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Updated 1 Jan, 2011

TRAINING SOLUTIONS

The rules for succeeding in business are changing daily. Yet people are still asking for the magic formula that contributes to a successful organization. Is it talented, knowledgeable people plus innovative products? That's a great start, but something vital is missing from this equation. More and more corporations around the world recognize that, in order to gain a competitive advantage, their employees need to acquire specific skills. W-Holistic Business Solutions (W-HBS) with original insight and innovation has blended these skills into a curriculum. "Advantage" is the training brand of W-HBS' international range of SME solutions

W-HBS will partner with your company on your training initiative. To demonstrate our commitment to you, we are offering free services within the training cycle in collaboration with your human resources department - Training Needs Assessment [TNA], Training Plan & Training Evaluation.

Please contact W-HBS on +234 704 304 5892 or you can send an e-mail to advantage@w-hbs.com to;

- request for our full brochure, details regarding fees and/or customisation options
- schedule a meeting to discuss this unique opportunity of an investment in your people asset
- book our free Training Needs Assessment [TNA] session
- discuss partnership opportunities to deploy our training solutions to specific target audiences

We also offer regular trainings at public locations. For public schedules, please visit the events page on our website www.w-hbs.com.

MANAGEMENT SKILLS TOOLBOX

Strategy and Business Development

1. Business Ethics
2. Business Succession Planning: Developing and Maintaining a Succession Plan
3. Risk Management
4. Developing a Business Plan that Works¹
5. Blue Ocean Strategy¹

Sales and Marketing

6. Marketing and Sales
7. Building Relationships for Success in Sales
8. Dynamite Sales Presentations
9. Overcoming Objections to Nail the Sale
10. Prospecting for Leads like a Pro
11. Selling Smarter
12. Telemarketing: Using the Telephone as a Sales Tool

Customer Service

13. Customer Service: Critical Elements of Customer Service
14. Customer Service Training: Managing Customer Service
15. Customer Relationship Management
16. Call Center Training: Sales and Customer Service Training for Call Center Agents

Operations

17. Inventory Management: The Nuts and Bolts
18. Lean Process Improvement

Finance

19. Refresher Course for the New Accounts Personnel
20. Budgets and Managing Money

Project Management

21. Project Management Fundamentals
22. Intermediate Project Management
23. Advanced Project Management
24. Effective Planning & Scheduling
25. Project Management Training: Understanding Project Management

Human Resources

26. Refresher Course for the New HR Personnel

Recruitment & Induction

27. Hiring for Success: Behavioural Interviewing Techniques
28. Orientation: Getting Employees Off to a Good Start

Issues Resolution

29. Employee Dispute Resolution: Mediation through Peer Review
30. Conflict Resolution: Getting Along in the Workplace

Performance Management

31. Employee Accountability
32. Performance Management: Managing Employee Performance
33. Conducting Effective Performance Reviews

Change Management

34. Change Management: Change and How to Deal With It

Managing the Human Asset

35. Talent Management
36. Celebrating Diversity
37. Closing the Generation Gap

Workplace Essentials

38. Safety in the Workplace
39. Workplace Harassment: What It is and What to Do About It
40. Workplace Violence: How to Manage Anger and Violence in the Workplace
41. Tough Topics: Talking To Employees About Personal Hygiene

Training and Capacity Development

42. Developing Your Training Program
43. Using Activities to Make Training Fun
44. The Practical Trainer – On the Job Training Skills
45. Facilitation Skills
46. Survival Skills for the New Trainer
47. Advanced Skills for the Practical Trainer

¹ Presentation only course. Full courseware is currently being developed.

PERSONAL PRODUCTIVITY SKILLS TOOLBOX

General

1. Getting Stuff Done: Personal Development Boot Camp
2. Time Management: Get Organized for Peak Performance
3. Business Etiquette: Gaining That Extra Edge
4. Working Smarter: Using Technology to your Advantage
5. Building Self Esteem and Assertiveness Skills
6. Conflict Resolution: Dealing with Difficult People
7. Anger Management: Understanding Anger - Yours and Others
8. Delegation: The Art of Delegating Effectively
9. Motivation Training: Motivating Your Workforce
10. Problem Solving and Decision Making
11. Communication Strategies
12. Negotiating for Results
13. Emotional Intelligence
14. Stress Management
15. Critical Thinking

Business Writing

16. Business Writing That Works
17. Writing Reports and Proposals
18. Advanced Writing Skills

Leadership

19. Leadership Skills for Supervisors
20. Business Leadership: Becoming Management Material
21. Coaching: A Leadership Skill

Team Development

22. Team Building: Developing High Performance Teams
23. Teamwork: Building Better Teams

Public Speaking

24. Public Speaking: Presentation Survival School
25. SpeakEasy: Conquering Your Fear of Speaking in Public
26. Public Speaking: Speaking Under Pressure

Meeting Management

27. Meeting Management: The Art of Making Meetings Work
28. The Minute Taker's Workshop

CUSTOMISED SOLUTIONS

W-HBS training model is a partnership model that seeks to provide a holistic solution for each organisation as a unique entity. This model helps to specially tailor our training solutions towards meeting differing organisational needs. We develop the customised package based on our free Training Needs Assessment session. Some of our already customised solutions are illustrated below;

Core Essentials for Busy Business Owners/Executives - One Day Primers

Functional Skills

1. Risk Management
2. Selling Secrets - The Art of Building Relationships
3. Negotiation Skills
4. Budgets and Managing Money
5. Secrets of Change Management
6. Train-the-Trainer - Inspire, Motivate and Educate

Productivity Tools

7. Conflict Resolution
8. Stress Relief and Stress Reduction
9. Controlling Anger Before It Controls You

Other courses will be based on Training Needs Assessment [TNA] per Organisation & availability of One Day Primers.

New Manager/Supervisor School

Baseline

1. The ABCs of Managing/Supervising Others
2. The Professional Manager/Supervisor

Functional Skills

3. Accounting Skills for the New Manager/Supervisor
4. Human Resources Training: HR for the Non HR Manager
5. Selling Secrets - The Art of Building Relationships
6. The Practical Trainer – On the Job Training Skills
7. Customer Relationship Management
8. Risk Management
9. Current Project Management Techniques to Increase Effectiveness

Productivity Tools

Based on Training Needs Assessment [TNA] per Organisation

Career Development

Job Search Series

1. Getting Your Job Search Started
2. Creating a Dynamic Job Portfolio
3. Mastering the Interview

Career Edge Series

1. Getting Stuff Done: Personal Development Boot Camp
2. Time Management: Get Organized for Peak Performance
3. Business Etiquette: Gaining That Extra Edge
4. Working Smarter: Using Technology to your Advantage
5. Building Self Esteem and Assertiveness Skills
6. Public Speaking: Presentation Survival School
7. Skills for the Administrative Assistant
8. Teamwork: Building Better Teams
9. Business Writing That Works
10. Communication Strategies
11. Negotiating for Results
12. Emotional Intelligence
13. Critical Thinking

Legal Practitioner's Series

Baseline

1. Company Secretariat - Meeting Management: The Art of Making Meetings Work
2. Company Secretariat - The Minute Taker's Workshop
3. Risk Management

Productivity Tools

Based on Training Needs Assessment [TNA]
per Organisation