



Learning and Consulting **Solutions**



bizliteracy
solutions

Tel: +233 (0) 20 211 8000 / +233 (0) 24 200 3303

Tel : +233 (0) 30 292 3368

Email: learn@bizliteracy.com

www.bizliteracy.com
applied business knowledge

Who we are
Our people
Value added training
Our fees
World class consulting
In-house programmes
Public programmes
Post course evaluation

Professional services for your human resource learning & development	4
Session Logistics	
Training Database Management	
Facilities and Learning Centre Management	
E-Learning	6
Quality e-Learning Programmes	
Business Simulations	8
ICT Training	10
Excel-In-Action	
Word-In-Action	
PowerPoint-In-Action	
For the financial services industry	13
Loan Documentation Masterclass	
Assets and Liability Management	
5 day Credit School: Advanced Credit Analysis and Risk Management	
Operational Risk Management	
International Financial Reporting Standards (IFRS)	
Finance of International Trade	
Business Skills for everyone	20
Business Acumen	
Understanding Project Management	
A practical approach to developing an understanding of project management	
Developing the right Competencies for your organisation	
Customer Service: Critical Elements of Customer Service	
Customer Relationship Management	
Budgets and Managing Money	
Soft skills for everyone	27
Negotiating for Results	
Negotiation Skills - A One Day Primer	
Problem Solving and Decision Making	
The ABCs of Supervising Others	
Delegation: The Art of Delegating Effectively	
Meeting Management: The Art of Making Meetings Work	
Advanced Writing Skills	
Dynamite Sales Presentations	
Time Management: Get Organized for Peak Performance	
Team Building: Developing High Performance Teams	
Selling Smarter	
Business Leadership: Becoming Management Material	
Other programmes available	40

bizliteracy
solutions

welcome

to our catalogue of learning and consulting solutions packed full with stimulating and structured services and programmes, designed with the client in mind and to help you to address the unique needs of your organisation

Who we are

Bizliteracy Solutions Limited is a business consulting and training firm registered in Ghana with an African reach and is dedicated to helping organisations create value through knowledge. We are passionate about supporting our clients and their people develop the necessary skills and processes to improve business and personal performance.

Our people

The Bizliteracy team is made up of experienced consultants with a passion for training and facilitation. Our team has practical experience of working in Strategy, Financial Management, Customer Service, Marketing, Human Resource and Project Management functions within world-class organisations.

Value added training

Our programs are designed to ensure that both you and your organisation get the maximum return on investment. All of our programmes are delivered by a team of highly qualified, experienced and specialist trainers. They share cutting edge experience in the field in which they train and have exemplary facilitation and presentation skills.

World class consulting

We provide world class consulting solutions to our clients by leveraging our network of associates from across the world. All our consultants have several years of practical experience and focus on helping our clients successfully apply business knowledge to create value. We combine our technical expertise with an effective project methodology resulting in a very high project success rate.

In-house programmes

Recognising that each of our clients is unique in its culture, ethos and principles, our in-house programmes are carefully tailored and adapted to correspond with your needs, speaking your language and making the theory and learning as real and impactful as possible.

We work closely with you to design in-house training programmes that deliver precise and mutually agreed learning outcomes.

Public programmes

Periodically, we run public programmes to address topical business issues using world-class facilitators giving you direct access to international expertise combined with local knowledge.

Post course evaluation

To honour our commitment to offer you nothing but the best, we are constantly fine tuning our programmes according to your feedback and our post-course evaluation. This way we ensure that our programmes are up-to-date and continue to be relevant.

Our fees

We develop employee training and development solutions with professional account management and a flexible approach to fees to fit your budget.

Professional services
for your human resource learning & development

Our professional support services for your learning and development activity help you to deliver quality learning and development services to your organisation whilst staying focused on the strategic issues within your human resource function. We make administration of your staff learning and development very simple by offering the following services:

Session Logistics

Our support managers take care of the behind-the-scenes logistics completely so that you have nothing to worry about except to be confident that the training will take place with no interruptions or hiccups. The participants and facilitator can sit back and focus fully on the learning objectives. Services provided by our session logistics team include:

- ~ Programme Logistics
- ~ Course Scheduling
- ~ Course Registration
- ~ Room or venue scheduling and / or bookings
- ~ Participant registration
- ~ Training materials management

Training Database Management

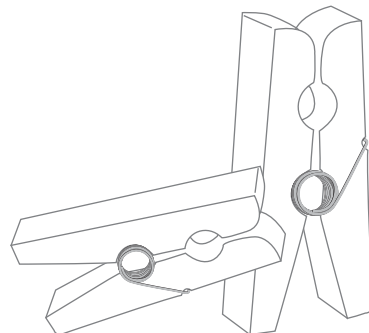
Accurate and timely and well structured information is key to the success of keeping track of programmes attended by each and every one of your staff and linking this back to their training needs and performance management.

Our database management services provide you with seamless data compilation and management information of this important aspect of your learning and development function. Services offered include:

- ~ Staff training history
- ~ Staff learning needs
- ~ Your organisation's training history
- ~ Programme or course evaluation and tracking

Facilities and Learning Centre Management

- ~ We partner with you to manage your existing learning centre facility
This includes the operation of the facility, staffing, scheduling and set-up, including managing your service providers



E - Learning

Quality e-Learning Programmes

Our e-learning service is designed for your organisations' convenience. Your staff study at a pace suitable to the demands of their role and get quality training without having to leave the office. e-learning participants go through an assessment to confirm their understanding of the chosen subject or topic and you get reports as and when you need them to give you a complete view of the progress made by each participant.

Courses are available under these main headings:

- ~ General Management
- ~ Professional Development
- ~ Customer Service
- ~ Sales
- ~ Communication
- ~ Health and Safety



Business Simulations

Our wide range of board based business simulations are utilised world-wide as an innovative vehicle for providing people with a working knowledge of business. These simulations have been designed by Business Today of South Africa and are currently used in twenty-eight countries around the world.

Any topical company issue, organisational direction or problem can be built into the simulation process. These simulations have been applied at all levels within companies in many different industries, and have played a major role in changing people's attitudes towards their companies' financial performance.

The simulations have been used to build a culture of ownership accountability and responsibility in the company, build a deep understanding of how each individual impacts on business performance and used to empower managers to make more informed day-to-day and strategic business decisions.

A key philosophy of our training technology is that delegates discover, as opposed to being told, what the key business realities and issues are, leading to a very high level of belief in those realities.

Engaging

Participants are actively engaged, no matter what their level of education, more than traditional classroom exercises, demonstrations, or videos.

Relevant

Simulations reinforce adult learning principles and provide multiple "Aha's" relevant to your workplace.

Interactive

High direct participation builds greater ownership in learning outcomes.

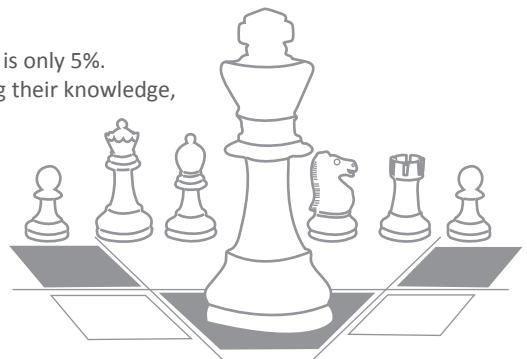
Entertaining

Participants really enjoy themselves, and unlike role plays, participants do not have to "act." The behaviours, emotions, personalities and ethical motives which guide their decisions are their own.

The statistics speak for themselves

The learning retention rate of a standard lecture is only 5%.

Give someone the chance to practice by applying their knowledge, and their retention jumps to 75% to 80%.



ICT Training

Our quality ICT training is delivered under the blsIT trademark which is owned by Bizliteracy Solutions.

The primary goal of blsIT training is for every participant to be able to transfer and apply the skills and understanding they gain to their current projects and become more effective. Our facilitators work diligently to ensure that participants of each programme get superior value for their money.

Our programmes are designed to help professionals from all industries to improve their productivity and work efficiency. Experienced professionals, novel users and everyone in-between will find a training solution that suits their needs and gives them an edge at the workplace.

Current programs include:

Excel-in-Action

Spreadsheets are used in a myriad of ways, from creating reports using simple tables through to complex mathematical calculations. The key advantage of a spreadsheet is the ability to instantly recalculate equations when changes to the data in the spreadsheet are made.

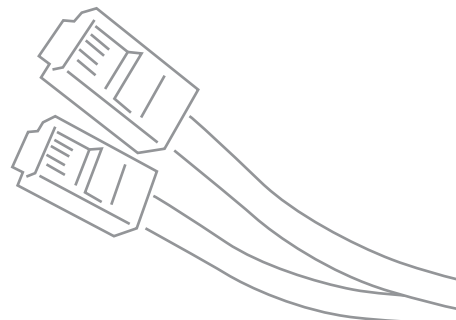
Designed to help users at all levels unleash the power of Excel, develop skills to the next level and introduce into their spreadsheets some of the more complex and powerful tools and techniques of Excel.

Our courses are designed to give the inexperienced user an introduction to setting up a spreadsheet and creating simple calculations. For the more experienced user our courses cover many of the more advanced features including complex formulas, lookup tables, pivot tables, charting and database development.

Word-in-Action

Ms Word enables the creation of professional documents such as letters and reports, which once created, can be saved for later modifications or for reference, changes such as correcting spelling, changing margins, or adding, deleting, and relocating entire blocks of text.

Mastering the use of the Ms Word helps you take advantage of the benefits offered by the software to create documents of multiple complexities. From simple letters to large complex documents with automatic contents pages, reference index, notes, inserts, multiple sections and page formats.



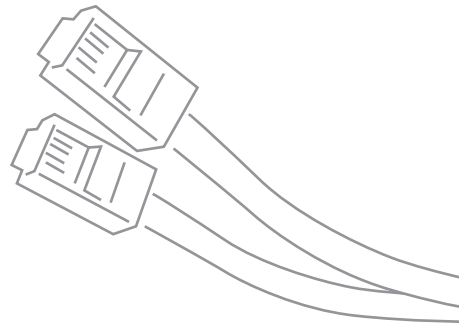
Our Ms Word programme is designed to accommodate the needs of the novel and inexperienced user as well as the experienced user who wants to master the more advanced features including tables, mail merge, indexing, notes and table of contents.

PowerPoint-in-Action

Ms PowerPoint helps you produce visual aids and handouts to support the expression and communication of your ideas in a manner that is compelling and memorable.

During your presentation, any visual aids ideally should not duplicate what you say, but reinforce and complement your message. Any text should be kept to a minimum and graphics such as pictures, charts and diagrams used wherever possible to get the message across.

Our Ms PowerPoint programme takes you through creation of slides, incorporating and manipulating graphics, animation, timing through to running the presentation.



For the financial services Industry

Loan Documentation Masterclass

Designed to provide a thorough understanding of each stage of the loan documentation process and to structure, negotiate and document effective loan agreements for lenders, borrowers and advisors. Whether you are involved in pre-contractual issues, letters of commitment, written offers or even transfer provisions, guarantees and the eventuality of insolvency; this course provides you with the knowledge needed to overcome any challenge.

Duration - Two days

Target group

- ~ This training is available to all employees who wish to have a better understanding of how to structure, negotiate and document effective loan agreements for lenders and advisors.

How you will benefit from attending this programme

- ~ Gain an understanding of the contents and structures of key banking documents
- ~ Learn how to negotiate legal documents effectively
- ~ Master the mechanics of guarantees and collateral and the impact of bankruptcy procedures
- ~ Uncover what legal documentation can achieve and what it can't
- ~ Apply the Basel II Accord and factor in credit risk mitigation techniques



Assets and Liability Management

This programme is designed for members of the Assets and Liabilities Management (ALM) Committee to provide them with a deeper understanding of the concepts and application of the theory required to improve the risk adjusted return of the bank.

The programme typically consists of a combination of a conceptual part and a practical part. The conceptual part includes discussions, case studies and exercises on several theoretical and practical aspects of Asset and Liability Management in a commercial bank. The practical part includes decision-making through the use of an ALM simulation programme which represents a typical full-services bank.

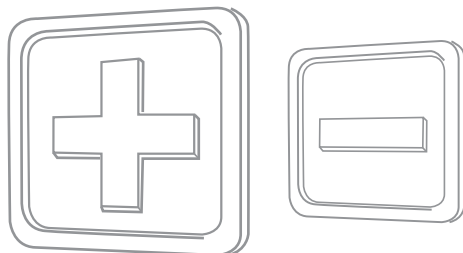
Duration - Three days

Target group

- ~ Current and aspiring members of the Assets and Liability Management Committee of a financial institution

How you will benefit by attending this programme

- ~ An in-depth understanding of Asset & Liability Management concepts and experience and how these concepts affect day-to-day decisions in the bank
- ~ The ability to identify and analyse a bank's exposure to the key sources of risk
- ~ An understanding of the various strategies the bank employs in order to manage risk within specified limits
- ~ An understanding of the major products or instruments used to manage certain types of risk
- ~ An overview of how risk adjusted profits are maximized and value created for the bank



Advanced Credit Analysis and Risk Management

This intensive programme provides a step by step, systematic and practical approach to credit analysis and credit applications.

The methodology is repeatedly applied to companies operating in a range of different industries. The focus is on cash flow analysis and the identification of critical success factors. The impact of Basel II is covered through the assignment of internal and external credit ratings and the calculation of capital requirements and returns according to the Advanced IRB Approach.

The programme content can be adapted to suit specific requirements and include for example:

Case studies based on preferred industries or markets

An introduction to rating agencies methodologies

An introduction to Credit Models: KMV Moody's, Credit Risk + etc

Duration - Five days (Contents can be structured to fit 3 days)

Target group

- ~ Any employee involved in credit risk decisions, deal transactions and credit analysis

How you will benefit by attending this programme

You will develop a sound understanding of credit risk, focusing on:

- ~ The nature and importance of credit risk as the largest source of bank losses
- ~ The main causes of credit losses and what sound credit risk management entails - best practices of credit management
- ~ Capital requirements the regulatory framework of Basel I and Basel II.
- ~ The pricing of transactions - why it is a credit risk issue and how it relates to capital requirements and Return on Equity (ROE)
- ~ The credit risk inherent in the main corporate banking exposures and products, including understanding the mechanics of the products themselves.
- ~ The ability to understand the borrower's business and assess its ability to liquidate the bank's exposure



Operational Risk Management

Operational risks and losses are not new, they take many different forms which makes them difficult to measure, control or even identify. They have always been there and are more than ever present in every bank. They are the price to pay for the complexity, speed and sophistication of modern banking.

It is only recently however that Operational Risk has emerged both as a risk category and a discipline in its own right, a process which culminated in the separate capital charge for Operational Risk created by the new Basel II Accord.

This highly interactive programme provides you with the practical knowledge to understand the operational risks aspects and implications of the banks' day to day activities.

Duration - Two days

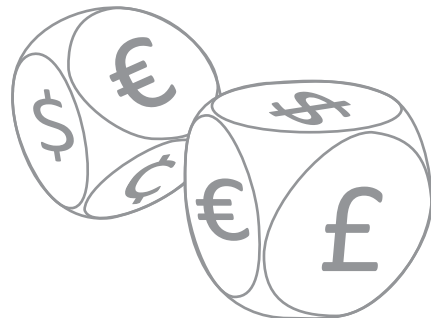
Target group

- ~ Anyone involved in the design and decision making of operational risk including; Board Members and Executive Directors, Senior Internal Auditors and Audit Managers, Compliance and Quality Assurance Managers, Finance Managers

How you will benefit by attending this programme

You will understand:

- ~ The key concepts of Operational Risk Management such as Risk Events, Key Risk Indicators, Scenario Analysis and Risk Appetite
- ~ The Basel II Approaches to Operational Risk Management
- ~ How to prioritise risks
- ~ The critical value to the enterprise of a robust Operational Risk Framework and function
- ~ How to identify, prevent and manage operational risk



International Financial Reporting Standards (IFRS)

The aim of this practical and highly focused workshop is to provide delegates with practical knowledge for the adoption and use of IFRS as the basis for the preparation of financial statements.

Case studies, exercises and practical examples are used to reinforce the principles taught on the programme and to stimulate discussion.

Duration - Two days

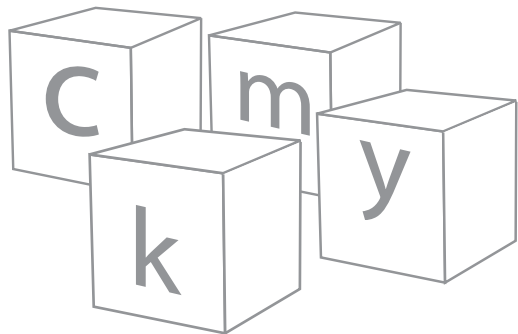
Target group

- ~ Executives who would wish to benefit from a practical understanding of International Financial Reporting Standards (IFRS), Professionals who wish to refresh their knowledge and understanding of the standards.

How you will benefit by attending this programme

You will:

- ~ Become familiar with IFRS as a basis for the preparation of financial statements
- ~ Develop a good working knowledge of the application of IFRS standards
- ~ Understand the framework for the preparation of financial statements in accordance with IFRS
- ~ Refresh your knowledge of the application of the most significant standards and interpretations that are currently applicable



Finance of International Trade

The objective of this programme is to expose participants to the dynamics of the financing of international trade. Emphasis is placed on the risks involved in finance of international trade and how to mitigate them.

Duration - Two days

Target group

- ~ Corporate Relationship Managers, Credit and Risk Management Executives, Trade, Export/Import Managers, Operations Managers

How you will benefit by attending this programme

You will understand:

- ~ The critical issues in trade finance as an alternative to balance sheet funding
- ~ The International Chamber of Commerce's set of rules for documentary credits (Uniform Customs & Practice [UCP 600]); basic operations and risk application, sight and term, negotiation and deferred payment credits
- ~ The International Chamber of Commerce's set of rules for documentary collections (Uniform Rules for Collections [URC 522]); types of letters of credit and finance mechanics, red clause credit & green clause credit; back to back and transferable credits and the risk and control features
- ~ Standby credits
- ~ Legal jurisdiction and expiry issues



Business skills for everyone

Business Acumen

Business acumen is an understanding of what it takes for a company to create value. It involves financial literacy, which is an ability to interpret the numbers on financial statements, as well as an understanding of the business strategies that impact these numbers. Higher level of involvement, ability to think strategically and the capability to position your company's products and services within your customers' business context are just a few of the positive outcomes of business acumen.

Designed for people who want to sharpen their business acumen, or need to understand the business of their customers and prospects and be better able to respond to their client's needs and requirements.

This training programme is based on a board-based business simulation and provides you with a unique hands-on learning approach enabling you to learn by engaging in practical business decisions.

It will equip you with a "big picture" understanding of the business implications of management decisions to help improve business performance.

Duration - Two days

Target group

- ~ Anybody who needs to improve their business acumen, including Chief Executive Officers, Business Executives, Finance Professionals, Relationship Managers, Credit Managers, Stockbrokers, Non-finance line managers

How you will benefit by attending this programme

You will:

- ~ Appreciate how financial performance is impacted by decisions
- ~ Be able to interpret key financial statements and benchmark against industry players
- ~ Utilise key business performance indicators to measure the success of a business
- ~ Appreciate how daily business actions and decisions add or destroy value
- ~ Understand the impact of a good or poor marketing strategy on business performance
- ~ Learn how to plan and forecast to drive business performance

Understanding Project Management

A practical approach to developing an understanding of project management

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments and to get that additional job done well, done under budget, and done on time. This workshop is not intended to take you from a supervisory or administrative position to that of a project manager. However, these three days will familiarize you with the most common terms and the most current thinking about projects.

You will be able to apply project management principles and best practice to successfully manage and complete your projects

Duration - Three days

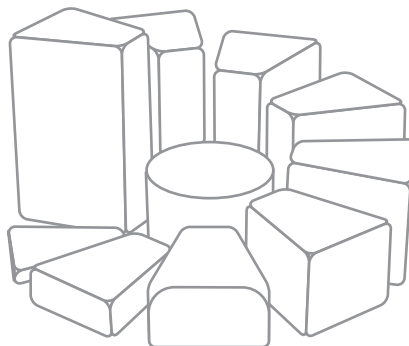
Target group

This programme is designed for anyone:

- ~ looking to adopt project management as a key tool for achieving efficiency in the organisation
- ~ new to projects and project management
- ~ looking to understand the project management approach
- ~ considering starting out in project management
- ~ handling a new project at work

Highlights of what you will learn:

- ~ Understand what is meant by a project
- ~ Recognize what steps must be taken to complete projects on time and on budget
- ~ Understand the importance of project risk management
- ~ Have a better ability to sell ideas and make presentations
- ~ Know simple techniques and tools for planning and tracking your project
- ~ Have methods for keeping the team focused and motivated



Developing the right Competencies for your organisation

Change and complexity have come to be the norm of the day and organisations continue to make adjustments to maintain their market position or keep ahead of the competition. In this respect, the need to understand, leverage, develop and deploy the knowledge, skills, abilities, backgrounds and experience (the competencies) of the workforce becomes key and organisations need to ask:

- Which employee skills are going to drive the strongest business results?
- What skills will our employees need to perform effectively?
- Are our employee skill sets aligned to our business needs?
- What training do our employees require?
- How do we implement a competency approach?
- Can you link a competency approach to other HR process such as performance and talent management?
- How can I measure the Return on Investment (ROI) of competencies?

This competency program will enable the organisation to answer these questions in a meaningful way.

Throughout the programme, the use of case studies and life examples, as competency frameworks are explored in detail. Practical guidelines are also provided on how to identify, measure and manage competency approaches in organisations. By the end of the programme delegates will be able to identify 'competencies that matter' and have a practical view on how to implement or improve their organisations' current competency practice.

Duration - Two days

Target Group

- ~ HR professionals, Chief Executive Officers, Senior Executives and Senior managers responsible for developing human resources to support the organisations strategy.

Highlights of what you will learn:

- ~ The importance of competencies
- ~ Organisation versus individual competencies
- ~ Competency models and their benefits
- ~ Implementing competency models
- ~ Linking competencies to other human resource processes within the organisation
- ~ Leveraging and measuring competencies



Customer Service: Critical Elements of Customer Service

Have your front line staff ever encountered an unpleasant customer and not known what to do? Do they worry that they are not assertive enough with demanding people? Do they struggle to solve problems? Do they know who your customers are? Do they have individual and organizational goals to strive for?

This workshop will help participants in all of these areas. They will become more confident in dealing with customers in all situations.

Duration - Two days

Target group

- ~ This programme is designed for people in direct contact with customers, either face-to-face or via the telephone who are required to manage a wide variety of customer expectations and deliver customer care.

Highlights of what you will learn:

- ~ Recognize that service delivery is an individual response value
- ~ Understand how your own behaviour impacts the behaviour of others
- ~ Develop more confidence and skill as a problem-solver
- ~ Communicate more assertively and effectively
- ~ Learn different ways to make customer service a team approach



Customer Relationship Management

As with many significant undertakings, undergoing a customer relationship management (CRM) review - even simply considering its implementation requires learners to analyse technical and complicated systems. This workshop sorts through a myriad of information and brings participants the basics they need to make a decision about the need for CRM, its benefits, and how to coordinate the base requirements for a CRM undertaking.

Duration - One day

Target group

- ~ Senior Executives and Senior Managers who wish to understand and discuss strategies and technologies to better understand, grow and engage customers

Highlights of what you will learn:

- ~ Develop an understanding of the terms and benefits of CRM on a company's bottom line
- ~ Analyze the different components of a CRM plan
- ~ Develop a checklist for readiness and success in CRM
- ~ Develop an understanding of how CRM creates value for organizations and customers
- ~ Consider developmental roles that have the greatest impact on CRM



Budgets and Managing Money

We all play a role in our organization’s financial health, whether we realize it or not and for managers in today’s business world, it’s essential to have a working knowledge of finance. If managers don’t have training or a background in finance, they may be at a disadvantage as they sit around the management table. Understanding the cycle of finance will help them better appreciate where they fit into the company’s financial structure, and how to keep their department operations within budget.

This workshop will familiarise participants with the key concepts of finance and accounting and help them prepare budgets with more confidence.

Duration - Two days

Target group

- ~ Anyone who has a role in managing the organisations’ or departmental finances and needs to understand how they can better contribute to the company's financial success.

Highlights of what you will learn:

- ~ Be able to assess the financial performance and health of an organisation
- ~ Enhance your decision-making skills by integrating financial management concepts into your thinking
- ~ Assess various software applications for managing finances
- ~ Control the flow of money through their department
- ~ Understand the budgeting process and forecasting techniques



Soft skills for everyone

Negotiating for Results

In this programme participants are provided with an interactive approach to negotiations and acquire skills required in the role of a mediator and negotiator as well as in day-to-day responsibilities. Participants are encouraged to focus on interests rather than positions, so they can develop relationships of mutual trust, fairness and respect for one another. This is a common-sense approach based upon developing a balanced and lasting partnership to solve workplace problems.

Participants learn and practice effective communication skills, problem solving and consensus building, with the intention of turning face-to-face confrontation into side-by-side problem solving.

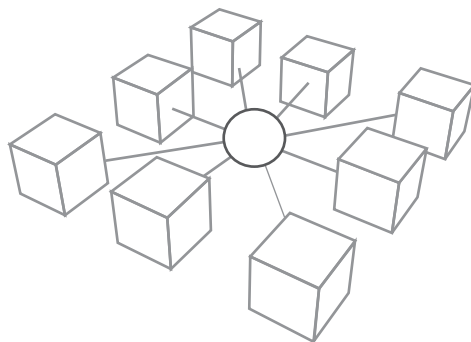
Duration - One day

Target group

- ~ All managers, supervisors and team leaders who need to deliver results through negotiations with suppliers, clients and colleagues both inside and outside their organisation.

Highlights of what you will learn:

- ~ Understand the benefits of good negotiating skills that take the interests of both parties into consideration
- ~ Have an increased ability to negotiate more effectively by turning face-to-face confrontation into side-by-side problem solving
- ~ Recognize that creating win-win solutions are the only sustainable solutions there are
- ~ Identify those techniques that will be most effective in stressful negotiation situations
- ~ Develop skills that take the interests of both parties into consideration



Negotiation Skills - A One Day Primer

Negotiation is a key skill that, when mastered, can enhance communications and provide better results from communication. This programme will teach you the basics of negotiation, how to prepare to negotiate, ways to respond to negotiation challenges, how to create win-win solutions, and how to create sustainable agreements.

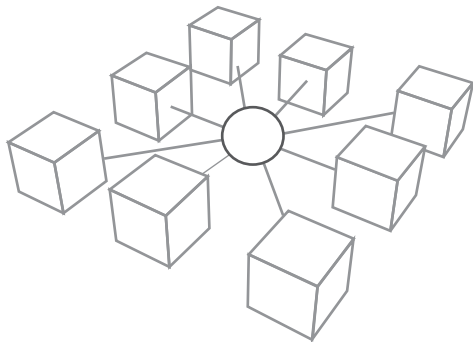
Duration - One day

Target group

- ~ Anyone who needs to understand the basics of negotiation, how to prepare for and engage in successful negotiations.

Highlights of what you will learn:

- ~ Understand the basic principles of negotiation
- ~ Prepare for negotiation
- ~ Respond to challenges
- ~ Create win-win situations
- ~ Develop sustainable agreements



Problem Solving and Decision Making

Solving tough problems requires the ability to define the true problem, analyze the possible causes, create options, select the most feasible option, and then implement it. This programme helps individuals enhance their efforts to find sustainable solutions and learn new ways to approach problem-solving to reach win-win decisions.

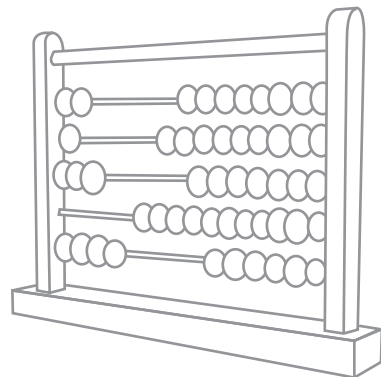
Duration - One day

Target group

- ~ Any professional who is, or will be, defining problems and making important business decisions

Highlights of what you will learn:

- ~ Increase your awareness of problem solving steps and problem-solving tools
- ~ Distinguish root cause from symptoms to identify the right solution for the right problem
- ~ Improve your problem-solving and decision making skills through identifying your own problem-solving style
- ~ Improve your ability to participate in and communicate about a collaborative problem-solving process
- ~ Recognize the top ten rules of good decision making



The ABCs of Supervising Others

Many people find themselves in positions of responsibility or in supervisory roles almost without realizing it or indeed without having had any formal training.

This Supervisory Skills training not only provides an understanding of the techniques required for effective supervision but has been designed to give delegates the confidence to use those techniques.

It is designed to help you overcome many of the supervisory problems you will encounter in the first few weeks as a boss. Whether as a team leader, a project manager or a unit coordinator, dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.

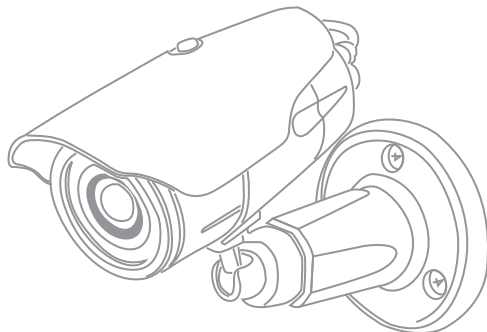
Duration - Two days

Target group

- ~ This programme is suitable for any person who has responsibility for managing a number of people at a functional level within an organisation.

Highlights of what you will learn:

- ~ Help clarify roles and responsibilities of the new job
- ~ Adjust to the new role with confidence and an assurance that they can handle the position
- ~ Develop their communication skills in listening, asking questions, and giving feedback to employees
- ~ Develop a technique for making sure they give employees instructions that are clear and understood
- ~ Identify some techniques to deal with employee challenges such as hostility, complaints, and laziness
- ~ Recognize the importance of being visible and available to employees
- ~ Understand the importance of developing good relationships with employees and peers, so they are seen as fair and consistent



Delegation: The Art of Delegating Effectively

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This workshop will work with participants to explore many of the facets of delegation when to delegate, and who to delegate to. Participants will also go through the delegation process step by step, to see where the challenges lie, and what they can do to get around them.

Duration - One day

Target group

- ~ This programme is designed for managers, supervisors, team leaders and professional staff who have people reporting to them officially or unofficially.

Highlights of what you will learn:

- ~ Clearly identify how delegation fits into your job and how it can make you more successful
- ~ Identify different ways of delegating tasks
- ~ Use an eight-step process for effective delegation
- ~ Give better instructions for better delegation results
- ~ Ask better questions and listen more effectively
- ~ Recognize common delegation pitfalls and how to avoid them
- ~ Test your delegation skills

Meeting Management: The Art of Making Meetings Work

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This programme covers the workplace working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate in the meeting.

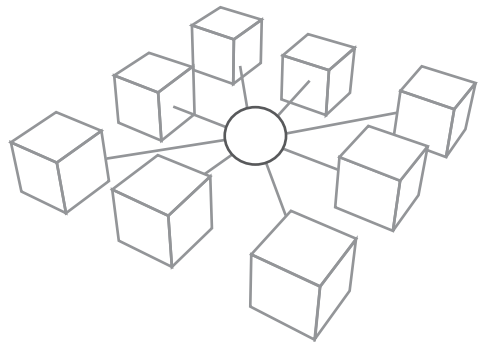
Duration - One day

Target group

- ~ Anyone who wants to improve their control of meetings to ensure full participation and commitment from everyone present whilst making efficient use of the meeting time.

Highlights of what you will learn:

- ~ Understand the value of meetings as a management tool
- ~ Recognize the critical planning step that makes meeting time more effective
- ~ Identify process tools that can help create an open and safe forum for discussion
- ~ Develop and practice techniques for handling counterproductive behaviour



Advanced Writing Skills

Participants become more skilled at writing reports, proposals and business cases and learn about e-mail etiquette. They engage in writing letters of recommendation, of persuasion, of refusal or of action, that reflect current word usage and up-to-date formats.

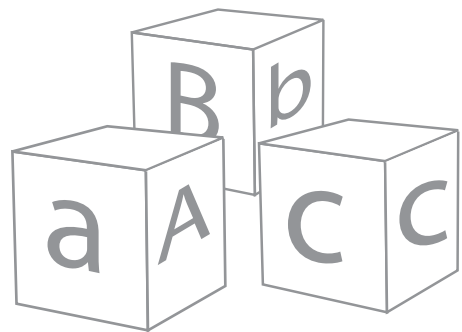
Duration - One day

Target group

- ~ A workshop for anyone who wants to improve their report writing skills or wants to write professional and accurate business correspondence with confidence.

Highlights of what you will learn:

- ~ How to make your writing clear, concise, and correct
- ~ Improve sentence construction and paragraph development
- ~ Identify some ways to make your writing simpler and easier to read
- ~ Learn about a tool that can determine how readable your work is
- ~ Develop effective business letters for tough situations
- ~ Improved e-mail etiquette
- ~ Develop an appropriate business writing style and format



Sales Presentations

Anyone engaging in sales to customers is under daily pressure to outperform the competition and bring home the sales that will boost the organisation's bottom line. The sales agent cannot afford to simply read from their slides. They need to be able to present their ideas with confidence and conviction.

One of the best weapons you can put in their arsenal is the ability to deliver memorable and highly effective sales presentations that will set the organisation's and its products and services apart from other industry players and gain the confidence of your customers

A great sales presentation does not demand the sales person to have all the bells and whistles to impress the client with their technical skills. Rather, they need to try impressing clients with their knowledge of the products and services they are selling and their understanding of the clients problems and the solutions they need.

Duration - One day

Target group

- ~ Professionals who want to improve their ability to deliver memorable and highly effective sales presentations

Highlights of what you will learn:

- ~ Identify the key elements of a quality proposal
- ~ Know how to write a winning proposal
- ~ Perfect the impact of first impressions, including your personal presentation and handshake
- ~ Feel more comfortable and professional in face-to-face presentations



Time Management: Get Organized for Peak Performance

Get out of the mental trench, think new thoughts about the time available, discover new ways of doing things, and feel more in control of your life at work!

Time is money, the adage goes, and most of the time, a lot of it gets lost in disorganization and disruption. This workshop is full of ideas for organizing your work and helps you to get a grip on your office space, organize your work flow, learn how to use the planner effectively, say no without guilt and delegate some of your work to other people.

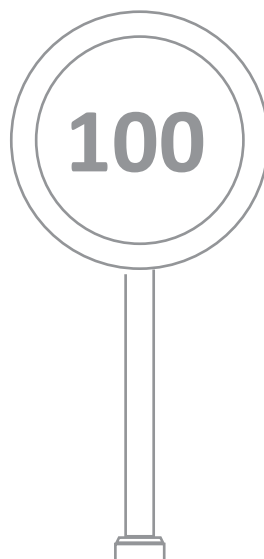
Duration - One day

Target group

- ~ Managers, supervisors, team leaders and professionals who need to manage time more effectively to enhance their own performance and that of their team

Highlights of what you will learn:

- ~ Develop useful techniques for setting and achieving your goals
- ~ Identify strategies for using a planner effectively
- ~ Better organize yourself and your workspace for peak efficiency
- ~ Identify the right things to do and develop plans for doing them
- ~ Learn what to delegate and how to delegate well
- ~ Perform a workload analysis to make sure your time is being used efficiently



Team Building: Developing High Performance Teams

Success as a manager can often depend on how well your team operates. Consider the questions: How do they approach problem-solving? Are they enthusiastic and motivated to do their best? Do they work well together?

There have been hundreds of studies demonstrating that human beings function better and learn better in groups. If you want to develop your team leadership skills and unleash the talent of your individual team members, this workshop which takes a practical look at current leadership practices that work is for you.

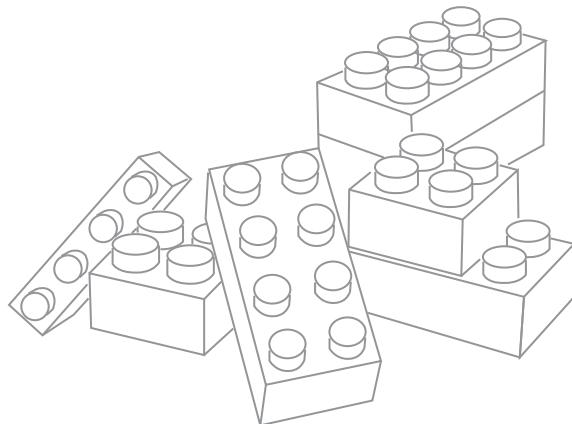
Duration - Two days

Target group

- ~ For any member of an organisation, irrespective of function, who wants to optimize their teams' performance through an understanding of how teams work and the synergies that working in teams can bring.

Highlights of what you will learn:

- ~ Identify different types of teams
- ~ Build teamwork by recognizing and tapping into the twelve characteristics of an effective team
- ~ Promote trust and rapport by exploring your team player style and how it impacts on group dynamics
- ~ Recognize the key elements that move a team from involvement to empowerment and how to give these elements to your team
- ~ Develop strategies for dealing with team conflict and common situations
- ~ Understand how action planning and analysis can help the team perform better



Selling Smarter

It's no secret that selling has changed in recent years. We are all working harder, with more responsibilities. High pressure selling is no longer effective. Customers want involvement. They want to be recognized and listened to and they don't want the service provider to forget them once the sale is made. Two key objectives of this workshop are to help employees feel more comfortable and skilled in selling to their customers and to help them identify and address some of their customer service challenges.

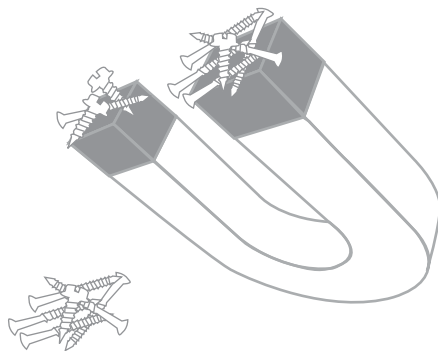
Duration - Two days

Target group

- ~ Anyone who interacts with customers or engages directly in customer sales

Highlights of what you will learn:

- ~ Understand the wonderful paradox: helping other people get what they want gives us more of what we want;
- ~ Use goal-setting techniques as a way to focus on what you want to accomplish and develop strategies for getting there
- ~ Recognize the difference between features and benefits of products and services, and develop a plan for increasing product knowledge
- ~ Identify the most critical elements of telephone sales and customer service
- ~ Understand the power of your behaviour for more successful sales and customer service
- ~ Develop communication skills to better share information and to better listen to the customer



Business Leadership: Becoming Management Material

The days of assuming that a good manager is also a good leader are gone. Clear distinctions are being made between the two. At its core, leadership means setting goals, lighting a path, and persuading others to follow. But the responsibility entails much more. By accepting the challenge to lead, people come to realize that the only limits are those they place on their self. In this management leadership training course, you will learn the differences between managing and leading.

Designed to help organisations with their leadership development, the program helps you create and accomplish your personal best, and to help you lead others to get extraordinary things done.

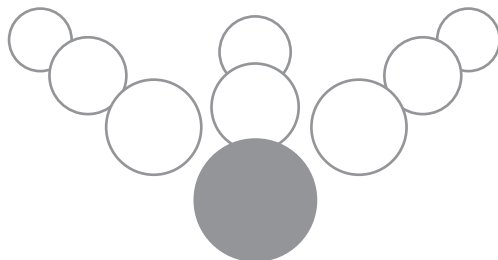
Duration - Two days

Target group

- ~ This program has been designed to benefit anyone who interacts with internal or external customers, project team leaders, or managers who want to enhance their leadership skills development in order to achieve outstanding results

Highlights of what you will learn:

- ~ Identify your leadership profile and explore how you can use this knowledge to create your own future
- ~ Assess your leadership competencies and learn how they can be used to develop your strengths
- ~ Identify those additional skills and tools that can make you a better leader
- ~ Develop your ability to influence and communicate with others
- ~ Become a better problem-solver and decision-maker
- ~ Discover how you can prepare for and embrace the forces of change
- ~ Create a strategy to actively use these skills back in the workplace



Other programs available

Balanced scorecard
Building relationships for success in sales
Credit Risk Management Techniques I & II
Coaching: A leadership skill
Corporate governance
Cross Cultural Management
Developing and managing your remuneration strategy
Emotional Intelligence
Fraud Awareness
Influencing and persuasion skills
Project management – Intermediate and Advanced
Talent management

Learning and Consulting Solutions

bizliteracy
solutions 

Second Floor ROCA Plaza, La Accra
PMB CT 274, Cantonments, Accra, Ghana
Tel: +233 (0) 20 211 8000 / +233 (0) 24 200 3303
Tel: +233 (0) 30 292 3368
email: learn@bizliteracy.com

www.bizliteracy.com
applied business knowledge