



2020

Training Calendar



www.icssourcingacademy.com

2020 TRAINING CALENDAR

ICS Sourcing Academy

Being the foremost indigenous Outsourcing Academy that offers most trusted learning solutions and certifications to professionals globally, ICS Sourcing Academy has delivered learning solutions to more than 20,000 professionals for over 24 years.



The Academy is accredited by Centre for Management Development (CMD), Nigerian Institute of Training and Development (NITAD) and Oil & Gas Trainer's Association of Nigeria (OGTAN). This means that high standard training is guaranteed.

1. Personal Effectiveness Training

• Emotional Intelligence	1 Day
• Goal Setting	1 Day
• Networking for Success	1 Day
• Self Leadership	2 Days
• Stress Management	1 Day
• Time Management – Get Organized for Peak Performance	1 Day

2. Leadership and Management Training

• Business Succession Plan – Developing and Maintaining Succession Plan	2 Days
• Lean Process Improvement	2 Days
• Problem Solving and Decision Making	1 Day
• Risk Management	1 Day
• Strategic Planning	1 Day
• Team Building – Developing High Performance Teams	2 Days

3. Business Development Training

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|-------------------------------|--------|
| • Business Writing that Works | 2 Days |
| • Dynamite Sales Presentation | 1 Day |
| • Marketing and Sales | 1 Day |
| • Basic Internet Marketing | 1 Day |

4. Customer Service Training

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|--|-------|
| • Communication Strategies | 1 Day |
| • CRM - Introduction to Customer Relationship Management | 1 Day |
| • Exceptional Customer Service Delivery | 1 Day |
| • Managing Difficult Conversations | 1 Day |

5. Drivers Training

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| • Crash-free Driving Training | 1 Day |
| • Vehicle Maintenance Training | 2 Days |
| • Defensive Driving Course | 1 Day |

6. Capacity Building Training

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|--|-------|
| • Critical Thinking | 1 Day |
| • Managing the Virtual Workplace | 1 Day |
| • Public Speaking – Presentation Survival School | 1 Day |

7. Project Management Workshop

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|--|--------|
| • Advanced Project Management | 5 Days |
| • Intermediate Project Management | 5 Days |
| • Project Management Training – Understanding Project Management | 5 Days |

8. Human Resources Training

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|---|-------|
| • Hiring for Success – Behavioral Interviewing Techniques | 1 Day |
| • Human Resourcing Training – HR for Non-HR Managers | 1 Day |
| • On boarding – The Essential Rules for a Successful Onboarding Program | 1 Day |

9. Entrepreneurship

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|--|-------|
| • Branding – Creating and Managing a Corporate Brand | 1 Day |
| • Building a Consulting Business | 1 Day |
| • Business Process Management | 1 Day |
| • Creative Thinking and Innovation | 1 Day |
| • Entrepreneurship 101 | 1 Day |

10. Work Ethics

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| • Bullying in the Workplace | 1 Day |
| • Business Ethics for the Office | 1 Day |
| • Business Etiquette – Gaining that Extra Edge | 1 Day |

11. Capacity Building Training

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|--|-------|
| • Critical Thinking | 1 Day |
| • Managing the Virtual Workplace | 1 Day |
| • Public Speaking – Presentation Survival School | 1 Day |

12. Project Management Workshop

- | | |
|--|--------|
| • Advanced Project Management | 5 Days |
| • Intermediate Project Management | 5 Days |
| • Project Management Training – Understanding Project Management | 5 Days |

13. Workshops

• Research Skills Workshop	1 Day
• Project Management Workshop	4 Days
• Performance Management Workshop	3 Days

14. Computer Trainings

• Computer Appreciation for Beginners	2 Days
• Microsoft Word & Power Point Presentation	2 Days
• Basic, Intermediate and Advanced Excel Training	2 Days
• Financial Modelling	2 Days

Business Process Outsourcing Certification

Quarterly

Online Courses

On Request

Financial Accounting

5 Days

Payroll Management, Compensation, Benefit and Administration

5 Days

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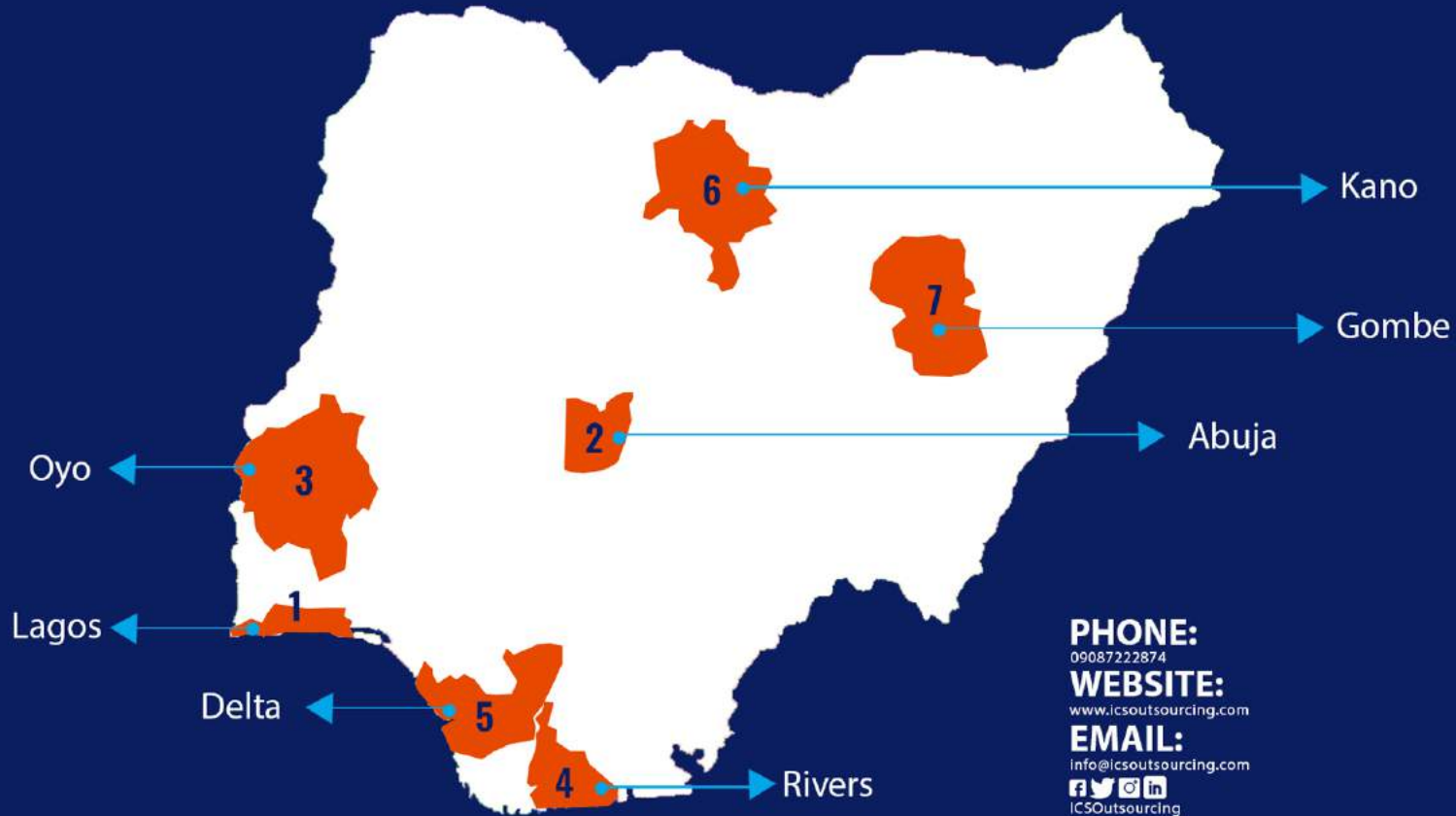


Online Courses

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
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

OUR CLIENTS / OUR SPREAD





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ICSOutsourcing

- 1** **Lagos (Head Office)** - 6, Olusoji Idowu Street, Ilupeju, Lagos PO Box 5450, Shomolu.
Lekki Office - Rd 69, Blk 106, Plot 218, Temilola Akinbode Street, Beside Stanbic IBTC Bank. Ikate, Lekki
Facility Management Office - 19, Johnson Street, Off Coker Road, Ilupeju, Lagos
- 2** **Abuja Office** - 2, Gongola Street Area 2, Garki Abuja
- 3** **Ibadan Office** - Plot 44, Block 8, Oluyole Estate Extension, Opposite Pavilion Event Centre (Near Teslim Folarin Estate, Ibadan,
- 4** **PortHarcourt Office** - 19, Ohaeto Street D/Line, PortHarcourt, Rivers State.
- 5** **Asaba Office** - 30, DLA Road (Beside NIIT) Asaba.
- 6** **Kano Office** - 1st Floor NSTIF Building Along Gidan Buhari Back of Trade Fair Complex Opposite Spring Secondary Road, Zoo Road, Kano.
- 7** **Gombe Office** - 8, OLD Road, Opposite Gombe State Water Board, Gombe State.

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THANK YOU

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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.

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

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