

The logo for 'insolitus' is displayed in a cursive font. The word 'insolitus' is written in a dark grey or black color. Two blue dots are placed above the 'i' and the 'o' to serve as accents. The logo is centered within a rectangular box that has a light blue gradient background, transitioning from a very light blue at the top to a slightly darker blue at the bottom.

insolitus

2011 TRAINING SCHEDULE

Training Programme: 2011

Programme Overview	Topics	Learning outcomes	Duration	Fee
<p>The Art of Self Development</p> <p>The aim of life is self-development, as Oscar Wilde said. It means we have the power to continuously improve ourselves because development brings about improvement. This workshop demonstrates how to take responsibility for satisfying your own learning needs to improve performance within and outside work. The programme is designed in line with the book: <i>Nuggets of Self development</i> recently written by Barbara O. Lawrence, participants get a copy of the book.</p> <p>For: anyone seeking to improve his/her productivity to perform better and progress both within and outside the office.</p>	<ul style="list-style-type: none"> • Self assessment • Goal setting • Executing goals • Self Development: From A to Z • Coping with Change • Is Attitude Everything? • Personal Accountability • The Time of your Life • Action planning 	<ul style="list-style-type: none"> • Understand the principles of self development • Identify areas to be developed • Learn how to take responsibility for one's own learning and development • Develop Individual Development Plan for improvement • Creating, developing and achieving realistic goals to help you make the best of yourself. 	1 day	N32,000

Path to Personal Accountability

Are you tired of finger-pointing in your organisation? Do you want to eliminate blame and improve productivity in your team? Then the Path to Personal accountability programme is just what you need. It has been designed to teach participants how to claim 100% ownership of their actions and out comes – free of blame or guilt.

For: organisations/individuals wishing to improve performance and increase employee satisfaction by creating an accountability culture

- Business case for Personal Accountability
- Fundamentals of Personal Accountability
- Personal Accountability Tools, Skills & Behaviours
- Accountability that Works:
 - Making clear agreements
 - Developing your PA Action Plan
- Why Accountability Matters**

- How to take responsibility for your actions
- How to create an Accountability mindset
- How to maintain high performance through right choices
- Achieving successful projects & personal growth through the combined power of Responsibility, Empowerment and Accountability

1 day

N32,000

Programme Overview	Topics	Learning outcomes	Duration	Fee
<p>Why Accountability Matters is a common-sense program designed to put people--especially those entering the workforce for the first time--on the path to becoming highly valued employees. It provides a basic overview of what it takes to be seen as accountable, focusing on specific day-to-day workplace behaviours.</p> <p>For: organisations/individuals wishing to improve performance and increase employee satisfaction by creating an accountability culture</p>	<ul style="list-style-type: none"> •Speaking and Writing Clearly •Doing What You Say You're Going to Do •Not Making Excuses •Learning From Mistakes •Being Ethical •Taking Initiative to Solve Problems •Serving Customers Professionally •Being a Team Player •Knowing How to Solve Your Own Conflicts 	<p>Enables organizations to provide quick, basic training on the topic of accountability</p> <p>Helps individual see the day-to-day behaviours associated with being an accountable person</p> <p>Teaches skills that improve overall organizational communication and productivity</p>	Half a day	22,000
<p>QBQ! (Question behind the Question)</p> <p>Achieving Excellence by Practicing Personal Accountability Training Program will help you build a culture that eliminates blame, complaining and procrastination. Participants receive two books: <i>Flipping the Switch</i> and <i>The QBQ</i> by John Miller</p> <p>For: organisations/individuals wishing to improve performance and increase employee satisfaction by creating an accountability culture</p>	<ul style="list-style-type: none"> •Defining the QBQ! •Understanding leadership •Two myths of personal accountability •The power of choice •The “How To” of the QBQ! •Personal Accountability in Action •QBQ! Creativity and Integrity •Characteristics of achievers •An integrity test 	<ul style="list-style-type: none"> •Eliminate Blame, complaining , Procrastination •Reduce Employee Turnover •Enable employees to: <ul style="list-style-type: none"> •Boost Morale •Foster Creativity •Adapt to Change •Enhance Communication •Build Effective Teams •Develop People •Build Effective Teams •Solve Problems •Improve Customer Service 	1 day	35,000

Programme Overview	Topics	Learning outcomes	Duration	Fee
<p>Customer Service Excellence: The aim of the Service Excellence programme is to encourage and motivate employees to adopt positive service behaviours that meet both the functional and emotional needs of customers, leading to a Service Excellence culture within the organisation.</p> <p>For: employees who help customers directly or help colleagues (internal customers) who serve the paying customer</p>	<ul style="list-style-type: none"> •Basic concept of Service Excellence •Why service excellence matters •Identifying your customers •What do customers need? •The Power of Behaviour •What is different about good service? •Service excellence skills •Enhancing results through the Fish Philosophy •Personal Action Planning 	<ul style="list-style-type: none"> •Understand the essence of service excellence •Realise the importance of individual's attitude and mindset to achieving service excellence •Identify the role of Behaviour in Service Excellence •Acquire skills for delivering excellent service to identified customers 	1 day	32,000
<p>Coaching For Performance This programme provides participants with the skills, knowledge and confidence to coach people, so they are able to achieve the expected standards of performance</p> <p>For: Individuals who have a responsibility for coaching and/or managing the performance of others.</p>	<ul style="list-style-type: none"> •Harnessing Emotional Intelligence •Personal Accountability : Performance Improvement Foundation •Fundamentals of Coaching •Business case for coaching; Role of coach •Coaching Strategies and tools •Coaching Skills •The Practical Coach •Action Planning 	<ul style="list-style-type: none"> •Understand the role of Leader as Coach in enhancing individual/team performance and development to deliver better results •Learn a core set of coaching principles and strategies for working with your team •Apply strategies in practice sessions •Develop a plan for further developing and applying your coaching capabilities 	2days	65,000

Programme Overview	Topics	Learning outcomes	Duration	Fee
<p>The Change Leader: Successful and sustainable organisational improvements depend on effective change leaders who know how to: Create and disseminate a vision; Overcome resistance; Manage conflict, The Change Leader programme provides knowledge of the change process and tools to help change leaders move through the process</p> <p>For: Employees leading and/or going through change.</p>	<ul style="list-style-type: none"> •Key elements of leadership •Change Theories •The Change Formula • Riding the wave - Change Strategies •Process for leading change •CSF for change •Dealing with Resistance 	<p>To be mindful of change</p> <ul style="list-style-type: none"> •To recognise it as part of our lives •To learn more about it •Find ways to enhance it personally and professionally 	1 day	32,000
<p>Internal Communications Successful internal communication lies at the heart of any thriving organisation – it delivers information to the right people at the right time, it helps involve and motivate staff and makes a big contribution to effective external communication, too. If people don't communicate well teams soon feel out of touch and uninformed</p> <p>For: for those who want to improve the internal communication in their organisation - whether they are line managers, senior managers or HR or communication professionals with internal communication as part of their brief.</p>	<ul style="list-style-type: none"> • The role and importance of internal communication •The importance of 2 way communication •Internal communications audit and methods •Monitoring & evaluation •Internal communications process •Communications in times of uncertainty 	<p>It will introduce you to new ways of improving internal communication and will re-energise you in your quest for good communication</p>	Half day	22,000
<p>Presentation Skills Confident presenting is an essential business skill. Whether you're delivering a client presentation, or speaking internally, presentation skills are crucial – and many people have a real fear of public speaking. This programme will help you develop confidence, and show you how to come across clearly and with enthusiasm</p> <p>For: Anybody who speaks to individuals or groups, or makes presentations to colleagues or clients</p>	<ul style="list-style-type: none"> •How to be more confident •Posture, body language •Essential steps of preparation •Key messages •PowerPoint and other visual aids •Handling questions effectively 	<ul style="list-style-type: none"> •Feel confident to present in any situation •Maintain audience attention throughout your session •Create a convincing and memorable outcome • Win more business and get buy-in to your ideas 	Half day	22,000

Specifics

- Venue: All programmes hold at The Lagos Resource Centre; 9 Anifowoshe Street, Off Adeola Odeku, Victoria Island, Lagos
- Time:
 - Half day: 9.00am – 1.30pm (tea break)
 - Full day: 9.00am – 5.30pm (tea break plus lunch)
- Approach: Slide presentation, Teach pieces, Video, Activities, Exercises, Practical applications; Discussions
- In-hose training also available on request and duration customised as required
- Other programmes available on request: *Time Management; Emotional Intelligence, Team work*

To register.. Please send the following

information to barbie.lawrence2@gmail.com

- Name.....
- Job Title.....
- Company Name.....
- Address.....
- Phone no.....
- Email address.....
- Course.....
- Fee:.....
- Payment: Pay into Insolitus Nigeria Ltd., First Bank Nigeria Plc; Chevron/Texaco Branch; 4992030001229 and bring teller to venue

Contact Details

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