

# COMPANY BROCHURE



ROSSETTE ASSOCIATES

*human capital & management consultants*



# Organizational Capacity

---

# MANAGING CHANGE FOR ORGANIZATIONAL RENEWAL

We live in a world that is rapidly changing. People charged with implementing the change agenda need to understand the nature and process of change. Others who will be implementers or recipients of change also ought to be prepared. If this is not so, the whole process will soon be entangled in confusion and dysfunctional behaviour.

Improve the change management process in your organization through this workshop.

## LEARNING SESSIONS

The learning sessions will include the following:

- (1) Organizational Analysis for Change Management
- (2) Creating the Need for Organizational Change
- (3) Understanding Persistence to Change
- (4) Understanding the Process of Change
- (5) You as a Change Agent
- (6) Action Planning and Implementing Change

**Duration: 3 Days**

## COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Discern the imperatives of change in different situations
- Demonstrate skills required for managing culture as an integral part of managing change
- Identify steps to adopt a synergistic orientation to managing resistance to and crisis resulting from change
- Select the appropriate skills for learning personally and the mix of learning skills required to transform the organization to a learning organization



## BUILDING THE VALUE-ADDING ORGANIZATION

Every organization is set up to satisfy its joint stakeholders. Satisfaction that is not lopsided is sustained through delivering on value propositions consistently and conscientiously. The forward-looking organization must seek to provide value-added offerings at every stage of its life. It is capable of doing this because it recognizes the lifetime value of every customer as opposed to the transactional value. Renew your organization from within with this program.

### LEARNING SESSIONS

The learning session will include the following:

- (1) Renewing our Organization
- (2) The Concept of Shareholder Value
- (3) Managing Knowledge: The Key to Value Building
- (4) Developing the Unique Organizational Value Proposition
- (5) Developing a Learning Culture
- (6) Value-Based Marketing
- (7) Customer Value/Customer Relationship Management
- (8) Competitive Benchmarking
- (9) The Service-Profit Chain

**Duration: 3 Days**

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Identify the need for continuous self-renewal
- Adopt value-creating strategies
- Benchmark themselves, their team and their organization
- Demonstrate a learning orientation in all circumstances
- Develop a learning environment in their teams
- Identify the link between quality service delivery and profit



# CORPORATE GOVERNANCE

It is widely acknowledged that effective governance improves the performance of organizations. The leadership failure that has characterized the global and domestic landscape, resulting in the collapse of once reputable organizations, has further drawn attention to the importance of effective governance.

Corporate governance involves oversight functions including determination of the mission, the setting of direction and the control and evaluation of an entity with well defined aspirations and objectives. It therefore means that without effective governance your organization runs the risk of ineffective leadership and running afoul of legal requirements guiding the operation of organizations at the highest level.

## LEARNING SESSIONS

The learning sessions will include the following:

- (1) Overview of Corporate Governance
- (2) The Role of the Board
- (3) Stakeholder View Versus Shareholder View of the Organization
- (4) Working with the Rest of the Organization
- (5) Key Responsibilities of the Board
- (6) Establishing and maintaining a Board
- (7) Making Boards More Effective
- (8) Action Plans for More Effective Governance

**Duration: 3 Days**

## COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- State the contribution of effective governance to the long term sustainability of the organization
- Demonstrate key behavior required for effective stakeholder contribution to stability and growth of the organization
- Enumerate a series of actions to improve governance in the organization
- Display greater commitment to accountability and business and ethical standards
- Identify the steps to developing assertive skills in relating with all stakeholders



## EXECUTION EXCELLENCE

No organization can grow beyond the capacity of its leaders. It desires to achieve the vision set out for it. Its leaders, therefore, must demonstrate effective leadership at every level. Leaders not only envision the future, they must develop strategies that will enhance its achievement. Every strategy is, however, useless without purposeful execution. The organization's leaders will be sensitized on the principles required for effective execution of their mandate through these series of programs.

### LEARNING SESSIONS

The learning sessions will include the following:

- Enterprise Strategy Execution
- Hindrances to Strategy Execution
- The Building Blocks of Strategy Execution
- Core Processes for Strategy Execution
- Conducting a Strategy Review
- Improving Meeting Effectiveness
- Effective Presentation Techniques

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants (staff category) should be able to:

- Improvement in executing plans directed at achieving the church's vision
- Effective leadership skills
- Greater appreciation of the need for execution of day to day plans as well as special projects
- Improved communication of plans and purposes
- Improved attention to detail





## Customer Focus

---

## WINNING CUSTOMERS WITH SERVICE

Effective and efficient production is not enough to sustain a firm in its competitive environment. As more companies make tremendous leaps in continuously improving their production processes and their products; quality customer service offers a competitive edge. Delivering effective customer service requires that all staff develop skills required to constantly deliver service that produce and provide customer satisfaction.

### LEARNING SESSIONS

The learning sessions will include the following:

- Developing a Service Vision
- The Service Design and Delivery
- The Life time Value of Customers
- Customer Profiling
- Customer Relationship Management
- Emotional Management for Effective Service Delivery
- Customer Retention Techniques
- Handling Difficult Customers and Complaints
- Call Centre/Care Line Management
- Case Studies on Customer Service

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Identify the steps to take in assisting the organization to become the service provider of choice to its clients
- Demonstrate key customer care skills e.g. active listening, handling objections and complaints
- List what to do for a better service orientation towards customers
- State steps for working better in teams to deliver quality service
- Demonstrate assertive skills in relating with customers



# CUSTOMER RELATIONSHIP MANAGEMENT

Effective and efficient production is not enough to sustain a firm in its competitive environment. Neither is it enough to keep on acquiring new customers. Successful organizations have learnt the art of retaining their customers through value creating relationships. It is therefore essential that customer relationship management be adopted throughout the organization. This program will aid the organization in re-thinking and implementing customer relationship management.

## LEARNING SESSIONS

The learning sessions will include the following:

- Services Marketing and Relational Perspective
- The Lifetime Value of Customers
- Managing Customer Relationships
- Reactivating Dormant Customers
- Retaining and Cultivating Existing Customers
- Communicating with Customers
- Building Customer Loyalty
- Interpersonal Relationships and Trust

Duration: 3 Days

## COURSE OBJECTIVES

At the end of the workshop, participants (staff category) should be able to:

- Assist the organization to focus on key concepts of Customer Relations
- Listen critically to the voice of the customer
- Manage relationships with their customers
- Communicate more effectively with customers
- Appreciate the concept of the Customer Lifetime value



## COMPETITIVE INTELLIGENCE

Competitive Intelligence is the lifeblood of competitive strategy. When used effectively and creatively it becomes a prime source of power in the firm's bid to create competitive advantage. When neglected, it will not be too long before the firm and its products and service offerings get into trouble evidenced by low market share, losses and eventually death. In spite of its importance and the commonsensical nature of this need many company executives do not pay adequate attention to it by conducting it in a systematic and result-oriented manner. This program has therefore been designed to sharpen the participants' skills in competitive intelligence.

### LEARNING SESSIONS

Learning sessions will include:

- Overview of Competitive Intelligence
- Application and Benefits of Competitive Intelligence
- Understanding Competitive Forces and Elements of Competitive Strategy Using Porter's Model
- Environmental Scanning
- Industry Analysis
- Competitor Analysis
- Competitor Profiling
- Competitor Benchmarking
- Action Planning

Duration: 3 Days

### COURSE OBJECTIVES

By the end of the program participants will be able to

- Adopt a strategic approach to the use of competitive intelligence
- See the intelligence functions as an integral part of the strategy process
- Outline the process, tools and the output of competitive intelligence.
- Display skills through sharpening their skills in personal and corporate-wide intelligence techniques.



# FIELD SALES MANAGEMENT

Effective and efficient salespersons are a key to sustaining organizational effectiveness through achievement of planned outcomes. Such must be properly managed to become a force to reckon with in the market. Effective managers carry out specific actions geared towards motivating and achieving excellence through their team members. This workshop is aimed at improving performance in managing the sales force.

## LEARNING SESSIONS

Learning sessions will include:

- Overview of Field Sales Operations
- Becoming An Effective Field Sales Manager
- Steps in Designing the Field Sales Force (includes organization and planning)
- Managing the Field Sales Force (controlling, evaluating, supervising, coaching and counseling)
- Performance Management for Sales Management (Success Guide and Performing for Profit)
- Principles of Personal Selling (Selling and Negotiating)
- Eliminating Time Wasters in the Selling Process
- Knowing and Managing Marketing Channels
- Relationship Management for Sales Management
- Territory Development
- Field Report Writing

Duration: 3 Days

## COURSE OBJECTIVES

At the end of the program, participants will be able to:

- Assist the organization to become the provider of choice to its clients.
- Demonstrate key sales management skills
- Manage their territories more effectively.
- Work better in teams to deliver greater sales effectiveness.
- Employ superior advertising and promotion to achieve planned outcomes.



# BUILDING SERVICE EXCELLENCE WORKSHOP FOR TEACHERS

Teachers are builders and shapers of the future of nations, communities and families. They need to be visionaries committed to specific learning objectives. To be effective, they must first gain mastery over themselves and be able to inculcate values and principles that build effectiveness in their team members and their students. To do this effectively, these staffers need opportunities for cross-fertilization of ideas and concepts that aid in developing the culture of excellence. In fulfilling our mission to encourage men and organizations to adopt life-long learning disposition, we seek to partner with you in delivering competence-focused learning in specific areas that have been identified as being critical to value delivery to your valued targets.

## LEARNING SESSIONS

The workshop sessions will include the following:

- (1) Attitude: Key to Success in Life
- (2) Gaining Personal Mastery
- (3) Work Planning and Time Management
- (4) Improving Interpersonal Effectiveness
- (5) Poise and Etiquette
- (6) Issues in Early Childhood Education
- (7) Classroom Management and Control

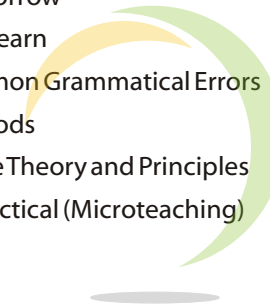
Duration: 3 Days

## COURSE OBJECTIVES

By the end of the program participants will be able to:

- Appreciate the contribution of positive attitude to personal success and value delivery
- Display improved effectiveness in planning their work and time
- Be better focused on goal setting
- Avoid common grammatical errors and transfer values learned to their pupils
- Adopt effective principles in improving teaching effectiveness

- (8) Improving Student Learning Capabilities
- (9) Building Leaders of Tomorrow
- (10) Motivating Children to Learn
- (11) Use of English and Common Grammatical Errors
- (12) Effective Teaching Methods
- (13) Presentation Skills 1: The Theory and Principles
- (14) Presentation Skills 2: Practical (Microteaching)





## Managerial Capacity

---

## MANAGERIAL CAPACITY BUILDING

Effective Managers are a treasure to their organizations. Quite often they are made and not born. Organizations must invest in developing the managerial competencies of current and potential managers. Such development is often of greater value when carried out within the organization, stressing the required competencies in its peculiar situations. This program is recommended for firms that value their managerial capital and seeks to enhance its value.

### LEARNING SESSIONS

Learning will be delivered through the following sessions

- Overview of Management
- Interpersonal Communication
- Developing Assertiveness
- Effective Work Planning Through Time Management
- Leading and Managing Teams for Results
- Improving Personal Effectiveness
- Coaching and Mentoring
- Developing Managers for Organizational Effectiveness

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Identify how to manage more effectively through relating with others valuably
- Differentiate between effectiveness and efficiency in results achievement
- List steps to appraising self and others to achieve developmental objectives
- State how to delegate more effectively to empower others.



## THE COMPETENT MANAGER

Today's effective Manager is one with specific competencies that must be deployed skillfully to assure the achievement of agreed objectives through others. The possession of these competencies cannot be assumed. High performance organizations ensure that they are acquired and sharpened through training and retraining. We recommend that you invest in your managerial capital through this program. You will receive a great return.

### LEARNING SESSIONS

Learning will be delivered through the following sessions

- Competence-Based Managerial Development
- Developing A Winning Attitude
- Developing Competence-Oriented Learning
- The Manager Follower
- Multiplying Your influence
- Interpersonal Communication Skills
- Developing Assertiveness
- Improving Personal Effectiveness
- Leading and Managing Teams
- Personal Financial Planning
- Selling Everything Successfully

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Identify competencies needed for managing others
- Develop a winning attitude
- Influence others towards maximum achievement
- Demonstrate how to sell objectives, plans and products more effectively
- Adopt assertive skills in relating with others
- Enumerate win-win approach to selling



## PROJECT MANAGEMENT

All organizations perform work. A large part of this work is undertaken as a temporary endeavour to create a unique product or service. Such undertakings are called projects. These projects often involve a number of people spread across different units of the organization and across different geographical areas. Because of its nature except adequate care is taken a project may not meet like quality, cost, resource management, and risk management.

This course aims to aid participants to navigate the often challenging waters of poor project, analysis, and execution; and thereby prevent project overruns and project failure.

### LEARNING SESSIONS

The learning sessions will include the following:

- Introduction to Project Management
- Project Scope Management
- Project Management Plan
- Project Risk Management
- Resource Management
- Project Quality Management
- Project Reporting and Information Management
- Project Closure

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Define the framework for project management
- Manage projects better through a better understanding of project management processes
- Plan projects better
- Execute projects more successfully by deploying the right skills
- Identify risks involved in a project to ensure better management
- Handle resources and potential issues more professionally



## PROFESSIONAL SUPERVISION SKILLS

Today people making up organizations are expected to perform specific tasks in order that specific results may be achieved. Essential to success is the commitment to effective supervision of people and the tasks assigned to them. A Supervisor is one who directs and controls the work of others. He is, therefore, concerned with group activity and getting the best out of those he is supervising. Unleash your supervisory potential through this workshop.

### LEARNING SESSIONS

Learning will be delivered through the following sessions

- Meaning and Purpose of Modern Organizations
- The Role of Supervisors in Modern Organizations
- The Dynamics of a Modern Organizational System
- Effective Problem-Solving
- Decision-Making
- Work Planning
- Time Management
- Effective Leadership
- Effective Communication
- Effective Delegation
- Effective Motivation

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Define the role of supervisors in the organization
- Plan own work and those of subordinates more effectively
- Listen actively and empathetically
- Perform effectively by getting results through others
- Deploy analytical and creative techniques in solving problems
- Exhibit the characteristics of effective delegators
- Identify the appropriate attitudes and actions required to motivate self and others



## HUMAN RESOURCE SKILLS FOR LINE MANAGERS

Every manager has a functional responsibility to manage the human resources in his team. Without harmony, no human organization can achieve its objectives effectively and efficiently. Industrial harmony does not arise by mistake or accident. Often, it is the product of good planning and investment in time, effort and other resources. Managers must seek to improve their competence in managing people.

### LEARNING SESSIONS

The learning sessions will include the following:

- (1) The Role of Management and Labor in an Organization
- (2) Review of Labor Laws in Nigeria
- (3) The Collective Bargaining Process
- (4) Managing Compensation and Benefits
- (5) Effective Communication and Industrial Relations
- (6) Managing Interpersonal Conflict
- (7) Managing Human Resources
- (8) Team Building
- (9) Grievance Procedure and Resolution
- (10) Motivating Self and Others
- (11) Facilitating Learning and Development
- (12) Delegating/Empowering Others

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Identify causes of conflicts in organizations
- Develop the skills of effective collective bargaining
- List steps for handling grievances
- Facilitate learning in their teams
- Identify and support change initiatives



# BUILDING HIGH PERFORMANCE TEAMS FOR EXCELLENT SERVICE DELIVERY

Effective and efficient production is not enough to sustain a firm in its competitive environment. As more companies make tremendous leaps in continuously improving their production processes and their products; quality customer service offers a competitive edge. Delivering effective customer service requires that all staff develop skills required to constantly deliver service that produce and provide customer satisfaction. This can be enhanced when staff understand the interdependency of their functions and adopt the right team spirit to ensure that the common goals of all are achieved.

## LEARNING SESSIONS

The learning sessions will be structured as follows:

- Issues in Team Building
- Understanding your Team Roles
- Improving Team Effectiveness
- Effective Communication in Teams
- Decision Making in Teams
- Managing Conflicts
- Participative Leadership in High Performance Teams
- Creating a Customer focused Team
- Action Planning for Effective Service Delivery through Team Effectiveness

Duration: 3 Days

## COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Identify how to focus on customer satisfaction
- Demonstrate key customer care skills e.g. active listening, handling objections and complaints
- State their roles in teams
- List ways to communicate effectively in teams to achieve planned outcomes
- Enumerate steps to effective decision making and conflict management in their teams



## TRAIN THE TRAINER

The primary business of any trainer is to instruct so that learners may learn. Instruction involves more than mere teaching in that it is more systematic, specific and objective. For instruction to be most effective, it must be systematically planned and designed. In the absence of this, students become restless, de-motivated and little or no learning is imparted. The program has been designed to improve participants' appreciation of the concepts and skills required for effective design and implementation of learning programs.

### LEARNING SESSIONS

At the end of the programme, participants will be able to:

- (1) The Training Function and Building a Learning Culture
- (2) Learning Theories
- (3) Understanding Learner Characteristics / Learner Styles
- (4) Overview of Training Program Design
- (5) Training Needs Analysis
- (6) Setting Training Objectives
- (7) Preparing Effective Audio-Visual Aids
- (8) Effective Presentation
- (9) Implementation of Training Programs
- (10) Effective Training Methods
- (11) Evaluation of Training Programs

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Recall the behavioural sciences or process involved in effective learning
- Identify training needs
- Write training objectives
- Determine the appropriate resources required for specific instruction and learning
- Demonstrate skills required to carry out evaluation of the training process
- Apply system principles in planning for instruction
- Design, implement, and evaluate training programs



# STRATEGIC MANAGEMENT COURSE FOR SECRETARIES

The functions and expectations from the modern secretary have changed rapidly over the years. Challenges abound also in seeking to continuously improve the deliveries from secretaries. Due to the nature of their interactions with top executives, secretaries need to adopt a strategic view to the management of their institution.

## LEARNING SESSIONS

Learning content include the following:

- (1) Understanding the Organization and the Secretarial Function
- (2) Information and Communication Technology Skills for Secretaries
- (3) Communication and Business Writing Skills for Secretaries
- (4) Customer Relation and Interpersonal Skills
- (5) Techniques for Managing Meetings and Conferences
- (6) Office Administration Techniques
- (7) Leadership and Motivation
- (8) Time management/Work planning for Personal Effectiveness
- (9) Managing Stress for Improved Personal Health

Duration: 3 Days

## COURSE OBJECTIVES

By the end of the program, participants will be able to

- Adopt the competence-oriented model in achieving optimum performance
- Deploy modern techniques of office management and administration
- Relate more effectively with internal and external customers



## PRE-RETIREMENT

Retirement could be seen as a certain stage in life when one leaves an occupation which one has been involved in for a considerable length of one's working life. No matter who we are or how competent or self-actualized, we will leave employment one day. This situation may be compounded by the onset of old age, which may connote decrease in physical ability etc. It is therefore imperative that no matter the stage of one's career, we must prepare for this eventuality.

### LEARNING SESSIONS

The learning sessions will include the following:

- (1) The Realities and Challenges of Retirement
- (2) Planning for Retirement
- (3) Selecting Viable Business Projects
- (4) Writing a Winning Business Plan
- (5) Sourcing Finances for Viable Projects
- (6) Managing Your Own Business: Basic Concepts of Management
- (7) The Winning Attitude for Fulfilling Retirement
- (8) Developing the Winning Portfolio of Investment
- (9) Winning Methods for Investing in the Stock Market
- (10) Managing Personal Health
- (11) Personal Financial Management for a Healthy Future
- (12) The Entrepreneurial Spirit

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- State the need to plan for the future
- Identify steps to managing personal finances and planning adequately towards retirement
- Set appropriate goals for the future
- Identify business opportunities
- List financial sources to actualize business opportunities
- Develop steps to sustaining good health habits before and after retirement





# Personal Development

---

## EFFECTIVE PRESENTATION

Meeting internal and external customer expectations today require clarity of thought and persuasive presentation. Effective presentation will enable you to project yourself and your organization to achieve pre-determined outcomes.

### LEARNING SESSIONS

The learning sessions will include the following:

- (1) The Case for Persuasion
- (2) Audience Analysis
- (3) Persuasive Strategies
- (4) Preparing a Presentation
- (5) The Art of Making a Presentation
- (6) Practical Presentations and Critique

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Analyse and relate to the audience
- List the strategies of persuasion
- Identify steps to take for consistent presentations
- Sell to win customers
- Identify steps to making winning presentations to management, customers etc



# COMMUNICATION SKILLS FOR EFFECTIVE MANAGEMENT

The need for communication in today's modern organization cannot be overemphasized. Communication skills are, therefore, an important ingredient for a manager's success. Many managers have not received full benefits of their competence due to inability to express themselves, communicate their expectations and successes to people who matter in the organization. Improve the chances of staff winning through effective communication.

## LEARNING SESSIONS

The learning sessions will include the following:

- (1) Communication Skills for Productivity Improvement
- (2) Effective Business and Report Writing
- (3) Common Grammatical Errors in English
- (4) Developing Listening Skills
- (5) Communication and Team Building
- (6) Interpersonal Communication
- (7) Effective Presentation

Duration: 3 Days

## COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Write memos and reports effectively
- Identify common grammatical errors in English Language
- Define their audiences better
- Adopt effective communication for various audience
- List steps to communicate better with one another
- Enumerate steps to making effective presentations



# EMOTIONAL INTELLIGENCE

Technical competence and a high IQ are not sufficient in today's business environment. A lot of emphasis today is based on the demonstration of 'soft skills'. The new generation leader is aware of himself and his impact on others. Successful leaders learn to manage own emotions and those of others. This workshop will empower staffers to measure the Bar-On Emotional Quotient Inventory (EQ-i®).

## LEARNING SESSIONS

The learning sessions will include the following:

- History and Definition of Emotional Intelligence
- The Bar-on Model of Emotional Intelligence
- Psychometric Testing Principles
- The Emotional Quotient Competencies
- Emotional Quotient and Leadership
- Emotional Quotient and Team Effectiveness
- Making Use of Emotional Quotient Results
- Managing with Emotional Management

Duration: 3 Days

## COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Define Emotional Intelligence
- Adopt the Bar-On EQ-i® and the Model for understanding Emotional Intelligence
- Demonstrate a deeper understanding of Psychometric Testing Principles
- Identify steps to deploying Emotional Intelligence in successfully leading people and their organization.



## VALUE - BASED LEADERSHIP

Most people enter the work setting not knowing what they value. Hence, what they deliver to organizations are below expectation. Values are like compasses. They provide direction in the corridors of life. When an individual's values have been identified, put in right perspectives and aligned with that of the organization, the person works with fluidity and commitment. Today's organization demands the total man who will exercise total leadership through globally accepted values.

### LEARNING SESSIONS

The learning sessions will include the following:

- (1) Values
- (2) Importance of Leader Values
- (3) Universal Values
- (4) Working with Values
- (5) Using the Total Man
- (6) Personal, Organization and Global Business Values

Duration: 3 Days

### COURSE OBJECTIVES

This program is designed to achieve the following:

- Increase the participants understanding of values
- Develop participants to become aware of their behavioural choices
- Transform participants to begin to think of what they can contribute to their organization
- Challenge them to bring their total self to work
- Ensure participants align their values with that of the organizations'

### TEACHING / LEARNING METHODOLOGY

The method will be varied to ensure high participant interaction, retention of audience interest and enhanced learning retention.



## NEGOTIATION SKILLS

In the interdependent world that we live today a single individual cannot meet all of his or organizational needs alone. In addition, resources often have to be distributed among many competing needs. We live in a highly competitive world with organizations jostling for a place among several competitors. Successful navigation of life in business and personal lives require negotiating. Negotiating can be 'soft', for example, getting a teenager to do the needful in the house. It may also be 'hard' like getting a close in a business deal with contending forces seeking different outcomes. Your staffers need to improve the rate at which they achieve predetermined outcomes through development of appropriate negotiation skills. Successful negotiation is based on time tested principles which we will be sharing during this workshop.

### LEARNING SESSIONS

The learning sessions will include the following:

- Understanding the Core Elements of Negotiations
- Preparing for Negotiations
- Maximizing Effectiveness at the Negotiation Table
- Designing the Process for Effective Negotiations
- Adopting the Win-Win Approach
- Managing Conflicts in Negotiations
- Simulated Negotiation Cases

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Focus on key concepts of negotiation
- Achieve greater effectiveness at the negotiating table
- Work out deals that will create value for all parties on a sustainable basis
- Build trust during and after negotiations
- Create the right atmosphere for successful negotiations
- Frame issues attractively and package them successfully



# ATTITUDE CHANGE FOR PERSONAL AND CORPORATE TRANSFORMATION

Attitude dictates performance. The performance problem in your organization is likely to rest on poor attitude of all stakeholders. While it is usual to blame junior employees, attitudinal problems cut across from the last worker up to board level. The attitude of everyone determines their approach to life, relationships with other people, and the outcome of their tasks. We invite you to partner with us to improve attitude throughout your organization through this program.

## LEARNING SESSIONS

The learning sessions will include the following:

- (1) You: A Man of Purpose
- (2) Attitude: Key to Success in Life
- (3) Developing Self Awareness
- (4) Empowering and Disempowering Beliefs
- (5) Constructing Your Attitude
- (6) Gaining Power and Influence
- (7) Problem Solving, Creativity, and Innovation
- (8) Interpersonal Conflict Management
- (9) Managing Personal Change
- (10) Developing a Personal Mission Statement

Duration: 3 Days

## COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Define a productive work community
- Identify keys to problem solving and innovation and the winning attitude in different situations
- List steps to becoming self-aware and embracing change situations more positively
- State skills that help them gain power and influence
- Develop a positive mental set to enhance value delivery to internal/external customers
- Enumerate ways of achieving defined personal and organizational missions



## IMPROVING PERSONAL EFFECTIVENESS

Successful organizations consist of result-oriented persons. The capacity to achieve results consistently is tied to developing the ability to plan, execute flawlessly, and follow-up consistently. Effective staffers require improving their personal effectiveness. Each person needs to understand himself and adopt self-motivating strategies that boost their self-esteem as well as manage effectively their work and time. In addition, they must learn to prioritize their activities, devise action plans and follow through effectively.

This program has been designed to enhance personal service delivery of participants and thereby improve organization-wide results achievements.

### LEARNING SESSIONS

The learning sessions will include the following:

- (1) Work Effectiveness for Productivity Improvement
- (2) Improving Self-Awareness
- (3) Setting Priorities and Goals
- (4) Work Planning for Effective Time Management
- (5) The Art of Following Through for Effective Execution of Plans
- (6) Improving Personal Effectiveness in Teams
- (7) Improving Self-Esteem and Perception
- (8) Personal Developmental Action Planning

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the program, participants should be able to:

- Assist the organization to become the service provider of choice to its clients
- Display a commitment to improve results achievement
- Plan and prioritize their activities
- Follow through and execute action plans
- Work better in teams to deliver quality service
- Demonstrate greater attention to ethics in improving productivity



## INTERPERSONAL LEADERSHIP SKILLS

Organizations are initiated and maintained by people. Managers must possess technical skills that enable them to effectively set and achieve goals. However, their ability to succeed or fail will depend on their ability to manage people. People skills have been seen to be most critical in the modern workplace. It is in order to promote value-added interpersonal relationship in the workplace that this program has been designed.

### LEARNING SESSIONS

The course contents include the following:

- (1) Dynamics of Human Behaviour
- (2) Personality Profiling
- (3) Techniques of Influencing Others
- (4) Effective Interpersonal Communication
- (5) Effective Listening and Questioning Skills
- (6) Persuasion Skills
- (7) Giving and Receiving Feedback
- (8) Motivating Others
- (9) Dealing with Interpersonal Conflict
- (10) Enhancing Interpersonal Safety Consciousness

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the program, participants should be able to:

- Spot the differences in human behaviour
- Gain insight about their own behaviour style appropriately
- Recognize personality styles and traits in others
- Use flexibility appropriately when relating to others
- Avoid role conflicts and misconceptions in interactions
- Effectively implement behavioural skills required
- Develop more satisfying inter-personal relationships





# Performance Improvement

---

## PERFORMANCE / RETENTION MANAGEMENT

Performance management is required to develop a process for managing individuals and teams to achieve high levels of organization performance. Key to effective performance management is the recruitment, evaluation and retention of talent. Many organizations ignore the cost of lack of proper employee engagement and employee turnover. However, no organization can afford to continue to bleed through the loss of key talent. This program is aimed at sensitizing managers to the need to improve staff performance and key talent retention.

### LEARNING SESSIONS

The learning sessions will include the following:

- Managing Human Capital
- The Performance Management Process
- Performance Evaluation
- Recruiting Top Talent
- Engaging Employees Effectively
- Why People Leave Organizations
- Retaining Talent in a Competitive Environment

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- Focus on key concepts of performance management
- Achieve greater effectiveness at retaining staff
- Live the core values of the organization
- Make the link between employee morale and staff retention



## BALANCED SCORECARD

Very often, organizations lack an effective framework that takes a balanced view of their performance and the implementation of corporate strategy. Managers ought to develop competencies in translating strategy into successful action. The Balanced Scorecard when implemented successfully offers your organization a proven vehicle for assuring success.

### LEARNING SESSIONS

The learning sessions will include the following:

- The Nature and Levels of Strategy
- Performance Measurement Systems
- The Balanced Scorecard
- Building A Balanced Scorecard
- Strategy Mapping
- Executing Strategy
- Case studies on the Balanced Scorecard

Duration: 3 Days

### COURSE OBJECTIVES

At the end of the workshop, participants should be able to:

- State the nature and levels of strategy
- Develop performance measurement systems
- Gain deeper understanding of the Balanced Scorecard
- Build balance scorecard for employees
- Adopt strategy-mapping in developing and executing corporate strategy



# PERFORMANCE ENHANCEMENT

Organizations are set up to satisfy their joint stakeholders through delivering on value propositions consistently and conscientiously. It must therefore seek to provide value-added services. This program has been designed to aid improvement of employee performance at all levels of your organization.

## LEARNING SESSIONS

The course contents include the following:

- (1) Attitude Change for Performance Improvement
- (2) Customer Service Excellence
- (3) Delivering Value
- (4) Improving Personal Effectiveness
- (5) Work Planning/Time Management
- (6) Poise and Etiquette
- (7) Use of English/Common Errors in English
- (8) Motivating Self and Others

Duration: 3 Days

## COURSE OBJECTIVES

By the end of the program, participants will be able to:

- Recount the key advantages of positive attitude
- Plan work and time more effectively
- Work assertively with others
- Demonstrate poise and work within the rules of business etiquette
- Allow common grammatical errors in communication with others
- Adopt effective motivational techniques in boosting their performance and those of others





# ROSSETTE ASSOCIATES

*human capital & management consultants*

4 Adeyeri Close, Opebi, Lagos | Tel: +234 802 300 3962 | e-mail: [rosshumancapital@yahoo.com](mailto:rosshumancapital@yahoo.com)