CDC CONSULT LIMITED

"Your Preferred Business and Organizational Development Partner"

TRAINING CATALOGUE

SUBMITTED BY:
CDC CONSULT LIMITED
(MEMBER OF THE CDC GROUP)

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TRAINING CATALOGUE

1.0: AKWAABA!

The CDC Learning Centre exists to bridge the gap between knowledge and practice in the business environment through the provision of practical and informative training and capacity building for businesses in Ghana and the West African sub-region.

Our values of continuous improvement and personal development drive our belief that all professionals must continuously and intentionally improve their professional competencies to excel in their fields of work.

To this end, we deliver courses that aim to increase productivity of employees or staff in institutions; equip leaders with the needed skills for strategic management and build the capacity of staff and management.

The CDC Learning Centre runs open-house, in-house and online courses to suit the specific needs of our clients. We take into recognition that our participants are adults, and therefore we design our courses with adult learning techniques.

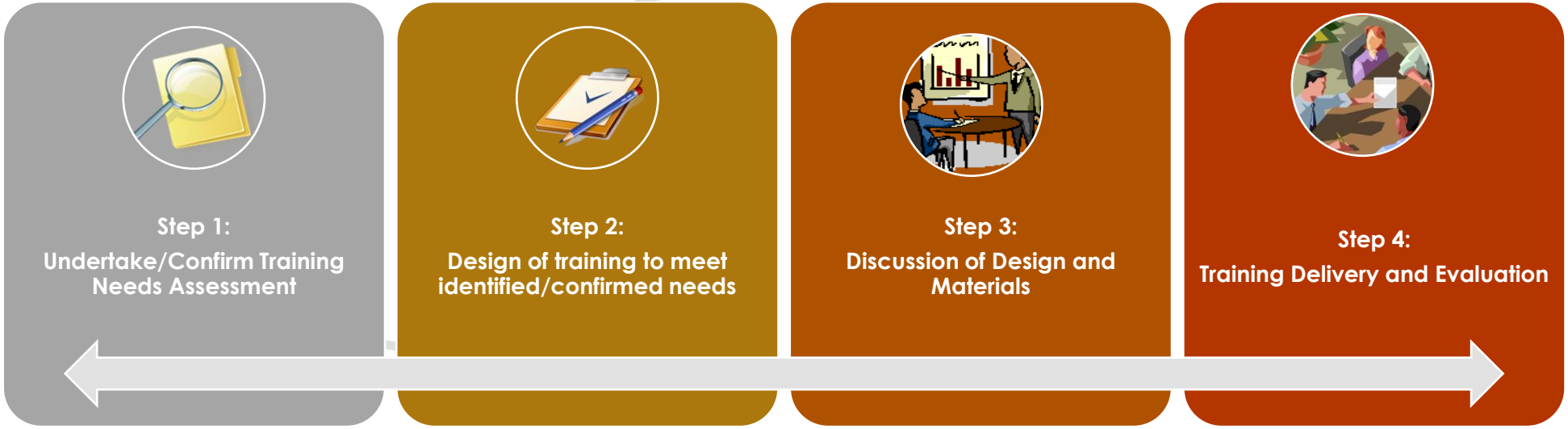
The CDC Learning Centre provides training materials, workbooks and makes use of digitalised training assessments and evaluations. Our trainers are well vested in knowledge and cut across various sectors and are impacting lives, one training at a time.

1.1 OUR GUIDING PRINCIPLES

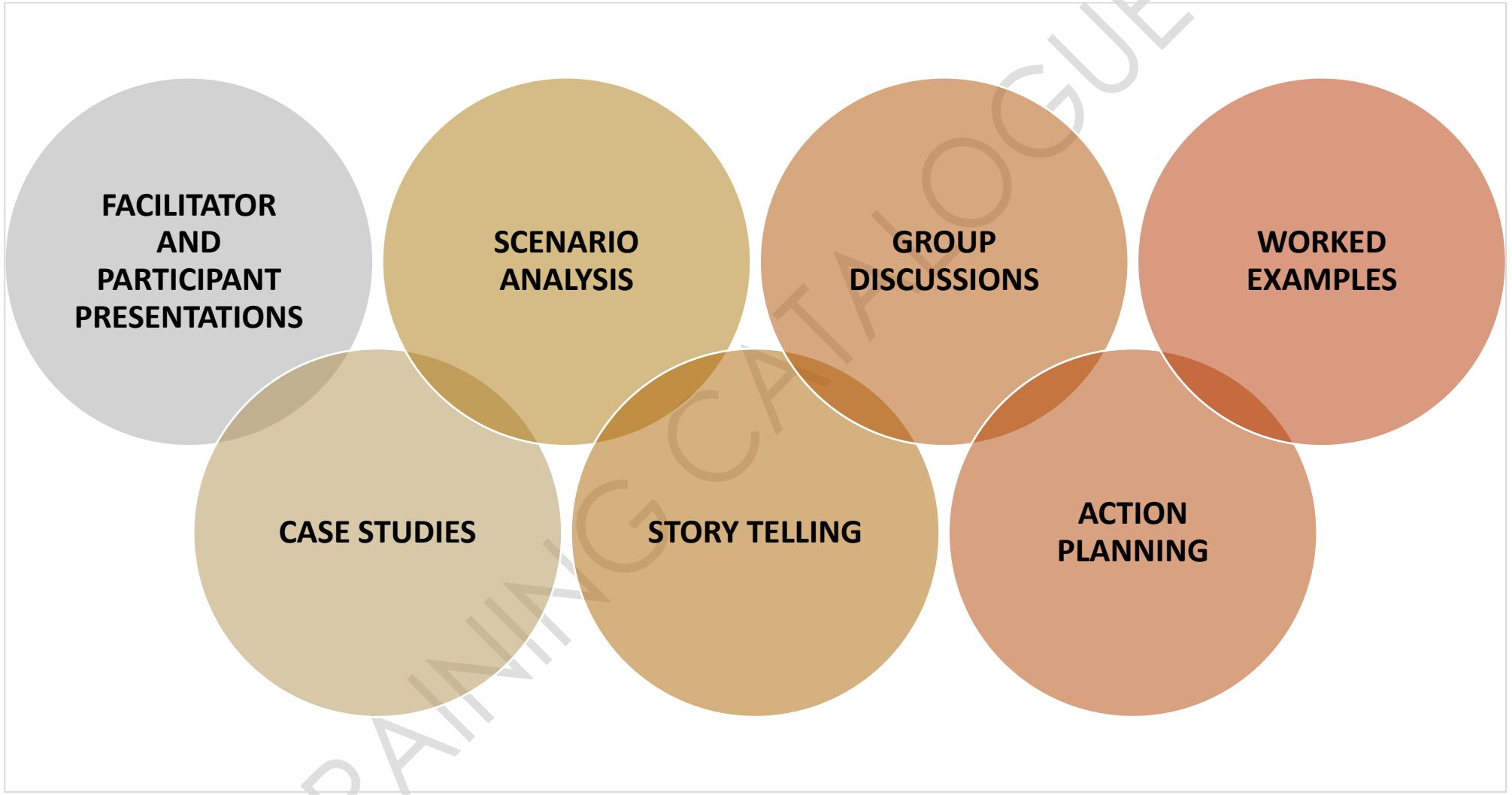
At the CDC Learning Centre, all training programmes are developed with a set of principles. Core among these principles is the following:

Attention to Adult Learning Principles	Adoption of Participatory Approach	Attention to Existing Practices	Development of User Friendly Hand-outs
• We recognize that as adults, our participants have unique ways of learning. To ensure that the training is effective and yields the desired results, we incorporate adult learning principles in all our training programmes.	• This approach involves the use of case studies; role play and general discussions as basic methodologies for training. This approach also places emphasis on participants' experiences obtained from working in their respective institutions. ***(see learning methods to be adopted below).***	• Deriving from our experience, each institution has some form of existing practices relating to the topic being treated. As part of our approach we review these practices as basis for providing good practices that work.	• The development and use of simple and user friendly participants' hand-outs have helped in training assignments. During training, we design and develop a combination of participants' hand-outs, templates (where necessary) and presentation slides that serve as easy reference material for use by participants after each training sessions.

Our approach on each training assignment comprises four (4) key activities aimed at achieving the goal of the training intervention. The steps are presented:



***Learning Methods to adopted*:** Given that adults have various learning styles, we adopt a mix of training and learning methods aimed at achieving training objectives. The specifics are presented.



TRAINING CATALOGUE

2.0: SESCTOR-BASED TRAINING COURSES

2.1 FINANCIAL SECTOR COURSES

Course Code	Training Topics	Duration	Target Participants
FSC1	1. Building a Healthy Loan Book	4 Days	• CEOs • Board Sub-Committee on Credit • Credit Management Committee Members • Credit Managers • Branch Managers • Credit Supervisors & Officers
FSC2	2. Water, Sanitation & Hygiene (WASH) Lending & Risk Management	3 Days	• CEOs • Board Sub Committee on Credit • Credit Management Committee Members • Business Development Managers • Marketing Managers • Operations Managers • Branch Managers • Credit Officers and Analyst
FSC3	3. SME Lending and Risk Management	3 Days	• CEOs • Board Sub- Committee on Credit • Credit Management Committee Members • Business Development Managers • Marketing Managers • Operations Managers • Branch Managers • Credit Officers and Analyst
FSC4	4. Agribusiness Lending	3 Days	• CEOs • Board Sub- Committee on Credit • Credit Management Committee Members • Business Development Managers • Marketing Managers • Operations Managers • Branch Managers • Credit Officers and Analyst
FSC5	5. Group Formation and Group Lending Methodologies	4 Days	• CEOs

Course Code	Training Topics	Duration	Target Participants
			• Board Sub- Committee on Credit • Credit Management Committee Members • Business Development Managers • Marketing Managers • Operations Managers • Branch Managers • Credit Officers
FSC6	6. Asset Liability Management	3 Days	• CEOs • Head of Treasury • Head of Risk & Compliance • Head of Accounts & Finance
FSC7	7. Financial Stress Testing	2 Days	• CEOs • CFOs • Board Sub-Committee on Finance and Risk • Senior Managers and Heads of Departments • Accountants & Accounts Officers • Financial Analyst • Internal Auditors • Risk and Compliance Officers
FSC8	8. Mainstreaming Risk Management Practices	4 Days	• CEOs • Board Members • Board Sub-Committee Members on Risk • Risk Management Committee Members • Risk Officers • Compliance Officers • Internal Auditors
FSC9	9. Risk-Based Internal Audit	3 Days	• CEOs • Board Sub-Committee on Risk &Audit • Head of Internal Audit & Risk Management Committee Members • Accounts & Finance Officers • Internal Auditors • Other Senior Managers
FSC10	10. Legal and Regulatory Compliance Management	2 Days	• Board Members • CEOs

Course Code	Training Topics	Duration	Target Participants
			• Compliance Officers • Legal Officer • Audit Staff • Risk Officer • AML Officers • Accountants • Accounts & Finance Officers
FSC11	11. Strategies for Deposit Mobilization	2 Days	• CEOs • Operations Managers • Marketing and Sales Officers • Business Development Officers • Operations Officers • Deposit Mobilization Officers
FSC12	12. Fraud Detection and Prevention	3 Days	• CEOs • CFOs • Operations • Risk Officers and Analysts • Accountants • Internal Audit Staff • Management • Audit Sub-Committee Members • Branch Managers • Compliance Officers • Heads of Department
FSC13	13. Budgeting and Budgetary Control	3 Days	• CEOs • Heads of Departments • Branch Managers • Accountants • Accounts & Finance Officers
FSC14	14. Business Operations & Performance Strengthening	3 Days	• CEOs • Heads of Departments • Accountants • Supervisors and Operational Staff
FSC15	15. Business Growth and Expansion Management	3 Days	• CEOs • Board of Directors

Course Code	Training Topics	Duration	Target Participants
			• Senior Management • Executive Committee Members
FSC16	16. Financial Product Development	3 Days	• CEOs • Credit Managers • Operations Managers • Marketing and Sales Managers • Professionals in Banking and Microfinance
FSC17	17. Credit Risk Assessment and Management	3 Days	• Head of Risk • Credit Risk Managers • Relationship Managers and Officers • Branch Managers • Operations Managers • Risk Analysts • Portfolio Managers • Professionals in Banking and Microfinance
FSC18	18. Financial Analysis and Reporting	3 Days	• Finance and Accounts Managers and Officers • Commercial and Investment Bankers • Relationship Managers and Officers • Department/Unit Heads • Professionals in Banking and Microfinance
FSC19	19. Introduction to Insurance	2 Days	• New Insurance Executives • Existing Insurance Service Personnel
FSC20	20. Risk Management and Underwriting	2 Days	• CEOs/MDs • New and Existing Underwriters • New and Existing Insurance Personnel • Department Heads and Supervisors • Insurance Brokers
FSC21	21. Claims Management	2 Days	• CEOs/MDs • New and Existing Insurance Personnel • Claims Analyst and Officers • Department Heads and Supervisors • Insurance Brokers • Sales and Marketing Personnel/Insurance Agents

Course Code	Training Topics	Duration	Target Participants
FSC22	22. Insurance Sales and Marketing	2 Days	• Sales and Marketing Personnel/Insurance Agents • Department Heads and Supervisors • Insurance Brokers • Customer Service/Customer Facing Personnel
FSC23	23. Insurance Product Development	3 Days	• CEOs/MDs • Department Heads and Supervisors • Sales and Marketing Personnel/Insurance Agents • Insurance Brokers • Customer Service/Customer Facing Personnel • Other Key Operational Staff
FSC24	24. Insurance Fraud Detection and Prevention	2 Days	• CEOs/MDs • Internal Auditors • Risk Officers and Analyst • Department Heads and Supervisors
FSC25	25. Insurance Technology and Digital Transformation	2 Days	• CEOs/MDs • Board Sub-Committee on Information Technology • Head of Information Systems and Technology • Digital Managers • Sales and Marketing Managers
FSC26	26. Insurance Risk Management	2 Days	• CEOs/MDs • Department Heads and Supervisors • Risk and Compliance Officers • Insurance Brokers
FSC27	27. Digital Marketing of Financial Services and Products	2 Days	• CEOs • Executive Management • Marketing & Sales Staff • Business Development Staff • Heads of Branch Operations

Course Code	Training Topics	Duration	Target Participants
FSC28	28. Educating and On-Boarding of Clients to Digital Platforms	2 Days	• Operations Managers • Information Technology and Systems Manager • Branch Managers • Business Development staff • Marketing &Sales Manager and Staff • Credit Manager and staff • Field Officers/ Mobile Bankers • Front Desk Officers
FSC29	29. Digital Literacy for Management and Staff	2 Days	• Branch Managers • Heads of Departments and Units • Team Leads and Supervisors • Customer-Facing Staff • Operations Staff
FSC30	30. Customer Satisfaction and Loyalty	2 Days	• Heads of Customer Service • Customer Service Supervisors • Operations staff • Field staff • Customer-Facing staff
FSC31	31. Sales and Marketing for Financial Service Providers	3 Days	• Head of Sales and Marketing • Operations staff • Field staff • Customer-Facing staff • Field Sales Teams
FSC32	32. Financial Modelling for Effective Analysis	3 Days	• MDs/CEOs • Heads of Departments/Units • Team Leads • Finance and Accounts Staff
FSC33	33. Balance Scorecard for Performance Management	3 Days	• MDs/CEOs • Heads of Operations • HR Heads and Officers • Heads of Departments/Units • Team Leads
FSC34	34. Corporate Governance Strengthening	3 Days	• Board Members • MDs/CEOs

Course Code	Training Topics	Duration	Target Participants
			• Supervisors • Heads of Departments/Units • Team Leads
FSC35	35. Leadership and Strategic Management	2 Days	• Board Members • MDs/CEOs • Supervisors • Heads of Departments/Units • Team Leads
FSC36	36. Managerial Skills for the Upcoming Manager	3 Days	• Supervisors • Heads of Departments/Units • Team Leads
FSC37	37. Developing a Strategic Management Mindset and Attitude	2 Days	• Board Members • MDs/CEOs • Supervisors • Heads of Departments/Units • Team Leads
FSC38	38. Effective Supervision and Management	2 Days	• Supervisors • Heads of Departments/Units • Team leads
FSC39	39. Strategic Planning and Management	2 Days	• Board Members • MDs/CEOs • Supervisors • Heads of Departments/Units, Team leads
FSC40	40. Leading Change in the Workplace	2 Days	• Board Members • MDs/CEOs • Supervisors • Heads of Departments/Units • Team Leads
FSC41	41. Understanding Cultural Differences at the Workplace	2 Days	• MDs/CEOs • Supervisors • Heads of Departments/Units • Team Leads
FSC42	42. Insurance Ethics and Professionalism	2 Days	• New and Existing Insurance Professionals/Providers

Course Code	Training Topics	Duration	Target Participants
FSC43	43. Insurance Regulation and Compliance	2 Days	• New and Existing Insurance Professionals/Providers
FSC44	44. Compliance and Regulatory Framework for Deposit-Taking Financial Institutions	2 Days	• CEOs/MDs • Managers • Department/Unit Heads/Supervisors • Operational Staff
FSC45	45. ESG & Sustainable Finance for Financial Service Providers	3 Days	• CEO • Head of Departments • Board Sub Committee on Finance
FSC46	46. Revenue Management and Pricing Optimization	2 Days	• MDs/CEOs • HR Heads and Officers • Administrators • Supervisors • Heads of Departments/Units • Team Leads • Operational Staff

2.2 HOSPITALITY/TOURISM SECTOR COURSES

Course Code	Training Topics	Duration	Target Participants
HTC1	1. Using Digital Tools to Improve Customer Satisfaction in Hotels, Resorts and Apartments	2 Days	• Hotel Administrators • Customer-Facing Staff • New Entrants into the Hospitality Sector
HTC2	2. Improving the Use of Reservation Systems in Hotels, Resorts and Apartments	2 Days	• Hotel Administrators • Customer-Facing Staff • New Entrants into the Hospitality Sector
HTC3	3. Safety in Cleaning and Sanitation of Hotels, Resorts and Apartment Rooms	2 Days	• Hotel Administrators • Supervisors • Cleaning Staff • New Entrants into the Hospitality Sector

Course Code	Training Topics	Duration	Target Participants
HTC4	4. Laundry Operations Management in Hotels, Resorts and Apartments	2 Days	• Hotel Administrators • Laundry Entrepreneurs • Laundry Supervisors • Cleaning Staff • New Entrants into the Hospitality Sector
HTC5	5. Food Safety and Kitchen Sanitation for Hotels, Resorts and Apartments	2 Days	• Hotel and Restaurant Administrators • Food and Beverage Managers • Food and Beverage Supervisors • Kitchen/Restaurant Staff • New Entrants into the Hospitality Sector
HTC6	6. Occupational Health and Safety for Hospitality Business	2 Days	• Health and Safety Managers • Supervisors • New and Existing Hoteliers or Hotel workers
HTC7	7. Bar and Beverage Management for Hotels, Resorts and Apartments	2 Days	• Hotel, Pub, and Restaurant Administrators • Bar and Beverage Supervisors • Bar/Kitchen/Restaurant Staff • New Entrants into the Hospitality Sector
HTC8	8. Inventory Management for Hotels, Resorts and Apartments	2 Days	• Hotel Administrators • Accountants • Supervisors • New Entrants into the Hospitality Sector
HTC9	9. Event Planning and Management	2 Days	• Hotel Conference and Events Administrators • Supervisors • Budding Events Entrepreneurs • Bar/Kitchen/Restaurant Staff • New Entrants into the Hospitality Sector • Customer-Facing Staff
HTC10	10. Hotel Operations and Facilities Management	2 Days	• Hotel Managers • Operations Managers • Facility Managers • Operations Supervisors • New Entrants into the Hospitality Sector
HTC11	11. Revenue Management and Pricing Optimization	2 Days	• MDs/CEOs • HR Heads and Officers

Course Code	Training Topics	Duration	Target Participants
			• Administrators • Supervisors • Heads of Departments/Units • Team Leads • Operational Staff

2.3 HEALTH SECTOR COURSES

Course Code	Training Topics	Duration	Target Participants
HSC1	1. Revenue Management and Pricing Optimization	2 Days	• MDs/CEOs • HR Heads and Officers • Administrators • Supervisors • Heads of Departments/Units • Team Leads • Operational Staff
HSC2	2. Infection Control and Prevention for Healthcare Providers	2 Days	• Healthcare Quality Professionals • Healthcare Administrators • Nursing Administrators • Physicians and Doctors • Nurses and Midwives
HSC3	3. Medical Coding and Billing	3 Days	• Managers of Healthcare Facilities • Hospital Accounts and Cashiers • Case Managers • Credit Controllers • Auditors • Administrators • Billing and Pre-Authorisation Officers
HSC4	4. Hospital Quality Management	2 Days	• Hospital Administrator and Managers • Quality Control Managers and Officers • Directors and Managers • Operations Staff

Course Code	Training Topics	Duration	Target Participants
HSC5	5. Health Information Management	3 Days	• Health Information Management Professionals • Clinical Application Coordinators • Administrators
HSC6	6. Emergency Response and First Aid	2 Days	• Nurses • Physicians • Front Desk/Customer-Facing Personnel
HSC7	7. Telemedicine and Digital Health	2 Days	• Doctors and Physicians • Nurses • Administrators
HSC8	8. Healthcare Leadership and Management	2 Days	• Managers and Administrators • Supervisors and In-Charge Personnel • Unit and Department Heads
HSC9	9. Healthcare Compliance and Regulations for Private Hospitals	2 Days	• Managers and Administrators • Supervisors and In-Charge Personnel • Unit and Department Heads • Medical Staff
HSC10	10. Healthcare Ethics and Professionalism	2 Days	• Managers and Administrators • Supervisors and In-Charge Personnel • Unit and Department Heads • Medical Staff
HSC11	11. Patient Care and Communication for Healthcare Providers	2 Days	• Healthcare Administrators • Medical Staff • Non-Medical Staff

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2.4 EDUCATION SECTOR COURSES

Course Code	Training Topics	Duration	Target Participants
ESC1	1. Revenue Management and Pricing Optimization	2 Days	• Existing and New School Owners and Managers • Administrators • Supervisors • Heads of Departments/Units
ESC2	2. Effective Teaching Strategies for Private Schools	3 Days	• Principals • Administrators • New and Existing Teaching Staff • Educational Practitioners
ESC3	3. Classroom Management and Discipline for Private Schools	2 Days	• Principals • Administrators • New and Existing Teaching Staff • Educational Practitioners
ESC4	4. Educational Technology Integration for Schools	2 Days	• Principals • Administrators • New and Existing Teaching Staff
ESC5	5. Assessment and Evaluation in Education	2 Days	• Principals • Administrators • New and Existing Teaching Staff • Educational Practitioners • Examiners
ESC6	6. Differentiation for Diverse Learners	2 Days	• Principals • Administrators • New and Existing Teaching Staff • Educational Practitioners
ESC7	7. Parent and Community Engagement	2 Days	• Principals • Administrators • New and Existing Teaching Staff • Educational Practitioners
ESC8	8. Curriculum Development and Planning	3 Days	• Principals • Administrators • New and Existing Teaching Staff • Educational Practitioners

Course Code	Training Topics	Duration	Target Participants
ESC9	9. Inclusive Education Practices	2 Days	• Principals • Administrators • New and Existing Teaching Staff • Educational Practitioners
ESC10	10. Educational Leadership and Management	2 Days	• Principals/Head Teachers/School Heads • Administrators • Heads of Departments
ESC11	11. Educational Law and Policy	2 Days	• Principals/Head Teachers/School Heads • Administrators • Heads of Departments • Teaching and Non-Teaching Staff
ESC12	12. Finance for School Owners, Managers and Administrators	2 Days	• Existing and Potential School Owners and Managers • School Administrators

2.4 AGRIBUSINESS SECTOR COURSES

Course Code	Training Topics	Duration	Target Participants
ASC1	1. Revenue Management and Pricing Optimization	2 Days	• Farm Owners and Managers • Farm Management Advisors • Agric Extension Officers • Service and Input Providers/intermediaries
ASC2	2. Sustainable Farming Practices	3 Days	• Entrepreneurs in Agriculture • Managers and Operators of Farms • Financial Service Providers with Interest in Regenerating and Investing in Agriculture • Agric Extension Officers
ASC3	3. Agricultural Marketing and Sales	3 Days	• Agribusiness Owners and Managers • Marketing and Sales Personnel of Farms and Agribusinesses

Course Code	Training Topics	Duration	Target Participants
			• Agric Extension Officers
ASC4	4. Farm Financial Management	3 Days	• Entrepreneurs in Agriculture • Managers and Operators of Farms • Agric Extension Officers
ASC5	5. Agro-Processing and Value Addition	2 Days	• Agribusiness Owners and Managers • Agric Extension Officers
ASC6	6. Agricultural Supply Chain Management	2 Days	• Agribusiness Owners and Managers • Agric Extension Officers
ASC7	7. Agri-Entrepreneurship	2 Days	• Agribusiness Owners and Managers • Individuals Interested in Becoming Agri-Entrepreneurs • Agric Extension Officers
ASC8	8. Farm Risk Management and Mitigation	2 Days	• Farm Owners and Managers • Farm Management Advisors • Agric Extension Officers • Service and Input Providers/intermediaries
ASC9	9. Farming for Sustainable Development	2 Days	• Farm Owners and Managers • Farm Management Advisors • Agric Extension Officers • Service and Input Providers/intermediaries
ASC10	10. Agribusiness Policy Regulations	2 Days	• Agri-Entrepreneurs • Agric Extension Officers

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3.0: GENERAL TRAINING COURSES

3.1 HUMAN RESOURCE MANAGEMENT COURSES

Description	Course Code	Training Topics	Duration	Target Participants
The role of human resources in achieving business success cannot be overemphasized and this is even more critical for institutions. The quality of staff makes a significant difference in the performance of all institutions, and it is important that businesses understand and adopt strategies that will attract and retain competent staff for their institutions. Our Human Resource Management Courses are targeted at equipping institutions with strategies on how to attract and utilize the potential of their human resources. The courses offer tools on how to hire the right people, integrate them into the business and retain them using well known and acceptable strategies.	HRM1	1. Contract of Employment in HR Management	1 Day	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads
	HMR2	2. Managing Different Types of Employees: From Full Time to Contract Staff	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads
	HRM3	3. Recruiting and Retaining Persons with Disabilities: What Does the Law Say?	1 Day	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads
	HRM4	4. Identifying and Motivating Employees for Business Excellence	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads
	HRM5	5. Talent Management: Succession Planning; Career Planning and Performance Appraisal	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads
	HRM6	6. Essentials of Managing Employee Remuneration	2 Days	• MDs/CEOs • HR Heads and Officers

Description	Course Code	Training Topics	Duration	Target Participants
				• Supervisors • Heads of Departments/Units • Team Leads
	HRM7	7. Developing and Interpreting HR Policies and Procedures	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads
	HRM8	8. Dealing with Employee Disciplinary Issues: Procedures and Implications for Management	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads
	HRM9	9. Employee Termination: Do's and Don'ts	1 Day	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads
	HRM10	10. Demystifying the Myths on Redundancy	1 Day	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads
	HRM11	11. Collective Bargaining and Labour Relations for New HR Professionals	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads

Description	Course Code	Training Topics	Duration	Target Participants
	HRM12	12. Bullying and Harassing-Managing Complex Workplace Issues	1 Day	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads
	HRM13	13. Payroll Management for Hotels, Resorts and Apartments	2 Days	• Hotel/Resorts/Apartments Owners • HR Managers and Officers • Administrators • Finance Managers and Officers
	HRM14	14. Training the Trainer	3 Days	• New and Existing/Experienced Trainers • Team Leads • Supervisors
	HRM15	15. Talent Development - Determining the Capacity Building Needs of Your Workforce and Planning Training	1 Day	• HR Officers • Heads of Departments/Units • Team Leads and Supervisors
	HRM16	16. Administrative HR for Beginners	2 Days	• New Entrants Into HR • Existing HR Officers and Administrators
	HRM17	17. Recruiting, Hiring and Onboarding Employees	2 Days	• New Entrants Into HR • Existing HR Officers and Administrators
	HRM18	18. Diversity and Inclusion for HR Professionals	2 Days	• New Entrants Into HR • Existing HR Officers and Administrators
	HRM19	19. HR Planning for HR and Non-HR Professionals	3 Days	• Business Owners and Managers • Department and Unit Heads New Entrants Into HR

Description	Course Code	Training Topics	Duration	Target Participants
				• Existing HR Officers and Administrators

3.2 PRODUCTIVITY AND BUSINESS MANAGEMENT COURSES

Description	Course Code	Training Topics	Duration	Target Participants
Productivity and Business Management tools and techniques are essential attitudes, systems, applications, controls, and methodologies critical for institutions to be able to cope with the changing markets and operations by ensuring internal competitiveness and improving business performance. These courses are designed to equip staff of institutions with strategies to improve productivity on the job and to broaden their understanding of a variety of tools that enhance effectiveness in work execution.	PBM1	1. Attitudinal Development for Young Professionals – Developing the Right Attitude for Peak Performance	2 Days	• Operational staff • National Service Personnel • New Entrants into the Corporate World
	PBM2	2. Building, Managing and Mastering your Emotional Intelligence	2 Days	• HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads • Operational Staff • Clerical Staff
	PBM3	3. Stress Management	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads • Operational Staff • Clerical Staff
	PBM4	4. Conflict Management and Resolution in the Workplace	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads • Operational Staff • Clerical Staff
	PBM5	5. Team Building	2 Days	• MDs/CEOs • HR Heads and Officers

Description	Course Code	Training Topics	Duration	Target Participants
				• Supervisors • Heads of Departments/Units • Team Leads • Operational Staff • Clerical Staff
	PBM6	6. Report Writing Techniques	1 Day	• Supervisors • Heads of Departments/Units • Team Leads • Operational Staff • Clerical Staff
	PBM7	7. Communication Skills	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads • Operational Staff • Clerical staff
	PBM8	8. Presentation Skills	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads • Operational Staff • Clerical Staff
	PBM9	9. Negotiation Skills	1 Day	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads

Description	Course Code	Training Topics	Duration	Target Participants
				• Operational Staff
	PBM10	10. Networking Skills	1 Day	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads • Operational Staff
	PBM11	11. Executive Manners, Professional Etiquette and Protocol	2 Days	• Team Leads • Operational Staff • Clerical Staff
	PBM12	12. Using Microsoft PowerPoint as a Presentation Tool	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads • Operational Staff • Clerical Staff
	PBM13	13. Using Excel for Business Report and Analysis	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads • Operational Staff • Clerical Staff
	PBM14	14. Visio for Business Process Maps and Improvements	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors

Description	Course Code	Training Topics	Duration	Target Participants
				• Heads of Departments/Units • Team Leads
	PBM15	15. Understanding and Managing Office Politics	1 Day	• New Entrants into the Corporate Environment • National Service Personnel • Corporate Workers
	PBM16	16. The Beginners Guide to Project Management	2 Days	• New Project Managers • Team Leads
	PBM17	17. Data Driven Decision Making	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads
	PBM18	18. Building Business Resilience in a Volatile Environment	2 Days	• MDs/CEOs • HR Heads and Officers • Supervisors • Heads of Departments/Units • Team Leads

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3.0: FLAGSHIP PRODUCTS

CDC prides itself in its flagship products designed to provide solutions to clients. Our products, cutting across all organisational needs are presented:

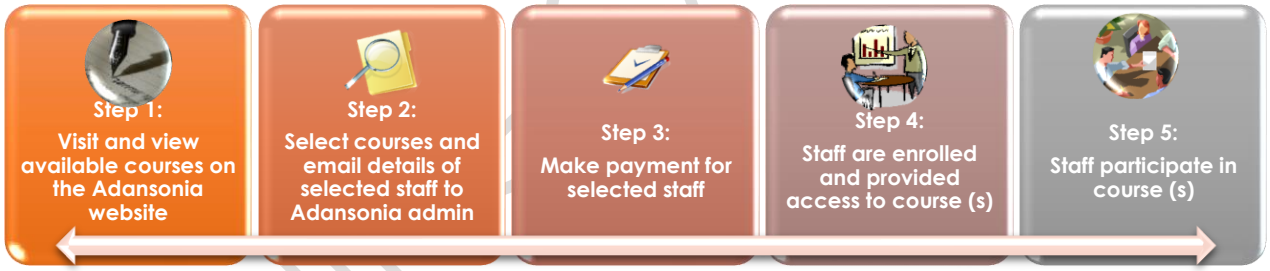
3.1 ADANSONIA – OUR E-LEARNING OFFERING

Adansonia is an E-Learning platform designed to provide professionals, a one stop shop for personal and professional development with a bouquet of courses classified under various sectors. These categories are further broken down or classified under Productivity, Managerial, Functional/Technical, Soft and Life Skills and General courses. Courses available on the platform are rich with information, videos, audios, PowerPoint presentations, activities and handouts and tests to aid in the learners' full grasp of the courses.

The product offers both self-paced and timed courses as well as pre-recorded and live courses. The product allows employers to browse, pay for and sign employees up for courses and allows professionals to browse, pay for and sign up for an unlimited number of courses. With our integrated payment systems, users can sign up and make payment for courses using payment options like MoMo, Debit Cards, and Express Pay/Slide Pay.

Adansonia adopts the use of Adult Learning Principles and the use of multiple methods to ensure that the various types of learning styles are met. The self-paced courses on Adansonia afford learners the flexibility of logging unto and participating in courses at any time in the day and completing courses at their own pace. Presented below is the detailed approach for Adansonia. Presented in **Figure 1** presents the detailed approach for Adansonia.

Figure 1: Detailed Approach for Adansonia



3.1.1 Adansonia's Packages

Adansonia's offering include the following packages:

- **Customized Course Hosting Management Services:** This service allows the company to develop and customize its exclusive training programmes and develop courses to be hosted and delivered through Adansonia for staff to sign on and participate or learn. These courses can be recorded by the company's selected facilitators. Additionally, CDC Consult, working with the company, can develop and record the company's preferred courses on the Adansonia eLearning platform.

- **General Subscription to Adansonia Courses:** Adansonia offers annual subscription to corporate institutions to choose from available courses on the eLearning platform. Courses available on the platform are categorized into five (5), namely technical/functional, managerial, productivity, social and life skills, and digital transformation courses. These courses are recorded by CDC Consult's consultants and are generally available to all businesses.

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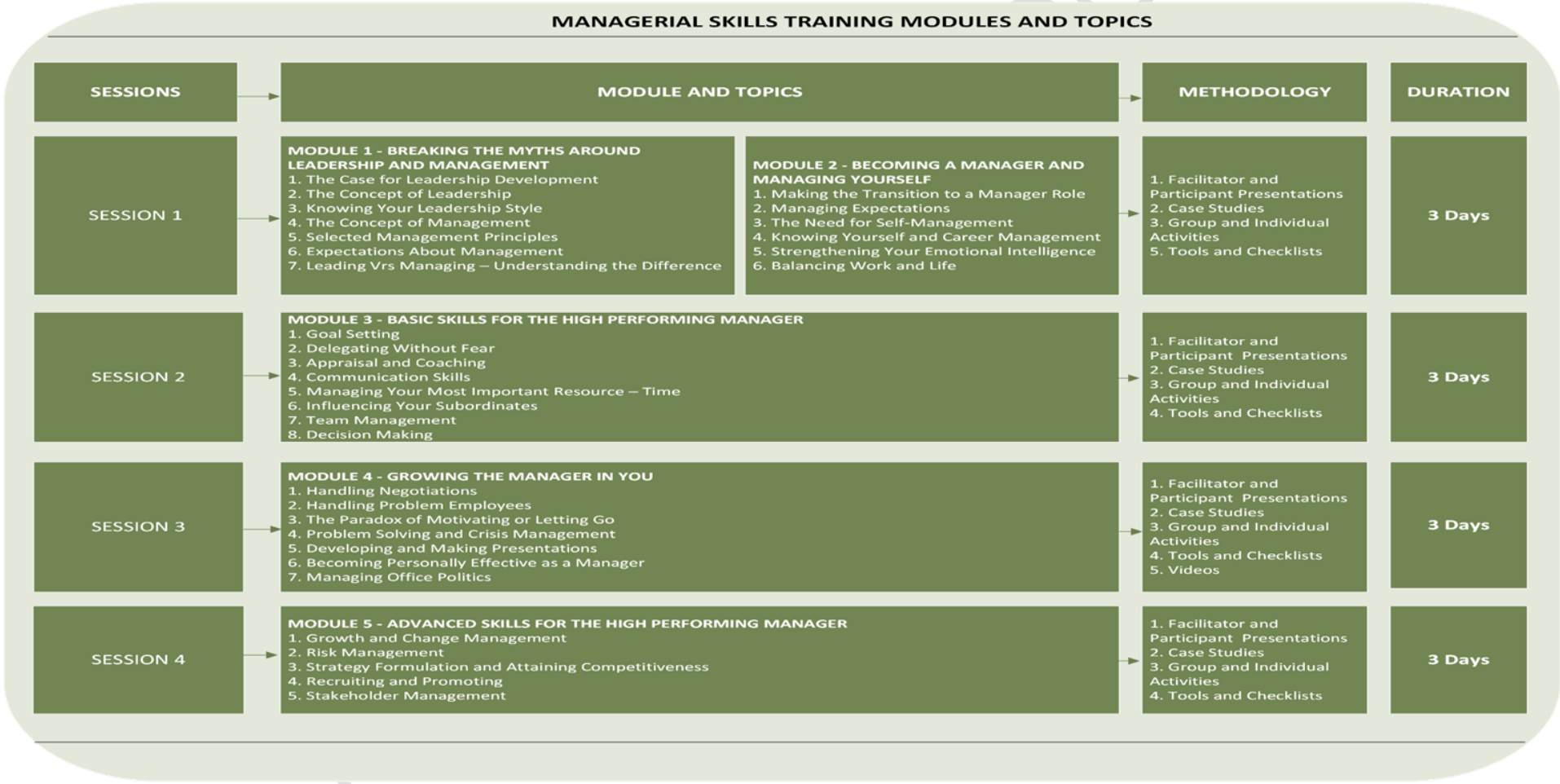
3.2 GROW YOUR MANAGER (GYM) PROGRAMME

The 'Grow Your Manager' (GYM) course is designed to help new managers transition into their roles as people and task managers within their organisations and support existing managers improve on their managerial mandates. The course translates relevant theoretical concepts and principles into managerial tools that are relevant for forward thinking leaders. **Figure 2** presents a description of the programme.

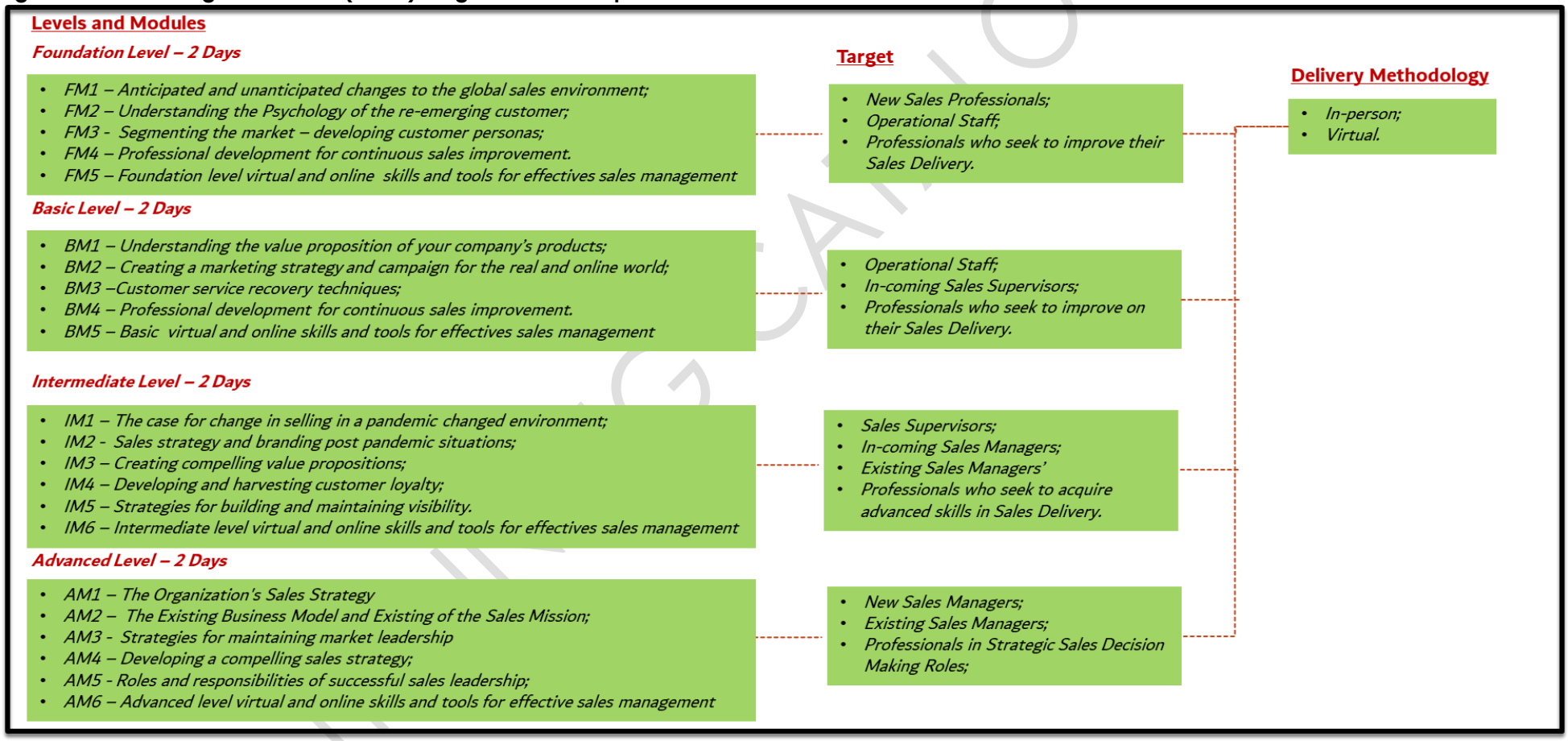
Figure 2: Grow Your Manager (GYM) Programme Description



3.3 THE WINNING SALES TEAM (TWIST) PROGRAMME

The 'Winning Sales Team' (TWIST) course is designed to equip organisations involved in selling with new and emerging tools and technologies that win in the business environment. The course highlights the trends in the global sales environment and adopt strategies used by 'sales giants' to not only remain competitive but become pacesetters. In this course, participants would be exposed to relevant tools, strategies, techniques, and quick wins needed to make the relevant impact within their organisations. **Figure 3** presents a description of the programme.

Figure 3: The Winning Sales Team (TWIST) Programme Description



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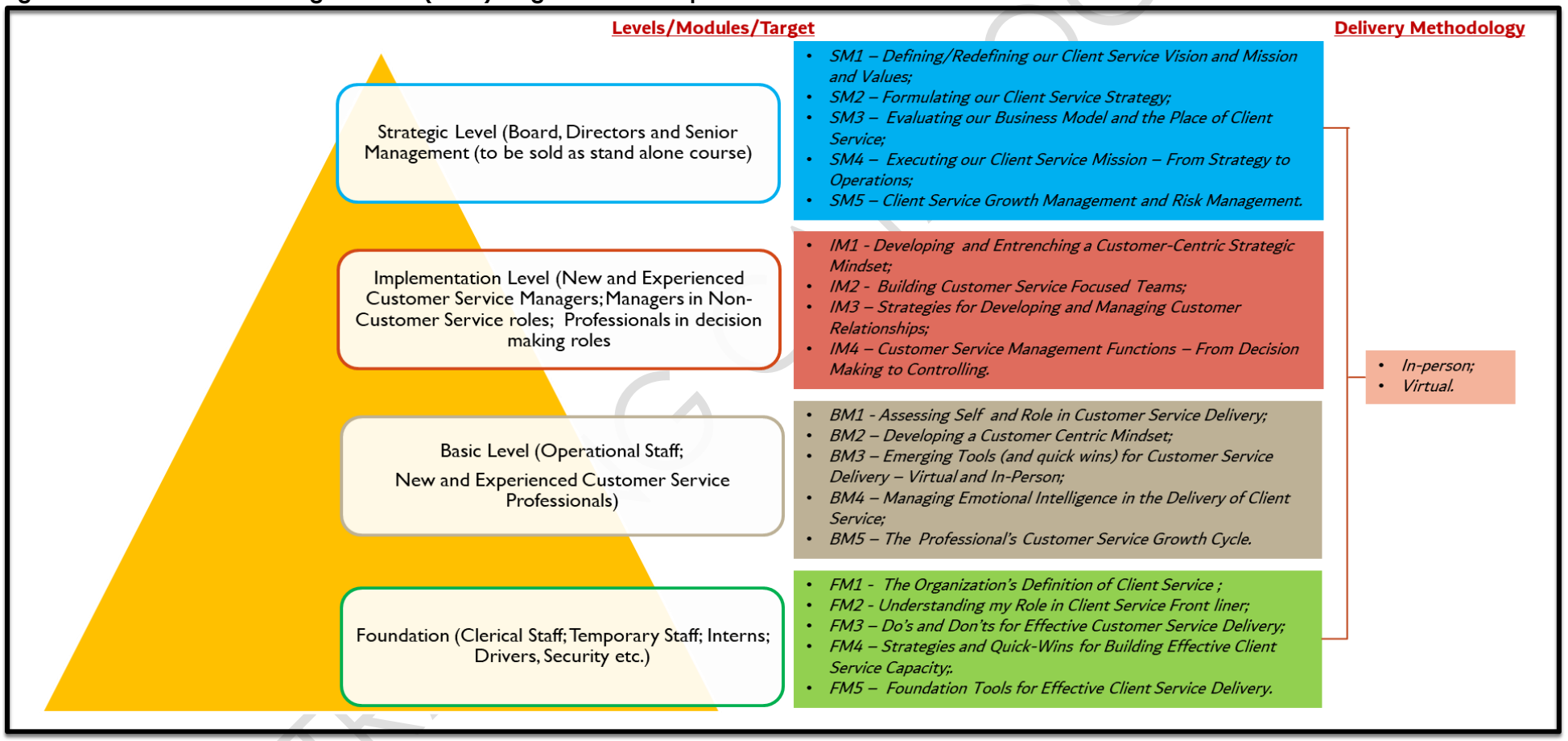
3.4 THE CLIENT CENTRIC ORGANISATION (CCO) PROGRAMME

'The 'Client Centric Organisation' (CCO) course is designed as an all-encompassing programme that allows organisations to discuss client service as an organisational strategy. The course focuses on how an organisation's leadership can entrench client service into the very DNA of the organisation such that no individual staff, temporary or permanent, is left behind in the execution of its client service mission. **Figure 4** presents a description of the programme.

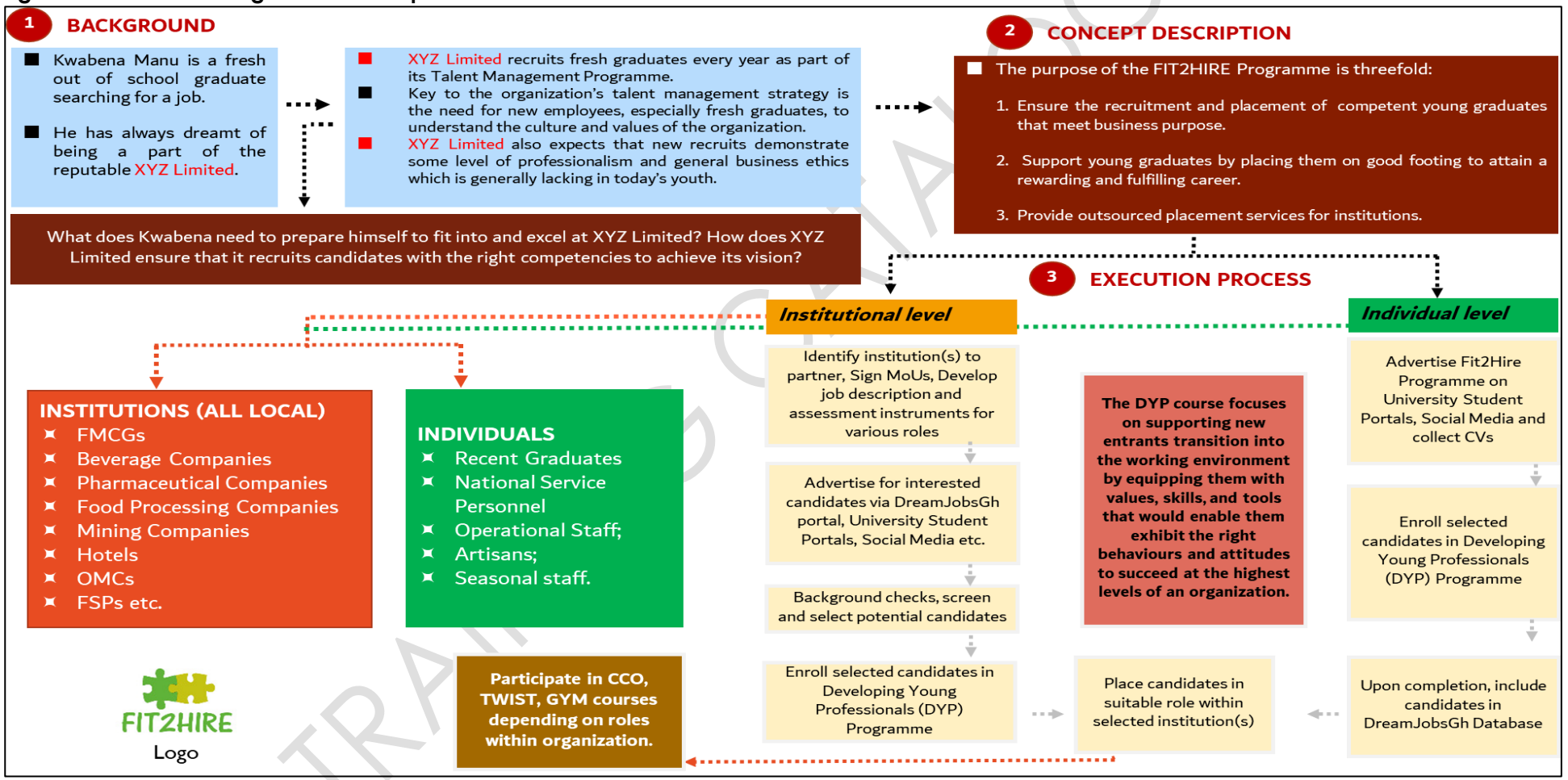
Figure 4: The Client Centric Organisation (CCO) Programme Description



3.5 THE FIT2HIRE PROGRAMME

The Fit2Hire Programme is a talent management programme that ensures the recruitment and placement of competent young graduates; supports young graduates through placement for rewarding and fulfilling career; and the provision of outsourced placement services for institutions. **Figure 5** presents a description of the programme.

Figure 5: The Fit2Hire Programme Description



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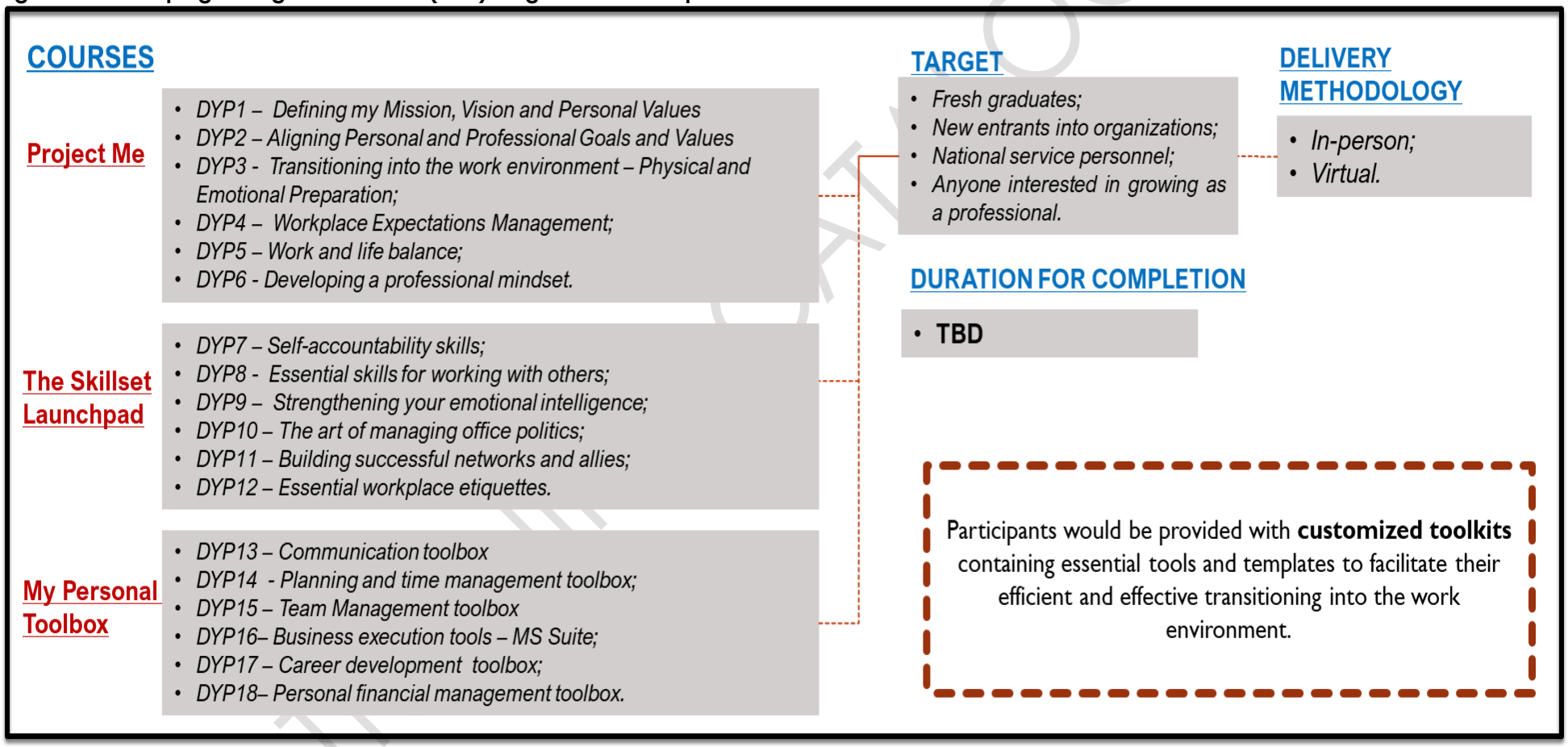
3.6 DEVELOPING YOUNG PROFESSIONALS (DYP) PROGRAMME

The 'Developing Young Professionals' (DYP) course is designed to provide brilliant and smart out-of-school graduates with the relevant skills-set to excel as professionals. The course focuses on supporting new entrants transition into the working environment by equipping them with values, skills, and tools that would enable them to exhibit the right behaviours and attitudes to succeed as professionals, preparing them to identify and take on opportunities at the highest levels of an organisation. **Figure 6** presents a description of the programme.

Figure 6: Developing Young Professionals (DYP) Programme Description



3.7 THE CREDIT MASTERCLASS PROGRAMME

The Credit Masterclass is an intensive training programme targeted at credit professionals in financial services institutions irrespective of their experience in credit. The programme provides a mind broadening approach to credit management and delivery, adopts a holistic, practical and tool-based approach to address real institutional and market challenges faced by credit professionals in their line of work. The programme is designed to ensure effective development of credit with credit risk best practices that secures the bottom-line of the business. **Table 1** presents a description of the programme.

Table 1: Credit Masterclass Programme Description

Modules	Course Overview	Course Duration
Core Competencies for the Credit Professional	The credit portfolio remains one of the largest assets of financial institutions. This requires a specific set of management capabilities to assure growth and high returns. Unfortunately, there is a challenge of inadequate appreciation of the core competencies (knowledge skills and attitude) expected of credit professionals. This course is designed to expose participants to the core competencies of a credit professional required to effectively ensure growth and manage the loan portfolio of a financial institution, while creating value.	4 hours
The Regulatory Framework and Credit Risk Management	Financial intermediation by its very nature is a risky business faced with a range of interacting risks in a regulatory environment. The regulatory and supervisory environment has also seen increased and strict compliance requirements over the past few years creating the need for credit professional to stay abreast with happenings in their sector. The course is designed to support credit professionals to be aware of their existing regulatory framework and to be able to manage inherent risk as a result of loan portfolio growth and other credit uncertainties.	8 hours
Diagnosing the Credit Health of your Institutions' Loan Portfolio	Credit remains a major source of income for financial institutions as the loan portfolio remains that heart of financial institution. A healthy loan portfolio is a key driver of profitability and sustainability of every lending institution. The course is designed to empower the use of standard tools and techniques to identify gaps in their respective institutional credit management practices and select from a range of prescriptions approaches that can be modified to address challenges in the loan portfolio.	8 hours
Credit Product Development and Refinement	Developing new products is a risky endeavor, but it is certainly necessary for the growth and survival of financial service providers. More importantly, developing new products is generally a team effort that requires the input of a variety of team members with a variety of interests, talents and skills of which credit professionals play a key role.	8 hours

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Modules	Course Overview	Course Duration
	Developing credit products is not a simple linear process as it may seem. It will require close examination and comparison of what the clients want with what financial institutions can profitably deliver. This course is designed to support credit professionals play a pivotal role in product development and refinement processes in their institutions. The course would support credit professional to develop plans on how to research, design, cost, price, test and roll out new and refined products for their financial institutions.	
The Credit Manager: Establishing a Robust Credit Management System	This course is designed to support credit professional establish robust credit management structure and systems into their daily operations of lending. Using very practical cases, tools and techniques, participants will be introduced to the foundations for effective credit management systems development as well as building a sustained credit management culture that facilitates profitability and sustainability.	4 hours
The Effective Lending Process	Instituting an effective lending process has become a major issue for financial institution delivering credit. Given the desire of most financial institution to expand their outreach, there is need for a well-managed credit delivery process that ensures the business does not fail. The course provides a strong foundation for understanding the various requirement in establishing an effective lending process, streamlining existing processes as well as how the lending process can be organized to facilitate achieving both financial and social objectives. The specific topics to be addressed include: • Market Identification • Loan Promotion • Client Selection • Credit Appraisal • Credit Approval • Credit Documentation • Credit Disbursement • Credit Monitoring • Credit Recovery • Credit Portfolio Reporting • Credit Decision and Strategy Formulation • Credit Delivery via Digital Platforms	16 hours

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4.0: CONTACT US

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