



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



**2022  
MANAGEMENT  
TRAINING  
PROGRAMME (MTP)**

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## **FOREWORD**

The Management Development and Productivity Institute (MDPI) presents the 2022 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 2022 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 2022 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 26<sup>th</sup> 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 2<sup>nd</sup> 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 core 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. E.g. Insuring Personal Pension Scheme for Informal Economy Sector Workers 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 cooperation 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 has been sponsored by the Norwegian Agency for Development Cooperation (NORAD) and the Switzerland State Secretariat for Economic Affairs (SECO) from 2021, the programme is co-funded by German Federal Ministry of Economic Cooperation and Development (BM2) .

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

A new Board of Governors will be re-constituted in due course.

## Directorate

<b>Director-General</b>	Mr. Odame, Takyi Kweku	ACMA, MBA, North West University Potchefstroom Campus, South Africa
<b>Deputy Director-General</b>	Adjei, Bernice (Ms.)	M. Ed. Higher Education, Walden University, Canada; B.Sc N. York University, Toronto, Canada
<b>Director (Training)</b>	Eva Obenewa Tandoh (Mrs.)	MPA Univ. of Ghana, Legon; BA Hons (Sociology) Univ. of Ghana, Legon
<b>Director (Consultancy)</b>	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
<b>Director (Finance and Administration)</b>	Rosemond Quansah (Mrs.)	EMBA (Finance) Univ. of Ghana, Legon; ICA Ghana; BCom. University of Cape Coast; Diploma (Education) University of Cape Coast

## Professional Staff

<b>Chief Consultants</b>	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.)	Post-Graduate Diploma (Research Methods), Maastricht, The Netherlands; 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); Post Chartered Diploma (Forensic Audit), The Institute of Chartered Accountants, Ghana
	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
<b>Principal Consultants</b>	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	Ph.D Business Administration (CASS Europe), Luxemburg; MBA, Univ. of Leicester, UK; Diploma (Management) Univ. of Leicester, UK; HND (Building Technology) Kumasi Polytechnic, Ghana
	Dorcas Obeng-Amofah (Mrs.)	MBA (HRM) University of Ghana, Legon; Bachelor of Education Arts, University of Cape Coast



## General Management Courses

No.	Course Title	Course Content	Target Group	Date	Duration
<b>GM 101</b>	<b>Office Management &amp; Administration</b>	Overview of Office Management & Administration; 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; Effective Business Communication; Report Writing; Time & Stress Management)	Officers/ Managers/ Supervisors/	Feb 28- Mar 11	10 Days
				Jul 11 – 22	
				Oct 31 - Nov 11	
<b>GM 102</b>	<b>Executive Assistant/ Secretary Programme</b>	Responsibilities of Executive Assistant/Secretary; Minutes Writing; Reports Writing; PowerPoint Presentation & Mail Merge; Stress Management; Effective Business Communication; Work Ethics & Professionalism; Handling Correspondence; Time Management.	Officers/ Managers/ Supervisors/ Administrators	Jun 06 - 10	5 Days
				Oct 10 - 14	
<b>GM 103</b>	<b>Administrative Management Skills</b>	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; Emotional Intelligence; Basic Administrative Law.	Administrators/ Personal Assistants/ Secretaries/ Officers	May 09 – 20	10 Days
				Aug 08 – 19	
				Oct 31 – Nov 11	
<b>GM 104</b>	<b>Managing Interpersonal Relations</b>	Principles of Human Relations; Individual Differences and Diversity Management; Conflict Management; Effective Communication: Assertiveness & Listening Skills; Emotional Intelligence. Stress Management; Attitudinal Change.	All Category of Staff	Apr 11 - 15	5 Days
				Aug 29–Sept 02	
<b>GM 105</b>	<b>Report Writing &amp; Presentation Skills</b>	Overview of Business Communication; Report Writing: Types and Processes; MS PowerPoint; Presentation Skills; Project work Preparation and Presentation.	Officers/ Managers/ Administrators	May 30– Jun 03	5 Days
				Aug 29–Sept 02	
<b>GM 106</b>	<b>Emotional Intelligence &amp; Effective Leadership</b>	Emotional Intelligence Framework; Managing Diversity; Leadership Principles; Human Relations.	Managers, Heads of Depts. Divisions & Units	Mar 09 – 11	3 Days
				Aug 10 – 12	

<b>GM 107</b>	<b>Practice of Supervision</b>	Supervisory Responsibilities; Job Scheduling; Effective Delegation; Building Positive Working Relationship with Employee; Workplace Safety & Accident Prevention; Report Writing Skills; Orientation & Induction of New Employee; Effective Communication; Managing Team Performance; Problem Solving & Decision Making; On-the-job Training Techniques; Discipline and Counselling; Leadership Skills; Productivity Improvement Techniques; Time Management; Stress Management.	Supervisors/ Managers/ Functional Managers	Mar 14– 25	10 Days
				Jul 04 – 15	
				Nov 21–Dec 02	
<b>GM 108</b>	<b>Managerial Skills for Professionals</b>	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 25 – 29	5 Days
				Nov 21 – 25	
<b>GM 109</b>	<b>Managerial Leadership Skills Development</b>	Strategic Leadership: Situational & Transformational Leadership; Emotional Intelligence; Productive Engagement with Employee Associations; Attitudinal Change; Problem Solving and Decision Making; Training & Development; Delegation; Performance Management; Teambuilding & Working; Productivity Improvement Techniques.	Supervisors/ Managers	May 16 – 20	5 Days
				Aug 15 – 19	
<b>GM 110</b>	<b>Human Resource Management</b>	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; Grievance Handling & Conflict Resolution; Productivity Improvement Techniques.	Human Resource Managers	Jun 27 – Jul 08	10 Days
				Oct 10 - 21	
<b>GM 111</b>	<b>Effective Performance Management</b>	Overview of Performance Management System; Developing Effective Job Descriptions; Performance planning; Defining Key Result Areas, Setting Performance Objectives/Targets; Performance Monitoring; Performance Measurement System; Performance Review System, Appraisal; Rewarding Performance Productivity Improvement Techniques.	Managers	Jul 27 – 29	3 Days

<b>GM 112</b>	<b>Training Management &amp; Administration</b>	Overview of Training Management & Administration; Training & Development; Training Needs Assessment; Cost-Benefit Analysis: Return on Training Investment; Training Policy; Training Plan; Writing Training Proposal; Managing Training Resources; Training Evaluation.	Training Officers / Managers	Nov 28– Dec 02	5 Days
<b>GM 113</b>	<b>Training Methodology (Training the Trainer)</b>	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 Aids Administration - Audio Visuals; Costing & Budgeting for Training; MS PowerPoint; Presentation Skills; Training Evaluation; Micro Training.	Training Officers/ Managers	Aug 08 - 19 Nov 14 - 25	10 days
<b>GM 114</b>	<b>Change Management &amp; Organisational Development</b>	Principles of Change Management; Forces that Affect Change Management; Types of Change Management; Organisational Transformation; Transformational Leadership; Managing Change Effectively; Organisational Development Framework; Organisational Development Interventions; Improving Organisational Performance; Diversity Management; Emotional Intelligence; Effective Communication Skills; Interpersonal Skills; Attitudinal Change; Organisational Behaviour; Productivity Improvement.		Jul 18 - 22 Dec 12 – 16	5 Days
<b>GM 115</b>	<b>Church Leadership and Administration</b>	Overview of Church Management; Church Leadership; People Management; Effective Communication; Church's Social Responsibility Programmes; Managing Church Finances; Discipline and Counselling; Managing Meetings.	Officers/ Managers/ Pastors/ Clergy	Jun 20 - 24	5 Days
<b>GM 116</b>	<b>Business Ethics &amp; Professionalism</b>	Ethics & Moral Principles; Ethical Behaviour in Organisations; Professionalism and Personal Conduct; Organizational Norms and Values; Monitoring, Enforcing and Evaluating Ethical Programmes; Discipline & Counselling; Attitudinal Change.	Officers/ Managers/ Supervisors	Mar 28 – 30	3 Days
<b>GM 117</b>	<b>Pre-Retirement and Pension Planning</b>	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 06 – 08 Dec 05 – 07	3 Days
<b>GM 118</b>	<b>Corporate Governance</b>	Overview of Corporate Governance; Board Charter & Mandate; Effective Board Committees; Board-Management Relationship: Abdication & Micro-Managing; Conducting Productive Board Meetings; Dealing with Conflict of Interest; Evaluating Board Performance. Action Plan Presentation.	CEOs / Board Members	Aug 24 – 26 Dec 05 – 07	3 Days

<b>GM 119</b>	<b>Strategic Plan Development</b>	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 04 – 06	3 Days
				Sept 19 – 22	
<b>GM 120</b>	<b>Job Evaluation, Principles &amp; Practice</b>	Overview of the Job Analysis & Evaluation Process, the Relevance and Linkage to Compensation; Job Description & Analysis Methods & Process; Practical aspects of Writing Job Description; Setting Performance Objectives; Performance Appraisal; Job Evaluation Methods and Techniques	Managers/ Human Resource Personnel/ Officers	Apr 05 – 07	3 Days
<b>GM 121</b>	<b>Teamwork and Diversity Management</b>	Teambuilding and Team Working; Effective Leadership; Managing Team Diversity; Human Relations; Attitudinal Change; Effective Communication; Motivation; Discipline & Counselling.	Supervisors/ Managers	Aug 24 - 26	3 Days
<b>GM 122</b>	<b>Time &amp; Stress Management</b>	Concept of Time Management; Delegation; Stress Management; Attitudinal Change; Effective Job Description and Analysis; Productivity Improvement Techniques.	Supervisors/ Managers/ Categories Staff	Mar 23 – 25	3 Days
				Aug 01 - 03	
<b>GM 123</b>	<b>Productivity &amp; Salary &amp; Wage Administration</b>	Concept of Productivity; Productivity Measurement; Value Added Analysis; Improving Productivity; Linking Wages and Salaries to Productivity; Incentive System; Industrial Relations	Supervisors/ Managers	Mar 28 - 30	3 Days
				Aug 01 - 03	
<b>GM 124</b>	<b>Training Needs Analysis &amp; Evaluation</b>	Overview of Human Resource Development; Performance Gap Analysis; Writing Training Need Analysis Report; Costing and Budgeting of Training; Assessing Training Effectiveness; Measuring Returns on Training Investment.	Managers/ Supervisors/ Training Officers	Mar 21 - 25	5 Days

# Marketing Courses

No.	Courses	Course Content	Target Group	Date	Duration
MM 101	<b>Effective Public Speaking and Communication Strategy</b>	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 29–Sept 02	5 Days
MM 102	<b>Front Desk Management</b>	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 14 – 18 Jul 18 – 22	5 Days
MM 103	<b>Managing Sales Force Effectiveness</b>	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 21 – 25 Jul 04 – 08	5 Days
MM 104	<b>Improving Corporate Sales Performance</b>	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 21 – 25 Sept 26– 30	5 Days
MM 105	<b>Effective Marketing Communication</b>	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 09 – 13 Sept 26 – 30	5 Days
MM 106	<b>Business Communication Excellence</b>	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 25 - 29	5 Days
MM 107	<b>Protocol &amp; Events Management</b>	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 09 – 13	5 Days
MM 108	<b>Hotel &amp; Hospitality Management</b>	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 11 – 15 Nov 14 – 18	5 Days

<b>MM 109</b>	<b>Developing Effective Negotiation Skills</b>	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 29–Sept 02	5 Days
<b>MM 110</b>	<b>Developing a Winning Business Plan</b>	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 16 – 20	5 Days
				Nov 14 – 18	
<b>MM 111</b>	<b>Delighting the Customer</b>	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 18 – 22	5 Days
				Sept 12 - 16	
<b>MM 112</b>	<b>Effective Service Marketing</b>	Trends in the Service Sector; Service Industry Characteristics; 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 14 – 18	5 Days
				Jun 06 – 10	
<b>MM 113</b>	<b>Conducting Market Research</b>	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 21 - 25	5 days
				Aug 08 – 12	
<b>MM 114</b>	<b>Developing a Strategic Marketing Plan</b>	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 13 – 17	5 Days
				Sept 05 – 09	
<b>MM 115</b>	<b>Advanced Selling Techniques</b>	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 28 – 30	3 Days

<b>MM 116</b>	<b>Competitive-Edge Marketing</b>	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 23 – 27	5 Days
				Oct 03 – 07	
<b>MM 117</b>	<b>Brand &amp; Corporate Image Management</b>	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 11 – 15	5 Days
				Aug 15 – 19	
<b>MM 118</b>	<b>Managing Customer Service</b>	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 13 – 17	5 Days
				Oct 17 – 21	
<b>MM 119</b>	<b>Customer Relationship Management (CRM)</b>	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 18 – 22	5 Days
				Oct 24 - 28	
<b>MM 120</b>	<b>Entrepreneurship Development Skills</b>	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 25 - 29	5 Days
<b>MM 121</b>	<b>Product and Service Branding</b>	The Product Management Process and Structure; Product Management Structure; Analyzing the Product Attributes; Evaluating Effectiveness of New Product or Service Development; Brands Management.	Officers/ Managers/ Business Owners	Apr 18 - 22	5 Days
<b>MM 122</b>	<b>Carving a Niche for Your Products and Services</b>	Marketing Niche: Concepts and Importance; Analyzing the Market Competition; Market Segmentation, Targeting and Positioning; Formulating, Implementing & Evaluating Marketing Niche Strategies.	Sales Officers/ Managers	Apr 25 - 29	5 Days
				Aug 22 – 26	

# Industrial Engineering Courses

No.	Course Title	Course Content	Target Group	Date	Duration
IE 101	<b>Productivity Improvement Techniques for Drivers</b>	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 09 - 11	3 Days
				Nov 28 - 30	
IE 102	<b>Attitudinal Change for Improved Productivity</b>	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 23 - 25	3 Days
				May 04 - 06	
				Oct 26 - 28	
IE 103	<b>Transport Management</b>	Introduction to Transport Management; Legislative & Regulatory Framework of the Transport Industry (DVLA, MTU, 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 06 - 17	10 Days
				Oct 17 - 28	
IE 104	<b>Productivity Measurement &amp; Improvement Techniques</b>	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 18 - 22	5 Days
				Nov 28-Dec 02	
IE 105	<b>Productivity &amp; Compensation Management</b>	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 21 - 25	5 Days
IE 106	<b>Workplace Improvement Techniques for Increased Productivity</b>	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 25 - 29	5 Days
				Oct 24 - 28	
				Sept 26-Oct 07	



<b>IE 107</b>	<b>Facilities Management</b>	Principles of Facilities Management; Procurement, Contracts and Outsourcing; Asset Register Preparation and Asset Lifecycle Management; Legal Framework and Insurance of Facilities; Costing and Budgeting; Computer Application; Facilities Maintenance Planning; Back Home Action Plan (BHAP).	Managers / Supervisors	Feb 28– Mar 11	
				Sept 26–Oct 07	
<b>IE 108</b>	<b>Maintenance Management</b>	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 11 - 22	10 Days
				Oct 24 – Nov 04	
<b>IE 109</b>	<b>Production Planning &amp; Control for Productivity Improvement</b>	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 23 – 27	5 Days
				Aug 15 – 19	
<b>IE 110</b>	<b>Total Quality Management (TQM)</b>	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 30 –Jun 10	10 Days
				Oct 10 - 21	
<b>IE 111</b>	<b>Feasibility Studies</b>	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 12 – 23	10 Days
<b>IE 112</b>	<b>Managing Occupational Safety and Health</b>	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	Feb 28– Mar 11	10 Days
				Aug 15 – 26	
<b>IE 113</b>	<b>Project Management</b>	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 14 - 25	10 Days
				Sept 05 – 16	
<b>IE 114</b>	<b>Executive Maintenance Management</b>	Strategic Maintenance Techniques; Strategic Maintenance Control Cycle; The Maintenance Audit; Total Productive Maintenance; Maintenance Scheduling; Evaluating Maintenance Activities.	Managers	Sept 19 – 22	3 Days

<b>IE 115</b>	<b>Results-Based Monitoring and Evaluation</b>	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 16 – 20	5 Days
<b>IE 116</b>	<b>Fraud Investigation and Security Management</b>	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 13 – 24 Nov 14 – 25	10 Days
<b>IE 117</b>	<b>Project Proposal Writing</b>	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 14 – 18	5 Days
<b>IE 118</b>	<b>Professional-Led Research Development Training</b>	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 20 – Jul 01	10 Days
<b>IE 119</b>	<b>Cyber Security Awareness</b>	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 & <b>Ethics - Be a Good Cyber Citizen</b>	Officers/ Managers/ Supervisors	Mar 14 – 18	5 Days
<b>IE IE 120</b>	<b>Logistics Management &amp; Administration</b>	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 11 – 22 Oct 31– Nov 11	10 Days

<b>IE 121</b>	<b>Preparing Asset Register &amp; Maintenance Plan</b>	Procurement and Management of Assets; Asset Lifecycle Management; Asset Identification and Coding; The Use of Computer Application in Asset Register Development; Overview Of Maintenance Management; Preparing Asset Register and Maintenance Plan; Preparing the Maintenance Schedule and Plan; Back Home Action Plan (BHAP)	General Services Managers/ Estate Officers	May 16 – 20	5 Days
				Oct 03 - 07	
<b>IE 122</b>	<b>Attitudinal Change, Work Ethics &amp; Productivity Improvement</b>	Types of Attitudes and their Effects on Organizational Performance; Human Behaviour in Organizations; Attitudes, Norms, Values and Work Ethics; Understanding Work/Business Ethics; Strategies for Building Positive Attitudes; Concepts Productivity; Productivity Improvement Techniques; Time and Stress Management; Managing and Sustaining Change; Effective Communication and Inter-Personal Relations Skills.	All Categories of Staff	May 23 - 27	5 Days
				Oct 03 - 07	

MDPI 2022

## Financial Management & MIS Courses

No.	Course Title	Course Content	Target Group	Date	Duration
<b>MIS 101</b>	<b>MIS (Compact)</b>	Overview of MIS Compact; <b>Microsoft Excel:</b> Application of Mathematical Formula; Financial Modelling; Simulation. <b>Microsoft Access:</b> Introduction to MS Access Database; Query of Database Report <b>Microsoft PowerPoint:</b> Introduction to PowerPoint; PowerPoint Presentation Skills (Preparation of Slides); Individual PowerPoint Presentation. <b>SPSS:</b> Overview of SPSS; Frequency Distributions; Measures of Central Tendency; Measure of Dispersion.	All Categories of Staff	Feb 21 – 25	5 Days
				Sept 12 – 16	
<b>MIS 102</b>	<b>Data Management Using Microsoft Excel &amp; Access</b>	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 20 – 22	3 Days
<b>MIS 103</b>	<b>Microsoft PowerPoint</b>	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 19 - 22	3 Days
<b>MIS 104</b>	<b>Data Analysis Using SPSS</b>	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 06 - 08	3 Days
<b>MIS 105</b>	<b>Microsoft Excel for Accounts and Finance Staff</b>	Microsoft Excel Financial Tools: NPV, XNPV, IRR, XIRR, FV, PV, NPER, Rate, etc.	Officers/ Supervisors/ Managers	Nov 23 – 25	3 Days
<b>MIS 106</b>	<b>Microsoft Excel for Decision Making</b>	The What-If Analysis: Scenario Manager, Goal Seek, Data Tables, Solver; SUM, SUMIF, SUMIFS, SUMPRODUCT, IF, IF (AND), IF (OR), etc.	Managers/ CEOs	Feb 16 - 18	3 Days
<b>MIS 107</b>	<b>Microsoft Outlook</b>	Use Features of Outlook; Compose and Organise Your Email; Working with Contacts; Use Calendar Features; Do Outlook Tasks.	Secretaries & Personal Assistants	Nov 28 - 30	3 Days

<b>MIS 108</b>	<b>Data Entry Management</b>	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 Work-Related Assignment on Access; Introduction to Microsoft Excel; Microsoft Excel Forms and Pivot Tables; Introduction to Microsoft Excel Database Tools.	Officers/ Supervisors	Jul 04 – 08	5 Days
<b>FM 109</b>	<b>Finance for Non-Finance Managers</b>	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 23 – 27	5 Days
<b>FM 110</b>	<b>Stores Management</b>	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 18 – 22	5 Days
<b>FM 111</b>	<b>Accounting for Non – Accountants</b>	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 11 - 15	5 Days
<b>FM 112</b>	<b>Internal Auditing</b>	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 30-Jun 10	10 Days
				Sept 05 - 16	
<b>FM 113</b>	<b>International Financial Reporting Standards</b>	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 11 - 22	10 Days
				Sept 26–Oct 07	
<b>FM 114</b>	<b>Financial Control</b>	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 05 - 09	5 Days

<b>FM 115</b>	<b>Archival and Records Management</b>	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 Storage Systems; Legal Framework; Classification and Indexing of Records; Storage and Preservation of Archives; Acquisition of Archives; Accessibility and Handling of Archives.	Officers/ Supervisors/ Managers	Apr 25–May 06	10 Days
<b>FM 116</b>	<b>Records Management</b>	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 25–May 06 Oct 03 – 14	10 Days
<b>FM 117</b>	<b>Financial Management</b>	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 20 - Jul 01 Nov 07 – 18	10 Days
<b>FM 118</b>	<b>Procurement Principles and Practice</b>	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 09 – 20 Aug 29–Sept 09	10 Days
<b>FM 119</b>	<b>Public Procurement Policy in Ghana</b>	Public Procurement Policy Framework; Public Procurement Management; The Procurement Act; Roles and Responsibilities under the Procurement Act; Procurement Ethics.	Officers/ Supervisors/ Managers	Jun 13 – 17	5 Days
<b>FM 120</b>	<b>Inventory Management</b>	Overview of Inventory Management; Inventory Management and Accounting for Inventory; Warehousing, Risks and Safety in Inventory Management.	Officers/ Supervisors/ Managers/	Apr 18 – 22	5 Days
<b>FM 121</b>	<b>Supply Chain Management</b>	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 14 - 18 Aug 22 – 26	5 Days

<b>FM 122</b>	<b>Budgeting and Budgetary Control</b>	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 14 -25	10 Days
				Jul 04 – 15	
<b>FM 123</b>	<b>Risk-Based Internal Auditing</b>	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 30– Jun 10	10 Days
				Sept 26–Oct 07	
<b>FM 124</b>	<b>Risk Management &amp; Corporate Governance</b>	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 10- 12	5 Days
<b>FM 125</b>	<b>Investigative and Forensic Audit</b>	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 23 –Jun 03	10 Days
				Sept 12 – 23	
<b>FM 126</b>	<b>Investigative Auditing</b>	Rules and Procedures for Investigative Auditing; Audit Evidence & Testing; Specialised Audit & Report; Internal Controls & Professional Ethics; Risk Based Auditing.	Auditors/ Managers/ Directors	May 23 – 27	5 Days
<b>FM 127</b>	<b>Development of Assets Register in Accordance with IFRS</b>	Scope & Critical for Recognition of Fixed Assets (IAS-16); Legislation & Fixed Public Assets of Ghana; Principles Assets Management; Fixed Public Assets Register; Creation of Assets Register	Directors of Public Institutions & Internal Auditors & Account Managers	May 09 – 13	5 Days
				Nov 28– Dec 02	
<b>FM 128</b>	<b>Management Accounting</b>	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.	Accounts Managers	Jun 27 – Jul 08	10 Days
				Oct 10 – 21	
<b>FM 129</b>	<b>Financial Management &amp; Risk</b>	Advance Financial Management; Portfolio Theories & Investment; Measurements of Risk; Risk Quantification; Productivity & Risk – RCA	Finance Managers	Apr 25– 29	5 Days

<b>FM 130</b>	<b>Tax Compliance</b>	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 05 – 16	10 Days
<b>FM 131</b>	<b>Corporate Tax &amp; Effective Payroll Administration &amp; Tax Management</b>	Corporate Tax; Accounting for Current Tax: In Accordance with IAS Accounting for Deferred Tax; Introduction and Overview of Pay Administration; Understanding Statutory Provisions in Payroll and Pensions Administration; Managing Staff Payroll Data Base; Accounting Necessary Deductions and Remittances; IT Applications in Pay Administration using MS-Excel; Government policy on Retirement Benefits and Pensions.	Finance Managers/ Accountants/ Auditors/Tax Managers/ All Managers in Payroll Administration	Dec 05 – 09	5 Days
<b>FM 132</b>	<b>Entrepreneurship &amp; Risk</b>	Entrepreneurship as a Factor of Production in Business; Risk in Entrepreneurship; Measurement of Risk; Risk Quantification; Productivity & Risk	Risk Managers & Risk Officers	Jun 13 – 17	5 Days
<b>FM 133</b>	<b>Procurement &amp; Supply Chain Management</b>	Objective of Act 663 (2003) and 914 (2016); Public Procurement Structures & 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 of 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 20 – Jul 01	10 Days
<b>FM 134</b>	<b>Financial Modeling Using Advanced Features of Excel</b>	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 25 – Aug 05  Oct 31 – Nov 11	10 Days



## Special Programmes

No.	Courses	Course Content	Target Group	Duration
<b>SP 101</b>	<b>SP 101 Workshop for Women in Management</b>	Women in Leadership Roles; Managing Emotions; Destressing; Interpersonal Relations: Assertiveness, Passivity, & Aggressiveness; Personal Development; Balancing Career and Family Life; Negotiation Skills.	Women in Leadership Positions/ Entrepreneurs	3 Days
<b>SP 102</b>	<b>Gender Sensitization &amp; Inclusiveness</b>	What is Gender? Gender Concepts; Sex vrs Gender and Why It Matters at Work; Socialization Process; What is Gender Sensitization? Gender Inclusiveness; Objective of Gender Sensitization and Inclusiveness; Why Gender Sensitive Training is important in the Workplace; Gender Stereotypes and Issues; Gender Mainstreaming Strategies; Understanding the UN Development Goal 5; Difference Between Equality and Equity; Government Policy/Legal Framework Supporting Gender Equality; Workplace Changes Necessary To Promote Gender Equality/Inclusiveness.	All Categories of Staff	4 Days

### Sustaining Competitive & Responsible Enterprise (SCORE)

<b>SP 102</b>	<b>SCORE Short Course Training</b>	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	5 Days
<b>SP 103</b>	<b>SCORE Short Course Training Business Continuity Planning</b>	Increasing Sales; Improving Finance and Cash Flow; Effective workforce Management; Optimising Processes; Creating Your Business Continuity Plan and Taking Action.	Small & Medium Enterprises	5 Days

<b>Hospitality Training</b>				
<b>SP 104</b>	<b>Module 1 Workplace Cooperation</b>	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
<b>SP 105</b>	<b>Module 2 Service Excellence</b>	Understanding Service and Customers; Service Quality; Improving Service Quality; Feedback and Complaint; Management; Take Action.	Hotels and Hospitality Industry	5 Days
<b>SP 106</b>	<b>Module 3 Good Environmental, Practice, Hygiene/OSH &amp; Digitalisation</b>	Be able to understand hygiene; Occupational Health & Safety; Good Environment Practices; Local Community Participations at your Business; Digitalisation.	Hotels and Hospitality Industry	5 Days

**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](http://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 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:**

**TEL:** +233 0302 252323 / +233-302 0500 446220 / +233 0548 635515  
 #54 Johnson Sirleaf Road, North Ridge, Accra  
 GPS – GA – 015 - 7085

**Website:** [www.mdpi.gov.gh](http://www.mdpi.gov.gh)

**Email:** [training@mdpi.gov.gh](mailto:training@mdpi.gov.gh) or [info@mdpi.gov.gh](mailto: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.