

CORPORATE PERFORMANCE ACADEMY

Corporate Performance

Skills that lift performance across every department.

Practical programmes in communication, sales, accountability, internal control and training delivery for companies, public institutions, SMEs and NGOs.

5

practical courses for staff, supervisors and managers

3

ways to learn: in-house, open-house and online or blended

200+

clients served by CDC Consult since 2003

The courses at a glance

Five programmes that strengthen how people communicate, sell, take ownership, protect the organisation and pass on their skills. Each uses corporate scenarios, case studies and team exercises, and can be tailored to your organisation.

- 01 Communication & Emotional Intelligence in the Workplace**
Communicate with clarity and manage emotions under pressure.
- 02 The Winning Sales Team: A Sales and Customer Experience Accelerator**
Turn your sales team into a customer-centric revenue engine.
- 03 Building a Culture of Accountability & High-Performance Teams**
Build teams that own their results, without being chased.
- 04 AROT: Achieving Results-Oriented Training (Training of Trainers)**
Equip your internal trainers to deliver training that changes performance.
- 05 Strengthening Internal Control from Within**
Make internal control everyone's job, not just audit's.

WHO SHOULD ATTEND

All staff, team leaders and supervisors, middle managers and heads of department, sales and customer service teams, HR and training officers, and finance, compliance and internal audit teams in private companies, public institutions, SMEs and NGOs.

CHOOSE HOW YOUR TEAM LEARNS

In-house

Customised training delivered at your premises, for your teams only.

Open-house

Scheduled sessions at a neutral venue, learning alongside peers from other organisations.

Online and blended

Through Adansonion, CDC's e-learning platform, with progress tracking and certificates.

COURSE 01 · CDC-CORP-01

Communication & Emotional Intelligence in the Workplace

Communicate with clarity and manage emotions under pressure.

Participants explore practical models for managing emotions, interpreting cues, giving and receiving feedback, and communicating with tact and professionalism.

MODULES

1. Foundations of Workplace Communication & Emotional Intelligence
2. Active Listening, Non-Verbal Cues & Giving and Receiving Feedback
3. Managing Emotions and Navigating Conflict Constructively
4. Applying EQ to Build Trust, Cohesion & Cross-Department Collaboration

WHO SHOULD ATTEND

All employees · Team leaders and supervisors · Managers · Client-facing staff · Project teams · HR and administrative staff

COURSE 02 · CDC-CORP-02

The Winning Sales Team

Turn your sales team into a customer-centric revenue engine.

A sales and customer experience accelerator that combines sales psychology, customer experience strategy, digital prospecting and performance measurement.

MODULES

1. Modern Selling Techniques & Value-Based Selling
2. Understanding Customer Needs & Delivering Memorable Experiences
3. Sales Pipeline Management, Closing & Reducing Churn
4. Negotiation, Objection Handling & Converting Prospects to Loyal Customers
5. Teamwork, Accountability & Performance Discipline in Sales

WHO SHOULD ATTEND

Sales executives · Relationship managers · Business development officers · Customer service teams

COURSE 03 · CDC-CORP-03

Building a Culture of Accountability & High-Performance Teams

Build teams that own their results, without being chased.

Through practical exercises and case studies, participants learn how accountability improves productivity, reduces internal conflict and strengthens teamwork.

MODULES

1. Frameworks for Setting Expectations & Personal Ownership
2. Teamwork, Collaboration & Goal Alignment Across Departments
3. Constructive Feedback, Role Clarity & Performance Discussions
4. Embedding Transparency, Discipline & Consistent Results

WHO SHOULD ATTEND

Supervisors and team leaders · Middle managers · Project leads · Heads of department · Cross-functional team members

COURSE 04 · CDC-CORP-04

AROT: Achieving Results-Oriented Training

Equip your internal trainers to deliver training that changes performance.

A Training of Trainers programme covering adult learning principles, training design, facilitation techniques, digital training tools and evaluation frameworks.

MODULES

1. Adult Learning Principles & Instructional Design
2. Facilitation Techniques: Presentation, Engagement & Coaching
3. Translating Organisational Needs into Effective Training Modules
4. Digital Training Tools & Managing Diverse Audiences
5. Learning Evaluation, Feedback & Measuring Training ROI

WHO SHOULD ATTEND

HR and training officers · Supervisors and managers who train teams · Internal trainers · Subject matter experts · Coaches and learning facilitators

COURSE 05 · CDC-CORP-05

Strengthening Internal Control from Within

Make internal control everyone's job, not just audit's.

Builds ownership, transparency and operational discipline by strengthening accountability, risk awareness and process discipline among staff at all levels.

MODULES

1. Internal Control Frameworks & Organisational Risk Exposure
2. Practical Tools for Strengthening Unit-Level Controls
3. Detecting, Preventing & Reporting Fraud and Process Failures
4. Building a Culture of Transparency, Ownership & Operational Discipline

WHO SHOULD ATTEND

Staff with operational responsibilities · Finance, compliance and internal audit teams · Supervisors and middle managers · Operations and administrative teams · Frontline and back-office staff

HOW EVERY PROGRAMME WORKS

Learning you can measure

1 Baseline test

A pre-assessment pitches facilitation at participants' level and shows learning gaps.

2 Practical delivery

Case studies, group work and real-world exercises, tailored to your organisation.

3 Outcome test and evaluation

A post-assessment measures improvement, with feedback within 24–48 hours.

Bring these programmes to your organisation

- 1 Tell us what your teams need**
Choose one course or several, and the staff groups you want to reach.
- 2 Receive a tailored proposal**
We adapt content, duration and format to your organisation, with dates and a quotation.
- 3 Train in-house, open-house or online**
Delivered at your premises, at a public session, or through Adansonia, with assessments and an evaluation report.

TALK TO US

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