



**MDATA
SOLUTIONS**
securing your future... today

training brochure

Solution OFFERINGS

TRAINING

Open Enrollment

Our instructional designers and subject matter experts collaborate to develop high impact, practical, and leading-edge offerings, along with the practical, real-world experience of our facilitators.

As a PMI® Global Registered Education Provider (REP), our project management curriculum maps to *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*.

Many of our courses have been recommended for college credit by the American Council on Education (ACE) and all carry Continuing Professional Education credits (CPEs), Professional Development Units (PDUs), and/or Continuing Development Units (CDUs).

Refer to each course description for information about college credit, CPE credit, PDUs, and CDUs.

Client On-Site

If our public offerings are not convenient or if you have a team to train, we will bring our services to you. Take advantage of savings on travel costs for your participants and the convenience of training as a team to enrich the learning experience.

Online

The online versions of our popular classroom-based courses allow individuals to complete training from their computer while providing virtual, asynchronous interaction with an experienced facilitator and their peers. We help you learn from anywhere in the world!

CUSTOM LEARNING & DEVELOPMENT SERVICES

We can create custom courses and programs to meet your content and scheduling needs. Including your organization-specific information makes the learning experience even more dynamic, enabling participants to be more effective on the job.

PROFESSIONAL SERVICES

We believe that training must extend beyond the classroom in order for projects to be truly impacted. That is why we offer a host of services and tools, from assessments to project planning that support the application of classroom learning to the workplace and verify the integrity of your projects.



Certification Offerings



The Project Management Professional (PMP) Certification Prep*

The Project Management Institute's Project Management Professional (PMP) certification is accepted worldwide as proof of project management experience and competency. Having a PMP certification proves that the candidate has an advanced level of experience and project management knowledge, as well as capability to study for and pass a rigorous examination.

This course is designed for those who want either to re-fresh their knowledge on the PMBOK before taking the PMP exam, as well as those who are interested in understanding the science of Project Management and how it applies to their business. In other words, the course is important for experienced project managers and those who eventually plan on becoming expert project managers.

Training Objectives and Key Benefits

- ✓ Learn about the Project Management Institute and the Project Management Professional certification
- ✓ Learn about the Project Management Body of Knowledge standard
- ✓ Learn about the ten knowledge areas of project management outlined in the PMBOK 6th Edition
- ✓ Learn about the five processes of project management outlined in the PMBOK 5th Edition
- ✓ Learn the logistics of taking the PMP examination
- ✓ Learn the types of questions asked in the PMP examination
- ✓ Practice answering many example PMP questions
- ✓ Learn how to study for the PMP examination

Certificate and PDU

A certificate of completion with 35 professional development units (PDU) will be issued to all participants who attend and complete this program.

Course Material

Each delegate will be provided with the following resources; a PMP course preparation kit containing the most recent version of the Project Management Institute (PMI) PMBOK 5th Edition.

Included

- ✓ A copy of the Project Management Body of Knowledge (PMBOK) 5th Edition
- ✓ PMP Course manual
- ✓ Mock-exam
- ✓ Home-work book outlining each knowledge area with explanations
- ✓ PMP exam preparation simulation e-learning

– At a Glance –
CAPM® Certification
Course Duration: 3 Days
PDU: 24.00 PDUs
Price: NGN 150,000

PMI Risk Management Professional (PMI - RMP) ® Certification Prep*

Risk management is a vital part of any business activity, although you can't eliminate risk but with careful planning you can mitigate the bad effect of negative risks “threats” and increase the value of positive risk “opportunities.

The goal is to ensure that project managers are equipped with the right knowledge in risk management that will help them on the projects' strategic benefits and objectives.

PMI's PMBOK 6th edition and The Practice Standard for Risk Management defines best practices in risk management throughout the life cycle of the project.

This course provides the information that you need to prepare for PMI's credential, the Risk Management Professional (PMI-RMP).

At the same time, it gives you the knowledge, in an organized and experiential framework that you need to improve your risk management competency and your ability to make a contribution to project success.

What you will learn how to:

- ✓ Lead the risk management function by applying interpersonal skills to heighten awareness of the value of risk management.
- ✓ Gather relevant information using human and automated sources in order to assess and communicate the sensitivity of the stakeholder to risk.
- ✓ Document risk-related information using standard tools and techniques in order to establish and maintain a common understanding of the risks.
- ✓ Create regular status reports using performance metrics as specified in the risk management plan in order to update the stakeholders.

Certificate and PDU

A certificate of completion with 30 professional development units (PDU) will be issued to all participants who attend and complete this program.



– At a Glance –
PMI-RMP® Certification
Course Duration: 3 Days
PDU: 32.00 PDUs
Price: NGN 150,000

PMI Schedule Professional (PMI - SP)® Certification Prep*

This workshop serves as a PMI® Scheduling Professional (PMI-SP) intensive exam preparation course. It also presents scheduling practice standards to help a scheduling practitioner become more effective. This workshop is kept up to date with the framework of knowledge outlined by the Practice Standard for Scheduling, the PMI Scheduling Professional Examination. Specification and PMI's A Guide to the Project Management Body of Knowledge (the PMBOK® Guide).

What You'll Learn

- ✓ Becoming a PMI-SP
- ✓ Eligibility requirements
- ✓ Benefits of achieving certification
- ✓ Role of the Practice Standard for Scheduling
- ✓ The schedule development process
- ✓ Schedule conformance and scoring
- ✓ Schedule mission management
- ✓ Schedule maintenance
- ✓ Schedule communication/reporting
- ✓ Role of organizational process assets
- ✓ Overview of the PMI-SP credential
- ✓ The PMI-SP application process
- ✓ Scheduling Concepts and Standards
- ✓ Scheduling components
- ✓ Schedule Domains
- ✓ Schedule creation
- ✓ Schedule analysis
- ✓ Project Integration Management
- ✓ Project charter

Project Time Management

Scheduling processes integrated with other PMBOK Guide processes

Defining activities

- ✓ Enterprise environmental factors
- ✓ Decomposing the WBS
- ✓ Organizational process assets

Sequencing activities

- ✓ Arrow diagramming method
- ✓ Precedence diagramming method

Estimating activity resources

- ✓ Determining resource needs
- ✓ Using various techniques to plan for

Estimating activity durations

- ✓ Differentiating between various estimating techniques
- ✓ Calculating an estimate from a formula
- ✓ Developing the schedule
- ✓ Conducting the forward pass/backward pass
- ✓ Calculating the critical path
- ✓ Controlling the schedule
- ✓ Conducting performance reviews



– At a Glance –
PMI-SP® Certification
Course Duration: 3 Days
Price: NGN 150,000

PMI Agile Certified Practitioner (PMI-ACP)® Certification Prep*

This 3-day course is designed for those preparing to take PMI's new Agile Certified Practitioner (PMI-ACP)® examination. The course provides participants with comprehensive information concerning the Agile process and framework based on information and resources outlined by PMI, and will also help participants determine readiness for taking the exam, identify areas of strength and areas for improvement, and ultimately prepare them to pass!

Learning objectives:

- ✓ Prepare for the exam
- ✓ Describe the basic philosophy and principles of Agile development and methodologies
- ✓ Illustrate how Agile principles and practices align with PMI's basic PM fundamentals
- ✓ Incorporate adaptive planning tasks early in the project
- ✓ Implement specific processes to allow for problem detection and resolution Define the standards for continuous improvement in Agile management

Course Topics Include:

- ✓ Agile Principles, Practices, & Values
- ✓ The significance of the principles and values of the Agile Manifesto
- ✓ Agile frameworks, terminology, and methods and approaches
- ✓ The benefits of using agile methods for project management and product development

Boosting Team Performance Practices

- ✓ Forming successful agile teams
- ✓ Communication and collaboration to improve team effectiveness
- ✓ Aligning team goals to the project vision and objectives

Adaptive Planning

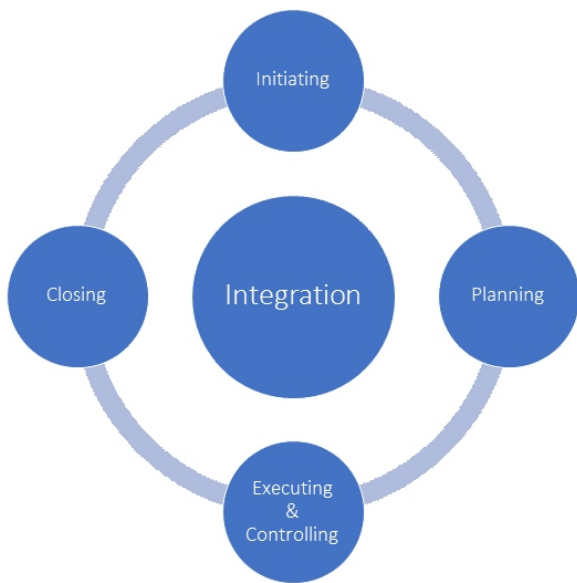
- ✓ The levels of planning that occur in agile project management
- ✓ Adjusting and adapting
- ✓ Constructing and refining project estimates
- ✓ Adjusting project velocity and cycles

Problem Detection and Resolution

- ✓ The importance of daily team meetings
- ✓ Conducting risk management tasks throughout the life cycle of the project
- ✓ Standards for Continuous Improvement (Product, Process, People)
- ✓ Maintaining agile project teams to ensure efficiency and
- ✓ Effectiveness



– At a Glance –
PMI-ASP® Certification
Course Duration: 3 Days
Price: NGN 150,000



Project Management Offerings

Do You and Your Organization Have the Project Management Capabilities Needed for Success?

Have you been challenged with a project in which the scope continually changes?

YES NO

Have you missed project deadlines and been unable to clearly understand why?

YES NO

Have you been looking for a more effective tool to measure project cost and schedule performance?

YES NO

Have you worked projects on which you were unable to anticipate what would go wrong?

YES NO

Have you been assigned to manage multiple projects with competing time demands and had trouble meeting the needs of each project?

YES NO

If you answered “YES” to ANY of these questions, see the next pages to learn how you can develop your Project Management knowledge and skills.

Introduction to Project Management

Get a solid understanding of project management methods with this comprehensive introductory course. Gain practical experience in proven project management techniques and discover a wealth of valuable, flexible tools that you can use immediately to ensure the success of any project in any type of organization.

Introduction to Project Management gives you the foundation, techniques and tools to manage each stage of the project lifecycle, work within organizational and cost constraints, set goals tied directly to stakeholder needs, get the most from your project management team, and utilize state-of-the-art project management tools to get the work done on time and within budget.

Course Benefits

As an effective project manager, you organize scarce resources, work under tight deadlines, control project change and generate maximum team performance.

Through a simulated case study, you learn how to successfully plan, manage and deliver projects. You also learn how to implement project management processes, develop leadership skills and respond to real-world scenarios. At the end of this course, you take away templates and checklists for use back at the office.

Topics Includes:

- ✓ Defining clear project goals and measurable deliverables
- ✓ Brainstorming the work breakdown structure
- ✓ Estimating task duration and work | Determining task dependencies and schedules
- ✓ Assigning and optimizing resources | Developing risk management plans

In this course, you will learn the following:

- ✓ Producing the implementation plan | Managing and Responding to changes
- ✓ Evaluating motivation and team-building issues
- ✓ Launching Your Project | Applying a project framework for success
- ✓ Core project leadership skills | Building a project charter
- ✓ Defining the project workload | Building high-confidence estimates



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Executive Project Management Overview

– Achieving Enterprise-wide Organizational Goals

Learn How To

Manage large-scale and complex projects involving substantial budgets and cross-functional teams. Determine business benefits and project feasibility.

Align your projects with organizational strategy. Communicate effectively and get buy-in of key stakeholders to ensure project success. Monitor and report project progress using Earned Value Management. Measure project quality and make adjustments using effective change management.

Course Benefits

To avoid delay, disruption and rework when managing large and complex projects, executive managers need strong leadership, communication and problem-solving skills to make sound business decisions. Through an intensive Three-day project simulation, leaders are educated on the role that they play in ensuring the successful implementation of strategic projects across the enterprise.

You will experience real-world situations in which your decisions impact the outcome of your project across your organization. You also take away productivity tools and templates to ensure sustained success of your various initiatives.

Who Should Attend

Executive leaders, project sponsors and higher-level managers with an interest in having greater visibility into successful project execution.

This course is also ideal for managers who are interested in knowing the appropriate tracking mechanism to utilize when ensuring the success of enterprise-wide initiatives.

In this course, you will learn the following:

- ✓ The Art and Science of Project Management | Assessing Project Viability
- ✓ Selecting projects based on financial assessment | Determining project feasibility
- ✓ Examining costs and benefits | Navigating Organizational Structures
- ✓ Analyzing organizational issues | Adopting a stakeholder management process
- ✓ Planning and Managing Effective Project Communication |
Defining a communication plan
- ✓ Implementing the plan | Developing a Project Process
- ✓ Creating a project life cycle | The role of the Project Management
Office (PMO)
- ✓ Managing Strategic Risks | Developing a risk management process
- ✓ Analyzing strategic project risks | Procuring Products and Services

– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Information Technology (IT) Project Management

In this comprehensive introductory course, you'll discover critical success factors and hidden risks inherent in IT projects and you'll leave with an understanding of strategies and techniques developed in the field by experienced IT project managers for successfully managing IT projects. "IT" means different things to different people.

This course addresses all areas of IT project management: hardware, software, systems integration, communications and human resources.

It addresses the role of the project manager and the project team at each phase of the project life cycle, helping you gain the foundation, basic experience, techniques and tools to manage each stage of your project.

By extending traditional project management concepts into the IT arena, this course will help you gain an understanding of the strategies and skills necessary to manage IT projects of any size. You'll take home powerful tools to enhance your IT project management capabilities;

Learn How To:

- ✓ Identify key problems encountered when managing requirements
- ✓ Write clear and concise requirements
- ✓ Develop a requirements traceability matrix and a requirements specification document
- ✓ Define appropriate classifications for project requirements
- ✓ Explain roles and responsibilities involved in managing requirements
- ✓ Identify the differences among requirements specification standards
- ✓ Select and monitor performance metrics for requirements management activities

In this course, you will learn the following:

- ✓ Requirements in the IT/IS development process
- ✓ Setup and startup: stakeholders and requirements
- ✓ Drill-down and document requirements
- ✓ Analyze and refine requirements
- ✓ Review and approval process
- ✓ Allocation and traceability
- ✓ Verification and validation
- ➔ Change management



Project Quality Management

– Delivering Project & Stakeholders Success

Increase Customer Satisfaction through Improved Quality!

Improve your project processes to achieve higher quality products, services, or results. This intensive course focuses on fundamental quality management tenets of leading thinkers such as Deming, Juran, and Crosby.

Learn how quality impacts aspects of project management. Use proven tools and techniques for planning and implementing quality methods in a project environment.

Discover valuable techniques to improve project quality planning, quality assurance, and quality control. Gain knowledge in the quality standards of the Software Engineering Institute (SEI), International Organization for Standardization (ISO), Six Sigma, and Baldrige.

Course Benefits

In this course, you develop and apply a project quality framework using the tools and techniques needed to deliver consistent project success within your organization.

Project success is assured by taking a balanced approach to quality, time and cost, resulting in satisfied customers.

At the end of this course, you take away project quality tools and templates for immediate use back at your job.

In this course, you will learn the following:

- ✓ Apply concepts and philosophies from leading quality experts
- ✓ Implement a successful quality program in your organization
- ✓ Prepare a quality management plan for your project
- ✓ Apply requirements analysis and management techniques
- ✓ Recognize how Six Sigma can lead to breakthroughs
- ✓ Conduct an inspection on project deliverables
- ✓ Develop proven techniques to calculate the cost of quality
- ✓ Use statistical process control tools and techniques
- ✓ Quality concepts and philosophies
- ✓ Quality processes
- ✓ Cost of quality
- ✓ Customer-focused quality techniques
- ✓ Requirements analysis and management techniques
- ✓ Statistical Process Control (SPC) tools



Project Management for Personal Assistants and Administrators


This course provides an insight for PA's and other Senior Administrators into how to best manage the sort of projects and responsibilities that may be assigned to them. PA's and senior Administrators often find themselves in the position of managing projects in their own right. This packed and practical course enables project organizers/managers, to learn how to manage the wide variety of responsibilities that are often assigned to them. A number of project management tools and techniques will be covered in the areas of planning, time management leadership and teams and project reporting.

Who should attend?

All those who need to carry out multifaceted tasks or those who organize meeting conferences, schedules events etc.

In this course, you will learn the following:

- ✓ What constitutes a project: An examination of what makes a project a project and examining the key states in a project's life -cycle.
- ✓ The Role of the Project Manager: An exploration of the roles and responsibilities of the Project Manager at each stage of development, and the skills required for carrying them out.
- ✓ Starting with the End in Mind: Examining the importance of, and how to set clear and achievable objectives which are firmly set in the context of the desired end product.
- ✓ Report Writing: This module takes participants through a model for constructing effective reports.
- ✓ It considers a range of topics including:
 - `knowing your audience, setting objectives, report writing conventions and planning your writing.
- ✓ Exploring how to structure your project to satisfy the project lifecycle and make planning decisions.
- ✓ Examines what makes a good leader and the skills require to being one
- ✓ Set up and managing project teams:
- ✓ Examines how to successfully manage project teams, including dealing with conflict and difficult situations.



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Project Management for Auditors

An audit is simply a project. Yet few auditors take advantage of techniques used by project managers to bring their projects in on time and on budget. In three intensive days you will learn the basics of project management, including how you can achieve improved cost control, resource utilization, and timelier audit conclusions. You will then apply these techniques to improving productivity in the internal audit process.

Using audit-specific examples; you will learn project planning, scheduling, control, and decision support concepts and methodologies -- the basics of project management. The techniques outlined in this session will significantly improve your productivity in planning and managing all audit projects.

You will learn

- ✓ The basics of project management
- ✓ Project planning,
- ✓ Scheduling control,
- ✓ Decision support concepts and methodologies
- ✓ Assess and manage your bank's operational risk exposures.
- ✓ Deliver the appropriate level of policies and procedures to your firm.
- ✓ Obtain better buy-in from the businesses regarding operational risk.
- ✓ Understand the capital implications of operational risk exposures.
- ✓ The techniques outlined in this session will significantly improve your Productivity in planning and managing all audit projects.
- ✓ Planning process of good audit/project management
- ✓ Improving time management
- ✓ The benefits of adopting a project management focus
- ✓ The relationship of planning to control
- ✓ Maximizing your investment in planning
- ✓ Developing a work breakdown structure
- ✓ Developing early warning systems
- ✓ Developing the Project Work Plan
- ✓ Defining activity dependencies and creating network diagrams
- ✓ Estimating work
- ✓ Producing a project plan
- ✓ Monitoring and controlling projects
- ✓ Closing the project



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Building Successful Interpersonal & Team Communication

Individual and team success depends upon the ability of individuals to communicate with others and be understood. The communication skills covered in this course are required to successfully exploit individual and group potential, focus a team's efforts, maximize creativity, influence another's thoughts and actions, and continually improve quality and productivity.

Who should attend?


All individual contributors and managers whose success depends on their ability to communicate clearly, be understood, and influence how another person performs should attend this course.

What you will achieve

- ✓ Well-defined goals for more effective communication.
- ✓ The ability to create an open environment for communication.
- ✓ The skill to communicate clearly.
- ✓ Stronger relationships through powerful communication.
- ✓ An understanding of other people's communication styles.
- ✓ The skill to analyze the communication dynamics of a team and how to improve them.
- ✓ The ability to influence behaviour for maximum results

What you will learn

- ✓ Goals for a Specific Communication - define your goals and then identify the most effective methods for delivery.
- ✓ Communication and Influence Techniques
- ✓ Barriers to Effective Communication - identify and develop
- ✓ Methods to break down those barriers.
- ✓ Psychological Style of Communication - analyze your own and determine how that style naturally supports some types of communication success while possibly inhibiting other types of communication success.
- ✓ Team Communication Dynamics
- ✓ Analyze Another Person's Communication Style - learn how to how to adapt your delivery and message to the style of that other Person.



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Project Procurement Management

Be Successful in Procuring Goods and Services for Your Projects!

A strategic make-lease-buy decision can critically impact a project's bottom line.

Learn best practices to procure outside services and products from the initial decision to buy, through final contract closeout. Identify what must be done to successfully execute the four-key project procurement management processes: plan procurements, conduct procurements, control procurements, and close procurements.

Learn how to:

- ✓ Conduct a make-or-buy analysis
- ✓ Prepare a procurement management plan
- ✓ Identify strategic advantages of specific contract types
- ✓ Use outsourcing effectively
- ✓ Establish a partnering program
- ✓ Perform a successful evaluation
- ✓ Work effectively in contract negotiation
- ✓ Manage seller performance
- ✓ Lead a project through contract closeout
- ✓ Capture lessons learned

Formulate the make-lease-buy decision, prepare an effective procurement management plan to guide the team, and use outsourcing and partnering for maximum benefit. Lessons learned and best practices from procurement theory and experience are also presented.

What you will achieve

- ✓ The vocabulary and fundamental concepts of procurement and contracting
- ✓ Project procurement and contract management methods, tools, and techniques
- ✓ The various types of contracts and Price models, their strengths and weaknesses, and when they should best be used
- ✓ Procurement and contract management issues from the unique perspectives of the buyer and seller

Course topics include:

- ✓ Planning procurements
- ✓ Outsourcing and partnering
- ✓ Contract planning
- ✓ Request seller responses
- ✓ Select sellers
- ✓ Procurement administration



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Practical Project Management Simulation

MData Solutions has developed the Practical Project Management (PPM) course to help project managers apply project management best practices to their daily work. MData Solutions has unique in-depth knowledge of various project management related models and standards. We have selected the PMBOK® Guide (Project Management Body of Knowledge) - edited by the Project Management Institute (PMI) - as the basis of reference and added best practices from models like CMMI®, PRINCE2® and our own hands-on experience. In this way, MData offers current and future project managers a truly unique set of practical information - readily available for use in real-life projects. Learn how to manage projects from initiation to close-out.

This practical course teaches participants how to successfully initiate, plan, execute, control and close-out projects while applying industry best practices. Students will learn project management concepts, helpful standard terminology, and established methods based on the Project Management Institute (PMI®) Project Management Body of Knowledge (PMBOK®).

Who Should Attend

All individuals interested in getting a hands-on application of project management principles, tools and techniques.

Learn how to:

- ✓ Identify stakeholders and determine their roles
- ✓ Tailor your project management approach based on project characteristics
- ✓ Actively involve your team in project planning and the creation of a shared vision
- ✓ Negotiate a baseline with a customer
- ✓ Evaluate project status and monitor progress
- ✓ Use exception management techniques to address trouble spots
- ✓ Closeout a project and capture lessons learned.

Course topics include:

- ✓ Planning procurements
- ✓ Outsourcing and partnering
- ✓ Contract planning
- ✓ Control Procurements



– At a Glance –
Course Duration: 3 Days
PDU: 8.00 PDUs
Price: NGN 150,000

Building A Successful Project Management Office (PMO)

A Project Management Office (PMO) is vital to ensure project consistency, efficiency and effectiveness across the organization. In this course, you learn how to build an effective PMO. In this course, you gain the skills to structure a central PMO that provides standardization, oversight and ongoing support, and training in a multiple-project environment.

At the end of this course, tools and templates required for sustaining a successful PMO are received.

Who Should Attend

Project managers, program managers, directors, team leaders and anyone working in a portfolio management capacity.

You Will Learn How To

- ✓ Develop a Project Management Office (PMO) to improve project efficiency
- ✓ Customize standards for project management methodologies, processes and procedures
- ✓ Manage and validate compliance through centralized controls
- ✓ Align project selection criteria with strategic organizational objectives
- ✓ Create a Project Management Information System (PMIS) for better communication and collaboration
- ✓ Provide ongoing project management support through mentoring and coaching

Activities include:

- ✓ Developing and customizing a PMO charter implementation plan
- ✓ Defining a comprehensive controls and oversight policy
- ✓ Customizing a knowledge management plan
- ✓ Structuring the key components of a PMIS
- ✓ Assessing and aligning organizational priorities with project approval procedures
- ✓ Mapping stakeholders within a central PMO communications plan
- ✓ Performing strategic risk analysis across the enterprise
- ✓ Developing ongoing project management training and educational plans



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Managing Stakeholder Expectations and Relationships

Understand the Unique Needs and Expectations of Project Stakeholders!

Recognizing stakeholders' expectations is a critical element in managing successful projects; especially in these days of cross-functional, matrix-managed, and virtual or geographically dispersed teams.

Managing those stakeholder relationships is key to the success of our projects. This course focuses on a stakeholder-based approach in projects and examines what it takes to actively and successfully build and manage relationships with our stakeholders, focusing on identifying and meeting their needs, requirements and priorities. Several key organizational issues around stakeholder management are also examined: power, influence, and authority.

This course addresses the critical skills of actively managing stakeholder needs and expectations as well as developing and managing the stakeholder relationship. Additionally, this course explores tools that are designed to aid in the discovery and management of stakeholder and team expectations.

Participants will gain a thorough understanding of steps to take to ensure a continued alignment between stakeholder expectations and project objectives and will also be able to develop a successful stakeholder management process.

Learn how to:

- ✓ Recognize the benefits of using a stakeholder-centric approach in projects
- ✓ Conduct a stakeholder analysis
- ✓ Create a stakeholder management plan
- ✓ Tailor a communication plan to meet the diverse needs of different stakeholder types
- ✓ Manage stakeholder expectations and relationships
- ✓ Create an on-the-job action plan

Course topics include:

- ✓ Stakeholder management overview
- ✓ Stakeholder analysis
- ✓ Stakeholder management planning
- ✓ Stakeholder communications
- ✓ Stakeholder expectations & relationships



– At a Glance –
Course Duration: 3 Days
PDU: 24.00 PDUs
Price: NGN 150,000

Managing Multiple and Complex Projects

Learn to Successfully Manage and Lead Multiple Projects Teams!

Managing multiple projects is one of today's most pressing business challenges. In this hands-on, project driven course, you'll learn to successfully apply tools and techniques to ensure your projects succeed.

You'll gain insight into unique strategies for dynamic resource allocation, managing sudden scope and priority changes, and maximizing your return on the limited assets available all within time and resource constraints and ever-changing scope.


You will learn to adapt proven techniques to manage multiple projects, especially with virtual teams.

Learn How To:

- ✓ Manage the complexity of multiple projects and set team expectations
- ✓ Identify the critical success factors and high-risk areas with multiple projects and geographically dispersed teams
- ✓ Identify critical differences in how executives and project managers view projects, and learn key terms
- ✓ Use tools and techniques to assist in the management process
- ✓ Build a virtual team
- ✓ Develop a comprehensive communications plan
- ✓ Effectively use and work with cultural differences across multiple projects

Course topics include:

- ✓ Today's multi-project environment
- ✓ Scheduling and resource allocation: multiple project sets
- ✓ Planning processes in the multiple project environment
- ✓ Managing geographically dispersed projects
- ✓ Managing virtual teams
- ✓ Cross-cultural communications
- ✓ Closeout and lessons learned in the multiple project environment



– At a Glance –
Course Duration: 3 Days
PDU: 32.00 PDUs
Price: NGN 150,000

Achieving Leadership Success through People

The most successful leaders are those with the best people skills, especially during the most difficult circumstances. Poor communication and interpersonal relationships routinely thwart leaders who are otherwise technically competent. In order to succeed, leaders must be fully engaged with the individuals who make up their organization.

Focusing skill-by-skill on P.E.O.P.L.E. (Professionalism, Empathy, Optimism, Partnering, Loyalty and Empowering) this course can help anyone in a position of leadership to better demonstrate caring as well as courage, and to use a P.E.O.P.L.E. approach to achieve maximum results.

Who Should Attend


Senior managers, directors, vice presidents and other executives, as well as mid-level managers and others in positions of leadership.

How You Will Benefit

- ✓ Understand the components of professionalism and the importance of setting a good example
- ✓ Coach and develop your direct reports/colleagues to be more hopeful and empathetic as they develop greater professionalism
- ✓ Create genuine partnerships and unity with, and among, direct reports/colleagues
- ✓ Be more optimistic through reframing, resilience and positive language skills
- ✓ Learn and apply the components of loyalty to create “loyal followership”
- ✓ Trust and empower your direct reports/colleagues more

What You Will Cover

- ✓ Professionalism: character, composure, commitment, communication, competence and caring
- ✓ Empathy: connecting and building rapport, understanding others and valuing strengths
- ✓ Partnership: collaboration (vs. competition), creating synergy and teamwork
- ✓ Optimism: enthusiasm, eagerness to learn and teach, and resilience
- ✓ Loyalty: building energetic followers who persevere and are accountable to self and others
- ✓ Empowerment: delegating, teaching, coaching and entrusting



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

CAP - Change Acceleration Process Training

Do you successfully manage Change in your organization? Are you implementing a new enterprise application, new operation process, or other enterprise technology system? Are you implementing new policies and procedures within your organization?


Have you experienced widespread organizational change? If so, have you considered the technical, political, and cultural change that staff members will be experiencing as a result of this change? Learn to successfully manage the Change that will be occurring in your organization, as you become a Change Agent with a tool kit to ensure your success. From developing Vision Statements to Monitoring Progress, you'll learn the 7 Phases of the Change Acceleration Process, including activities for committees, leaders, and staff members.

Workshop Objectives

- ✓ Define change management, based on theories and research, as a framework for managing change.
- ✓ Provide opportunities for direct application of the change tools to current change projects.
- ✓ Render a means by which to measure the effectiveness of implementing the change tools.
- ✓ Facilitate “learning by doing” and “learning from each other.”
- ✓ Provide ongoing support and coaching for change management projects.
- ✓ Direction in creating an overall change strategy and implementation plan for your organization.
- ✓ One-on-one change consulting to those who have significant responsibilities for measurable results.
- ✓ On-the-ground help with specific needs: process improvement, team development and coaching.

Learn how to avoid the four common mistakes made in managing change

- ✓ The scope of the change is misdiagnosed.
- ✓ Change is viewed as an event rather than a process.
- ✓ The human element of change is not adequately addressed.
- ✓ Leaders fail to understand their role in leading change.



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Strategic System and Business Process Improvement

In this course, you'll learn to model business processes as they are currently enacted, assess the quality of those business processes, and collaborate with the stakeholders to identify improvements. The course begins by teaching you the roles and responsibilities of the business analyst and the process for analyzing business systems, including how to determine a business system's health. You will learn how to identify business processes that could become more streamlined.

LEARN HOW TO:

- ✓ Understand the change culture and framework of the organization
- ✓ Plan, manage, and communicate the business analysis activities
- ✓ Define business needs, goals, and objectives
- ✓ Analyze the current state of models and the feasibility of solution alternatives

COURSE TOPICS INCLUDE:

- ✓ Business analysis terminology
- ✓ The relationship between business analysis and project management
- ✓ Business analyst and project manager roles and responsibilities
- ✓ The importance of business analysis
- ✓ Business analysis challenges
- ✓ Knowledge Area Overview
- ✓ Project management, software development, and the new product life cycle
- ✓ Enterprise Analysis
- ✓ Strategic planning
- ✓ Enterprise analysis activities
- ✓ Error proof steps to eliminate quality issues
- ✓ Delve into the details of tasks and procedures to find problems
- ✓ Organize your process improvement efforts elicitation
- ✓ Requirements elicitation
- ✓ Planning for elicitation



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Business Analysis, Training & Development



MData Solutions Business Analysis Certificate Program provides business and IT professionals with the knowledge and skills needed to ensure solutions meet or exceed the organization's goals and objectives.

The Business Analysis Certificate Program helps professionals integrate the business, technical, and management competencies required to successfully identify, validate, and manage the business and system requirements of any process or IT change project.

Principles of Business Analysis

This course is designed for business and IT professionals who want to make informed decisions about the needs of the organization and document them as business and project requirements. Establish a solid foundation of skills, knowledge, and techniques to make sure your projects contribute value to your organization's mission, goals, and objectives.

Learning Objectives:

- ✓ Understand the change culture and framework of the organization
- ✓ Plan, manage, and communicate the business analysis activities
- ✓ Define business needs, goals, and objectives
- ✓ Analyze the current state of models and the feasibility of solution alternatives
- ✓ Define and validate the scope for the solution
- ✓ Prepare a business case for the solution
- ✓ Prepare the business requirements document

Course Topics Include:

- ✓ Business Analysis Overview
- ✓ Business analysis terminology
- ✓ The relationship between business analysis and project management
- ✓ Business analyst and project manager roles and responsibilities
- ✓ The importance of business analysis
- ✓ Business analysis challenges
- ✓ Knowledge Area Overview
- ✓ Project management, software development, and the new product life cycle

Elicitation

- ✓ Requirements elicitation
- ✓ Planning for elicitation
- ✓ Groups of requirements stakeholders
- ✓ Techniques for gathering requirements

Requirements Analysis

- ✓ Requirements specification
- ✓ Documenting requirements
- ✓ Requirements attributes
- ✓ Tracing requirements
- ✓ Requirements specification reviews

Solution Assessment and Validation

- ✓ The organizational assessment processes
- ✓ Updating and maintaining requirements
- ✓ Verifying and validating the solution
- ✓ Evaluating solution performance

Requirements Management and Communication

- ✓ The importance of tracing requirements
- ✓ Techniques to approve requirements
- ✓ Lessons learned workshops



– At a Glance –
Course Duration: 3 Days
PDU: 24.00 PDUs
Price: NGN 150,000

Crafting High-Quality Requirements

Whether outsourced or in-house, every new development project needs exceptional requirements management. Up to 70% of IT-enabled business change project failures are tied directly to poor requirements management.

Develop the key skills required to reduce requirements-driven causes of project failure. Introduce lean process thinking to right-size the requirements analysis process. Identify, document, analyze, and track requirements throughout a project's life cycle. Determine key roles and responsibilities in requirements analysis. Discover the importance of allocating and tracing requirements.

Learning objectives:

- ✓ Differentiate between key elicitation techniques
- ✓ Create business solution problem domain models
- ✓ Document user interaction with usage models
- ✓ Tailor techniques to multiple project environments
- ✓ Adapt the requirements work plan for the level of project risk
- ✓ Develop use cases through an iterative approach

Course topics include:

- ✓ Key Business Solution Concepts
- ✓ Introduction to requirements
- ✓ Value and challenges of requirements
- ✓ Requirements tasks related to software development lifecycles
- ✓ Project types
- ✓ Project management roles and business analyst responsibilities
- ✓ Eliciting Requirements
- ✓ The purpose of formal requirements elicitation
- ✓ Elicitation techniques for gathering requirements
- ✓ Using elicitation techniques
- ✓ Common focus of elicitation techniques
- ✓ Elicitation challenges ✓ Analyzing Requirements
- ✓ Requirements analysis activities
- ✓ Key model types
- ✓ Steps of the requirements analysis process
- ✓ Major analysis classifications ✓ Writing Requirements
- ✓ The importance of good requirements
- ✓ Recognizing good requirement statements
- ✓ Writing good requirements
- ✓ Confirming Project Scope with Use Cases



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Building Business Cases

Proposed solutions are required to explain the value they bring to the organization. Traditional solution definition techniques focus more on design than on business value and, therefore, fall short of fulfilling the intended business needs.

Learn how to justify the business value of your proposed solution to the organization and to demonstrate how it aligns to the mission goals and objectives.

Learning Objectives:

- ✓ Identify the framework for completing analysis
- ✓ Describe the components of a business and technology assessment
- ✓ Explain techniques used in assessing risk
- ✓ Discuss the relationship between estimating and prioritization
- ✓ List ways to estimate the benefits of a project
- ✓ Categorize benefits
- ✓ Describe various techniques for calculating a project's value

Course Topics Include:

- ✓ Analysis Framework
- ✓ The study processes
- ✓ The Project Genesis model
- ✓ The evolution of planning

Business and Technology Assessment

- ✓ The organization within the study process
- ✓ Conducting background analysis
- ✓ Determining the strategy for your project

Risk Assessment

- ✓ The risk management process
- ✓ Ways to use a risk questionnaire
- ✓ Identifying two key risk areas

Prioritizing and documents Risks Prioritization

- ✓ Ways to prioritize projects
- ✓ Methods of estimating
- ✓ Using forecasting in prioritization
- ✓ PERT technique Writing Requirements

Estimating the Benefits


- ✓ The cost/benefit analysis
- ✓ Ways to estimate the project
- ✓ How to complete operational estimates
- ✓ Common costing issues

Analyzing Benefits

- ✓ Analysis factors and benefit categories
- ✓ Completing a benefit analysis

Cost Benefit Results

- ✓ Presentation techniques
- ✓ Cost/benefit follow-up activities
- ✓ The relationship between portfolio management and post project audits



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Cause Mapping: Effective Root Cause Analysis Facilitation & Documentation

The Cause Mapping method is a simple, objective, evidence-based approach for breaking any issue into its cause-and-effect relationships so that everyone sees the same accurate information. This training provides valuable problem-solving skills that you can immediately apply within your organization.

LEARNING OBJECTIVES:

- ✓ Analyze problems thoroughly and effectively
- ✓ Be more effective when solving problems in a group
- ✓ Communicate complex issues visually and verbally
- ✓ Develop a process/systems approach when managing your operations
- ✓ Incorporate facilitation tips and strategies
- ✓ Effectively collect and organize the information needed to complete a Cause map
- ✓ Capture the information using Microsoft Excel (both 2003 and 2007)
- ✓ Organize and document the information in an Excel “project workbook”

CAUSE MAPPING APPROACH

Cause Mapping is an extremely effective “systems thinking” approach to root cause analysis that significantly improves communication in group problem solving. In the Cause mapping workshop, participants will learn that problem solving is about identifying and eliminating specific causes. The simple three-step process benefits people at all levels in an organization (executives to front-line employees) by creating a visual picture of how to prevent past problems for the purpose of improving business performance. This cause Map is a simple, visual tool for capturing these specific causes and making the information available throughout an organization.


APPLICATIONS

- ✓ Equipment failures
- ✓ People issues
- ✓ Production losses
- ✓ Safety incidents
- ✓ Medical errors
- ✓ Work process deficiencies



Risk Management, Security & Compliance





Risk Management, Security & Compliance

MData Solutions offers your business key support and expert guidance in computer security risk assessment and the management of technology risk. Our team of consultants will help identify potential risks, evaluate them and provide recommendations to mitigate the identified risks. The tools, techniques, and methodologies adopted are time tested and provide the perfect solution to your company's risk management needs.

The risks faced by any business are constantly in flux and IT security management has become a serious challenge. With each passing day, new risks emerge, such as malware, spam and malicious intrusion, with the potential to inflict serious damage to your operations. Businesses need to seamlessly adapt to evolving threats by carefully prioritizing and enabling mitigation controls to address these risks.

Efficient risk management starts with an information technology risk assessment and requires that a customized and proven computer security risk assessment management framework be implemented and tested on an ongoing basis to ensure that the results are optimal. Managing risk efficiently is more critical than ever as global businesses come to terms with newer and increasingly complex risks every day.

CISM- Certified Information Security Manager Certification Training Course

CISM Course Description:

MDATA Solutions CISM course provides a common body of knowledge for information security management. The focus of this course is on information risk management as the basis of information security.

Additionally, material on broader issues is included such as how to govern information security as well as information on practical issues such as developing and managing an information security program and how to respond when incidents arise.

CISM Course Outline:

- ✓ Information Security Governance
- ✓ Information Risk Management
- ✓ Information Security Program Development
- ✓ Information Security Program Management
- ✓ Incident Management and Response

CISM Exam and Testing:

Candidates need to register with ISACA for CISM Certification exam.

CISM Exam Details:

Number of Questions: 200

Passing Score: 450 passing on the scale of 200-800.

Test Duration: 4 Hours

Test Format: Written Examination

Test Delivery: ISACA (This exam is only being delivered twice a year in December and June)

CISM Certification measures following Skills:

- ✓ Access Control Systems & Methodology
- ✓ Applications & Systems Development
- ✓ Business Continuity & Disaster Recovery Planning
- ✓ Cryptography
- ✓ Law, Investigation & Ethics
- ✓ Operations Security (Computer)
- ✓ Physical Security
- ✓ Security Architecture & Models



CISA- Certified Information Systems Auditor Certification Training Course

An increasing number of businesses and organizations recognize CISA training as the standard for auditing practices. With that in mind, it doesn't make sense for you, as an IT professional, not to have CISA certification.

By becoming a certified information systems auditor, you become an expert in the systems security that so many businesses and government entities need in order to guarantee that they are able to operate as smoothly as possible. Here at MDATA Solutions, we offer comprehensive training for IT professionals who want to become CISA certified.

Our instructors have decades of experience in teaching the skills that you to stay relevant in the constantly evolving IT field.

With the CISA courses that we provide, you'll learn everything that you need to know about the auditing process so that you'll have no trouble passing the CISA exam. Sign up for this courses so that you can gain skill in a globally recognized certification.

CISA Certification Training Course Description:

CISA course covers topics such as IS audit process, IT Governance, Systems and infrastructure life-cycle management, IT service delivery and support, protection of information assets, business continuity and disaster recovery

CISA Certification Training Course Outline:

- ✓ The Information Systems Audit Process
- ✓ IT Governance
- ✓ Systems and Infrastructure Lifecycle Management
- ✓ Systems and Infrastructure Lifecycle Maintenance
- ✓ IT Service Delivery and Support
- ✓ Protection of Information Assets
- ✓ Business Continuity and Disaster Recovery
- ✓ Appendix A: ISACA CISA Certification Process

CISA Exam and Testing:

The CISA exam is offered by ISACA annually during the months of June and December.

Certified Information Systems Auditor (CISA) is a professional certification sponsored by the Information Systems Audit and Control Association (ISACA). With this type of training, you'll be an expert in controlling, monitoring, and Assessing an organization's IT systems.



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Certified Authorization Professional (CAP®) Certification Course

Course Description:

The CAP® (Certified Authorization Professional) certification from (ISC)2® is a very objective measure of the skills, abilities and knowledge required for all persons involved in the overall process of maintaining and authorizing information systems. This credential specifically applies to those who are responsible for formalizing processes that are used to establish security requirements and documentation as well as to assess risk. The decisions made by these individuals will help to ensure that information systems possess proper security commensurate with the correct level of exposure to any potential risks, as well as damage to individuals or assets. Security authorization includes a risk management approach that is tiered in such a way as to evaluate both the strategic and tactical risk across an enterprise.

Course Learning Objectives

- ✓ Understand the Various Types of Security Authorization within Information Systems
- ✓ Categorize Different Information Systems
- ✓ Establish a Baseline for Security Control
- ✓ Apply Various Security Controls
- ✓ Assess Different Types of Security Controls
- ✓ Authorize Information System
- ✓ Monitor All Types of Security Controls

Certified Authorization Professional (CAP®) Certification Exam:


The CAP exam will test the breadth and depth of a student's knowledge by primarily focusing on the seven domains which make up the topics of CAP CBK®, taxonomy of information security:

- ✓ Understanding the Required Security Authorization of Information Systems
- ✓ Categorize Various Information Systems
- ✓ Establish the Baseline for Security Control
- ✓ Apply Various Security Controls
- ✓ Assess Various Security Controls
- ✓ Authorize Information Systems
- ✓ Monitor Security Controls

Certified Authorization Professional (CAP®) Certification

Course Outline:

- ✓ The Building of a successful Enterprise Accreditation and
- ✓ Certification Program
- ✓ Accreditation and Certification Processes
- ✓ Accreditation and Certification Case Study
- ✓ The Future of Accreditation and Certification
- ✓ Certified Authorization Professional (CAP®) Certification Course



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Social Engineering Deceptions and Defenses

Social engineering has been considered the number one cyber security threat by many industry resources. This course provides the skills to defend against social engineering attacks that threaten organizational security.

Through hands-on exercises, you learn the motivations and methods used by social engineers to better protect your organization and prevent data breaches.

Hands-On Experience:

- ✓ Profiling user passwords and harvesting public information
- ✓ Conducting a simulated dumpster dive to gather intelligence
- ✓ Identifying interview techniques that elicit private information
- ✓ Employing change blindness for impersonation
- ✓ Leveraging authority as a manipulation tool
- ✓ Securing communication channels against spoofing

Who Should Attend:


Human resource managers, site security personnel, network security personnel, project managers and anyone who wants to learn defenses against social engineering attacks. No prior technical knowledge is required.

You Will Learn How To:

- ✓ Defend against social engineering deceptions that threaten organizational security
- ✓ Plan and evaluate security assessments for human weaknesses
- ✓ Promote vigilance and implement procedures to defeat deceptions
- ✓ Mitigate personnel vulnerabilities with security awareness
- ✓ Measure your organization's preparedness for attacks

Course contents:

- ✓ Introduction to Social Engineering
- ✓ Gathering Information and Intelligence
- ✓ Identifying Communication Models
- ✓ Assessing Elicitation Methods
- ✓ Gaining Physical Access
- ✓ Impersonating Authorized Personnel
- ✓ Employing Psychology for Persuasion
- ✓ Implementing Management Countermeasures



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Cyber Security Risk Assessment & Management

Laws and regulations impose stringent cyber security requirements on all organizations. By employing the standards-based risk management process described in this course, you will establish and maintain an acceptable security posture and protect your organization from unacceptable losses.

Workshop Activities Include:

- ✓ Assessing system security requirements based on risks to confidentiality, integrity and availability
- ✓ Selecting an appropriate security control baseline
- ✓ Applying and validating security control implementation
- ✓ Performing security assessments and making authorization decisions
- ✓ Maintaining security posture by prioritizing vulnerabilities for remediation

Who Should Attend:

Anyone in a position of responsibility for developing, acquiring, operating and sustaining an information system.

You Will Learn How To:

- ✓ Implement a standards-based, proven methodology for assessing and managing the risks to your organization's information infrastructure
- ✓ Apply Operational Risk Management (ORM) to information systems
- ✓ Institute actionable security mechanisms with measurable results
- ✓ Select and tailor security controls that satisfy requirements
- ✓ Maintain an acceptable security posture over the system life cycle

Course contents:

- ✓ Introduction to Risk Assessment and Management
- ✓ Characterizing System Security Requirements
- ✓ Selecting Appropriate Security Controls
- ✓ Reducing Risk through Effective Control Implementation
- ✓ Assessing Compliance Scope and Depth
- ✓ Authorizing System Operation
- ✓ Maintaining Continued Compliance



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Securing Web Applications, Services and Servers

Cyber security is a serious challenge today as attackers specifically target web application vulnerabilities. As a result, organizations must integrate robust security measures into the web application development process. This course provides in-depth, hands-on experience securing web-based applications and host servers.

Hands-On Experience:

- ✓ Creating a trust boundary with proper input validation
- ✓ Avoiding Cross-Site Scripting (XSS) and Cross-Site Request Forgery (CSRF/XSRF)
- ✓ Preventing SQL injection vulnerabilities
- ✓ Implementing URL access restrictions
- ✓ Detecting unauthorized file-system modifications

Who Should Attend:


Those who have basic knowledge of web application and server operation and who want to implement, test and deploy secure web applications.

You Will Learn How To:

- ✓ Implement and test secure web applications in your organization
- ✓ Identify, diagnose and remediate the OWASP top ten web application security risks
- ✓ Configure a web server to encrypt web traffic with HTTPS
- ✓ Protect Ajax-powered applications and prevent JSON data theft
- ✓ Secure XML web services with WS-Security

Course contents:

- ✓ Setting the Stage
- ✓ Establishing Security Fundamentals
- ✓ Augmenting Web Server Security
- ✓ Implementing Web Application Security
- ✓ Enhancing Ajax Security
- ✓ Securing XML Web Services
- ✓ Scanning Applications for Weaknesses
- ✓ Best Practices for Web Security



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Vulnerability Assessment: Protecting Your Organization

Knowledge of vulnerability assessment and hacking techniques allows you to detect weaknesses before your networks are attacked. In this course, you learn to configure vulnerability scanners to detect points of exposure and prevent network exploitation. You acquire the knowledge to assess the risk to your enterprise from an array of vulnerabilities and to minimize costly security breaches.

Hands-On Experience:

- ✓ Configuring scanners
- ✓ Port scanning and enumeration
- ✓ Scanning infrastructure, servers and desktops
- ✓ Exploiting browsers, IDS, SQL and file services
- ✓ Evaluating vulnerability severity and prioritizing remediation
- ✓ Investigating and preventing spyware

Who Should Attend:

Security auditors, firewall/IDS personnel, PCI security testers, network managers and those involved in cyber security measures and implementation who have experience with network security.

You Will Learn How To:

- ✓ Detect and respond to vulnerabilities and minimize exposure to security breaches
- ✓ Employ real-world exploits and evaluate their effect on your systems
- ✓ Configure vulnerability scanners to identify weaknesses
- ✓ Analyze the results of vulnerability scans
- ✓ Establish an intelligent strategy for vulnerability management

Course contents:

- ✓ Fundamentals
- ✓ Analyzing Vulnerabilities and Exploits
- ✓ Configuring Scanners and Generating Reports
- ✓ Assessing Risks in a Changing Environment
- ✓ Managing Vulnerabilities



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Penetration Testing: Tools and Techniques

As network breaches become increasingly sophisticated, proactive defenses are essential to counter malicious attacks. In this course, you discover weaknesses in your network using the same mindset and methods as hackers. You acquire the knowledge to test and exploit internal and external defenses. You learn countermeasures to reduce risk to your enterprise.

Hands-On Experience:

- ✓ Executing advanced port scanning
- ✓ Performing injection attacks
- ✓ Predicting and hijacking web sessions
- ✓ Poisoning DNS to lure clients
- ✓ Defeating stateless firewalls, IDS and antivirus software
- ✓ Cloning a website

Who Should Attend:

Security consultants, Information Assurance auditors, firewall/IDS personnel, programmers, PCI security testers and those involved in cyber security measures and implementation with security knowledge.

You Will Learn How To:

- ✓ Deploy ethical hacking to expose weaknesses in your organization
- ✓ Gather intelligence by employing reconnaissance, published data and scanning tools
- ✓ Probe and compromise your network using hacking tools to test and improve your security
- ✓ Protect against privilege escalation to prevent intrusions

Course contents:

- ✓ Introduction to Ethical Hacking
- ✓ Foot printing and Intelligence Gathering
- ✓ Identifying Vulnerabilities
- ✓ Attacking Servers and Devices to Build Better Defenses
- ✓ Manipulating Clients to Uncover Internal Threats
- ✓ Exploiting Targets to Increase Security
- ✓ Testing Antivirus and IDS Security
- ✓ Mitigating Risks and Next Steps



Disaster Recovery Planning: Ensuring Business Continuity

A major disaster could cripple your organization, suspending mission critical processes and disrupting service to your customers. In this course, you learn to identify vulnerabilities and implement appropriate countermeasures to prevent and mitigate threats to your processes.

Workshop Activities Include:

- ✓ Identifying the impact on critical business functions
- ✓ Assessing risk: exposure, vulnerabilities and threats
- ✓ Developing appropriate countermeasures
- ✓ Organizing teams during incident response
- ➡ Assessing contingency options

Who Should Attend:


Anyone in a position of responsibility for developing, acquiring, operating and sustaining an information system.

You Will Learn How To:

- ✓ Implement a Business Continuity Management System (BCMS)
- ✓ Set BCM in the organizational context
- ✓ Perform Business Impact Analysis (BIA) to identify business priorities
- ✓ Identify and respond to risk
- ✓ Coordinate the response following an incident
- ✓ Test, maintain and improve the BCMS

Course contents:

- ✓ Introduction and Overview
- ✓ Analyzing the Organizational Context
- ✓ Documenting Business Continuity Requirements
- ✓ Managing Risks to the Organization
- ✓ Responding to Incidents
- ✓ Designing Contingency Arrangements
- ✓ Testing, Rehearsing and Improving Business Continuity Provisions



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000



Courses

Hadoop® Development for Big Data Solutions

The availability of large data sets presents new opportunities and challenges to organizations of all sizes. This course provides the hands-on programming skills to develop solutions that run on the Apache Hadoop platform to efficiently process a variety of Big Data. Additionally, you learn to test and deploy Big Data solutions on commodity clusters.

Workshop Activities Include:

- ✓ Developing efficient parallel algorithms
- ✓ Analyzing unstructured files and developing Java MapReduce jobs
- ✓ Loading and retrieving data from HDFS and HBase
- ✓ Analyzing data with HiveQL queries and Pig Latin scripts
- ✓ Validating requirements with MRUnit
- ✓ In-memory and iterative processing with Apache Spark
- ✓ Use of AdaptaLearn™ Exercises, PLUS access to Computing Sandbox™

Who Should Attend:


This course is for Java developers, architects and testers who desire hands-on experience writing code for Hadoop. It can be helpful to technical managers interested in the development process.

You Will Learn How To:

- ✓ Implement Hadoop jobs to extract business value from large and varied data sets
- ✓ Write, customize and deploy MapReduce jobs to summarize data
- ✓ Develop Hive and Pig queries to simplify data analysis
- ✓ Test and debug jobs using MRUnit
- ✓ Monitor task execution and cluster health

Course Contents

- ✓ Introduction to Hadoop
- ✓ Parallelizing Program Execution
- ✓ Implementing Real-World MapReduce Jobs
- ✓ Customizing MapReduce
- ✓ Persisting Big Data with Distributed Data Stores
- ✓ Simplifying Data Analysis with Query Languages
- ✓ Managing and Deploying Big Data Solutions



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Introduction to Data Science for Big Data Analytics

Big Data Analytics allow organizations to build competitive strategies around data-driven insights and derive value from vast amounts of untapped data. Whether you are tracking the efficiency of a warehouse or predicting how and when to modify staffing levels in a call center, this course provides the knowledge and skills required to reach the next level of decision-making maturity.

Workshop Activities Include:

- ✓ Working with an R programming environment to Analyze varied data sets
- ✓ Preprocessing and preparing data for deeper analysis
- ✓ Applying clustering, classification and regression to data sets
- ✓ Generating association rules from transaction data
- ✓ Use of Computing

Who Should Attend:

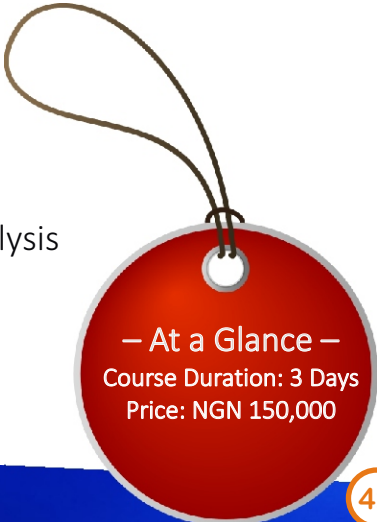
This course is intended for managers, data and business analysts, database professionals and others involved in forecasting and trends management. Programming and a background in statistics is helpful, but not required

You Will Learn How To:

- ✓ Harness data mining methods to answer crucial business questions from Internal and external data sources
- ✓ Create competitive advantage from both structured and unstructured data
- ✓ Predict outcomes with supervised machine learning techniques
- ✓ Unearth patterns in customer behavior with unsupervised techniques and work with R to analyze structured, unstructured and Big Data

Course contents

- ✓ Working with Unstructured and Large Data Sets
- ✓ Predicting Outcomes with Regression Techniques
- ✓ Detecting Patterns in Complex Data with Clustering and Link Analysis
- ✓ Leveraging Transaction Data to Yield Recommendations and Association Rules
- ✓ Implementing Analytics within Your Organization



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Extracting Business Value from Big Data

Big Data Analytics allow organizations to build competitive strategies around data-driven insights and derive value from vast amounts of untapped data. Whether you are tracking the efficiency of a warehouse or predicting how and when to modify staffing levels in a call center, this course provides the knowledge and skills required to reach the next level of decision-making maturity.

Workshop Activities Include:

- ✓ The Hadoop Ecosystem
- ✓ Exploring HDFS and MapReduce
- ✓ Executing Data Flows with Pig
- ✓ Performing ETL with Pig
- ✓ Manipulating Data with Hive
- ✓ Extracting Business Value with HiveQL
- ✓ Interacting with Hadoop Data in Real Time

Who Should Attend:

This course is intended for technical and database professionals who are looking to utilize Big Data technologies in their organization. Attendees do not need to be Java programmers but a foundational knowledge of databases and SQL would be highly beneficial

You Will Learn How To:

- ✓ Manipulate complex data sets stored in Hadoop for competitive advantage
- ✓ Automate the transfer of data into Hadoop storage with Flume and Sqoop
- ✓ Filter data with Extract-Transform-Load (ETL) operations using Pig
- ✓ Query multiple data sets for analysis with Pig and Hive
- ✓ Share Hadoop data between multiple applications with HCatalog
- ✓ Perform real-time queries on Hadoop data

Course contents

- ✓ The Hadoop Ecosystem
- ✓ Exploring HDFS and MapReduce
- ✓ Executing Data Flows with Pig
- ✓ Performing ETL with Pig
- ✓ Manipulating Data with Hive
- ✓ Extracting Business Value with HiveQL
- ✓ Interacting with Hadoop Data in Real Time



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Introduction to Cloud Computing

This introduction to cloud computing technologies course provides the training and knowledge required to effectively evaluate and assess the business and technical benefits of cloud computing and analyze cloud application use for your organization.

Workshop Activities Include:

- ✓ Deploying websites and data to Amazon IaaS
- ✓ Assessing PaaS tools for building and deploying cloud applications
- ✓ Experiencing SaaS real-time collaboration tools
- ✓ Allocating and deploying resources on an OpenStack Private Cloud
- ✓ Use of AdaptaLearn™ Exercises

Who Should Attend:

Anyone seeking to exploit the benefits of technologies in cloud computing, including assessing the architectures, components, operation and tools of cloud computing.

You Will Learn How To:

- ✓ Build and deploy cloud applications and develop an effective implementation strategy
- ✓ Exploit SaaS to optimize cost and resources
- ✓ Create, deploy and secure applications and services with PaaS
- ✓ Provision public IaaS with Amazon AWS, Windows Azure and Google Cloud

Course Contents

Introduction to Cloud Computing

- ✓ Defining cloud computing
- ✓ Delivering services from the cloud

Adopting the Cloud

- ✓ Key drivers of cloud computing solutions
- ✓ Evaluating barriers to cloud computing

Exploiting Software as a Service (SaaS)


- ✓ Characterizing SaaS
- ✓ Comparing service scenarios
- ✓ Inspecting SaaS technologies

Delivering Platform as a Service (PaaS)

- ✓ Exploring the technical foundation for PaaS
- ✓ Building services with solution stacks
- ✓ Managing cloud storage
- ✓ Employing support services

Deploying Infrastructure as a Service (IaaS)

- ✓ Enabling technologies
- ✓ Accessing IaaS
- ✓ Deploying a Private Cloud and Calculating the financial implications
- ✓ Preserving business continuity and Migrating to the cloud



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Essentials of Cloud Computing

As organizations transition to cloud technologies, cloud computing security issues are a vital concern. In order to protect sensitive data and maintain regulatory compliance, you must address the unique cyber security challenges faced when moving to a cloud environment. This course provides hands-on experience identifying and resolving the security issues specific to public and private clouds.

Workshop Activities Include:

- ✓ Assessing patching and configuration vulnerabilities of a cloud server
- ✓ Evaluating methods for data encryption
- ✓ Attaching encrypted long-term storage to a cloud server
- ✓ Verifying identity using a certificate chain
- ✓ Securely logging user authentication in the cloud

You Will Learn How To:

- ✓ Analyze and implement security for public and private clouds
- ✓ Establish data integrity and privacy in the cloud to manage risk
- ✓ Maintain platform security and protect data confidentiality
- ✓ Protect networks, operating systems and applications in various cloud deployments
- ✓ Achieve organizational cyber security compliance

Course contents

Cloud Computing Essentials

Risk Analysis and Division of Responsibility

- ✓ Cloud security risk management
- ✓ Negotiating security requirements with vendors

Securing the Cloud Infrastructure

- ✓ Securing the platform
- ✓ Compartmentalizing access to protect data confidentiality and availability

Operating System and Network Security

- ✓ Locking down cloud servers
- ✓ Leveraging provider-specific security options

Achieving Security in a Private Cloud


- ✓ Taking full responsibility for cyber security
- ✓ Selecting the appropriate product
- ✓ Virtual Private Cloud (VPC) and the hybrid cloud alternative

Meeting Compliance Requirements

- ✓ Managing cloud governance ✓ Accreditation regulations
- ✓ Assuring compliance with government certification and

Preparing for Disaster Recovery

- ✓ Implementing a plan to sustain availability
- ✓ Exploiting the cloud for disaster recovery options



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Amazon Web Services™ (AWS) & Cloud Computing

Learn about Amazon Web Services (AWS) cloud computing solutions and receive training to advantage of the comprehensive range of IT cloud products in order to access reliable and scalable computing resources. In this course, you gain the skills needed to fully leverage AWS to deliver significant technical and business benefits.

Workshop Activities Include:

- ✓ Develop robust, flexible and cost-effective cloud solutions with AWS
- ✓ Implement highly durable and reliable storage systems
- ✓ Customize Elastic Compute Cloud (Ec2) images
- ✓ Deploy and host web apps
- ✓ Leverage the Amazon Virtual Private Cloud to provision secure, isolated resources

You Will Learn How To:

- ✓ Analyze and implement security for public and private clouds
- ✓ Establish data integrity and privacy in the cloud to manage risk
- ✓ Maintain platform security and protect data confidentiality
- ✓ Protect networks, operating systems and applications in various cloud deployments

Course contents

- ✓ Introduction to AWS Cloud Computing
- ✓ Getting started with Amazon Web Services (AWS)
- ✓ Overview of the architecture

Achieving Agility with Ec2

- ✓ Managing the Ec2 infrastructure
- ✓ Provisioning resources

Implementing Durable and Reliable Storage

- ✓ Storing data in the cloud
- ✓ Simplifying the database infrastructure
- ✓ Creating cost-effective distributed solutions

Adapting Ec2 to Your Business Needs

- ✓ Customizing virtual machines
- ✓ Creating an AWS cloud architecture

Handling Dynamic Resource Requirements


- ✓ Monitoring from inside or outside of the cloud
- ✓ Transparently scaling to meet load variations

Hosting Applications with Elastic Beanstalk

- ✓ Improving application delivery with Platform as a Service (PaaS)
- ✓ Managing application environments

AWS Security Features

- ✓ Controlling account security
- ✓ Leveraging the Virtual Private Cloud (VPC)



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

SOFT SKILLS



How to Communicate with Diplomacy, Tact and Credibility

Get your point across with a positive professional image. This communication skills seminar is for anyone who wants to hear others clearly and respond appropriately when feeling challenged, overwhelmed or “on the spot”...gain collaboration when presenting new ideas instead of trying to seize control...and have thoughtful and diplomatic interactions in difficult situations.

How well you communicate can make or break your professional image, influencing how others view your work, your performance...even your technical skill sets and your prospects for career mobility. This communication skills seminar will teach you how to choose and use the most appropriate words and emotional tone for every business situation. In just two days, you'll gain insights into your communication style and that of others, while providing you with skills for clearly and effectively receiving and transmitting information, ideas, thoughts, feelings and needs.

How You Will Benefit

- ✓ Communicate efficiently and tactfully with clients, direct reports, colleagues, your boss and senior management
- ✓ Respond in a professional manner, even when you're out of your comfort zone
- ✓ Strengthen your communication effectiveness with active listening
- ✓ Elicit cooperation and respect by modelling

What You Will Cover

Communication Style Differences: The Insight Inventory®

- ✓ Develop awareness of your communication style
- ✓ How stress negatively impacts how you communicate
- ✓ “Read” others so that you can communicate more effectively

Effective and Powerful Communication Skills


- ✓ How to positively impact the visual, verbal and vocal components of communication
- ✓ The “Know-Feel-Do” model of communicating

Listening for Effective Communication

- ✓ The barriers and obstacles to effective listening
- ✓ How good listening is critical as a “receiver” of a communication message
- ✓ Build rapport through good listening skills
- ✓ How to use active listening skills
- ✓ Using listening skills to build and improve your “image”

Using Diplomacy, Tact and Credibility

- ✓ Understand how and when to use diplomacy
- ✓ How and when to be tactful
- ✓ The concept of credibility: what it is, how to use it when Communicating



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Developing Effective Business Conversation Skills

Master conversational skills to get attention and gain credibility

Enhancing and expanding your conversation skills can help you create buy-in for your ideas, make better informed decisions and obtain committed action from others. After assessing your present communication style, you'll practice shaping engaging, clear and effective business conversations through real-world scenarios. Each interactive exercise is designed to help you build conversational bridges at work, get your point across and steer discussions in the right direction.

Are your spoken messages organized and coherent or rambling and unfocused? Do you put off business conversations or are you able to work through issues with confidence and empathy? Do you know when to talk, when to listen and when to ask questions? Improve your business conversation skills with this seminar on effective business communication.

How You Will Benefit

- ✓ Creating a focused and results-oriented conversation goal
- ✓ Achieving clarity by organizing your ideas and remaining focused
- ✓ Redirecting conversations that have gone off-track, exiting those that are dragging
- ✓ What to include in your business conversations from the listener's perspective
- ✓ Calibrating language to avoid becoming too specific or too abstract

What You Will Cover

Focused Conversation Skills

- ✓ Creating a focused and results-oriented conversation goal
- ✓ Achieving clarity by organizing your ideas and remaining focused
- ✓ Redirecting conversations that have gone off-track, exiting those that are dragging
- ✓ What to include in your business conversations from the listener's perspective
- ✓ How to create complete messages that cover all critical information

Engaging Others in Conversation

- ✓ Building rapport and establishing open communication
- ✓ Listening strategies to gain information and create conversational bridges
- ✓ Communication insights to help you flex your personal style to others' preferences
- ✓ The appropriate role of humour
- ✓ Choosing the right verbal and nonverbal language to create consistent, coherent and targeted messages
- ✓ Implications of gender and culture on the dynamics of conversations
- ✓ How to avoid creating or showing defensiveness in business conversations

Workplace Conversations

- ✓ How to successfully approach various types of business conversations
- ✓ Tools and strategies to plan and demonstrate a specific conversation type



– At a Glance –
Course Duration: 3 Days
Price: NGN 150,000

Leadership Skills for Supervisors / The Professional Supervisors

Overview

With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This three-day workshop can help you overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in your working life!

Course Content

- ✓ Adjusting to your role
- ✓ Action-centered leadership
- ✓ Making plans and setting goals
- ✓ Defining leadership
- ✓ The Situational Leadership Model®
- ✓ What's your type? How about mine?
- ✓ Team building tips
- ✓ Communication skills and motivating employees
- ✓ Orientation and onboarding
- ✓ Training tips and tricks
- ✓ Providing feedback and doing delegation right
- ✓ Dealing with conflict and managing discipline issues

At the end of this workshop, you will be able to:

- ✓ Clarify the scope and nature of a supervisory position.
- ✓ Learn some ways to deal with the challenges of the role.
- ✓ Recognize the responsibilities you have as a supervisor, to yourself, your team, and your organization.
- ✓ Learn key techniques to help you plan and prioritize effectively.
- ✓ Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision.
- ✓ Develop strategies for motivating your team, giving feedback, and resolving conflict.

Who Should Attend?

- ✓ Project supervisors
- ✓ Team leaders
- ✓ Managers
- ✓ Unit Heads



– At a Glance –
Course Duration: 2 Days
Price: NGN 100,000

Problem Solving and Decision Making

Overview

Despite all the natural decision making that goes on and the problem solving we do, some people are very uncomfortable with having to make decisions. You may know someone who has a hard time making decisions about what to eat, never mind the internal wrestling they go through in order to take on major decisions at work. Likewise, we've probably all looked at a solution to something and said, "I could have thought of that." The key to finding creative solutions is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works.

Course Content


- ✓ Problem-solving definitions
- ✓ Making decisions
- ✓ Getting into It
- ✓ Making good group decisions
- ✓ Planning and organizing
- ✓ Many hands-on case studies and exercises
- ✓ Problem solving model and toolkit
- ✓ SWOT Analysis
- ✓ Analyzing and selecting solutions

SWOT ANALYSIS..... Consider:

- ✓ Training tips and tricks
- ✓ Your company and its strengths and its weaknesses
- ✓ Your products and/or services and their strengths and weaknesses
- ✓ The community and what is currently going on that may affect future planning
- ✓ Your primary and secondary target markets and what they want/need
- ✓ The competition and what they are doing
- ✓ The external forces that will affect your business
- ✓ Opportunities that are available to you and your company
- ✓ Environment and market factors that could threaten your business

At the end of this workshop, you will be able to:

- ✓ How to apply problem solving steps and tools
- ✓ How to analyze information to clearly describe problems
- ✓ How to identify appropriate solutions
- ✓ Ways to think creatively and be a contributing member of a problem solving team
- ✓ How to select the best approach for making decisions
- ✓ How to create a plan for implementing, evaluating, and following up on Decisions
- ✓ Ways to avoid common decision-making mistakes



– At a Glance –
Course Duration: 2 Days
Price: NGN 100,000

Building Better Teams

Overview

Teams are an important building block of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organizations.

With teams at the core of corporate strategy, your success as an organization can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together? This 2-day course can help you get there!

Course Content

- ✓ Defining teams
- ✓ Working as a team
- ✓ Building team trust
- ✓ The stages of team development
- ✓ Communication
- ✓ Establishing team norms
- ✓ Your team player type
- ✓ Team building with TORI
- ✓ Becoming a good team player

Who Should Attend:

- ✓ Members of a team or a project work
- ✓ Team leaders or project head
- ✓ Members in a unit working towards achieving a short-term goal.

At the end of this workshop, you will be able to:

- ✓ The value of working as a team
- ✓ How to develop team norms, ground rules, and team contracts
- ✓ Their team player style and how it can be used effectively
- ✓ Ways to build team trust
- ✓ The stages of team development and how to help a team move through them
- ✓ The critical role communication skills will play in building and Maintaining a Team atmosphere
- ✓ Ways that team members can be involved and grow in a team setting



– At a Glance –
Course Duration: 2 Days
Price: NGN 100,000

Overview

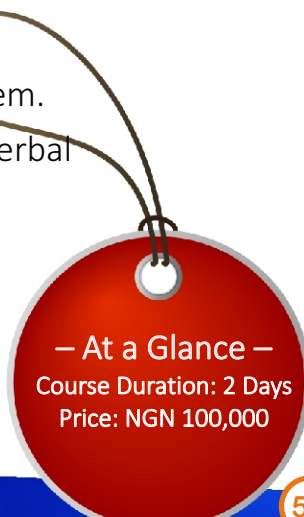
Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships. This two-day course will give participants the tools that will help you resolve conflict successfully and produce a win-win outcome.

Course Content

- ✓ Defining conflict and types of conflict
- ✓ Spontaneous and reflective action
- ✓ The Johari window
- ✓ Stages of conflict
- ✓ Conflict resolution style questionnaire
- ✓ The role of communication in conflict resolution (Including information on Active listening, paraphrasing, asking questions, and body language)
- ✓ The conflict/opportunity test
- ✓ Conflict and its resolution
- ✓ Helping others through conflict

At the end of this workshop, you will be able to:

- ✓ What conflict is and how it can escalate.
- ✓ The types of conflict and the stages of conflict.
- ✓ The five most common conflict resolution styles and when to use them.
- ✓ How to increase positive information flow through non-verbal and verbal communication skills.
- ✓ Effective techniques for intervention strategies.
- ✓ Ways to manage conflicts to enhance productivity and performance



– At a Glance –
Course Duration: 2 Days
Price: NGN 100,000

Delegation - The Art of Delegating Effectively

Overview

Effective delegation is one of the most valuable skills you can master. It reduces your workload and develops employee skills. Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organization.

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This workshop will explore many of the facets of delegation, including when to delegate and to whom to delegate. We will also go through the delegation process step by step and learn about techniques to overcome problems.

Course Content

- ✓ Why delegate? What is delegation?
- ✓ Picking the right person
- ✓ The delegation meeting
- ✓ Giving instructions
- ✓ Monitoring delegation
- ✓ Practicing delegation
- ✓ Giving feedback
- ✓ Becoming a good delegator

Who Should Attend:

- ✓ Leaders
- ✓ Managers

At the end of this workshop, you will be able to:

- ✓ How delegation fits into their job and how it can make them More successful
- ✓ Different ways of delegating tasks
- ✓ How to use an eight-step process for effective delegation
- ✓ How to give better instructions for better delegation results
- ✓ Common delegation pitfalls and how to avoid them
- ✓ Ways to monitor delegation results
- ✓ Techniques for giving effective feedback



Giving Effective Feedback

Overview

This course is designed to help workplace leaders learn how to provide feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting.

This course will help participants learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.

Course Content

- ✓ Feedback Definitions
- ✓ Speaking Clearly

Who Should Attend:

- ✓ Employees
- ✓ Subordinates
- ✓ Employers

At the end of this workshop, you will be able to:

- ✓ Explain why feedback is essential
- ✓ Apply a framework for providing formal or informal feedback
- ✓ Use descriptive language in delivering feedback
- ✓ Describe six characteristics of effective feedback
- ✓ Communication strategies
- ✓ Characteristics of effective feedback
- ✓ Receiving feedback graciously
- ✓ Testing the waters (role play practice)
- ✓ Provide feedback in real situations



Work Place Violence

Overview

Violence of any sort has many roots. Sometimes there are warning signs of workplace violence, but this is not always the case. It is up to us to learn whatever we can to prevent, identify, and mitigate any threats, and this comprehensive workshop includes everything a workplace leader needs to get started.

Course Content


- ✓ What is workplace violence? ✓ The behavior wheel and anger process
- ✓ Communication, problem solving, and anger management skills
- ✓ A systems approach and developing a policy and program
- ✓ Risk assessment and risk level analysis
- ✓ Hiring practices and workplace design
- ✓ Workplace practices and procedures
- ✓ Security systems and personnel and training programs
- ✓ Developing emergency response plans and threat response process
- ✓ The immediate response ✓ Consulting with the experts
- ✓ Gathering and evaluating additional information
- ✓ Communicating incidents and threats
- ✓ Reviewing the options and analyzing the impact
- ✓ Incident response checklist

Who Should Attend:

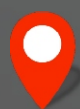
- ✓ Every employee in the organization (including contract staffs)

At the end of this workshop, you will be able to:

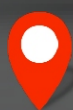
- ✓ Describe what workplace violence is
- ✓ Identify some warning signs of violence
- ✓ Apply the cycle of anger
- ✓ Understand Albert Bandura's behavior wheel and how it applies to anger
- ✓ Develop a seven-step process for managing your anger and others' anger
- ✓ Apply better communication and problem solving skills, which will reduce frustration and anger
- ✓ Develop some other ways of managing anger, including coping Thoughts and relaxation techniques
- ✓ Use the nine components of an organizational approach to managing anger, including risk assessment processes
- ✓ Respond if a violent incident occurs in the workplace on an individual and organizational level.



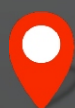
– At a Glance –
Course Duration: 2 Days
Price: NGN 100,000



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