



**MANAGEMENT DEVELOPMENT
AND PRODUCTIVITY INSTITUTE
(MDPI)**



**2021
MANAGEMENT
TRAINING
PROGRAMME (MTP)**

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FOREWORD

The Management Development and Productivity Institute (MDPI) presents the 2021 Management Training Programme (MTP) to its numerous clients and the general public for continuous self development and the capacity building of employees of organisations.

To survive in today's competitive business world, organisations are to make a difference in their product and service delivery. This requires the development of competent workforce and prudent organizational systems.

Although, the COVID-19 pandemic has affected business operations and revenue generation, organisations should not sacrifice the capacity development of their staff in any way. In fact the need to train and develop their staff has even become more critical as the pandemic continues to challenge them to take a second look at their modus operandi. For this reason, MDPI has made its programmes more flexible for clients which want to have virtual learning, face-to-face interaction or both.

MDPI by its mandate, is all out to help public and private sector organisations develop the capacity of their labour force for productivity improvement. The 2021 MTP has been developed taking cognisance of happenings in the business world and organizational needs of companies and institutions.

Finally, we take this opportunity to thank our esteemed customers for your continued support, contributions and patronage. We hope 2021 would be a year of close cooperation and that the training received would be translated into improved productivity at the workplace.

MANAGEMENT DEVELOPMENT & PRODUCTIVITY INSTITUTE (MDPI)

Historical Origin

The Management Development and Productivity Institute (MDPI) is a subvented Agency under the Ministry of Employment and Labour Relations (MELR). The Institute was established on 26th October, 1967 under a joint Ghana Government, United Nations Development Programme (UNDP) and International Labour Organisation (ILO) Project. The MDPI replaced its forerunner, the National Productivity Centre (NPC) which had been established in June 1964 as part of the then Planning Commission. Legislative Instrument (LI) 1077 of 2nd July 1976 incorporated the MDPI as a parastatal. The Institute was formally handed over to the Ghana Government by the UNDP and ILO in 1977 when the joint sponsorship ended.

Mission Statement

The Management Development and Productivity Institute exists to promote increased productivity, in both public and private organizations, to enable them contribute to the growth of the economy on a sustainable basis.

It achieves this through Productivity Improvement Activities, Management Development Programs, Research and Publications and their Dissemination.

Vision

A market leader in the development of productivity improvement strategies and the promotion of best management practices.

Corporate Values

- Professionalism
- Excellence
- Integrity
- Accountability
- Teamwork
- Cooperation
- Respect

Objectives

The three main objectives of MDPI:

- a) To promote increased productivity in the agricultural, industry and service sectors of the economy;
- b) To introduce suitable management practices and techniques to our clients;
- c) To improve and develop the standard of management in all aspects and at all levels of organisations.

Functions:

The functional areas of the Institute are:

- Management Training and Development
- Management Consultancy and Advisory Services
- Business and Management Research Services
- Productivity Studies and Performance Improvement Techniques

Departments:

There are four technical departments, namely:

- General Management

- Marketing Management
- Financial Management & Management Information Systems
- Industrial Engineering & Productivity

A. Management Training and Development

The four departments organize various courses each year. These are listed in the annual Management Training Programme (MTP). The training is in two forms:

(i) Regular Training

This form of training is supply-driven. Participants are drawn from different organisations who enroll in courses that they find beneficial to them and their organisations. The courses are designed based on the identified needs of client organisations in our target market.

(ii) In-Plant/Customized and Project-Related Training

This form of training is demand-driven. The clients identify the training needs of their staff (and most of the time with the assistance of MDPI) and request for specific courses to meet those needs. The courses are developed and designed with a lot of inputs from the clients. This type of training is very flexible in that it is organized at the convenience of the client – in terms of where, when and how.

B. Management Consultancy and Advisory Services

Our consultancy and advisory services cover the following areas:

- Feasibility Studies
- Business Plans/Corporate Strategic Plan
- Organizational Restructuring and Re-organisation
- Performance Management System
- Human Resource Management
- Organizational System Review and Development:
 - Organizational Structure
 - Scheme of Service
 - Job Description
 - Conditions of Service and Administrative Manual
- Design and Installation of Accounting Systems and Manuals
- Management Audit
- Records Management and Communication Policy
- Wages and Salaries Administration

- Employee Recruitment, Selection and Orientation of new Hires in organizations, etc.

C. Management Policy Research

MDPI undertakes Policy Research to enable Management and Policy Makers take decisions based on evidence and reliable data rather than patchy inconsistent and unreliable ones. E.g. Retirement Blues of Ghanaian Civil and Public Servants and the Quest for Sustainable Pensions.

D. Productivity Studies and Performance Improvement Techniques:

The MDPI, by Legislative Instrument (1077), 1977 is mandated to undertake productivity studies in key sectors of the Ghanaian economy aimed at generating evidence-based productivity indicators to facilitate decision making process. This is to enhance productivity and competitiveness at enterprise, industry (sectoral), national and international levels.

Clients

The MDPI's clients are drawn from Ghana and the West African sub-region including The Gambia, Liberia, Sierra Leone and Nigeria.

MDPI/ILO-SCORE PROGRAMME

Sustaining Competitive & Responsible Enterprise (SCORE) is a global ILO development corporation programme that promotes productivity, competitiveness and decent work in emerging economies. The programme is assisting Governments, Industries, Associations and Trade Unions in Africa, Asia and Latin America to develop export and domestic industrial sectors with particular focus on Small and Medium Enterprises (SMEs). Its main intervention is SCORE Training, a practical training and in-factory consulting practical programme that improves productivity and working conditions in SMEs.

The MDPI, in collaboration with the International Labour Organisation (ILO) has been executing the Sustainable Competitive Responsible Enterprise (SCORE) training programme since 2013 which is being sponsored by the Norwegian Agency for Development Cooperation (NORAD) and the Switzerland State Secretariat for Economic Affairs (SECO).

SCORE Training demonstrates best international practices in the manufacturing and service sectors and helps SMEs to participate in global supply chains. The programme further works with government, employers and workers' organizations to address key constraints that hamper growth in specific industries. It further advises partners on best practices in vocational, technical and management skills in the development of SMEs.

MDPI has been working with ILO to execute this laudable programme since 2013 and has been mandated by ILO to run the SCORE programme for SMEs.

Governing Board

The Board of Governors of the Institute was appointed by His Excellency, the President and inaugurated by the Honourable Minister, Ignatius Baffour Awuah, Ministry of Employment and Labour Relations, on 30th April, 2018.

Name

- | | | |
|------------------------------------|---|-------------|
| 1. Dr. Patrick Tandoh-Offin | - | Chairperson |
| 2. Dr. Paul Effah | - | Member |
| 3. Dr. Franklyn Albert Kwesi Biney | - | Member |
| 4. Hon. Kwabena Appiah-Pinkrah | - | Member |
| 5. Ms. Efam Awo Dovi | - | Member |
| 6. Mr. David Klotey Collison | - | Member |
| 7. Mrs. Gloria Bortele Noi | - | Member |
| 8. Togbe Adom Drayi II | - | Member |
| 9. Mr. Kweku Odame-Takyi | - | Member |

* Secretary to the Board is Mrs. Mabel Antwi-Peasah

Directorate

Director-General	Mr. Odame, Takyi Kweku	ACMA, MBA, North West University Potchefstroom Campus, South Africa
Deputy Director-General	Adjei, Bernice (Ms.)	M. Ed. Higher Education, Walden University, Canada; B.Sc N. York University, Toronto, Canada
Deputy Director-General	Jerome Rudolf Awortwe-Abban (Ph.D)	Ph.D (Dev't Studies) International Inst. of Social Studies, The Hague; M. Phil (Dev't Studies) University of Cape Coast, Ghana; BA Hons (Economics & Sociology) University of Cape Coast, Ghana; Diploma (Education) University of Cape Coast, Ghana
Director (Training)	Eva Obenewa Tandoh (Mrs.)	MPA Univ. of Ghana, Legon; BA Hons (Sociology) Univ. of Ghana, Legon
Director (Consultancy)	Theophilus Adomako (Ph.D)	Ph.D Business Administration, CASS Europe, Luxemburg; M.Sc. (Agroforestry); MA (Industrial Mgt.) KNUST, Kumasi - Ghana; Postgraduate Diploma (Project Management) Maastricht, The Netherlands; BSc. (Agriculture) UST, Kumasi – Ghana
Director (Finance and Administration)	Rosemond Quansah (Mrs.)	EMBA (Finance) Univ. of Ghana, Legon; ICA Ghana; BCom. University of Cape Coast; Diploma (Education) University of Cape Coast

Professional Staff

Chief Consultants	Asante-Duodu, Gyamfua (Mrs.)	MBA (HRM) Univ. of Ghana, Legon; Postgrad. Diploma (Public Sector Mgt.) GIMPA, Ghana & Kibutz-Mizra, Israel; Postgrad. Dip. (Ind. Mgt.) KNUST, Ghana; BA Hons (Art-Textiles), KNUST, Ghana
	Ajongbah, Lambert Z.	M.Phil. (Economics) Univ. of Ghana, Legon; BA Hons (Economics) Univ. of Ghana, Legon
	Mensah, John A.	Postgraduate Diploma (Project Management) Maastricht, The Netherlands; MBA (Marketing) GIMPA, Ghana; BSc Admin (Marketing) Central Univ., Ghana CIM (Advanced Certificate) U.K.
	Amagyei, George A. (Esq.)	BL, Ghana School of Law; MBA (Marketing) Univ. of Ghana, Legon; BA Hons (History) Univ. of Ghana, Legon
	Ansah-Antwi, Ethel (Mrs.)	MBA (Marketing) Univ. of Ghana, Legon; B.A Hons (Economics) Univ. of Cape Coast; Diploma (Education) Univ. of Cape Coast, Ghana; Postgraduate Diploma in Research Methods, Maastricht School of Management, The Netherlands
	Kwadzode, Oscar	MSc (Finance) GIMPA, Ghana; BA Hons (Econs/Soc) KNUST, Ghana; ICA (GH) Chartered Diploma in Oil and Gas Accounting; CIMA (Strategic Level), UK
	Myers, Benjamin Saka	MBA (Finance) Central Univ. College, Ghana; BSc (Accounting) Central Univ. College, Ghana; ACIB (Intermediate Level), Post Grad. Dip. (Proj. Mgt.) (KNUST)
	Mensah, Praise (Mrs.)	M.Phil. (Adult Education) Univ. of Ghana, Legon; BA (Management and Sociology) Univ. of Ghana, Legon
	Caiquo, Afua Kyemenu	M.Phil. (Economics) Univ. of Ghana, Legon; BA Social Sciences (Econs/Law) KNUST, Ghana
Principal Consultants	Eto, Richard	M.Sc. (Banking & Finance) Univ. of Stirling (UK); BSc Admin. (Accounting) Central Univ. College, Ghana; Postgraduate Diploma (Business Administration) GIMPA, Ghana
	Frimpong, Michael	M.Sc. (Project Management) Univ. of Sunderland, UK; BA (Sociology) Univ. of Ghana, Legon
	Essel, Stephen Asirifi	MBA, Univ. of Leicester, UK; Diploma (Management) Univ. of Leicester, UK; HND (Building Technology) Kumasi Polytechnic, Ghana
Senior Consultant	George Bawuah	Professional Chartered Accountant (CA Gh), Inst. Of Chartered Accountants, Ghana; CA Membership Cert; MBA Accounting & Finance, Univ. of Professional Studies, Legon, BA (Economics/Sociology), Univ. of Cape Coast, Cape Coast

General Management Courses

No.	Course Title	Course Content	Target Group	Date	Duration
GM 101	Office Management & Administration	Overview of Office Management & Administration; People Skills; Managing Office Resources; Customer Care; Managing Your Boss; Memo Writing; Minutes Writing; Personal Development; Microsoft Excel; Microsoft Outlook; Records Management; Office Productivity; Work Ethics & Professionalism; Listening Skills; Modern Communication Tools.	Officers/ Managers/ Supervisors/	Mar 01 – 12	10 Days
				Jul 12 – 23	
				Nov 01 – 12	
GM 102	Executive Assistant/ Secretary Programme	Responsibilities of Executive Assistant/Secretary; Minutes Writing; Reports Writing; PowerPoint Presentation; Stress Management; Effective Business Communication; Work Ethics & Professionalism; Handling Board Correspondence; Listening Skills; Modern Communication Tools.	Officers/ Managers/ Supervisors/ Administrators	Jun 07 - 11	5 Days
				Oct 11- 15	
GM 103	Administrative Management Skills	Overview of Administrative Management Skills; Effective Communication; People Skills; Managing Office Resources; Minutes Writing; Report Writing; PowerPoint Presentation; Microsoft Access; Records Management; Time Management; Stress Management; Administrative Support Systems; Effective Business Communication; Work Ethics & Professionalism; Listening Skills; Modern Communication Tools; Emotional Intelligence; Basic Administrative Law.	Administrators/ Personal Assistants/ Secretaries/ Officers	May 10 – 21	10 Days
				Aug 09 – 20	
				Nov 01 – 12	
GM 104	Managing Interpersonal Relations	Principles of Human Relations; The Johari Window; Individual Differences and Diversity Management; Conflict Management; Effective Communication: Assertiveness & Listening Skills; Emotional Intelligence.	All Category of Staff	Apr 12 - 16	5 Days
				Aug 30–Sept 03	
GM 105	Report Writing & Presentation Skills	Overview of Business Communication; Report Writing: Types and Processes; MS PowerPoint; Presentation Skills; Project work Preparation and Presentation.	Officers/ Managers/ Administrators	May 31– Jun 04	5 Days
				Aug 30–Sept 03	
GM 106	Emotional Intelligence & Effective Leadership	Emotional Intelligence Framework; Johari Window; Managing Diversity; Teamworking; Leading with Emotional Intelligence; Creating an Emotionally Intelligent Workplace Culture.	Managers, Heads of Depts. Divisions & Units	Mar 10 – 12	3 Days
				Aug 11 – 13	
GM 107	Practice of Supervision	Supervisory Responsibilities; Job Scheduling; Key Result Areas (KRAs); Employee Performance Gap Analysis; Coaching & Mentoring Employees; Expanding Business through Effective	Supervisors/ Managers/	Mar 15– 26	10 Days
				Jul 05 – 16	

		Delegation; Building Positive Working Relationship with Employee; Motivating & Inspiring Confidence; Handling Employee Challenges; Ensuring Adherence to Corporate Culture & Values; Workplace Safety & Accident Prevention; Report Writing Skills; Orientation & Induction of New Employee;	Functional Managers	Nov 22–Dec 03	
GM 108	Managerial Skills for Professionals	Overview of Management; Leadership Principles; Emotional Intelligence; Attitudinal Change; Staff Training & Development; Expanding Business Horizon through Effective Delegation; Building Positive Working Relationship with Employees; Motivating & Inspiring Confidence.	New Managers/ Engineers, Pharmacists; Doctors & Other Professionals	Jul 26 – 30 Nov 22 – 26	5 Days
GM 109	Managerial Leadership Skills Development	Strategic Leadership: Situational & Transformational Leadership; Developing Management Teams; Emotional Intelligence; Productive Engagement with Employee Associations; Attitudinal Change; Change Management; Management Action in Employee Appraisal; Problem Solving and Decision Making; Action Plan Preparation & Presentation.	Supervisors/ Managers	May 17 – 21 Aug 16 – 20	5 Days
GM 110	Human Resource Management	Overview of Human Resource Management; Human Resource Planning & Employment; Induction & Orientation; Performance Management; Training and Development; Career Planning & Development; Industrial Relations (Labour Law); Succession Planning; Discipline & Counseling; Job Evaluation & Compensation Management; Human Resource Information Systems; The Pension Scheme; Occupational Health, Safety & Wellness.	Human Resource Managers	Jun 28 – Jul 09 Oct 11 - 22	10 Days
GM 111	Effective Performance Management	Overview of Performance Management System; Developing Effective Job Descriptions, Defining Key Result Areas, Setting Performance Targets; Performance Measurement System; Productivity Improvement Techniques.	Managers	Jul 28 – 30	3 Days
GM 112	Training Management & Administration	Overview of Training Management & Administration; Training Needs Assessment; Cost-Benefit Analysis: Return on Training Investment; Training Policy; Training Plan; Writing Training Proposal; Training Records; Managing Training Resources; Training Evaluation.	Training Officers / Managers	Nov 29– Dec 03	5 Days
GM 113	Training Methodology (Training the Trainer)	Overview of Training & Development; The Training Cycle; Adult Learning Principles; Learning Mechanisms & Styles; Training Needs Assessment; Setting Learning Objectives; Training Programme Design; Training Methods; Training Audio Visuals;	Training Officers/ Managers	Aug 09 - 20 Nov 15 - 26	10 days

		Costing & Budgeting for Training; MS PowerPoint; Presentation Skills; Training Evaluation; Micro Training.			
GM 114	Training Within Industry (On-The-Job Training)	Overview of Training within Industry; Orientation & Induction Training; Performance Gap Analysis; Coaching Skills; Mentoring Skills; Job Rotation; Managing Employee Transfer; Simulation; Practical Skills for Workplace Counselling; Training Evaluation.		Dec 08 – 10	3 Days
GM 115	Church Leadership and Administration	Church Management; Leadership Roles; People Management; Effective Communication; Church's Social Responsibility Programmes; Managing Church Finances; Discipline and Counselling; Managing Meetings; Productivity Techniques.	Officers/ Managers/ Pastors/ Clergy	Jun 21 - 25	5 Days
GM 116	Business Ethics & Professionalism	Ethics & Moral Principles; Ethical Behaviour in Organisations; Professionalism and Personal Conduct; Organizational Norms and Values; Monitoring, Enforcing and Evaluating Ethical Programmes; Attitudinal Change.	Officers/ Managers/ Supervisors	Mar 29 – 31	3 Days
GM 117	Pre-Retirement and Pension Planning	The Retirement Concept; Managing Economic and Social Life; Managing Your Health; The New Pension Scheme; Preparing and Managing a Retirement Plan and a Will.	All Categories of Staff	Apr 07 – 09 Dec 06 – 08	3 Days
GM 118	Corporate Governance	Overview of Corporate Governance; The Board Charter & Mandate; Effective Board Committees; Board-Management Relationship: Abduction & Micro-Managing; Conducting Productive Board Meetings; Dealing with Conflict of Interest; Evaluating Board Performance. Action Plan Presentation.	CEOs / Board Members	Aug 25 – 27 Dec 06 – 08	3 Days
GM 119	Strategic Plan Development	Overview of Strategic Planning; Environmental Appraisal and Gap Analysis; Strategic Plan Development; Evaluating the Strategic Performance Outcomes; Project work Preparation and Presentation.	CEOs / Board Members	May 05 – 07 Sept 22 – 24	3 Days
GM 120	Job Analysis & Evaluation	Overview of the Job Evaluation Process, The relevance and linkage to Compensation; Job Analysis Methods & Process; Practical Demonstration in Job Analysis Interview; Job Description Terminology & Process; Practical aspects of Job Description Writing.	Managers/ Human Resource Personnel/ Officers	Apr 07 – 09	3 Days
GM 121	Team Development & Quality Circle Workshop	Effective Team Membership: The Change Process and Self Transformation; Team Development Process; Building Synergies; Quality Circles.	All Categories of Staff	Aug 25 - 27	3 Days

Marketing Courses

No.	Courses	Course Content	Target Group	Date	Duration
MM 101	Effective Public Speaking and Communication Strategy	Public Speaking; Types of Speeches and Occasions: Motivational & Persuasive Speeches; Speaking Competencies; Ethics of Communication; Approaches to Effective Communication; Overcoming Speech Anxieties.	Marketing Officers, Front Desk Officers	Aug 30–Sept 03	5 Days
MM 102	Front Desk Management	Role of Front Desk in the Organization; Communication Skills; Telephone Etiquette; Skills for Interpersonal Relations; Managing Corporate Image; Handling Customer Complaints & Difficult Customers; Building Positive Attitude.	Front Office Officers, Administrative Officers	Feb 15 – 19 Jul 12 – 16	5 Days
MM 103	Managing Sales Force	Role of Sales Management; Sales Management and Environment; Organization of the Sales Force; Sales Personnel Planning and Recruiting; Sales Force Training and Development; Sales Force Compensation.	Sales Officers/Managers	Feb 22 – 26 Jul 05 – 09	5 Days
MM 104	Improving Corporate Sales Performance	Concept of Marketing & Selling; Buyer Behavior and Buying Process; Sales Strategy; Handling Objections, Ethics and Legal Issues in Selling; Evaluating Sales Effectiveness; Project Work.	Sales Officers/Managers	Mar 22 – 26 Sept 27– Oct 01	5 Days
MM 105	Effective Marketing Communication	Marketing Communications; Types of Promotional Tools; Managing Internal & External Communications; Media Selection; Consumer Response to Marketing Communication; Developing & Evaluating Marketing Communication Plan.	Sales Officers/Managers	May 10 – 14 Sept 27– Oct 01	5 Days
MM 106	Business Communication Excellence	Business Communication Basics; Creating Effective Messages; Listening – the Silent Hero; Designing Messages: Words, Business Writing, Oral Presentation; Business Reports and Proposals; Project Work.	Sales Officers/Managers	Jul 26 - 30	5 Days
MM 107	Protocol & Events Management	Stages of Event Management; Types of Events; Planning and Organizing the Event; Public Relations; Handling VIPs; International Cultural Diversity; Logistics Management; Costing and Evaluation of Events; Project Work.	Public Relation Officers/Managers/	May 10 – 14	5 Days
MM 108	Hotel & Hospitality Management	Overview of Hotel & Hospitality Management; House Keeping, Catering and Customer Services; Front Desk Management; Back House Management; Supply Chain Management; Accounting & Financial Management; Industry Standard Operating Practices (SOPs); Safety and Security.	Hospitality Managers/Officers/Supervisors	Apr 12 – 16 Nov 15 – 19	5 Days

MM 109	Developing Effective Negotiation Skills	Overview of Effective Negotiation; The Negotiation Process; Developing a Negotiation Strategy; Tools for Effective Negotiation; Effective Customer Communication Skills; Handling Objections; Creating Negotiation Framework; Establishing Common Good.	Officers / Managers	Aug 30–Sept 03	5 Days
MM 110	Developing a Winning Business Plan	Business Planning; Data Gathering Methods; Analysis and Reporting; Business Environment; Shareholders Information; Business Organization and Management; Planning for Products/ Services; Marketing and Sales; Human Resources; Financial & Risk Analysis; Report Writing and Presentation Skills.	Managers	May 17 – 21	5 Days
				Nov 15 – 19	
MM 111	Delighting the Customer	Customer Service; Competencies of Customer Care Staff; Setting Performance Standards; Effective Customer Communication; Internal and External Customer Relationship; Dealing with Diverse Customer Groups; Customer Feedback Strategy; Handling Difficult Customer Encounters; Service Recovery.	Managers/ Officers	Apr 19 – 23	5 Days
				Sept 13 - 17	
MM 112	Effective Service Marketing	Trends in the Service Sector; Customer Expectations and Perceptions; Consumer Behaviour in the Service Industry; Service Development and Design; Service Standards; Employees' Role in Service Delivery; Delivering Service through Intermediaries and Electronic Channels; Costing & Pricing Services.	Managers/ Officers	Feb 15 – 19	5 Days
				Jun 07 – 11	
MM 113	Conducting Market Research	Overview of Marketing Research; Preparing a Proposal; Defining the Research Problem and Developing Approach; Types of Data and Data Collection Methods; Data Preparation and Analysis; Report Preparation and Presentation; Establishing & Evaluating Marketing Intelligence.	Managers	Feb 22 - 26	5 days
				Aug 09 – 13	
MM 114	Developing a Strategic Marketing Plan	Role of Strategic Planning; Environmental Analysis; Sales Forecast; Goal and Target Setting; Action Planning - Identifying Success Factors; Actualizing the Objectives; Marketing Plan Implementation; Monitoring & Evaluation.	Managers/ Sales Executives/ CEOs	Jun 14 – 18	5 Days
				Sept 06 – 10	
MM 115	Advanced Selling Techniques	Sales Modeling; Direct Marketing Tools and Techniques; Marketing Intelligence; Buying Decision; Networking; Influencing Decision Makers; Handling Objections; Closing Deals; Building Lasting Relationships.	Managers/ Sale Officers	Mar 29 – 31	3 Days

MM 116	Competitive-Edge Marketing	Understanding the Marketing Environment; Market Research and Competitor Analysis; Customer Needs Identification; Market Segmentation; Targeting and Positioning; Understanding the Dynamics of Competition; Selecting a Competitive Advantage; Customer Development.	Managers	May 24 – 28	5 Days
				Oct 04 – 08	
MM 117	Brand & Corporate Image Management	Managing Corporate Image; Customer Buying Strategy; Promoting the Right Image; Test for Effective Logo; Branding; Positioning Strategy; Crisis Management; Media Selection and Advertising Design; Building and Evaluating Brand Promotion.	Marketing/ Brand Managers	Apr 12 – 16	5 Days
				Aug 16 – 20	
MM 118	Managing Customer Service	Promoting Service Culture; Corporate Image and Identity; Understanding Customer Expectations and Perceptions; Building Customer Relationships; Establishing Performance Standards; Dealing with Customer Communication; Resolving Conflicts.	Marketing Executives/ Managers	Jun 14 – 18	5 Days
				Oct 18 – 22	
MM 119	Customer Relationship Management (CRM)	Customer Relationship Management Concepts; Measuring Customer Lifetime Value; Encouraging Customer Loyalty; The Role of Business Intelligence in CRM; Customer Service in a Diverse World; Service Breakdowns & Service Recovery; Customer Service via Technology.	Marketing Executives/ Managers	Jul 12 – 16	5 Days
				Oct 25 - 29	
MM 120	Entrepreneurship Development Skills	Overview of the Ghana Labour Market; Recognising and Assessing Entrepreneurial Opportunities; Business Registration; Developing Entrepreneurial Attitudes; Growing Your Business; Pension Scheme; Entrepreneurship in Agri-Business; Learning Through Networks.	SME Organisations, Professionals, Heads of SMEs/ SME Managers/ SME Business Advisors	July 26 - 30	5 Days

Industrial Engineering Courses

No.	Course Title	Course Content	Target Group	Date	Duration
IE 101	Productivity Improvement Techniques for Drivers	The Driver's Role in an Organization; Preventive Maintenance of Vehicles; Driving Ethics and Attitudes; Road Safety & Accident Prevention; Legal Aspects of the Transport Industry; Basic Productivity and Kaizen Interventions for Drivers.	Transport Officers/ Drivers	Mar 10 – 12	3 Days
				Nov 29– Dec 01	
IE 102	Attitudinal Change for Improved Productivity	Concept of Attitudinal Change; Effects of Attitudes on Organizational Performance; Work Ethics & Customer Relations; Strategies for Building Positive Attitudes; Basic Productivity Improvement Techniques.	All Categories of Staff	Feb 24 - 26	3 Days
				May 05 – 07	
				Oct 27 – 29	
IE 103	Transport Management	Introduction to Transport Management; Legislative & Regulatory Framework of the Transport Industry (DVLA, MTTU, etc.); Procurement Management; Fleet Life-Cycle Management; Transport Records Keeping; Maintenance Management; Safety & Accident Management; Risk & Insurance Management; Costing and Budgeting; Back Home Action Plan (BHAP).	Supervisors/ Managers	Jun 07 – 18	10 Days
				Oct 18 – 29	
IE 104	Productivity Measurement & Improvement Techniques	Introduction to Production/Operations Management; Concept of Productivity; Productivity Measurement and Analysis; Productivity Improvement Factors; Productivity Improvement Techniques; Back Home Action Plan (BHAP).	Supervisors/ Managers	Apr 19 – 23	5 Days
				Nov 29–Dec 03	
IE 105	Productivity & Compensation Management	Productivity Improvement Factors & Techniques; Overview of Productivity Measurement; Productivity Indicators; Introduction to Compensation Management; Productivity-Linked Wages System Models; Back Home Action Plan (BHAP).	Managers/ Supervisors/ Human Resource Managers	Feb 22 – 26	5 Days
IE 106	Workplace Improvement Techniques for Increased Productivity	Overview of Productivity Management; Productivity Improvement Factors & Techniques; Managing the Workplace for Increased Productivity; Basic Kaizen Techniques; Total Productive Maintenance (TPM); Back Home Action Plan (BHAP).	Managers/ Supervisors	Apr 26 – 30	5 Days
				Oct 25 – 29	
IE 107	Facilities Management	Principles of Facilities Management; Procurement, Contracts and Outsourcing; Asset Register Preparation and Asset Lifecycle Management; Legal Framework and Insurance of Facilities; Costing	Managers Supervisors	Mar 01 – 12	10 Days
				Sept 27–Oct 08	

		and Budgeting; Computer Application; Facilities Maintenance Planning; Back Home Action Plan (BHAP).			
IE 108	Maintenance Management	Overview of Maintenance Management; The Maintenance Schedule; Costing and Budgeting; Stores and Inventory Management; Job Safety; Total Productive Maintenance (TPM); Report Writing; Back Home Action Plan (BHAP).	Managers/ Supervisors/ Transport Officers	Jul 12 - 23	10 Days
				Oct 25 – Nov 05	
IE 109	Production Planning & Control for Productivity Improvement	Production Planning and Control Systems; Supply Chain Management; 5S and Lean Production Techniques; Line Balancing; Scheduling Jobs; Total Quality Management (TQM); Back Home Action Plan (BHAP).	Managers/ Supervisors	May 24 – 28	5 Days
				Aug 16 – 20	
IE 110	Total Quality Management (TQM)	Overview of Production/Operations Management; Introduction to Quality; Total Quality Management; ISO Series; Productivity Improvement Techniques; Advanced Quality Management Techniques; Technical Report Writing; Back Home Action Plan (BHAP).	Officers/ Managers/ Supervisors	May 31 –Jun 11	10 Days
				Oct 11 - 22	
IE 111	Feasibility Studies	Introduction to Project Management; Project Alternatives and Baseline Studies; Feasibility Assessment Criteria; Methodology of Feasibility Study; Feasibility Planning; Feasibility Report Writing; Evaluation of Feasibility Studies; Back Home Action Plan (BHAP).	Officers/ Managers	Sept 13 – 2 4	10 Days
IE 112	Managing Occupational Safety and Health	Overview of Occupational Safety and Health; Legal Framework of Occupational Safety and Health; Classification of Hazards and their Safeguards; Accident Prevention; Ergonomics and Manual Handling; Safety Audit; Health & Wellness Promotion; 5S and Safety; Back Home Action Plan (BHAP).	Officers/ Managers/ Supervisors	Mar 01 – 12	10 Days
				Aug 16 – 27	
IE 113	Project Management	Overview of Project Management; Developing a Project Proposal; Project Structure & Organization; Project Selection; Project Planning and Network Analysis; Procurement & Contract Management; Monitoring and Evaluation System; Project Management Skills; Project Completion & Commissioning; MS Project; Back Home Action Plan (BHAP).	Officers/ Managers/ Supervisors	Mar 15 - 26	10 Days
				Sept 06 – 17	
IE 114	Executive Maintenance Management	Strategic Maintenance Techniques; Strategic Maintenance Control Cycle; The Maintenance Audit; Total Productive Maintenance; Maintenance Scheduling; Evaluating Maintenance Activities.	Managers	Sept 22 – 24	3 Days

IE 115	Results-Based Monitoring and Evaluation	Project Cycle Management; Logical Framework Analysis; Project Structure and Organization; M&E Data Gathering Analysis Techniques; Traditional M & E System Versus Results-Based M & E System; Performance Measurement Framework (PMF); Reporting Framework; Back Home Action Plan (BHAP).	Managers	May 17 – 21	5 Days
IE 116	Fraud Investigation and Security Management	Introduction to Fraud and Security Management; Access Control; Security Risk Analysis; Fraud Indicators and Response; Investigative Processes; Complaints and Allegations; Law Enforcement Agencies and Security Management; Technical Report Writing; Back Home Action Plan (BHAP).	Managers	Jun 14 – 25 Nov 15 – 26	10 Days
IE 117	Project Proposal Writing	Essence of Project Proposal; Problem Identification; Situational Analysis; Project Design & Plan; Writing the Project Proposal and Costing; Project Implementation, Monitoring & Evaluation; Financial Institutions Requirement for sourcing funds for proposals; Action Plan.	Officers / Managers	Feb 15 – 19	5 Days
IE 118	Professional-Led Research Development Training	Preparing a Research Proposal for Funding Purposes; Developing Your Key Idea Interest or Issue; Designing Your Research Reviewing Relevant Literature; Choosing a Research Method; Building Data Collection Skills; Organizing and Analyzing Research Data, Using SPSS; Writing Research Report & Disseminating Research Results; MS Power Point and Presentation Skills; Linking Research to Policy and Practice.	Research Officers, Directors and All Categories of Research Staff	Jun 21 – Jul 02	10 Days
IE 119	Cyber Security Awareness	Overview of Cyber Security Awareness, What is Cyber security & Cyber Threats?, The Importance of Password Security & Authentication, BYOD, E-Mail and Social Media Policies, The Insider Threats, Identify Phishing Attacks & Social Engineering, Physical Security of Premises & Mobile Device Security, Connecting to a Public Wi-Fi & Removable Media, Working Remotely & Internet Use, Cloud Security, Dispose of Information Properly & Ethics - Be a Good Cyber Citizen	Officers/ Managers/ Supervisors	Mar 15 - 19	5 Days
IE 120	Logistics Management & Administration	Principles of Logistics Management; Total Concept and Essence of Logistics; Trade-offs in Logistics; Logistics & Distribution Concept Financial Impact of Logistics; Transport Law and Policy; Transport Economics and Strategy; International Trade and Logistics; Supply Chain Management; Transport System Administration; Service Quality; Warehousing; Occupational Health, Safety & Wellness; Insurance; Outsourcing.	Transport Officers/ & Managers/ Logistics Officers	Jul 12 – 23 Nov 01 – 12	10 Days

Financial Management & MIS Courses

No.	Course Title	Course Content	Target Group	Date	Duration
MIS 101	MIS (Compact)	Overview of MIS Compact; Microsoft Excel: Application of Mathematical Formula; Financial Modelling; Simulation. Microsoft Access: Introduction to MS Access Database; Query of Database Report Microsoft PowerPoint: Introduction to PowerPoint; PowerPoint Presentation Skills (Preparation of Slides); Individual PowerPoint Presentation. SPSS: Overview of SPSS; Frequency Distributions; Measures of Central Tendency; Measure of Dispersion.	All Categories of Staff	Feb 22 – 26	5 Days
				Sept 13 – 17	
MIS 102	Data Management Using Microsoft Excel & Access	Excel form, sorting and filtering data, removing duplicate records; Excel Database Functions to obtain results from a cluttered data; Pivot Tables and Charts; Excel Modelling; Microsoft Access: Tables, Reports, Forms and Queries.	All Categories of Staff	Jul 21 – 23	3 Days
MIS 103	Microsoft PowerPoint	New Features in Microsoft PowerPoint, Formatting and Organizing Slides, Using the Paste Special to link Excel with PowerPoint; Using the hyperlink; Presentation skills; Individual presentations.	All Categories of Staff	Sept 22 - 24	3 Days
MIS 104	Data Analysis Using SPSS	Overview of SPSS; Frequency distributions; Measures of central tendency; Measure of dispersion; Cross tabulation; Linear Regression analysis; Chi Square; Anova; Basic Analytical Techniques used in Professional and Academic Research and interpretation.	All Categories of Staff	Apr 07 - 09	3 Days
MIS 105	Microsoft Excel for Accounts and Finance Staff	Microsoft Excel Financial Tools: NPV, XNPV, IRR, XIRR, FV, PV, NPER, Rate, etc.	Officers/ Supervisors/ Managers	Nov 24 – 26	3 Days
MIS 106	Microsoft Excel for Decision Making	The What-If Analysis: Scenario Manager, Goal Seek, Data Tables, Solver; SUM, SUMIF, SUMIFS, SUMPRODUCT, IF, IF (AND), IF (OR), etc.	Managers/ CEOs	Feb 17 - 19	3 Days
MIS 107	Microsoft Outlook	Use Features of Outlook; Compose and Organise Your Email; Working with Contacts; Use Calendar Features; Do Outlook Tasks.	Secretaries & Personal Assistants	Nov 29-Dec 01	3 Days
MIS 108	Data Entry Management	Introduction to Data Entry Management; Confidentiality and Treatment of Sensitive Data; Data Protection Act and Compliance; Records Management; Filing and Records Keeping; Microsoft Access; Practical		Jun 05 – 09	5 Days

		Work-Related Assignment on Access; Introduction to Microsoft Excel; Microsoft Excel Forms and Pivot Tables; Introduction to Microsoft Excel Database Tools.	Officers/ Supervisors		
FM 109	Finance for Non-Finance Managers	Overview of Financial Management; Analysis and Interpretation of Financial Statements; Preparation and Analysis of Budget & Cashflow Statements; Corporate Finance: Concept & Application of Time Value of Money, Preparation of Loan Repayment Schedules; Investment Appraisal.	Officers/ Supervisors/ CEOs	May 24 – 28	5 Days
FM 110	Stores Management	Overview of Stores Management; Role of Stores Officers; Types of Stores; Objectives and Functions of Stores; Internal Controls in Stores; Stores Equipment; Computer Applications to Stores; Stores Accounting Procedures.	Stores & Accounts Officers	Apr 19 – 23	5 Days
FM 111	Accounting for Non – Accountants	Journalise and Post Transactions; Records Keeping: Cash and Petty Cash, Sales and Purchases, Receipts and Payments; Preparation of Cheque Register & Bank Reconciliation Statement; Preparation of Ledger Accounts, Trial Balance & Financial Statements; Preparation and Analysis of Budget & Cashflow Statements; Fundamentals of Auditing and Internal Controls.	Entrepreneurs /Managers/ Non-Finance & Accounting Professionals	Apr 12 - 16	5 Days
FM 112	Internal Auditing	Internal Audit Functions; Corporate Governance; The Audit Process and Compliance and Substantive Tests; Risk Management; Verification of Assets & Liabilities; Internal Controls; Audit Investigation & Reporting System; Professional Ethics; COSO's Internal Control.	Audit Officers/ Auditors	May 31-Jun 11 Sept 06 - 17	10 Days
FM 113	International Financial Reporting Standards	Conceptual Framework of Accounting; Preparation of Quality Financial Statements (IFRS/IAS Requirements for Financial Reporting; Application and Practice of Selected Standards (IFRS): Financial Instruments (IFRS 9), Lease Accounting (IFRS 16 New Standard), Accounting for Property, Plant and Equipment (IAS 16), Employees Benefits (IAS 19), Revenue from Contracts with Customers(IFRS 15 New Standard), Intangible assets (IAS 38), Provisions, Contingent Assets/Liabilities (IAS 37), Impairment of Assets (IAS 36), Introduction to MS Excel	Officers/ Supervisors/ Managers/ Accountants	Apr 12 - 23 Sept 27–Oct 08	10 Days
FM 114	Financial Control	Corporate and Public Sector Financial Management and Controls; How to Implement Financial Controls; Corporate Budgeting and Budgetary Control; Variance Analysis; Evaluating Effectiveness of Financial Control; Challenges in Financial Control.	Officers/ Managers	Sept 06 - 10	5 Days
FM 115	Archival and Records Management	Overview of Archival and Records Management; Procedures and Practices of Archival and Records Management; Records Management Act; Record Office Procedures; Functions of the National Archives; File	Officers/ Supervisors/ Managers	Apr 26–May 07	10 Days

		Storage Systems; Legal Framework; Classification and Indexing of Records; Storage and Preservation of Archives; Acquisition of Archives; Accessibility and Handling of Archives.			
FM 116	Records Management	Records Management Procedures & Practices; Legal Framework & Policies; Electronic Records Management; Records Life Cycle; Records Office Procedures; File Management; Storage System Maintenance; Classification and Indexing; Functions of Record Centre; Information Retrieval.	Officers/ Supervisors/ Managers	Apr 26–May 07 Oct 04 – 15	10 Days
FM 117	Financial Management	Financial Management and Management of Working Capital; Financial Control Models; Overview of the Public Financial Management Act 2016 (Act 921); Contingency Fund & Debt Servicing, Cash & Assets Management; Accounts & Audit; Financial Modeling with Computer Applications.	Finance Officers/ Managers/ CEOs	Jun 21 - Jul 02 Nov 08 – 19	10 Days
FM 118	Procurement Principles and Practice	Overview of Procurement Management; Legal Aspects of Procurement in Ghana; Procurement Cycle; Writing of Specification; Supplier Selection & Evaluation; Procurement Planning; Award Process, Contract Types, and Methods of Procurement; Legal Aspects of Procurement in Ghana.	Officers/ Managers/ Supervisors	May 10 – 21 Aug 30–Sept 10	10 Days
FM 119	Public Procurement Policy in Ghana	Public Procurement Policy Framework; Public Procurement Management; The Procurement Act; Roles and Responsibilities under the Procurement Act; Procurement Ethics.	Officers/ Supervisors/ Managers	Jun 14 – 18	5 Days
FM 120	Inventory Management	Overview of Inventory Management; Inventory Management and Accounting for Inventory; Warehousing, Risks and Safety in Inventory Management.	Officers/ Supervisors/ Managers/	Apr 19 – 23	5 Days
FM 121	Supply Chain Management	Overview of Supply Chain Management; Supply Chain Processes and Procedures; Supply Chain Planning/Methodology; Managing the Supply Chain Risk; Assessing the Supply Chain Performance; SWOT Analysis in Supply Chain; Understanding the Supply Chain Network; Concept of Value Analysis in Supply Chain; The Legal Aspect of Supply Chain Management; Evaluation of Supply Chain Management.	Officers/ Supervisors/ Managers	Mar 15 - 19 Aug 23 – 27	5 Days
FM 122	Budgeting and Budgetary Control	Budgeting and Budgetary Controls as a Management Tool; Objectives of Budgeting; The Budgeting Process; Types of Budget; Forecasting Techniques; Budgetary Control Process; Cost Control and Cost Reduction; Variance Analysis; Computer Application (MS Excel) to Budgeting & Budgetary Process.	Officers/ Supervisors/ Managers	Mar 15 -26 Jul 05 – 16	10 Days

FM 123	Risk-Based Internal Auditing	Approaches to Risk Based Internal Auditing; Concept of Good Corporate Governance; Process & Tools For Assessing & Evaluating Risk; Measuring the Effectiveness of Risk Based Internal Auditing; Audit Reporting.	Auditors/ Managers/ Supervisors	May 31– Jun 11	10 Days
				Sept 27–Oct 08	
FM 124	Risk Management & Corporate Governance	Overview of Risk Management & Corporate Governance; Risk Assessment & Evaluation; Risk Management: Internal Control System; Process & Tools For Assessing & Evaluating Risk; Fraud Management.	Managers/ CEOs/ Board of Directors	Aug 11 - 13	5 Days
FM 125	Investigative and Forensic Audit	Rules for Investigative Auditing; Forensic Audit Process; Forensic Accounting; Audit Evidence and Audit Testing; Specialized Audits; Internal Control System and its Limitations; Evaluation of the Effectiveness of the Internal Controls & Forensic Audit; Investigation Reports; Professional Ethics.	Auditors/ Managers/ Directors	May 24 –Jun 04	10 Days
				Sept 13 – 24	
126	Investigative Auditing	Rules and Procedures for Investigative Auditing; Audit Evidence & Testing; Specialised Audit & Report; Internal Controls & Professional Ethics; Risk Based Auditing.	Auditors/ Managers/ Directors	May 24 – 28	5 Days
127	Forensic Auditing	Forensic Audit Process; Forensic Accounting; Evidence and Audit Test; Specialise Audit & Report; Evaluation of Internal Controls.	Auditors/ Managers/ Directors	May 10 – 14	5 Days
FM 128	Management Accounting	Management Accounting as a Management Tool; Budgeting and Budgetary Control Process; Marginal and Absorption Costing; Break-Even Analysis; Apportionment of Overheads; Activity-Based Costing and Pricing; Variance Analysis; Standard Costing; Management Reports.	Managers	Jun 28 – Jul 09	10 Days
				Oct 11 – 22	
FM 129	Funds and Debt Recovery Management	Sources and Application of Funds; Understanding Financial Statement, Debt Reliefs; Debt Settlement and Collection; Debt Consolidation; Debt Recovery Strategies and Solutions; Debt and Financial Advice; Debt Repayment Schedules; Debt Collection Improvement; Modelling with Microsoft Excel.	Managers	Apr 26– May 07	10 Days
FM 130	Tax Compliance	Monthly Compliance: Navigating Value Added Tax (VAT) Principles and Practice; Monthly Compliance: Managing Employees Income Tax (PAYE, SSNIT and Provident Fund Contributions); Monthly Compliance: Managing other Tax Requirements (Withholding Taxes and Communication Service Tax)	Finance Managers/ Accountants/ Accounts Officers	Dec 06 – 17	10 Days
FM 131	Corporate Tax	Corporate Tax; Accounting for Current Tax: In Accordance with IAS 12; Accounting for Deferred Tax.	Finance Managers/ Accountants/	Dec 06 – 10	5 Days

			Auditors/Tax Managers		
FM 132	Effective Payroll Administration and Tax Management	Introduction and Overview of Payroll Administration; Understanding Statutory Provisions in Payroll and Pensions Administration; Managing Staff Payroll Data Base; Accounting for Necessary Deductions and Remittances; IT Applications in Payroll Administration using MS-Excel; Government policy on Retirement Benefits and Pensions.	All Managers in Payroll Administration in both Public & Private Sectors	Jun 14 – 18	5 Days
FM 133	Procurement & Supply Chain Management	Objective of Act 663 (2003) and 914 (2016); Public Procurement Structure & Rules; Procurement Methods/Thresholds; Preparation of Tender Documents; Difference between Scope of Works & Bill of Quantities; Opening & Evaluation of Tender; Preparation of Evaluation Reports & Recommendation for Award of Contract; Approval Thresholds; Letters Acceptance/ Guarantees & Award of Contracts; Content Modifications; Supply Chain Planning/ Methodology; Concept of Reverse Logistics; Managing the Supply Chain Risk; Assessing the Supply Chain Performance; SWOT Analysis in Supply Chain; Understanding the Supply Chain Network; Concept of Value Analysis in Supply Chain; Essence of Logistics & Supply Chain Structure;	Public Procurement / Supply Professionals	Jun 21 – Jul 02	10 Days
FM 134	Financial Modeling Using Advanced Features of Excel	Profitability/Cost/Budget Analysis; Single Cash Flow; Annuity, Loan Amortization; Discounts; Effective Financial Patterns; Conduct Sensitivity Analysis; Budgetary Projections; Profit Maximization; Cost Minimization.	Accountants/ Budget Officers Managers	Jul 26 – 30 Nov 02 - 13	10 Days

Special Programmes

No.	Courses	Course Content	Target Group	Duration
SP 101	Workshop for Women in Management	Women in Leadership Roles; Managing Emotions; De-stressing; Interpersonal Relations: Assertiveness, Passivity, & Aggressiveness; Personal Development; Balancing Career and Family Life; Negotiation Skills.	Women in Leadership Positions/ Entrepreneurs	3 Days

Note: These special courses will be organized on weekdays/weekends and the dates for commencement will be advertised in the Newspapers.

SUSTAINING COMPETITIVE & RESPONSIBLE ENTERPRISE (SCORE) SHORT COURSE				
SP 102	SCORE Short Course Training	Introduction to SCORE, Driving Change in Your Enterprise; Involving Everybody Through 5S; Communication in Your Enterprise; Fair HR Policies for Better Workplace Management; Enhancing Productivity; Measuring Workplace Improvement; Sharing Success; Quality First; Safety at Workplace – A Platform for Productivity; Productivity Through Cleaner Production; Enterprise Visits by ILO Consultants	Small & Medium Enterprises	3 Days
SP 103	Business Contibuity Planning	Increasing Sales; Improving Finance and Cash Flow; Effective workforce Management; Optimising Processes; Creating Your Business Continuity Plan and Taking Action.	Small & Medium Enterprises	3 Days
HOSPITALITY TRAINING				
SP 103	Module 1 Workplace Cooperation	Getting to Know HoCo; Business Objectives; Understanding the Importance of Cooperation in the Workplace; Analyse How to Share the Right Information; Solving Problems in the Team; Improvement Through 5S; Measuring Changes; Take Action	Hotels and Hospitality Industry	5 Days
SP 104	Module 2 Service Excellence	Understanding Service and Customers; Service Quality; Improving Service Quality; Feedback and Complaint; Management; Take Action.	Hotels and Hospitality Industry	5 Days

SP 105	Module 3 Good Environmental, Practice, Hygiene/OSH & Digitalisation	Be able to understand hygiene; Occupational Health & Safety; Good Environment Practices; Local Community Participations at your Business; Digitalisation.	Hotels and Hospitality Industry	5 Days
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Note: This training and coaching is limited to the Hospitality Industry – Hotels, Restaurants, Guest Houses, etc.

Admission Procedure

Nominations should be made by the sponsoring organization on a Nomination Form, copies of which can be obtained from the Institute or downloaded from the Institute’s website – www.mdpi.gov.gh. Self-sponsored participants can also download the Nomination Form from the Website. Completed Forms should be returned to the Director, Training of the Institute at least one week before the commencement of a course. Certificate of Participation is issued at the end of each Course.

For further details on the Institute’s courses, kindly contact:

The Director, Training, MDPI, P. O. Box GP 297, Accra – Ghana

You may call for further clarifications on:

Director, Training: 00233-20-8282138

Business Development Officer: 00233-302-252323/244-929735

Training Manager: 00233-27-6984870

Website: www.mdpi.gov.gh

Email: training@mdpi.gov.gh or info@mdpi.gov.gh

Course Fees

Duration	Ghanaian Participants	International Participants
	GHC	US\$
3 Days	1,050	
5 Days	1,260	1,000
10 Days	1,800	1,500
15 Days	2,100	1,700

Full payment of fees should accompany the return of Nomination Forms or be paid on the first day of the course. The fees are payable to Management Development and Productivity Institute. Abbreviations, 'MDPI' should not be used in writing the cheques.