

FOREWORD

The unprecedented changes that this century has thrown at the world are double-edged. On the one hand, digitalization, technological advancement, and increasing globalization have created bigger opportunities for trade, investment, and chains of growth across sectors. On the other hand, increasing cross-border transactions have created volatility, uncertainty, complexity, and ambiguity in both private and public spheres worldwide. Population statistics show that half of the projected increase in the global human population (which is above 8 billion now) by 2050 will come from Africa, a continent with the lowest human capital index of 0.4. According to the World Bank, Africa is operating below the global human capital index average of 0.57 largely because of poor access to education and health. To spin the potential of her young population's outlook to produce a sustainable revolution in growth and development, target programmes that effectively increase access to quality education and means of social protection are needed among others.

Nigeria as an example has high rates of poverty and unemployment, with double-digit inflation and a growing debt profile compounding the strain on the largest economy in Africa. Unfortunately, this was further worsened by the COVID-19 pandemic. As the world recovers from the significant impact the pandemic had on public and private institutions, there must be massive, targeted actions towards securing livelihoods, social protection, and capacity building, to equip the growing population for sustainable development. No institution can successfully navigate these realities without skilled and agile professionals with the right tools and techniques to create and execute sustainable solutions. As a matter of fact, these professionals need to be trained regularly to manage change and or crises, and stay relevant through the times, using top-notch modern methodologies and approaches to learning and development. At Supreme Management Training and Consultancy Services, we have designed quality and relevant training modules for building capacity, improving standards, and boosting the knowledge of professionals in today's public and private sectors in Africa. Over the last thirty years, through our team of experts, bespoke training programmes, and modern learning systems, we have



improved human capital in the region through professional skills development. With our domestic and international courses, as well as our intentional follow-up and Life Long Learning strategy, our clients have seen knowledge transformed into impact and innovation; and we have influenced policy making as well as organisational management.

The year 2023 will require strategic partnerships for improved productivity, leveraging on programmes targeted at people development and maximisation, as well as process strengthening. These topics prominently feature in our programmes for the year and will be well delivered by a network of resourceful and top-notch experts who use modern learning approaches to serve our clients all over the continent.

We assure you of unlocking higher potentials in your teams and organisation if you take us as a partner.

Chief Dr.(Mrs) Olubisi Fasuyi

Deputy Chief Consultant/Chief Operating Officer



WHO WE ARE

Supreme Management Training and Consultancy Services (SMTCS) Limited (RC: 208453) was registered with the Corporate Affairs Commission (CAC) of Nigeria, in 1992 as a Human Capital Development Institution. SMTCS was established on the philosophy that human capital development is the foundation of overall national and global development and we have been at the forefront of talent development in Nigeria, West Africa, Africa and beyond.

Since its inception thirty years ago, SMTCS has trained more than 200,000 participants, with about 95 % retention rate of our clients. We target private and public organisations and our delegates at different times included officers from most of the Ministries, Departments and Agencies both at the Federal and state levels in Nigeria. The impact of the quality of our services is reflected in the remarkable success so far recorded by individuals and organisations who have partnered with us since the inception of our organization. The testimonials and referrals of many senior officials, who attended some of our training programmes as young officials who through hard work and our intentional follow-up and Life Long Learning strategy were able to excel in their roles and on the job have made us the preferred choice of many organisations.

We have developed the capacity of the project teams and other stakeholders for most of the development partners' assisted projects in Nigeria and many parts of Africa in the last thirty years. Beyond the training programmes conducted in Nigeria, we have had the privilege of organizing our different packages of international training programmes in several African countries like Egypt, Gambia, Kenya, Mauritius, Rwanda, South Africa among others. Our operational coverage beyond the African continent has seen us organise Study Tours in Asian countries such as; Singapore, United Arab Emirates (UAE), Malaysia, etc. Our vast geographical coverage stretches to the United Kingdom, the United States of America, Brazil and France just to mention a few. In a bid to offer excellent service delivery and with our penchant for the best, we have entered into symbiotic collaborations with high-net-worth individuals, as well as renowned and reputable Human Capital Development Agencies across the world. We are also in partnership with some world-class Universities and Research Institutes.

SUPREME MANAGEMENT TRAINING & CONSULTANCY SERVICES LTD

Ibadan

26 Francis Okediji Str. off Awolowo Road behind Oyo State Secretariat, Old Bodija, Ibadan, Nigeria

Abuja

House 8 Road 12, Efab Estate, Life Camp, Abuja.

Phone

+234802 619 0038, +234806 529 6440, +234 902 968 1376
+234 802 576 6031, +234 808 021 1242, +234 912 036 9650,
+234 912 036 9652

Email

info@supreme-management.org
suprememanagement2000@gmail.com
supreme.management.training@gmail.com

www.supreme-management.org

WHAT WE DO

Supreme Management Training and Consultancy Services Limited is a renowned management consultancy firm, we provide consultancy services and capacity building workshops and study tours (both locally and internationally). We offer scheduled public courses, in-company workshops, off-the-shelf, tailor-made and targeted training programmes and consultations delivered by some of the most experienced, qualified practitioners in the field. We have conducted several consultancy assignments, involving research and social surveys, we make human capacity forecasts and also assess industry trends. Over the last thirty years, our corporate objective has been centred on generating practical knowledge central to effective human psychological, socio-economic and socio-political development in every field of human endeavour. The significant difference in our performance during training and consultancy assignments is the knowledge and experience that we have acquired over the years and the unwavering passion to continually raise the bar through result-driven human capacity building.

The multi-sectoral spheres of our operations cut across Poverty Reduction, Health, Social Protection, Sustainable Livelihood, Public Sector Reforms, Technical and Vocational Education, Entrepreneurial and Business Development, Education, Agriculture, Environmental and Social Safeguard Management, Procurement, training needs assessment, Monitoring and Evaluation, Project Management, Organisational Development, Gender & Vulnerability, Community-Driven Developments, Climate Change, Financial Management, Leadership, Change Management, Skills Scan Analysis, Vocational and Entrepreneurial Development, Socio-Economic Surveys, Improving Educational Outcomes, and many others. SMTCSL is indeed a citadel set up to impart organisations and individuals with knowledge, skills and strategy to drive growth, and inclusion and engender change via our diverse approaches to learning, problem solving and strategic planning.

OUR VALUES

- ✓ **Integrity**
- ✓ **Knowledge**
- ✓ **Passion**
- ✓ **Collaboration**
- ✓ **Leadership**

COUNTRIES

25

YEARS OF TALENT DEVELOPMENT

30

PARTICIPANTS TRAINED

500,000+

PARTICIPANTS WHO STATED THAT THEIR ABILITY TO PERFORM ON THE JOB HAS IMPROVED

85%



CLIENT RETENTION RATE

96%



PARTNERSHIP WITH ORGANISATION

1,000+

OUR FACULTY

Our services are reinforced by our world-renowned resource persons and consultants, who are some of the most sought-after, qualified practitioners in their fields. This team comprises eminent and practising researchers, accredited authorities, seasoned and vastly experienced trainers, policy developers, and technocrats in diverse fields of human and organizational resources development. They are also experienced trainers and facilitators who possess in-depth knowledge, skills and capability in the use of different training methodologies. Our experts equally ensure a conducive learning environment where commitment and dedication to the highest training and consulting standards are strictly adhered to.

FAQS

FREQUENTLY ASKED QUESTIONS

How do I choose a course?

We have scheduled national and international training programmes listed in the brochure. This is to make it easy for you to find the right course and choose a convenient date. Once you have found the course you are interested in, you will find the details regarding the venue, fees and details of the categories of staff who will derive value from the training.

Comprehensive details about our training programmes are provided on our website, you can also search for courses from the list of unscheduled programmes on our website:

www.supreme-management.org

What if I can't find a course I want?

If there is something relevant to you that is not included in the brochure, please kindly contact us. We do add new courses to our programmes throughout the year, and we also customize programmes to meet the evolving needs of our clients. In addition, new dates for existing courses become available all the time, so please call us or check our website for the latest news. If you would like to arrange a visit from a Client Service Officer to discuss your requirements, please contact us.

Do I need to bring anything?

Unless you are otherwise informed, everything you need for the course will be provided. However, for ICT-related training programmes, even though we have laptops available for delegates, you are expected to bring your laptop which would contain the software, templates and programmes you use on the job.

Will I receive a certificate?

Yes, all participants receive a certificate of attendance and those who distinguish themselves in the course of the training will receive additional certificate of excellence at the end of the course.

What time do the courses commence and end daily?

Courses start at 9:00am and end at 4:30pm daily.

What is the difference between your scheduled and unscheduled course?

Our scheduled courses are those with specific dates and venues assigned to them. We, however, regularly rerun many of the scheduled training programmes and such dates will be communicated to clients. In addition, clients who require a different date should also inform the organization as soon as possible. Unscheduled programmes however, have no specific dates or venues but are organized based on request.

How do I choose and participate in your non-scheduled courses of interest?

Our unscheduled courses are designed for all categories of clients based on request, or training needs assessment of their organization. Any of the listed programmes could be scheduled to fit into the itinerary of our clients between January 9th and December 21st.

How do I register for a course?

Simply log on to our website- www.supreme-management.org, go to the training of your choice and click the registration link. Fill out the online form and submit it. Or simply send us an email requesting a nomination form. We shall immediately send you one, which you are expected to fill out and send back to us.

How do I confirm my registration?

Upon receipt of the filled online form or the mailed nomination form, we shall send you an Admission Letter. This confirms your participation by us, subject to your eventual payment of the course fee.

Do you accept cash at the venue of the training?

For security reasons, we do not accept cash payments.

MODES OF PAYMENT

TERMS AND CONDITIONS

INTERNATIONAL TRAINING

GTBANK / DOLLAR ACCOUNT

Account Name: SUPREME MANAGEMENT
TRAINING & CONSULTANCY SERVICES
LIMITED
ACCOUNT NUMBER: 0028558818
Sort Code: 058194010

GTBANK / POUND ACCOUNT

Account Name: SUPREME MANAGEMENT
TRAINING & CONSULTANCY SERVICES
LIMITED
ACCOUNT NUMBER: 0028558825
Sort Code: 058194010

Participants can also remit their payment
through fund transfer at any top bank in their
country.

The following information should be provided
to the selected bank in making the transfer.

GTBANK

INTERMIDIARY BANK: CITI BANK NEW YORK
Swift Code: CITIUS33
FedWire Routing Code: FW021000089
Beneficiary Bank: Guaranty Trust Bank (UK)
Limited
Swift Code: GTB1GB2L
Account Number: 36917996
Beneficiary A/C no: 20648320
Beneficiary Name: Supreme Management
Training and Consultancy Services Limited

NATIONAL TRAINING

GUARANTY TRUST BANK

Account Name: SUPREME MANAGEMENT
TRAINING & CONSULTANCY SERVICES LIMITED
Account Number: 0028557794
Sort Code: 058194010

FIRST BANK

Account Name: SUPREME MANAGEMENT
TRAINING & CONSULTANCY SERVICES LIMITED
Account Number: 2008264532
Sort Code: 011191814

TRAINING FEE FOR NATIONAL TRAINING:

NATIONAL TRAINING
Ibadan

NGN 400,000 (1 week)

NGN 700,000 (2 weeks)

Outside Ibadan:

NGN 400,000 (1 week)

NGN 700,000 (2 weeks)

For Online Programmes

NGN 150,000 (4 weeks) OR

US \$ 550

CANCELLATION POLICY

The following cancellation fees apply:

- ❗ One week (7 days) notification, 70% of tuition fee
- ❗ Less than one week (7 days) or no notification, 100% of tuition fee.
- ❗ Intending participants should endeavor to register and confirm their participation in any of the training at least a week ahead of the training. All cancellations of participation (including substitutions/transfers/postponement) must be confirmed in writing (via email).

*Also note that payments are only valid for 12 months.

PROJECT MANAGEMENT

One of the major goals of any project is to achieve its Project Development Objectives (PDOs). Besides from achieving the PDOs, the outcomes of the project and the sustainability of the impact of the project are key tasks that are relevant in project management.

Yet, in the context of developmental projects, the achievement of PDOs and sustainable, measurable outcomes and impacts is often elusive. Failed or poor-performing projects have thwarted development, and the failure of the projects is sometimes attributed to lack of adequate project management knowledge among the project team. A project team, is charged with multiple responsibilities that span the five project phases of a project life cycle (initiating, planning, executing, monitoring, and closing). Some people believe that the success of a team in achieving the project cycle depends strictly on the strength of each individual member of the group, if one person fails, the whole group fails. In other words, the strength of a team is impacted by its weakest link. Others measure their team by its strongest players, they believe that because they have some strong players they have a strong team, but that is not necessarily the case. A good team is not one that is void of weak links but a group of people that know how to complement, develop and maximize their strengths as a unit. In other words, for a team to truly be strong it cannot be too dependent on any one person, or few special persons.

Consequently, a strong team is one in which members with diverse levels of strength from different fields, who are open to learning, able to collaborate and truly work well together as a team to complete their tasks work closely together to contribute to the overall quality and success of a project or organization. Needless to say, it is imperative that project leaders and members should recognize and know how to deal with the individuals in their teams, thus highlighting the need for constant project management training.

Who will derive value from the programme

- ✓ Project Coordinators
- ✓ Project Coordinating Unit Members
- ✓ Project Implementation Unit Members
- ✓ Personal Assistants
- ✓ Managers/Administrators of Organisations
- ✓ Project Stakeholders
- ✓ Policy Makers



Project Management Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/PM/001 Advanced Project Management Workshop	1 WEEK	9th Jan – 13th Jan	6th Mar – 10th Mar	11th Sept – 15th Sept	2023
	2 WEEKS	9th Jan – 20th Jan	6th Mar – 17th Mar	11th Sept – 22nd Sept	
	1 WEEK	8th Jan - 12th Jan	4th mar - 8th Mar	9th Sept - 13th Sept	2024
	2 WEEKS	8th Jan - 19th Jan	4th Mar - 15th Mar	9th Sept - 20th Sept	
SMTCSL/PM/002 Project Operations Management for Optimal Outcomes	1 WEEK	16th Jan – 20th Jan	13th Mar – 17th Mar	18th Sept – 22nd Sept	2023
	2 WEEKS	16th Jan – 27th Jan	13th Mar – 24th Mar	18th Sept – 29th Sept	
	1 WEEK	15th Jan – 19th Jan	11th Mar - 15th Mar	16th Sept - 20th Sept	2024
	2 WEEKS	15th Jan – 26th Jan	11th mar - 22nd Mar	16th Sept – 27th Sept	
SMTCSL/PM/003 Management of Agricultural Projects for Optimal Outcome	1 WEEK	30th Jan – 3rd Feb	8th May – 12th May	30th Oct – 3rd Nov	2023
	2 WEEKS	30th Jan – 10th Feb	8th May – 19th May	30th Oct – 10th Nov	
	1 WEEK	29th Jan - 2nd Feb	6th May - 10th May	28th Oct - 1st Nov	2024
	2 WEEKS	29th Jan - 9th Feb	6th May - 17th May	28th Oct - 8th Nov	
SMTCSL/PM/004 Operational Risk Management & Strategy for Operational Excellence in Organizations	1 WEEK	13th Feb – 17th Feb	15th May – 19th May	14th Aug – 18th Aug	2023
	2 WEEKS	13th Feb – 24th Feb	15th May – 26th May	14th Aug – 25th Aug	
	1 WEEK	12th Feb - 16th Feb	13th May - 17th May	12th Aug - 16th aug	2024
	2 WEEKS	12th Feb - 23rd Feb	13th May - 24th May	12th Aug - 23rd Aug	
SMTCSL/PM/005 Management of Educational Projects for Sustainable Impact	1 WEEK	27th Feb – 3rd Mar	19th June – 23rd June	18th Sept – 22nd Sept	2023
	2 WEEKS	27th Feb – 10th Mar	19th June – 30th June	18th Sept – 29th Sept	
	1 WEEK	26th Feb -1st Mar	17th June - 21st june	23rd Sept - 27th Sept	2024
	2 WEEKS	26th Feb - 8th Mar	17th June - 28th June	23rd Sept - 4th Oct	
SMTCSL/PM/006 Mobile Health Basics; Mobile Technology for Increased Health Accessibility	1 WEEK	13th Mar – 17th Mar	1st May – 5th May	14th Aug – 18th Aug	2023
	2 WEEKS	13th Mar – 24th Mar	1st May – 12th May	14th Aug – 25th Aug	
	1 WEEK	11th Mar - 15th Mar	15th apr - 19th Apr	22nd July - 26th July	2024
	2 WEEKS	11th Mar - 22nd Mar	15th Apr - 26th Apr	22nd July - 2nd Aug	
SMTCSL/PM/007 Fragility, Conflict & Violence in Implementing Projects	1 WEEK	20th Mar – 24th Mar	5th June – 9th June	11th Sept – 15th Sept	2023
	2 WEEKS	20th Mar – 31st Mar	5th June – 16th June	11th Sept – 22nd Sept	
	1 WEEK	25th Mar - 29th Mar	10th June - 14th June	7th Oct - 11th Oct	2024
	2 WEEKS	25th Mar - 5th Apr	10th June - 21st June	7th Oct - 18th Oct	
SMTCSL/PM/008 Result Areas & DLIs Management & Implementation for Programme for Result Interventions	1 WEEK	3rd Apr – 7th Apr	12th June – 16th June	18th Sept – 22nd Sept	2023
	2 WEEKS	3rd Apr – 14th Apr	12th June – 23rd June	18th Sept – 29th Spet	
	1 WEEK	1st Apr - 5th Apr	10th June - 14th June	16th Sept - 20th Sept	2024
	2 WEEKS	1st Apr - 12th Apr	10th June - 21st June	16th Sept - 27th Sept	
SMTCSL/PM/009 Result-Based Management & Planning of Programme for Result (PforR) Interventions	1 WEEK	17th Apr – 21st Apr	10th July – 14th July	23rd Oct – 27th Oct	2023
	2 WEEKS	17th Apr – 28th Apr	10th July – 21st July	23rd Oct – 3rd Nov	
	1 WEEK	29th Apr - 3rd May	15th July - 19th July	4th Nov - 8th Nov	2024
	2 WEEKS	29th Apr - 10th May	15th July - 26th July	4th Nov - 15th Nov	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/PM/010 Result-Based Management of Health Interventions	1 WEEK	8th May – 12th May	26th June – 30th June	28th Aug – 1st Sept	2023
	2 WEEKS	8th May – 19th May	26th June – 7th July	28th Aug – 8th Sept	
	1 WEEK	13th May – 17th May	24th June – 28th June	19th Aug – 23rd Aug	2024
	2 WEEKS	13th May – 24th May	24th June – 5th July	19th Aug – 30th Aug	
SMTCSL/PM/011 Planning, Developing, Leading & Managing Agricultural Cooperative Societies & Agro-Enterprises	1 WEEK	22nd May – 26th May	10th July – 14th July	11th Sept – 15th Sept	2023
	2 WEEKS	22nd May – 2nd June	10th July – 21st July	11th Sept – 22nd Sept	
	1 WEEK	20th May – 24th May	8th July – 12th July	2nd Sept – 6th Sept	2024
	2 WEEKS	20th May – 31st May	8th July – 19th July	2nd Sept – 13th Sept	
SMTCSL/PM/012 Developing & Designing Measures for Formalizing, Regulating & Inventory Artisanal & Small-Scale Mining (ASM) to catalyze the Mineral Sector for Development	1 WEEK	12th June – 16th June	21st Aug – 25th Aug	20th Nov – 24th Nov	2023
	2 WEEKS	12th June – 23rd June	21st Aug – 1st Sept	20th Nov – 1st Dec	
	1 WEEK	10th June – 14th June	12th Aug – 16th Aug	11th Nov – 15th Nov	2024
	2 WEEKS	10th June – 21st June	12th Aug – 23rd Aug	11th Nov – 22nd Nov	
SMTCSL/PM/013 Dam, Water Reservoir Operations, Water Project & Participatory Irrigation Management (PIM)	1 WEEK	12th June – 16th June	21st Aug – 25th Aug	27th Nov – 1st Dec	2023
	2 WEEKS	12th June – 23rd June	21st Aug – 1st Sept	27th Nov – 8th Dec	
	1 WEEK	10th June – 14th June	19th Aug – 23rd Aug	18th Nov – 22nd Nov	2024
	2 WEEKS	10th June – 21st June	19th Aug – 30th Aug	18th Nov – 29th Nov	
SMTCSL/PM/014 Climate Change Mitigation & Adaptation, Natural Resources Management & Application of Geo-Spatial Tools in Climate Change	1 WEEK	19th June – 23rd June	25th Sept – 29th Sept		2023
	2 WEEKS	19th June – 30th June	25th Sept – 6th Oct		
	1 WEEK	17th June – 21st June	26th Aug – 30th Aug	25th Nov – 29th Nov	2024
	2 WEEKS	17th June – 28th June	26th Aug – 6th Sept	25th Nov – 6th Dec	
SMTCSL/PM/015 Policy Formulation, Implementation, Tracking & Management in Educational Sector for Better Service Delivery	1 WEEK	10th July – 14th July	21st Aug – 25th Aug	9th Oct – 13th Oct	2023
	2 WEEKS	10th July – 21st July	21st Aug – 1st Sept	9th Oct – 20th Oct	
	1 WEEK	8th July – 12th July	12th Aug – 16th Aug	7th Oct – 11th Oct	2024
	2 WEEKS	8th July – 19th July	12th Aug – 23rd Aug	7th Oct – 18th Oct	
SMTCSL/PM/016 Strategic Management & Implementation Techniques for Programme for Result (PforR) Interventions	1 WEEK	17th July – 21st July	11th Sept – 15th Sept	16th Oct – 20th Oct	2023
	2 WEEKS	17th July – 28th July	11th Sept – 22nd Sept	16th Oct – 27th Oct	
	1 WEEK	15th July – 19th July	19th Aug – 23rd Aug	14th Oct – 18th Oct	2024
	2 WEEKS	15th July – 26th July	19th Aug – 30th Aug	14th Oct – 25th Oct	
SMTCSL/PM/017 Managing Projects for Results	1 WEEK	17th July – 21st July	11th Sept – 15th Sept	30th Oct – 3rd Nov	2023
	2 WEEKS	24th July – 4th Aug	18th Sept – 29th Sept	30th Oct – 10th Nov	
	1 WEEK	22nd July – 26th July	9th Sept – 13th Sept	21st Oct – 25th Oct	2024
	2 WEEKS	22nd July – 2nd Aug	9th Sept – 20th Sept	21st Oct – 1st Nov	
SMTCSL/PM/018 Advocacy Stakeholders' Engagement & Public Engagement for Development Interventions	1 WEEK	7th Aug – 11th Aug	16th Oct – 20th Oct	13th Nov – 17th Nov	2023
	2 WEEKS	7th Aug – 18th Aug	16th Oct – 27th Oct	13th Nov – 24th Nov	
	1 WEEK	5th Aug – 9th Aug	7th Oct – 11th Oct	18th Nov – 22nd Nov	2024
	2 WEEKS	5th Aug – 16th Aug	7th Oct – 18th Oct	18th Nov – 29th Nov	
SMTCSL/PM/0019 Advanced Organisation/Project Management & Leadership Workshop	1 WEEK	21st Aug – 25th Aug	23rd Oct – 27th Oct	20th Nov – 24th Nov	2023
	2 WEEKS	21st Aug – 1st Sept	23rd Oct – 3rd Nov	20th Nov – 1st Dec	
	1 WEEK	19th Aug – 23rd Aug	28th Oct – 1st Nov	2nd Dec – 6th Dec	2024
	2 WEEKS	19th Aug – 30th Aug	28th Oct – 8th Nov	2nd Dec – 13th Dec	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/PM/019 Project Closure & Exit Management for Sustainability	1 WEEK	28th Aug – 1st Sept	30th Oct – 3rd Nov		2023
	2 WEEKS	28th Aug – 8th Sept	30th Oct – 10th Nov		
	1 WEEK	26th Aug – 30th Aug	11th Nov – 15th Nov	9th Dec – 13th Dec	2024
	2 WEEKS	26th Aug – 6th Sept	11th Nov – 22nd Nov	9th Dec – 20th Dec	
SMTCSL/PM/020 Agribusiness Value Chain Intervention Management	1 WEEK	4th Sept – 8th Sept	9th Oct – 13th Oct		2023
	2 WEEKS	4th Sept – 15th Sept	9th Oct – 20th Oct		
	1 WEEK	9th Sept – 13th Sept	14th Oct – 18th Oct	25th Nov – 29th Nov	2024
	2 WEEKS	9th Sept – 20th Sept	14th Oct – 25th Oct	25th Nov – 6th Dec	
SMTCSL/PM/021 Managing & Leading for Result	1 WEEK	18th Sept – 22nd Sept	16th Oct – 20th Oct		2023
	2 WEEKS	18th Sept – 29th Sept	16th Oct – 27th Oct		
	1 WEEK	16th Sept – 20th Sept	21st Oct – 25th Oct	2nd Dec – 6th Dec	2024
	2 WEEKS	16th Sept – 27th Sept	21st Oct – 1st Nov	2nd Dec – 13th Dec	
SMTCSL/PM/022 Project Operations Management Workshop	1 WEEK	2nd Oct – 6th Oct	6th Nov – 10th Nov		2023
	2 WEEKS	2nd Oct – 13th Oct	6th Nov – 17th Nov		
	1 WEEK	30th Sept – 4th Oct	4th Nov – 8th Nov		2024
	2 WEEKS	30th Sept – 11th Oct	4th Nov – 15th Nov		
SMTCSL/PM/023 Health, Economics, Policy & Financing	1 WEEK	16th Oct – 20th Oct	20th Nov – 24th Nov		2023
	2 WEEKS	16th Oct – 27th Oct	20th Nov – 1st Dec		
	1 WEEK	14th Oct – 18th Oct	18th Nov – 22nd Nov		2024
	2 WEEKS	14th Oct – 25th Oct	18th Nov – 29th Nov		
SMTCSL/PM/024 Managing, Leading & Implementing Programme for Results Interventions	1 WEEK	23rd Oct – 27th Oct	27th Nov – 1st Dec		2023
	2 WEEKS	23rd Oct – 3rd Nov	27th Nov – 8th Dec		
	1 WEEK	21st Oct – 25th Oct	2nd Dec – 6th Dec		2024
	2 WEEKS	21st Oct – 1st Nov	2nd Dec – 13th Dec		
SMTCSL/PM/025 Advanced Organization/ Project Operation, Safety & Risk Process Identification, Assessment, Control, Mitigation & Management	1 WEEK	13th Nov – 17th Nov	4th Dec – 8th Dec		2023
	2 WEEKS	13th Nov – 24th Nov	4th Dec – 15th Dec		
	1 WEEK	11th Nov – 15th Nov	9th Dec – 13th Dec		2024
	2 WEEKS	11th Nov – 22nd Nov	9th Dec – 20th Dec		
SMTCSL/PM/026 Boosting Performance in the Education Sector through Student-Centred Teaching & Assessment	1 WEEK	27th Nov – 1st Dec			2023
	2 WEEKS	27th Nov – 8th Dec			
	1 WEEK	25th Nov – 29th Nov			2024
	2 WEEKS	25th Nov – 6th Dec			
SMTCSL/PM/027 Psychosocial & Pedagogical Training for Teachers To Handle Traumatized Children/Children In Conflict & Emergency Settings	1 WEEK	4th Dec – 8th Dec			2023
	2 WEEKS	4th Dec – 15th Dec			
	1 WEEK	2nd Dec – 6th Dec			2024
	2 WEEKS	2nd Dec – 13th Dec			

PROCUREMENT MANAGEMENT PROGRAMME

Public Procurement cuts across all economic sectors and constitutes 15–30 per cent of the gross domestic product in most countries, hence its significance for enhancing market competitiveness and sustainable development. As the emphasis on managing for results increases, the demand for rigorous and evidence-based procurement processes is rising. Governments, donor agencies, development partners, private and public organisations, and other stakeholders (Citizens, National Assemblies, State Assemblies, Borrowers, etc) want to know whether a project or public institution has judiciously utilized allocated money and that desired outcomes have been achieved. To prevent fraud, waste, corruption, or local protectionism, the laws of most countries or states regulate government procurement more or less closely. It usually requires the procuring authority to issue public tenders if the value of the procurement exceeds a certain threshold.

The pressure on Ministries, Departments and Agencies (MDAs) of government and even private organisations to operate even more efficiently has never been greater. The overriding procurement policy requirement is that all procurement must be based on value for money, defined as “the best mix of quality and effectiveness for the least outlay of funds over the period of use of the goods, services or work procured”. This should be achieved through competitive bidding; unless there are compelling reasons to the contrary. With the increased importance of due process in the procurement of the right specifications, selecting the right contractors/suppliers, and achieving performance expectations, the public sector is faced with a renewed call for greater efficiency in Public Procurement. Central to this is the need for organisations, government MDAs, development projects etc. to have staff who have the appropriate procurement skills.

It is, therefore, the ultimate objective of our procurement courses to infuse our participants with cutting-edge and innovative skills required for various procurement roles.

Who will derive value from the programme

- ✓ Procurement Consultants/Managers
- ✓ Due Process Managers/Officers
- ✓ Tender Managers
- ✓ Purchasing Managers/Officers
- ✓ Supply Chain Personnel
- ✓ Logistics Officers
- ✓ Logistics Managers
- ✓ Project Managers/Coordinators/Administrators
- ✓ Project Accountants
- ✓ Project Implementation Team Members



Procurement Management Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/PCM/001 Costing & Evaluating In-Kind Contributions & Community Based Contract Negotiation in Procurement Management & Implementation	1 WEEK	9th Jan – 13th Jan	6th Mar – 10th Mar	11th Sept – 15th Sept	2023
	2 WEEKS	9th Jan – 20th Jan	6th Mar – 17th Mar	11th Sept – 22nd Sept	
	1 WEEK	8th Jan - 12th Jan	4th mar - 8th Mar	9th Sept - 13th Sept	2024
	2 WEEKS	8th Jan - 19th Jan	4th Mar - 15th Mar	9th Sept - 20th Sept	
SMTCSL/PCM/002 Bids & Tender Preparation, Evaluation, Contract Negotiation & Disbursement Management	1 WEEK	30th Jan – 3rd Feb	8th May – 12th May	30th Oct – 3rd Nov	2023
	2 WEEKS	30th Jan – 10th Feb	8th May – 19th May	30th Oct – 10th Nov	
	1 WEEK	29th Jan - 2nd Feb	6th May - 10th May	28th Oct - 1st Nov	2024
	2 WEEKS	29th Jan - 9th Feb	6th May - 17th May	28th Oct - 8th Nov	
SMTCSL/PCM/003 Emerging Trends in Procurement of Goods, Equipment & Consultancy Services	1 WEEK	13th Feb – 17th Feb	15th May – 19th May	14th Aug – 18th Aug	2023
	2 WEEKS	13th Feb – 24th Feb	15th May – 26th May	14th Aug – 25th Aug	
	1 WEEK	12th Feb - 16th Feb	20th May - 24th May	12th Aug - 16th aug	2024
	2 WEEKS	12th Feb - 23rd Feb	20th May - 31st May	12th Aug - 23rd Aug	
SMTCSL/PCM/004 Procurement Planning & Implementation in Public & Private Organisations	1 WEEK	27th Mar – 31st Mar	3rd July – 7th July	16th Oct – 20th Oct	2023
	2 WEEKS	27th Mar – 7th April	3rd July – 14th July	16th Oct – 27th Oct	
	1 WEEK	25th Mar - 29th Mar	1st July - 5th July	14th Oct - 18th Oct	2024
	2 WEEKS	25th Mar - 5th Apr	1st July - 12th July	14th Oct - 25th Oct	
SMTCSL/PCM/005 Basic Financial Record Keeping & Procurement Management	1 WEEK	3rd Apr – 7th Apr	12th June – 16th June	18th Sept – 22nd Sept	2023
	2 WEEKS	3rd Apr – 14th Apr	12th June – 23rd June	18th Sept – 29th Sept	
	1 WEEK	1st Apr - 5th Apr	10th June - 14th June	16th Sept - 20th Sept	2024
	2 WEEKS	1st Apr - 12th Apr	10th June - 21st June	16th Sept - 27th Sept	
SMTCSL/PCM/006 Donor Agencies' Procurement & Financial Standards, Procedures, Documentation & Reporting	1 WEEK	8th May – 12th May	26th June – 30th June	28th Aug – 1st Sept	2023
	2 WEEKS	8th May – 19th May	26th June – 7th July	28th Aug – 8th Sept	
	1 WEEK	13th May - 17th May	24th June - 28th June	19th Aug - 23rd Aug	2024
	2 WEEKS	13th May - 24th May	24th June - 5th July	19th Aug - 30th Aug	
SMTCSL/PCM/007 Management of Contract Risks for Successful Contract Closure	1 WEEK	22nd May – 26th May	10th July – 14th July	11th Sept – 15th Sept	2023
	2 WEEKS	22nd May – 2nd June	10th July – 21st July	11th Sept – 22nd Sept	
	1 WEEK	27th may - 31st May	22nd July - 26th July	9th Sept - 13th Sept	2024
	2 WEEKS	27th May - 7th June	22nd July - 2nd Aug	9th Sept - 20th Sept	
SMTCSL/PCM/008 Donor Agencies' Financial & Procurement Standards & Procedures for Project Closure Planning, Documentation & Reporting	1 WEEK	12th June – 16th June	21st Aug – 25th Aug	27th Nov – 1st Dec	2023
	2 WEEKS	12th June – 23rd June	21st Aug – 1st Sept	27th Nov – 8th Dec	
	1 WEEK	10th June - 14th June	12th Aug - 16th aug	11th Nov - 15th Nov	2024
	2 WEEKS	10th June - 21st June	12th Aug - 23rd Aug	11th Nov - 22nd Nov	
SMTCSL/PCM/009 e-Procurement: Developing, Implementing, and Managing the Complete Process in Project, Procurement and Contracts	1 WEEK	24th July – 28th July	25th sept – 29th Sept	30th Oct – 3rd Nov	2023
	2 WEEKS	24th July – 4th Aug	25th Sept – 6th Oct	30th Oct – 10th Nov	
	1 WEEK	22nd July - 26th July	16th Sept - 20th Sept	21st Oct - 25th Oct	2024
	2 WEEKS	22nd July - 2nd Aug	16th Sept - 27th Sept	21st Oct - 1st Nov	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/PCM/010 Systematic Tracking of Exchanges in Procurement (STEP)	1 WEEK	7th Aug – 11th Aug	16th Oct – 20th Oct	13th Nov – 17th Nov	2023
	2 WEEKS	7th Aug – 18th Aug	16th Oct – 27th Oct	13th Nov – 24th Nov	
	1 WEEK	5th Aug – 9th Aug	14th Oct – 18th Oct	18th Nov – 22nd Nov	2024
	2 WEEKS	5th Aug – 16th Aug	14th Oct – 25th Oct	18th Nov – 29th Nov	
SMTCSL/PCM/011 Community-Based Procurement	1 WEEK	4th Sept – 8th Sept	2nd Oct – 6th Oct		2023
	2 WEEKS	4th Sept – 15th Sept	2nd Oct – 13th Oct		
	1 WEEK	2nd Sept – 6th Sept	7th Oct – 11th Oct	18th Nov – 22nd Nov	2024
	2 WEEKS	2nd Sept – 13th Sept	7th Oct – 18th Oct	18th Nov – 29th Nov	
SMTCSL/PCM/012 Private Sector Procurement	1 WEEK	25th sept – 29th Sept	30th Oct – 3rd Nov		2023
	2 WEEKS	25th Sept – 6th Oct	30th Oct – 10th Nov		
	1 WEEK	23rd Sept – 27th Sept	11th Nov – 15th Nov		2024
	2 WEEKS	23rd Sept – 4th Oct	11th Nov – 22nd Nov		
SMTCSL/PCM/013 Monitoring and Evaluation of Procurement Performance Workshop	1 WEEK	30th Oct – 3rd Nov	27th Nov – 1st Dec		2023
	2 WEEKS	30th Oct – 10th Nov	27th Nov – 8th Dec		
	1 WEEK	28th Oct – 1st Nov	2nd Dec – 6th Dec		2024
	2 WEEKS	28th oct – 8th Nov	2nd Dec – 13th Dec		
SMTCSL/PCM/014 Procurement Contract, Request for Proposals Management, And Operationalisation of Bidding Documents	1 WEEK	4th Dec – 8th Dec			2023
	2 WEEKS	4th Dec – 15th Dec			
	1 WEEK	2nd Dec – 6th Dec			2024
	2 WEEKS	2nd Dec – 13th Dec			

Delegates' Experience

I learned from this training and it has greatly enhanced my ability to improve program/projects design especially in terms of sustainable projects design implementation. I have also learned to work better with others and strive to be a better leader, a result oriented leader. –

Jlopleh Dennis Wingbe
Director M&E, Rural Economic Transformation Project, Monrovia Liberia

Delegates' Experience

...apt, timely and interactive. The resource persons were highly professional and resourceful. –

Dr. Abdulateef Tayo Shittu.
GOVERNORS' FORUM

MONITORING AND EVALUATION

The global financial and economic crisis is certain to have non-negligible implications for the availability of finance for development in countries across the world. This might be compounded because the strategic partnership among donors and stakeholders in facilitating development often comes with colossal challenges in the face of inadequate monitoring and evaluation of the various funded projects. Projects have failed or been abandoned thus impeding the development of the country. Many factors including a legacy of corruption, lack of continuity and substantial political inputs could have been responsible for such gross wastages, however some studies have reported that a lack of monitoring and evaluation which is essential to any result-based project or programme is principal to the perennial abandonments. Organizations collect and analyze data, determine the progressive phases of the project/programme and validate its realization of the project's objectives, but, M & E frameworks are important to measure and ensure the success of the activities, or programmes. These frameworks can define pathways for a project to trigger change at different levels. It is expedient to note that well-designed monitoring and evaluation helps the project stay on track, provide transparency and accountability to stakeholders and establish interventions when things go wrong. This way, when problems inevitably arise, a quick and effective solution can be implemented.

Therefore, to enhance undeniable growth and development across the various sectors, well-rounded Monitoring and Evaluation training programmes are essential to equip project supervisors, coordinators, project managers and other stakeholders on the following: advanced tools relevant for data management, rudimentary data aggregation, better decision making process, compliance to global best practices in project implementation and delivery, assessment of relevant indicators, progress report writing and effective stakeholders' management among others.

Who will derive value from the programme

- ✓ Monitoring & Evaluation Managers and Officers
- ✓ Project Coordinators
- ✓ MIS Officers
- ✓ Quality Assurance Officers
- ✓ Operations Officers
- ✓ Programme Officers
- ✓ Project Team Members
- ✓ Officers in Project Coordinating and Implementation Units
- ✓ Project Directors
- ✓ Field/Survey/Research Officers,

Monitoring and Evaluation Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/ME/001 Advanced Monitoring & Evaluation Training	1 WEEK	9th Jan – 13th Jan	6th Mar – 10th Mar	11th Sept – 15th Sept	2023
	2 WEEKS	9th Jan – 20th Jan	6th Mar – 17th Mar	11th Sept – 22nd Sept	
	1 WEEK	8th Jan – 12th Jan	4th mar – 8th Mar	9th Sept – 13th Sept	2024
	2 WEEKS	8th Jan – 19th jan	4th Mar – 15th Mar	9th Sept – 20th Sept	
SMTCSL/ME/002 Developing of Indicators for Identify Progress Towards Project Outcomes, Data Collection, Compilation, Information Usage to Identify Problems & Implement Changes in M&E	1 WEEK	6th Feb – 10th Feb	27th Mar – 31st Mar	31st July – 4th Aug	2023
	2 WEEKS	6th Feb – 17th Feb	27th Mar – 7th April	31st July – 11th Aug	
	1 WEEK	5th Feb – 9th Feb	25th Mar – 29th Apr	29th July – 2nd Aug	2024
	2 WEEKS	5th Feb – 16th Feb	25th mar – 5th Apr	29th July – 9th Aug	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/ME/003 Retrieval, Interpretation, Reporting, Documenting & Use of M&E Data	1 WEEK	13th Mar – 17th Mar	17th Apr – 21st Apr	31st July – 4th Aug	2023
	2 WEEKS	13th Mar – 24th Mar	17th Apr – 28th Apr	31st July – 11th Aug	
	1 WEEK	4th Mar – 8th Mar	15th Apr – 19th Apr	15th July – 19th July	2024
	2 WEEKS	4th Mar – 15th Mar	15th Apr – 26th Apr	15th July – 26th July	
SMTCSL/ME/004 Monitoring & Evaluation of Learning Outcomes in Skills Acquisition Programmes	1 WEEK	10th Apr – 14th Apr	10th July – 14th July	23rd Oct – 27th Oct	2023
	2 WEEKS	10th Apr – 21st Apr	26th June – 7th July	9th Oct – 20th Oct	
	1 WEEK	8th Apr – 12th Apr	24th June – 28th June	7th Oct – 11th Oct	2024
	2 WEEKS	8th Apr – 19th Apr	24th June – 5th July	7th Oct – 18th Oct	
SMTCSL/ME/005 Tools & Techniques for Conducting Outcomes & Impact Assessment	1 WEEK	17th Apr – 21st Apr	3rd July – 7th July	16th Oct – 20th Oct	2023
	2 WEEKS	17th Apr – 28th Apr	10th July – 21st July	23rd Oct – 3rd Nov	
	1 WEEK	22nd Apr – 26th Apr	15th July – 19th July	28th Oct – 1st Nov	2024
	2 WEEKS	22nd Apr – 3rd May	15th July – 26th July	28th Oct – 8th Nov	
SMTCSL/ME/006 Monitoring, Evaluation, Reporting & Documentation for Result-Based Interventions	1 WEEK	1st May – 5th May	19th June – 23rd June	14th Aug – 18th Aug	2023
	2 WEEKS	1st May – 12th May	19th June – 30th June	14th Aug – 25th Aug	
	1 WEEK	6th May – 10th May	10th June – 14th June	5th Aug – 9th Aug	2024
	2 WEEKS	6th May – 17th May	10th June – 21st June	5th Aug – 16th Aug	
SMTCSL/ME/007 Current Trends & Issues in Monitoring & Evaluation	1 WEEK	5th June – 9th June	7th Aug – 11th Aug	6th Nov – 10th Nov	2023
	2 WEEKS	5th June – 16th June	14th Aug – 25th Aug	13th Nov – 24th Nov	
	1 WEEK	3rd June – 7th June	5th Aug – 9th Aug	4th Nov – 8th Nov	2024
	2 WEEKS	3rd June – 14th June	5th Aug – 16th Aug	4th Nov – 15th Nov	
SMTCSL/ME/008 Analyzing, Presenting, Disseminating Project Information to Different Stakeholders	1 WEEK	10th July – 14th July	21st Aug – 25th Aug	9th Oct – 13th Oct	2023
	2 WEEKS	10th July – 21st July	21st Aug – 1st Sept	9th Oct – 20th Oct	
	1 WEEK	8th July – 12th July	12th Aug – 16th Aug	7th Oct – 11th Oct	2024
	2 WEEKS	8th July – 19th July	12th Aug – 23rd Aug	7th Oct – 18th Oct	
SMTCSL/ME/009 Advanced Tools & Techniques for Data Collection, Analysis, Documentation, Reporting & Usage for Monitoring & Evaluation	1 WEEK	7th Aug – 11th Aug	16th Oct – 20th Oct	13th Nov – 17th Nov	2023
	2 WEEKS	7th Aug – 18th Aug	16th Oct – 27th Oct	13th Nov – 24th Nov	
	1 WEEK	5th Aug – 9th Aug	14th Oct – 18th Oct	25th Nov – 29th Nov	2024
	2 WEEKS	5th Aug – 16th Aug	14th Oct – 25th Oct	25th Nov – 6th Dec	
SMTCSL/ME/010 Results-Based Tracking, Monitoring, Reporting & Documentation for Education Projects/Organisations	1 WEEK	2nd Oct – 6th Oct	6th Nov – 10th Nov		2023
	2 WEEKS	2nd Oct – 13th Oct	6th Nov – 17th Nov		
	1 WEEK	30th Sept – 4th Oct	4th Nov – 8th Nov		2024
	2 WEEKS	30th Sept – 11th Oct	4th Nov – 15th Nov		
SMTCSL/ME/011 Development of Acceptable Community Development Plan, Implementation, Monitoring, Evaluation & Reporting	1 WEEK	4th Dec – 8th Dec			2023
	2 WEEKS	4th Dec – 15th Dec			
	1 WEEK	2nd Dec – 6th Dec			2024
	2 WEEKS	2nd Dec – 13th Dec			

SOCIAL PROTECTION

The success of social protection initiatives around the world has reinforced its status as a veritable tool for combating poverty in both developed and developing nations of the world. However, while some countries of the world have used social protection to effectively combat poverty, other nations were not so lucky. It has been reported that many social protection schemes, including some of the ones in Nigeria are confronted with issues such as low coverage, lack of accountability, wrong targeting, social-cultural beliefs, political instability, corruption, poor framework for effective delivery, and poor management. This has in turn reduced the effectiveness of Social Protection interventions and the support needed for the sustainability of such programmes.

In addition, despite the adoption of the Community-Driven Development (CDD) approach in developmental projects, the marginalization of the poor and vulnerable in society, and their non-inclusion in social protection interventions due to a plethora of reasons remains a serious challenge, as many GVGs, including, People Living with Disabilities (PWDs) are still battling poverty because they have not had equal access to available opportunities. Beyond the provision of funds and willingness to reduce poverty, harnessing the full potential of social protection requires a comprehensive understanding of each country's terrain in terms of the social, economic, traditional and political terrain.

Hence, social protection officers and other relevant stakeholders need to possess the relevant contemporary skills to appropriately engineer transformative Social Protection Programmes (SPPs) to deliver on the objectives of enhancing the livelihoods of the poorest of the poor and alleviating them from poverty. In light of this, our Social Protection training courses have been designed to equip prospective participants with the skills and strategy required for planning and managing result-oriented transformative social protection programmes.

Who will derive value from the programme

- ✓ Social Protection Practitioners, Coordinators of Social Protection Support Operations
- ✓ Gender Officers, Environmental Officers, Social Safeguard Officers, Grievance Redress Officers
- ✓ Public Relation Officers/Managers, Data Analyst, GIS Specialists

Social Protection Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/SP/001 Inclusion & Mainstreaming of Persons-With-Disabilities (PWDs) & other Vulnerable Groups in Social Protection Programmes	1 WEEK	9th Jan – 13th Jan	6th Mar – 10th Mar	11th Sept – 15th Sept	
	2 WEEKS	9th Jan – 20th Jan	6th Mar – 17th Mar	11th Sept – 22nd Sept	2023
	1 WEEK	8th Jan – 12th Jan	4th Mar – 8th Mar	9th Sept – 13th Sept	2024
	2 WEEKS	8th Jan – 19th Jan	4th Mar – 15th Mar	9th Sept – 20th Sept	
SMTCSL/SP/002 Inclusion & Mainstreaming of Vulnerable Groups in Social Protection Programmes	1 WEEK	30th Jan – 3rd Feb	8th May – 12th May	30th Oct – 3rd Nov	2023
	2 WEEKS	30th Jan – 10th Feb	8th May – 19th May	30th Oct – 10th Nov	
	1 WEEK	29th Jan – 2nd Feb	6th May – 10th May	28th Oct – 1st Nov	2024
	2 WEEKS	29th Jan – 9th Feb	6th May – 17th May	28th Oct – 8th Nov	
SMTCSL/SP/003 Livelihood Enhancement for the Displaced & Vulnerable Groups	1 WEEK	13th Feb – 17th Feb	15th May – 19th May	14th Aug – 18th Aug	2023
	2 WEEKS	13th Feb – 24th Feb	15th May – 26th May	14th Aug – 25th Aug	
	1 WEEK	19th Feb – 23rd Feb	20th May – 24th May	12th Aug – 16th Aug	2024
	2 WEEKS	19th Feb – 1st Mar	20th May – 31st May	12th Aug – 23rd Aug	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/SP/004 Confidence-Building, Strengthening Social Cohesion, Social Development, Resettling & Improvement of the Livelihood Opportunities of Vulnerable Groups	1 WEEK	6th Mar – 10th Mar	10th Apr – 14th Apr	10th July – 14th July	2023
	2 WEEKS	6th Mar – 17th Mar	10th Apr – 21st Apr	10th July – 21st July	
	1 WEEK	4th Mar – 8th Mar	8th Apr – 12th Apr	8th July – 12th July	2024
	2 WEEKS	4th Mar – 15th Mar	8th Apr – 19th Apr	8th July – 19th July	
SMTCSL/SP/005 Accountability & Result-Driven Payment System for Delivering Social Transfer to Beneficiaries	1 WEEK	3rd Apr – 7th Apr	19th June – 23rd June	25th sept – 29th Sept	2023
	2 WEEKS	3rd Apr – 14th Apr	19th June – 30th June	25th Sept – 6th Oct	
	1 WEEK	1st Apr – 5th Apr	17th June – 21st June	23rd Sept – 27th Sept	2024
	2 WEEKS	1st Apr – 12th Apr	17th June – 28th June	23rd Sept – 4th Oct	
SMTCSL/SP/006 Tools & Techniques for Poverty Mapping, Vulnerability Assessment & Analysis	1 WEEK	1st May – 5th May	5th June – 9th June	7th Aug – 11th Aug	2023
	2 WEEKS	1st May – 12th May	5th June – 16th June	7th Aug – 18th Aug	
	1 WEEK	6th May – 10th May	3rd June – 7th June	5th Aug – 9th Aug	2024
	2 WEEKS	6th May – 17th May	3rd June – 14th June	5th Aug – 16th Aug	
SMTCSL/SP/007 Geographic Information System (GIS) & Remote Sensing Workshop	1 WEEK	12th June – 16th June	21st Aug – 25th Aug	27th Nov – 1st Dec	2023
	2 WEEKS	12th June – 23rd June	21st Aug – 1st Sept	27th Nov – 8th Dec	
	1 WEEK	10th June – 14th June	12th Aug – 16th aug	18th Nov – 22nd Nov	2024
	2 WEEKS	10th June – 21st June	12th Aug – 23rd Aug	18th Nov – 29th Nov	
SMTCSL/SP/008 Data Mining & Enrolment of Beneficiaries: Techniques, Tools, Methodologies & Approaches	1 WEEK	3rd July – 7th July	7th Aug – 11th Aug	2nd Oct – 6th Oct	2023
	2 WEEKS	3rd July – 14th July	7th Aug – 18th Aug	2nd Oct – 13th Oct	
	1 WEEK	1st July – 5th July	5th Aug – 9th Aug	7th Oct – 11th Oct	2024
	2 WEEKS	1st July – 12th July	5th Aug – 16th Aug	7th Oct – 18th Oct	
SMTCSL/SP/009 Inclusive Social Protection Systems for Enhanced & Sustainable Livelihood Development	1 WEEK	24th July – 28th July	25th sept – 29th Sept	30th Oct – 3rd Nov	2023
	2 WEEKS	24th July – 4th Aug	25th Sept – 6th Oct	30th Oct – 10th Nov	
	1 WEEK	22nd July – 26th July	16th Sept – 20th Sept	21st Oct – 25th Oct	2024
	2 WEEKS	22nd July – 2nd Aug	16th Sept – 27th Sept	21st Oct – 1st Nov	
SMTCSL/SP/010 Targeting, Planning & Management of Persons-With-Disabilities (PWDS) in Social Protection Programmes	1 WEEK	21st Aug – 25th Aug	23rd Oct – 27th Oct	20th Nov – 24th Nov	2023
	2 WEEKS	21st Aug – 1st Sept	23rd Oct – 3rd Nov	20th Nov – 1st Dec	
	1 WEEK	19th Aug – 23rd Aug	28th Oct – 1st Nov	2nd Dec – 6th Dec	2024
	2 WEEKS	19th Aug – 30th Aug	28th oct – 8th Nov	2nd Dec – 13th Dec	
SMTCSL/SP/011 Planning, Operating & Managing Public Workfare Programme & Provision/ Restoration of Livelihood for Vulnerable Groups	1 WEEK	11th Sept – 15th Sept	9th Oct – 13th Oct		2023
	2 WEEKS	11th Sept – 22nd Sept	9th Oct – 20th Oct		
	1 WEEK	9th Sept – 13th Sept	14th Oct – 18th Oct	25th Nov – 29th Nov	2024
	2 WEEKS	9th Sept – 20th Sept	14th Oct – 25th Oct	25th Nov – 6th Dec	
SMTCSL/SP/012 Managing, Leading & Implementing Inclusive Social Protection Systems	1 WEEK	2nd Oct – 6th Oct	6th Nov – 10th Nov		2023
	2 WEEKS	2nd Oct – 13th Oct	6th Nov – 17th Nov		
	1 WEEK	30th Sept – 4th Oct	4th Nov – 8th Nov		2024
	2 WEEKS	30th Sept – 11th Oct	4th Nov – 15th Nov		
SMTCSL/SP/013 Multidimensional Approaches for Operating, Administering, Managing & Delivering Targeted Cash Transfer (TCT) & Conditional Cash Transfer (CCT)	1 WEEK	6th Nov – 10th Nov	4th Dec – 8th Dec		2023
	2 WEEKS	6th Nov – 17th Nov	4th Dec – 15th Dec		
	1 WEEK	4th Nov – 8th Nov	2nd Dec – 6th Dec		2024
	2 WEEKS	4th Nov – 15th Nov	2nd Dec – 13th Dec		
SMTCSL/SP/014 Targeting Beneficiaries & Managing Unified & Single Register	1 WEEK	4th Dec – 8th Dec			2023
	2 WEEKS	4th Dec – 15th Dec			
	1 WEEK	2nd Dec – 6th Dec			2024
	2 WEEKS	2nd Dec – 13th Dec			

COMMUNICATION FOR DEVELOPMENT

Beyond robust communication among team members, Communication for Development (C4D) is vital in projects because all development projects require some kind of behavioral change. C4D is a tool for social and political transformation, it is the integration of strategic communication in development projects and promotes participation and social change using the methods and instruments of interpersonal communication, community media and modern information technologies. Research shows that changing knowledge and attitudes does not necessarily translate into behavioural change. Rather, in order to effect behavioural change, it is necessary to understand why people do what they do and understand the barriers to change or adopting new practices. It is also not enough to raise awareness of the benefits of any change, it is critical to understand peoples' barriers or the "costs" they perceive such a change would entail.

The ability of different stakeholders in social development to competently use communication skills that are applicable to them based on their level of education, gender, ethnicity among others, however, determines the extent to which development efforts will translate into genuine development. Hence, the stakeholders in both divides of project execution; the project officials and beneficiaries should be adequately empowered to communicate effectively for the overall achievement of development programmes. As a result, the voice of every category of stakeholders, including the beneficiaries, especially GVGs must be amplified. Without a voice for the voiceless, communication for development becomes elusive.

Based on the aforementioned, there is an urgent and immediate need for our programmes which will equip relevant stakeholders with requisite skills to shift from the "traditional" dissemination and publicity strategy which utilizes campaigns, workshops, or seminars to one which adopts a mix of communication tools, channels and approaches to facilitate social development through participation and engagement with communities' networks, and takes place in the context of programmes at the grassroots level and enables people to have a say, participate and develop a sense of ownership of the projects.

Who will derive value from the programme

- ✓ Project Coordinators/Managers
- ✓ Communication Officers/Managers, Information Officers, Public Relation Officers/Managers
- ✓ Personal Assistants, Secretaries, Auditors, MIS Officers, New Media Officers/Managers
- ✓ Project Officers, Project Implementation Unit Members



Communication For Development Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/C4D/001 Community Engagement, Advocacy, Stakeholders' Engagement & Public Enlightenment for Development Interventions	1 WEEK	9th Jan – 13th Jan	6th Mar – 10th Mar	11th Sept – 15th Sept	2023
	2 WEEKS	9th Jan – 20th Jan	6th Mar – 17th Mar	11th Sept – 22nd Sept	
	1 WEEK	15th Jan – 19th Jan	11th Mar – 15th Mar	16th Sept – 20th Sept	2024
	2 WEEKS	15th Jan – 26th Jan	11th Mar – 22nd Mar	16th Sept – 27th Sept	
SMTCSL/C4D/002 Public Relations, Information Education & Communication (IEC), Project Reporting, & Dissemination of Project Information among Key Stakeholders	1 WEEK	5th Feb – 9th Feb	1st Apr – 5th Apr	29th July – 2nd Aug	2023
	2 WEEKS	6th Feb – 17th Feb	3rd Apr – 14th Apr	31st July – 11th Aug	
	1 WEEK	5th Feb – 9th Feb	1st Apr – 5th Apr	29th July – 2nd Aug	2024
	2 WEEKS	5th Feb – 16th Feb	1st Apr – 12th Apr	29th July – 9th Aug	
SMTCSL/C4D/003 Stakeholders' Mobilization, Engagement, Social Equity, Community-Based Contingency Planning & Awareness	1 WEEK	3rd Apr – 7th Apr	19th June – 23rd June	25th Sept – 29th Sept	2023
	2 WEEKS	3rd Apr – 14th Apr	19th June – 30th June	25th Sept – 6th Oct	
	1 WEEK	8th Apr – 12th Apr	24th June – 28th June	7th Oct – 11th Oct	2024
	2 WEEKS	8th Apr – 19th Apr	24th June – 5th July	7th Oct – 18th Oct	
SMTCSL/C4D/004 Leveraging Communication for Development to Support Girl Child Education	1 WEEK	1st May – 5th May	12th June – 16th June	14th Aug – 18th Aug	2023
	2 WEEKS	1st May – 12th May	12th June – 23rd June	14th Aug – 25th Aug	
	1 WEEK	6th May – 10th May	3rd June – 7th June	5th Aug – 9th Aug	2024
	2 WEEKS	6th May – 17th May	3rd June – 14th June	5th Aug – 16th Aug	
SMTCSL/C4D/005 Promoting Social & Behaviour Change Through Community Campaigns, Stakeholders' Engagement & Advocacy	1 WEEK	15th May – 19th May	3rd July – 7th July	4th Sept – 8th Sept	2023
	2 WEEKS	15th May – 26th May	3rd July – 14th July	4th Sept – 15th Sept	
	1 WEEK	20th May – 24th May	1st July – 5th July	26th Aug – 30th Aug	2024
	2 WEEKS	20th May – 31st May	1st July – 12th July	26th Aug – 6th Sept	
SMTCSL/C4D/006 Advanced Communication for Development (C4D) Workshop	1 WEEK	3rd July – 7th July	7th Aug – 11th Aug	2nd Oct – 6th Oct	2023
	2 WEEKS	3rd July – 14th July	7th Aug – 18th Aug	2nd Oct – 13th Oct	
	1 WEEK	1st July – 5th July	5th Aug – 9th Aug	7th Oct – 11th Oct	2024
	2 WEEKS	1st July – 12th July	5th Aug – 16th Aug	7th Oct – 18th Oct	
SMTCSL/C4D/007 Communication for Awareness, Development, Social & Behavioural Change	1 WEEK	31st July – 4th Aug	2nd Oct – 6th Oct	6th Nov – 10th Nov	2023
	2 WEEKS	31st July – 11th Aug	2nd Oct – 13th Oct	6th Nov – 17th Nov	
	1 WEEK	29th July – 2nd Aug	30th Sept – 4th Oct	11th Nov – 15th Nov	2024
	2 WEEKS	29th July – 9th Aug	30th Sept – 11th Oct	11th Nov – 22nd Nov	
SMTCSL/C4D/008 Social & Behavioural Change, Media Production, Community Mobilization, Documentation & Reporting of Projects' Activities	1 WEEK	4th Sept – 8th Sept	2nd Oct – 6th Oct		2023
	2 WEEKS	4th Sept – 15th Sept	2nd Oct – 13th Oct		
	1 WEEK	2nd Sept – 6th Sept	7th Oct – 11th Oct	18th Nov – 22nd Nov	2024
	2 WEEKS	2nd Sept – 13th Sept	7th Oct – 18th Oct	18th Nov – 29th Nov	
SMTCSL/C4D/009 Training on Community Mobilization & Participatory Rapid Appraisal (PRA) & Planning	1 WEEK	2nd Oct – 6th Oct	6th Nov – 10th Nov		2023
	2 WEEKS	2nd Oct – 13th Oct	6th Nov – 17th Nov		
	1 WEEK	30th Sept – 4th Oct	11th Nov – 15th Nov		2024
	2 WEEKS	30th Sept – 11th Oct	11th Nov – 22nd Nov		

ENVIRONMENTAL & SOCIAL SAFEGUARD MANAGEMENT

The environmental and social safeguards policies and standards of development partners such as the World Bank (WB) and African Development Bank (AfDB) are designed to prevent and mitigate undue harm to people and their environment in the implementation of specific development projects, and to ascertain that project benefits reach the target population. In other words, Environmental and Social Safeguards provide an institutional mechanism to manage the environmental and social risks of development intervention's work, help deliver better conservation outcomes, and enhance the social well-being of local communities in the places where development partners operate. The safeguards framework is designed to address a broad range of environmental and social risks, mindful of the diverse challenges and needs in different parts of the World. It systematizes good governance practices to achieve human rights, transparency, non-discrimination, public participation, and accountability, among other goals. The environmental and social safeguards framework enables borrowers to better manage project risks as well as improve environmental and social performance, consistent with good international practices.

An increasing number of countries are ratifying the application of safeguards through a range of investment planning, policies and regulations targeting to attain more sustainable development. Therefore, these training programmes have been designed specifically to address the contemporary environmental and social safeguards issues in development intervention and equip the participants with the necessary skills and knowledge in order to meet the social and environmental safeguards guidelines and principles across the World.

Who will derive value from the programme

- ✓ Environmental Officers, Social Safeguard Officers, GIS Specialist
- ✓ Gender and Livelihood Officers
- ✓ Project Environmental Policy Analyst.
- ✓ Operations Officers/Managers, Project Engineers, Infrastructure Engineers/Officers, Agro-Logistics Officers, Project Team Members, Officers in Project Coordinating and Implementation Units

Environmental & Social Safeguard Management Programme Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/ESL/001 Integrated Pest Management (IPM) Implementation & Monitoring, Safe Chemical Pesticide Management	1 WEEK	16th Jan – 20th Jan	13th Mar – 17th Mar	18th Sept – 22nd Sept	
	2 WEEKS	16th Jan – 27th Jan	13th Mar – 24th Mar	18th Sept – 29th Sept	2023
	1 WEEK	15th Jan – 19th Jan	11th Mar – 15th mar	16th Sept – 20th Sept	2024
	2 WEEKS	15th Jan – 26th Jan	11th mar – 22nd Mar	16th Sept – 27th Sept	
SMTCSL/ESL/002 Environmental Management in Pest Control, Breeding of Natural Enemies of Pests	1 WEEK	27th Feb – 3rd Mar	19th June – 23rd June	18th Sept – 22nd Sept	2023
	2 WEEKS	27th Feb – 10th Mar	19th June – 30th June	18th Sept – 29th Sept	
	1 WEEK	26th Feb -1st Mar	10th June - 14th June	16th Sept - 20th Sept	2024
	2 WEEKS	26th Feb - 8th Mar	10th June - 21st June	16th Sept - 27th Sept	
SMTCSL/ESL/003 World Bank Environmental & Social Safeguards Procedures & Standards	1 WEEK	13th Mar – 17th Mar	8th May – 12th May	21st Aug – 25th Aug	2023
	2 WEEKS	13th Mar – 24th Mar	8th May – 19th May	21st Aug – 1st Sept	
	1 WEEK	11th Mar – 15th Mar	6th May - 10th May	19th Aug - 23rd Aug	2024
	2 WEEKS	11th mar – 22nd Mar	6th May - 17th May	19th Aug - 30th Aug	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/ESL/004 Occupational Health and Safety (OHS)	1 WEEK	10th Apr – 14th Apr	26th June – 30th June	2nd Oct – 6th Oct	2023
	2 WEEKS	10th Apr – 21st Apr	26th June – 7th July	2nd Oct – 13th Oct	
	1 WEEK	8th Apr - 12th Apr	24th June - 28th June	7th Oct - 11th Oct	2024
	2 WEEKS	8th Apr - 19th Apr	24th June - 5th July	7th Oct - 18th Oct	
SMTCSL/ESL/005 Environmental & Social Safeguards' Participatory Monitoring & Evaluation	1 WEEK	12th June – 16th June	21st Aug – 25th Aug	27th Nov – 1st Dec	2023
	2 WEEKS	12th June – 23rd June	21st Aug – 1st Sept	27th Nov – 8th Dec	
	1 WEEK	10th June - 14th June	19th Aug - 23rd Aug	18th Nov - 22nd Nov	2024
	2 WEEKS	10th June - 21st June	19th Aug - 30th Aug	18th Nov - 29th Nov	
SMTCSL/ESL/006 Environmental Policy, Law & Social Safeguard in Project Management	1 WEEK	31st July – 4th Aug	2nd Oct – 6th Oct	6th Nov – 10th Nov	2023
	2 WEEKS	31st July – 11th Aug	2nd Oct – 13th Oct	6th Nov – 17th Nov	
	1 WEEK	29th July - 2nd Aug	30th Sept - 4th Oct	11th Nov - 15th Nov	2024
	2 WEEKS	29th July - 9th Aug	30th Sept - 11th Oct	11th Nov - 22nd Nov	
SMTCSL/ESL/007 Conflict-Assessment Methods to Identify Potential Risks & Mitigation Approaches Using Environmental Information System	1 WEEK	9th Oct – 13th Oct	13th Nov – 17th Nov		2023
	2 WEEKS	9th Oct – 20th Oct	13th Nov – 24th Nov		
	1 WEEK	7th Oct - 11th Oct	11th Nov - 15th Nov		2024
	2 WEEKS	7th Oct - 18th Oct	11th Nov - 22nd Nov		



Delegates' Experience

„well structured and organized. It was also very interactive and engaging for all the participants. –

Olurunshola Abdulazeed
FCSU NG-CARES

Delegates' Experience

This training is an eye opener for me. I have learned a lot that I can apply to my work at the Ministry of Agriculture. –

Mark Daniel
Executive Secretary,
Rural Economic
Transformation Project,
Liberia



PROJECT OPERATIONS MANAGEMENT

Project Operations Management involves the strategic administration of organisational structure, practices, and processes to enhance efficiency and maximize project impacts among the target audience or society at large. This multi-dimensional capacity requires the management of functions and resources that a project needs to deliver successfully.

Operations Management presents the opportunity to oversee multiple teams or departments, combining leadership, administrative and management responsibilities, and driving day-to-day operations to provide directions and ensure efficient and effective project implementation and Project Development Objectives' delivery with optimum outcome, but it comes with a high demand for topnotch competence and skills, thus, underscoring the need for regular pertinent Project Operations training.

Who will derive value from the programme

- ✓ Operations Managers/Officers
- ✓ Project Team Members, Procurement Officers, Admin Officers/Managers
- ✓ Communication Officers/Managers, MIS Officers, Data Analyst
- ✓ Administrators in Public and Private Sector Organisations.

Project Operations Management Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/POM/001 Advanced Organization/Project Operation, Safety & Risk Process Identification, Assessment, Control, Mitigation & Management	1 WEEK	16th Jan – 20th Jan	13th Mar – 17th Mar	18th Sept – 22nd Sept	2023
	2 WEEKS	16th Jan – 27th Jan	13th Mar – 24th Mar	18th Sept – 29th Sept	
	1 WEEK	15th Jan – 19th Jan	11th Mar – 15th Mar	16th Sept – 20th Sept	2024
	2 WEEKS	15th Jan – 26th Jan	11th mar – 22nd Mar	16th Sept – 27th Sept	
SMTCSL/POM/002 Operational Risk Management & Strategy for Operational Excellence in Organizations	1 WEEK	20th Feb – 24th Feb	22nd May – 26th May	14th Aug – 18th Aug	2023
	2 WEEKS	20th Feb – 3rd Mar	22nd May – 2nd June	14th Aug – 25th Aug	
	1 WEEK	19th Feb – 23rd Feb	20th May – 24th May	26th Aug – 30th Aug	2024
	2 WEEKS	19th Feb – 1st Mar	20th May – 31st May	26th Aug – 6th Sept	
SMTCSL/POM/003 Project Operations Management for Optimal Outcomes	1 WEEK	13th Mar – 17th Mar	1st May – 5th May	14th Aug – 18th Aug	2023
	2 WEEKS	13th Mar – 24th Mar	1st May – 12th May	14th Aug – 25th Aug	
	1 WEEK	11th Mar – 15th Mar	29th Apr – 3rd May	12th Aug – 16th Aug	2024
	2 WEEKS	11th mar – 22nd Mar	29th Apr – 10th May	12th Aug – 23rd Aug	
SMTCSL/POM/004 Market Output management & Farm Supplies Retail Wholesale in Agriculture Business Management	1 WEEK	21st Aug – 25th Aug	23rd Oct – 27th Oct	20th Nov – 24th Nov	2023
	2 WEEKS	21st Aug – 1st Sept	23rd Oct – 3rd Nov	20th Nov – 1st Dec	
	1 WEEK	19th Aug – 23rd Aug	28th Oct – 1st Nov	2nd Dec – 6th Dec	2024
	2 WEEKS	19th Aug – 30th Aug	28th oct – 8th Nov	2nd Dec – 13th Dec	
SMTCSL/POM/005 Stores Keeping & Inventory Management	1 WEEK	25th sept – 29th Sept	30th Oct – 3rd Nov		2023
	2 WEEKS	25th Sept – 6th Oct	30th Oct – 10th Nov		
	1 WEEK	23rd Sept – 27th Sept	11th Nov – 15th Nov		2024
	2 WEEKS	23rd Sept – 4th Oct	11th Nov – 22nd Nov		

HUMAN RESOURCE MANAGEMENT

The heartbeat of success in any organization is the human resource. In spite of the developments in robotics and artificial intelligence, human resources still attract great significant value in the successful management of organisations and accomplishment of goals.

The effectiveness of human resource in engendering tremendous organisational performance however bank considerably on the management of the human resource, which also determines the level of attainment of the goals of organizations. Organisational objectives and projects invariably would be delivered on time, within budget and justify the resources expended if the human resource is adequately equipped and thoroughly prepared for the task.

Unfortunately, this is often not the case, and that is why landscapes across the world are littered with abandoned projects and goals, and failed projects leaving a trail of wasted time and money, not to mention disappointment and low morale in their wake. Our first-rate and trailblazing training sessions from seasoned experts, with vast subject matter knowledge and field experience would help human resource personnel and other critical stakeholders achieve their deliverables.

Furthermore, our courses would unvaryingly enhance effective management of human resources that would promote the improvement of organizational culture, facilitation of workers' adjustability to new work requirements, reduction in workers' turnover, improved connections and result-driven engagement and enhancement of workers' performance.

Who will derive value from the programme

- ✓ Human Resource Managers
- ✓ Steering Committee Members
- ✓ Executive Directors
- ✓ Senior Managers.
- ✓ Directors, Assistant Directors
- ✓ Project Team Members
- ✓ Project Coordinating Unit Members

Human Resource Management Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/HRM/001 Harnessing the Power of Change & Maximizing Human Potentials & Diversity in Change Management	1 WEEK	16th Jan – 20th Jan	13th Mar – 17th Mar	18th Sept – 22nd Sept	2023
	2 WEEKS	16th Jan – 27th Jan	13th Mar – 24th Mar	18th Sept – 29th Sept	
	1 WEEK	22nd Jan - 26th Jan	22nd Apr - 26th Apr	16th Sept - 20th Sept	2024
	2 WEEKS	22nd Jan - 2nd Feb	22nd Apr - 3rd May	16th Sept - 27th Sept	
SMTCSL/HRM/002 Managing Human Resources in a Digital World	1 WEEK	6th Feb – 10th Feb	3rd Apr – 7th Apr	31st July – 4th Aug	2023
	2 WEEKS	6th Feb – 17th Feb	3rd Apr – 14th Apr	31st July – 11th Aug	
	1 WEEK	5th Feb - 9th Feb	1st Apr - 5th Apr	5th Aug - 9th Aug	2024
	2 WEEKS	5th Feb - 16th Feb	1st Apr - 12th Apr	5th Aug - 16th Aug	
SMTCSL/HRM/003 Workforce Planning	1 WEEK	27th Feb – 3rd Mar	19th June – 23rd June	18th Sept – 22nd Sept	2023
	2 WEEKS	27th Feb – 10th Mar	19th June – 30th June	18th Sept – 29th Sept	
	1 WEEK	26th Feb -1st Mar	17th June - 21st June	23rd Sept - 27th Sept	2024
	2 WEEKS	26th Feb - 8th Mar	17th June - 28th June	23rd Sept - 4th Oct	
SMTCSL/HRM/004 Human Resource, People & Change Management	1 WEEK	20th Mar – 24th Mar	5th June – 9th June	11th Sept – 15th Sept	2023
	2 WEEKS	20th Mar – 31st Mar	5th June – 16th June	11th Sept – 22nd Sept	
	1 WEEK	18th Mar - 22nd Mar	3rd June - 7th June	9th Sept - 13th Sept	2024
	2 WEEKS	18th Mar - 29th Mar	3rd June - 14th June	9th Sept - 20th Sept	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/HRM/005 Strategic Human Resources Management & Development Course	1 WEEK	10th Apr – 14th Apr	26th June – 30th June	9th Oct – 13th Oct	2023
	2 WEEKS	10th Apr – 21st Apr	26th June – 7th July	9th Oct – 20th Oct	
	1 WEEK	8th Apr – 12th Apr	24th June – 28th June	14th Oct – 18th Oct	2024
	2 WEEKS	8th Apr – 19th Apr	24th June – 5th July	14th Oct – 25th Oct	
SMTCSL/HRM/006 Change Management: Maximizing Human Potentials & Diversity While Harnessing the Power of Change	1 WEEK	24th Apr – 28th Apr	24th July – 28th July	6th Nov – 10th Nov	2023
	2 WEEKS	24th Apr – 5th May	24th July – 4th Aug	6th Nov – 17th Nov	
	1 WEEK	29th Apr – 3rd May	22nd July – 26th July	4th Nov – 8th Nov	2024
	2 WEEKS	29th Apr – 10th May	22nd July – 2nd Aug	4th Nov – 15th Nov	
SMTCSL/HRM/007 Workplace Principles, Ethics, Etiquette & Interpersonal Relationships	1 WEEK	8th May – 12th May	26th June – 30th June	28th Aug – 1st Sept	2023
	2 WEEKS	8th May – 19th May	26th June – 7th July	28th Aug – 8th Sept	
	1 WEEK	13th May – 17th May	17th June – 21st June	12th Aug – 16th Aug	2024
	2 WEEKS	13th May – 24th May	17th June – 28th June	12th Aug – 23rd Aug	
SMTCSL/HRM/008 Human Resource, Operations & Office Administration Management for Creativity & Innovation	1 WEEK	5th June – 9th June	14th Aug – 18th Aug	13th Nov – 17th Nov	2023
	2 WEEKS	5th June – 16th June	14th Aug – 25th Aug	13th Nov – 24th Nov	
	1 WEEK	3rd June – 7th June	5th Aug – 9th Aug	11th Nov – 15th Nov	2024
	2 WEEKS	3rd June – 14th June	5th Aug – 16th Aug	11th Nov – 22nd Nov	
SMTCSL/HRM/009 Advanced Information Control, Storage, Records, Information & Archival Inventory Management	1 WEEK	26th June – 30th June	9th Oct – 13th Oct		2023
	2 WEEKS	26th June – 7th July	9th Oct – 20th Oct		
	1 WEEK	24th June – 28th June	2nd Sept – 6th Sept	25th Nov – 29th Nov	2024
	2 WEEKS	24th June – 5th July	2nd Sept – 13th Sept	25th Nov – 6th Dec	
SMTCSL/HRM/010 Pre-retirement Training	1 WEEK	17th July – 21st July	11th Sept – 15th Sept	16th Oct – 20th Oct	2023
	2 WEEKS	17th July – 28th July	11th Sept – 22nd Sept	16th Oct – 27th Oct	
	1 WEEK	15th July – 19th July	19th Aug – 23rd Aug	14th Oct – 18th Oct	2024
	2 WEEKS	15th July – 26th July	19th Aug – 30th Aug	14th Oct – 25th Oct	
SMTCSL/HRM/011 Accelerating Project Deliverables through Emotional Intelligence Deployment for Team Cohesiveness	1 WEEK	31st July – 4th Aug	9th Oct – 13th Oct	6th Nov – 10th Nov	2023
	2 WEEKS	31st July – 11th Aug	9th Oct – 20th Oct	6th Nov – 17th Nov	
	1 WEEK	5th Aug – 9th Aug	7th Oct – 11th Oct	18th Nov – 22nd Nov	2024
	2 WEEKS	5th Aug – 16th Aug	7th Oct – 18th Oct	18th Nov – 29th Nov	
SMTCSL/HRM/012 Advanced Communication, Technical & Business Report Writing, ICT Application, Minute Taking, Presentation, & Documentation Skills Workshop	1 WEEK	21st Aug – 25th Aug	23rd Oct – 27th Oct		2023
	2 WEEKS	21st Aug – 1st Sept	23rd Oct – 3rd Nov		
	1 WEEK	19th Aug – 23rd Aug	4th Nov – 8th Nov	2nd Dec – 6th Dec	2024
	2 WEEKS	19th Aug – 30th Aug	4th Nov – 15th Nov	2nd Dec – 13th Dec	
SMTCSL/HRM/013 Performance Management, Appraisal, Operations & Human Resource Planning & Management for Creativity & Innovation for Senior Executives	1 WEEK	11th Sept – 15th Sept	16th Oct – 20th Oct		2023
	2 WEEKS	11th Sept – 22nd Sept	16th Oct – 27th Oct		
	1 WEEK	16th Sept – 20th Sept	21st Oct – 25th Oct	2nd Dec – 6th Dec	2024
	2 WEEKS	16th Sept – 27th Sept	21st Oct – 1st Nov	2nd Dec – 13th Dec	
SMTCSL/HRM/014 Agribusiness, Value Chain, Value Addition, Networking & PublicPrivate Partnership As Tools For Sustainable Development	1 WEEK	9th Oct – 13th Oct	13th Nov – 17th Nov		2023
	2 WEEKS	9th Oct – 20th Oct	13th Nov – 24th Nov		
	1 WEEK	7th Oct – 11th Oct	11th Nov – 15th Nov		2024
	2 WEEKS	7th Oct – 18th Oct	11th Nov – 22nd Nov		
SMTCSL/HRM/015 Succession Plan Development, Workforce Analysis, Talent Retention & Performance Management in Public & Private Organisations	1 WEEK	30th Oct – 3rd Nov	27th Nov – 1st Dec		2023
	2 WEEKS	30th Oct – 10th Nov	27th Nov – 8th Dec		
	1 WEEK	28th Oct – 1st Nov	2nd Dec – 6th Dec		2024
	2 WEEKS	28th Oct – 8th Nov	2nd Dec – 13th Dec		
SMTCSL/HRM/016 Facilitation & Presentation Skills Workshop	1 WEEK	20th Nov – 24th Nov			2023
	2 WEEKS	20th Nov – 1st Dec			
	1 WEEK	18th Nov – 22nd Nov			2024
	2 WEEKS	18th Nov – 29th Nov			
SMTCSL/HRM/017 Training of Trainers (TOT) & Instructors Workshop	1 WEEK	27th Nov – 1st Dec			2023
	2 WEEKS	27th Nov – 8th Dec			
	1 WEEK	25th Nov – 29th Nov			2024
	2 WEEKS	25th Nov – 6th Dec			

MANAGEMENT INFORMATION SYSTEM / INFORMATION COMMUNICATION TECHNOLOGY(ICT)

Information sharing is very critical to organisations' existence and continuity. The appropriate use of information for organisational growth and sustainability is strengthened through Management Information System. However, research suggests that many managers have poor knowledge of the use of Management Information System (MIS) and are not capable of using it effectively.

Management Information System (MIS) is connected with the array of people, software, hardware, communication networks, databases and their prudent use for achieving intended information purposes through investigating, analyzing, designing, implementing, maintaining useful information and the ability to effectively use the information for myriads of benefits. The advancement in Information Communication Technology (ICT) has brought about improvement in the approach to the use of MIS which is evident in the development of advanced MIS software and tools.

In order to enhance the competency of all relevant officials in MIS to effectively manage development projects and for sustainability, it is imperative that fitting training programmes should be organised for them. SMTCL's training sessions will take into cognizance advanced MIS software and tools, as well as, contemporary Information & Communication Technology (ICT) management solutions that facilitate project planning and implementation.

Who will derive value from the programme

- ✓ MIS Officers, M& E Officers,
- ✓ Communication Officers, Team Leaders & Members
- ✓ Data Scientists, IT Professionals, Project Coordinating & Implementation Team Members
- ✓ Project Steering Committee Members,
- ✓ Non-Governmental Organisations, etc.

Management Information System/Information Communication Technology Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/MIS/001 Data Quality Assurance for Optimal Result	1 WEEK	16th Jan – 20th Jan	13th Mar – 17th Mar	18th Sept – 22nd Sept	2023
	2 WEEKS	16th Jan – 27th Jan	13th Mar – 24th Mar	18th Sept – 29th Sept	
	1 WEEK	22nd Jan - 26th Jan	22nd Apr - 26th Apr	30th Sept - 4th Oct	2024
	2 WEEKS	22nd Jan - 2nd Feb	22nd Apr - 3rd May	30th Sept - 11th Oct	
SMTCSL/MIS/002 ICT Tools & Techniques for Project Management, Data Management & Outcomes & Impact Tracking.	1 WEEK	13th Feb – 17th Feb	15th May – 19th May	7th Aug – 11th Aug	2023
	2 WEEKS	13th Feb – 24th Feb	15th May – 26th May	7th Aug – 18th Aug	
	1 WEEK	12th Feb - 16th Feb	13th May - 17th May	5th Aug - 9th Aug	2024
	2 WEEKS	12th Feb - 23rd Feb	13th May - 24th May	5th Aug - 16th Aug	
SMTCSL/MIS/003 Use of Data & Management Information Systems for Tracking Results	1 WEEK	6th Mar – 10th Mar	17th Apr – 21st Apr	24th July – 28th July	2023
	2 WEEKS	6th Mar – 17th Mar	17th Apr – 28th Apr	24th July – 4th Aug	
	1 WEEK	4th Mar - 8th Mar	8th Apr - 12th Apr	15th July - 19th July	2024
	2 WEEKS	4th Mar - 15th Mar	8th Apr - 19th Apr	15th July - 26th July	
SMTCSL/MIS/004 Tools & Techniques for Turning Data into Persuasive Visual Presentation & Tools for Decision Making	1 WEEK	20th Mar – 24th Mar	5th June – 9th June	11th Sept – 15th Sept	2023
	2 WEEKS	20th Mar – 31st Mar	5th June – 16th June	11th Sept – 22nd Sept	
	1 WEEK	18th Mar - 22nd Mar	3rd June - 7th June	9th Sept - 13th Sept	2024
	2 WEEKS	18th Mar - 29th Mar	3rd June - 14th June	9th Sept - 20th Sept	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/MIS/005 Advanced Data & Information Management Using Office 365, Microsoft SharePoint, Advanced Incident Management for Office & Endpoint DLP, & Cloud Technologies	1 WEEK	10th Apr – 14th Apr	26th June – 30th June	9th Oct – 13th Oct	2023
	2 WEEKS	10th Apr – 21st Apr	26th June – 7th July	9th Oct – 20th Oct	
	1 WEEK	15th Apr – 19th Apr	1st July – 5th July	14th Oct – 18th Oct	2024
	2 WEEKS	15th Apr – 26th Apr	1st July – 12th July	14th Oct – 25th Oct	
SMTCSL/MIS/006 Infographics Training	1 WEEK	15th May – 19th May	3rd July – 7th July	4th Sept – 8th Sept	2023
	2 WEEKS	15th May – 26th May	3rd July – 14th July	4th Sept – 15th Sept	
	1 WEEK	20th May – 24th May	1st July – 5th July	19th Aug – 23rd Aug	2024
	2 WEEKS	20th May – 31st May	1st July – 12th July	19th Aug – 30th Aug	
SMTCSL/MIS/007 Use of Management Information Systems for Data Management, Tracking Results, Outcomes & Impact	1 WEEK	22nd May – 26th May	10th July – 14th July	11th Sept – 15th Sept	2023
	2 WEEKS	22nd May – 2nd June	10th July – 21st July	11th Sept – 22nd Sept	
	1 WEEK	27th May – 31st May	22nd July – 26th July	9th Sept – 13th Sept	2024
	2 WEEKS	27th May – 7th June	22nd July – 2nd Aug	9th Sept – 20th Sept	
SMTCSL/MIS/008 Learning Python for Data Analysis & Visualization	1 WEEK	12th June – 16th June	21st Aug – 25th Aug	27th Nov – 1st Dec	2023
	2 WEEKS	19th June – 30th June	21st Aug – 1st Sept	27th Nov – 8th Dec	
	1 WEEK	17th June – 21st June	19th Aug – 23rd Aug	18th Nov – 22nd Nov	2024
	2 WEEKS	17th June – 28th June	19th Aug – 30th Aug	18th Nov – 29th Nov	
SMTCSL/MIS/009 Big Data Analysis & Dashboard with Microsoft Excel	1 WEEK	10th July – 14th July	21st Aug – 25th Aug	9th Oct – 13th Oct	2023
	2 WEEKS	10th July – 21st July	21st Aug – 1st Sept	9th Oct – 20th Oct	
	1 WEEK	8th July – 12th July	19th Aug – 23rd Aug	14th Oct – 18th Oct	2024
	2 WEEKS	8th July – 19th July	19th Aug – 30th Aug	14th Oct – 25th Oct	
SMTCSL/MIS/010 Software, Tools, & Techniques for Office Management & Administration	1 WEEK	7th Aug – 11th Aug	23rd Oct – 27th Oct	13th Nov – 17th Nov	2023
	2 WEEKS	7th Aug – 18th Aug	23rd Oct – 3rd Nov	13th Nov – 24th Nov	
	1 WEEK	12th Aug – 16th Aug	14th Oct – 18th Oct	25th Nov – 29th Nov	2024
	2 WEEKS	12th Aug – 23rd Aug	14th Oct – 25th Oct	25th Nov – 6th Dec	
SMTCSL/MIS/011 Data Collection, Retrieval, Interpretation, Protection & Use of Information Workshop	1 WEEK	11th Sept – 15th Sept	16th Oct – 20th Oct		2023
	2 WEEKS	11th Sept – 22nd Sept	16th Oct – 27th Oct		
	1 WEEK	9th Sept – 13th Sept	21st Oct – 25th Oct	2nd Dec – 6th Dec	2024
	2 WEEKS	9th Sept – 20th Sept	21st Oct – 1st Nov	2nd Dec – 13th Dec	
SMTCSL/MIS/012 Advanced Tools & Techniques for Data Collection, Analysis, Documentation, Reporting & Usage	1 WEEK	16th Oct – 20th Oct	20th Nov – 24th Nov		2023
	2 WEEKS	16th Oct – 27th Oct	20th Nov – 1st Dec		
	1 WEEK	14th Oct – 18th Oct	25th Nov – 29th Nov		2024
	2 WEEKS	14th Oct – 25th Oct	25th Nov – 6th Dec		
SMTCSL/MIS/013 Education Management Information System (EMIS) for Enhanced Decision making	1 WEEK	6th Nov – 10th Nov	4th Dec – 8th Dec		2023
	2 WEEKS	6th Nov – 17th Nov	4th Dec – 15th Dec		
	1 WEEK	4th Nov – 8th Nov	2nd Dec – 6th Dec		2024
	2 WEEKS	4th Nov – 15th Nov	2nd Dec – 13th Dec		
SMTCSL/MIS/014 ArcGIS System & Kobo Collect Training	1 WEEK	20th Nov – 24th Nov			2023
	2 WEEKS	27th Nov – 8th Dec			
	1 WEEK	25th Nov – 29th Nov			2024
	2 WEEKS	25th Nov – 6th Dec			

Delegates' Experience

The workshop has been a most stimulating and rejuvenating one that has led to deep reflections about personal work ethics, team health and relating with team members. –

Kehinde Eniola Oluwaseun
FCSU NG-CARES



FINANCIAL MANAGEMENT

In this era of dwindling national economic fortunes, efficient and effective financial management policies have been at the centre of the strategic focus of private, public and multilateral donor organisations, and it is much more than an administrative and control process. Traditionally, the Project Manager's focus was to bring a project in on time and on budget. In today's changing environment, the scope of the Project Manager's job is becoming increasingly broader. As organizations become increasingly project-based, financial officers as well as project managers, need to be more financially savvy. Strengthening of institutional and fiscal capacity, transparency, accountability and technology-driven financial system, and the ability to satisfy the varying needs and aspirations of all stakeholders in a sustainable manner are now pertinent for financial officers.

Who will derive value from the programme

- ✓ Project Accountants and Auditors
- ✓ Finance Officials in Private and Public Organisations
- ✓ Planning Officers
- ✓ Finance and Administration Directors/ Managers

Consequently, development partners' policies and procedures require good financial management frameworks in donor-funded projects. Sound project financial management improves accounting and financial reporting as well as absorptive capacity at different levels, and offers: essential information needed by those who manage, implement and supervise projects, including government oversight agencies and financing institutions. It also provides the comfort needed by the borrower country, lenders and donor community that funds have been used efficiently and for the purposes intended; as well as a deterrent to fraud and corruption, since it provides internal controls and the ability to quickly identify unusual occurrences and deviations.

Our training programmes are designed to upgrade the skills of officers discharging financial management functions with the practical skills and fundamental knowledge to plan and operate project financial management systems including the State Financial Management Information System (SIFMIS) in accordance with sound professional standards and the requirements of governments

Financial Management Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/FM/001 Advanced International Public Sector Accounting Standards (IPSAS) Workshop	1 WEEK	23rd Jan – 27th Jan	24th Apr – 28th Apr	18th Sept – 22nd Sept	2023
	2 WEEKS	23rd Jan – 3rd Feb	24th Apr – 5th May	18th Sept – 29th Sept	
	1 WEEK	22nd Jan – 26th Jan	22nd Apr – 26th Apr	30th Sept – 4th Oct	2024
	2 WEEKS	22nd Jan – 2nd Feb	22nd Apr – 3rd May	30th Sept – 11th Oct	
SMTCSL/FM/002 Taxation of the Informal Sector	1 WEEK	13th Feb – 17th Feb	15th May – 19th May	14th Aug – 18th Aug	2023
	2 WEEKS	13th Feb – 24th Feb	15th May – 26th May	14th Aug – 25th Aug	
	1 WEEK	12th Feb – 16th Feb	13th May – 17th May	12th Aug – 16th Aug	2024
	2 WEEKS	12th Feb – 23rd Feb	13th May – 24th May	12th Aug – 23rd Aug	
SMTCSL/FM/003 Data Collection Use & Application of ICT in Tax Administration	1 WEEK	6th Mar – 10th Mar	17th Apr – 21st Apr	24th July – 28th July	2023
	2 WEEKS	6th Mar – 17th Mar	17th Apr – 28th Apr	24th July – 4th Aug	
	1 WEEK	4th Mar – 8th Mar	15th Apr – 19th Apr	15th July – 19th July	2024
	2 WEEKS	4th Mar – 15th Mar	15th Apr – 26th Apr	15th July – 26th July	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/FM/004 Tax Compliance, Assessment, Enforcement, Audit & Investigation	1 WEEK	27th Mar – 31st Mar	3rd July – 7th July	16th Oct – 20th Oct	2023
	2 WEEKS	27th Mar – 7th April	3rd July – 14th July	16th Oct – 27th Oct	
	1 WEEK	25th Mar - 29th Mar	1st July - 5th July	14th Oct - 18th Oct	2024
	2 WEEKS	25th Mar - 5th Apr	1st July - 12th July	14th Oct - 25th Oct	
SMTCSL/FM/005 Community Financial Record Keeping & Procurement Management	1 WEEK	17th Apr – 21st Apr	3rd July – 7th July	16th Oct – 20th Oct	2023
	2 WEEKS	17th Apr – 28th Apr	3rd July – 14th July	16th Oct – 27th Oct	
	1 WEEK	15th Apr - 19th Apr	1st July - 5th July	14th Oct - 18th Oct	2024
	2 WEEKS	15th Apr - 26th Apr	1st July - 12th July	14th Oct - 25th Oct	
SMTCSL/FM/006 Financial Management & Reporting for International Public- Sector Accounting Standard (IPSAS)	1 WEEK	1st May – 5th May	12th June – 16th June	14th Aug – 18th Aug	2023
	2 WEEKS	1st May – 12th May	12th June – 23rd June	14th Aug – 25th Aug	
	1 WEEK	6th May - 10th May	3rd June - 7th June	5th Aug - 9th Aug	2024
	2 WEEKS	6th May - 17th May	3rd June - 14th June	5th Aug - 16th Aug	
SMTCSL/FM/007 Finance, Anti-Corruption, Internal Audit, Fraud Prevention, Detection, Investigation Processes & Prosecution Practices in Public & Private Sector	1 WEEK	5th June – 9th June	7th Aug – 11th Aug	6th Nov – 10th Nov	2023
	2 WEEKS	5th June – 16th June	7th Aug – 18th Aug	6th Nov – 17th Nov	
	1 WEEK	3rd June - 7th June	5th Aug - 9th Aug	4th Nov - 8th Nov	2024
	2 WEEKS	3rd June - 14th June	5th Aug - 16th Aug	4th Nov - 15th Nov	
SMTCSL/FM/008 Result-Based Budget Preparation Using Multi-Year Budget Frame Work (MYBF), Medium Term Expenditure Framework (MTEF), Multi-Year Sector Strategy (MTSS) & Other Contemporary Budgeting Tools	1 WEEK	26th June – 30th June	9th Oct – 13th Oct		2023
	2 WEEKS	26th June – 7th July	9th Oct – 20th Oct		
	1 WEEK	24th June - 28th June	9th Sept - 13th Sept	2nd Dec - 6th Dec	2024
	2 WEEKS	24th June - 5th July	9th Sept - 20th Sept	2nd Dec - 13th Dec	
SMTCSL/FM/009 Strengthening Accountability, Governance, Fiscal Transparency & Performance in Public Financial Management	1 WEEK	17th July – 21st July	11th Sept – 15th Sept	23rd Oct – 27th Oct	2023
	2 WEEKS	17th July – 28th July	11th Sept – 22nd Sept	23rd Oct – 3rd Nov	
	1 WEEK	15th July - 19th July	2nd Sept - 6th Sept	14th Oct - 18th Oct	2024
	2 WEEKS	15th July - 26th July	2nd Sept - 13th Sept	14th Oct - 25th Oct	
SMTCSL/FM/010 Finance, Anti-Corruption, Internal Audit, Fraud Prevention, Detection, Investigation & Prosecution Practices	1 WEEK	14th Aug – 18th Aug	23rd Oct – 27th Oct	20th Nov – 24th Nov	2023
	2 WEEKS	14th Aug – 25th Aug	23rd Oct – 3rd Nov	20th Nov – 1st Dec	
	1 WEEK	12th Aug - 16th Aug	21st Oct - 25th Oct	25th Nov - 29th Nov	2024
	2 WEEKS	12th Aug - 23rd Aug	21st Oct - 1st Nov	25th Nov - 6th Dec	
SMTCSL/FM/011 Project Financial Planning, Expenditure Control, Disbursement, Payment Mechanisms, Documentation, Reporting, Retirement & Management	1 WEEK	4th Sept – 8th Sept	9th Oct – 13th Oct		2023
	2 WEEKS	4th Sept – 15th Sept	9th Oct – 20th Oct		
	1 WEEK	2nd Sept - 6th Sept	14th Oct - 18th Oct	25th Nov - 29th Nov	2024
	2 WEEKS	2nd Sept - 13th Sept	14th Oct - 25th Oct	25th Nov - 6th Dec	
SMTCSL/FM/012 Forensic Auditing Workshop - Automated Approach to Forensic Auditing, ICT & Forensic Accounting Practices in Nigeria	1 WEEK	25th Sept – 29th Sept	30th Oct – 3rd Nov		2023
	2 WEEKS	25th Sept – 6th Oct	30th Oct – 10th Nov		
	1 WEEK	23rd Sept - 27th Sept	11th Nov - 15th Nov		2024
	2 WEEKS	23rd Sept - 4th Oct	11th Nov - 22nd Nov		
SMTCSL/FM/013 Public Fund, Audit & Budget Preparation Process & Management	1 WEEK	23rd Oct – 27th Oct	20th Nov – 24th Nov		2023
	2 WEEKS	23rd Oct – 3rd Nov	20th Nov – 1st Dec		
	1 WEEK	21st Oct - 25th Oct	25th Nov - 29th Nov		2024
	2 WEEKS	21st Oct - 1st Nov	25th Nov - 6th Dec		
SMTCSL/FM/014 Anti-Corruption, Transparency, Accountability & Financial Management	1 WEEK	13th Nov – 17th Nov			2023
	2 WEEKS	13th Nov – 24th Nov			
	1 WEEK	11th Nov - 15th Nov	9th Dec - 13th Dec		2024
	2 WEEKS	11th Nov - 22nd Nov	9th Dec - 20th Dec		
SMTCSL/FM/015 Project Financial System: Planning, Expenditure Control, Disbursement, Payment Mechanisms, Documentation, Reporting, Retirement & Management	1 WEEK	4th Dec – 8th Dec			2023
	2 WEEKS	4th Dec – 15th Dec			
	1 WEEK	2nd Dec - 6th Dec			2024
	2 WEEKS	2nd Dec - 13th Dec			

GENDER, VULNERABLE GROUPS (GVGs) & GRIEVANCE REDRESS MECHANISM (GRM)

Development experts have realised that many interventions have not yielded the desired results partly due to the non-involvement of vulnerable groups in development programmes. Thus, underlining a need for gender considerations and involvement of vulnerable groups in all aspects of development interventions. It is therefore important to develop institutional capacities, action plans and practical tools to ensure the consideration and participation of vulnerable groups (such as People living with Disabilities, indigenous peoples, very old persons, minorities, the extremely poor etc.) in projects.

Mainstreaming gender equality and promoting inclusiveness, integrating the perspectives of vulnerable groups are expedient to support the implementation of development projects. Context-specific assessments of gendered risks and vulnerabilities are however important pre-conditions for designing GVG-responsive SPPs. Irrespective of the adoption of a community-driven approach to ensure the full inclusion of the poor and vulnerable in developmental projects, GVGs are yet to have full or equal access to the benefits needed. A typical example; about 12.5% of Nigeria's population are Persons with Disabilities out of which a negligible number of them are participating in development projects. To compound the challenges, Grievance Redress Mechanism (GRM) is often non-existent and where available it is commonly non-responsive.

Thus, our expanding GVG and GRM training programmes are designed to provide participants' with across-the-board knowledge for GVG mainstreaming, identifying, targeting, strategic participation and, designing and managing innovative, robust and responsive GRM system in development interventions for sustainable project outcomes.

Who will derive value from the programme

- ✓ Gender Specialists, Gender & Vulnerability Officers
- ✓ Operations Officers, Managers and Coordinators
- ✓ Project Supervisory Authorities
- ✓ Officers involved in Social Safety Net Programmes & Projects
- ✓ Non-Governmental and Community-Based Organizations (NGOs/CBOs)
- ✓ Faith-Based Organisations
- ✓ Project Steering Committees, Coordinating Unit & Implementation Team Members
- ✓ Project Steering Committee Members, etc.



Gender, Vulnerable Groups (GVGs) & GRM Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/GVG/001 Gender & Vulnerable Groups Issues in Development Project	1 WEEK	23rd Jan – 27th Jan	24th Apr – 28th Apr	2nd Oct – 6th Oct	2023
	2 WEEKS	23rd Jan– 3rd Feb	24th Apr – 5th May	2nd Oct – 13th Oct	
	1 WEEK	22nd Jan - 26th Jan	22nd Apr - 26th Apr	30th Sept - 4th Oct	2024
	2 WEEKS	22nd Jan - 2nd Feb	22nd Apr - 3rd May	30th Sept - 11th Oct	
SMTCSL/GVG/002 GVGs Participation & Integration in Social Protection Programmes	1 WEEK	20th Feb – 24th Feb	5th June – 9th June	28TH Aug – 1st Sept	2023
	2 WEEKS	20th Feb – 3rd Mar	5th June – 16th June	28th Aug – 8th Sept	
	1 WEEK	19th Feb - 23rd Feb	3rd June - 7th June	2nd Sept - 6th Sept	2024
	2 WEEKS	19th Feb - 1st Mar	3rd June - 14th June	2nd Sept - 13th Sept	
SMTCSL/GVG/003 Inclusion & Mainstreaming of Gender & Vulnerable Groups' Issues in Development Projects	1 WEEK	13th Mar – 17th Mar	8th May – 12th May	21st Aug – 25th Aug	2023
	2 WEEKS	13th Mar – 24th Mar	8th May – 19th May	21st Aug – 1st Sept	
	1 WEEK	11th Mar - 15th Mar	6th May - 10th May	19th Aug - 23rd Aug	2024
	2 WEEKS	11th mar - 22nd Mar	6th May - 17th May	19th Aug - 30th Aug	
SMTCSL/GVG/004 Grievance Redress, Conflict Resolution, Community Relations & Community Engagement in Mining Areas	1 WEEK	22nd May – 26th May	10th July – 14th July	11th Sept – 15th Sept	2023
	2 WEEKS	22nd May – 2nd June	10th July – 21st July	11th Sept – 22nd Sept	
	1 WEEK	27th may - 31st May	8th July - 12th July	9th Sept - 13th Sept	2024
	2 WEEKS	27th May - 7th June	8th July - 19th july	9th Sept - 20th Sept	
SMTCSL/GVG/005 Gender & Vulnerable Groups (GVGs) Mainstreaming in Digital Identity Management	1 WEEK	26th June – 30th June	9th Oct – 13th Oct		2023
	2 WEEKS	26th June – 7th July	9th Oct – 20th Oct		
	1 WEEK	24th June - 28th June	9th Sept - 13th Sept	25th Nov - 29th Nov	2024
	2 WEEKS	24th June - 5th July	9th Sept - 20th Sept	25th Nov - 6th Dec	
SMTCSL/GVG/006 Development & Implementation of Group Development Plan & Mainstreaming Of Gender & Vulnerable Groups	1 WEEK	31st July – 4th Aug	9th Oct – 13th Oct	6th Nov – 10th Nov	2023
	2 WEEKS	31st July – 11th Aug	9th Oct – 20th Oct	6th Nov – 17th Nov	
	1 WEEK	29th July - 2nd Aug	30th Sept - 4th Oct	11th Nov - 15th Nov	2024
	2 WEEKS	29th July - 9th Aug	30th Sept - 11th Oct	11th Nov - 22nd Nov	
SMTCSL/GVG/007 Gender Equity & Social Inclusion (GESI) in Project Management.	1 WEEK	18th Sept – 22nd Sept	23rd Oct – 27th Oct		2023
	2 WEEKS	18th Sept – 29th Sept	23rd Oct – 3rd Nov		
	1 WEEK	16th Sept - 20th Sept	28th Oct - 1st Nov	9th Dec - 13th Dec	2024
	2 WEEKS	16th Sept - 27th Sept	28th oct - 8th Nov	9th Dec - 20th Dec	
SMTCSL/GVG/008 Grievance Redress Mechanism, Gender Power Relations, Gender Based Violence & Conflict Resolution Workshop	1 WEEK	9th Oct – 13th Oct	13th Nov – 17th Nov		2023
	2 WEEKS	9th Oct – 20th Oct	13th Nov – 24th Nov		
	1 WEEK	7th Oct - 11th Oct	18th Nov - 22nd Nov		2024
	2 WEEKS	7th Oct - 18th Oct	18th Nov - 29th Nov		
SMTCSL/GVG/009 Grievance Redress, Conflict Resolution, Community Relations & Community Engagement in Social Protection Interventions	1 WEEK	6th Nov – 10th Nov	4th Dec – 8th Dec		2023
	2 WEEKS	6th Nov – 17th Nov	4th Dec – 15th Dec		
	1 WEEK	11th Nov - 15th Nov	9th Dec - 13th Dec		2024
	2 WEEKS	11th Nov - 22nd Nov	9th Dec - 20th Dec		



Delegates' Experience

...fantastic and worth the while. It exceeded my expectations. Excellent sessions and the best I have attended in recent years... –

Imeh Udoabah
Bureau of Statistics, Akwa Ibom

GOVERNANCE, LEADERSHIP & TEAM BUILDING

The idea that leadership is an important factor for organizational success, as well as the art or process of influencing people to perform optimally is almost a cliché. A vital quality of effective leaders that is being highlighted lately however, is the use of emotional intelligence and other social skills to encourage team members to achieve their best through bonding and team building. Leaders who are emotionally intelligent and thoughtful, often use warmth and openness to inspire creativity, build extraordinary team, bolster teamwork, promote cooperation, and achieve objectives by making the most of the unique skill sets found in their team. Optimism and ability to take a personal interest in the long-term development of their employees are also often viewed as important qualities for effective leadership. To succeed, leaders must learn two basic lessons; people are complex, and people are different. Human beings also respond not only to the traditional carrot and stick but also to ambition, patriotism, love of the good and the beautiful, boredom, self-doubt, and many other desires and emotions. Real leaders, therefore, operate not only on governance principles, they have a clear mission and vision, align their decisions with them, ensure they carry the team along and create a corporate culture that births success.

The planned training would expose every participant to trends in governance, different leadership styles that are relevant for various phases of organizations life cycle and skills needed to increase team morale during stressful moments, limit and manage conflicts between team members, restore trust in an organization or goal and guarantee corporate success among others.

Who will derive value from the programme

- ✓ Senior Public Officers, Permanent Secretaries
- ✓ Administrators and Heads of Units in MDAs
- ✓ Public Sector Policy Makers and Board Members
- ✓ Senior Public Officers, Heads of Departments/ Units
- ✓ Project Coordinators/Directors
- ✓ All Cadre of Project professionals and Stakeholders
- ✓ Managers in the Public and Private Sector
- ✓ Project Supervisory Authorities, etc.

Governance, Leadership & Team Building Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/GLT/001 Business Writing & Communication Skills	1 WEEK	23rd Jan – 27th Jan	24th Apr – 28th Apr	2nd Oct – 6th Oct	2023
	2 WEEKS	23rd Jan – 3rd Feb	24th Apr – 5th May	2nd Oct – 13th Oct	
	1 WEEK	22nd Jan – 26th Jan	29th Apr – 3rd May	30th Sept – 4th Oct	2024
	2 WEEKS	22nd Jan – 2nd Feb	29th Apr – 10th May	30th Sept – 11th Oct	
SMTCSL/GLT/002 Communication, Conflict Resolution, Grievance Redress Mechanism, Emotional & Cultural Intelligence for Self - Development & Enhanced Leadership Capacity	1 WEEK	20th Feb – 24th Feb	12th June – 16th June	4th Sept – 8th Sept	2023
	2 WEEKS	20th Feb – 3rd Mar	12th June – 23rd June	4th Sept – 15th Sept	
	1 WEEK	19th Feb – 23rd Feb	3rd June – 7th June	9th Sept – 13th Sept	2024
	2 WEEKS	19th Feb – 1st Mar	3rd June – 14th June	9th Sept – 20th Sept	
SMTCSL/GLT/003 Emotional and Cultural Intelligence for Operational Effectiveness, Self - Development & Enhanced Leadership Capacity	1 WEEK	6th Mar – 10th Mar	10th Apr – 14th Apr	10th July – 14th July	2023
	2 WEEKS	6th Mar – 17th Mar	10th Apr – 21st Apr	10th July – 21st July	
	1 WEEK	4th Mar – 8th Mar	8th Apr – 12th Apr	8th July – 12th July	2024
	2 WEEKS	4th Mar – 15th Mar	8th Apr – 19th Apr	8th July – 19th July	
SMTCSL/GLT/004 Leadership, Good Governance, Team Building, Accountability, Conflict of Interest Management, & Cultural & Emotional Skills for Executives	1 WEEK	27th Mar – 31st Mar	3rd July – 7th July	16th Oct – 20th Oct	2023
	2 WEEKS	27th Mar – 7th April	3rd July – 14th July	16th Oct – 27th Oct	
	1 WEEK	25th Mar – 29th Mar	1st July – 5th July	14th Oct – 18th Oct	2024
	2 WEEKS	25th Mar – 5th Apr	1st July – 12th July	14th Oct – 25th Oct	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/GLT/005 Leading & Managing Healthcare Organisations in the 21st Century	1 WEEK	3rd Apr – 7th Apr	12th June – 16th June	18th Sept – 22nd Sept	2023
	2 WEEKS	3rd Apr – 14th Apr	19th June – 30th June	25th Sept – 6th Oct	
	1 WEEK	1st Apr - 5th Apr	17th June - 21st June	23rd Sept - 27th Sept	2024
	2 WEEKS	1st Apr - 12th Apr	17th June - 28th June	23rd Sept - 4th Oct	
SMTCSL/GLT/006 Managing & Leading Public Service Organisation	1 WEEK	17th Apr – 21st Apr	3rd July – 7th July	16th Oct – 20th Oct	2023
	2 WEEKS	17th Apr – 28th Apr	3rd July – 14th July	16th Oct – 27th Oct	
	1 WEEK	15th Apr - 19th Apr	1st July - 5th July	21st Oct - 25th Oct	2024
	2 WEEKS	15th Apr - 26th Apr	1st July - 12th July	21st Oct - 1st Nov	
SMTCSL/GLT/007 Organisational Management & Leadership Skills, Policy Formulation & Implementation for Tertiary Institution Administrators	1 WEEK	1st May – 5th May	19th June – 23rd June	14th Aug – 18th Aug	2023
	2 WEEKS	8th May – 19th May	26th June – 7th July	28th Aug – 8th Sept	
	1 WEEK	13th May - 17th May	17th June - 21st June	12th Aug - 16th Aug	2024
	2 WEEKS	13th May - 24th May	17th June - 28th June	12th Aug - 23rd Aug	
SMTCSL/GLT/008 Persuasive Communication, Crisis & Relationship Management Skills for Result-Based intervention	1 WEEK	5th June – 9th June	7th Aug – 11th Aug	6th Nov – 10th Nov	2023
	2 WEEKS	5th June – 16th June	7th Aug – 18th Aug	6th Nov – 17th Nov	
	1 WEEK	3rd June - 7th June	5th Aug - 9th Aug	4th Nov - 8th Nov	2024
	2 WEEKS	3rd June - 14th June	5th Aug - 16th Aug	4th Nov - 15th Nov	
SMTCSL/GLT/009 Leveraging on Trust, Structure Enhancement, Stakeholders' Involvement & Integration for Organisational Growth	1 WEEK	19th June – 23rd June	25th sept – 29th Sept		2023
	2 WEEKS	19th June – 30th June	25th Sept – 6th Oct		
	1 WEEK	17th June - 21st June	26th Aug - 30th Aug	25th Nov - 29th Nov	2024
	2 WEEKS	17th June - 28th June	26th Aug - 6th Sept	25th Nov - 6th Dec	
SMTCSL/GLT/010 Communication Skills for Healthcare Professionals	1 WEEK	10th July – 14th July	21st Aug – 25th Aug	9th Oct – 13th Oct	2023
	2 WEEKS	10th July – 21st July	21st Aug – 1st Sept	9th Oct – 20th Oct	
	1 WEEK	8th July - 12th July	12th Aug - 16th Aug	14th Oct - 18th Oct	2024
	2 WEEKS	8th July - 19th July	12th Aug - 23rd Aug	14th Oct - 25th Oct	
SMTCSL/GLT/011 Report Writing, Presentation and Communication Skills for Public Service Officers	1 WEEK	7th Aug – 11th Aug	23rd Oct – 27th Oct	20th Nov – 24th Nov	2023
	2 WEEKS	14th Aug – 25th Aug	23rd Oct – 3rd Nov	20th Nov – 1st Dec	
	1 WEEK	12th Aug - 16th Aug	21st Oct - 25th Oct	25th Nov - 29th Nov	2024
	2 WEEKS	12th Aug - 23rd Aug	21st Oct - 1st Nov	25th Nov - 6th Dec	
SMTCSL/GLT/012 Effective Communication: Writing, Design, and Presentation	1 WEEK	28th Aug – 1st Sept	30th Oct – 3rd Nov		2023
	2 WEEKS	28th Aug – 8th Sept	30th Oct – 10th Nov		
	1 WEEK	26th Aug - 30th Aug	11th Nov - 15th Nov	9th Dec - 13th Dec	2024
	2 WEEKS	26th Aug - 6th Sept	11th Nov - 22nd Nov	9th Dec - 20th Dec	
SMTCSL/GLT/013 Women in Leadership: Basic Skills & Strategies for Effective Leadership	1 WEEK	4th Sept – 8th Sept	2nd Oct – 6th Oct		2023
	2 WEEKS	4th Sept – 15th Sept	2nd Oct – 13th Oct		
	1 WEEK	2nd Sept - 6th Sept	7th Oct - 11th Oct	18th Nov - 22nd Nov	2024
	2 WEEKS	2nd Sept - 13th Sept	7th Oct - 18th Oct	18th Nov - 29th Nov	
SMTCSL/GLT/014 Leadership, Accountability & Good Governance – a MultiSectoral Approach for Managing Projects	1 WEEK	25th sept – 29th Sept	30th Oct – 3rd Nov		2023
	2 WEEKS	25th Sept – 6th Oct	30th Oct – 10th Nov		
	1 WEEK	23rd Sept - 27th Sept	4th Nov - 8th Nov		2024
	2 WEEKS	23rd Sept - 4th Oct	4th Nov - 15th Nov		
SMTCSL/GLT/015 Building Trust and Inspiring Followers	1 WEEK	16th Oct – 20th Oct	20th Nov – 24th Nov		2023
	2 WEEKS	16th Oct – 27th Oct	20th Nov – 1st Dec		
	1 WEEK	14th Oct - 18th Oct	18th Nov - 22nd Nov		2024
	2 WEEKS	14th Oct - 25th Oct	18th Nov - 29th Nov		
SMTCSL/GLT/016 Improving Leadership & Governance Workshop	1 WEEK	6th Nov – 10th Nov	4th Dec – 8th Dec		2023
	2 WEEKS	6th Nov – 17th Nov	4th Dec – 15th Dec		
	1 WEEK	4th Nov - 8th Nov	2nd Dec - 6th Dec		2024
	2 WEEKS	4th Nov - 15th Nov	2nd Dec - 13th Dec		
SMTCSL/GLT/017 Advanced leadership and Governance Training	1 WEEK	20th Nov – 24th Nov	4th Dec – 8th Dec		2023
	2 WEEKS	20th Nov – 1st Dec	4th Dec – 15th Dec		
	1 WEEK	18th Nov - 22nd Nov			2024
	2 WEEKS	18th Nov - 29th Nov			

MANAGEMENT & ADMINISTRATION

Administration is the foundation that guides the process of carrying out activities in conformity with laid down policies, procedures, rules, and regulations in an organization. In today's business landscape, disruptive forces and uncertainty are accelerating the pace of change, and the way organizations innovate and operate, thereby placing extraordinary demands on senior business leaders and public administrators. Successful leaders now need the highest form of management acumen and administrative efficacy to drive growth from new possibilities and cultivate a sustainable future for their organisations. Over time the success or failure of an organisation has been found to hinge on good management and administrative skills.

Today's management and administrative roles require various skills to help develop and build relationships with internal staff, external partners, and stakeholders. In a highly competitive environment, technical skills, as well as soft skills, are important to optimize outcomes. Being a professional administrator requires management of technical and soft skills, excellent office skills, organization, coordination and time management and other administrative skills including, organizing meetings, dealing with people, both on the telephone and face-to-face, exceptional interpersonal abilities, and first-class business writing and communication skills. It is therefore necessary for leaders, managers, supervisors and administrators to be equipped with the requisite management and administrative skills.

SMTCS' innovative management and administration training programmes are designed to upgrade the participants with the core values, knowledge and skills required to execute their functions

Who will derive value from the programme

- ✓ Administrators, Top Sector Policy Makers and Board Members, Senior Public Officers
- ✓ Directors of MDAs, Executive Officers, Supervisors,
- ✓ Project Managers, Project Coordinators
- ✓ Human Resource Managers, Heads of Departments
- ✓ Managers in the Public and Private Sectors
- ✓ Project Steering Committees, Coordinating Unit & Implementation Team Members, Project Steering Committee Members, etc.

Management & Administration Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/MA/001 Leadership, Accountability & Good Governance – a Multi-Sectoral Approach for Managing Projects	1 WEEK	23rd Jan – 27th Jan	24th Apr – 28th Apr	2nd Oct – 6th Oct	2023
	2 WEEKS	23rd Jan – 3rd Feb	24th Apr – 5th May	2nd Oct – 13th Oct	
	1 WEEK	22nd Jan – 26th Jan	29th Apr – 3rd May	30th Sept – 4th Oct	2024
	2 WEEKS	22nd Jan – 2nd Feb	29th Apr – 10th May	30th Sept – 11th Oct	
SMTCSL/MA/002 Result-Based Management, & Planning of Development Projects	1 WEEK	20th Feb – 24th Feb	12th June – 16th June	4th Sept – 8th Sept	2023
	2 WEEKS	20th Feb – 3rd Mar	12th June – 23rd June	4th Sept – 15th Sept	
	1 WEEK	19th Feb – 23rd Feb	3rd June – 7th June	9th Sept – 13th Sept	2024
	2 WEEKS	19th Feb – 1st Mar	3rd June – 14th June	9th Sept – 20th Sept	
SMTCSL/MA/003 Administrators' Leadership, Coordination, & Management Skills Development Workshop	1 WEEK	20th Mar – 24th Mar	22nd May – 26th May	28th Aug – 1st Sept	2023
	2 WEEKS	20th Mar – 31st Mar	22nd May – 2nd June	28th Aug – 8th Sept	
	1 WEEK	18th Mar – 22nd Mar	3rd June – 7th June	9th Sept – 13th Sept	2024
	2 WEEKS	18th Mar – 29th Mar	3rd June – 14th June	9th Sept – 20th Sept	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/MA/004 Advanced Organisation Productivity & Work Ethics Management	1 WEEK	17th Apr – 21st Apr	3rd July – 7th July	16th Oct – 20th Oct	2023
	2 WEEKS	17th Apr – 28th Apr	3rd July – 14th July	16th Oct – 27th Oct	
	1 WEEK	15th Apr - 19th Apr	8th July - 12th July	28th Oct - 1st Nov	2024
	2 WEEKS	15th Apr - 26th Apr	8th July - 19th July	28th Oct - 8th Nov	
SMTCSL/MA/005 Organizational & Project Administrative Strategies & Contemporary Management Process	1 WEEK	22nd May – 26th May	10th July – 14th July	11th Sept – 15th Sept	2023
	2 WEEKS	22nd May – 2nd June	10th July – 21st July	11th Sept – 22nd Sept	
	1 WEEK	20th May - 24th May	8th July - 12th July	2nd Sept - 6th Sept	2024
	2 WEEKS	20th May - 31st May	8th July - 19th July	2nd Sept - 13th Sept	
SMTCSL/MA/006 Advanced Management, Administrative & Leadership Skills for Administrative Professionals	1 WEEK	19th June – 23rd June	25th Sept – 29th Sept		2023
	2 WEEKS	19th June – 30th June	25th Sept – 6th Oct		
	1 WEEK	17th June - 21st June	26th Aug - 30th Aug	25th Nov - 29th Nov	2024
	2 WEEKS	17th June - 28th June	26th Aug - 6th Sept	25th Nov - 6th Dec	
SMTCSL/MA/007 Administrative Rules, Regulations, Processes, Principles & Practices in the Public Sector	1 WEEK	17th July – 21st July	11th Sept – 15th Sept	23rd Oct – 27th Oct	2023
	2 WEEKS	17th July – 28th July	11th Sept – 22nd Sept	23rd Oct – 3rd Nov	
	1 WEEK	15th July - 19th July	2nd Sept - 6th Sept	14th Oct - 18th Oct	2024
	2 WEEKS	15th July - 26th July	2nd Sept - 13th Sept	14th Oct - 25th Oct	
SMTCSL/MA/008 Management of Institutional Roles & Responsibilities for Enhanced performance in Project Management	1 WEEK	28th Aug – 1st Sept	30th Oct – 3rd Nov		2023
	2 WEEKS	28th Aug – 8th Sept	30th Oct – 10th Nov		
	1 WEEK	19th Aug - 23rd Aug	4th Nov - 8th Nov	9th Dec - 13th Dec	2024
	2 WEEKS	19th Aug - 30th Aug	4th Nov - 15th Nov	9th Dec - 20th Dec	
SMTCSL/MA/009 Administration & Management of Finance & Admin Units for Public & Private Managers	1 WEEK	25th Sept – 29th Sept	23rd Oct – 27th Oct		2023
	2 WEEKS	25th Sept – 6th Oct	23rd Oct – 3rd Nov		
	1 WEEK	23rd Sept - 27th Sept	4th Nov - 8th Nov	9th Dec - 13th Dec	2024
	2 WEEKS	23rd Sept - 4th Oct	4th Nov - 15th Nov	9th Dec - 20th Dec	
SMTCSL/MA/010 Strategies & Approaches for Enhancing Transparency & Accountability of School Based Management Committees (SBMCs)	1 WEEK	23rd Oct – 27th Oct	20th Nov – 24th Nov		2023
	2 WEEKS	23rd Oct – 3rd Nov	20th Nov – 1st Dec		
	1 WEEK	21st Oct - 25th Oct	2nd Dec - 6th Dec		2024
	2 WEEKS	21st Oct - 1st Nov	2nd Dec - 13th Dec		
SMTCSL/MA/011 Implementation of an Environment Friendly & 'Whole School Approach' for Violence Prevention & Response	1 WEEK	20th Nov – 24th Nov			2023
	2 WEEKS	20th Nov – 1st Dec			
	1 WEEK	18th Nov - 22nd Nov			2024
	2 WEEKS	18th Nov - 29th Nov			



CUSTOMER SERVICE

One of the great concerns of all business owners and project implementers is how to retain clients by continually satisfying them while their expectations are exceeded. Great customer service culture in projects sees clients as stakeholders. It has been well established that the satisfaction derived from services provided has a great influence on the continuous patronage of the products/services of organizations. Therefore, the satisfaction and retention of the various levels of end users of products/services have the same significant importance as the whole efforts put in place in generating the products or in preparing for the services to be rendered.

The interconnectedness of it all means that one single poor customer service experience can result in loss of brand loyalty, customers, and ultimately low-turnover sales. Studies also show that good customer service stimulates customer loyalty, goodwill, problem reduction, rapid patronage, and customer retention, among others. The aforementioned underscores the importance of customers and high-quality customer service to the success of organizations.

Essentially, customer service agents' acquisition of advanced skills in customer data management, effective communication, emotional intelligence, time management, and proper handling of customers' requests and complaints among others is very crucial for effective customer service. These and other relevant techniques and tools which include; Quality Function Deployment (QFD) and Critical to Quality (CTQ) Tree and techniques would be learnt in the course of the training programmes

Who will derive value from the programme

- ✓ Front Desk Officers, Operation Officers
- ✓ Business Development Executives/ Managers
- ✓ Customer Service Executives/ Managers, Client Service Executives, Business Support/Analysts
- ✓ Sectional Heads, Administrative Officers/Managers/Associates
- ✓ Company Executives/Secretaries, Executive Assistants, Personal Assistants, etc.

Customer Service Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/CS/001 Service Recovery Skills for Optimal Results in Organisations' Project Delivery	1 WEEK	23rd Jan – 27th Jan	24th Apr – 28th Apr	2nd Oct – 6th Oct	2023
	2 WEEKS	23rd Jan – 3rd Feb	24th Apr – 5th May	2nd Oct – 13th Oct	
	1 WEEK	29th Jan – 2nd Feb	6th May – 10th May	21st Oct – 25th Oct	2024
	2 WEEKS	29th Jan – 9th Feb	6th May – 17th May	21st Oct – 1st Nov	
SMTCSL/CS/002 Telephone Etiquettes for Communication Mastery & Organisational Growth among Frontline Officers	1 WEEK	27th Feb – 3rd Mar	19th June – 23rd June	18th Sept – 22nd Sept	2023
	2 WEEKS	27th Feb – 10th Mar	19th June – 30th June	18th Sept – 29th Sept	
	1 WEEK	26th Feb – 1st Mar	17th June – 21st June	23rd Sept – 27th Sept	2024
	2 WEEKS	26th Feb – 8th Mar	17th June – 28th June	23rd Sept – 4th Oct	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/CS/003 Crisis & Customer Management for Winning-Edge Approach in the 21st Century Competitive Global Economy	1 WEEK	27th Mar – 31st Mar	5th June – 9th June	11th Sept – 15th Sept	2023
	2 WEEKS	27th Mar – 7th April	5th June – 16th June	11th Sept – 22nd Sept	
	1 WEEK	25th Mar - 29th Mar	1st July - 5th July	7th Oct - 11th Oct	2024
	2 WEEKS	25th Mar - 5th Apr	1st July - 12th July	7th Oct - 18th Oct	
SMTCSL/CS/004 The Dynamics of Customer-Centricity in Managing Customers Sophistication in a Digitally-Driven Economy	1 WEEK	15th May – 19th May	3rd July – 7th July	4th Sept – 8th Sept	2023
	2 WEEKS	15th May – 26th May	3rd July – 14th July	4th Sept – 15th Sept	
	1 WEEK	20th May - 24th May	1st July - 5th July	2nd Sept - 6th Sept	2024
	2 WEEKS	20th May - 31st May	1st July - 12th July	2nd Sept - 13th Sept	
SMTCSL/CS/005 Customer Advocacy for Strategic Customer Retention & Inclusive Co-Production Process for Profit Maximization in Developing Economies	1 WEEK	26th June – 30th June	9th Oct – 13th Oct		2023
	2 WEEKS	26th June – 7th July	9th Oct – 20th Oct		
	1 WEEK	24th June - 28th June	9th Sept - 13th Sept	2nd Dec - 6th Dec	2024
	2 WEEKS	24th June - 5th July	9th Sept - 20th Sept	2nd Dec - 13th Dec	
SMTCSL/CS/006 Strategic Stakeholders' Engagement for Optimum Productivity	1 WEEK	17th July – 21st July	11th Sept – 15th Sept	23rd Oct – 27th Oct	2023
	2 WEEKS	17th July – 28th July	11th Sept – 22nd Sept	23rd Oct – 3rd Nov	
	1 WEEK	22nd July - 26th July	9th Sept - 13th Sept	21st Oct - 25th Oct	2024
	2 WEEKS	22nd July - 2nd Aug	9th Sept - 20th Sept	21st Oct - 1st Nov	
SMTCSL/CS/007 Advanced Customer Retention & Organisational Culture Management for Sustainable Outcomes	1 WEEK	25th Sept – 29th Sept	30th Oct – 3rd Nov		2023
	2 WEEKS	25th Sept – 6th Oct	30th Oct – 10th Nov		
	1 WEEK	23rd Sept - 27th Sept	11th Nov - 15th Nov		2024
	2 WEEKS	23rd Sept - 4th Oct	11th Nov - 22nd Nov		
SMTCSL/CS/008 Managing Difficult People in a Diversified Borderless Working Institutions	1 WEEK	13th Nov – 17th Nov			2023
	2 WEEKS	13th Nov – 24th Nov			
	1 WEEK	18th Nov - 22nd Nov			2024
	2 WEEKS	18th Nov - 29th Nov			



Delegates' Experience

...very educative and well planned out. All the topics covered during the training were useful. I anticipate that there will be more and more training in the future. Thank you. –

Jethro Jolo
County Agriculture Coordinator,
Rural Economic Transformation Project,
Liberia

TECHNICAL, VOCATIONAL EDUCATION & TRAINING (TVET)

To achieve its aims and purposes, Technical, Vocational Education & Training (TVET) focuses on the learning and mastery of specialized techniques and the scientific principles underlying those techniques, as well as general knowledge, skills and values. The priority of vocational and technical education and training is the reorientation of the beneficiaries to promote and enhance wealth creation, employment generation and poverty reduction. All of these reduce and indeed, are capable of eliminating youth restiveness, promoting societal peaceful co-existence and cohesion, and responsible citizenry. However, it is sad and unfortunate that in spite of all the glaring benefits of technical and vocational education in Nigeria, we are still stuck in the doldrums of non-adoption and full implementation of this type of education.

For TVET to effectively support industrialisation, economic growth, wealth creation and poverty eradication, particularly in identified sectors of numerous opportunities such as ICT, entertainment, production, arts etc.; skills training must also be of high quality and competency-based, incorporate the use of the latest technologies, be relevant to the demands and needs of the identified industries, efficient, and adaptable to the changing operating environment. Deeper knowledge and exposure to contemporary best practices in technical and vocational education and training will help technicians, artisans and other vocational practitioners to improve the quality of their products and services.

Therefore, our TVET training programmes are designed to provide exposure to avant-garde skills and technical know-how for discovering improved, creative and innovative ideas in various technical and vocational endeavours.

Who will derive value from the programme

- ✓ Professionals in charge of TVET, Directors of Education
- ✓ Officials in Education MDAs
- ✓ Policy Makers, Educators and mid-to-senior level officials from relevant Private & government institutions and related agencies

Technical, Vocational Education & Training (TVET Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/TVET/001 Life Skills, Technical & Vocational Education Skills in Entrepreneurship Management	1 WEEK	30th Jan – 3rd Feb	8th May – 12th May	30th Oct – 3rd Nov	2023
	2 WEEKS	30th Jan – 10th Feb	8th May – 19th May	30th Oct – 10th Nov	
	1 WEEK	29th Jan – 2nd Feb	6th May – 10th May	28th Oct – 1st Nov	2024
	2 WEEKS	29th Jan – 9th Feb	6th May – 17th May	28th Oct – 8th Nov	
SMTCSL/TVET/002 Management of Technical & Vocational Education Centers	1 WEEK	20th Feb – 24th Feb	12th June – 16th June	4th Sept – 8th Sept	2023
	2 WEEKS	20th Feb – 3rd Mar	12th June – 23rd June	4th Sept – 15th Sept	
	1 WEEK	19th Feb – 23rd Feb	3rd June – 7th June	9th Sept – 13th Sept	2024
	2 WEEKS	19th Feb – 1st Mar	3rd June – 14th June	9th Sept – 20th Sept	
SMTCSL/TVET/003 Coaching & Mentoring Skills for TVET	1 WEEK	20th Mar – 24th Mar	5th June – 9th June	11th Sept – 15th Sept	2023
	2 WEEKS	20th Mar – 31st Mar	5th June – 16th June	11th Sept – 22nd Sept	
	1 WEEK	18th Mar – 22nd Mar	3rd June – 7th June	9th Sept – 13th Sept	2024
	2 WEEKS	18th Mar – 29th Mar	3rd June – 14th June	9th Sept – 20th Sept	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/TVET/004 Developing Capacity for Support through Innovations & Partnerships to Transform Women's Social & Livelihood Outcomes	1 WEEK	24th Apr – 28th Apr	17th July – 21st July	30th Oct – 3rd Nov	2023
	2 WEEKS	24th Apr – 5th May	17th July – 28th July	30th Oct – 10th Nov	
	1 WEEK	29th Apr – 3rd May	22nd July – 26th July	4th Nov – 8th Nov	2024
	2 WEEKS	29th Apr – 10th May	22nd July – 2nd Aug	4th Nov – 15th Nov	
SMTCSL/TVET/005 Technical & Vocational Education, Life Skills & Entrepreneurial Organisations Management	1 WEEK	24th Apr – 28th Apr	24th July – 28th July	6th Nov – 10th Nov	2023
	2 WEEKS	24th Apr – 5th May	24th July – 4th Aug	6th Nov – 17th Nov	
	1 WEEK	29th Apr – 3rd May	22nd July – 26th July	4th Nov – 8th Nov	2024
	2 WEEKS	29th Apr – 10th May	22nd July – 2nd Aug	4th Nov – 15th Nov	
SMTCSL/TVET/006 Leadership And Governance For TVET	1 WEEK	22nd May – 26th May	10th July – 14th July	11th Sept – 15th Sept	2023
	2 WEEKS	22nd May – 2nd June	10th July – 21st July	11th Sept – 22nd Sept	
	1 WEEK	27th may – 31st May	22nd July – 26th July	9th Sept – 13th Sept	2024
	2 WEEKS	27th May – 7th June	22nd July – 2nd Aug	9th Sept – 20th Sept	
SMTCSL/TVET/007 Social Inclusion in TVET	1 WEEK	24th July – 28th July	25th sept – 29th Sept	30th Oct – 3rd Nov	2023
	2 WEEKS	24th July – 4th Aug	25th Sept – 6th Oct	30th Oct – 10th Nov	
	1 WEEK	22nd July – 26th July	16th Sept – 20th Sept	28th Oct – 1st Nov	2024
	2 WEEKS	22nd July – 2nd Aug	16th Sept – 27th Sept	28th oct – 8th Nov	
SMTCSL/TVET/008 TVET & Transformative Social Protection Workshop	1 WEEK	11th Sept – 15th Sept	16th Oct – 20th Oct		2023
	2 WEEKS	11th Sept – 22nd Sept	16th Oct – 27th Oct		
	1 WEEK	9th Sept – 13th Sept	21st Oct – 25th Oct	2nd Dec – 6th Dec	2024
	2 WEEKS	9th Sept – 20th Sept	21st Oct – 1st Nov	2nd Dec – 13th Dec	
SMTCSL/TVET/009 TOT for TVET Practitioners	1 WEEK	23rd Oct – 3rd Nov	20th Nov – 24th Nov		2023
	2 WEEKS	23rd Oct – 3rd Nov	20th Nov – 1st Dec		
	1 WEEK	14th Oct – 18th Oct	25th Nov – 29th Nov		2024
	2 WEEKS	14th Oct – 25th Oct	25th Nov – 6th Dec		
SMTCSL/TVET/010 Enhancing Profitability Analysis, Market Mapping and Linkage, and Soft Skills for Sustainable Livelihood	1 WEEK	13th Nov – 17th Nov			2023
	2 WEEKS	13th Nov – 24th Nov			
	1 WEEK	11th Nov – 15th Nov	9th Dec – 13th Dec		2024
	2 WEEKS	11th Nov – 22nd Nov	9th Dec – 20th Dec		



Delegates' Experience

...very impactful for me as an individual on my job and on the project I am presently involved in and the ones to come. The facilitators and management of SMTC are wonderful. Thank you. –

Sallah Priscilla
ANRIN, Gombe State

ENTREPRENEURSHIP, BUSINESS MANAGEMENT AND LIVELIHOOD

Entrepreneurship is associated with different activities related with business operations to facilitate enterprise development and skills acquisition in order to improve existing livelihood activities, or reduce dependence on the existing employment market among others. Such activities may include the identification of investment opportunities, deciding what opportunities could be exploited for profit by different groups of people based on their situation, context, market availability, promotion and establishment of the business enterprise, pooling of the various scarce resources needed for the production and distribution of goods and services, organization and management of the human and material resources for the attainment of the objectives of the enterprises, risk bearing and innovation. Thus, the effective performance of the above activities is very vital to the start, growth and survival of any business enterprise.

Livelihood training teaches passionate micro and small entrepreneurs to sustain their entrepreneurial activities on the ethos of their skills. It acts as a comprehensive primer on the different facets of entrepreneurship such as business vision, profitability analysis, communication, technology, networking, finances, market linkage and inventory control. With guidance and these skills in the basket, and more importantly, with the zeal of applying these skills independently, individuals can transform into entrepreneurs.

Who will derive value from the programme

- ✓ Livelihood Consultants, Entrepreneurship and Business Management officials, Business Start Up Consultants
- ✓ Project Coordinators, Operations Managers, Public Workfare Officers
- ✓ Skills for Job Officers, Officials involved in the Design and Implementation of Social Protection and Livelihood Enhancement Programmes & Policies
- ✓ Non-Governmental Organisations (NGOs) & Community-Based Organisations (CBOs), Business Development Executives, etc

Entrepreneurship, Business Management and Livelihood Programme Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/EBL/001 Enterprise Development & Management	1 WEEK	30th Jan – 3rd Feb	1st May – 5th May	23rd Oct – 27th Oct	2023
	2 WEEKS	30th Jan – 10th Feb	1st May – 12th May	23rd Oct – 3rd Nov	
	1 WEEK	29th Jan – 2nd Feb	6th May – 10th May	21st Oct – 25th Oct	2024
	2 WEEKS	29th Jan – 9th Feb	6th May – 17th May	21st Oct – 1st Nov	
SMTCSL/EBL/002 Strategic Business & Profit Management in Projects	1 WEEK	6th Feb – 10th Feb	3rd Apr – 7th Apr	31st July – 4th Aug	2023
	2 WEEKS	6th Feb – 17th Feb	3rd Apr – 14th Apr	31st July – 11th Aug	
	1 WEEK	5th Feb – 9th Feb	1st Apr – 5th Apr	29th July – 2nd Aug	2024
	2 WEEKS	5th Feb – 16th Feb	1st Apr – 12th Apr	29th July – 9th Aug	
SMTCSL/EBL/003 Entrepreneurship Skill Development for Business Executive	1 WEEK	20th Feb – 24th Feb	12th June – 16th June	4th Sept – 8th Sept	2023
	2 WEEKS	20th Feb – 3rd Mar	12th June – 23rd June	4th Sept – 15th Sept	
	1 WEEK	26th Feb – 1st Mar	10th June – 14th June	16th Sept – 20th Sept	2024
	2 WEEKS	26th Feb – 8th Mar	10th June – 21st June	16th Sept – 27th Sept	
SMTCSL/EBL/004 Financial Analysis for Business Performance Planning, Budgeting & Forecasting Training	1 WEEK	20th Mar – 24th Mar	22nd May – 26th May	28th Aug – 1st Sept	2023
	2 WEEKS	20th Mar – 31st Mar	22nd May – 2nd June	28th Aug – 8th Sept	
	1 WEEK	18th Mar – 22nd Mar	20th May – 24th May	26th Aug – 30th Aug	2024
	2 WEEKS	18th Mar – 29th Mar	20th May – 31st May	26th Aug – 6th Sept	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/EBL/005 Promoting Entrepreneurship & Agric-business Development	1 WEEK	27th Mar – 31st Mar	3rd July – 7th July	16th Oct – 20th Oct	2023
	2 WEEKS	27th Mar – 7th April	3rd July – 14th July	16th Oct – 27th Oct	
	1 WEEK	25th Mar – 29th Mar	1st July – 5th July	14th Oct – 18th Oct	2024
	2 WEEKS	25th Mar – 5th Apr	1st July – 12th July	14th Oct – 25th Oct	
SMTCSL/EBL/006 Advanced ICT-Based Business Operations in Business Management	1 WEEK	24th Apr – 28th Apr	17th July – 21st July	30th Oct – 3rd Nov	2023
	2 WEEKS	24th Apr – 5th May	17th July – 28th July	30th Oct – 10th Nov	
	1 WEEK	29th Apr – 3rd May	15th July – 19th July	4th Nov – 8th Nov	2024
	2 WEEKS	29th Apr – 10th May	15th July – 26th July	4th Nov – 15th Nov	
SMTCSL/EBL/007 Promoting Entrepreneurship & Agric-business Development & Management	1 WEEK	1st May – 5th May	19th June – 23rd June	14th Aug – 18th Aug	2023
	2 WEEKS	1st May – 12th May	19th June – 30th June	14th Aug – 25th Aug	
	1 WEEK	6th May – 10th May	10th June – 14th June	12th Aug – 16th Aug	2024
	2 WEEKS	6th May – 17th May	10th June – 21st June	12th Aug – 23rd Aug	
SMTCSL/EBL/008 Building Resilience, Entrepreneurship Capacity & Livelihoods of Women Entrepreneurs	1 WEEK	15th May – 19th May	3rd July – 7th July	4th Sept – 8th Sept	2023
	2 WEEKS	15th May – 26th May	3rd July – 14th July	4th Sept – 15th Sept	
	1 WEEK	20th May – 24th May	1st July – 5th July	26th Aug – 30th Aug	2024
	2 WEEKS	20th May – 31st May	1st July – 12th July	26th aug – 6th Sept	
SMTCSL/EBL/009 Sustainable Food Production through Livestock Health Management	1 WEEK	19th June – 23rd June	18th Sept – 22nd Sept	27th Nov – 1st Dec	2023
	2 WEEKS	19th June – 30th June	18th Sept – 29th Sept	27th Nov – 8th Dec	
	1 WEEK	17th June – 21st June	26th Aug – 30th Aug	18th Nov – 22nd Nov	2024
	2 WEEKS	17th June – 28th June	26th Aug – 6th Sept	18th Nov – 29th Nov	
SMTCSL/EBL/010 Business Plan Development & Implementation Training	1 WEEK	3rd July – 7th July	14th Aug – 18th Aug	2nd Oct – 6th Oct	2023
	2 WEEKS	3rd July – 14th July	14th Aug – 25th Aug	2nd Oct – 13th Oct	
	1 WEEK	1st July – 5th July	5th Aug – 9th Aug	7th Oct – 11th Oct	2024
	2 WEEKS	1st July – 12th July	5th Aug – 16th Aug	7th Oct – 18th Oct	
SMTCSL/EBL/011 Building & Sustaining a Successful Enterprise	1 WEEK	17th July – 21st July	11th Sept – 15th Sept	16th Oct – 20th Oct	2023
	2 WEEKS	17th July – 28th July	11th Sept – 22nd Sept	16th Oct – 27th Oct	
	1 WEEK	15th July – 19th July	26th Aug – 30th Aug	14th Oct – 18th Oct	2024
	2 WEEKS	15th July – 26th July	26th Aug – 6th Sept	14th Oct – 25th Oct	
SMTCSL/EBL/012 Business Analytics & Data Management	1 WEEK	24th July – 28th July	25th sept – 29th Sept	30th Oct – 3rd Nov	2023
	2 WEEKS	24th July – 4th Aug	25th Sept – 6th Oct	30th Oct – 10th Nov	
	1 WEEK	22nd July – 26th July	16th Sept – 20th Sept	21st Oct – 25th Oct	2024
	2 WEEKS	22nd July – 2nd Aug	16th Sept – 27th Sept	21st Oct – 1st Nov	
SMTCSL/EBL/013 Community-Based Cooperatives, Innovativeness & Creativity for Social Entrepreneurship Management in Projects	1 WEEK	14th Aug – 18th Aug	23rd Oct – 27th Oct	20th Nov – 24th Nov	2023
	2 WEEKS	14th Aug – 25th Aug	23rd Oct – 3rd Nov	20th Nov – 1st Dec	
	1 WEEK	12th Aug – 16th aug	21st Oct – 25th Oct	25th Nov – 29th Nov	2024
	2 WEEKS	12th Aug – 23rd Aug	21st Oct – 1st Nov	25th Nov – 6th Dec	
SMTCSL/EBL/014 Entrepreneurship Skills Development	1 WEEK	18th Sept – 22nd Sept	23rd Oct – 27th Oct		2023
	2 WEEKS	18th Sept – 29th Sept	23rd Oct – 3rd Nov		
	1 WEEK	16th Sept – 20th Sept	28th Oct – 1st Nov	9th Dec – 13th Dec	2024
	2 WEEKS	16th Sept – 27th Sept	28th oct – 8th Nov	9th Dec – 20th Dec	
SMTCSL/EBL/015 Agric-business Enterprise Development & Management	1 WEEK	9th Oct – 13th Oct	13th Nov – 17th Nov		2023
	2 WEEKS	9th Oct – 20th Oct	13th Nov – 24th Nov		
	1 WEEK	7th Oct – 11th Oct	11th Nov – 15th Nov		2024
	2 WEEKS	7th Oct – 18th Oct	11th Nov – 22nd Nov		
SMTCSL/EBL/016 Designing & Implementing Empowerment & Life Skills Programme for Sustainable Livelihood	1 WEEK	30th Oct – 3rd Nov	27th Nov – 1st Dec		2023
	2 WEEKS	30th Oct – 10th Nov	27th Nov – 8th Dec		
	1 WEEK	28th Oct – 1st Nov	2nd Dec – 6th Dec		2024
	2 WEEKS	28th Oct – 8th Nov	2nd Dec – 13th Dec		
SMTCSL/EBL/017 Life-Skills, Personal Effectiveness, Entrepreneurship & Financial Literacy for Sustainable Livelihood	1 WEEK	6th Nov – 10th Nov	4th Dec – 8th Dec		2023
	2 WEEKS	6th Nov – 17th Nov	4th Dec – 15th Dec		
	1 WEEK	4th Nov – 8th Nov	2nd Dec – 6th Dec		2024
	2 WEEKS	4th Nov – 15th Nov	2nd Dec – 13th Dec		

SPECIAL ASSISTANTS, SECRETARIES & PERSONAL ASSISTANTS

The role of special assistants and secretaries requires many of the same skills as those needed by senior staff in an organisation. Secretaries including all administrative professionals play a great role as the gatekeeper of a department or organisation. From the first connection at the reception to the backend office, each staff is responsible for the organisation's functionality, sustainability and growth.

The duties of special assistants, secretaries and personal assistants are enormous; some of which include providing administrative, secretarial, advanced clerical, and pragmatic support; and serving as information and reference points for senior managers, executives and committees in organizations, planning and organizing work activities by recommending improvements, and implementing improvements as approved amongst others. Working with executives and managers requires the ability to be tactful and discreet, while problem-solving, emotional intelligence, people management, communication, decision-making skills, multitasking capabilities, and knowledge of technological advancements, and contemporary trends and modernization in office management are also vital for administrative officers. Officers who attend these courses are expected to have enhanced abilities and capabilities to manage people, foster internal and external relationships, manage conflict and achieve set goals.

Who will derive value from the programme

- ✓ Administrative Officials/ Secretaries, Executive Assistants
- ✓ Personal Assistants
- ✓ Customer Service Executives
- ✓ Sectional Heads, etc.

Special Assistants, Secretaries & Personal Assistants Training Schedule

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/SSP/001 Front Office Management, Building & Sustaining Customer Service Culture	1 WEEK	27th Feb – 3rd Mar	19th June – 23rd June	18th Sept – 22nd Sept	2023
	2 WEEKS	27th Feb – 10th Mar	19th June – 30th June	18th Sept – 29th Sept	
	1 WEEK	26th Feb -1st Mar	17th June - 21st June	23rd Sept - 27th Sept	2024
	2 WEEKS	26th Feb - 8th Mar	17th June - 28th June	23rd Sept - 4th Oct	
SMTCSL/SSP/002 Management Skills for Administrative Professionals	1 WEEK	17th Apr – 21st Apr	3rd July – 7th July	16th Oct – 20th Oct	2023
	2 WEEKS	17th Apr – 28th Apr	3rd July – 14th July	16th Oct – 27th Oct	
	1 WEEK	15th Apr - 19th Apr	8th July - 12th July	21st Oct - 25th Oct	2024
	2 WEEKS	15th Apr - 26th Apr	8th July - 19th July	21st Oct - 1st Nov	
SMTCSL/SSP/003 Advanced Secretarial & Modern Office Management Skills Development	1 WEEK	24th Apr – 28th Apr	24th July – 28th July	6th Nov – 10th Nov	2023
	2 WEEKS	24th Apr – 5th May	24th July – 4th Aug	6th Nov – 17th Nov	
	1 WEEK	29th Apr - 3rd May	22nd July - 26th July	4th Nov - 8th Nov	2024
	2 WEEKS	29th Apr - 10th May	22nd July - 2nd Aug	4th Nov - 15th Nov	
SMTCSL/SSP/004 Front Desk & Customer Relations Skills	1 WEEK	24th Apr – 28th Apr	24th July – 28th July	6th Nov – 10th Nov	2023
	2 WEEKS	24th Apr – 5th May	24th July – 4th Aug	6th Nov – 17th Nov	
	1 WEEK	27th May - 31st May	22nd July - 26th July	9th Sept - 13th Sept	2024
	2 WEEKS	27th May - 7th June	22nd July - 2nd Aug	9th Sept - 20th Sept	
SMTCSL/SSP/005 Time Optimization Management & Prioritization for Optimal Organisational Output	1 WEEK	26th June – 30th June	9th Oct – 13th Oct		2023
	2 WEEKS	26th June – 7th July	9th Oct – 20th Oct		
	1 WEEK	24th June - 28th June	9th Sept - 13th Sept	2nd Dec - 6th Dec	2024
	2 WEEKS	24th June - 5th July	9th Sept - 20th Sept	2nd Dec - 13th Dec	

Topic	Duration	1st Run	2nd Run	3rd Run	
SMTCSL/SSP/006 Advanced Skills Development for Front Desk Officer in a Competitive Global Environment	1 WEEK	3rd July – 7th July	14th Aug – 18th Aug	2nd Oct – 6th Oct	2023
	2 WEEKS	3rd July – 14th July	14th Aug – 25th Aug	2nd Oct – 13th Oct	
	1 WEEK	1st July - 5th July	12th Aug - 16th aug	7th Oct - 11th Oct	2024
	2 WEEKS	1st July - 12th July	12th Aug - 23rd Aug	7th Oct - 18th Oct	
SMTCSL/SSP/007 Advanced Office Management & Effective Administration Skills for Optimal Service Delivery	1 WEEK	28th Aug – 1st Sept	30th Oct – 3rd Nov		2023
	2 WEEKS	28th Aug – 8th Sept	30th Oct – 10th Nov		
	1 WEEK	26th Aug - 30th Aug	11th Nov - 15th Nov	9th Dec - 13th Dec	2024
	2 WEEKS	26th aug - 6th Sept	11th Nov - 22nd Nov	9th Dec - 20th Dec	
SMTCSL/SSP/008 Electronic Archive (E-Archive) & Electronic Documents Management System Workshop	1 WEEK	18th Sept – 22nd Sept	23rd Oct – 27th Oct		2023
	2 WEEKS	18th Sept – 29th Sept	23rd Oct – 3rd Nov		
	1 WEEK	23rd Sept - 27th Sept	28th Oct - 1st Nov	9th Dec - 13th Dec	2024
	2 WEEKS	23rd Sept - 4th Oct	28th oct - 8th Nov	9th Dec - 20th Dec	

INTERNATIONAL STUDY TOUR

STUDY TOURS TO THE FOLLOWING COUNTRIES



International study tours facilitate the building of an international network of friends and colleagues and learning from people from diverse cultures, backgrounds, exposure, experience and world outlook. Attending a well-designed study tour in another country facilitates increased learning, maturity and, courage, promotes flexibility and adaptability to new situations, builds confidence and self-esteem, exposes systemic and individual strengths and weaknesses, enhances global perspective at work, encourages globalization of ideas and confidence in international engagements. Delegates who participate in programmes outside their country also usually have the opportunity to learn in a more relaxed environment. Knowledge and skill acquisition for international courses would also be buttressed with visits to relevant project sites and project teams, or officers who perform similar roles as the delegates in their host country. These offer delegates the opportunity to view concepts from the usual theoretical situation in training rooms, being applied to real situations and experiences across different cultures and watching them play out in real-time. In light of the aforesaid, varied international study tours have been packaged by SMTCL as part of our different categories of training programmes. The tours will avail the participants the opportunity to build an international network, share experiences with their colleagues and experts working in their field, observe in real life the application of some of the concepts learnt theoretically earlier, engage in robust interactions with professionals in other countries, enhance the ability to become world-class professionals and also arm them with the necessary travel experience required for specific learning goals. The learning goals of each tour vary and are spelt out in the course syllabus that is available on request and also on our website.

Programme Fees and Locations

Destination	1 Week	2 Weeks
UAE	\$4,500	\$7,500
Rwanda	\$4,500	\$7,500
USA	\$5,000	\$9,000
Brazil	\$5,000	\$9,000
Tanzania	\$4,500	\$7,500
Qatar	\$4,500	\$7,500
UK	£5,000	£9,000
France	€5,000	€9,000
Turkey	\$5,000	\$9,000
Malaysia	\$5,000	\$9,000
Seychelles	\$4,500	\$7,500
Egypt	\$4,500	\$7,500
Singapore	\$5,000	\$9,000
Kenya	\$4,500	\$7,500
Ghana	\$4,500	\$7,500
Mauritius	\$4,500	\$7,500
South Africa	\$4,500	\$7,500
Gambia	\$4,500	\$7,500

Topic	2023 Study Tours				2024 Study Tours		
	Duration	1st Run	2nd Run	3rd Run	1st Run	2nd Run	3rd Run
Study Tour on Executive & Senior Management Development	1 WEEK	UAE 23rd Jan- 27th Jan	Rwanda 24th Apr-28th Apr	USA 18th Sept-29th Sept	UAE 22nd Jan- 26th Jan	Rwanda 22nd Apr - 26th Apr	USA 30th Sept - 4th Oct
	2 WEEKS	23rd Jan-3rd Feb	24th Apr - 5th May	2nd Oct - 6th Oct	22nd Jan-2nd Feb	22nd Apr - 3rd May	30th Sept - 11th Oct
Study Tour on Management of Social Safety Net Programmes for Enhanced Livelihood	1 WEEK	Rwanda 23rd Jan- 27th Jan	Brazil 24th Apr-28th Apr	UAE 18th Sept-29th Sept	Rwanda 22nd Jan- 26th Jan	Brazil 22nd Apr - 26th Apr	UAE 30th Sept - 4th Oct
	2 WEEKS	23rd Jan-3rd Feb	24th Apr - 5th May	2nd Oct - 6th Oct	22nd Jan-2nd Feb	22nd Apr - 3rd May	30th Sept - 11th Oct
Study Tour on Advanced Procurement, Planning, Bid, Contract & Negotiation Management	1 WEEK	Kenya 13th Feb - 17th Feb	Turkey 15th May- 19th May	UAE 1 4th Aug - 18th Aug	Kenya 12th Feb - 16th Feb	Turkey 13th May - 17th May	UAE 12th Aug - 16th aug
	2 WEEKS	13th Feb - 24th Feb	15th May - 26th May	14th Aug - 25th Aug	12th Feb - 23rd Feb	13th May - 24th May	12th Aug - 23rd Aug
Study tour on Managing Donor Funded Educational Project.	1 WEEK	Tanzania 20th Feb - 24th Feb	Qatar 22ndMay- 26th May	UK 1 4th Aug - 18th Aug	Tanzania 19th Feb - 23rd Feb	Qatar 20th May - 24th May	UK 12th Aug - 16th Aug
	2 WEEKS	20th Feb - 3rd March	22nd May - 2nd June	14th Aug - 25th Aug	19th Feb - 1st Mar	20th May - 31st May	12th Aug - 23rd Aug
Performance-Driven Monitoring & Evaluation	1 WEEK	France 20th Feb - 24th Feb	UAE 22ndMay- 26th May	Turkey 1 4th Aug - 18th Aug	France 19th Feb - 23rd Feb	UAE 20th May - 24th May	Turkey 12th Aug - 16th Aug
	2 WEEKS	20th Feb - 3rd March	22nd May - 2nd June	14th Aug - 25th Aug	19th Feb - 1st Mar	20th May - 31st May	12th Aug - 23rd Aug
Study Tour on Advanced Financial Management	1 WEEK	Malaysia 20th Feb - 24th Feb	Brazil 22nd May - 26th May	Seychelles 1 4th Aug - 18th Aug	Malaysia 19th Feb - 23rd Feb	Brazil 20th May - 24th May	Seychelles 12th Aug - 16th Aug
	2 WEEKS	20th Feb - 3rd March	22nd May - 2nd June	14th Aug - 25th Aug	19th Feb - 1st Mar	20th May - 31st May	12th Aug - 23rd Aug
Study tour on Managing, Leading & Implementing Programme for Results Interventions	1 WEEK	Rwanda 27th Feb - 3rd March	UK 19th June - 23rd June	Egypt 18th Sept-22nd Sept	Rwanda 26th Feb - 8th Mar	UK 17th June - 21st June	Egypt 23rd Sept - 4th Oct
	2 WEEKS	27th Feb - 10th March	19th June - 30 th June	18th Sept-29th Sept	26th Feb -1st Mar	17th June - 28th June	23rd Sept - 27th Sept
Study Tour on Agribusiness as a Tool for Poverty Eradication, Economic Development & Nation Building	1 WEEK	Singapore 27th Feb - 3rd March	Kenya 19th June - 23rd June	Qatar 18th Sept-22nd Sept	Singapore 26th Feb - 8th Mar	Kenya 17th June - 21st June	Qatar 23rd Sept - 4th Oct
	2 WEEKS	27th Feb - 10th March	19th June - 30 th June	18th Sept-29th Sept	26th Feb -1st Mar	17th June - 28th June	23rd Sept - 27th Sept
Study Tour on Leadership Competency, Building and Application for Public Sector Administrators	1 WEEK	Ghana 27th Feb - 3rd March	Mauritius 19th June - 23rd June	UK 18th Sept-22nd Sept	Ghana 26th Feb - 8th Mar	Mauritius 17th June - 21st June	UK 23rd Sept - 4th Oct
	2 WEEKS	27th Feb - 10th March	19th June - 30 th June	18th Sept-29th Sept	26th Feb -1st Mar	17th June - 28th June	23rd Sept - 27th Sept
Study Tour on Performance Based Management of Healthcare Organisations for Optimal Outcome	1 WEEK	Rwanda 6th Mar -10th Mar	UAE 10th Apr -14th Apr	South Africa 10th Jul -14th Jul	Rwanda 4th Mar - 8th Mar	UAE 8th Apr - 12th Apr	South Africa 8th July - 12th July
	2 WEEKS	6th Mar -17th Mar	10th Apr - 21st Apr	10th Jul -21st Jul	4th Mar - 15th Mar	8th Apr - 19th Apr	8th July - 19th July
Study Tour on Positioning Education for National Development.	1 WEEK	Ghana 20th Mar -24th Mar	UK 5th June - 9th June	Qatar 11th Sept - 15th Sept	Ghana 18th Mar - 22nd Mar	UK 3rd June - 7th June	Qatar 9th Sept - 13th Sept
	2 WEEKS	20th Mar -31st Mar	5th June - 16th June	Qatar 11th Sept - 22nd Sept	18th Mar - 29th Mar	3rd June - 14th June	9th Sept - 20th Sept

Topic	Duration	1st Run	2nd Run	3rd Run	1st Run	2nd Run	3rd Run
Study Tour on Advanced Communication for Development	1 WEEK	Egypt 20th Mar -24th Mar	UAE 5th June - 9th June	Singapore 11th Sept - 15th Sept	Egypt 18th Mar - 22nd Mar	UAE 3rd June - 7th June	Singapore 9th Sept - 13th Sept
	2 WEEKS	20th Mar -31st Mar	5th June - 16th June	11th Sept - 22nd Sept	18th Mar - 29th Mar	3rd June - 14th June	9th Sept - 20th Sept
Project Impact Sustainability Planning and Management	1 WEEK	Gambia 20th Mar -24th Mar	USA 5th June - 9th June	South Africa 11th Sept - 15th Sept	Gambia 18th Mar - 22nd Mar	USA 3rd June - 7th June	South Africa 9th Sept - 13th Sept
	2 WEEKS	20th Mar -31st Mar	5th June - 16th June	11th Sept - 22nd Sept	18th Mar - 29th Mar	3rd June - 14th June	9th Sept - 20th Sept
Study tour on Advanced Project Management	1 WEEK	Mauritius 27th Mar - 31st Mar	UAE 3rd Jul -7th Jul	France 16th Oct - 20th Oct	Mauritius 25th Mar - 29th Mar	UAE 1st July - 5th July	France 14th Oct - 18th Oct
	2 WEEKS	27th Mar -7th Apr	3rd Jul -14th Jul	16th Oct - 27th Oct	25th Mar - 5th Apr	1st July - 12th July	14th Oct - 25th Oct
Study tour on Study on Management of Agricultural Projects for Optimal Outcome	1 WEEK	Malaysia 27th Mar - 31st Mar	Singapore 3rd Jul -7th Jul	Ghana 16th Oct - 20th Oct	Malaysia 25th Mar - 29th Mar	Singapore 1st July - 5th July	Ghana 14th Oct - 18th Oct
	2 WEEKS	27th Mar -7th Apr	3rd Jul -14th Jul	16th Oct - 27th Oct	25th Mar - 5th Apr	1st July - 12th July	14th Oct - 25th Oct
Study tour on Project Closure & Exit Management for Sustainability	1 WEEK	Seychelles 27th Mar - 31st Mar	Gambia 3rd Jul -7th Jul	UAE 16th Oct - 20th Oct	Seychelles 25th Mar - 29th Mar	Gambia 1st July - 5th July	UAE 14th Oct - 18th Oct
	2 WEEKS	27th Mar -7th Apr	3rd Jul -14th Jul	16th Oct - 27th Oct	25th Mar - 5th Apr	1st July - 12th July	14th Oct - 25th Oct
Study tour on Study tour on Agribusiness Value Chain Intervention Management	1 WEEK	Singapore 3rdApr -7th Apr	Kenya 12th June - 16th June	Qatar 18th Sept-22nd Sept	Singapore 1st Apr - 5th Apr	Kenya 10th June - 14th June	Qatar 16th Sept - 20th Sept
	2 WEEKS	3rdApr -14th Apr	12th June - 23rd June	18th Sept-29th Sept	1st Apr - 12th Apr	10th June - 21st June	16th Sept - 27th Sept
Managing & Leading for Result	1 WEEK	Mauritius 3rdApr -7th Apr	USA 12th June - 16th June	Gambia 18th Sept-22nd Sept	Mauritius 1st Apr - 5th Apr	USA 10th June - 14th June	Gambia 16th Sept - 20th Sept
	2 WEEKS	3rdApr -14th Apr	12th June - 23rd June	18th Sept-29th Sept	1st Apr - 12th Apr	10th June - 21st June	16th Sept - 27th Sept
Study tour on Project Operations Management Workshop	1 WEEK	UK 17th Apr -21st Apr	Qatar 3rd Jul -7th Jul	Kenya 16th Oct - 20th Oct	UK 15th Apr - 19th Apr	Qatar 1st July - 5th July	Kenya 14th Oct - 18th Oct
	2 WEEKS	17th Apr -28th Apr	3rd Jul -14th Jul	16th Oct - 27th Oct	15th Apr - 26th Apr	1st July - 12th July	14th Oct - 25th Oct
Study Tour on Advanced Management Information System	1 WEEK	USA 17th Apr -21st Apr	Mauritius 3rd Jul -7th Jul	Ghana 16th Oct - 20th Oct	USA 15th Apr - 19th Apr	Mauritius 1st July - 5th July	Ghana 14th Oct - 18th Oct
	2 WEEKS	17th Apr -28th Apr	3rd Jul -14th Jul	16th Oct - 27th Oct	15th Apr - 26th Apr	1st July - 12th July	14th Oct - 25th Oct
Study Tour on Leadership, Accountability and Good Governance	1 WEEK	France 17th Apr -21st Apr	Egypt 3rd Jul -7th Jul	Turkey 16th Oct - 20th Oct	France 15th Apr - 19th Apr	Egypt 1st July - 5th July	Turkey 14th Oct - 18th Oct
		17th Apr -28th Apr	3rd Jul -14th Jul	16th Oct - 27th Oct	15th Apr - 26th Apr	1st July - 12th July	14th Oct - 25th Oct