



MANAGEMENT DEVELOPMENT AND
PRODUCTIVITY INSTITUTE (MDPI)

2024

MANAGEMENT TRAINING PROGRAMME (MTP)

Table of Contents

•... Foreword	2
•... The Management Development & Productivity Institute (MDPI)	2
• Historical Origin.....	2
• Mission Statement	2
• Vision	3
• Corporate Values.....	3
• Objectives.....	3
• Functions.....	3
• Departments.....	3
• A. Management Training and Development.....	4
• B. Management Consultancy and Advisory Services	4
• C. Management Policy Research	5
• D. Productivity Studies and Performance Improvement Techniques	5
Clients	5
•... MDPI/ILO-SCORE Programme	5
•... Governing Board	6
•... Directorate	6
•... Professional Staff	7
•... General Management Courses	8
•... Marketing Courses	12
•... Industrial Engineering Courses	15
•... Financial Management & MIS Courses	19
•... Special Programmes	24
•... Admission Procedure	25
•... Course Fees	26

FOREWORD

The Management Development and Productivity Institute (MDPI) presents the 2024 Management Training Programme (MTP) to its valued clients and the general public for continuous self-development and the capacity building of their staff.

In today's dynamic business landscape and competitive world, organisations need to distinguish themselves in their products and service delivery. This requires the development of competent workforce and efficient organizational systems.

MDPI in alignment with its mandate, is committed to helping both public and private sector organisations to develop the capacity of their labour force for improved productivity. The 2024 MTP has been developed in response to current business trends, to deliver cutting-edge solutions to organizational challenges and capacity-building needs of our clients. Our training programmes are adaptable, offering the flexibility to be conducted virtually, in-person or through a blend of both, tailored to the specific needs of our client.

We take this opportunity to thank our esteemed customers for their continued support, contributions and patronage. We hope 2024 will be a year of close cooperation to ensure that the training received will be translated into improved productivity at the workplace.

MANAGEMENT DEVELOPMENT & PRODUCTIVITY INSTITUTE (MDPI)

Historical Origin

The Management Development and Productivity Institute (MDPI) is a sub-vented 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.

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 programmes 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 was being sponsored by the Norwegian Agency for Development Cooperation (NORAD) and the Switzerland State Secretariat for Economic Affairs (SECO). From 2021, the programme was co-funded by German Federal Ministry of Economic Cooperation and Development (BM2) and the ILO.

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.

MDPI 2024 MTP

Directorate

Director- General	Adjei, Bernice (Ms.)	M. Ed. Higher Education, Walden University, Canada; MSN – Education; BSc N. York University, Toronto, Canada
Director (Consultancy)	Adomako, Theophilus (PhD)	PhD 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)	Quansah, Rosemond (Mrs.)	EMBA (Finance) Univ. of Ghana, Legon; ICA Ghana; BCom. University of Cape Coast; Diploma (Education) University of Cape Coast
Acting Director (Training)	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

Heads of Departments

Industrial Engineering Department	Essel, Stephen Asirifi (PhD)	PhD Business Administration (CASS Europe), Luxemburg; MBA, Univ. of Leicester, UK; Diploma (Management) Univ. of Leicester, UK; HND (Building Technology) Kumasi Polytechnic, Ghana
Marketing Management Department	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
General Management Department	Caiquo, Afua Kyemenu (Ms)	M.Phil. (Economics) Univ. of Ghana, Legon; BA Social Sciences (Econs/Law) KNUST, Ghana
Management Information Systems & Financial Management	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
SCORE Coordinator	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.

Professional Staff

Chief Consultants	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.
	Mensah, Praise PhD (Mrs.)	PhD Adult Education and Human Resource Studies, University of Ghana, Legon; M.Phil. (Adult Education) Univ. of Ghana, Legon; BA (Management and Sociology)Univ. of Ghana, Legon
	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
	Essel, Stephen Asirifi (PhD)	PhD Business Administration (CASS Europe), Luxemburg; MBA, Univ. of Leicester, UK; Diploma (Management) Univ. of Leicester, UK; HND (Building Technology) Kumasi Polytechnic, Ghana
	Caiquo, Afua Kyemenu (Ms)	M.Phil. (Economics) Univ. of Ghana, Legon; BA Social Sciences (Econs/Law)KNUST, Ghana
	Frimpong, Michael	MSc. (Project Management) Univ. of Sunderland, UK; BA (Sociology) Univ. of Ghana, Legon
	Eto, Richard	M.Sc. (Banking & Finance) Univ. of Stirling (UK); BSc Admin. (Accounting) Central UnivCollege, Ghana; Postgraduate Diploma (Business Administration) GIMPA, Ghana
Principal Consultants	Ogoe, Collins Attah	MSc. Logistics & Supply Chain Management (KNUST); Member, Chartered Institute of Procurement and Supply (MCIPS – UK); BSc. Procurement & Supply Chain Management (EUW); Diploma in Commerce (UCC); HND in Graphics (Takoradi Polytechnic)
	Boateng, Kwadwo (PhD)	PhD in Management (Finance Option), Bangalore University, India; MSc (Financial Management), Universidad Empresarial de Costa Rica; BSc (Financial Management), St. Clements University, Turks and Caicos Islands, British West Indies; BSc (Financial Management), Universidad Empresarial de Costa Rica; Certificate in Education Winneba, HND

		(Agricultural Engineering), Tamale Technical University
Senior Consultants	Nyantakyi, Solomon	Master of Business Administration (Strategic Management), Accra Business School (KNUST); Bachelor of Science (Economics and Statistics), Garden City University (KNUST); Diploma in Business Economics and Commerce, Cambridge International College, UK; Baccalaureate in Financial Administration, Cambridge International College, UK; Teachers' Certificate "A", Mampong Technical College of Education
	Tetteh, Seth	Master of Business Administration (Logistics), Coventry University, UK; Advanced Diploma in Logistics and Transport – ADILT- Chartered Institute of Logistics and Transport - CILT- International; Diploma in Logistics and Transport - DILT, Chartered Institute of Logistics and Transport CILT- International; Bachelor of Arts (Study of Religions with Philosophy), University of Ghana
	Odoom, Isaac	Master of Business Administration (Human Resource Management), University of Cape Coast; Bachelor of Management Studies (BMS), University of Cape Coast; Higher National Diploma (Marketing Option), Cape Coast Polytechnic; Diploma in Education, University of Education, Winneba
	Kyere, Esther Ama	Master of Arts (Public Relations), Ghana Institute of Journalism, Accra; Bachelor of Arts (Psychology with Linguistics), University of Ghana; Part 1, Chartered Institute of Bankers, Accra; Diploma in Business Studies (Accounting), University of Professional Studies

General Management Courses

No.	Course Title	Course Content	Target Group	Date	Duration
Officers Level					
GM 101	Office Management & Administration	Overview of Office Management & Administration; Nature of Business Organizations; Customer Care; Effective office Management; Managing Your Boss; Business Correspondence; Microsoft Excel; Records Management; Office Productivity; Effective Interpersonal Skills.	Officers/ Managers/ Supervisors/ Secretaries	Feb 26- Mar 01	5 Days
				Jul 08 – 12	
Managerial Level					
GM 201	Executive Assistant/ Secretary Programme	Responsibilities of Executive Assistant/Secretary; Minutes Writing; Reports Writing; Mail Merge; Stress Management; Effective Business Communication; Work Ethics & Professionalism; Handling Board Correspondence; Time Management; Human Relations.	Executive Assistants/ Personal Assistants/ Secretaries/ Officers/Administrators	Jun 03 - 07	5 Days
				Oct 07 - 11	
GM 202	Administrative Management Skills	Overview of Administrative Management Skills; Effective Communication; People Skills; Minutes Writing; Report Writing; Records Management; Time Management; Stress Management; Administrative Support Systems; Work Ethics & Professionalism; Emotional Intelligence.	Administrators/ Personal Assistants/Secretaries/	May 06 – 10	5 Days
				Aug 05 – 09	
				Oct 28–Nov 01	
GM 203	Managing Interpersonal Relations	Principles of Human Relations; Individual Differences and Diversity Management; Conflict Management; Effective Communication: Assertiveness & Listening Skills; Emotional Intelligence. Teamwork & Diversity Management Stress Management	All Category of Staff	Apr 08 - 12	5 Days
				Aug 26– 30	
GM 204	Report Writing & Presentation Skills	Overview of Business Communication; Report Writing; MS PowerPoint; Presentation Skills; Project work Preparation and Presentation.	Managers, Heads of Depts. Divisions & Units Heads/All category of staff	May 27– 31 Aug 26– 30	5 Days
GM 205	Emotional Intelligence & Effective Leadership	Emotional Intelligence Framework; Team working; Managing Diversity; Leading with Emotional Intelligence; Human Relations and Effective Communication.	Managers, Heads of Depts. Divisions & Units	Mar 04 – 07 July 31 – Aug 02	3 Days
GM 206	Professional Business Writing Skills	Overview of Business Correspondence; Business etiquette (emphasis on E-mail etiquette); Memo Writing skills; Minutes Writing Skills; Report writing skills; Effective Proposal Writing skills; Presentation Skills	Executives/Managers/ Administrators/Secretaries/All category of staff Individuals	Feb 14 – 16	3 Days
				Jun 10 - 12	

GM 207	Human Capital Management	Talent Acquisition; Workforce planning; Learning and Development; Employee Engagement; Succession Planning; Diversity and Inclusion; Performance Management	Human Resource Managers/Supervisors/ Human Resource Officers	Apr 22-26	5 DAYS
GM 208	Reward & Compensation Management	Fundamentals of Reward Management; Evaluation & Development of Reward Process; Assessing Job Size and Relativities; Grade and Pay Structures; Performance Management; Rewarding Performance; Competence & Contribution; Reward Policies for New Start-Up & High Growth Organizations and Managing Reward Process	Human Resource Managers/Human Resource Officers/Supervisors	May 20-24	5 DAYS
GM 209	Labour Dispute & Their Settlement Procedure	Overview of Industrial Dispute; Forms of Industrial Action; Dispute Settlement Procedure; Negotiation and Disciplinary Procedure	Union Leaders/Employers Government Agencies/Human Resource Managers/Heads of Depts./Supervisors	Jun 03-07	5 DAYS
Managerial & Executive Level					
GM 301	Practice of Supervision	Supervisory Responsibilities; Job Scheduling; Effective Delegation; Report Writing Skills; Orientation & Induction of New Employee; Managing Team Performance; Training and Development; Discipline and Counselling; Leadership Skills; Emotional Intelligence.	Supervisors/ Managers/ Functional Managers	Mar 11 – 15	5 Days
				Jul 01 – 05	
				Nov 18 – 22	
GM 302	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. Teambuilding & Working	New Managers/ Engineers, Pharmacists; Doctors & Other Professionals	Jul 22 – 26	5 Days
				Nov 18 – 22	
GM 303	Managerial Leadership Skills Development	Overview of Management; Effective leadership; Emotional Intelligence; Attitudinal Change for improved productivity; Change Management; Problem Solving and Decision Making; Training & Development; Delegation; Performance Management; Teambuilding & Working. Expanding Business Horizon through Effective Delegation;	Middle Level Managers/ First Line Managers (Supervisors)	May 13 – 17	5 Days
				Aug 12 – 16	

GM 304	Human Resource Management	Overview of Human Resource Management; Human Resource Planning & Employment; Induction & Orientation; Performance Management; Training and Development; Succession Planning; Discipline & Counseling; Grievance Handling & Conflict Resolution; Productivity Improvement Techniques	Human Resource Managers & Officers	Jun 24 – 28	5 Days
				Oct 07 - 11	
GM 305	Effective Performance Management	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 29 – 31	3 Days
GM 306	Building and Managing Diversity in Teams	Teambuilding and Team Working; Effective Leadership; Managing Team Diversity; Building the culture of Emotional Intelligence; Attitudinal Change; Effective Communication; Motivation; Discipline & Counselling.	Supervisors/Managers/	Aug 21 – 23	3 Days
GM 307	Training Management & Administration	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/Administrators	Nov 25 – 29	5 Days
GM 308	Training Methodology (Training the Trainer)	Overview of Training & Development; Adult Learning Principles; Learning Mechanisms & Styles; Training Needs Assessment; Setting Learning Objectives; Training Programme Design; Training Methods; Training Aids - Audio Visuals; Costing & Budgeting for Training; MS PowerPoint; Presentation Skills; Training Evaluation; Micro Training.	Training Managers & Officers/Human Resource Managers & Officers/Supervisors	Aug 05 - 16	10 Days
				Nov 11 - 22	
GM 309	Change Management & Organizational Development	Principles of Change Management; Forces that Affect Change Management; Types of Change Management; Effective Leadership; Managing Change Effectively; Organisational Development Framework; Organisational Development Interventions; Improving Organisational Performance; Diversity Management; Emotional Intelligence; Interpersonal Skills; Attitudinal Change; Productivity Improvement.	Officers/ All levels of Managers/	Jul 15 - 19	5 Days
				Dec 09 – 13	
GM 310	Church Leadership and Administration	Overview of Church Management; Church Leadership; People Management; Effective Communication; Church's Social Responsibility Programmes; Managing Church Finances; Discipline and Counselling; Managing Meetings.	Church Administrators/Leaders/ Pastors/Clergy/ Officers/ Managers/	Jun 17 - 21	5 Days

GM 311	Business Ethics & Professionalism	Ethics & Moral Principles; Ethical Behaviour in Organisations; Professionalism and Personal Conduct; Organizational Norms and Values; Enforcing and Evaluating Ethical Programmes; Discipline & Counselling; Attitudinal Change.	All Categories of Staff	Mar 25 – 27	3 Days
GM 312	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 03 – 05	3 Days
				Dec 02 – 04	
GM 313	Job Evaluation: Principles & Practice	Overview of the Job Analysis & Evaluation Process, Process, the Relevance and Linkage to Compensation; Job Description & Analysis Methods & Process; Job Description Terminology & Process; Practical aspects of Writing Job Description; Setting Performance Objectives; Performance Appraisal; Job Evaluation Methods and Techniques	Managers/Human Resource Personnel/Officers	Apr 03 – 05	3 Days
GM 314	Time & Stress Management	Concept of Time Management; Delegation; Stress Management; Attitudinal Change; Managing remote working effectively; Productivity Improvement Techniques; Emotional Intelligence	Supervisors/ Managers/All Categories of Staff	Mar 20 – 22	3 Days
				Jul 29 – 31	
GM 315	Productivity & Salary & Wage Administration	Concept of Productivity; Productivity Measurement; Value Added Analysis; Improving Productivity; Linking Wages and Salaries to Productivity; Incentive System; Industrial Relations	Supervisors/Managers	Mar 25 – 27	3 Days
				Jul 29 - 31	
GM 316	Training Needs Analysis & Evaluation	Overview of Human Resource Development; Performance Gap Analysis; Training Needs Assessment and Identification; Writing Training Need Analysis Report; Costing and Budgeting of Training; Assessing Training Effectiveness; Measuring Returns on Training Investment.	Managers/ Supervisors/ Training Officers	Mar 20 – 22	3 Days

Executive Level					
GM 401	Mastering the Art of Corporate Governance	Overview of Corporate Governance; Board Charter & Mandate; Effective Board Committees; Board-Management Relationship: Abdunction & Micro-Managing; Conducting Productive Board Meetings; Dealing with Conflict of Interest; Evaluating Board Performance. Action Plan Presentation.	CEOs / Board Members	Aug 21 – 23	3 Days
				Dec 02 – 04	
GM 402	Talent Management	Overview of Talent Management; Talent acquisition; Onboarding & Orientation; Talent Retention Strategies; Performance Management; Talent Development; Measuring Effectiveness of Talent Management; Succession Planning Management	Managers/ Human Resource Personnel/ Officers	Jul 22 - 26	5 Days
GM 403	Senior Executive Development	Strategic Thinking and Management Skills; Corporate Governance and Organizational Success; Business Excellence Framework; Business Score Card; Business Ethics and Negotiation Skills; Financial Statement and Analysis; Managing Productivity of Organizations.	CEOs	Apr 17 – 19	3 Days
				Sept 11 – 13	
GM 404	Sustainable Leadership & Governance	Introduction to sustainable Leadership and governance; Definition, Principles and Importance of sustainable leadership and Governance; Link between sustainable leadership and Governance; Case studies and best practices; Emotional Intelligence for sustainable leadership; Stakeholder engagement and communication; Sustainability reporting and performance measurement; Change Management for sustainability; Back Home Action Plan	Managers/Heads of Department /Division and Unit Heads/Board Members		

Marketing Courses

No.	Courses	Course Content	Target Group	Date	Duration
Officers Level					
MM 101	Effective Public Speaking and Communication Strategy	Public Speaking Techniques - (Presentation Skills, Building Confidence, Effective Storytelling); Types of Speeches; Ethics of Public Speaking; Effective Verbal Communication; Tailoring Message to Different Audiences; Dealing with Challenging Situations; Crisis Communication, Body Language and Presence, Persuading Your Audience	CEOs, Communication officers, PRO, Bloggers, Entrepreneurs.	Aug 26– 28	3 Days
MM 102	Front Desk Management	Overview of Front Office Management, Roles and Responsibilities of Front Office Staff, Customer Service Excellence in The Front Office, Front Office Procedures and Protocols, Handling Guest Complaints and Resolving Conflicts, Front Office Administration and Record Keeping, Safety and Security Measures in The Front Office.	Front Office Officers, Administrative Officers	Feb 14 – 16 Jul 17 – 19	3 Days
Managerial Level					
MM 201	Communication Skills in a Digital Dispensation	Introduction to Digital Communication; Right Tools for Digital Communication; Establishing Digital Networking; Risk Management in Digital Communication; Building Corporate Brand through Digital Communication; Effective Social Media Campaign; Profitable Social Media Investment	Communication/ Marketing Officers, PRO, Media Personnel, Entrepreneurs, Digital Platform Users	Mar 25 – 27	3 Days
MM 202	Generating Sales Lead for Profit	Understanding the Concept of Sales and Marketing (The Role of Professional Sales People; Sales Models; Selling Process); Generating Sales Leads, Conducting Sales Calls, Handling Objections, Product Demonstration, Closing Sales; Buyer Behavior and Buying Process; Customer Relationships and Selling Strategies; Effective Communication in Personal Selling; Ethics and Legal Issues in Selling; Utilizing Marketing Intelligence System.	Sales & Marketing, Professionals, Entrepreneurs, Start-up Founders, Relationship Managers, anyone looking to make a career in sales	Mar 18 – 22 Sept 23 – 27	5 days
MM 203	Effective Marketing Communication	Overview of Marketing Communication; Types of Promotional Tools; Developing a Communication Strategy; Branding and Positioning; Crafting Compelling Messages; Measuring and Evaluating Communication Effectiveness; Managing Internal & External Communication, Ethical Considerations in Marketing Communication, and Influencer Marketing.	Marketing Professionals, Sales Officers, Managers, Entrepreneurs	May 06 – 10	5 Days

MM 204	Digital Marketing Management	Understanding Digital Marketing; (Search Engine Optimization (SEO), Email Marketing, SMS Marketing, The Online Consumer), Website Planning and Development, Digital Marketing Communication and Channel Mix, Digital Marketing Campaign Management, Digital Marketing Execution Elements, Social Media Marketing, Career Options and Emerging Areas.	Marketing Professionals, Business Owners, any individuals looking forward to improving their digital marketing skills.	Jul 22 - 26	5 Days
MM 205	Stakeholder Engagement: Navigating External Relationships"	Explore the Art of Stakeholder Mapping (Identify your Stakeholders, Analyze, and Prioritize); Using Effective Communication to Foster Positive Connections with External Parties; Conflict Resolution; Ethics, and Sustainability Considerations; Real-World Case Studies	PRO, Media Personnel, Entrepreneurs	May 08 – 10	3 Days
MM 206	Personal Branding	Personal Branding and how it shapes your life and career (Why do you need one?); Personal Brand vs. Personal Branding; Building an exceptional reputation; Effective self-branding – (Sharpening your Band), Using credibility, visibility, and Networking to create new opportunities and positions; Brand Management during a Crisis.	CEO, PROs, Social Media Manager, Publicist, Sales, Politicians, Celebrities, Athletics	Apr 22 - 24 Aug 21 – 23	3 Days
MM 207	Hospitality Management Skills	Cultivating a Customer-Centric Culture in Hospitality Service Operations; House-Keeping Etiquette, Behaviors, and Rules for Handling Clients; New Skills to Resolve Challenges Posed by Difficult Customers; Strategies for Outstanding Customer Service delivery; Stress Management; Handling Grievances and Complaints; Building a Professional Demeanor with Both Internal and External Customers.	Airlines, Hotels, Guest Houses, Airbnb, Restaurants, Catering Services, Tourist facilities	Apr 08 – 12 Nov 11 – 15	5 Days
MM 208	Successful Negotiation: Essential Strategies and Skills	Understanding negotiations, Setting the stage for negotiations, negotiation Style Negotiation Power; Self-assessment of Personal negotiation Tactics, and Counter Tactics, Developing Your Plan B, Emotions in Negotiations; The Significance of Listening; Assertiveness in Negotiations; Tools and Techniques for Negotiation; Building Good Relationships; Handling challenging Situations (Dealing with tough Questions, dealing with an impasse) .	Executives, Sales Professionals Managers, Supervisors Entrepreneurs, and anyone looking to improve their Negotiation and Networking Skills	Aug 26–30	5 Days
MM 209	Crafting a Winning BusinessPlan	Business Planning Essentials; How to Conduct a Thorough Market Research Analysis; Developing a Clear Business Strategy; The Art of Financial Projections; Addressing	Aspiring Entrepreneurs, Small Business Owners,	May 13 – 17	5 Days

		Operational Details - Logistics, Production, Technology, and HR; Designing and Pitching to Potential Investors or Partners; Incorporating Feedback to Refine your Business Plan.	Start-up Founders, Business Development Professionals, anyone seeking to Secure Funding or Guide Business Growth.	Nov 11 - 15	
--	--	--	---	-------------	--

MDPI 2024 MTP

MM 210	Customer Delight	Customer Service; Philosophy of Customer Care, Customer Expectations and Perceptions; Internal and External Customer Relationship; Setting Performance Standards; Competencies of Customer Care Staff; Effective Customer Communication; Dealing with Diverse Customer Groups; Feedback in Customer Service; Handling Difficult Customer Encounters; Service Recovery.	Managers, Business Owners, Entrepreneurs, Receptionist, Front Desk Officers, Admins.	Apr 15 – 19	5 Days
				Sept 09 - 13	
MM 211	Strategic Marketing Plan & Management	Understanding the Role of Strategic Planning; Reviewing Business and Analyzing Market Environment; Identifying Target Markets and their Needs; Setting Marketing Objectives and Results; Formulating Marketing Strategies; Creating appropriate Marketing Mix Strategies; Marketing Plan Implementation and Evaluation; Action Planning.	Marketing Managers/ Sales Executives/ CEOs/ Entrepreneurs	Jun 10 – 14	5 Days
				Sept 02 – 06	
MM 212	Excellence in Service Marketing	Understanding the Service Sector; the Marketing Mix; The flower of service - core and supplementary service; Reducing role stress and creating a service climate; Using Internal Marketing to build a Service Oriented Culture; Managing service quality- Complaint Management, Service Guarantees and Service Recovery, Developing Effective Customer Feedback Systems, Communication Strategies for Services; Branding and Promotion of Services; Case Studies and Best Practices.	Managers/ Officers Sales Executives, General Managers, Market Researchers, Relationship Managers	Feb 12 – 16	5 Days
				Jun 03 – 07	
Managerial & Executive Level					
MM 301	Effective Sales Force Management	Understanding Sales Management; Personal Selling; Sales Strategy Formulation, Sales Organization, Recruitment of Sales Personnel, Sales Force Training and Development; Motivating and Compensating Sales Personnel; Controlling the Sales Effort; Sales Personnel Performance Management.	Sales Officers/ Business Development Managers	Feb 21 – 23	3 days
				Jul 01 – 03	
MM 302	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 19 - 23	5 days
				Aug 05 – 09	

MM 303	Winning and Maintaining Customers	Understanding the Marketing Environment and the Dynamics Of Competition. Developing a Customer-Centric Culture within the Organization; Building Long-Term Customer Relationships; Implementing Customer Service Policies and Procedures; Leveraging Customer Feedback to Improve Products and Service; Developing Customer Loyalty Programs and Incentives; Handling Customer Complaints and Resolving Conflicts Effectively;	Marketing Officers, Managers, Sales Officers	Apr 08 – 12	5 Days
				Oct 07 – 11	
MM 304	Brand & Corporate Image Management	Understanding Branding; Managing Corporate Image; Customer Buying Strategy; Promoting the Right Image; Test for Effective Logo; Branding; Positioning; Crisis Management; Media Selection and Advertising Design; Building and Evaluating Brand Promotion.	Marketing/ Brand Managers	Apr 08 – 12	5 Days
				Aug 12 – 16	
MM 305	Elevating Customer Experience in Service Management	Overview of Customer Service Management; Using the Right Customer Support Tools; Using Internal Communication to Impact your Customer Service; Building Lasting Customer Relationships; Increasing Loyalty and Retention; Service Recovery and Complaint Handling; Case Studies and Best Practices; Interactive Workshops.	Anyone interested in growing their business	Jun 10 – 12	3 Days
				Oct 14 – 16	
MM 306	Customer Relationship Management (CRM)	Understanding CRM Principles & Objectives; The foundational Elements of Service Excellence; Role of Business Intelligence in CRM; Crafting a Customer Service Blue Print; Customer Profiling and Total Customer Experience; How to Attract and Retain Customers; Encouraging Customer Loyalty (Loyalty Schemes); Leveraging Technology to Enhance Customer Relationship (The Future Of CRM); Successful CRM Case Studies.	Aspiring Customer Service Professionals, Existing Professionals, Sales & Marketing Executives/Managers Relationship Managers, Business Owners, and anyone looking to improve their Customer Relationships.	Jul 15 – 19	5 Days
				Oct 21 - 25	
MM 307	Entrepreneurship Skills Development	Overview of the Business Environment (AFCTA); Recognizing and Assessing Entrepreneurial Opportunities; Funding; Business Registration and other Legal Requirements; Developing Entrepreneurial Skills and Attitudes; Growing Your Business; Pension; Succession planning; Value Chain Management; Business Networking	Business Starters/ SME Managers/ Business Advisors	July 22 - 26	5 Days

MM 308	Global Marketing Strategies	Understanding the Global Market; Marketing Strategies in a Global Context (Market Entry, Cultural Considerations, and International Market Research); Differences Between Domestic and International Marketing; Global Marketing Research; Global Marketing Communications; Managing Cultural Diversity; Emerging Trends in Global Marketing.	Marketing Professionals, Business Owners, any individual looking forward to growing their Business internationally.	Jun 03 - 07	5 Days
MM 309	Marketing for Startups	Understanding Startup Marketing; Finding Marketing Solutions for your New Business; Increasing Brand Awareness and Building a Strong Brand; Influencing the Influencers to Reach your Audience; Networking; Scaling and Long-Term Growth; Search Engine Optimization (SEO) for Startups.	Entrepreneurs, Marketing Professionals, New Business Owners, any individual looking forward to growing their Business.	Jun 24 - 28	5 Days
MM 310	Entrepreneurial Innovation and Leadership	Overview of Entrepreneurial Innovation and Leadership, Identifying and Evaluating Opportunities, Design Thinking and Creativity, Developing an Entrepreneurial Mindset, Business Model Innovation, Funding and Financing Strategies, Leading and Managing Teams, Marketing and Branding for Innovation, Managing Risk and Navigating Uncertainty.	Entrepreneurs, Marketing Professionals, New Business Owners, any individual looking forward to growing their Business	Mar 04 - 07	3 Days
MM 311	Social Media Marketing	Overview of Social Media Marketing; Understanding Social Media Platforms; Creating a Social Media Strategy, Content Creation, and Curation; Social Media Advertising; Building and Engaging with your Social Media Community; Measuring and Analyzing Social Media Performance, Influencer Marketing; SocialMedia for Customer Relationship Management; Emerging Trends and Future Outlook in Social Media Marketing	Entrepreneurs, Marketing Professionals, Business Owners, any individual looking forward to growing their Business internationally.	Mar 18 - 22	5 Days
MM 312	Tourism and Hospitality Management	Understanding Customer Service in the Tourism Industry, Introduction to Tourism Operations; Financial Management in Tourism and Hospitality, Human Resource Management in the Tourism Industry, Sustainable Tourism Practices; Technology and Innovation in Tourism, Crisis Management in Tourism; Future Outlook and Career Opportunities	Airlines, Hotels, Guest Houses, Airbnb, Restaurants, Catering Services, Tourist facilities, all those in the hospitality Industry	Apr 29 – May 03	5 Days

Industrial Engineering Courses

No.	Course Title	Course Content	Target Group	Date	Duration
Officers Level					
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, First Aid Training	Transport Officers/ Drivers	Mar 04 - 07	3 Days
				Nov 27 - 29	
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 21 - 23	3 Days
				Apr 29 – May 02	
				Oct 23 – 25	
Managerial Level					
IE 201	Effective 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; Managing Drivers & Stakeholders; Back Home Action Plan (BHAP), Industrial Visit.	Supervisors/ Managers	Jun 03 – 14	10 Days
				Oct 14 – 25	
IE 202	Workplace Improvement Planning 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 22 – 26	5 Days
				Oct 21 – 25	
IE 203	Maintenance of Facilities and Office Buildings	Principles of Facilities Management; Procurement, Contracts and Outsourcing; Asset Register Preparation and Asset Lifecycle Management; Legal Framework and Insurance of Facilities; Costing and Budgeting; MS Excel Application; Facilities Maintenance Planning; Back Home Action Plan (BHAP), Industrial Visit.	Managers/Supervisors/ Estate Managers	Feb 26 – Mar 08	10 Days
				Sept 25–Oct 06	

IE 204	Maintenance Management	Overview of Maintenance Management; The Maintenance Schedule; Cost Estimation and Budgeting; Stores and Inventory Management; Job Safety; Total Productive Maintenance (TPM); Technical Report Writing; Back Home Action Plan (BHAP), Industrial Visit.	Managers/Supervisors/ Transport Officers	Jul 08 - 19	10 Days
				Oct 21 – Nov 01	
IE 205	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	Aug 12 - 16	5 Days
				Oct 14 - 18	
IE 206	Implementing 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 27 – Jun 07	10 Days
				Oct 07 - 18	
IE 207	Replacement of Asset Value to Audit Maintenance	Essentials of Determining True Asset Criticality; Finding Replacement Methods; Replacement of an Asset; Methods of Asset Valuation; Types of Replacement; Assessment and Calculation of Replacement Assets Value; BHAC	Managers/ Supervisors/ Officers	Sept 09 – 13	5 Days
IE 208	Health, Safety & Environment (HSE) at the Workplace	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), Industrial Visit.	Officers/Managers/ Supervisors	Feb 26 – Mar 08	10 Days
				Aug 12 – 23	
IE 209	Project Management	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), Industrial Visit	Officers/Managers/ Supervisors	Mar 11 - 22	10 Days
				Sept 02 – 13	
IE 210	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 11 – 15	5 Days

IE 211	Logistics and Supply Chain Management & Administration	Overview of Logistics & Supply Chain Management; Principles of Logistics Management; Total Concept and Essence of Logistics; International Trade and Logistics; Supply Chain Management; Transport System Administration; Service Quality; Warehousing; Occupational Health, Safety & Wellness; Insurance; Outsourcing; Supply Chain Processes and Procedures; Supply Chain Planning/ Methodology; Managing the Supply Chain Risk; Assessing the Supply Chain Performance; SWOT Analysis in Supply Chain; The Legal Aspect of Supply Chain Management; Evaluation of Supply Chain Management.	Transport Officers/ Managers/Logistics Officers	Jul 08 – 19	10 Days
				Oct 28– Nov 08	
IE 212	Preparing Asset Register & Maintenance Management	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 13 – 17	5 Days
				Sept 30–Oct 04	
IE 213	Attitudinal Change, Work Ethics & Productivity Improvement	Types of Attitudes and their Effects on Organizational Performance; Human Behavior 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 20 – 24	5 Days
				Sept 30-Oct 04	

Managerial & Executive Level

	Managerial & Executive Level				
IE 301	Strategic Maintenance Management	Strategic Maintenance Techniques; Strategic Maintenance Control Cycle; The Maintenance Audit; Total Productive Maintenance; Maintenance Scheduling; Evaluating Maintenance Activities.	Managers	Sept 18 – 20	3 Days
IE 302	Monitoring, Evaluation and Learning Systems	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 13 – 17	5 Days
IE 303	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 10 – 21	10 Days
				Nov 11 – 22	
IE 304	Professional Approach to the Conduct of Research Studies	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 PowerPoint and Presentation Skills; Linking Research to Policy and Practice	Research Officers, Directors and All Categories of Research Staff	Jun 17 – 28	10 Days

Financial Management & MIS Courses

No.	Course Title	Course Content	Target Group	Date	Duration
MIS					
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 19 – Mar 01 Sept 09 – 13	10 Days
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 17 – 19	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 18 - 20	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 03 - 05	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 20 – 22	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 14 - 16	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 27 - 29	3 Days
MIS 108	Data Management Using Computer Application	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 08 – 12	5 Days
MIS 109	Stores/ Inventory Management Using Microsoft Excel	Absolute Referencing, Conditional Formatting, IF, Nested IF, SUMIF And SUMIFS Functions.	Stores Managers	Jul 24 - 26	3 Days
MIS 110	Microsoft Excel For Secretaries & HR Officers	Mail Merge, Retirement calculations and leave calculations	Secretaries/HR Officers/Admin/ Front Desk	Sept 04 - 06	3 Days
MIS 111	Employee Data Management System	Pivot Table, Graphs, Slicers, Timers	HR Officers	Aug 21 - 23	3 Days
MIS 112	Payroll Using GRA Income Tax Bracket	Absolute Referencing, Conditional Formatting, Vlookup, IF Function, Nested IF Function, Sum-product	Accounts and HR	Aug 14 - 16	3 Days

Managerial Level					
FM 201	Finance for Non-Finance Managers	Overview of Financial Management; Analysis and Interpretation of Financial Statements; Preparation of Budget & Cashflow Statements; Corporate Finance: Discounting, Preparation of Loan Repayment Schedules; Investment Appraisal.	Officers/ Supervisors/ CEOs	May 20 – 24	5 Days
FM 202	Inventory & Stores Management	Overview of Inventory & Store Management, Storehouses & Stockyards, Identification of Stock [coding], Inspections & Receipts, Issues & Dispatch, Records & System, Stock Control Techniques, Store Accounting, Stores Operations, Store Equipment, Health & Safety, Materials Handling. Store Improvement Strategy [Kaizen's 5s], Impact of Inventory Management on Productivity	Stores & Accounts Officers/ Supervisors/ Managers/	Apr 15 – 19	5 Days
FM 203	Warehousing & Inventory Management	Overview of Inventory & Store Management, Procedures for Stock receipts and Issuance, Methods for Stock Valuation (WAC, FIFO, LIFO, EOQ), Records Management in Stores, Warehousing Management, Inventory Management using Excel, Principles of Stock and Stores Management, Risk and Safety in Stock Management, Workplace Productivity Improvement Techniques	Stores & Accounts Officers/ Supervisors/ Managers	Feb 26 – Mar 01	5 Days 10 Days
FM 204	Accounting for Non – Accountants	Records Keeping; Petty Cash & Two column Cash Book; Bank Reconciliation Statement; Receivables & Payment management, Analysis of Financial Statements; Preparation of Cash Budget; Internal Controls.	Entrepreneurs/ Managers/ Non-Finance & Accounting Professionals	Apr 08 - 12	5 Days
FM 205	Internal Auditing	Internal Audit Functions; Corporate Governance; Audit Process Compliance Audit; Sampling & Substantive Tests; Audit of Revenue & Purchases; Verification of Assets & Liabilities; Internal Controls; Audit Investigation & Reporting System; Professional Ethics; COSO's Internal Control.	Audit Officers/Auditors	May 27 - 31	5 Days
				Sept 02 - 06	
FM 206	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 08 - 19 Sept 23– Oct 04	10 Days

FM 207	Financial Control – Public & Corporate	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 02 – 06	5 Days
FM 208	Financial Accounting	Overview of Accounting Cycle; Financial Statements; Ratio Analysis of Financial Statements; Cash Based Accounting Investment Decisions and financing.	Managers/CEOs/Board of Directors	Sept 09 – 13	5 Days
FM 209	Electronic Records Management	Introduction to Electronic Records Management, Records Management Procedures & Practices; File Management, Types of Digital Records, The need for Electronic Records Management, Managing Electronic Records: Methods, Best Practices and Technologies, Effective Approaches for Managing Electronic Records and Archives, Keeping Electronic Records Secure.	Record Officers/ Supervisors/ Managers	Apr 22 – May 03	10 Days
				Sept 30–Oct 11	
FM 210	Financial Management	Financial Management and Management of Working Capital; Financial Control Models; Overview of the Public Financial Management Act 2016 (Act 921); Procurement Act, Contingency Fund & Debt Servicing, Cash & Assets Management; Accounts & Audit; Financial Modeling with Computer Applications.	Finance Officers/ Managers/ CEOs	Jun 17 – 28	10 Days
FM 211	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. Public Procurement Policy Framework; Public Procurement Management; The Procurement Act; Roles and Responsibilities under the Procurement Act; Procurement Ethics.	Officers/Managers/ Supervisors	May 06 – 17	10 Days
				Aug 26 – Sept 06	
FM 212	Effective Delinquency Management	Portfolio Outstanding (Gross & Net), Measuring Portfolio risk, Repayment rates, Aging analysis, Provision/loan loss reserve, rescheduling and refinancing, write-offs, controlling delinquency	Credit Managers/ Officers/Recovery Officers/Micro-Finance /Micro-CreditPractitioners	Jun 24 – 28	5 Days

FM 213	Managing Credit Risk	Overview of risk in Banking, credit risk identification, the process of credit risk management, the recovery methodologies, Aging Analysis, Understanding the Computations and Interpretations of PAR, Recovery Rate, Arrears Rate, Warning Signals of Potential Default, Micro- Lending Techniques, Micro Loans Product Development	Credit/Loan Officers/ Credit Managers/ Recovery Officers/ Proprietors and CEOs of Microfinance and Microcredit Companies	Apr 15 – 19	5 Days
FM 214	Effective Budgeting and Operational Cost Control	Overview of Budgeting, Forecasting Techniques, The Budgeting Process, Budgetary Control, Variance Analysis, Cost Control and Cost Reduction, Controlling Operational Cost, Fundamentals of Risk and Fraud Management, Computer Application to Budget preparation and Adjustment, Workplace Productivity improvement.	Officers/ Supervisors/ Managers	Aug 19 – 23	5 days
FM 215	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 11 -15	5 Days
				Jul 01 – 05	
FM 216	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 27 – 31	5 Days
				Sept 23 – 27	
Executive Level					
FM 301	Risk Management & Corporate Governance	Overview of Corporate Governance & Risk Management; Pillars of corporate governance, Role of Board of Directors in risk management, Internal Controls & Independence of Internal Auditor; Risk Management; Impact of risk management on productivity.	Director/Generals/CEO/ Board of Directors	July 31 – Aug 02	3 Days
FM 302	Fraud & Corporate Governance	Overview of Fraud & Corporate Governance , The Corporate Governance Structure, Good Corp. Governance In Managing Fraud, Interview & Interrogation Techniques, Fraud Assessment & Evaluation, Fraud Prevention & Detection,	Managers/CEOs/Board of Directors	Aug 05- 09	5 Days
				Dec 02 - 04	

FM 303	Fraud & Corporate Governance	Overview of Fraud & Corporate Governance, Techniques in Fraud Investigation. Fraud Assessment & Evaluation, Fraud Prevention & Detection, Fraud Audit & Evidence of Fraud, Fraud control & Corporate Governance in Productivity Promotion.	Managers/CEOs/Board of Directors	Aug 05 - 16	10 Days
FM 304	Risk-Based Internal Auditing	Risk Based Internal Audit Plan; Risk Assessment, lodgment & Prioritization, Audit Procedures, Sampling & Substantive Testing & their Risk; Internal Controls & control/audit risks, Audit papers & Audit reporting. Impact of Risk based Internal Audit on Productivity	Internal Audit officers/Account Managers	Mar 18 - 29	10 Days
				Jul 08 – 19	
FM 305	Final Accounts	The Accounting Cycle; Trial Balance; Trial Balance Adjustment and Correction of Errors; Income Statement; Comprehensive Financial Position; Cash Flow Statements; Ratio analysis in Financial Management; Investment Decisions	Manager/Accountants	Sept 16 – 20	5 Days
FM 306	Records Management	Overview of Records Management; Records Life Cycle; Records Office Procedures; File Management; Storage System Maintenance; Classification Indexing; Maintaining Semi-Active Records; Functions of Record Centre; Managing Archives; Functions of National Archives; Introduction to Electronic Record Management; Practical Approach to E.R.M.; LegalFramework; Policies & Procedures of Records Management; Information Retrieval; Records & Disasters.	Managers/CEOs/Board of Directors	May 27 – Jun 07	10 Days
				Oct 14 – 25	
FM 307	Forensic and Investigative Audit	Rules for Investigative Auditing; Forensic Audit Process; Forensic Accounting; Audit Evidence and Audit Testing; Specialized Audits; Internal Control System and its Limitations; Internal Controls, Investigation Reports; Professional Ethics. Rules and Procedures for Investigative Auditing; Audit Evidence & Testing; Specialised Audit & Report; Internal Controls & Professional Ethics; Risk Based Auditing.	Auditors/ Managers/ Directors	May 20 –24	5 Days
				Sept 09 – 13	
FM 308	Research Methods for Managers	Understanding business research, Types of research, Formulation of the Research Problem and Development of The Research Hypotheses, Formulating Research Questions and Objectives, Research design, Attitude Measurement & Scaling, Sampling Design & Procedures, Data Analysis	Marketing Officers/ Managers/ Credit Staff/ Decision Making Managers	May 13 – 17	5 Days

FM 309	Assets Management	Overview of assets management, Recognition of Non- Current Assets; Principle of Assets Management, Legislative Instruments & Public Non-Current Assets of Ghana; Non- Current Assets Register; Disposal of public asset	Directors of Public Institutions/ Managers & Non-Current Asset Officers	May 06 – 10	5 Days
				Nov 25 – 29	
FM 310	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.	Accounts Managers	Jun 24 – Jul 05	10 Days
				Oct 07 – 18	
FM 311	Financial Risk Management	Advance Financial Management; Portfolio Theories & Investment; Measurements of Risk; Risk Quantification; Productivity & Risk – RCA	Finance Managers	Apr 22 – 26	5 Days
FM 312	Taxation	Overview of Taxation, The concept of tax evasion & Tax avoidance, Review of Tax legislations, Taxable Income Accounting, Deferred Tax, Types of Tax, International Taxation, Impact of taxation on productivity.	Directors/Tax Accountants/Tax Managers/Treasure Officers	Dec 09 – 13	5 Days
FM 313	Tax Compliance	Overview of Tax Compliance, PAYE, Withholding Tax, Income Tax, Value Added Tax, Communication Service Tax, Sanctions for Non- Compliance, The Legal framework for Petroleum Taxation in Ghana; Other Compliances: Petroleum Revenue Management Act, Public Interest Oversight Institutions- PIAC	Finance Managers/ Accountants/Accounts Officers	Dec 09 – 13	5 Days
FM 314	Transfer Pricing & Taxation	Overview of transfer pricing & Taxation, Arms- Length Principle in Taxation, Taxation in upstream petroleum sector of Ghana, Corporate Social Responsibilities of upstream Petroleum players in Ghana. Sanctions for tax invasion & Non- Compliance.	Senior Tax Officers/Tax Managers/ Treasury Officers	Jul 29 – 31	3 Days
FM 315	Taxation and Auditing in the Oil & Gas Sector	Overview of Oil & Gas Taxation, Oil & Gas Operations, Upstream Petroleum accounting, Legal Basis for Audit of Oil & Gas Industry, Types of Audits in the Oil & Gas Sector, Audit Programs in the Oil & Gas Companies, Audit Process in the Oil in Gas Sector, Audit of sub-contractors in the Oil and Gas Sector, Audit of Operations in the Petroleum fields, Special Audit issues in the Oil and Gas Sector, Planning a risk based internal Audit, Workplace Productivity Improvement Techniques.	CEOs, Managing Directors, Board of Directors, Senior and Junior Tax Officials,	Apr 29 – May 03	5 days
					10 Days

FM 316	Taxation in E-commerce Treaty Negotiations	Introduction to International Taxation, Taxation in International Treaties and Negotiations, Transfer Pricing, E-commerce and Digital Services, Legal Framework for Taxing E-commerce and Digital Services, Taxing E-commerce: Compliance Challenges and Way Forward, Introduction to Corporate Governance, Planning a risk based internal Audit, Workplace Productivity Improvement Techniques.	CEOs, Managing Directors, Board of Directors, Senior and Junior Tax Officials,	May 13 - 17	5 days 10 Days
FM 317	Enterprise Risk Management & Executive Development	Overview of Enterprise Risk Management; Concepts of Risks, Risk Identification, Analysis & Assessment; categorization of risk & Risk Register, Risk Response Categorization, Risk Monitor& Review, Internal Controls, Strategic Thinking and Management Skills, Business Excellence Framework, Business Ethics and Negotiation Skills, Corporate Governance and Organisational Success, Workplace Productivity Improvement Techniques	CEOs, Managing Directors, Board of Directors, Senior and Junior Officials	Sept 30 – Oct 11	10 Days
FM 318	Enterprise Risk Management	Overview of Enterprise Risk Management; Concepts of Risks, Risk Identification, Analysis & Assessment; categorization of risk & Risk Register, Risk Response Categorization, Risk Monitor& Review	Risk Managers /Risk Officers	Aug 12 - 16	5 Days

FM 319	Public Sector Financial Management	Overview of Public Sector Financial Management, Public Financial Management Act, Mandatory Controls, Internal Control; Budgeting & Budget Controls, Fraud Preventive/Detective Controls; Public Procurement Act, Assets Management, Fiscal Risk, Checklist for Procurement.	Directors - Public Sector/	Oct 21 - 25	5 Days
FM 320	Procurement Management	Overview of Public Procurement Management ; Public Procurement Act, 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 & Awaof Contracts; Content Modifications	Public Procurement / Supply Professionals	Oct 28 – Nov 01	5 Days
FM 321	Forensic Audit and Cyber Security	Overview of Forensic Audit & Cyber Security, Introduction to Crime & Cyber Crime, Money Laundering, Forensic Auditing: Conducting Investigation, Workplace Productivity Improvement through Forensic Investigation.	Auditors/Security Officers	Dec 09 – 13	5 Days
FM 322	Financial Modeling Using Advanced Computer Application	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 22 – Aug 02 Oct 28–Nov 08	10 Days

Special Programmes

No.	Courses	Course Content	Target Group	Duration
SP 101	Debt Recovery & Credit Management	Types of Debt Collections; Process of Debt Collections; Improving Debt Collection Rate; Distinction between Debt Collection and Debt Recovery; Strategies of Debt Collections; Debt Collection Schedules; Fair Debt Collection Practices; Debt Collection Practice in Ghana; Introduction to Credit Management; Credit Risk Management; Credit Process; Credit Selection; Credit Risk Analysis; Application of Credit Risk Management; Cash Conversion Cycle and Credit Management.	Aug 12 - 16	5 Days
SP 102	Gender Sensitization & Inclusiveness	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 ENTERPRISES (SCORE)

SP 201	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	5 Days
SP 202	SCORE Short Course Business Continuity Planning	Increasing Sales; Improving Finance and Cash Flow; Effective workforce Management; Optimizing Processes; Creating Your Business Continuity Plan and Taking Action.	Small & Medium Enterprises	5 Days
Hospitality Training				
SP 203	Module 1 Workplace Cooperation	Getting to Know HoCo; Business Objectives; Under-standing the Importance of Cooperation in the Work-place; 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 204	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 205	Module 3 Good Environmental, Practice, Hygiene/ OSH & Digitalization	Be able to understand hygiene; Occupational Health & Safety; Good Environment Practices; Local Community Participations at your Business; Digitalization.	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. 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

1st Freetown Link, East Legon, Accra

GPS – GA – 379 - 5705

Website: www.mdpi.gov.gh

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

Course Fees

Duration	Ghanaian Participants	International Participants
	GHC	US\$
3 Days	1,500	
5 Days	1,800	1,200
10 Days	2,500	1,800

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 the Management Development and Productivity Institute. Abbreviations, 'MDPI' should not be used in writing the cheques.