



# ICS SOURCING ACADEMY 2019 TRAINING CALENDAR



## Some of our Courses

<b>PERSONAL EFFECTIVENESS TRAINING</b>	
· <b>Emotional Intelligence</b>	<b>1 Day</b>
· <b>Goal Setting</b>	<b>1 DAY</b>
· <b>Networking for Success</b>	<b>1 DAY</b>
· <b>Self Leadership</b>	<b>2 DAYS</b>
· <b>Stress Management</b>	<b>1 DAYS</b>
· <b>Time Management – Get Organized for Peak Performance</b>	<b>1 DAY</b>
<b>LEADERSHIP AND MANAGEMENT TRAINING</b>	
· <b>Business Succession Plan – Developing and Maintaining Succession Plan</b>	<b>2 DAYS</b>
· <b>Lean Process Improvement</b>	<b>2 DAYS</b>
· <b>Problem Solving and Decision Making</b>	<b>1 DAY</b>
· <b>Risk Management</b>	<b>1 DAY</b>
· <b>Strategic Planning</b>	<b>1 DAY</b>
· <b>Team Building – Developing High Performance Teams</b>	<b>2 DAYS</b>
<b>BUSINESS DEVELOPMENT TRAINING</b>	
· <b>Business Writing that Works</b>	<b>2 DAYS</b>

<ul style="list-style-type: none"> <li>• <b>Dynamite Sales Presentation</b></li> </ul>	<b>1 DAY</b>
<ul style="list-style-type: none"> <li>• <b>Marketing and Sales</b></li> </ul>	<b>1 DAY</b>
<ul style="list-style-type: none"> <li>• <b>Basic Internet Marketing</b></li> </ul>	
<b>CUSTOMER SERVICE TRAINING</b>	
<ul style="list-style-type: none"> <li>• <b>Communication Strategies</b></li> </ul>	<b>1 DAY</b>
<ul style="list-style-type: none"> <li>• <b>CRM – Introduction to Customer Relationship Management</b></li> </ul>	<b>1 DAY</b>
<ul style="list-style-type: none"> <li>• <b>Exceptional Customer Service Delivery</b></li> </ul>	<b>1 DAYS</b>
<ul style="list-style-type: none"> <li>• <b>Managing Difficult Conversations</b></li> </ul>	<b>1 DAY</b>
<b>DRIVERS TRAINING</b>	
<ul style="list-style-type: none"> <li>• <b>Crash-free Driving Training</b></li> </ul>	<b>1 DAY</b>
<ul style="list-style-type: none"> <li>• <b>Vehicle Maintenance Training</b></li> </ul>	<b>2 DAYS</b>
<ul style="list-style-type: none"> <li>• <b>Defensive Driving Course</b></li> </ul>	<b>1 DAY</b>
<b>CAPACITY BUILDING TRAINING</b>	
<ul style="list-style-type: none"> <li>• <b>Critical Thinking</b></li> </ul>	<b>1 DAY</b>
<ul style="list-style-type: none"> <li>• <b>Managing the Virtual Workplace</b></li> </ul>	<b>2 DAYS</b>
<ul style="list-style-type: none"> <li>• <b>Public Speaking – Presentation Survival School</b></li> </ul>	<b>1 DAY</b>
<b>PROJECT MANAGEMENT WORKSHOP</b>	
<ul style="list-style-type: none"> <li>• <b>Advanced Project Management</b></li> </ul>	<b>5 Days</b>
<ul style="list-style-type: none"> <li>• <b>Intermediate Project Management</b></li> </ul>	<b>5 Days</b>

<ul style="list-style-type: none"> <li>Project Management Training – Understanding Project Management</li> </ul>	5 Days
<b>HUMAN RESOURCES TRAINING</b>	
<ul style="list-style-type: none"> <li>Hiring for Success – Behavioral Interviewing Techniques</li> </ul>	1 DAY
<ul style="list-style-type: none"> <li>Human Resourcing Training – HR for Non-HR Managers</li> </ul>	1 DAY
<ul style="list-style-type: none"> <li>On boarding – The Essential Rules for a Successful Onboarding Program</li> </ul>	1 DAY
<b>ENTREPRENEURSHIP</b>	
<ul style="list-style-type: none"> <li>Branding – Creating and Managing a Corporate Brand</li> </ul>	1 DAY
<ul style="list-style-type: none"> <li>Building a Consulting Business</li> </ul>	1 DAY
<ul style="list-style-type: none"> <li>Business Process Management</li> </ul>	1 DAY
<ul style="list-style-type: none"> <li>Creative Thinking and Innovation</li> </ul>	1 DAY
<ul style="list-style-type: none"> <li>Entrepreneurship 101</li> </ul>	1 DAY
<b>WORK ETHICS</b>	
<ul style="list-style-type: none"> <li>Bullying in the Workplace</li> </ul>	1 DAY
<ul style="list-style-type: none"> <li>Business Ethics for the Office</li> </ul>	1 DAY
<ul style="list-style-type: none"> <li>Business Etiquette – Gaining that Extra Edge</li> </ul>	1 DAY
<b>RELATIONSHIP MANAGEMENT TRAINING</b>	
<ul style="list-style-type: none"> <li>Disability Awareness – Working with People with Disabilities</li> </ul>	1 DAY
<ul style="list-style-type: none"> <li>Diversity Training – Celebrating Diversity in the Workplace</li> </ul>	1 DAY
<ul style="list-style-type: none"> <li>Conflict Resolution – Dealing with Difficult</li> </ul>	2 DAYS

**HEALTH AND SAFETY**

- **Safety in the Workplace**
- **Workplace Ergonomics – Injury Prevention Through Ergonomics**
- **Workplace Wellness**

**1 DAY**

**1 DAY**

**1 DAY**

**WORKSHOPS**

- **Research Skills Workshop**
- **Project Management Workshop**
- **Performance Management Workshop**

**1 DAY**

**4 DAYS**

**3 DAYS**

**COMPUTER TRAININGS**

- **Computer Appreciation for Beginners**
- **Microsoft Word & Power Point Presentation**
- **Basic, Intermediate and Advanced Excel Training**
- **Financial Modelling**

**2 DAYS**

**2 DAYS**

**2 DAYS**

**2 DAYS**

**BUSINESS PROCESS OUTSOURCING CERTIFICATION**

**Quarterly**

**Online Courses**

**At your convenience**

**FINANCIAL ACCOUNTING**

**5 DAYS**

**PAYROLL MANAGEMENT, COMPENSATION, BENEFIT AND ADMINISTRATION**

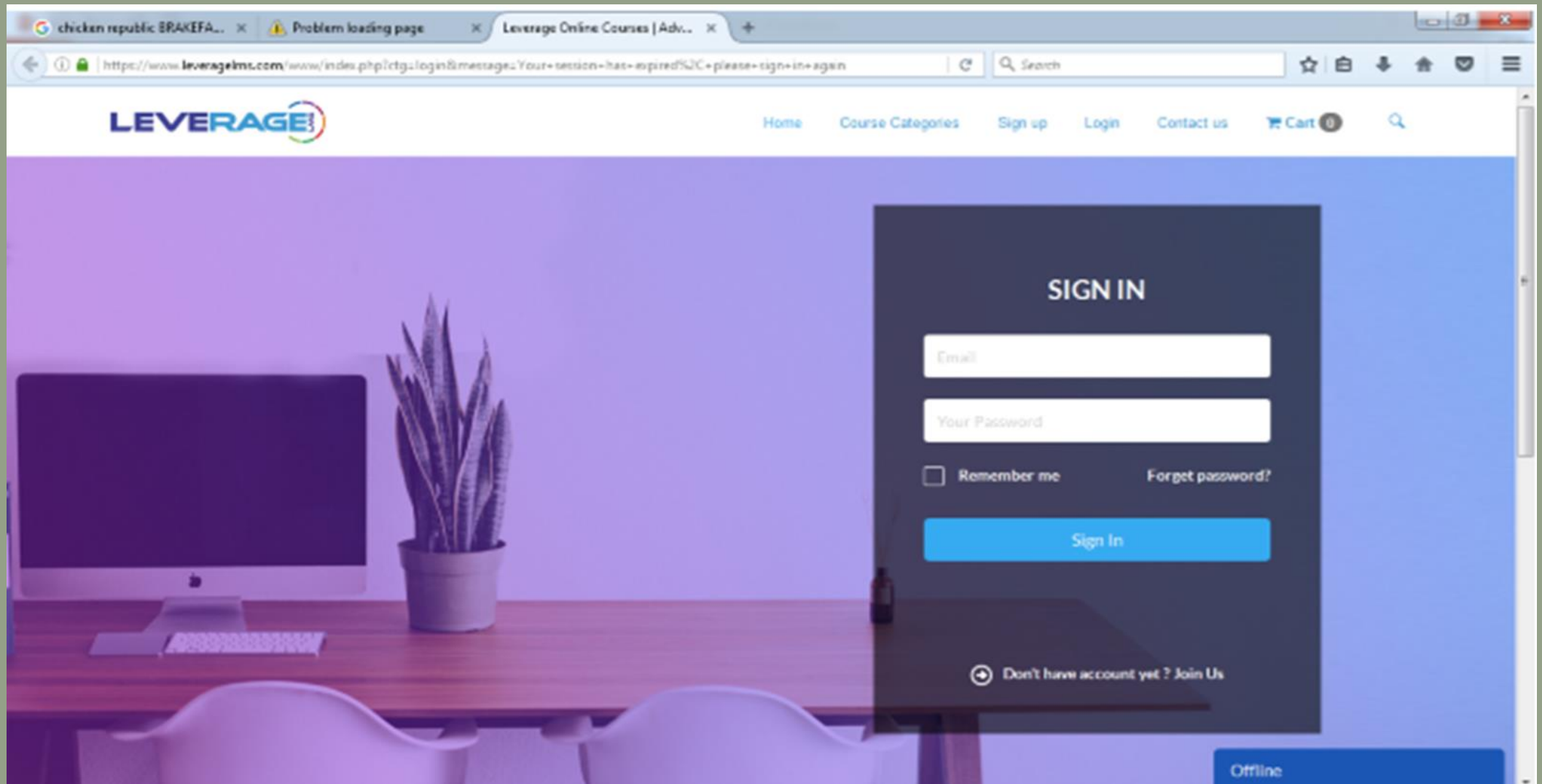
**5 Days**

# ICS SOURCING ACADEMY 2019

COURSE TITLE	TARGET	DURATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Exceptional Customer Service	All Professionals	1 Day	13		2		12		19		4		15	
Business Writing and Communication Skills	All Professionals	1 Day				7		5		14		5		
Leadership and Management Training(including Lean Process)	All Professionals	2 Days		12-13	5-6							12-13		
HR for Non HR Professionals	Line Managers, Supervisors	2 Days	10-11			9-10		12-13		21-22				
Emotional Intelligence	All Professionals	1 Day			12		15		10		3			
Accountability and Personal Effectiveness	All Professionals	1 Day	11					14					17	
Competency Based HRM	Human Resource Personnel	2 Days				16-17			17-18		18-19			
Business Ethics and Corporate Governance	CEOs	2 Days		5-6									4-5	
Digital Marketing	ALL Professionals	Every Month												
HRBooth Camp	Human Resource Personnel	1 month	Every Quarter											
EXCEL	Administrators, Finance & Sales Personnel	4 Days	Every Month											

# ICS SOURCING ACADEMY 2019

## Online Learning Platform



## ICS SOURCING ACADEMY 2019

Online Courses			
Course Bundles	No. of Courses	Course Bundles	
Building Trust and Respect	5 courses	Become a Contributing Project Team Member	9 courses
Coaching Career Development	6 courses	Building Your Career (also available in Spanish)	8 courses
Communication Skills for Managers	8 courses	Building Your Leadership Skills	10 courses
Conflict Management Skills	5 courses	Communicating with Others	5 courses
Creating Great Teamwork	5 courses	Creating Great Work	5 courses
Customer Service Management	8 courses	Customer Service Basics	7 courses
Delegating Work	5 courses	Developing for Success	10 courses
Developing and Coaching Employees	8 courses	Developing Work Relationships	7 courses
Discussing Total Compensation	5 courses	Increasing Your Contribution at Work	8 courses
Giving Great Feedback	5 courses	Personal Behaviors and Conduct	7 courses
Increasing Employee Engagement	8 courses	Starting a New Job	7 courses



# ICS SOURCING ACADEMY 2019

Leadership Essentials	12 courses	You and Your Boss	5 courses
Leading the Organization Strategy	8 courses	Conducting Great Online Demos and Sales Calls	3 courses
Management Essentials	15 courses	Predictable Revenue	12 courses

# ICS SOURCING ACADEMY 2019

## OUR CLIENTS



## ICS SOURCING ACADEMY 2019

*We will be delighted to discuss any reservations, concerns or inquiries you may have concerning any information contained herein. Please feel free to contact us at your earliest convenience.*

**Awoseyin Titilayo**  
Team Lead: Learning & Development  
Tel: +234 8090219102  
Email: [tawoseyin@icsoutsourcing.com](mailto:tawoseyin@icsoutsourcing.com)  
6 Olusoji Idowu Street, Ilupeju, Lagos

**Kolawole Enock**  
Head Learning & Development  
Tel: +234 8090202313, 7039409025  
Email: [ekolawole@icsoutsourcing.com](mailto:ekolawole@icsoutsourcing.com)  
6 Olusoji Idowu Street, Ilupeju, Lagos

*Simply get someone to call us in for a meeting  
...We look forward to meeting with you soon.*

Online Training| Offline Training| Consulting |Online Portal: [www.leveragelms.com](http://www.leveragelms.com)  
ICS LTD 2019

**Our Locations: Ghana . Lagos . Kano . Gombe . Abuja . Oyo . Delta & Rivers**