EMEDITH CONSULTING
Your Power to Shine™

2018 Training Catalog

EMEDITH CONSULTING
Your Power to Shine

1. Management, Leadership and Supervisory Skills Training

- Fostering High Performance in the New Work Environment
- Leadership & Professionalism
- Building & Leading Effective Teams
- Esssential Supervisory Skills
- Enterprise Leadership

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Fostering High Performance in the New Work Environment

Overview

In today's competitive world and uncertain economic times, the most effective way for businesses to achieve profitable growth is to focus on increasing the performance of its employees.

There is widespread agreement, from a recent survey, that organizations need breakthrough performance from their employees to continue to meet their business goals. Employees are striving to meet these high expectations but are reaching their limits and organizations cannot simply continue to rely on employees doing more.

The world of work keeps changing and this continues to affect the way work is done and new competencies are required from employees if they are to be effective within this new environment.

It is important for organizations that its leaders are aware of these changing trends if they are to support and effectively guide and motivate employees and bring out the best in them. Effective leadership also calls for an understanding that performance criteria must also reflect the new competencies required for high performance.

This workshop focuses on global trends that are changing the world of work. It is built around recent and in-depth research that points to the fact that breakthrough performance needed to meet business goals is becoming increasingly unlikely through conventional means.

Participants will learn the new competencies necessary for high performance in today's world and how they, as leaders can help build and sustain these competencies.

The workshop will provide appropriate resources to ensure the success of work teams and best practices for addressing individual leadership challenges. Participants will learn how to replicate high-performance practices in their organizations and create an environment that brings out the best in people. Participants will identify their key leadership challenges and develop Personal Action Plans to address those challenges based on course learnings, feedback and interaction with their peers.

Course Profile

Global workforce trends and impact on work
Dimensions of high performance
A New Concept of High Performance
Characteristics of high performing Organizations
Critical Challenges to High Performance
Implications for Leaders
High performance Leadership activities
Organizational and Individual behaviour
High Performance Team Management Practices and Processes

At the end of the course, participants will be able to:

- Appreciate changing workplace tends and the effect on work and work processes.
- Review current research and understand the new concept of performance.
- Understand new competencies required to achieve breakthrough performance
- Review and evaluate critical challenges to high performance in their organisations
- Review strategies and practices of "best in class" organisations and adopt practices and processes that can be implemented in their organisations
- Learn how to improve communication and build teamwork among the workforce
- Understand how to align vision, mission and values to ensure everyone in the organization is heading in the same direction.
- Create a work environment that enables employees maximize performance
- Create incentives to reward and recognize the workforce and ensure they consistently deliver excellent results
- Develop action plans that can be immediately implemented upon return to the office.

Who will benefit

This course is designed for managers, senior managers and executives who wish to enhance their skills and capabilities to inspire all their employees and just a handful to deliver superior results and update their performance management practices to better align with the new world of work.

Course Dates

March 12-16, 2018
October 8-12, 2018

Duration: 5 Days.

Fee: *N 350,000 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

Payment Details

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Leadership & Professionalism

Overview

In today's fast paced and ever–changing world, leadership skills are essential to excel and succeed. Regardless of position or title, the most effective way to achieve a breakthrough in career or create sustainable achievements in a job is by demonstrating leadership skills.
This session is designed to enable participants develop true leadership values and achieve greater impact for their organization. It presents a new model which challenges the conventional view of leadership being a single individual's responsibility. It places the role of leadership on every member of the organization. Each person is challenged to apply critical skills and professional ethics to maximise their personal, professional and organisational productivity.

Course Profile

The New Leadership Equation.
Maintaining company-employee equilibrium
Core values in Leadership.
Requisite professional attributes
Appreciating personality types
Understanding strengths and aspirations
Articulating and communicating personal brand
Framework for Workplace Culture
Guidelines for professional dressing and grooming.

At the end of the course, participants will be able to:

- Appreciate the necessary leadership skills and professional ethics and approaches they can apply to maximise productivity within the corporate environment
- Apply these leadership skills combined with professional ethics in a manner that will support and enable a high performance environment.
- Attain new levels of performance as well as keep them engaged and committed to the organisation.
- Develop true leadership values and achieve greater impact as professionals.
- Gain clarity on their strengths and aspirations and articulate their personal brand
- Communicate their value internally and externally to facilitate career growth
- Stay omposed and confident during stressful situations
- Produce a plan for continuing self-development and apply specific key actions or skills learnt.
- Understand proper business etiquette and how you should look, act and talk for various occasions

Who will benefit

This course is for current and aspiring managers, team leaders and all new employees who wish to learn how to lead, motivate self and others, maximize the success of their teams as well as appreciate what it takes to be a world-class professional.

Course Dates

February 21-23, 2018
October 29 -31, 2018

Duration: 3 Days.

Fee: *N 270,000 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Building and Leading Effective Teams

Overview

Businesses form teams to achieve objectives that improve the quality of services or products, reduce waste, or remove inefficiencies in a process. Effective team leadership is essential to company success. A team leader who is proficient, professional and active within the team, can mean the difference between motivated employees and disgruntled employees.

This workshop provides the proven knowledge and competencies that will enable managers and team leaders to excel. The workshop will present participants with skills, know-how and tools to get the very best of every employee, and make a real difference in the effectiveness and productivity of their teams.

Course Profile

Concept of Team work and Stages in Team Development
Team Roles and barriers to team effectiveness
Creating an environment for high team performance
Managing change, resolving conflicts
Team behaviour and Leadership styles
Team Vision – Working towards a common goal
Managing performance
Conducting team meetings

At the end of the course, participants will be able to:

- Set and accomplish team goals and objectives,
- Get commitment to a shared vision,
- Understand how to align vision, mission and values to ensure everyone in the organization is heading in the same direction.
- Learn how to improve communication and build teamwork among the work-force
- Build a culture based on trust and mutual respect;
- Coach, delegate and motivate,
- Adapt their management style to suit the needs of their team.
- Communicate and give feedback including unpleasant news without impairing self-esteem
- Manage risks; resolve problems and conflicts;
- Respect diversity; bring out the best in others, and lead team to success.

Who will benefit

This course is for current and aspiring managers and team leaders who wish to learn how to lead and motivate self and others and maximize the success of their teams.

Course Dates

April 3-6, 2018
September 4-7, 2018

Duration: 4 Days.

Fee: *N 320,000 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Essential Supervisory Skills

Overview

All organisations need competent and confident supervisors in other to get the best out of the workforce. How supervisors manage teams, tasks and change is critical to the success of the organization.

This workshop is designed to help new and recently promoted supervisors who have not received formal supervisory training gain the skills they need to become effective. The course is designed to develop core supervisor competencies and provides a range of techniques and practical skills that supervisors can immediately use to enhance their ability to supervise people.

Course Profile

Supervisor expectations and responsibilities
Communicating a shared vision
Setting goals and performance targets and managing performance
Providing and receiving feedback and Motivating the team
Prioritization and delegation

At the end of the course, participants will be able to:

- Describe the role of a supervisor and how it differs from an individual contributor
- Make the transition from individual contributor to supervisor
- Become credible as supervisors.
- Set SMART goals for themselves and their teams
- Communicate successfully and provide feedback to their teams
- Understand how to align vision, mission and values to ensure everyone in the organization is heading in the same direction.
- Prioritise tasks and manage time more effectively
- Delegate tasks to others
- Manage performance of their team members.
- Create a work environment which motivates team members to deliver desired results.
- Develop an action Plan to improve supervision skills

Who will benefit

This course will benefit new and existing supervisors who wish to improve their skills and bring out the best in their work teams

Course Dates

May 8-11, 2018
July 31- August 3, 2018

Duration: 4 Days.

Fee: *N 320,000 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Enterprise Leadership

Overview

Organizations invest in leadership development to equip their leaders enable and accelerate strategy. Increasingly, many leaders are struggling to do this in today's work environment, not because they lack the right competencies, but because the new work environment has significantly affected both leader-peer and leader-team dynamics. Strategy execution now demands 'Enterprise Leadership' to be effective.

Recent research shows that Enterprise Leaders are defined by two types of outcomes.
1. First, they achieve strong individual leadership performance by reaching their goals and leading their teams to do the same.
2. Second, they show great network leadership outcomes—working with other leaders and their teams to transfer and acquire resources and best practices that improve organizational outcomes.

Research reports that only 12% of leaders in organizations are true Enterprise Leaders.

This workshop focuses on how to develop Enterprise Leaders. It is built around recent research on the need to redefine leadership skills for today's work environment. It will foster in participants the adaptive mindset which is required for successful enterprise leadership. Participants will identify their key leadership challenges and develop personal Action Plans to address those challenges based on course learnings, feedback and interaction with peers.

Course Profile

The New Leadership Environment
Individual Leadership and why it falls short
Enterprise Leadership Model
Challenges to Enterprise leadership
Enterprise Leadership practices

At the end of the course, participants will be able to:

- Understand and describe the new leadership environment.
- Appreciate why even individual leadership skills fall short
- Review current research and understand the concept of Enterprise Leadership.
- Understand new competencies required to achieve Enterprise Leadership
- Review and evaluate critical challenges to Enterprise Leadership in their organisations
- Review strategies and practices of "best in class" organisations and adopt practices and processes that can be implemented in their organisations
- Develop an action plan that can be immediately implemented upon return to the office.

Who will benefit

This workshop is for Leaders wanting to remain effective in today's work environment. It is for leaders who wish to develop the mindset on how to create "one company" where everyone thinks and acts in the best interest of the overall enterprise.

Course Dates

March 20 - 23, 2018
September 18 - 21, 2018

Duration: 4 Days.

Fee: *N 320,000 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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2. Personal Effectiveness Skills Training

- Building and Maintaining Personal Credibility
- Enhancing Personal Effectiveness
- Effective Corporate Communication
- Improve your Impact Through Awareness of Others
- Emotional Intelligence for the Workplace
- Effective Service Delivery
- Conflict Resolution Training

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Building and Maintaining Personal Credibility

Overview

Every person has an inherent need to be valued and respected by others. When people believe, trust and have confidence in you, you naturally receive their respect. You will be able to persuade and influence people if they believe you are credible. Personal credibility helps you create productive relations with others and to accomplish more within those relationships. Personal credibility increases personal effectiveness.

This workshop focuses on how to build credibility, avoid credibility "busters" and what to do to regain lost credibility. It teaches how to convey credibility in interactions with staff at all levels and how to enhance relationship building skills to drive business results.

Course Profile

What is Personal Credibility and why does it matter?
Barriers to Personal Credibility
Developing Personal Credibility
Building Trust
Influencing others
Communication, Credibility, Trust and Influence – how are they all connected

At the end of the course, participants will be able to:

- Describe the importance and value of personal credibility
- Identify actions and behaviours that erode personal credibility
- Assess the image presented to others and ways to enhance image
- Work through simple case studies and recommend actions that can be taken to regain lost credibility
- Build trust within their groups and influence people to achieve results
- Make their ideas appealing to others and use influence and advocacy skills to affect decisions
- Develop strategies and approaches for building effective relationships with key stakeholders

Who will benefit

This session will benefit anyone who wishes to increase his influence and personal effectiveness.

Course Dates

April 10 -13, 2018
October 2- 5, 2018

Duration: 3.5 Days.

Fee: *N 297,500 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Enhancing Personal Effectiveness

Overview

Personal effectiveness means making the most of all personal resources at our disposal - our personal talents, energy and time relative to what's most important to us. At the organisational level, it manifests itself in the effective delivery of company goals and objectives. At the individual level, it promotes happiness and well-being.

This workshop focuses on helping individuals pinpoint their strengths and talents and take whatever steps fit their styles to help them make the best use of their talents, energy and time. It incorporates recent research findings that individuals can become highly effective by intentionally applying their talents and strengths. Participants will be empowered to appreciate their individuality and focus on their strengths to achieve personal and professional success.

Course Profile

Personal Effectiveness Framework
Awareness of Self – Insights into talents and strengths
Management of Self – Harnessing talents and strengths
Awareness of Others – Communication styles and preference, emotional intelligence
Management of Others – influence and persuasion
Setting goals and achieving them
Time Management
Motivation
Avoiding Procrastination
Organization and Productivity
Problem solving and Decision Maki

At the end of the course, participants will be able to:

- Gain insight into their talents, individual strengths and weaknesses
- Understand themselves and the day-to-day choices they make that impact their accomplishments
- Improve their general effectiveness by understanding the elements of what makes a person effective
- Use the elements of personal effectiveness framework habitually and positively such that it becomes part of their orientation
- Develop an action plan that can be implemented to improve personal effectiveness

Who will benefit

This session will benefit anyone who wishes to increase his/her influence and personal effectiveness.

Course Dates

February 6-9, 2018
August 28-31, 2018

Duration: 3.5 Days.

Fee: *N 297,500 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Effective Corporate Communication

Overview

Communication is vital to all relationships both at work and off work. Good communication skills are necessary regardless of our position. Yet it is something we all take for granted and rarely think about what we are doing or how effective we are. Often, things go wrong with our communication! Most times when an individual, a department or even an organization is not meeting goals or doing what they should be doing it can almost always be traced to poor communication within that organization. Mastering the skill of communication requires continuous and conscious effort.

This course provides the basics of effective communication. It focuses on what people should pay attention to in order to improve the effectiveness of communication.

Course Profile

Effective Communication course covers following:

Meaning of effective communication
Components of effective communication – Asking, Telling, Listening & Reflecting
The Communication Cycle
Verbal and non-verbal communication
Body Language and Communication
Communication Styles
Effective listening
Barriers to Communication
Using Communication skills: Influence and Persuasion

At the end of the course, participants will be able to:

- Understand the essential ingredients of effective communication
- Recognize areas for improvement for effective communication
- Use and interpret body language for effective communication
- Identify and Understand their own communication styles and preferences
- Become sensitive to other people's styles
- Develop active listening skills
- Hold conversations and influence people.
- Understand the barriers to communication
- Appreciate cross-cultural variations in communication
- Apply specific commitments /actions plans have made during the training to their jobs.

Who will benefit

This session will benefit anyone who wishes to increase his/her influence and personal effectiveness.

Course Dates

June 26 - 29, 2018
November 6 - 9, 2018

Duration: 3.5 Days.

Fee: *N 297,500 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Improve Your Impact Through Awareness of Others

Overview

Connection is an important aspect of personal effectiveness. In general, people are more effective if they have a sense of being accepted. Awareness of others means knowing how people feel, what they need, how they think and what they believe in. Without awareness of others, one cannot be aware of the dynamics of relationships and the helpful and unhelpful patterns that are running and make them better.

This session focuses on managing relations through awareness of self and others. It focuses on understanding one's personality style and the style of others to enhance effective interactions and relationships with them. The session will also focus on workplace pressure and strategies to perform under pressure.

Course Profile

Communication and Personality Styles
Basic Human Needs, Assertiveness and getting Needs met
Giving feedback to people
Working with others and resolving conflicts

At the end of the course, participants will be able to:

- Understand their personality and communication styles and how this affects their interactions with others
- Communicate better and get along better with people
- Understand their needs and be able to meet these needs in an assertive way
- Provide feedback to others without hurting self esteem
- Work productively and assertively in a team
- Manage and resolve conflicts in a productive manner
- Manage pressure so it does not affect relationship
- Develop an action plan that can be immediately implemented upon return to the office.

Who will benefit

This session will benefit anyone who wishes to increase his/her influence and personal effectiveness.

Course Dates

May 22 - 25, 2018
December 4 - 7, 2018

Duration: 3.5 Days.

Fee: *N 297,500 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Emotional Intelligence for the Workplace

Overview

Emotional Intelligence is increasingly being linked to high performance. Effective Leaders not only know and manage themselves well, they are also able to harness the power of emotions to create significant connections with others and be a positive influence on their teams and throughout their organization. Emotional Intelligence involves an ongoing process of continued personal development.

This workshop focuses on the four components of Emotional Intelligence. It is designed to help participants better understand their moods and emotions and learn to use them to create harmonious relationships with others.

Course Profile

Self-Awareness
Determining one's strengths and limitations; becoming aware of one's emotions and their effects on one's behaviour, as well as the impact one has on others.
Managing Emotions
Acquiring the skills to cope effectively with stress and anger;
Self-image and Self-Motivation
Developing a strong sense of self-worth and trusting one's capabilities to cope with demands.
Social Skills
Becoming an active listener; Tuning in to the feelings of others; preventing emotional "triggers" from affecting our listening ability; Dealing more effectively with conflict

At the end of the course, participants will be able to:

- Understand underlying motivations and values that drive relationships and behaviours
- Manage own emotions more effectively and thereby increase quality of life.
- Understand others better and thereby live more comfortably with other people.
- Increase your personal impact in contributing to team growth
- Prevent and manage conflict more skilfully
- Increase self-awareness and improve decision making
- Build more satisfactory relationships with other people at all levels and in all walks of life, thereby improving personal power and productivity.

Who will benefit

This session is for anyone wishing to increase their emotional intelligence and, in doing so, become powerful, positive forces within their teams and organizations.

Course Dates

February 13-16, 2018
November 13-16, 2018

Duration: 3.5 Days.

Fee: *N 297,500 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Effective Service Delivery

Overview

Outstanding service ensures survival in increasingly competitive markets. In business, getting people in the door is a key to success. However, getting them coming back is an even bigger challenge. This is where delivering excellent customer service comes into play.

This course is designed for individuals involved in customer service delivery. It sets out key concepts and models for world class service delivery and enables participants develop a mindset dedicated to delivering outstanding customer service.

This course will help create and sustain a culture where every employee will recognize the value of providing exceptional service to customers.

Course Profile

Concept and Characteristics of Service Delivery
Four Pillars Service Delivery
Customers and their Characteristics
Exceptional Customer Service Skills and Attitudes
Communicating with Customers
Service Delivery Models
Confidence in Customer Service Roles

At the end of the course, participants will be able to:

- Articulate what is expected of them as customer service providers
- Describe exceptional customer service delivery
- Articulate the benefits of outstanding customer service
- Recognise barriers to delivering outstanding service
- Develop skills and techniques for dealing with "difficult" or upset customers
- Develop an action plan for continual improvement of their customer service delivery skills.

Who will benefit

This course is for anyone wishing to gain a thorough knowledge and understanding of the key aspects of customer service and become confident in handling enquiries, complaints, and communications.

Course Dates

July 4-6, 2018
October 29-31, 2018

Duration: 3 Days.

Fee: *N 270,000 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Conflict Resolution Training

Overview

Conflict is inevitable. However, most people feel uncomfortable about conflict and conflict management and see conflict as indicative of a problem. Conflicts will always arise in personal interactions both in and out of work, in team settings at work and relationships with clients, customers and other stakeholders. The fact is that conflict is healthy and is necessary to enable the resolution of an issue. Without addressing a conflict situation, the issues keep recycling and lead to sub-optimal outcomes at both personal and organizational levels

This workshop is designed to help participants handle conflicts and conflict situations. It provides a reference point to enable people deal with conflicts in a clear, rational, assertive, and non-aggressive manner. It provides participants with usable, relevant and confidence building tools to help them handle this difficult arena more effectively.

Course Profile

The Development of conflict
Workplace conflict – responses and consequences
Obstacles to effective conflict handling
Conflict Management styles
Effective systemic conflict management
Conflict Management Processes

At the end of the course, participants will be able to:

- Understand how conflict arises and escalate
- Develop a range of conflict resolution techniques which will help them achieve better outcomes to conflicts
- Identify their preferred way of handling conflict situations
- Resolve conflict early and fairly, get people working again and cut the cost of conflict
- Grow empathy and impartiality skills and understand where people are coming from, enhance on-going relationships and enable you to tap into people's potential
- Hold crucial and difficult conversations.
- Create an action plan for their specific conflict situations

Who will benefit

This course will benefit anyone who struggles to consistently obtain positive outcomes from conflict situations. It will be equally useful for more experienced managers who would like to pick up new techniques for dealing with communication failure or personality clash.

Course Dates

May 9-11, 2018
July 11-13, 2018

Duration: 3 Days.

Fee: *N 270,000 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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3. On-Boarding, Off - Boarding Training

- **Essentials of Organisational Socialisation (New employee Onboarding)**
- **Pre-Retirement Seminar**

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Essentials of Organisational Socialisation (New Employee Onboarding) Session

Overview

Whether they are entry-level beginners or corporate leaders, new hires are more likely to become productive workers and stay with the company if their onboarding experiences fully integrate them into the employer's corporate culture.

Our On-boarding sessions are designed to support new hires to ensure they have all the critical information necessary to ramp up in their roles and contribute their talents and expertise to meaningful work. All our organisational socialisation sessions are bespoke and we work with our clients to support the on-boarding journey of new hires for the first three or six months.

New hires complete a series of follow-on training events within their first 90 days at the firm. This follow-on training includes a new hire welcome event with a senior leader guest speaker. New hires also attend group-specific orientations to ensure they are aligned with their specific team goals as well as gain a deep understanding of opportunities for career development.

We also provide additional resources and immersion programs for senior staff to accelerate their learning about leadership roles and expectations.

Objectives

Our sessions aim to:

- Provide employees with the skills and knowledge they need to succeed in their new jobs
- Increase productivity and employee retention by making personal connections and demonstrating your commitment
- Introduce company policies, procedures, and culture
- Ensure that employees quickly get up to speed on job skills and company culture

Who will benefit

All new employees at all levels

Course Dates

April 18-20, 2018
September, 26-28, 2018

Duration: 3 Days.

Fee: *N 270,000 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Pre- Retirement Seminar

Overview

Some people see retirement as a whole new world of opportunity; others approach it with a sense of concern. The fact is that planning for retirement is more important today than it has ever been. Retirees are much healthier, much more active and can expect to live much longer. This means that it is extremely important to understand the opportunity that retirement presents for us personally and to remove any concerns we may have in order to help us to decide when we want to retire.

This workshop will provide you with tools to help you prepare and plan for a successful, healthy transition from work to retirement. The workshop has been developed, based on experience, to cover all the key lifestyle aspects of retirement from health and leisure to finance and relationships.

Course Profile

Managing Finances
The Challenges of transition
Managing the emotions of change
Managing Budgets
Exploring talents & interests
Health & Well-being
Managing relationships

Who will benefit

We recommend that individuals who are within five years of their planned retirement would benefit most from this seminar. The workshops can be attended with or without partners, but if budget allows we strongly recommend that partners should be invited, as experience has shown us that there are extra benefits when they attend.

Course Dates

June 18-22, 2018
November 26-30, 2018

Duration: 5 Days.

Fee: *N 500,000 per participant and spouse*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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4. Diversity & Inclusion Training

- Fostering Diversity for Corporate Growth
- Dealing with Unconscious Bias
- Managing Generational Differences

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Fostering Diversity for Corporate Growth

Overview

People are the most important asset of any company. For companies to succeed, they must make the most of the full range of their people. Diversity exists when groups of people bring their own backgrounds and experiences to an organization or workplace. Diversity is more than just workforce demographics. Embracing diversity can bring a broader range of mindsets and backgrounds into the organization leading to more effective decision-making for the benefit of the organization. Maximizing the potential of a diverse workforce is not only a social imperative, but is also a competitive advantage.

This workshop focuses on how to manage and leverage diversity in the workplace. The workshop explores assumptions, beliefs, generalities, discrimination, prejudice, perception, and stereotypes. It covers changing demographics and top growth groups, generational diversity, gender differences, and the differences in personality profiles.

The workshop helps participants build a business case for embracing diversity, develop a diversity strategy and manage a diverse workforce. The workshop provides resources on how to evaluate the effectiveness of diversity efforts.

Course Profile

The Business case for Diversity
Developing a Diversity Strategy
Managing a Diverse Workforce
Evaluating the Effectiveness of Diversity Efforts

At the end of the course, participants will be able to:

- Define workplace diversity
- Specify reasons for increasing importance of workplace diversity
- Identify dimensions of workplace diversity
- Define stereotyping and identify gender sensitivity
- Describe how to become a change agent
- Build a business case for diversity
- Develop a diversity strategy and align diversity initiatives to strategic goals
- Manage a diverse workforce
- Evaluate the effectiveness of diversity efforts

Who will benefit

Personnel in charge of workforce management

Course Dates

March 21-23, 2018
August 14 -17, 2018

Duration: 3 Days.

Fee: *N 350,000 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

Payment Details

Cheque to EMEDITH CONSULTING or bank transfer to:
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Dealing with Unconscious Bias

Overview

The concept of unconscious bias is gaining a lot of attention as the dynamics of Diversity and Inclusion in the workplace keeps changing. Unconscious bias refers to our natural people preferences. Buried within the subconscious of everyone are biases which we consciously reject. People can consciously and deliberately work to behave without prejudices yet still possess hidden negative prejudices and stereotypes. An awareness of unconscious bias allows us to fundamentally rethink the way we approach leadership, organizational policies and culture on a number of different levels.

This workshop explores the concept of Unconscious bias. It is designed to help participants become aware of what biases they have and the impact these could have on their decision making. The workshop explores proven strategies for addressing unconscious bias in the workplace. It equips participants the tools to improve people decisions and enhance diversity and inclusion to the benefit of the organization.

Course Profile

Stereotypes and Prejudices
Effects of Prejudice and Stereotypes
Exploring Unconscious Bias
Impact of Unconscious Bias in the Workplace
Combatting Hidden Bias
Committing to Change

At the end of the course, participants will be able to:

- Identify the types and strengths of their unconscious biases
- Analyse the impact of unconscious bias in the workplace
- Address unconscious bias
- Recognise the need to fair and objective at key times

Who will benefit

This course is recommended for leaders wishing to attain a new level of engagement about diversity issues.

Course Dates

May 15-18, 2018
October 23-26, 2018

Duration: 3.5 Days.

Fee: *N 297,500 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Managing Generational Differences

Overview

There is growing concern in organisations on how best to manage a workforce of three generations with differing mindsets and communication styles. The key to reducing generational conflicts and creating a harmonious and inclusive work environment is to effectively address and take advantage of the differences in values and expectations of each generation while being careful not to follow blanket stereotypes.

This workshop enables participants to understand each generation, their needs, communication preferences, and what is important to them. Participants create their own roadmap of strategies on how to work more effectively with each generation so that the workplace is able to benefit and celebrate the talents of each generation, all while embracing and managing their differences.

Course Profile

Generational context and core values
Expectations and Motivation
Myths and Stereotyping
Generational Communication preferences
Leadership styles & handling generational conflicts

At the end of the course, participants will be able to:

- Build an understanding of their own core values and behaviours
- Develop a framework for understanding the behaviours and core values of each generation
- Effectively manage employees from different generations
- Understand why and how each generation responds differently in the workplace
- To work through the most common generational friction points
- Decrease negative judgments and generational stereotyping
- Acquire an overall appreciation for generational differences

Who will benefit

This workshop will benefit leaders and managers and anyone currently experiencing or expecting to experience the generational differences and their impact on the workplace.

Course Dates

June 27 – 29, 2018
August 7-9, 2018

Duration: 3 Days.

Fee: *N 270,000 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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5. Human Resources Management

- **Using Analytics to Improve People Decisions**
- **Strategic HR Transformation**
- **Human Resources Management Master Class**

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Using Analytics to improve People Decisions

Overview

The application of talent analytics to enhance people related decisions in organizations is well recognised. Leading organizations have adopted data-driven approaches to their human capital decisions. However, some other HR Practitioners are just creating dashboards of data instead of diagnosing issues and driving business outcomes. Among challenges faced by HR Practitioners is knowing what to analyse and how to analyse to help decision making.

This workshop will lead participants to examine common HR metrics and determine the HR metrics that align to organizations' strategic goals. It will provide participants with a guide to prioritizing human capital metrics. The workshop will explain the characteristics of high data quality and equip participants to find and collect the data. The workshop will provide high level introduction to common analyses techniques and mistakes to avoid when interpreting data.

Course Profile

Differences between Metrics and Analytics
Common HR Metrics
Prioritizing Human Capital Metrics
A Business case for Analytics
Moving from Reporting to Analytics
Selecting Metrics that Matter
Conducting a Data Audit and Constructing a Data Plan
Data Analysis Techniques
Connecting and telling stories with data across the organization

At the end of the course, participants will be able to:

- Distinguish between metrics reporting and analytics
- Determine the HR Metrics that align with company's strategic goals
- Understand how to focus metrics and analytics efforts to get real impact
- Use Analytics to gain insight and make informed decisions
- Undertake basic and intermediate level data analysis
- Examine common pitfalls in the use of analytics in HR
- Tell an effective story with data that will engage their audience
- Use knowledge gained to raise their competency levels in the use of analytics and its application to provide strategic support to their organizations.

Who will benefit

This course is designed for HR professionals, Analysts , Consultants and anyone seeking to become more adept at collecting and using data for decision making

Course Dates

April 24 – 27, 2018
July 24 – 27, 2018

Duration: 3.5 Days.

Fee: *N 297,500 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Strategic HR Transformation

Overview

The world of work keeps changing and this continues to affect the way work is being done. For HR to continue to contribute meaningfully and remain a strategic business partner requires strategic transformation.

This course will give participants the skills and knowledge required to provide strategic HR support to the business. It will improve the strategic effectiveness of the HR function. The course is built around recent research on how to create a business-aligned HR strategy, use of data and analytics to improve strategic decision making, redesigning HR structure and processes for efficiency and improving HR team effectiveness to drive engagement and performance.

Course Profile

HR Strategic Planning Process
Developing a HR Strategy
Implementing and Adapting a HR strategy
Using Data and Analytics to Improve Strategic Decision Making
Redesigning HR structure and Processes for Effectiveness/Response to Changing Work Environment

At the end of the course, participants will be able to:

- Undertake the four essential components of the HR Strategic Planning Process
- Use data and analytics to improve decisions
- Appreciate the need or otherwise for HR process and structure redesign for efficiency
- Effectively drive engagement and performance in response to changing work environment

Who will benefit

This course is designed for HR professionals, HR Planners, HR Consultants seeking to contribute to the business at strategic level and become a true strategic partner.

Course Dates

June 5-8, 2018
September 11- 14, 2018

Duration: 3.5 Days.

Fee: *N 297,500 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

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Human Resources Management Master Class

Overview

The HR function has evolved to become more strategic and advisory. Business leaders expect more from HR but are reporting that they are not getting the required support. HR employees need a new set of competencies to work effectively in a new work environment which has come about as a result of global trends that have led to fundamental changes in how work gets done.

This Human Resources Master Class is grounded in recent research. The course explores the evolution of the HR profession and its current state. It examines business leaders expectations and demands on the HR function; it explores the global trends reshaping competencies required by HR and puts forward competencies HR personnel need to develop and how this can be done. The course presents 'best-in-class' processes, practices and mindsets required for the HR function to undertake its strategic role.

Course Profile

The Evolution of the Human Resource Profession
HR Growth & Practice in Nigeria: Impact and Influence of HR Professional Bodies
Labour & Employment Laws in Nigeria: Understanding your compliance requirements
Global Workforce Trends: Implications and Challenges for HR
HR Competencies for the New Work Environment
Creating a strategically – aligned HR
Translating Business strategy into HR action
Current Trends, Processes and Practices in:
- Career Management
- Performance Management
- Organizational Culture & Employee Engagement
- Social Media -enabled communication

Using Metrics and Analytics to Drive Talent Decisions

At the end of the course, participants will be able to:

- Appreciate the evolution of the HR profession and its growth & practice in Nigeria
- Learn what needs to be put in place to be in compliance with labour and employment laws in Nigeria.
- Review Global Workforce Trends and deduce implications for effective HR delivery
- Appreciate the New Work Environment and understand HR competencies required to be effective

- Create a strategically – aligned HR function
- Learn how to translate business strategy into HR actions.
- Review recent research, strategies and practices of "best in class" organisations and adopt practices and processes that can be implemented in their organisations
- Use data and analytics to improve decisions
- Develop action plans that can be immediately implemented upon return to the office.

Who will benefit

This course is designed for HR Professionals who would like to be more strategic within their organizations and senior managers and executives who want to understand how to deliver strategic and organizational changes and use HR to support it

Course Dates

May 21-25, 2018
October 15 -19, 2018

Duration: 5 Days.

Fee: *N 350,000 per participant*
Discounts: *10% - 5 or more nominations or full payment 6 weeks before session*

Payment Details

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6. Human Resources Roundtables

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Human Resources Roundtable

Overview

Managing Workforce, which has always been crucial for organizational effectiveness, is now critical in current times. To realize business performance gains in today's ever-changing landscape, organizations need a diverse, agile and empowered workforce. Recent research has revealed that HR can help build such a workforce by changing its approaches to various employee processes and practices.

EMEDITH Human Resources Roundtable is a bi-annual seminar for HR professionals.

How it works

Key topics will be discussed by HR Executives/Leaders in organizations in Nigeria. The overall aim of the roundtables will be to discuss approaches to workforce management processes in the light of current research and come away with practical and doable action plans that can be implemented in organizations. Local data, challenges and case studies will be used to make the Roundtables more meaningful and practical.

EMEDITH Human Resources Roundtable topics for 2018

1st Half: New Thinking on Creating a Fulfiling Career Experience for Employess (May 31 - June 1, 2018)

2nd Half: The New Way of Leadership: Enterprise Leadership (November 28 – 29, 2018)

Who will benefit

The Human Resources Management Roundtable is designed for HR Professionals who would like to be more strategic within their organizations and are interested in current HR trends and approaches to various employee processes and practices. It is also an excellent opportunity for networking with other experienced HR professionals.

Course Dates

1st Half: (May 31 - June 1, 2018)
2nd Half: (November 28 – 29, 2018)

Duration: 1.5 Days.

Fee: N 35,000 per participant
Inclusive of Lunch

Payment Details

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