units with skills needed to relate effectively with customers in order to achieve set goals in the organisation
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Describe the organization and its different structures;➤ set attainable and measurable targets for their team members;➤ motivate and lead their team members using various styles;➤ Describe typical inter-personal skills that can be used to effectively manage a team; and➤ Explain a range of techniques and tools for applying interpersonal skills in practice.
Who Should Attend	Heads of sections/units with responsibility for leading teams and relating with customers in the Public Service and their Private Sector counterparts.
Fee & Duration	TBA – 5 Day course

Course	Application of MS-Excel for Service Delivery (ICT)
Pre-requisite	Basic Computer Literacy
Course Aim	This specialised course aims to provide participants with knowledge and skills required to apply MS-Excel in the production of accurate financial and accounting information for productivity and service delivery.
Benefits/Outcomes	<ul style="list-style-type: none">➤ Identify the components of a spreadsheet;➤ Enter data into a spreadsheet;➤ work with the chart and graphic function; and➤ Prepare financial and accounting information using MS-Excel; and➤ Explain the purpose of various options available for printing a spreadsheet.
Who Should Attend	<ul style="list-style-type: none">➤ ALL (as required)➤ Audit /Finance/Planning/Customer Service Officers➤ Secretarial Officers/Assistants and other computer users.
Fee & Duration	TBA – 4 Day course

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Course	Basic Computer System Maintenance (ICT)
Pre-requisite	Basic Computer Literacy
Course Aim	This course aims to provide participants with knowledge and skills required for the installation and maintenance of hardware and software components. Participants will also be able to troubleshoot computer systems.
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Identify the various components of the computer system;➤ Install hardware and software effectively;➤ Troubleshoot a computer system; and➤ Perform basic maintenance of a computer system.
Who Should Attend	<ul style="list-style-type: none">➤ ALL (as required)➤ Audit /Finance/Planning/Customer Service Officers➤ Secretarial Officers/Assistants and other computer users.
Fee & Duration	TBA – 4 Day course

Course	Application of MS-Excel for Service Delivery (ICT)
Pre-requisite	Basic Computer Literacy
Course Aim	This specialised course aims to provide participants with knowledge and skills required to apply MS-Excel in the production of accurate financial and accounting information for productivity and service delivery.
Benefits/Outcomes	<ul style="list-style-type: none">➤ Identify the components of a spreadsheet;➤ Enter data into a spreadsheet;➤ work with the chart and graphic function; and➤ Prepare financial and accounting information using MS-Excel; and➤ Explain the purpose of various options available for printing a spreadsheet.
Who Should Attend	<ul style="list-style-type: none">➤ ALL (as required)➤ Audit /Finance/Planning/Customer Service Officers➤ Secretarial Officers/Assistants and other computer users.
Fee & Duration	TBA – 4 Day course

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"Knowledge is Empowering"

Course	ICT for Effective Service Delivery (ICT)
Pre-requisite	Basic Computer Literacy
Course Aim	This course aims to provide participants with knowledge and skills on the use of ICT productivity tools in service delivery. Participants will be exposed to major productivity packages in the MS-Office suite.
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Explain why ICT is important for their work;➤ Create a correctly formatted set of meeting minutes in MS-Word;➤ Carry out a mail merge function;➤ produce a simple budget statement and make the nominal roll in MS-Excel;➤ Attach & Send files by e-mail to staff & groups of staff;➤ Understand how to apply what they have learnt in the classroom to their everyday jobs; and➤ Feel more confident in their use of ICT in their work.
Who Should Attend	<ul style="list-style-type: none">➤ ALL (as required)➤ Audit /Finance/Planning/Customer Service Officers➤ Secretarial Officers/Assistants and other basic computer users.
Fee & Duration	TBA – 4 Day course

Course	Use of ICT in School Records Management (ICT)
Pre-requisite	Basic Computer Literacy
Course Aim	This specialised course aims to provide participants with the processed involved in using ICT tools for records keeping and management in educational institutions
Benefits/Outcomes	<ul style="list-style-type: none">➤ State the general uses of records in school administration;➤ Identify and define the ICT activities involved in records management;➤ Use appropriate packages for keeping educational records; and➤ Design various record forms using ICT tools.
Who Should Attend	<ul style="list-style-type: none">➤ ALL (as required)➤ Teaching and non-Teaching staff in Post-primary institutions
Fee & Duration	TBA – 4 Day course

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"Knowledge is Empowering"

Course	Use of SPSS for Information Management (ICT)
Pre-requisite	Basic knowledge of statistics and computer operations
Course Aim	This specialised course aims to provide participants with the fundamentals of using the Statistical Package for the Social Sciences (SPSS) for data analysis and information processing
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Use the data editor;➤ Transform data;➤ Analyse data using descriptive and inferential statistics; and➤ Present data using charts
Who Should Attend	Statisticians, Planning Officers and other professionals with responsibility for statistical data handling & analysis
Fee & Duration	TBA – 5 Day course

Course	Work Ethics and Attitudinal Change (ETH)
Pre-requisite	NA
Course Aim	This course aims to provide participants with relevant knowledge, skills and techniques to improve on work ethics, organizational culture and behaviour towards improved productivity.
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Explain the role of ethics in the modern workplace;➤ Discuss issues of work and business ethics;➤ Identify business abuses and what to do to avoid them; and➤ Discuss performance standard measures and explain their applicability in an ethical workplace.
Who Should Attend	Secretarial Officers/Assistants, Administrative, Executive and Clerical staff
Fee & Duration	TBA – 3 Day course

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Course	Integrated Registry and Personnel Duties (LGA)
Pre-requisite	NA
Course Aim	This hands-on and interactive workshop aims to provide participants with modern methods, procedures and processes of carrying out registry duties.
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">• Discuss personnel duties intelligently;• Utilise modern techniques in record keeping• Identify the need for information security; and• Apply relevant computer application software for effective record keeping.
Who Should Attend	Secretarial Officers/Assistants, Administrative, Administrative and Clerical staff
Fee & Duration	TBA – 4 Day course

Course	Managerial Competency for Grassroots Development (LGA)
Pre-requisite	NA
Course Aim	This course will equip participants with managerial skills necessary for effective governance at the grassroots
Benefits/Outcomes	<ul style="list-style-type: none">➤ Discuss the structure and roles of Local Governments in nation building;➤ Explain the principles of record documentation and office procedures;➤ Explain the strategic policies of the State in the mega city planning;➤ Use effective communication principles in official correspondence; and➤ Maintain proactive community relations.
Who Should Attend	Executive and Administrative Officers in the Local Governments
Fee & Duration	TBA – 3 Day course

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"Knowledge is Empowering"

Course	Skills Development for Security Personnel (LGA)
Pre-requisite	NA
Course Aim	This course aims to provide participants with performance improvement tips concerning security issues.
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Discuss the importance of security/safety in Government institutions;➤ identify criminals' mode of operation;➤ Follow safety corrective measures in the workplace;➤ Detect and prevent criminal tendencies through current techniques in crime prevention and investigation;➤ Apply tips on surveillance for VIP protection; and➤ Interact positively with the public.
Who Should Attend	Executive and Administrative Officers in the Local Governments
Fee & Duration	TBA – 3 Day course

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Course	Essentials Skills in Project Management (PM)
Pre-requisite	NA
Course Aim	This course is designed to provide a basic introduction to project management approaches, concepts, principles and general techniques and how these are applied in the public sector in Nigeria and internationally. It is most relevant to the first two contexts described above (everyday tasks; small projects) The course will also provide basic practical tools that can be applied in a formal project management context or in everyday assignments, in order to achieve objectives and desired outcomes more effectively and efficiently.
Benefits/Outcomes	<p>The successful participants will be able to:</p> <ul style="list-style-type: none"> ➤ Define what project based working means; ➤ Provide a brief overview of different types of project management approaches that are most commonly used in the public sector internationally (certified and uncertified) and explain what type of contexts each one might be used in; ➤ Describe the roles and responsibilities of different public sector institutions in the Lagos State Public Sector involved in managing projects; ➤ Explain in simple terms, basic project management principles, concepts and techniques that are relevant to most project management approaches and how they can be applied in practice; ➤ Describe the different stages of a typical project management cycle; ➤ Apply a simple framework to his/her work and use project management techniques to complete assignments more efficiently and effectively;
Who Should Attend	<p>This course is for public servants in any role, who require a general introduction to project management principles, concepts and approaches but who are not project managers themselves at the current time.</p> <p>It will be particularly useful to public servants who:</p> <ul style="list-style-type: none"> ➤ Are currently or may soon become part of a project team; ➤ Who needs to cooperate or work with a project team (e.g. as a stakeholder), or who work in an area that is impacted by a project’s activities; ➤ Who would like to apply project management principles and techniques to everyday tasks in order to carry them out more efficiently (e.g. planning, stakeholder management etc); <p>Who may become project managers later in their career and who need a basic understanding before considering more detailed or formal (certified) training</p>
Fee & Duration	TBA – 3 Day course

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 Reg. Office: Woolmans Close Broxbourne. Herts. England.
 Tel: +44 7909209461 (England) +234(0)8166846638 (Nigeria)
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“Knowledge is Empowering”

Course	Managing the Slum Upgrade Process (Urban Concepts)
Pre-requisite	NA
Course Aim	This 3-day executive training program highlights the need for working within an integrated policy framework aimed at improving service delivery to slums. Through a series of interactive sessions, participants would understand the challenges slums pose to the development of the State and the roles of the different stakeholders in the success of the upgrade.
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Identify the challenges areas of the state is facing as a growing city and recognise the need for upgrade ➤ Review the concept ‘Liveable Cities’ and discuss’ ranking relevance ➤ Apply general public sector principles that promote good governance and improve service delivery ➤ Identify the various definitions of slums , describe their evolution and discuss the characteristics of slums in the state ➤ Evaluate the past and present approaches to the slum upgrade process and assess the current best practice in slum upgrade ➤ Discuss the key factors necessary for a successful slum upgrade ➤ Examine the roles of the different stakeholders, especially the Local Government in service delivery to the urban poor ➤ Explain how government works with the communities to improve service delivery to the urban poor ➤ Examine different sources of financing slum upgrades ➤ Recognise the importance of working with stakeholders ➤ Evaluate the different policies driving the delivery of services to the urban poor and assess their limitations ➤ Suggest strategies for working with existing policies to design programmes aimed at addressing the problems of slums ➤ Visualise the benefits of the achievement of the vision of the state
Who Should Attend	<p>Senior management in stakeholder ministries, HODs, Directors, Permanent Secretaries, General Managers of agencies (etc), Local Government Chairmen, Political office holders, Coordinators of NGOs and CBOs and Project Co-ordinators and Senior staff of international development agencies.</p> <p>This one-day seminar targets all individuals that have an interest in understanding slums and how to upgrade them. Participants will include:</p> <ul style="list-style-type: none"> ➤ Staff in Government Ministries, Agencies and Local Government ➤ Staff of Community Business Organisations ➤ Staff of Non-Governmental Organisations ➤ Members of Community and Residents Associations
Fee & Duration	TBA – 5 Day course

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Course	Planning and Implementing Slum Upgrades (Urban Concepts)
Pre-requisite	NA
Course Aim	This 5-day training program is designed to provide participants with conceptual knowledge and technical understanding of the factors that should be addressed in the process of slum upgrade. Participants would also be guided to explore existing institutional and programme framework.
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Identify the challenges Lagos state faces as a growing city and discuss how these affects the rating and perception of Lagos as a desired destination for tourists, foreign investors ➤ Discuss the role of government in service delivery to the urban poor ➤ Outline the need for improved service delivery ➤ Recognise the need for social inclusion of all in Lagos ➤ Discuss the characteristics and factors leading to the emergence of Lagos slums ➤ Relate the pervasive nature of slums and challenges faced by government and its institutions for providing socio-economic development ➤ Outline its potential for limiting the achievement of the Lagos State vision ➤ Differentiate between urban renewal and slum upgrade projects (activities) ➤ Review past and present approaches to slum upgrade in Lagos state, mention best practices globally and identify key factors necessary for successful slum upgrades ➤ Identify stakeholders involved with slum upgrades at the state and local government levels and describe their relevance ➤ Examine the roles of the different stakeholders involved in the slum upgrade at the state and local government level and recognise the need for a coordinated approach to service delivery by all relevant arms of government ➤ Outline the need and importance of participatory approach to the slum upgrade process ➤ List the sources of finance to fund slum upgrades ➤ Discuss the importance and strategies for data collection, storage and dissemination of appropriate information to all relevant agencies ➤ Mention documents and laws that provide guidance for designing interventions for slum upgrade ➤ Explain the importance of coordination to programme implementation
Who Should Attend	<p>This pilot course is targeted at middle to senior level public servants and technical staff involved in implementing and managing the slum upgrade process.</p> <ul style="list-style-type: none"> ➤ Staff in Government Ministries, Agencies and Local Government ➤ Staff of Community Business Organisations ➤ Staff of Non-Governmental Organisations ➤ Members of Community and Residents Associations
Fee & Duration	TBA – 5 Day course

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“Knowledge is Empowering”

Course	Project Management for Practitioners(Urban Concepts)
Pre-requisite	Attendees should preferably have some familiarity with projects and project management, either as a member of a project team, as a stakeholder of a project or as a project manager.
Course Aim	This course is designed to equip public servants in the State with a general framework for managing a project, including the core ‘process’ skills (planning, risk management, stakeholder management etc) and ‘interpersonal’ skills (leadership; influencing etc) needed to be an effective project manager. The course does not follow a prescriptive project management methodology. Rather it provides a flexible framework and processes for managing a project from start to finish in order to achieve the overall project objective on time, within budget and to the required quality, using generally recognised best-practice principles that can be adapted to most contexts. It also provides guidance on how to deal with ‘people’ issues that are crucial to project success, including managing a project team and dealing with project stakeholders.
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Describe the different stages of a typical project management ‘life-cycle’, including project initiation, project planning, project implementation and project close-down; ➤ Demonstrate an ability to use structured project management processes (e.g. planning, stakeholder management, risk management etc) for each stage of the project management cycle; ➤ Describe typical inter-personal skills that can be used to more effectively manage a project team and project stakeholders; ➤ Explain a range of techniques and tools for applying inter-personal skills in practice; ➤ Provide an overview of project management governance systems in Lagos State and their impact on a project manager’s responsibilities; ➤ Describe examples of lessons learned from projects implemented to date in the State; ➤ Describe the most common certified project management qualifications used in the public sector internationally, including key features, benefits and entry-level requirements.
Who Should Attend	This course is designed for any public servant who is responsible for managing a project of any type or size, or who is likely to do so in the near future. It is not limited to those managing capital projects, but rather is relevant to any project that fits the definition provided above in the course description. This is a general course which can act as a foundation or complement to more specialised training, such as that which may be required for engineering or construction managers. The course can also be a useful precursor to studying for an internationally recognised certified professional project management qualification such as PRINCE2 or those offered by the Project Management Institute (PMI). Priority will be given to those with current or confirmed future project management responsibilities
Fee & Duration	TBA – 5 Day course

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"Knowledge is Empowering"

PUBLIC, CUSTOMER & BUSINESS ADMINISTRATION

Course	Customer Relations in the Public Service (PCBA)
Pre-requisite	NA
Course Aim	This course aims to equip participants with the appropriate customer service skills to increase and promote the general public's satisfaction. Participants will learn efficient and effective customer relations practice.
Benefits/Outcomes	<ul style="list-style-type: none">➤ Discuss the evolution of customer relations;➤ Define customer relations as it relates to the Public Service;➤ List the tools for building strong and efficient customer care relationships; and➤ Understand the importance of providing high quality customer service.
Who Should Attend	<ul style="list-style-type: none">➤ Public Service Officers➤ Uniformed personnel serving with the Public Service
Fee & Duration	TBA – 2 Day course

Course	Effective Communication & Interactions (PCBA)
Pre-requisite	NA
Course Aim	This interactive course is designed to provide participants with relevant knowledge, skills and aptitude in the art of interpersonal relations and effective communication.
Benefits/Outcomes	<ul style="list-style-type: none">➤ Define effective communication;➤ Describe the basic theory of communication;➤ Explain the purpose of effective communication;➤ Discuss the barriers to effective communication; and➤ Apply the basic concepts of human relations.
Who Should Attend	<ul style="list-style-type: none">➤ Public Service Officers /Uniformed personnel serving with the Public Service
Fee & Duration	TBA – 3 Day course

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Course	Effective Media Relations (PCBA)
Pre-requisite	NA
Course Aim	This interactive Workshop aims to provide Public Relations and Information Officers with skills and tools needed for the effective management of relationships with the mass media particularly given the prevalence of media scrutiny and the increasing request for freedom of information
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Explain the invaluable roles of the mass media play in projecting organisations;➤ Define media relations and identify the uses of various tools of media relations;➤ Discuss tips for successful media relations practice; and➤ Write effective news releases and features.
Who Should Attend	<ul style="list-style-type: none">➤ Public Service Officers➤ Uniformed personnel serving with the Public Service➤ Information/Communication/Press Officers
Fee & Duration	TBA – 3 Day course

Course	Entrepreneurship Development (PCBA)
Pre-requisite	Participants must be able to read and write fluently and carry-out basic calculations
Course Aim	This module will offer a step-by-step method of developing their own business plans to empower and equip them start viable businesses. The International Labour Organisation (ILO) model will be applied.
Benefits/Outcomes	<ul style="list-style-type: none">➤ Assess their strengths and weaknesses as entrepreneurs and identify how to strengthen their skills;➤ Select appropriate types of business and required start-up capital;➤ Make sales, cost and cash flow plans;➤ Write feasible business and marketing plans;➤ Discuss the legal responsibilities and advantages of insuring their businesses; and➤ Discuss the general requirements of lending institutions.
Who Should Attend	Public Service staff who have put in at least 8 years of service
Fee & Duration	TBA – 5 Day course

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"Knowledge is Empowering"

Course	Entrepreneurship Development (PCBA)
Pre-requisite	Participants must be able to read and write fluently and carry-out basic calculations
Course Aim	This module will offer a step-by-step method of developing their own business plans to empower and equip them start viable businesses. The International Labour Organisation (ILO) model will be applied.
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Assess their strengths and weaknesses as entrepreneurs and identify how to strengthen their skills;➤ Select appropriate types of business and required start-up capital;➤ Make sales, cost and cash flow plans;➤ Write feasible business and marketing plans;➤ Discuss the legal responsibilities and advantages of insuring their businesses; and➤ Discuss the general requirements of lending institutions.
Who Should Attend	<ul style="list-style-type: none">➤ Public Service staff➤ Staff with Enterprise interests/Interested in setting up micro businesses
Fee & Duration	TBA – 5 Day course

Course	Effective Public Service Careers: Civil Service Rules and Financial Regulations(PCBA)
Pre-requisite	NA
Course Aim	This course aims to equip officers of the Public Service with the tools for effective and efficient service career through the knowledge of Civil Service Rules and Financial Regulations
Benefits/Outcomes	<ul style="list-style-type: none">➤ discuss the essentials of Public Administration;➤ apply the knowledge of Civil Service Rules in the discharge of their duties;➤ apply the Financial Regulations in all financial matters;➤ keep Government financial records effectively; and➤ Prepare Public Sector Accounts under various subheads.
Who Should Attend	Public Service staff
Fee & Duration	TBA – 3 Day course

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Course	Performance Orientation (PCBA)
Pre-requisite	NA
Course Aim	This course is designed to raise awareness and understanding of how to improve own performance to achieve results . The course will share concepts and use practical activities to enable participants to gain insight to their own motivation, use personal power and influence to achieve innovative solutions and results to work related problems. The approach and techniques used in the course are designed to demonstrate and enhance personal empowerment for participants.
Benefits/Outcomes	<ul style="list-style-type: none">➤ Describe the changing requirements of Public Sector managers with the Public Service;➤ Describe the processes of change and how to manage people and teams to secure results-oriented outcomes;➤ Use information gained from personal review processes to improve performance.
Who Should Attend	Public Service staff & Managers
Fee & Duration	TBA – 3 Day course

Course	Report and Proposal Writing (PCBA)
Pre-requisite	NA
Course Aim	This course will provide participants with appropriate writing skills and knowledge to prepare high quality reports and proposals
Benefits/Outcomes	<ul style="list-style-type: none">➤ demonstrate an understanding of correct grammar and appropriate style in official communication;➤ explain the process involved in logical and clear presentation of materials; describe types and format of reports and proposals;➤ prepare proposals and reports that align with best-practice principles acquired on the course
Who Should Attend	➤ Public Service staff & Managers; Administrative, Secretarial Officers and other professionals with responsibilities for writing reports and proposals
Fee & Duration	TBA – 3 Day course

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Course	Rudiments of Public Administration (PCBA)
Pre-requisite	NA
Course Aim	This course aims to provide participants with requisite knowledge on the roles of administrative procedures, concepts/theories and policies on public governance
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Discuss the meaning and functions of Public Administration;➤ Delineate the nature, scope and characteristics of Public Administration;➤ Appreciate the essence of efficient and effective personnel administration;➤ Explain the reasons for and operation of public enterprises;➤ Operate within the ambit of laws governing Public Administration; and➤ Apply positive work ethics.
Who Should Attend	<ul style="list-style-type: none">➤ Public Service staff➤ Administrative, Secretarial Officers and other professionals in the sector
Fee & Duration	TBA – 4 Day course

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PUBLIC SECTOR GOVERNANCE (PSG)

Course	Essential Administrative Skills (EAS)
Pre-requisite	NA
Course Aim	This course aims to provide participants with essential administrative skills including the ethics of letter writing, minutes, report writing, speech writing and usage as instruments of operations in the Public Service.
Benefits/Outcomes	The successful participants will be able to: <ul style="list-style-type: none">➤ Explain the structure of government business➤ Process official correspondence properly;➤ Apply the Civil Service Rules and Regulations to work daily;➤ Use official abbreviations properly; and➤ Relate well with customers.
Who Should Attend	➤ Entry & Intermediate Level Officers
Fee & Duration	TBA – 3 Day course

Course	Managing Meetings and Minutes Writing (MMMW)
Pre-requisite	Moderate Literacy Skills
Course Aim	This course aims to provide participants with relevant knowledge, skills and techniques for organising meetings that set and meet clear objectives and recorded in high quality minutes.
Benefits/Outcomes	<ul style="list-style-type: none">➤ Discuss the characteristics of effective and ineffective meetings;➤ Explain the most common types of meetings in the Public Service;➤ Describe administrative procedures and protocols regarding meetings in the Public Service;➤ Describe tasks that should be completed before, during and after meetings;➤ Explain the purpose and format of minutes; and Write minutes effectively.
Who Should Attend	<ul style="list-style-type: none">➤ Entry & Intermediate Level Officers➤ Administrative /clerical Officers➤ Personal Secretaries
Fee & Duration	TBA – 3 Day course

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Course	Public Service Induction (PSI)
Pre-requisite	NA
Course Aim	This Induction Course is intended to provide a general orientation to Lagos State Government for all Public Servants as well as to socialise them to their roles and functions as well as provide training in a number of basic core skills required by all officers of the Public Service to carry out their roles effectively.
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Demonstrate an understanding of the vision, strategies, policy initiative and major reform strategies of the Lagos State Government; ➤ Describe the history, structures and key functions of the Lagos State Government; ➤ Explain the constitutional role and mandate of the three arms of The State (Executive, Legislature and Judiciary) and the three levels of Government (Federal, State, Local) in Nigeria; ➤ Discuss rules and regulations guiding their conduct in the Public Service; ➤ Apply sound public finance techniques in the management of Government resources; and ➤ Acquire and develop required skills needed to carry on in their chosen career paths.
Who Should Attend	➤ All Public Servants (specific to levels/LG Scale)
Fee & Duration	TBA – 5 Day Programme

Course	Understanding Public Private Partnerships (UPPP)
Course Aim	Focus on the benefits of partnerships between Public and Private Sector stakeholders in the provision of public services and the maintenance of social infrastructure.
Benefits/Outcomes	<ul style="list-style-type: none"> ➤ Explain the benefits of partnerships; Communicate with stakeholders in the Public-Private partnership arrangements; ➤ Outline the roles of the political class in Public-Private partnership arrangements; ➤ Enumerate the roles the Private Sector players in Public-Private partnerships, and ➤ Discuss the impact of Public-Private partnerships on the economy.
Who Should Attend	➤ Public Servants Public Sector Managers (specific to levels/LG Scale)
Fee & Duration	TBA – 3 Day Programme

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Other Courses Offered Include:

Business & Personal Development Training	Customer Services	Leadership
Successful Business Writing	Customer Service Excellence	Selection Interviewing
Presentation Skills	Practical Skills for the Helpdesk Analyst	Coaching and Motivation
Project Management	The Essential Receptionist	Supervise with Success & Leading the individual ; Leading the Team
Minute Taking and Agenda Writing	Employee Awareness	Leadership Programme
Time Management	Stress Management at Work	Business Planning
Effective Communication	Essential Employment Law	Finance for Non-financial Managers
Assertiveness	Diversity Awareness / Equal Opportunities	Change Management
ITIL Service Management	Sales & Account Management	Influencing Others
Fire Marshall Training	Telephone and appointment making	Team Building & Making Meetings Work
	Successful Negotiation Skills	Performance Management
	Key account Development	
	Finance for Sales Professionals	

3. Terms & Condition

Booking & Confirmation:

To book a training programme, an email can be sent to us via the link on our website or an electronic form can be completed on line and this is submitted electronically. Once the request is received we will acknowledge the request and further instructions will be sent with a payment invoice. In some cases, **Babsinc** is able to model the training programme to suit the requirements of the organisation and delegates as required. It is our aim to meet the needs of the delegates. The service we offer is *"what you need rather than what we offer"*.

Fees & Payment

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Confirmation of the training programme is issued once full payment has been received, usually; cleared funds should be received four weeks before the start of each programme. This will allow *US* to make all arrangements including hospitality arrangements and facilitate visa support documentations as necessary, in-line with the immigration laws of the respective Countries. The course fee is inclusive of all training materials, lunch and refreshments for each course day. All our training modules/courses are fully certified and certificates are awarded to delegates at completion of the course.

Payment by bank transfer: Fund transfer in GB pounds to:

A/c No: 45969588; Bank Sort Code: 09 01 27; Your Payment Reference No: Company Name, Invoice Number and course code are required.

Receiving Bank: Santander

Cancellations: Instances that require cancellations must be done in writing to the "Programme coordinator". Note that cancellations received in writing within four weeks of the start of the programme will be carried forward to an alternative course, but must be taken up within three months. Cancellations less than four weeks of the programme start date will not be refundable. Cancellation refunds are flexible, but depend on a number of variables. Please contact us for further details and 'refund arrangements'.

Hospitality & Customer Care

Babsinc provides delegates and their guests (where applicable) a range of support services/facilities such as accommodation and hotel options, transport, sight seeing and tourism. These are special packages at extra costs. Ask us how we can assist you with these. Note that early requests are essential so that delegates receive the best service and value for money. We pride our service on style and class. Your experience with us underlines the ethos of our business.



"We treat our delegates to a banquet evening at the end of some training courses in exquisite locations in the city of London where awards and certificates are presented"

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Visa requirement support (foreign delegates)

Delegates who require visas must obtain relevant instructions from the relevant British Consular in their countries. However, *Babsinc (UK) Ltd* will provide visa support letters with receipt of full and cleared payments for the respective courses. It is therefore essential that qualifying conditions are fully met before candidates embark on attending our programmes. *Babsinc* will not be responsible in any way or form for any visa refusals by the British High Commission. We will however assist delegates as much as we are legally permitted. We recommend that prospective delegates contact the British Embassies for details.

We also offer a unique skills audit for candidates, this is a holistic evaluation and projected learning and development plan for individuals. This exercise helps delegates and organisation to identify training needs that drives profit up and meets strategic relevance of their vision as an enterprise. We apply advances evaluation techniques which also evaluates the personal and interpersonal skills gap. This process offers individual with excellent tools to progress there career path through excellence of learning.

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4. Training Facilities



Theobalds Park, Cheshunt, Hertfordshire



Our training venue has an impressive country feel in the plush county side of Hertfordshire, England.

...the well kitted bar at the Theobald park training facility

...What our delegates say

"...we have really enjoyed the two week long MBA master course, and the style and knowledge base of the trainer was excellent. The practical aspects have been very valuable and relate theoretical modules to reality at the work place. I really look forward too coming back to similar courses..." *Gambian Conglomerate, Aug 2010*

"Before attending this course, I was not sure if there would be trainers from ethnic backgrounds, but the mix of personnel and people arranging the programme really did impress me. I did not envisage such hospitality received right from the air port.."

Alhaji Musa....Ministry of Communications, Abuja, 2007

" I have been to many training courses here in England and the USA, but I must say that the personal support for my staff in the visa preparations is a unique service we enjoyed. Many of my staff and colleagues repeatedly praised the organisers for the professional support offered through out the processing ...the value and content of the programmes offers value over and above our expectations and match many programmes attended anywhere else...we would love to have you guys come to Abuja to support us with our training programmes..."

Dr Piscal....FCT, Abuja, 2011

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You are therefore requested to complete this form and return to the above email address.

Personal Details

Title: Miss Mr Mrs Ms Dr Other (Please specify).....

Surname

First name

Home Address

Tel. no.

Mobile

Email

Fax no.

Place of Birth

Nationality

Passport No

Expiry Date

Sex: Female Male

Academic Qualification(s)

Professional Qualification(s).....

Are you a member of any professional body? (Y or N)
Specify (with membership no.).....

Employment/Company Details

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Job Title	
Company	
Work Address	
Tel. no.	
Email	
Fax no.	

What best describes your current role?

- Chief Executive Director Senior Manager Middle Manager
 Team Leader Front line staff Consultant/Partner
 Others (please specify).....

Have you ever visited the UK? Yes/NO..... If so, please state dates.....

At which British Embassy did you obtain your Visa?
.....

Details of pending Visits to the UK:

Date:

Purpose of Visit:

Length of stay: From..... To.....

Signature:

Date: