

Oil and Gas Industry - Downstream

One Day Training

1. Introduction to Strategic Planning for Downstream Fuels Marketing Industry SAM-001

a. Description

- i. This training course will provide updated knowledge and skills to professionals interested in understanding the fundamentals of strategic planning for Downstream Oil and Gas Marketing. Delegates will be exposed to the complexity and inter relationships of global and local supply, shipping and ancillary logistics, terminalling and storage, distribution and marketing of fuels. Best industry approaches and practical examples across the entire fuels value chain for organizations to achieve success in the competitive landscape will be discussed.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Global oil and gas dynamics
- ii. Infrastructure status of Nigeria Downstream Oil and Gas Sector
- iii. Competitive Landscape in Fuels Marketing
- iv. Pricing Mechanisms and Impact on Margins
- v. Regulatory agencies and their impact
- vi. Downstream Transportation optimization
- vii. Classes of strategic business units-Retail, Industrial, Commercial, Marine and Coastal, Aviation, Lubricants, LPG, Bulk and Peddling
- viii. Management of Service Stations and Retail Service Stations Network Optimization
- ix. Strategies and Future Trends in Retail Strategic Business Unit
- x. Vendor managed inventory model as an example of Vertical Marketing System in Downstream
- xi. Assist in the assessment of the critical success factors, strength, weaknesses, opportunities and threats to the business units using analytical tools.
- xii. Understand the implications/impacts of the external environment (political, economic, social and commercial) on the business to enhance decision-making.
- xiii. Developing appropriate strategies for sectoral performance excellence in downstream oil and gas marketing.

d. Who Should Attend?

- i. Managers from the oil and gas industry.
- ii. Employees at officer and supervisor positions who are performing thinking tasks, working, and learning.
- iii. Reporting directly to a team leader or Senior Supervisor or Manager.
- iv. In a mentee relationship with their more experienced supervisors and managers.
- v. Beginning to engage in managerial culture, liaising with professional organizations, attending exhibitions, etc.
- vi. Beginning to investigate professional licensure options for their field
- vii. Industry newcomers
- viii. Regulators and Administrators in contact with the Downstream Oil and Gas industry
- ix. Non-Governmental Organizations

e. Reservation: How to register? Contact us on any of the following points:

- i. Email to: info@trinitra.com.ng
- ii. Telephone: +2347053801151, +2348024017123
- iii. Website: www.trinitra.com.ng
- iv. Facebook: <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course Fee and Payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing:
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients: The referee receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 03/11/2021
- ii. Classroom training: 04/11/2021

h. Time

- i. Online Training 9am to 12 noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room Airport Hotel, Ikeja, Lagos.

2. Contracting and Contracts Administration in Downstream Fuels Marketing Industry- SCM 001

a. Description

- i. The overall aim of this course is to provide participants with the knowledge, concepts, skills and tools necessary to manage and administer contracts post award. Participants in this interactive course will learn all the processes and activities required to implement contractual obligations. The course will also cover contract administration best practices.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Contract planning with Phases of Contract Management including pre-contract phase, contract execution phase and post award phase (often referred to as contract compliance/governance)
- ii. Stages of Contract Management like initial requests, authoring contracts, negotiating the contract, approving the contract, execution of the contract, obligation management, baseline management, commitment management, communication management, contract visibility and awareness, document management.
- iii. Growing businesses and Marketing Relationship Management with sales-side contracts across sales and marketing value chain
- iv. Contract revisions and amendments
- v. Auditing and reporting of contracts
- vi. Renewal
- vii. Contract compliance/governance
- viii. Change management
- ix. Managing contractors
- x. Managing claims and disputes
- xi. Resolving disputes
- xii. Partnership with contractors

d. Course Competencies: By the end of the course, participants will be able to:

- i. Outline the major activities and steps of contract administration
- ii. administration tools that are used during the implementation as well as the role of the contract administrator

- iii. Create a system to evaluate contractors and determine their strengths and weaknesses and demonstrate the importance of partnership in contract administration
- iv. Explain the different types of variation orders, claims and damages
- v. Prepare for negotiating contract variations and claims in order to reach a satisfactory settlement

e. Who Should Attend?

- i. Employees in Procurement, Supply, Engineering, Sales, Marketing, Finance, Accounting, Legal, Audit, Risk and other relevant departments who are involved in stages of contract administration.
- ii. All those involved in any aspect of implementing, managing or administering contracts in the post-award phase of the contracting process and who want to learn about the best practices in contract administration.
- iii. Business Managers from the oil and gas industry.
- iv. Employees at officer and supervisor positions who are performing thinking tasks, working, and learning.
- v. Reporting directly to a team leader or Senior Supervisor or Manager.
- vi. In a mentee relationship with their more experienced supervisors and managers.
- vii. Regulators and Administrators in contact with the Downstream Oil and Gas industry
- viii. Non-Governmental Organizations

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- v. Twitter: <https://twitter.com/TrinitraCo>:
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

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- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing:
 - a. Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients: The referee receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 29/04/2021
- ii. Classroom training: 30/04/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room Airport Hotel, Ikeja, Lagos.

3. National Network Planning and designing Trade Areas for Retail Fuels Marketing- SAM 002

a. Description

- i. The overall aim of this course is to provide participants with the knowledge, concepts, skills and tools necessary to develop and execute a national network plan for retail service stations, commercial and industrial customers with vendor managed fuelling solutions and other relevant business units. The goal of Network Planning is to define network vision and to develop a high-level roadmap for obtaining vision in all markets, ultimately driving site-by-site decisions.

b. Training Model

- i. Classroom Training: One -day Training, classroom setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One -day Training, online setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Develop an optimal, vision-driven network plan for retail service stations, and for commercial and industrial facilities.
- ii. Guiding principles and high-level strategies for the national network plan.
- iii. Perform systematic and consistent analysis across constituent units of the national network development space, from the national network plan to strategic market plan, investor market plan, trade area, price zones and detailed network plan.
- iv. How to identify Key Direct Investment Territories & their respective high-level strategies.
- v. To develop sound capital investment options, which are tested by sensitivities to worst, expected and best-case scenarios around market climate (margin and demand levers) and competitive activity.
- vi. Identify and prioritize site-by-site decisions
- vii. Facilities and Asset Optimization Strategies
- viii. Retail class of trade management options and vertical marketing systems for vendor managed inventory arrangements

- ix. Internal and external dependencies affecting national network plan including supply, terminalling and storage, distribution, marketing and competitive factors

d. Course Competencies

- i. Develop objectives for National Network Plan
- ii. High level assessment of market attractiveness and market position
- iii. High level market classification, action recommendations driven at national level and in-country level
- iv. Test & validate guiding principles-based recommendations from National Network Plan
- v. Trade Area Analysis Tools
- vi. Retail Site Selection Tool and conducting Traffic Counts.
- vii. Site level recommendations based on Detailed Network Plan, and factors to be considered for site marketing.
- viii. Consistency of product offerings across sites
- ix. Development and implementation of retail classes of trade including COCO, CORO, COCA, RORO, ROCCO, BWS and other variants.
- x. Optimization of co-brand relationships and offerings

e. Who Should Attend?

- i. Network Development, Sales, Marketing, Engineering and Operations and other relevant departments who are involved in oversight, supervision and management of retail service stations and VMI locations.
- ii. All those involved in any aspect of implementing, managing or administering retail and commercial networks
- iii. Regulators and Administrators in contact with the Downstream Oil and Gas industry
- iv. Non-Governmental Organizations

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g. Course fee and payment

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- iii. Discounted Pricing:
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- b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients: The referee receives a payout of 10% discount for every individual participant.
 - h. **Date**
 - i. Online training: 05/11/2021
 - ii. Classroom training: 06/11/2021
 - i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
 - j. **Venue**
 - i. Syndicate Room Airport Hotel, Ikeja, Lagos.

4. Is there a Future for Fuel Service Stations? Strategies for Growth of Retail Service Stations in a Regulated Fuels Market- SAM 003

- a. **Description**
 - i. Fluctuations in international crude price, exchange rate uncertainties, quasi-regulated retail fuel prices, low retail margins, high property prices and low return on capital are among the key issues impacting players in the retail fuels business. The overall aim of this course is to provide participants with the knowledge, concepts, skills and tools necessary to develop and execute a strategic plan for retail service stations in view of tough global and local market pressures.
- b. **Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:
 - i. Developing retail fuels service stations strategies to proactively grow the business despite the challenging business environment.
 - ii. Develop an optimal, vision-driven network plan for retail service stations.
 - iii. Different types of management models (CORO, COCO, COCA, RORO, ROCO, Independents) for service stations, advantages and disadvantages. Recommendations for retail class of trade excellence.
 - iv. Pricing as a key factor of competitive strategy and differentiation.
 - v. Facilities optimization and asset optimization issues in retail stations.

- vi. Working capital options
- vii. Optimization of organizational value chain in retail fuels excellence.
- viii. Leveraging appropriate technology and mobility solutions
- ix. Ancillary profit centres and Non fuels Revenue strategies.
- x. Innovation and renovation strategies in retail station design.
- xi. Low-cost operations in service stations.
- xii. Co-branding relationships and strategic partnerships.
- xiii. Image Refresh strategies for retail fuel stations.

d. Who Should Attend?

- i. Network Development, Sales and Operations and other relevant departments who are involved in oversight, supervision and management of retail service stations.
- ii. All those involved in any aspect of implementing, managing or administering retail service station networks.
- iii. Regulators and Administrators in contact with the Downstream Oil and Gas retail industry
- iv. Non-Governmental Organizations

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f. Course fee and payment

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- ii. Online Training: N25,000 per participant per class
- iii. Discounted Pricing:
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 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients: The referee receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 08/11/2021
- ii. Classroom training: 09/11/2021

h. Time

- I. Online Training 9am to 12noon
- II. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room Airport Hotel, Ikeja, Lagos.

5. Brand Management and Guardianship in Downstream Fuels Marketing- SAM 005

a. Description

- i. A brand is the essence of an organization, represented through all of its actions, products, services, and communications in ways that encourage its most important constituents to admire it, respect it, identify with it, trust it, and be fiercely loyal to it. A brand is a company, product or service with a promise. A brand establishes a relationship and experience between a company, product or service and its audiences over time.
- ii. A strong brand contributes to the goodwill in the balance sheet of a company and adds to the total shareholder value.
- iii. The overall aim of this course is to provide participants with the knowledge, concepts, skills and tools necessary to develop and execute a strategic plan for retail service stations in view of tough global and local market pressures.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One -day Training, online setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Brand audit guidelines including Brand Inventory, Brand Exploratory, Brand Positioning and Integrated Marketing Communications Programme.
- ii. Brand equity attributes like brand promise, brand value proposition and brand
- iii. Brand planning methodology with objectives, audience Analysis, market research, competitive analysis, brand strategy, positioning, messaging, visual Identity and tools
- iv. Consumer behaviour analysis
- v. Integrated marketing communications including data-driven coordination of tactics like advertising, promotion, events, sponsorship, co-branding and partnerships, collateral materials management, viral marketing, PR and publicity, etc.
- vi. Reputation marketing and brand activations with retail installations activities.
- vii. Digital marketing
- viii. Data Analytics

- ix. Brand guardianship and managing advertising agencies and related services.
- x. Managing the brand budget
- xi. Internal brand management and brand ambassador programmes.
- xii. Return on brand investments.
- d. Who Should Attend?
 - i. Brand/Marketing Managers, Corporate Communications Managers, Business Development Managers, Public Relations Practitioners, Media Heads in Advertising Agencies.
 - ii. All those involved in any aspect of implementing, managing or administering retail service station networks.
 - iii. This branding course is ideal for those who want to acquire the skill set to successfully kick-start a career in the marketing and communications field within businesses of all kinds and sizes.
 - iv. Regulators and Administrators in contact with the Downstream Oil and Gas retail industry
 - v. Non-Governmental Organizations
- e. **Reservation: How to register? Contact us on any of the following point:**
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing:
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients: The referee receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 12/11/2021
 - ii. Classroom training: 13/11/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**

- i. Syndicate Room Airport Hotel, Ikeja, Lagos.

6. Corporate Communication, Identity and Brand Management- Sam 006

a. Description

- i. Corporate communication is a set of activities involved in managing and orchestrating all internal and external communications aimed at creating favourable point of view among stakeholders on which the company depends. It is the messages issued by a corporate organization to its audiences, such as employees, media, channel partners and the general public. Organizations aim to communicate the same message to all its stakeholders, to transmit coherence, credibility and ethics.
- ii. Corporate communication helps organizations explain their mission, combine its many visions and values into a cohesive message to stakeholders. The concept of corporate communication could be seen as an integrative communication structure linking stakeholders to the organisation. Effective corporate identity management requires the engagement of a broad range of tested strategies and competencies if any organization must survive today's dynamic business environment.
- iii. The course aims to provide participants with the knowledge, concepts, skills and tools necessary to develop and execute a strategic plan corporate Communication, Identity and Brand Management.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Corporate branding
- ii. Corporate and organizational identity
- iii. Corporate responsibility
- iv. Corporate reputation: Building Virile Corporate Reputation: Issues, Challenges and Strategies
- v. Crisis communication
- vi. Internal/employee communication
- vii. Investor relations
- viii. Public relations: issues management and media relations
- ix. Company/spokesperson profiling
- x. Techniques for Managing Media Relations and Negative Press
- xi. Strategies for Growing Brand Equity in a Turbulent Economy – The Nigerian Experience

- xii. Ethical Issues in Crisis Communication and Reputation Management
- xiii. Brand Management

d. Who Should Attend?

- i. Corporate Communications Managers, Public Relations Practitioners, Publicists, Brand/Marketing Managers, Business Development Managers, Media Heads in Advertising Agencies.
- ii. All those involved in any aspect of implementing, managing or administering corporate and brand communications.
- iii. Ideal for those who want to acquire the skill set to successfully kick-start a career in the corporate and brand communications field within businesses of all kinds and sizes.
- iv. Regulators and Administrators in contact with the Downstream Oil and Gas retail industry
- v. Non-Governmental Organizations

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f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing:
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients: The referee receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 15/11/2021
- ii. Classroom training: 16/11/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room Airport Hotel, Ikeja, Lagos.

7. Compliance tools and procedures for corporate governance-LAM 002

a. Description

- i. Corporate governance is the collection of mechanisms, processes and relations by which corporations are controlled and operated. Corporate governance is necessary because of the possibility of conflicts of interests between stakeholders, primarily between shareholders and upper management or among shareholders. Interest in the corporate governance practices of modern corporations, particularly in relation to accountability, increased following the high-profile collapses of a number of large corporations, many of which involved accounting fraud. Corporate scandals of various forms have maintained public and political interest in the regulation of corporate governance. Globally these scandals include Enron and WorldCom. Corporate governance includes the processes through which corporations' objectives are set and pursued in the context of the social, regulatory and market environment. These include monitoring the actions, policies, practices, and decisions of organizations. Corporate governance practices can be seen as attempts to align the interests of stakeholders. This course aims to provide participants with the knowledge, concepts, skills and tools necessary to comply with corporate governance framework and best practices.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Theory of Corporate Governance
- ii. Principal–agent conflict
- iii. Principal–principal conflict (the multiple principal problem)
- iv. Models of corporate governance
- v. Corporate Governance Regulations
- vi. Codes and guidelines
- vii. country examples of corporate governance
- viii. Stakeholders in corporate governance
- ix. Responsibilities of the board of directors
- x. The influence of control and ownership structures on corporate governance
- xi. Mechanisms and controls for corporate governance

d. Who should attend?

- i. This training is ideal for anyone who would like to gain a strong grasp and improve their dealing with conflicts of interest in the workplace.

- ii. All Staff Within an Organization
- iii. Legal department Managers and staff
- iv. Corporate department Managers and staff
- v. Corporate secretariat staff
- vi. Compliance department staff and Managers, Risk and Audit department staff and managers, Finance and Accounting Staff and Managers, etc
- vii. Team Leaders, Executives, Assistants, Officers, Secretaries
- viii. Internal and external stakeholders in all organizations
- ix. Government regulators and Policy Makers
- x. Public servants
- xi. Labour Unions and Cooperatives
- xii. Non-Governmental Organizations

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g. Date

- i. Online Training: 26/04/2020
- ii. Classroom Training: 27/04/2020

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room Airport Hotel, Ikeja, Lagos.

8. The key to succeeding in Industrial and Commercial Business to Business(B2B) Sales and Relationship Marketing – SAM 007

a. Background

- i. With the commoditization of many industrial and commercial products and services, increased globalization, and endless amounts of options, today's buyers are pushing for lower prices more than ever. Indeed, competition is stiff and buyers have a lot of purchasing power. Industrial selling is a mystery to many workers and executives. A tremendous amount of effort, thought, and interpersonal strength goes into a successful B2B campaign, which begins with an approach to one sales person and ends with a whole company's commitment to buy. The process is so complex that it almost defies description.
- ii. Even in this new environment, there are some sellers who are winning deals at higher prices. They are succeeding at bringing in new clients and beating quotas.
- iii. The most successful industrial salespeople have one thing in common. Above all else, they focus on value. They are obsessed with providing value to their buyers over and above the products and services they offer.
- iv. This course aims to give participants the knowledge, skills, tools and competencies for effective performance industrial and commercial B2B sales management.

b. Training Model

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- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Industrial customer attractiveness
- ii. Industrial customer segmentation
- iii. The Relational Development Model
- iv. Industrial Customer Buying Process and Analysis of Buying Centre
- v. Competitive tendering
- vi. Bidding process
- vii. Industrial buying journey
- viii. Non-tender purchasing
- ix. From cannon fodder to preferred tenderer
- x. Solution selling and Consultative Selling Techniques
- xi. Relationship Mapping and B2B Relationship Strategy
- xii. Customer Experience Management - Customer Satisfaction Survey
- xiii. Key Account Management Techniques for B2B
- xiv. Value Tracking and Performance Indicators
- xv. The Internet and B2B marketing

- xvi. Vertical Marketing Systems in B2B Marketing - Asset management, cash flow, people management

d. Who should attend?

- i. Sales engineers, Salespersons, Sales Supervisors and Sales Managers involved Industrial and Commercial Sales, B2B Sales, B2C Sales, Business Development Managers, Marketing Managers, etc

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g. Date

- i. Online training: 17/11/2021
- ii. Classroom training: 18/11/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room Airport Hotel, Ikeja, Lagos.

9. Credit Management, Accounts Receivable and Debt Collection: Tools for Cash flow Management and Competitive Advantage- SAM 008

a. Background

- i. Free cash flow is the cash a company produces through its operations, less the cost of expenditures on assets. Free cash flow is important because it allows a company to pursue opportunities that enhance shareholder value. Without cash, it's tough to develop new products, make acquisitions, pay dividends and reduce debt. It's a strong indicator of company performance.

- ii. The effects of failures of credit risk management on Free cash flow can range from simple poor cash flow to total shut down of the business. Therefore a seller must know to whom it sells its goods and services.
- iii. This course aims to give participants the knowledge, skills, tools and competencies for effective credit management.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Developing a Credit and Accounts Receivable Policy
- ii. Administration Delegation of Authority
- iii. General Credit Principles
- iv. Credit Granting
- v. 5 C's of Credit Evaluation
- vi. Financial Risk Assessment
- vii. Non-Financial Risk Assessment
- viii. Credit Scoring Models
- ix. Temporary Credit Lines
- x. Credit Line Reviews
- xi. Security and Collateral
- xii. Allowance for Doubtful Accounts and Bad Debts
- xiii. Credit Committees
- xiv. Receivables Account Handling
- xv. Establishing, Cancelling, Re-instating (New, Increase and Temporary) Credit Lines
- xvi. Payments, Query Resolution and Accounts Reconciliations, Credit Violations, Doubtful Debt Allowance, Bad Debt Write-offs
- xvii. Debt collection

d. Who should attend?

- i. Sales engineers, Salespersons, Sales Supervisors and Sales Managers involved Industrial and Commercial Sales, B2B Sales, B2C Sales, Business Development Managers, Marketing Managers, etc

e. Reservation: How to register? Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
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- iv. Facebook : <https://www.facebook.com/trinitraconsulting>

- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant

g. Date

- i. Online training: 19/11/2021
- ii. Classroom training: 20/11/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

10. Retail Service Stations Design Standards-Sam 009

a. Background

- i. Retail fuels service stations have continually faced challenges of low volume sales and dismal return on capital due to a myriad of challenges.The emergent business environment of quasi-deregulation,competitive intensity,consumer behaviour and local site dynamics add more to the low returns.Location is a key determinant choice and profitable value.However,rising real estate property values make investments in service stations less attractive.
- ii. This course promises to use a holistic review of environmental, regulatory, competitive,consumer and technological dimensions to review service station design standards in an effort to make retail stations businesses become not only attractive destination brands but also more profitable invesments.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Retail site selection and Traffic Count Management
- ii. Regulatory and Approval Guidelines
- iii. Identification of compatibility as a key design objective for the built environment
- iv. Operational characteristics and the development context
- v. Contemporary urban design guidelines
- vi. Streetscape and Built Form
- vii. Forecourt Traffic Management
- viii. Pedestrians and Cyclists
- ix. Vehicles and Parking
- x. Landscape and Environment
- xi. Signs
- xii. Servicing and Utilities
- xiii. Safety and Security
- xiv. Image Components like Perimeter ID Signs, Pylon, Monument, High Rise, Canopy, Fascia, Logotype, Logo, Fascia Lighting, Columns, Fuelling Position, Fuel Island Components, Trash Container, Dispensing Pumps
- xv. Ancillary Profit Centres and Non fuel revenue
- xvi. Mobility solutions and leveraging appropriate technology.
- xvii. Cessation of sale of motor vehicle fuels.
- xviii. Conversion of a full-service station.
- xix. Nonconforming outdoor display and storage.

d. Who should attend?

- i. Retail Stations Engineering Staff, Network Development staff, Sales engineers, Salespersons, Sales Supervisors and Sales Managers involved retail service station design and construction
- ii. Corporate planners, Finance and Accounting Staff, Investment Planners
- iii. HES staff
- iv. Audit and Risk professionals
- v. Regulators and Policy Makers
- vi. Non Governmental Organizations
- vii. Environmentalists

e. Reservation: How to register? Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 22/11/2021
- ii. Classroom training: 23/11/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

11. Retail Stations Site Selection Best Practices- SAM 012

a. Background

- i. For a retail fuel service station network, the retail trade area is the sphere of influence. Determining the trade area is data-driven because retailers can use transaction data.How far are vehicle drivers willing to drive to visit a retail fuel service station? Retailers need to consider this question from consumers when they're selecting a new store site. A retail trade area is the geographic area that a retail station draws from, the longest drive a customer is willing to make.Iessentially, trade area analysis is a methodology, process or technique that provides a basis for understanding, visualizing and quantifying the extent and characteristics of known or approximated trade areas.n this lesson, we'll examine trade areas and explain their importance to fuel retailers in determining location and site of retail stations,divest from station locations,etc.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Identify the main factors to consider when analyzing a retail trading area
- ii. Understanding the geographic extent and characteristics of store patronage.

- iii. Spatially assessing performance.
- iv. Performing competitive analysis.
- v. Evaluating market penetration and market gap analysis.
- vi. Target marketing amidst local site marketing realities.
- vii. Merchandising.
- viii. Identifying/quantifying effects of cannibalization.
- ix. Developing and exploiting demographic profiles - Motorist Types and Behaviour Analysis
- x. Site suitability and site selection studies.
- xi. Radial Ring Models
- xii. Gravity Analysis
- xiii. Drive Time Model
- xiv. Developmental Master Plan Analysis
- xv. Enterprise Analysis

d. Who should attend?

- i. Retail Network Development staff, Retail Stations Engineering Staff, Sales engineers, Salespersons, Sales Supervisors and Sales Managers involved retail service station sales, marketing, engineering, design and construction.
- ii. Corporate planners, Finance and Accounting Staff, Investment Planners
- iii. HES staff
- iv. Audit and Risk professionals
- v. Regulators and Policy Makers
- vi. Non Governmental Organizations
- vii. Environmentalists
- viii. Station Dealers
- ix. Banking and Finance Managers and Officers

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.

- b. Group clients with participants not less than three people will receive 10% discount.
- c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 29/11/2021
- ii. Classroom training: 30/11/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

12. Technical and facilities maintenance and repair of fuel service stations. SAM 014

a. Background

- i. Maintenance is one of the central issues in operational activities, which involve any type of equipment.Complex equipment and devices used in any system constitute majority of the capital invested in industry. Equipment is subject to deterioration with usage and time and deterioration is often reflected in higher operation costs and lower service quality. In order to keep operational costs down while maintaining good service quality, maintenance and repair is often performed on a scheduled basis or on a break down basis.
- ii. The cost of maintenance-related activities in industrial facilities has been estimated as 15–40% of total operation costs and the trend toward increased automation has forced managers to pay even more attention to maintain complex equipment and keep them in available state.Traditionally it is known that the probability of failure would increase as equipment is aged, and that it would sharply decrease after a planned preventive maintenance.
- iii. A fuel service station includes several facilities and equipment that need to be maintained. In particular, fuel dispensers,power generators,storage tanks, car wash equipment, and other ancillary equipment need to be kept in operational condition for effective performance and profitable service.
- iv. This programme aims to equip participants with the knowledge,skills and competencies to develop and execute a maintenance and Repair Plan for fuel service stations.

b. Training Model

- i. Classroom Training:One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:**
 - i. Types of Technical maintenance:Planned Maintenance,Preventive maintenance program,Reliability-centered maintenance program,Condition-Based Maintenance
 - ii. Mechanical, Submersible Pumps & Control
 - iii. Dispensing Pump Maintenance
 - iv. Electronic Dispenser & Fuel Management Systems
 - v. Power generator maintenance
 - vi. Maintenance of lifters and compressors,etc
 - vii. Electrical installation maintenance
 - viii. Underground Storage Tanks Maintenance
 - ix. Electronic Tank Monitoring Equipment
 - x. Property Maintenance - Facilities Management
 - xi. Maintenance of civilstructures,signages,buildings,restrooms,driveway,etc
 - xii. Record keeping and reports
 - xiii. Insourcing or outsourcing maintenance services
 - xiv. Spare Parts Management
 - xv. Maintenance Contractors
- d. Who should attend?**
 - i. Retail Network Development staff,Retail Stations Engineering Staff,Sales engineers,Salespersons,Sales Supervisors and Sales Managers involved retail service station sales,marketing,engineering,design and construction,Corporate planners,Finance and Accounting Staff,Investment Planners,HES staff,Audit and Risk professionals,Regulators and Policy Makers,Non Governmental Organizations,Environmentalists.Station Dealers,Supervisors,Pumpists and Attendants,Banking and Finance Managers and Officers
- e. Reservation:** How to register:Contact us on any of the following point:
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.

- ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing:
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 03/12/2021
 - ii. Classroom training: 04/12/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

13. Environment, Health and Safety Guidelines for Retail Fuel Service Stations- HES 001

- a. **Background**
 - i. Good health, environment and safety (HES) performance over and above legal requirements has for many years been considered best practice. Experience has shown that improved HES management can bring wider benefits in addition to helping to protect and enhance health, environment and safety: reducing energy consumption and waste, making more efficient use of resources and preventing losses of product all lead to direct cost savings, while reviewing operational practices can help create a safer and more efficient organisation.
 - ii. This training is aimed principally at owners and operators of petrol service stations and will also be of use to those involved in the inspection and maintenance of petrol service stations and to regulators.
 - iii. The philosophy presented in this training is that 'prevention is better than cure' in line with Loss Prevention Systems. This training assists with the development of an HES Management System as a practicable means to manage HES risks. It is based on the Plan-Do-Check-Act (PDCA) continual improvement cycle that helps an organisation to achieve its HES goals.
- b. **Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.
- c. **This training course will feature the following:**

- i. Environmental issues relating to Leaks and Spills,Waste Water,Waste Management and Emissions to Air as they affect fuel dispensing equipment,tanks and piping and fuel delivery equipment
- ii. Waste water management practices for storm water,automobile washing and other effluents
- iii. Automobile repair and site maintenance
- iv. Site upgrade and decommissioning
- v. Emmissions to air -Volatile organic compunds and vapour recovery systems
- vi. Occupational health and safety standards and practices on chemical hazards,fire and explosions and confined spaces
- vii. Best practices in community health and safety
- viii. HES ownership,organization,culture,responsibilities and accountabilities
- ix. Design specifications impacting HES
- x. Emergency management and Incidence Response
- xi. Product Handling
- xii. Loss Prevention principles and practices
- xiii. Job Safety Analysis and Loss Prevention Observations,Verifications and Validations for – Price Change,Car Wash,Trash Enclosure,Pump Island,Restroom,Robbery Deterrence,Trash Handling,Cleaning Pump Island,Steps to Sundown,Vehicle Fuelling Procedure,Station Takeover process,Contaminated Soil,Used Oil,Off Spec Oil,Incident Notification Guidelines,Dips and Metres,Drawing Tank Water,Guaging Tanks,etc
- xiv. Performance Indicators and Monitoring
- xv. Emission and effluent guidelines
- xvi. Environmental monitoring
- xvii. Accident and Fatality
- xviii. HSE Reporting and Dashboards

d. Who should attend?

- i. This training is aimed principally at owners and operators of fuel service stations and will also be of use to those involved in the inspection and maintenance of petrol service stations and to regulators.
- ii. Health,environment and safety practitioners will benefit optimally
- iii. All forecourt supervision staff with oversight responsibility for company owned stations,franchise stations,independents and partner stations
- iv. Business Consultants,Branch Managers and Business Managers overseeing station dealers
- v. Managers and Supervisors of Business Consultants and Branch Managers.
- vi. All station dealers,managers,supervisors and forecourt staff.
- vii. Retail Engineering Department,Retail Network Development staff,Retail Stations Engineering Staff,Sales engineers,Salespersons,Sales Supervisors

and Sales Managers involved retail service station sales,marketing,engineering,design and construction staff

- viii. Audit and Risk professionals
- ix. Regulators and Policy Makers
- x. Non Governmental Organizations
- xi. Environmentalists
- xii. Banking and Finance Managers and Officers

e. Reservation: How to register?Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training:02/10/2021
- ii. Classroom training: 04/10/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

14. Loss Prevention System - Principles and Practices in Downstream Fuels Marketing- HES 002

a. Background

- i. Loss Prevention System is a comprehensive management system designed to help organizations prevent all types of losses (personnel safety, process safety, reliability, product quality, etc.) to improve ALL aspects of the business.It helps prevent or reduce losses using human and organizational performance principles, behavior-based tools and proven management techniques.

- ii. This training seeks to empower participants within organizations with the knowledge, skills, and expertise of LPS to collaboratively work together to improve overall business performance.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. LPS Basics:Loss-Ratio Triangle,The Loss Sequence,LPS Principles
- ii. LPS Tools and Activities
- iii. LPS Guidelines
- iv. Loss Investigations - Investigation team and Review Committee,Loss Occurrence and Notification,Risk Assessment of Incident,Root Cause Analysis and Investigation Report
- v. Loss Prevention Observations- Principles,Organization,Processes,Documentation
- vi. Tools for Risk Assessment and Risk Management - Safe Performance Self Assessment,Job Safety Analysis,Job Safety Process,Roles and Responsibilities
- vii. LPS Stewardship
- viii. Implementation of LPS

d. Who should attend?

- i. This training is aimed principally at business owners and employees at every level within the organization
- ii. Health,environment and safety practitioners will benefit optimally
- iii. All forecourt supervision staff with oversight responsibility for company owned stations,franchise stations,independents and partner stations
- iv. Business Consultants,Branch Managers and Business Managers overseeing station dealers
- v. Managers and Supervisors of Business Consultants and Branch Managers.
- vi. All station dealers,managers,supervisors and forecourt staff.
- vii. Retail Engineering Department,Retail Network Development staff,Retail Stations Engineering Staff,Sales engineers,Salespersons,Sales Supervisors and Sales Managers involved retail service station sales,marketing,engineering,design and construction staff
- viii. Audit and Risk professionals
- ix. Regulators and Policy Makers
- x. Non Governmental Organizations
- xi. Environmentalists

- xii. Banking and Finance Managers and Officers
- e. **Reservation: How to register?Contact us on any of the following point:**
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 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 05/10/2021
 - ii. Classroom training: 06/10/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

15. Pricing Policy and Standards for Retail Fuels Marketing Industry- SAM 024

- a. **Background**
 - i. Pricing is the reflection of everything you do as a business.Pricing is important since it defines the value that your product are worth for you to make and for your customers to use. It is the tangible price point to let customers know whether it is worth their time and investment.Pricing becomes very critical in the downstream retail fuels marketing environment where there is quasi regulation of products supply and modular price regulation by the government.
 - ii. This training will give participants the knowledge,skills and tools for price optimization for a huge impact on increasing profits
- b. **Training Model**

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Review of pricing as a determinant of value in downstream retail fuels marketing in service station networks
- ii. Different types of pricing
- iii. Retail fuel marketing strategy
- iv. Trade Area Analysis and Prize Zoning
- v. Price positioning
- vi. General price movements across different classes of company owned,franchise and independent station
- vii. Price communication strategy
- viii. Price Responsiveness
- ix. Competitor,Competitive pricing and competitive intensity in a price zone
- x. Under the canopy discounting support
- xi. Price change approvals
- xii. Collection of price data
- xiii. Margin Management and Trade Offs
- xiv. Site performance
- xv. Automation of retail prices

d. Who should attend?

- i. This training is aimed principally at sales and marketing staff of downstream retail fuels organizations.
- ii. All forecourt supervision staff with oversight responsibility for company owned stations,franchise stations,independents and partner stations
- iii. Business Consultants,Branch Managers and Business Managers overseeing station dealers
- iv. Managers and Supervisors of Business Consultants and Branch Managers.
- v. All station dealers,managers,supervisors and forecourt staff.
- vi. Audit and Risk professionals
- vii. Regulators and Policy Makers
- viii. Non Governmental Organizations
- ix. Banking and Finance Relationship Managers and Officers

e. Reservation: How to register?Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
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 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 28/12/2021
- ii. Classroom training: 29/12/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

16. Convenience Retailing redevelopment strategies for optimizing forecourt retail experience-SAM 025

a. Background

- i. Shrinking profit margins and increasing competition means service stations can't survive just by pumping petroleum products. The old school, petrol-and-go stations are a thing of the past. Because convenience sales are so important to profitability, newer stations are being built on bigger acres of land and have more dispensing pumps, convenience stores, other auto services, jobbers and other ancillary profit centres in order to turn a profit.
- ii. This training aims to provide participants with the knowledge, skills and competencies to achieve asset optimization for retail service stations using convenience retailing and other non fuel revenue models.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.

- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Nigerian Retail Landscape
- ii. Retail Consumer Behaviour and Local Site Marketing
- iii. Product supply chain excellence
- iv. The scale of Operations for Non Fuel Revenue - Quick Service Restaurants, Convenience Stores and Services
- v. Store Layout and Design
- vi. Merchandising
- vii. Tiering of offerings and In-store Space Management
- viii. Operating systems for convenience retailing
- ix. Branding and Co-branding Partnerships
- x. Hypermarket retailing model
- xi. Trends in the Automotive Industry affecting non fuel retailing
- xii. Advertising and Promotion
- xiii. Forecourt-Convenience Retailing Conversion
- xiv. Customer Service - Improve Your Guest Service
- xv. Welcome to the Convenience Store Industry
- xvi. Compliance-Convenience stores and their employees must comply with many laws and guidelines. Modules within this workshop include Lottery, Workmen Compensation, Responsible Alcohol Sales, Responsible Tobacco Sales, etc
- xvii. Safety & Security including First Aid, Basic Store Safety, Fire Safety
- xviii. Clean Operations: Impress Your Customers
Serving & Preparing Safely
- xix. Contracting for Non Fuel Revenue businesses
- xx. Leveraging Technology and Mobility solutions influence on Non Fuel Businesses

d. Who should attend?

- i. This training is aimed principally at sales and marketing staff of downstream retail fuels organizations.
- ii. All forecourt supervision staff with oversight responsibility for company owned stations, franchise stations, independents and partner stations
- iii. Business Consultants, Branch Managers and Business Managers overseeing station dealers
- iv. Managers and Supervisors of Business Consultants and Branch Managers.
- v. All station dealers, managers, supervisors and forecourt staff.
- vi. Regulators and Policy Makers
- vii. Non Governmental Organizations
- viii. Banking and Finance Relationship Managers and Officers

- e. Reservation: How to register?Contact us on any of the following point:**
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- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**
 - i. Online training: 30/12/2021
 - ii. Classroom training: 31/12/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

17. Asset Optimization strategies for growth of sales and profitability in retail fuels service stations-SAM 032

- a. Background**
 - i. Major marketers of retail fuels have been showing shrinking returns from retail service stations have been impacted by low-price competition from independent stations.Therefore increasing returns from service stations can be achieved by asset optimization strategies with the goal to make timely and informed decisions to safely and profitably maximise the value of service stations' physical assets.
- b. Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Overview of retail fuels marketing industry
- ii. Forecourt growth strategies
- iii. Quick Service Restaurants
- iv. Convenience Stores
- v. Ancillary Services and Profit Centres
- vi. Non Fuel Revenue Growth strategies
- vii. Mobility solutions strategy
- viii. Key asset optimization strategies
- ix. Equipment design and development
- x. Operations Planning
- xi. Process Control and Management
- xii. Reliability Analysis and Planning
- xiii. Asset Maintenance and Repair
- xiv. Asset Procurement
- xv. Safety and Regulatory Compliance

d. Who should attend?

- i. This training is aimed principally at sales and marketing staff of downstream retail fuels organizations.
- ii. All forecourt supervision staff with oversight responsibility for company owned stations, franchise stations, independents and partner station
- iii. Business Consultants, Branch Managers and Business Managers overseeing station dealers
- iv. Managers and Supervisors of Business Consultants and Branch Managers.
- v. All station dealers, managers, supervisors and forecourt staff.
- vi. Regulators and Policy Makers
- vii. Non Governmental Organizations
- viii. Banking and Finance Relationship Managers and Officers

e. Reservation: How to register? Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151, +2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.

- b. Group clients with participants not less than three people will receive 10% discount.
- c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 13/04/2021
- ii. Classroom training: 04/04/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

18. Transformational Turnaround strategies for Downstream fuels marketing organizations in an era of disruptive change-SAM 033

a. Background

- i. The growing competition nked to globalization, the introduction of new technology, economic liberalization and gradual deregulation, and changing societal expectations and values create an environment of permanent turbulence. Faced with such turbulence, few downstream fuels marketing companies have escaped the need to reorganize, downsize, outsource, acquire or divest. Whether it is a one-time action to increase shareholder value or an ongoing process aimed at improving general competitiveness, restructuring is going to stay high on the agenda of top executives and management.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Train participants on how to be flexible, highly customer-oriented, with temporary structures and fewer levels of management.
- ii. Managing project teams and self-managing teams
- iii. Core competencies
- iv. Review evolution from vertical integration to value acquisition
- v. Lean organizational size.
- vi. Managing how to managing what.
- vii. Methods for Transformation
- viii. Company Turnaround

- ix. Downsizing
 - x. Business Process Reengineering
 - xi. Outsourcing and Insourcing
 - xii. Joint Ventures
 - xiii. Mergers and Acquisitions
 - xiv. Networking like Contract Manufacturing
 - xv. Ownership Restructuring
 - xvi. Privatization
 - xvii. Turnaround Strategies
 - xviii. Terminate losing activities
 - xix. Cut costly programmes
- d. Who should attend?** This training is aimed principally at CEOs, Executives, Senior Manager and Managers of businesses, Sales and Marketing staff of downstream retail fuels organizations, Owners of Small and Medium Enterprises, Regulators and Policy Makers, Non Governmental Organizations.
- e. Reservation: How to register?** Contact us on any of the following point:
- i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151, +2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
- i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referree receives a payout of 10% discount for every individual participant.
- g. Date**
- i. Online training: 15/04/2021
 - ii. Classroom training: 16/04/2021
- h. Time**
- i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
- i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

19. Truck Fleet Optimization and Road Transport Safety in Downstream Marketing Logistics-SCM 002

a. Background

- i. Fleet Optimization has among its responsibilities, the development of processes for managing and improving road transport safety within the company operated and contracted trucking fleets. The umbrella process is the Road Transport Safety Management Plan. This plan states expectations for the management of safe fleet operations for both company and contractor fleets.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Background to Nigeria Road Transport Industry, particularly for Fuels
- ii. Regulatory and Compliance Standards
- iii. Petroleum Equalization Fund
- iv. Product Pricing Template
- v. Fleet Operations Management
- vi. Fleet Automation and Technology
- vii. Distribution Requirements Planning
- viii. Sales and Operations Planning
- ix. Road Transport safety sub processes.
- x. Accountabilities and Responsibilities
- xi. Journey Management
- xii. Driver Selection and Health
- xiii. Driver Training
- xiv. Driver Performance Management
- xv. Vehicle selection and Maintenance
- xvi. Vehicle safe Operating Standards
- xvii. Performance Monitoring
- xviii. Transport Contract Requirements
- xix. Community Outreach

d. Who should attend?

- i. This training is aimed at Logistics and Operations staff and Trucking Managers for both company owned and contractor fleet.
- ii. Fuel Terminal and Storage Depot staff
- iii. Owners of truck fleet
- iv. Petroleum Tanker Operators and Drivers

- v. Regulators and Policy Makers
- vi. Non Governmental Organizations
- e. **Reservation: How to register?Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 03/05/2021
 - ii. Classroom training: 04/05/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

20. Dynamics of Petroleum Depot and Terminal Operations- SCM 003

- a. **Background:** This training course is designed for personnel working in the petroleum depot and Terminal operations seeking to acquire more knowledge on effective handling of depot and terminal operations, storage, design standards, depot automation and warehouse control.
- b. **Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. **This training course will feature the following:**

- i. Oil Terminal Operations-The services offered include the management and administration of oil terminal facilities including tank farms and jetties.
- ii. The undertaking of operational tasks including product handling,product stock control and product quality control,pollution prevention,contingency planning and oil spill emergency response,mechanical and electrical maintenance including pollution prevention equipment.
- iii. Loading and discharging of vehicles and ships
- iv. Key Performance Indicators including Inventory,Inventory accuracy,Inventory Days of Supply (Quantity),Shrinkage
- v. Physical Stock Monitoring
- vi. Physical Stock and Book Stock Reconciliation
- vii. Shared Depot and Third Party Depot Handling
- viii. Replenishment Planning
- ix. Storage Tanks,Types and Operational Technicalities
- x. Terminal and Depot Automation

d. Course Competencies

- i. Evaluating the different custody transfer and depot operations standards and practices.
- ii. Analyse the methodology for monitoring and controlling depot and terminal losses
- iii. Value the dynamics of oil product storage and distribution
- iv. Learn the safety, health and environment aspects of depot operations
- v. Understanding the various functions within a petroleum depot
- vi. Understanding the principles governing depot operations
- vii. Stocks taking, accounting and control

e. Who should attend?

- i. Depot and Terminal Personnel Managers and supervisors, Facility Operators, Engineers, Site managers, Anybody that has an interest in depot and Terminal operations or running of a depot.

f. Reservation: How to register?Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.

- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
 - h. Date
 - i. Online training: 05/05/2021
 - ii. Classroom training: 06/05/2021
 - i. Time
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
 - j. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

21. Gaining Competitive Marketing Advantage with Excellent Customer Service-SAM 035

- a. Background
 - i. Time and time again, we see evidence that great customer service experiences are critical in maintaining customer loyalty and satisfaction. Its said to be the 'true test' of how much a company values them.And customer service training is vital to maintaining excellent customer relations.
 - ii. But not every team has the resources or time to create their own training regime. When hiring new recruits with a range of customer service backgrounds, it can be hard to know if everyone is equipped with similar —or wildly different—approaches to customer service. Combine this with the ever-expanding presence of global teams, and there's huge potential for inconsistencies and communication issues.
- b. Training Model
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:
 - i. Crafting Customer Service Vision and Objectives
 - ii. Key elements of customer service strategy including Policies and Procedures, Delivery Channels,Operations,Technology,Communications and Human Resources

- iii. Executing customer service strategy detailing creating a unified picture of customer service, customer service manual, online customer portal, strengthen multiple customer communication touch points and develop a cross functional customer issues management system
 - iv. Establish Service Excellence Standards
 - v. Measure Service Excellence
 - vi. Evaluate the Service Excellence Strategy
 - vii. Communicate Service Excellence
 - viii. ISO 10002 Customer satisfaction – Guidelines
 - ix. Handling customer complaints with the 'Complaints is a gift strategy
 - x. Customer Satisfaction Measurements and KPIs - Customer Satisfaction Index, Customer Intention, Customer Commitment, Net Promoter Score, etc
- d. Who Should attend?
 - i. Customer service Managers, Supervisors and Officers
 - ii. Call Centre Personnel
 - iii. Newly hired customer service representatives
 - iv. Experienced customer service representatives
 - v. Call coordinators and service dispatchers
- e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register? Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151, +2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.
- h. **Date**

- i. Online training: 16/06/2021
- ii. Classroom training:17/06/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

22. Fundamentals of the downstream oil and gas industry-SAM 036

a. Background:

- i. The downstream oil and gas industry in Nigeria is affected by both local and international factors.Indeed there are huge opportunities in this environment despite the challenges along the value chain from supply, trading, transportation, terminalling,storage,distribution and marketing.
- ii. This training aims to provide comprehensive knowledge of the downstream oil industry in Nigeria across the entire supply and marketing value chain.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Fluctuations in international crude oil price
- ii. Transient and structural factors driving global crude oil industry
- iii. Regional and product drivers of global demand
- iv. Natural gas & renewables become increasingly important
- v. Global supply,trading and shipping and logistics dynamics
- vi. Infrastructural Status of the Nigerian Downstream Oil Industry
- vii. Terminalling and Depot Distribution
- viii. NNPC Refineries and Pipeline Network
- ix. Mid sea mooring facility
- x. Product distribution and marketing dynamics,opportunities and challenges
- xi. National Retail Stations Coverage and Competitive Intensity
- xii. DAPPMAN,MOMAN,IPMAN,etc
- xiii. Petroleum products Consumption statistics and Implications for industry players

- xiv. Downstream Oil and Gas Policies and Regulations, regulatory agencies and their responsibilities
- xv. Price and Margin Setting Mechanisms along the downstream oil and gas supply and marketing chain
- xvi. Retail fuels business unit, fuel service station networks-Strategies for market dominance
- xvii. Fuel Stations management models - Company owned, Franchise, Independents, Partnerships, Bulk Buyers, Branded Wholesalers, etc
- xviii. Different types of fuel service stations
CORO, COCO, COCA, RORO, ROCO, ROCA, etc
- xix. Size, design and engineering of service stations for competitive advantage, Retail site selection Tool and Traffic Count Management, Fuel service station location type, primary ID
Signs, Pylons, fascia, columns, forecourt, pump island, driveway, tank farm, building, Lube Bay, restrooms, and other Ancillary Services, etc, Non fuel revenue business including Quick service restaurants, Convenience Stores and other Jobber and Ancillary Services, Meeting the motorist and their consumer behaviour characteristics detailing different motorist groups like Brand Seekers, Site Seekers, Brand and Site Seekers, Visit Loyals and Switchers
- xx. Retail service stations networks growth strategies, Future trends in retail service stations and forecourt business, Truck Transport optimization and safety, Value added fuel peddling service, HES in downstream business environment with focus on Loss Prevention Systems, Dynamics of commercial and Industrial fuels Supply business with focus on B2B and B2C services including supply contracting, bulk depot sales, vendor managed inventory services, etc, Deepen the distribution and marketing of LPG across several channels and routes to the market, Lubricants technology and market strategy
- xxi. Aviation fuels business environment with local and international dynamics, Marine, coastal and bunkering business unit

d. Who should attend?

- i. All personnel working in downstream oil and gas industry.
- ii. Oil supply and trading staff, terminalling and depot staff, operations and logistics staff, distribution, sales and marketing staff.
- iii. Network Development, Sales and Operations and other relevant departments who are involved in oversight, supervision and management of retail service stations, industrial and commercial fuel businesses.
- iv. All those involved in any aspect of implementing, managing or administering retail service station networks, Regulators and

Administrators in contact with the Downstream Oil and Gas retail industry.

- v. Non Governmental Organizations, Banking and Finance Personnel, Audit and Insurance personnel, Finance and accounting staff, Dealers of stations looking to grow their fuels business beyond forecourt,
- vi. Intending investors in the downstream oil and gas industry, Oil and gas journalists
- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register? Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151, +2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 20/04/2021
 - ii. Classroom training: 21/04/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

23. Retail Network Growth: Service station leasing or Buying Guidelines- SAM 037

- a. **Background**
 - i. Leasing specialists have to master the fundamental concepts involved in the leasing process to ensure they get the best value for their company.

You will participate in highly interactive, hands-on exercises using a lease acquisition case study that simulates the entire lease acquisition process—from requirements development through tenant improvement construction and acceptance. You will gain the knowledge and skills to bring value to your team and your organization.

- ii. The purpose of the training is to assist participants to evaluate lease or buy contracts and provide practitioner-level training on the lease acquisition process.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. The Regulatory Environment leases and acquisitions
- ii. Investment decisions distinguished from financing (leasing) decisions.
- iii. Investment evaluation.
- iv. Cost of capital and tax position.
- v. Benefits and disadvantages of Leasing
- vi. Acquisition Planning
- vii. Market Survey Process
- viii. Market Research
- ix. Decision to Solicit
- x. Request for Lease Proposals (RLP) and Lease Contract
- xi. Capital Leases reported and treated as capex,with the financing element implicit in the lease, accounted for as debt
- xii. Degearing financing costs of acquiring stations
- xiii. How to evaluate leases for DCF investment purpose.
- xiv. Tax on depreciation for outright purchase
- xv. Establishing Negotiation Objectives
- xvi. Evaluating Offers
- xvii. Lease Negotiations
- xviii. Final Proposal Revisions
- xix. Present Value Analysis (PVA)
- xx. Leases of land
- xxi. Types of tenancies
- xxii. Rent
- xxiii. Exclusive possession
- xxiv. Insurance
- xxv. Sublease

- xxvi. Equipment leasing
- d. **Who should attend?**
 - i. This course is designed for leasing specialists and property specialists. Experienced leasing and property personnel may choose to use this course as a refresher to maintain their leasing warrants and certification.
- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register? Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151, +2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 22/04/2021
 - ii. Classroom training: 23/04/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

24. Finance & Accounting for the Oil and Gas Sector- FAB 002

- a. **Background**
 - i. In today's competitive oil and gas industry, with volatile oil prices, demand and supply uncertainties, the need to reduce operating costs, whilst maintaining quality and safety, improving returns for investors and

company stakeholders, what strategies should companies adopt to ensure sustainable growth?

- ii. Given the substantial capital costs, long lead times from exploration to sale and pressure to meet reserve replacement ratios, implementing and managing strategies in Oil & Gas finance and accounting are critical success factors. This Advanced Finance & Accounting Strategies course therefore focuses on the essential skills and techniques required to enable you to make appropriate strategic decisions to maximize profit, reduce costs and financial risks.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Identify & evaluate the challenges facing the Oil & Gas sector now & in the future
- ii. Use skills & techniques to assist with key strategic decisions facing their company
- iii. Recommend appropriate financing decisions & make capital investment decisions
- iv. Advise on methods to eliminate or reduce financial risks facing Oil & Gas companies
- v. Manage new projects/initiatives effectively, meeting Strategic Aims & Objectives.

d. Who Should Attend?

- i. Key Personnel in the Oil and Gas Industry.
- ii. Accountants & Finance professionals responsible for financial accounting, treasury, budget preparation and management reporting.
- iii. Process and non-technical professionals who require a more in-depth understanding of strategic issues facing the Oil & Gas sector now and in the future.
- iv. Managers involved in making CAPEX decisions.
- v. Bankers and Professionals who work in Energy Lending

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register? Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng

- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 26/10/2021
- ii. Classroom training: 27/10/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

25. Introduction to oil,gas & power- SAM 039

a. Background

- i. The Introduction to the Oil & Gas Industry training course is extremely popular course that provides a wide-ranging and practical industry overview.
- ii. Aimed at those new to the oil & gas industry, and non-technical personnel, the course covers each key phase of the exploration and production industry.
- iii. The course is designed to provide oil and gas professionals the opportunity to gain a technical and commercial understanding of the industry fundamentals.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

- c. This training course will feature the following:
 - i. The scientific origins of oil and gas
 - ii. The commercial issues underpinning hydrocarbon exploration and development
 - iii. The role of government and its agencies, Oil and gas terminology, The technological process of exploration, The technological process of drilling, The technological process of production, The challenges of decommissioning.
- d. **Who Should Attend?**
 - i. Personnel from all sectors of the oil and gas industry
 - ii. Government agencies
 - iii. Authorities
 - iv. Operators
 - v. Contractors
 - vi. Service companies
- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 27/04/2021
 - ii. Classroom training: 28/04/2021
- i. **Time**
 - i. Online Training 9am to 12noon

- ii. Classroom Training 9am to 3pm
- j. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

26. Introduction to the oil & gas industry- SAM 011

a. Background

- i. This training course will provide delegates a full and comprehensive picture of Oil & Gas Industry. Professional from Oil & Gas Industry and other relevant sectors are able to grasp clearly the critical activities at upstream, middle stream and downstream of this Industry. This training course will also offer contemporary methods in Oil & Gas Industry. A structured approach would be taken whereby delegates have opportunities to engage, relate and contextualise meaningfully the fundamentals of the Oil & Gas Industry.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Understanding the nature, practicalities and realities of the Oil & Gas Industry and it's complexities
- ii. Critical review and appraise the Oil & Gas Lifecycle, e.g., exploration processes, reserves investigation, drilling, extraction methods, transportation, processing of crude Oil & Gas, refining and sale of products
- iii. Awareness of typical forms of agreements between exploration and production companies, host government and other related stakeholders (partners)
- iv. Probing the complete and integrated Oil & Gas Industry supply chain at Upstream, Middle stream and downstream

d. Who Should Attend?

- i. Beginners and any new starts in the Oil & Gas Industry.
- ii. Oil & Gas professionals who are keen to attain a holistic and integrated overview of the Oil & Gas Industry in a structured approach
- iii. Non-technical professionals who aims to understand the intrinsic of the Oil & Gas Industry
- iv. Non-Oil & Gas professionals who are moving or seeking new career opportunities in this highly demanding and complex Industry

- v. Any professional who aspire to learn the basics and fundamentals of Oil & Gas Industry
- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
- h. **Discounted Pricing :**
 - i. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - ii. Group clients with participants not less than three people will receive 10% discount.
 - iii. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- i. **Date**
 - i. Online training: 26/11/2021
 - ii. Classroom training: 27/11/2021
- j. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- k. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

27. International oil trading- SAM 026

- a. **Background**
 - i. The International Oil Trading programme will show you how to use trading and hedging to profit from, and protect against, oil market movements. Setting the scene for oil trading, the practical four-day course examines markets, pricing and products to provide you with a thorough overview of the sector. It explores mechanisms and tools for both physical and financial oil trading to give you an unparalleled view

into the world of trading, its role within the oil industry and its importance in the success of oil companies.

- ii. The course also features an electronic refining & trading simulation – allowing you to put into practice what you have learnt from the course by competing against the other delegates in this real life electronic trading game! By the end of the programme, you will have a thorough understanding of the workings of crude oil markets and the range of contracts, tools and techniques available to traders.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Crude evaluation and selection
- ii. Physical markets, pricing & price exposure
- iii. An introduction to Brent Oil trading and jargon
- iv. Hedging instruments: forward & futures
- v. Oil refining
- vi. Swaps International product trade flows and transport
- vii. Trading: options and risk management strategies
- viii. Dated Brent and the 21 Day BFO market & CFD's
- ix. Market reporting and price assessment
- x. ICE Management issues

d. Who Should Attend?

- i. Traders, Refiners, Sales & Marketing, Account managers, Economists
- ii. Analysts, Risk managers, Operations managers

- e. Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- ii. Telephone : +2347053801151, +2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.

- ii. Online Training: N25,000 per participant per class.
- h. Discounted Pricing :
 - i. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - ii. Group clients with participants not less than three people will receive 10% discount.
 - iii. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- i. Date
 - i. Online training: 01/04/2021
 - ii. Classroom training: 02/04/2021
- j. Time
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- k. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

28. Economic analysis, financing & modelling for renewable energy- SAM 031

- a. Background
 - i. The Economic Analysis, Financing & Modelling for Renewable Energy training programme is designed to equip you with the latest skills and information on how to finance all types of renewable energy projects, so you can participate successfully in the Renewables Industry internationally.
 - ii. By the end of the course, you will have an in-depth understanding of the different financial models and industry challenges, as well as the latest market trends and activities in the sector.
- b. Training Model
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion
- c. This training course will feature the following:
 - i. Contrast risk and financial structuring for different types of renewable projects including biomass, on-shore wind, off-shore wind, solar PV, solar
 - ii. thermal and geothermal
 - iii. Create flexible and transparent financial models of renewable energy from A-Z that incorporate resource risk, financing structure, tax treatments, alternative pricing policies and other factors

- iv. Learn practical tools to analyse renewable energy including efficient tools to work with wind, hydro and solar data; creating flexible scenario and sensitivity analysis to evaluate resource risk, construction risk, O&M risk and debt structuring; developing techniques to resolve circular references related to funding debt and sculpting debt without copy and paste macros
- v. Measure and evaluate changes in the risk of projects over different stages of the project and how equity returns and value change if purchases and sales occur at different phases of a project's life
- vi. Understand the implications of project finance features in the context of renewable energy (sculpting, debt funding, debt size, DSCR, DSRA, debt tenor, re-financing) on costs and equity returns from renewable energy
- vii. Develop efficient ways to quickly compute the levelised electricity cost of different technologies using carrying charge factors and alternative financial models
- viii. Work through resource assessments and compute probability of achieving different levels of production (P90, P75 etc.) using hands-on exercises for different types of projects in order to effectively review consulting studies
- ix. Evaluate recent cost trends in capital cost, operating cost and efficiency of renewable resource through studying financial condition of wind and solar suppliers over the past few years
- x. Measure the effect of probabilistic risk assessment on the debt capacity of alternative renewable projects and the effects of the DSCR constraint versus the debt to capital constraint

d. Who should attend?

- i. Banks
- ii. Advisory teams
- iii. Industrial developers
- iv. Asset managers

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- ii. Telephone : +2347053801151, +2348024017123
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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 10/04/2021
- ii. Classroom training: 12/04/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

29. Overview of physical crude oil trading and operations- SAM 021

a. Background

- i. Overview of Physical Crude Oil Trading and Operations is a two-day instructor-led course presented by the energy training experts at Mennta Energy Solutions. This course provides an introduction to the trading of physical crude oil. Delegates will gain an understanding of the knowledge possessed by a physical crude oil trader and the steps involved in negotiating a physical crude oil transaction. In addition, delegates will be given an overview of crude oil quality, vessel and pipeline transportation, and the terminology associated with this facet of the petroleum industry. Energy futures contracts and over the counter instruments are also covered in this course offering.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Introduction: What is crude oil, Industry Component, Major components of an integrated oil company, What does each area does,Upstream Sector,How crude traders interface with upstream,Areas where is crude

oil produced, Midstream Sector, How is crude oil transported, trucks, vessels, and pipelines, Locations of crude oil markets, Who trades crude oil, Evolution of crude prices

- ii. Downstream Sector, Definition of refining processes, Overview of worldwide refining, Crude Oil Characteristics, Major crude oil quality factors, gravity, sulfur, pour point, and viscosity, The most commonly-traded crudes, Synthetic crude and non-conventional crude sources, Crude Oil Pricing, Benchmark crudes, Major markets where crude is typically traded, Term contracts, Definition of a spot transaction vs. term deal, How are crude prices determined, Netback calculations and GPW, Physical markets, Paper Trading, Definition of terminology within Paper markets, Differentiation of oil futures vs. physical, Futures markets locations and specification, OTCs vs. futures, Who uses futures? – market players and their roles, Definition of EFP
- iii. Brent crude oil traded markets, Forwards and Swaps, Reasons For Trading Physical Crude Oil, Why do companies trade crude oil?, Refinery supply optimization and crude selection, System balancing, Trading for profit, Influences on Crude Oil Trading Decisions, Fundamental analysis, Definition of OPEC and its role, Locations of crude reserves and strategic storage, Refinery shutdowns, Crude inventories, Crude Oil Price Drivers, Market structure – contango and backwardation, Economic factors that affect supply and demand, Geo-political factors, Technical analysis, Using fundamentals and Technical Analysis together, The Art of the Trade
- iv. Trader networks and socializing, How is a trade actually negotiated?, Types of international purchases, The terms negotiated in a crude oil deal, Crude Oil Operations, Credit, and Legal, LOA definition, Vessel chartering, Different types of crude oil tankers, Worldscale – definition and calculation, Demurrage – definition and charges, Minimising shipping costs, Crude oil pipelines and scheduling, Payments for crude oil transactions – credit issues and forms of security, The role of lawyers in crude oil deal.

d. Who should attend?

- i. Traders
- ii. Refiners
- iii. Sales & Marketing
- iv. Account managers
- v. Economists
- vi. Analysts
- vii. Risk managers
- viii. Operations managers

- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
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 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 20/12/2021
 - ii. Classroom training: 21/12/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

30. The gas chain concept - industry structure, economics, and pricing- SAM 030

- a. **Background**
 - i. This One-day course provides a comprehensive introduction to the concept of the "gas chain," a thorough understanding of which is essential for anyone associated with the natural gas business. The result is an understanding of the interdependence of each phase of the gas business and the implications of this for the commercial organisation, finance, operation and structure to commercialise gas reserves.
- b. **Training Model**

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. **This training course will feature the following:**
 - i. The organisation of the natural gas industry: the gas chain
 - ii. Production, transportation and supply factors
 - iii. Economics of natural gas production
 - iv. Pricing concepts and marketing
 - v. Government involvement: regulation, control and competition
 - vi. Formal presentations will be supplemented by Exercises/Case Study focusing on the economics of gas supply and demand
- d. **Who should attend?**
 - i. Class delegates include anyone who needs to understand how this cornerstone of the petroleum industry works. New members of the industry will be given a great introduction to the industry. Marketing personnel will grasp the intricacies of how the products they market come to exist. Those from the service side of the industry (brokerage, software, consulting) will get a first-hand view of this the most fundamental aspect of the gas industry.
 - ii. Specialists who wish to broaden their understanding of the technical,commercial and political workings of the international gas industry
 - iii. Managers who are relative newcomers to the gas business,Traders,Refiners, Sales & Marketing, Account managers, Economists, Analysts, Risk managers, Operations managers
- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used.The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register?Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.

- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- h. Date
 - i. Online training: 08/04/2021
 - ii. Classroom training: 09/04/2021
- i. Time
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

31. Fundamentals of petroleum refining - a non-technical introduction- ERM 005

- a. Background
 - i. Fundamentals of Petroleum Refining - A Non-Technical Introduction is a two-day course presented by the energy training experts at Mennta Energy Solutions. You don't need an engineering degree to understand the fundamentals of petroleum refining! This exciting programme is designed to introduce non-technical oil industry members to the fascinating field of petroleum refining. Learn how a refinery works and how refinery operations affect global oil and product prices,Includes Online Pre-study Module
 - ii. This course is accompanied by a preparatory course available online. Delegates will receive a web voucher as part of their joining instructions upon confirmation of registration. By taking advantage of this "blended" learning approach, in-class time and learning are optimized.
- b. Training Model
 - i. Classroom Training:One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:
 - i. Fundamentals of crude oil
 - ii. Petroleum chemistry made easy
 - iii. The three stages of refining, Atmospheric and vacuum distillation, Cracking processes, Catalytic cracking,Thermal cracking,Coking,Hydrocracking,Catalytic reforming

- iv. Gas plants, Isomerization, Alkylation, Hydrotreating, Blending for finished products, Gasolines, Distillates, Residuals, Refinery economics terms

d. Who should attend?

- i. Class delegates include anyone who needs to understand how this cornerstone of the petroleum industry works. New members of the industry will be given a great introduction to the industry. Marketing personnel will grasp the intricacies of how the products they market come to exist. Those from the service side of the industry (brokerage, software, consulting) will get a first-hand view of this the most fundamental aspect of the gas industry.
- ii. Specialists who wish to broaden their understanding of the technical, commercial and political workings of the international gas industry
- iii. Managers who are relative newcomers to the gas business
- iv. Traders, Refiners, Sales & Marketing, Account managers, Economists, Analysts, Risk managers, Operations managers.

- e. Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151, +2348024017123
- iii. Website : www.trinitra.com.ng
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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 21/10/2021
- ii. Classroom training: 22/10/2021

i. Time

- i. Online Training 9am to 12noon

- ii. Classroom Training 9am to 3pm
- j. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

32. Fundamentals of refinery economics and blending- SAM 019

a. Background

- i. This one-day workshop is designed to follow on from our popular Fundamentals of Petroleum Refining course, by focusing on the topics of refinery economics and blending. The course reviews the fundamentals of refining planning and optimisation, and delegates will learn what affects refinery profitability, how margins are calculated and the trends in refining and product demand. We'll also cover product specifications, blending and valuation.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Blending,Blending value,Blending issues – stability, minimizing giveaway, specification margins,Linear and non-linear properties,Blending calculation methods, including the use of blending indices and numbers,Blending optimization,Product quality and specifications,Fuel quality requirements,Key quality test methods for petroleum,products,Product specification trends and their impact on refining,For major liquid fuels (motor gasoline, jet fuel/kerosene, diesel/gasoil and residual fuel oil):,Qualities of blendstocks from different refinery units and how they blend together,Key specifications and trends,Blending considerations and issues, including the use of additives and biofuels,Types and use of additives
- ii. Planning and optimization: Refinery planning cycle,Use of linear programming models: inputs, outputs, calculation methods and limitations,Maximizing value,Crude oil selection: crude quality, characteristics, purchase options, pricing considerations and other costs,Product output and determinants of product value,Refinery configuration and flexibility:,Configuration and complexity and its impact on feedstocks, product yield configuration and margins,Process flexibility,Managing risk,Sources of risk for refiners,Managing risk,Supply and offtake arrangements,Hedging strategies using futures, swaps and options

- iii. Refining costs:Capex – factors to consider,Fixed costs,Variable costs,Refining outlook,Development and trends in refining, including the impact of environmental regulations,Changes in demand and trade of petroleum products.
- d. **Course methodology:** The presentation is supplemented by quizzes, as well as exercises to be completed in teams. The exercise cover product blending (calculating the quality of motor gasoline when blending various blendstocks), refinery economics (reviewing the economics of producing reformat and selling it or blending it into gasoline) and refinery margin hedging (reviewing the risks that a refiner faces and the different type of hedging strategies available.)
- e. **Who should attend?**
 - i. Class delegates include those new to refining, as well as non-technical staff who wish to learn more about oil refining, including support staff, analysts and management in the areas of supply, operations, trading, marketing, risk management, finance, contracts and IT.
- f. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used.The course also features the use of a number of case studies and role plays by participants followed by discussions.
- g. **Reservation: How to register,Contact us on any of the following point**
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 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- h. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- i. **Date**
 - i. Online training: 15/12/2021
 - ii. Classroom training: 16/12/2021
- j. **Time**
 - i. Online Training 9am to 12noon

- ii. Classroom Training 9am to 3pm
- k. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

33. Aviation fuels: Supply, trading,risk management and marketing- SAM 018

a. Background

- i. Aviation Fuels: Supply, Trading, and Risk Management is an instructor-led course presented by the energy training experts at Mennta Energy Solutions. This three-day workshop provides an overview of the supply, trading and risk management of the aviation fuels market. The course covers the key building blocks of knowledge for anyone needing to understand the jet fuel and aviation gasoline markets. Topics explored include the basics of aviation fuel production and refining processes, aviation fuels quality and specifications, market fundamentals of supply and demand, jet fuel trading, pricing mechanisms and the management of price risk. Delegates will get the chance to participate in industry case studies and trading and hedging simulations.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Aviation fuel trading and pricing
- ii. Fundamentals of supply and demand
- iii. Distribution and logistics
- iv. Price exposure and risk management

d. Who should attend?

- i. Anyone who needs to know more about the aviation fuels market including those working in refining, marketing, distribution, trading, operations, risk management, purchasing, credit, finance, contracts and IT within an oil company, airline, airport or aviation authority.

- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used.The course also features the use of a number of case studies and role plays by participants followed by discussions.

- f. Reservation: How to register, Contact us on any of the following point.**
- i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. Course fee and payment**
- i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- h. Date**
- i. Online training: 13/12/2021
 - ii. Classroom training: 14/12/2021
- i. Time**
- i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. Venue**
- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

34. Overview of LPG - supply, economics, trading, sales and marketing dynamics- LPG 002

a. Background

- i. LPG: The valuable by-product, a fuel with a wide range of end uses and petrochemical feedstock. This course provides an intensive, wide-ranging knowledge- based decision support workshop for business professionals operating in the world of LPG. The course is heavily case study oriented with opportunities to work on value chains through alternative business strategies and disposal options, assessing market values, shipping economics and a trading simulation game. This is a decision support workshop bringing together issues critical to today's LPG supply chain.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.

- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion

c. This training course will feature the following:

- i. Production and Consumption Fundamentals, Pricing
- ii. Sources and production of LPG internationally; demand by region/country and end use sector; new regional production
- iii. Downstream markets, Pricing influences, competing fuels, The Importance of LPG Properties in Different Downstream Markets, Olefins
- iv. use as Autogas such as calorific values, Burning Characteristics, Liquefiability characteristics – supercriticality, The LPG: Value Chain, Characteristics, extracting value, Inbound and outbound logistics, Procurement, Infrastructure, LPG in Petrochemicals Around the World, Demand for LPG as a petrochemicals feedstock, the impact of the chemicals sector on pricing, pricing versus other feedstocks Price Assessments
- v. Approach to determining daily quoted prices, Problems and issues, International Trade and Shipping, International trade developments, Shipping supply and demand, The structure of the shipping sector, who does what, Rate determinants
- vi. Commercial contract decisions and economics, Commodity Sale and Purchase Contracts, Incorporated and express terms, Practical suggestions, Contracts in a typical trade, Using posted prices and indices, Selling and buying in varying market circumstances, Workshops, Case Studies and Business Games, Introduced frequently throughout the course.

d. Who should attend?

- i. Delegates encouraged to attend include commercial, operations and marketing staff, planners, economists and government officials. The course is also of value to managers or potential managers, new entrants to the business, or those transferring from other energy sectors.

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register? Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 30/10/2021
- ii. Classroom training: 31/10/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

35. THE OIL AND GAS VALUE CHAIN- SAM 016

a. Background

- i. This one-day workshop provides an introduction to all aspects of the oil and gas supply chain, from exploration and development of hydrocarbon resources to supplying end-users. The emphasis is on identifying opportunities and strategies for value creation within the industry, including infrastructure investment, physical supply chain operations and commercial trading activities. The course explores physical supply chain processes including oil and gas production, gas processing, shipping and pipeline transportation of oil, gas and LNG, storage and retail distribution. It also considers the commercial and regulatory arrangements for oil and gas trading and end-user supply.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Overview of the oil and gas industry,The main value creation steps from exploration to end-user products,Upstream, midstream and downstream

sectors,Geographical distribution of resources,Main consumption markets,Industry and market participants,Important industry trends,Upstream sector,Origins of oil and gas,Physical and chemical quality characteristics of oil and gas,Conventional and unconventional oil and gas resources,Obtaining commercial access to resources,Creating value by locating oil and gas reservoirs

- ii. Creating value by turning resources into bookable reserves,Basics of oil and gas production,Enhancing the value of mature resources, Arrangements for sharing of risk, investment and rewards, Roles of national oil companies and independent oil companies, Midstream sector, Marine transportation of oil,Pipeline and other oil transportation modes,Oil storage logistics, Creating value by getting gas to market, Fundamentals of LNG production and transportation, Gas pipeline operations, Gas storage facilities, Creating value through the use of transport and storage
- iii. Wholesale trading of crude oil, LNG and natural gas, Downstream sector,Refining processes and the main petroleum products, Economics of refinery operations,Blending and storage of refined products, Biofuels and additives, Regulation of end-user markets, Retail and wholesale marketing of transport fuels, Retail and wholesale marketing of natural gas,Lubricants, asphalt and other specialty oil products,Overview of petrochemicals markets,Trading of refined products

d. Who should attend?

- i. The course is suitable for anyone who wants to gain a greater understanding of the oil and gas markets including new entrants to the industry, as well as existing market participants who want to broaden their market knowledge. It could also appeal to individuals in the service side of the industry (financial, software, consulting etc).

- e. Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used.The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.

- ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 08/12/2021
 - ii. Classroom training: 09/12/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

36. Fundamentals of renewable energy- SAM 022

- a. **Background**
 - i. Renewable energy technologies are clean sources of energy that have a much lower environmental impact than conventional energy technologies. Electricity generation is the leading cause of industrial air pollution in the world. Most of our electricity comes from coal, nuclear, and other non-renewable power plants. Producing energy from these resources takes a severe toll on our environment, polluting our air, land, and water.
 - ii. The training course will explore the various new technologies, construction, merits and demerits of each type of renewable energy generation. This training course will also consider methods of integration between the renewable energy with the present grid system. State-of-the-art distributed energy systems and storage systems will be emphasised to meet the ever growing demands of electricity.
- b. **Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion
- c. **This training course will feature the following:**
 - i. Understand the fundamentals of the conventional power generation, transmission and distribution systems

- ii. Understand the importance and roles of renewable energy in this modern age
- iii. How to maximise the natural resources and convert them into renewable energy
- iv. Understand the components architecture between the solar and wind power generations
- v. Create awareness in understanding the types of renewable energy
- vi. Appreciation the benefits of harvesting renewable energy
- vii. Understand the characteristics and operations of each type of renewable energy
- viii. Explore the suitability of introducing renewable energy generation to your premises

d. Who should attend?

- i. Electrical Engineers
- ii. Maintenance Technicians
- iii. Management Professionals
- iv. Project Engineers
- v. Transmission Engineers
- vi. Power Generation Engineers

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 22/12/2021
 - ii. Classroom training: 23/12/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

37. Truck fleet optimization and safety management- SCM 005

a. Background

- i. Transportation activities can account for over 70% of an organization's supply chain costs. Thus, it is vital that an organization gets the transportation function right, whether its ambition is to meet personnel mobility needs or to execute the delivery of goods and materials.
- ii. This Vehicle Fleet Development & Management training course will examine the transportation function in a holistic manner. This training course will start by outlining the requirements of successful fleet maintenance programs and workshops. The training course then describe the components of stringent fleet and driver safety programs and experiment with different capital budgeting and distribution routing techniques.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. State the objectives of fleet management and the role of the fleet manager
- ii. Implement a fleet preventive maintenance program
- iii. Determine requirements for efficient workshops
- iv. Create fleet safety and driver selection programs
- v. Use capital budgeting techniques to perform vehicle replacement analysis
- vi. Optimize distribution vehicle routes
- vii. Write Key Performance Indicators (KPIs) and measure performance of the fleet

d. Who should attend?

- i. Fleet Managers and Coordinators
 - ii. Maintenance Managers and Supervisors
 - iii. Transportation Planners
 - iv. Fleet Safety Managers & Supervisors
 - v. Operations Professionals
- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
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 - iii. Website : www.trinitra.com.ng
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 10/05/2021
 - ii. Classroom training: 11/05/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

38. **Advanced petroleum products storage management, performance measures,storage control & safety for marketing excellence- SCM 006**

- a. **Background**
 - i. Warehouses deliver superior customer satisfaction and return on investment by functioning as a tightly-integrated part of a company's

value chain. Warehousing plays a vital role in providing a desired level of customer service at the lowest possible cost where there is a pressure on the warehouse to perform its functions to a high standard. Furthermore, warehouses are potentially dangerous places for people to work and hence it is vital that there has to be a plan for safety to minimise the risk of accident and injury.

- ii. This course covers the storage operations theories, concept and operational strategies ensuring the efficient flow of products in and out of the facility, ensuring orders are fulfilled and products are in stock, but not overstocked. Thus ensuring profitability and minimizing overhead and labor costs. This training course will also enable delegates to measure warehouse metrics critical for providing team leaders with a clear vision of potential issues and opportunities for improvements.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Define the role and objectives of their Warehouse's role within an organization
- ii. Understand the importance of Performance Measurements in an overall perspective
- iii. Appreciate the importance of storage control and safety of personnel
- iv. Improve their competence in the area of warehouse operation
- v. Evaluate and implement value-added activities in warehouse operations
- vi. Understand the concept of storage and preservation of inventory

d. Who should attend?

- i. Depot Operators
- ii. Operations Team Leaders
- iii. Logistics and Supply Chain Professionals

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register,Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participants.

h. Date

- i. Online training: 12/05/2021
- ii. Classroom training: 13/05/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

General Leadership and Management Courses

39. Strategic Business Management- SAM 043

a. Background

- i. In the field of management, strategic management involves the formulation and implementation of the major goals and initiatives taken by an organization's top managers on behalf of owners, based on consideration of resources and an assessment of the internal and external environments in which the organization operates.Strategic management provides overall direction to an enterprise and involves specifying the organization's objectives, developing policiesand plans to achieve those objectives, and then allocating resources to implement the plans.
- ii. This training aims to provide knowledge,skills and tools to assist in strategic decision-making in the context of complex environments and competitive dynamics.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.

- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. **This training course will feature the following:**
 - i. Principles underlying strategy, Creating a unique and valuable market position, making trade-offs by choosing "what not to do", Creating "fit" by aligning company activities with one another to support the chosen strategy, Corporate strategy, Business strategy and Operational Strategy, Nature of strategy, Formulation of strategy, Implementation of strategy, Theory of the business, Value chain Analysis, Core competence Theory, Competitive Advantage, Product Life Cycle Analysis, Experience curve, Corporate strategy and portfolio theory
 - ii. Competitive advantage, Industry structure and profitability, SWOT analysis, 5M Analysis, PESTEL Analysis, Product Portfolio Analysis, ABC Analysis (80:20 Vital Few Theory), Michael Porters Forces, BCG Matrix, Generic competitive strategies, Growth Strategies, Scenario planning, Measuring and controlling implementation
 - iii. Evaluating Strategy, Limitations of strategy, Globalization and the virtual firm, Internet and information availability, Sustainability.
- d. **Who should attend?**
 - i. Executives, Senior Managers and Core Managers from any industry who are interested in advanced skills, knowledge and practice needed to analyze and create business strategy.
 - ii. Small-to-medium sized business owners who want to improve their strategic management skills and professionals who have recently been or will be promoted to a managerial position, spanning all functions and industries.
 - iii. The program is also very useful for post-graduates in economics, marketing, finance and management.
- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151, +2348024017123
 - iii. Website : www.trinitra.com.ng
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.

- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 28/06/2021
 - ii. Classroom training: 29/06/2021
 - iii. Online training: 30/06/2021
 - iv. Classroom training: 01/07/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

40. Negotiation Skills: Strategies for Increased Effectiveness- SAM 044

- a. **Background**
 - i. Negotiation is an interaction and process between entities who compromise to agree on matters of mutual interest, while optimizing their individual utilities.This beneficial outcome can be for all of the parties involved, or just for one or some of them. Negotiators need to understand negotiation process and other negotiators to increase their chances to close sales and business deals, avoid conflicts, establishing relationship with other parties and gain profit.
 - ii. It is aimed to resolve points of difference, to gain advantage for an individual or collective, or to craft outcomes to satisfy various interests. It is often conducted by putting forward a position and making concessions to achieve an agreement. The degree to which the negotiating parties trust each other to implement the negotiated solution is a major factor in determining whether negotiations are successful.
- b. **Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. **This training course will feature the following:**

- i. Concept and Principles
- ii. Definitions
- iii. Essential elements
- iv. Types of Negotiation, Communication Skills Essential to Effective Negotiating, Questioning, Active listening, Perception checks, Assertive communication.
- v. Initiating proposals, Interrupting and differing, The Basics of Negotiation, Winning and losing situations, Negotiation techniques
- vi. Approach to negotiation, Force field analysis
- vii. Negotiation Process: Preparation and planning the negotiation, Discussing the problem, Proposing solutions, Negotiating a compromise, Finalizing an agreement and Implementation
- viii. Team Negotiating: Team Composition, Do's and don'ts in teams, Desirable Characteristics in Skilled Negotiators, Traits needed for success in your area, Negotiating motivation.
- ix. Strategy and Tactics: Hard and soft strategies and tactics, Counter strategies and tactics, Practice cases, Employing an advocate, BATNA
- x. Communication: Verbal and Non Verbal, Emotions
- xi. Conflict Management: What constitutes conflict and being comfortable with it, Identifying your personal conflict management style, 5 methods of managing conflict, 5 key action steps in conflict resolution After Effect of Negotiation

d. Who should attend?

- i. Anyone whose business duties involve some level of negotiation with other individuals or groups, or need to influence others as part of their work (i.e. project leaders, department leaders in matrix organizations, R&D leaders seeking funding, etc).
- ii. This course is appropriate for business people of all levels that seek to interact more effectively with internal or external constituents.
- iii. This training is also designed for managers, supervisors, team leaders or employees who conduct any operational negotiations such as facilitating meetings, resolving team conflicts, delegating, conducting performance reviews, hiring new staff or dealing with suppliers.

e. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date
 - i. Online training: 02/07/2021
 - ii. Classroom training: 03/07/2021
 - iii. Online training: 05/07/2021
 - iv. Classroom training: 06/07/2021
- h. Time
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

41. Innovation and Strategy – Design Thinking-Sam 045

- a. Background
 - i. Design thinking is a powerful process of problem solving that begins with understanding unmet customer needs. From that insight emerges a process for innovation that encompasses concept development, applied creativity, prototyping, and experimentation. When design thinking approaches are applied to business, the success rate for innovation improves substantially.
- b. Training Model
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion
- c. This training course will feature the following:
 - i. Design Thinking Skills
 - ii. Identifying Customer Needs
 - iii. Product Specifications
 - iv. Applied Creativity
 - v. Prototyping
 - vi. Design for Services

- vii. Product Architecture
- viii. Financial Analysis
- ix. Design for Environment
- x. Product Development Processes

d. Who should attend?

- i. This program is for teams and individuals who want to learn a proven, systematic approach to new product development.
- ii. Anyone responsible for driving innovation, growth, and the customer experience should attend, including functional and cross-functional teams.
- iii. Participants would come from sales, marketing, creative, design, customer experience, engineering, innovation, product, R&D, strategy, Product Manager, Marketing Manager, Growth Manager, R&D Manager, and Product Head
- iv. Senior Designer, etc.
- v. C-Suite executives including CEO, COO, Managing Director, Founder, President, Chief Strategy Officer
- vi. Innovation and Growth Consultants

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 07/07/2021

- ii. Classroom training: 08/05/2021
 - iii. Online training: 09/07/2021
 - iv. Classroom training: 10/07/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

42. Leadership Communication and Interpersonal Skills- SAM 046

a. Background

- i. Leadership communications consists of those messages from a leader that are rooted in the values and culture of an organization and are of significant importance to key stakeholders, e.g., employees, customers, strategic partners, shareholders, and the media. These messages affect the vision, mission, and transformation of an organization. The chief intention of a leadership message is to build trust between the leader and her or his constituency. Traits of leadership communications reflect significance, values, consistency and cadence.
- ii. Through this Leadership, Communications & Interpersonal Skills training seminar, you will learn a great deal about yourself – how you think, how you perceive the world and how others perceive you, how you communicate and how you can enrich your communication skills - and through that process you will learn how to lead others with great skill.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Self-mastery to expand our thoughts, visions, beliefs, focus and action awakening the faculties of our minds and our hearts
- ii. How to take charge of your Brain
- iii. The Importance of a Powerful Vision coupled with Personal Integrity
- iv. The Development of Communication Skills
- v. The Advancement of Leadership Capability
- vi. The Improvement of Influencing Abilities
- vii. Consider how to build confidence, enthusiasm and courage
- viii. Analyze the public face of the leader
- ix. Greater levels of personal productivity

d. Who Should Attend?

- i. Those wanting to discover more about how their behaviour, power and influence can achieve improved personal performance. These include:
- ii. Management Professionals
- iii. Team Leaders - Prospective, New or Experienced
- iv. Supervisors

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123.
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 12/07/2021
- ii. Classroom training: 13/07/2021
- iii. Online training: 14/07/2021
- iv. Classroom training: 15/07/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

43. Managing Yourself and Leading Others- SAM 047

a. Background

- i. Leaders are able to juggle competing demands, confidently motivate their teams to achieve optimum results, effectively navigate across the organization, and never lose their composure. These executives make the job look simple—but it's not. What is leadership? What does a great leader look like? Unfortunately, research shows that what employees lack most today are leadership, or soft, skills. So, whether you are an emerging, new, or seasoned leader, this leadership development program will help you lead yourself and others even more effectively.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Designed to help managers become more effective leaders, this training program delves into the fundamentals of managing yourself, leading teams, and motivating others to accomplish your company's goals.
- ii. Through relevant readings, case discussions, and introspective exercises, you will gain a broader and deeper understanding of organizational culture and dynamics, management best practices, the role of the manager, and the nature of influence.
- iii. As you explore your own personality, strengths, and weaknesses, you will begin to evolve a leadership style that is uniquely yours. You will return to work with new found confidence and an action plan for continuing your growth as a leader.
- iv. Develop a deeper understanding of leadership concepts. Identify tools participants can take back to their organizations to employ these leadership concepts.
- v. Learn emotional intelligence and increase their self-awareness for better self-management
- vi. Plan and set goals and directions based on values and aspirations, Earn trust and get results with leadership coaching, Influence others from a position of authority, even without formal authority,
- vii. Lead for long-term results

d. Who should attend?

- i. This course is ideal for new or experienced supervisors and managers in any function within the organization, as well as for individuals who want to become better at understanding and managing themselves and lead others.

- ii. The course is also perfect for those looking for a refresher course, new perspective or inspiration on the course subject.
 - iii. Those wanting to discover more about how their behaviour, power and influence can achieve improved personal performance
 - iv. Course Competencies: Personal and organizational effectiveness, Working productively with peers, managers, subordinates and others, Communication skills, Empathetic listening, Planning and goal setting, Self-Awareness, Coaching skills , Influencing skills, Persuasion skills, Leadership skills
- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referree receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 16/05/2021
 - ii. Classroom training: 17/05/2021
 - iii. Online training: 19/05/2021
 - iv. Classroom training: 20/05/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

44. Innovation and Strategy- SAM 048

a. Background

- i. This track introduces breakthrough concepts in innovation and strategy that can help to identify, capture, and deliver on great ideas and to successfully drive innovation throughout the organization. Participants learn new strategic approaches and tools for managing products, technology, and innovation, as well as for discovering new sources of profitability.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Innovation Ecosystems: A New Approach to Accelerating Corporate Innovation and Entrepreneurship which equips executives with the high-level frameworks and tools necessary to understand innovation and entrepreneurship in the ecosystems around them.
- ii. Implementing Enterprise-Wide Transformation is designed to help senior executives avert failure, create cultures of agility and resiliency, and develop a customized blueprint for large-scale transformation in their organization.
- iii. Closing the Gap Between Strategy and Execution
- iv. Developing and Managing a Successful Technology Strategy
- v. Skills for Disruptive Innovation
- vi. Understanding Global Markets: Macroeconomics for Executives

d. Who should attend?

- i. Executives and senior managers in all organizations
- ii. Owners and Founders of SMEs
- iii. Leaders of Non Governmental Organization
- iv. Leaders and Managers in public service institution
- v. Policy Makers and Regulators

- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 21/07/2021
- ii. Classroom training: 22/07/2021
- iii. Online training: 23/07/2021
- iv. Classroom training: 24/07/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

45. Emotional Intelligence in Leadership- SAM 049

a. Background

- i. Emotionally intelligent management embraces and draws from numerous other branches of behavioural, emotional and communications strategies to develop more productive and successful leaders. Understanding and raising your Emotional Intelligence is essential to your success and leadership potential.

ii. Training Model

- a. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play
- b. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

b. This training course will feature the following:

- i. Understanding Emotional Intelligence
- ii. What is Emotional Intelligence Quotient (EQ)

- iii. Intrapersonal & Interpersonal skills, Emotional Intelligence in the workplace, Understanding personality differences for Innovative Teamwork, Removing blocks to teamwork through EQ, Developing teamwork for managerial success.
- iv. Develop your Emotional Skills, Understanding EQ competencies, Recognizing one's emotions and their effects, Accurate self-assessment for personal transformation, Knowing one's strengths & weaknesses, Self-confidence: a strong sense of one's worth and capabilities,
- v. Developing trustworthiness for corporate transformation, Applying your Emotional Skills, Becoming aware of your emotional expressions, Emotions and decision making
- vi. Idea generation and problem solving, Develop your emotional imagination, Getting things done through people, Managing anger at work, Emotionally Intelligent Manager, Building effective teams, Listening openly and sending convincing messages.
- vii. Inspiring and guiding individuals & teams, instituting and managing change, Nurturing relationship, Creating synergy in teams, Leadership Strategies, Assessing your leadership style
- viii. Accountable Leadership for managing performance
- ix. Value-based leadership to manage people
- x. Working with others towards shared goals, From delegation to empowerment, Developing an action plan.

c. Who should attend?

- i. All managers, leaders and professionals who need to have in-depth knowledge of human behaviours.
- ii. Anyone who is interested in developing themselves to be a better leader and manager
- iii. Individuals who desire to apply psychological knowledge to result in management and leadership strategies.
- iv. Individuals who wish to understand their emotions and how it affects those around them and their productiveness in the workplace.

d. Course Competencies

- i. Develop interpersonal skills such as self-awareness, which is the ability of an individual to recognize and understand one's moods, emotions and drives as well as their impact on others
- ii. Cultivate empathy or the ability to understand the emotional make-up of other people and skill in responding according to their emotional reactions
- iii. Develop interpersonal skills which indicate the individual's proficiency in managing relationships and building networks
- iv. Develop skills in responding to criticisms and adversity

- v. Leadership strategies for working with others towards shared goals
- vi. Develop the ability to sense, understand and effectively apply emotions as a source of leadership, communication and influence
- vii. Gain insights into perceptions and its importance in the workplace
- viii. Understand how EQ influences the way they respond to others and themselves
- ix. Discover how to apply EQ in the workplace for building teamwork and accountable leadership

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 26/07/2021
- ii. Classroom training: 27/07/2021
- iii. Online training: 28/07/2021
- iv. Online training: 29/07/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

46. Design Thinking: Creating Better Customer Experiences- SAM 050

a. Background

- i. Design thinking is a powerful process of problem solving that begins with understanding unmet customer needs. From that insight emerges a process for innovation that encompasses concept development, applied creativity, prototyping, and experimentation. When design thinking approaches are applied to business, the success rate for innovation improves substantially.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Design Thinking Skills
- ii. Identifying Customer Needs
- iii. Product Specifications
- iv. Applied Creativity
- v. Prototyping
- vi. Design for Services
- vii. Product Architecture
- viii. Financial Analysis
- ix. Design for Environment
- x. Product Development Processes

d. Who should attend?

- i. This program is for teams and individuals who want to learn a proven, systematic approach to new product development.
- ii. Anyone responsible for driving innovation, growth, and the customer experience should attend, including functional and cross-functional teams.
- iii. Participants would come from sales,marketing,creative, design, customer experience, engineering, innovation, product, R&D, strategy,Product Manager, Marketing Manager, Growth Manager, R&D Manager, and Product Head,Senior Designer, etc.
- iv. C-Suite executives including CEO, COO, Managing Director, Founder, President, Chief Strategy Officer
- v. Innovation and Growth Consultants

- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools

and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 30/07/2021
- ii. Classroom training: 31/07/2021
- iii. Online training: 02/08/2021
- iv. Classroom training: 03/08/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

47. Business Strategy for Managers- SAM 051

a. Background

- i. In the field of management, strategic management involves the formulation and implementation of the major goals and initiatives taken by an organization's top managers on behalf of owners, based on consideration of resources and an assessment of the internal and external environments in which the organization operates. Strategic management provides overall direction to an enterprise and involves specifying the organization's objectives, developing policies and plans to

achieve those objectives, and then allocating resources to implement the plans.

- ii. This training aims to provide knowledge, skills and tools to assist in strategic decision-making in the context of complex environments and competitive dynamics.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. principles underlying strategy
- ii. Creating a unique and valuable market position, making trade-offs by choosing "what not to do"
- iii. Creating "fit" by aligning company activities with one another to support the chosen strategy
- iv. Corporate strategy, Business strategy and Operational Strategy
- v. Nature of strategy, Formulation of strategy, Implementation of strategy, Theory of the business, Value chain Analysis, Core competence Theory, Competitive Advantage, Product Life Cycle Analysis, Experience curve, Corporate strategy and portfolio theory, Competitive advantage, Industry structure and profitability
- vi. SWOT analysis, 5M Analysis, PESTEL Analysis, Product Portfolio Analysis, ABC Analysis (80:20 Vital Few Theory), Michael Porters Forces, BCG Matrix
- vii. Generic competitive strategies, Growth Strategies, Scenario planning, Measuring and controlling implementation, Evaluating Strategy, Limitations of strategy, Globalization and the virtual firm, Internet and information availability, Sustainability

d. Who should attend?

- i. Executives, Senior Managers and Core Managers from any industry who are interested in advanced skills, knowledge and practice needed to analyze and create business strategy.
- ii. Small-to-medium sized business owners who want to improve their strategic management skills and professionals who have recently been or will be promoted to a managerial position, spanning all functions and industries.
- iii. The program is also very useful for post-graduates in economics, marketing, finance and management.

- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register? Contact us on any of the following point:**
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 04/08/2021
 - ii. Classroom training: 05/08/2021
 - iii. Online training: 06/08/2021
 - iv. Classroom training: 07/08/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

48. Innovation and Strategy for Increased Effectiveness- SAM 053

- a. **Background**
 - i. This track introduces breakthrough concepts in innovation and strategy that can help to identify, capture, and deliver on great ideas and to successfully drive innovation throughout the organization. Participants learn new strategic approaches and tools for managing products, technology, and innovation, as well as for discovering new sources of profitability.
- b. **Training Model**

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion
- c. This training course will feature the following:**
 - i. Innovation Ecosystems: A New Approach to Accelerating Corporate Innovation and Entrepreneurship which equips executives with the high-level frameworks and tools necessary to understand innovation and entrepreneurship in the ecosystems around them.
 - ii. Implementing Enterprise-Wide Transformation is designed to help senior executives avert failure, create cultures of agility and resiliency, and develop a customized blueprint for large-scale transformation in their organization.
 - iii. Closing the Gap Between Strategy and Execution
 - iv. Developing and Managing a Successful Technology Strategy
 - v. Skills for Disruptive Innovation
 - vi. Understanding Global Markets: Macroeconomics for Executives
 - vii. Who should attend?
 - viii. Executives and senior managers in all organizations
 - ix. Owners and Founders of SMEs
 - x. Leaders of Non Governmental Organization
 - xi. Leaders and Managers in public service institution
 - xii. Policy Makers and Regulators
- d. Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- e. Reservation: How to register, Contact us on any of the following point:**
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.

- b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 11/08/2021
 - ii. Classroom training: 12/08/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

49. Effective Organizational Communication- SAM 054

- a. **Background**
 - i. Individuals who are influential within organizations know the importance of strong communication skills. This training is designed to teach practical skills and techniques to make communicating with others more effective. Participants will be involved in activities designed to increase awareness as to the importance of effective communication strategies and the ways in which they positively impact relationships throughout the organization.
- b. **Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. **This training course will feature the following:**
 - i. Identifying the variety of ways in which we communicate.
 - ii. Recognize the power of good listening skills and put them into practice.
 - iii. Develop realistic skills to improve communication with superiors, employees, peers, and customers.
 - iv. Key topics include determining the factors that help/hinder effective organizational communication strategies,identifying common roadblocks to listening,understanding effective questioning and summarizing techniques and practice of the art of “inquiry” versus “advocating”
 - v. Develop effective attending techniques to enhance the listening process.
 - vi. Give feedback that is well-received and acted on

- vii. Understand the impact that nonverbal communication has on the communication process
 - viii. Communicate in a way that makes others feel they are valued
 - ix. Develop an Action Plan detailing what participants will do differently to enhance their overall communication effectiveness
- d. **Who should attend?**
 - i. Anyone who would like to use effective communication techniques and proven methods to relate better to people, including managers, supervisors, team leaders, executive assistants and client service staff.
 - ii. Managers, Supervisors, Team Leaders, Project Managers, Officers, etc
- e. **Course Methodology**
 - i. This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
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 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 13/08/2021
 - ii. Classroom training: 14/08/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

50. Advanced Negotiation Skills- SAM 055

a. Background

- i. Whether negotiating with clients or suppliers, senior managers or other colleagues, every negotiation scenario is unique and can be challenging in different ways. To be a successful negotiator it is essential to follow an effective process, keep a clear head and build rapport with your counterparts. The aim of negotiating is to build a shared environment leading to long-term trust and often involves a third, neutral party to extract the issues from the emotions and keep the individuals concerned focused.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion

c. This training course will feature the following:

- i. Negotiation theory: Structural Analysis, Strategic Analysis, Process Analysis, Integrative Analysis and behavioral analysis of negotiations.
- ii. Bad faith negotiation
- iii. Stages of negotiations pass through stages that consist of agenda setting, a search for guiding principles, defining the issues, bargaining for favorable concession exchanges, and a search for implementing details.
- iv. Turning points between stages of negotiation.
- v. Negotiations and coercion.
- vi. Mediators Introducing new ideas or procedures in negotiations Negotiation Crises and Reframing the issues, Communication Skills Essential to Effective Negotiating, Questioning, Active listening, Perception checks, Assertive communication, Initiating proposals
- vii. Interrupting and differing
- viii. The Basics of Negotiation, Winning and losing situations, Negotiation techniques, Approach to negotiation, Force field analysis, Negotiation Process & Cycle, Preparation and planning the negotiation, Discussing the problem
- ix. Proposing solutions, Negotiating a compromise, Finalizing an agreement and Implementation, Team Negotiating, Team Composition, Do's and don'ts in teams
- x. Desirable Characteristics in Skilled Negotiators, Traits needed for success in your area, Negotiating motivation, Strategy and Tactics, Hard and soft

strategies and tactics, Counter strategies and tactics, Practice cases, Employing an advocate, BATNA and ZOPA, Communication

- xi. Verbal and Non Verbal, Emotions, Conflict Management, What constitutes conflict and being comfortable with it, Identifying your personal conflict management style, 5 methods of managing conflict, 5 key action steps in conflict resolution, After Effect of Negotiation

d. Who should attend?

- i. All staff working in organizations leading or participating in price or other types of formal negotiations.
- ii. Those involved in managing potentially challenging relationships with clients and other external contacts.
- iii. Those who work as part of a high level negotiating team
- iv. Human resources department staff, particularly those involved in industrial and labour negotiations, salary administration, etc
- v. Employee unions and employee cooperatives.
- vi. Labour Union Executives and members.
- vii. Lawyers, staff of legal department and company secretariat.
- viii. Contract administrators
- ix. Policy makers and regulators.
- x. Public servants
- xi. Non governmental organizations.

e. Course Methodology

- i. This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151, +2348024017123
- iii. Website : www.trinitra.com.ng
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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.

- c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 16/08/2021
- ii. Classroom training: 17/08/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

51. Collaborative Leadership: Building the Organization of the Future- SAM 056

a. Background

- i. As the business landscape becomes increasingly dynamic and new players enter the market, successful companies are tasked with building their capacity for agility, adaptability, and speed in order to maintain competitive advantage. Business leaders globally are responding by transitioning from a hierarchical organizational structure to more flexible, team-centric models that foster collaboration, information sharing, and empowerment.This is called the responsive organization.
- ii. In this leadership training program, you will explore the current evolution of organizational design from traditional, command-and-control models to a system of empowered networks—and learn about the opportunities to increase your business performance by introducing principles of responsive organizing in your teams and organization.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Developing a new, collaborative leadership style.
- ii. Gain critical insights about broad macro-level shifts in organizational design from traditional, command-and-control organizational structure towards a team-centric structure organized for autonomy, agility, and purpose
- iii. Acquire a reliable framework to introduce principles of responsive organizing at a pace suited to your organization's capabilities
- iv. Learn how to build in individual and team accountability with effective performance management tools

- v. Create a desirable work culture that attracts and retains high-performing talent, empowers employees, and values entrepreneurship
- vi. Harness the power of leading, self-management models to maximally utilize employee skills, increase productivity, and capture new organizational value
- vii. Topics Covered
- viii. What are the new models of responsive organizing?
- ix. Types of organizational structure
- x. Functions and dysfunctions of traditional hierarchical organizations, Alternative models to hierarchy (including organic forms, cross functional teams, holacracy, collaborative leadership development), Benefits and challenges responsive organizing, Preparing to lead empowered teams, Assumptions of how traditional managerial hierarchy “works”, Shifting from boss to coach, Tactics and tools for empowering staff while maintaining accountability, Tapping into collective intelligence
- xi. Conventional barriers to collaboration and collective intelligence and the problems with traditional (hierarchical) group dynamics
- xii. How to design and facilitate more collaborative and effective meetings, Tools for effective group decision-making, Managing the shift to responsive organizing, Barriers and resistance to self-management in yourself and others, From passion to purpose—presenting the business benefits of self-managed models to gain stakeholder buy in

d. Who Should attend?

- i. This program is designed for both organizational leaders and managers across all industries and functional areas charged with managing teams.
- ii. Business unit leaders who are looking to build collaborative leadership competencies; gain a framework for implementing self managed teams; or to innovatively enact a new organizational structure prepared for changing market forces.
- iii. This program is also designed to help HR professionals, internal consultants, and others involved with organizational design and implementation.

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 18/08/2021
- ii. Classroom training: 19/08/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

52. Digital Marketing Strategy- SAM 057

a. Background

- i. Thought is one of the greatest faculties of man.A digital marketing strategy is a plan that helps your business achieve specific digital goals through carefully selected online marketing channels such as paid, earned, and owned media.
- ii. This training course helps you select the best digital strategy for your organisation and make it happen.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Basic principles
- ii. Traditional Communications
- iii. Digital Communications
- iv. Digital Channels
- v. Automation & Communication

- vi. Budget & Resourcing
- vii. Big Data & Analytics
- viii. Digital Leadership
- ix. Strategy Formulation & Plan

d. Who should attend?

- i. Sharp and experienced players of the digital sales and marketing game who aren't content to be mere players anymore. You want to drive the game. You want to change it.
- ii. Sales professionals. Marketing Managers. Team leaders. Business Consultants and Developers. Professionals who've taken their vision as far as they can go without specialised skills – and plan to fix that
- iii. Entrepreneurs who want to be more entrepreneurial
- iv. Those who realise specialisation gives you a real, sharp, tangible competitive edge -with which to slice through the competition
- v. Inspired career changers
- vi. Talented people who know that certification makes doors open.

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 20/08/2021
- ii. Classroom training: 21/08/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

53. Communication Strategies: Presentation Skills with Impact- SAM 058

a. Background

- i. At work we are often required to present our ideas, solutions or services to colleagues or clients. Delivering client sales pitches, making presentations to senior managers or contributing to formal meetings can all be daunting experiences even when you are confident in your material.
- ii. This training will equip you with the theory and practice of public speaking and presentation skills.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Structured framework and the right skill set to give the self-assurance and security to deliver effective presentations.
- ii. Strategies for managing nerves.
- iii. Methods for highlighting and emphasising key messages.
- iv. The skills to use and control your voice more effectively when giving presentations.
- v. Practical techniques to interpret and engage your audience.
- vi. Oratory
- vii. Using humor
- viii. Developing a relationship with the audience
- ix. Extemporaneous and Enthusiastic Delivery
- x. Effective Introduction
- xi. Efforts to Reach Hearts
- xii. Effective use of questions
- xiii. Preparing your presentation
- xiv. Selecting presentation technology and multimedia equipments.
- xv. Non-verbal communication

d. Who should attend?

- i. You are new to delivering formal presentations.
- ii. Would like to overcome your anxiety about presenting to groups.
- iii. Take part in client presentations and meetings.

- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 23/08/2021
 - ii. Classroom training: 24/08/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

54. Strategies for Leading Successful Change Initiatives: Mastery Session- SAM 059

- a. **Background**
 - i. Change initiatives are the vehicles by which strategy is delivered. They represent the most significant dimension in determining whether goals and objectives are achieved.
 - ii. In this training programme, you will learn about the nature of change, why change is important, and why so many of these initiatives fail. You will be exposed to tools for launching, leading, and realizing value from successful change initiatives.
- b. **Training Model**

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. **This training course will feature the following:**
 - i. Drive enduring positive change in your organization
 - ii. Develop a culture and operational processes that enable innovation
 - iii. Improve return on investment in and value creation through change management
 - iv. Launch the right initiatives at the right time and for the right reasons
 - v. Jumpstart your next change initiative with an action plan
- d. **Course Competencies**
 - i. Designing, developing, and deploying innovation
 - ii. Using projects as engines of change
 - iii. Choosing the best strategy and tactics for different types of change
 - iv. Profiling and identifying change agents to prepare your organization for the challenge of change
 - v. Aligning stakeholders behind your vision
 - vi. Understanding and overcoming the pervasive resistance to change
 - vii. Building trust—and maintaining it
 - viii. Maximizing opportunity and realizing value throughout a change initiative
 - ix. Addressing problems early—and knowing when to pull the plug
 - x. Who should attend?
 - xi. This program is designed for managers who lead or participate in change initiatives for their organizations.
 - xii. This course will benefit for-profit companies, nonprofit organizations, educational institutions, and government agencies alike.
 - xiii. Teams are encouraged to attend, as they will return with shared concepts and strategies that improve teamwork and enhance the learning impact across the organization.
- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>

- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 25/08/2021
- ii. Classroom training: 26/08/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

55. Leading More Effective Teams- SAM 060

a. Background

- i. A team is a group of individuals working together to achieve their goal.Ideal teams must have group of people with interdependence with respect to information, resources, knowledge and skills and who seek to combine their efforts to achieve a common goal.A group does not necessarily constitute a team.
- ii. This training will equip participants with knowledge and skills on collaborative teams,complementary skills and generating synergy through a coordinated effort which allows each member to maximize their strengths and minimize their weaknesses.Team members need to learn how to help one another, help other team members realize their true potential, and create an environment that allows everyone to go beyond their limitations.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following

- i. Developing and Sustaining High-Performance Work Teams
- ii. Characteristics of High-Performance Work Teams
- iii. Stages of Team Development
- iv. Common Types of High-Performance Work Teams
- v. Common Barriers Faced by High-Performance Work Teams
- vi. HR's Role-Recruiting the right team members, training, conflict resolution, and assessments and facilitation of results, pay and incentives. The article does not cover matters such as employee engagement and employee involvement, and Employee Relations Discipline.
- vii. Factors required for a high-performance work team.
- viii. Common stages of team development.
- ix. Causes of team dysfunction.
- x. Primary types of teams organizations establish to achieve specific work goals.
- xi. Conflict Management
- xii. Communication
- xiii. Power and empowerment
- xiv. Norms and standards, Stages of Team Development, Common Barriers Faced by High-Performance Work Teams, Team member training, Assisting new and departing team members, Creation of Appropriate Compensation and Rewards
- xv. Advising management when to use teams, Team building and motivation, Technology, Team Performance Metrics, Global Issues, Diversity, Gender Inclusion in team excellence.

d. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

e. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.

- c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

f. Date

- i. Online training: 27/08/2021
- ii. Classroom training: 28/08/2021

g. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

h. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

56. Strategic Sales Management- SAM 061

a. Background

- i. The primary focus of sales managers should be to maximize profit for the team while delivering the best possible value to customers. Who doesn't like a win-win scenario?Businesses that thrive execute one thing very well: sales management. Because there are so many moving parts within an organization, the sales management process needs to be fully grasped to ensure each aspect of the collective sales effort is operating efficiently.
- ii. This training programme aims to provide a comprehensive sales management capability to participants by giving knowledge,skills and competencies needed for developing a sales force, coordinating sales operations, and implementing sales techniques that allow a business to consistently hit, and even surpass, its sales targets.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Theory of Sales
- ii. Sales Process
- iii. Sales Planning, Review of sales environment, Setting sales vision,Types of selling - Direct,Indirect,Inside Sales,Outside Sales,order takers,order fulfillers,consultative sales,relationship sales,technical sales,commercial sales,etc
- iv. Developing sales strategy, Sales Operations - Sales Organization,Sales Budgeting,Setting Targets,Goals and Quotas,Sales territory management,sales training,coaching and motivation,Sales time and resources management including sales routing and sales scheduling,Sales

Techniques including Conceptual Selling, Sales Negotiation Strategies, Reverse Selling, Take away, Sales Outsourcing

- v. Personal Selling Process, Sales Pipeline for Acquisition and Retention of Customers, Psychology of Selling, Product Knowledge and Product Portfolio Analysis, Management of Sales channel of distribution, Customer Complaints Management, Sales Coordination, Sales Analysis - Cost Analysis, Profitability Analysis, Productivity Analysis, Sales Performance Management-Input and Output based evaluation of sales people
- vi. Sales Compensation, Sales Metrics, Reporting and Dashboards, Enduring sales relationships - Customer Buying Centre Analysis and Customer Behaviour and Relationship Selling Strategy, Salesperson motivation and emotional intelligence, Recruitment and selection of salespersons, Sales technology - electronic sales, Sales Training, Sales Meetings, Sales Contracting, Sales Promotion

d. Who should attend?

- i. Sales Managers, Supervisors and Salespersons who want to have best in class knowledge and practice of sales management, Business owners and small and medium scale enterprises, Anyone who wants a comprehensive knowledge of sales, selling and sales management.

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 30/08/2021
 - ii. Classroom training: 31/08/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

57. Strategic Marketing Management- SAM 062

a. Background

- i. As new marketing capabilities rapidly emerge and best practices evolve at an unprecedented pace, today's organizations must work tirelessly to stay on the leading edge. Marketing executives must continually evaluate new opportunities, identify priorities and communicate their vision and results across the organization.
- ii. This training programme builds participants' understanding of the fast-evolving marketing environment. After attending this program, you will be equipped to translate high-level aspirations into tangible marketing initiatives – and lead those initiatives successfully through a multi-level team.

b. Training Model

- i. Classroom Training:One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Concepts of Marketing Management -
Definition and Concepts: Definitions of Marketing, Scope of Marketing;
Core Marketing Concepts: Concept of Demand and Supply; Transaction;
Major Marketing Management Philosophy; Social Marketing
- ii. Marketing Environment, both Internal & External –
- iii. Marketing Environment Forces; Macro Environment; Micro and Internal Environment; Factors Influencing Consumer Buyer Behavior; Buyer Decision Process; Inputs for Buying Decision Process; Consumer Trends; Market Segmentation Process.
- iv. Developing Market Strategies and the Offerings -Positioning and Differentiation: Concept, Positioning,Various Tools of Differentiation;
Product Decisions and Strategies; Product Mix; Product Life Cycle; Brand Positioning; Brand Identity; Equity and Packaging.

Introduction to Service Marketing; Differentiating Services; Product and Service Price; Response to Change in Price; Pricing Strategies.

- v. Delivering Marketing Programs – Marketing through Channel Partners; Wholesalers and Retailers: Current Trend; Channel Management.
- vi. Market Communication, Process for Effective Communication; Advertising; Different Advertising Media; Sales Promotion; Public Relations; Direct Marketing; Personal Selling: Concepts and Process; Management of Sales Force
- vii. Contemporary Marketing Programs, Sustainability and Environmental protection, Corporate social investment, Social Marketing

d. Who should attend?

- i. This program is designed for all those who are involved in Sales and Marketing Management.
- ii. Executives, managers and personnel from marketing management, marketing strategy, brand management, marketing communications, digital marketing and sales areas.
- iii. Those aspiring to management positions in sales, business development and marketing.

- e. Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 01/09/2021

- ii. Classroom training: 02/09/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

58. Creative Thinking: Innovative Solutions to Complex Challenges- SAM 063

- a. **Background**
 - i. The most successful executives are inspiring leaders, smart strategists—and creative thinkers. Across every business function, creativity is central to solving complex problems, developing new strategies, facilitating innovation, and driving change within the organization.
 - ii. This training programme focuses on how to build a competitive advantage by fostering a creative culture that sparks inspiration, collaboration, and innovation. As you examine the creative process at work, you will learn how to approach complex business problems with greater creativity and innovation.
- b. **Training Model**
 - i. Classroom Training:One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion
- c. **This training course will feature the following:**
 - i. Solve business problems and make better decisions through creative thinking
 - ii. Gain practical tools for incorporating creative thinking into day-to-day processes
 - iii. Harness your team’s collective abilities to produce innovative solutions and strategies
 - iv. Approach organizational challenges with greater confidence, and achieve better results
 - v. Learn how to implement and manage the creative process across all domains
 - vi. Earn a Certificate of Participation from the Harvard University Division of Continuing Education
- d. **Course Competencies**
 - i. Fostering a culture that values, nurtures, and rewards creative solutions

- ii. Implementing a methodology that overcomes barriers to innovative thinking
- iii. Reframing problems, making new connections, and challenging assumptions
- iv. Using questions to brainstorm and solve business problems more effectively
- v. Generating and enhancing new ideas, strategies, and techniques

e. Who Should attend?

- i. This program is ideal for general managers, senior managers, heads, leads, functional leaders, or consultants who want to:
- ii. Design innovative solutions to tough business challenges
- iii. Develop a creative mindset and tools that improve a team's ability to develop new solutions to complex challenges
- iv. Lead change management initiatives with greater confidence
- v. Strengthen their team's creative problem-solving skills
- vi. Spark brainstorming and collaboration across all functions

f. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

g. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151, +2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

h. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.

i. Date

- i. Online training: 03/09/2021
- ii. Classroom training: 04/09/2021

- j. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- k. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

59. People Analytics: Maximizing Human Capital with Data- HMR 002

a. Background

- i. People analytics is a data-driven approach to people-related decisions, designed for managers at all levels. More than simply an understanding of statistical analyses, it's about leveraging data to make better decisions about hiring, managing, and developing the people in your organization. People analytics can also help organizations retain and develop top talent. With insights and statistics gleaned from your data, you can learn how to give useful feedback, mentor rising leaders, and identify when a high-potential employee may be struggling.
- ii. The concepts and tools explored in this program will help you understand characteristics that correlate with high employee performance, helping you make better strategic hiring and management decisions.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Discover empirically derived strategies for effectively hiring, socializing, appraising, and rewarding employees
- ii. Gain an understanding of practices and frameworks that help managers more effectively leverage human capital
- iii. Leave with a basic framework for making data-driven people decisions within an organization
- iv. Understand how to capture and leverage data that exists within your organization
- v. Become more of a strategic partner to senior leadership
- vi. Identifying and gathering data within your organization
- vii. Conducting experiments in organizations
- viii. Developing a data-driven selection and hiring process
- ix. Performance management systems that engage and retain employees

d. Who Should attend?

- i. This program is suitable for managers at all levels. Participants need not have specific statistical expertise.
 - ii. Professionals involved in management, advancement, performance evaluation, and hiring will find the program material especially beneficial, as it helps participants develop analytical approaches to making decisions.
- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
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 - iii. Website : www.trinitra.com.ng
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 07/04/2021
 - ii. Classroom training: 08/04/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **VenuE**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

60. Building Organizational Cultures: A Framework for Leaders- HMR 003

- a. **Background**
 - i. Organizational culture encompasses values and behaviors that contribute to the unique social and psychological environment of a business. The organizational culture influences the way people interact, the context

within which knowledge is created, the resistance they will have towards certain changes, and ultimately the way they share (or the way they do not share) knowledge. Organizational culture represents the collective values, beliefs and principles of organizational members.[citation needed] It may also be influenced by factors such as history, type of product, market, technology, strategy, type of employees, management style, and national culture. Culture includes the organization's vision, values, norms, systems, symbols, language, assumptions, environment, location, beliefs and habits.

- ii. This training programme will give participants the concepts, knowledge and practices to establish best in class thriving cultures, lead thriving cultures through influence and interrelationship of cultural elements. Leaders will be able to examine their beliefs and practices pertaining to organizational culture.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion

c. This training course will feature the following:

- i. Learning the relationship between culture and performance
- ii. Increase awareness of extraordinary versus mediocre, even toxic, cultures
- iii. Understand the risks of not being intentional about culture
- iv. Inspire leaders to shift into informed action
- v. Gain actionable insight into elements that work to advance adaptive organizational culture
- vi. Activating the 10 elements of adaptive cultures
- vii. Understanding organizational culture and why it's important
- viii. Exploring the continuum of corporate culture—the good, the bad, and the ugly
- ix. Advancing cultures through a proven framework
- x. Translating understanding into action and impact

d. Who Should Attend?

- i. This program is designed for leaders and influencers who want to:
- ii. Positively impact people and performance
- iii. Better understand the risk and opportunity related to culture
- iv. Make a difference in the culture of their organization

- e. Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools

and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

- f. Reservation: How to register, Contact us on any of the following point:**
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.
- h. Date**
 - i. Online training: 09/04/2021
 - ii. Classroom training: 10/04/2021
- i. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. Venue**
 - i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

61. Treasury and Asset Liability Management- FAB 003

- a. Background**
 - i. Treasury management includes management of an enterprise's holdings, with the ultimate goal of managing the firm's liquidity and mitigating its operational, financial and reputational risk. It includes a firm's collections, disbursements, concentration, investment and funding activities. In larger firms, it may also include trading in bonds, currencies, financial derivatives and the associated financial risk management.
 - ii. This course unpacks the complexities of capital management, liquidity management and interest rate risk. Based on best practice, our course will provide you with comprehensive strategies to analyse liquidity risk, assess stable funding availability, and determine capital adequacy.
- b. Training Model**

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Cash and Liquidity management including planning, account organization, cash flow monitoring, managing bank accounts, electronic banking, pooling and netting as well as the functions of in-house banks.
- ii. Risk Management
- iii. To identify, measure, and manage risks that could have a significant impact on the business.
- iv. Risk elimination versus Risk Propensity
- v. Liquidity Risk
- vi. Market Risk,typically foreign exchange, interest rates, commodities
- vii. Credit Risk
- viii. Operational Risk
- ix. Corporate Finance including contacts with banks and rating agencies, as well as discussions with credit insurers and, if applicable, suppliers concerning periods allowed for payment, in conjunction with the procurement of finance.
- x. Asset liability management involving managing financial risks that arise due to mismatches between the assets and liabilities as part of an investment strategy in financial accounting
- xi. Treasury and ALM
- xii. ALM governance
- xiii. ALM concepts
- xiv. Building an ALM policy
- xv. Managing gaps
- xvi. Liquidity risk management
- xvii. Liquidity gap analysis
- xviii. Actions to perform
- xix. Non-maturing liabilities specificity
- xx. Remediation actions
- xxi. Measuring liquidity risk, Setting limits, Funding management, Constraints to take into account, Principal sources of funding, Asset-based funding source, Liability and equity funding sources, Retail funding, Wholesale funding
- xxii. Equity funds or raising capital, Putting an operative plan for the normal daily operations and ongoing business activities, Assessment of possible funding sources,Identification of plausible stress events, Estimation of the

severity levels, occurrence and duration of those stress events on the funding structure, ALM report, Treasury management applications and systems, Free Cash Flow Management

d. Who to attend

- i. Treasury Officials, Finance, Investment & Corporate Finance, Risk & Portfolio Officers, Compliance staff, Officials involved in Asset & Liability Management and members of Asset & Liability Management Committee and Investment & Fund Managers.

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 03/03/2021
- ii. Classroom training: 04/03/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

62. Finance and Accounting Analysis- FAB 005

a. Background

- i. This leading edge training on Finance and Accounting will meet the needs of the increasing number of participants who find they need a working knowledge of finance and accounting to effectively participate in the management process. We not only provide those in finance and other interested professionals with a sound foundation in the language of business. Participants will also benefit from issues in financial accounting and corporate reporting.
- b. Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:**
 - i. The foundation and principles of modern finance and accounting
 - ii. Understanding and interpreting financial statements
 - iii. How to analyse corporate reports for deeper financial insights
 - iv. Effective financial forecasting methods
 - v. Principles of financial investment decision-making
 - vi. Planning and budgeting techniques
- d. Who Should Attend?**
 - i. This training course is designed to provide useful insights and practical skills to professionals from a wide range of disciplines and industry sectors, but particularly those involved in planning, forecasting and investment decision-making in an age of risk and uncertainty.
 - ii. Specifically targeted at Financial Accountants, Receivables and Payables Team Members, Planning and Budgeting Managers, Corporate Reporting and Investor Relations Staff, Investment Analysts, Commercial Managers, Supply Chain and Procurement Team Members, Capital Investment and Project Team Members.
- e. Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. Reservation: How to register, Contact us on any of the following point:**
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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 05/03/2021
- ii. Classroom training: 06/03/2021

i. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

j. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

63. Finance for Non-Finance Professionals- FAB 007

a. Background

- i. Participants will learn the how to apply financial management principles within their organisation. It includes: planning and monitoring budgets, using financial information to make the most of available resources, achieving sustainability, managing finance to maximise organisational and programme impact. And also how to communicate effectively about financial management with colleagues across different functions and departments and across the office.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Using financial management skills to build strong organisational capacity
- ii. Manage budget processes and cash flow and develop the building blocks for financial systems.

- iii. Evaluate financial information to help an organisation become more sustainable.
 - iv. Apply basic financial controls to minimise the risk of errors and theft.
 - v. To build capacity recognise cultural differences between 'finance' and 'non-finance' people, and communicate more effectively when working across cultures.
- d. **Who should attend**
 - i. This course is for non-finance people with an appreciation of finance skills.
 - ii. Directors and managers, Programme staff, Fundraisers, Administrators, Board members and Professionals involved in financial accounting.
- e. **Course Methodology**
 - i. This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 08/03/2021
 - ii. Classroom training: 09/03/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

64. Incremental continuous improvement for business productivity and performance using the Kaizen Model- SAM 067

a. Background

- i. This course combines the mechanics of a number of continuous improvement tools with the necessary change management skills to enable each delegate to implement sustainable improvement activities within an organisation. Suitable for Directors, Executives, Managers, Supervisors, Lean Facilitators, Continuous Improvement Managers, Six Sigma Green/Black Belts and Change Managers within an organisation.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Kaizen is continuous improvement in order to satisfy customer demand and maintain competitiveness.
- ii. Embedding continuous improvement activities within the organisation and its culture.
- iii. This Kaizen training course shows you one method of bringing about permanent productive change within your organisation.
- iv. Using small empowered group activities, Identify where waste (non-value added activities) can be found in an organization
- v. How to identify prioritised areas for improvement
- vi. Examples of lean tools to be used to support kaizen events such as 5S and Value Stream Mapping
- vii. Three Kaizen approaches - Just Do its, Kaizen Events (PDCA) and Kaizen Blitz. Others are Total employee involvement (TEI), Just-in-time (JIT), Total productive maintenance (TPM), Total Quality Management (TQM) and Green Productivity Model, Root Cause Analysis – Ishikawa (Cause & Effect) and 5 Whys, How to structure a Kaizen team?
- viii. How to successfully implement a Kaizen culture, MBWA – The Gemba Walk, The Task Board
- ix. The soft managerial skills required by managers to both implement and sustain a Kaizen culture, Improvement metrics – KPIs

- d. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools

and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

e. Reservation: How to register, Contact us on any of the following point:

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- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 08/09/2021
- ii. Classroom training: 09/09/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B, Airport Hotel, Ikeja, Lagos

65. Quantum leaps and large-scale strategic improvements in business productivity- SAM 068

a. Background

- i. Many companies are facing a crisis in productivity. Since the recent economic recession and slow down in revenues from crude oil the GDP has struggled and many organizations have acutely felt productivity lulls affecting their bottom lines..
- ii. It's time for change.
- iii. Traditional solutions to transforming productivity are failing. By disrupting these conventions, and adopting a radical new philosophy of change, we can make a quantum leap in individual and business productivity.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Strategic management
- ii. Organizational Transformation
- iii. Method of transformation
- iv. Company Turnaround
- v. Downsizing
- vi. Business Process Reengineering
- vii. Outsourcing and Insourcing
- viii. Joint Ventures
- ix. Mergers and Acquisitions
- x. Networking like Contract Manufacturing
- xi. Ownership Restructuring
- xii. Privatization

d. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

e. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 10/09/2021
 - ii. Classroom training: 11/09/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

66. Social Role and Responsibility of Business:International Guidelines and Practices- LAM 004

a. Background

- i. Social responsibility is an ethical framework and suggests that a business organization has an obligation to act for the benefit of society at large.Businesses are encouraged to exert their best endeavours to achieve a trade-off between bottom lines and the welfare of the society and environment.
- ii. Businesses can use ethical decision making to secure their businesses by making decisions that allow for government agencies to minimize their involvement with the corporation.Corporations will learn how not to window-dress or green-wash corporate social responsibility.
- iii. This training course aims to empower participants with knowledge and competencies to practice responsible corporate social investments with proven impact on the three bottom lines,financial,social and environmental.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Defining Corporate Social Responsibility and the Principles of CSR
- ii. Sustainability Issues including Environmental issues and their effects and implications, externalising costs and the social contract
- iii. Sustainability and the Brundtland Report
- iv. Stakeholders & the social contract including stakeholder theory,multiple stakeholding,regulations and implications,risk reduction
- v. Ethics, CSR and Corporate Behavior,Gaia Hypothesis.
- vi. Performance Evaluation and Performance Reporting-social accounting,aspects of performance,balanced scorecard,Multi-dimensional performance management.
- vii. Globalisation and CSR

- viii. CSR in not for profit organizations
- ix. CSR and Strategy-role of business managers,business ethics
- x. Total Responsibility Management
- xi. Corporate Governance
- xii. International Guidelines for the Social Responsibility of Business

d. Who should attend?

- i. Company Managers, CSR Practitioners, Public Relations Managers, Marketing Managers,Community Relationship Managers and Personnel,HSE Personnel, Company Legal Department and Shareholder Relations Personnel,Safety and Security Personnel,Human Resources Managers, Sustainability and Environmental Professionals who wish to advance their understanding, bring added value to their organizations.
- ii. Government Policy Makers and Personnel and Regulatory Agencies
- iii. The course is useful for anyone interested in understanding how to manage and increase the value created by their organization through their CSR activities. It also addresses how having a clear strategy for social investment, with targets and processes to measure outcomes and impacts, may create value for the company and society.
- iv. Non Governmental Organizations.

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used.The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 30/04/2021
 - ii. Classroom training: 01/05/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

67. Business Communication Skills (Writing and Presentation)- LAM 005

a. Background

- i. With the evolving complexities of a globalizing world in which organisations strive to operate in different environments, being a great persuasive communicator plays a pivotal role in assisting organisations compete favorably in its market space. This course will show how communication in writing and presentations, based on the ability to listen and understand the perspective of the customer and respond strategically at all levels, is key to organizational effectiveness.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Identify key elements and principles of communication.
- ii. Demonstrate understanding of the communication process.
- iii. Describe their own communication strengths and growth areas.
- iv. Demonstrate ability to prepare and present a short oral presentation.
- v. Describe and practice key listening skills.
- vi. Prepare a clear and informative piece of written communication.
- vii. Identify common communication problems that may be holding you back.
- viii. Develop skills in asking questions that give you information you need.
- ix. Learn what your non-verbal messages are telling others.
- x. Develop skills in listening actively and empathetically to others.
- xi. Learn how to firmly stand your ground and make your feelings heard.
- xii. Enhance your ability to handle difficult situations without being manipulated

d. Who should attend?

- i. Managers, leaders or anyone wishing to broaden and improve their self-management and interpersonal skill.

- e. **Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151, +2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.
- h. **Date**
 - i. Online training: 03/05/2021
 - ii. Classroom training: 04/05/2021
- i. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. **Venue**
 - i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

68. Supervisory Skills Management programme- LAM 006

- a. **Background**
 - i. This programme examines the fundamentals of a supervisor's role; it teaches the skills and techniques needed to support effective performance on the job. It also identifies common problem areas and ways of confronting difficulties and instituting long-lasting solutions. Also, the programme will be appropriate for all team leaders or who are likely to have such responsibilities in the near future.
- b. **Training Model**

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:**
 - i. Have increased awareness of the role and requirements of a supervisor within business
 - ii. Know how to positively motivate and engage their employees and teams in the achievement of company goals and targets
 - iii. Know how to effectively and consistently communicate in a manner which engenders clear employee understanding of their role and fosters positive relationships
 - iv. Understand and apply employment legislation and internal policy in a consistent manner as it applies to the situation and circumstances
 - v. Know when and how to escalate issues to the relevant person/department for further support in a timely manner.
- d. Who should attend?**
 - i. Supervisors at different levels of development, be it new to a supervisory role or those wishing to develop their skills further.
- e. Course Methodology:** This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.
- f. Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151, +2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- g. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.

- h. Date**
 - i. Online training: 05/05/2021
 - ii. Classroom training: 06/05/2021
- i. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- j. Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

69. Unleash Your Amazing Potential Seminar- PSE 001

- a. Background**
 - i. Unleash your Amazing Potential is training course that enables participants engage with personal and social imperatives, that is, vision and mission statements and in developing one's creation-ownership mindset.It empowers participants to launch themselves into a world of creative thinking,personal branding and achieve potential maximization.It helps you to rise to the realm of self actualization,being able to answer,"who am I?","what is my purpose?","how do i navigate the journey of life"?
- b. Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:**
 - i. Personal Growth or Self Development
 - ii. Personal branding and Visibility
 - iii. Personality Assessment
 - iv. A historic overview of how ideas become innovations
 - v. Insights into the habits of successful innovators
 - vi. Approaches and methods for understanding and categorising complex problems
 - vii. Techniques for structuring and solving problems
 - viii. Recognising different forms of innovation
 - ix. Idea-generation and evaluation techniques
 - x. How to network, influence, and pitch your ideas effectively
 - xi. Human life cycle chart
Business or Career or Education
 - xii. Family or Relationship
 - xiii. Finance or Wealth

xiv. Health or Wellbeing

xv. Sport or Fitness

d. Who should attend?

i. Anyone in paid employment or self employment and business ownership who is interested in personal development and excellence.

ii. This course is aimed at anyone interested in innovation and enterprise in the modern world, but may be of particular interest to students who are looking to develop their transferable skills for the workplace and general day-to-day life.

iii. Its aimed at graduating students and the general public.

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

i. Email to : info@trinitra.com.ng

ii. Telephone : +2347053801151, +2348024017123

iii. Website : www.trinitra.com.ng

iv. Facebook : <https://www.facebook.com/trinitraconsulting>

v. Twitter: <https://twitter.com/TrinitraCo>

vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

i. Classroom Training: N35,000 per participant per class.

ii. Online Training: N25,000 per participant per class.

iii. Discounted Pricing :

a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.

b. Group clients with participants not less than three people will receive 10% discount.

c. Referral Clients : The referee receives a payout of 10% discount for every individual participant.

h. Date

i. Online training: 26/05/2021

ii. Classroom training: 27/05/2021

i. Time

i. Online Training 9am to 12noon

ii. Classroom Training 9am to 3pm

j. Venue

i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

70. Principles, Practice and Recent Developments in Tax Assessments for Companies in Nigeria- FAB 009

a. Background

- i. Preparing tax computations and returns is challenging. This course aims to empower participants with knowledge, skill and competencies for tax management. The course will also promote understanding of the tax authorities, their powers and operations. There shall be an overview of companies' income tax, various forms of assessing the incomes of companies to tax in Nigeria and current tax trends within the country. We will also look at the tax implications of decided case laws.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Tax Laws and Regulations
- ii. Classification of Taxes
- iii. Registration for Tax Payments
- iv. Obligatory Returns and their Filing
- v. Relationship Management
- vi. State Board of Internal Revenue Service
- vii. Federal Inland Revenue Service
- viii. Joint Tax Board
- ix. Technical Committees of the Boards
- x. Tax Appeal Tribunal
- xi. Tax Clearance Certificates and their Administration
- xii. Exemptions and Reliefs, Multiple (Vexatious) Taxes, Tax Avoidance and Tax Evasion, Corporate Tax Issues and Computations, Value Added Tax and Stamp Duties, Education Tax, Types of Tax Assessment
- xiii. Relevant Documents and Documentation Procedures, Filing of Returns and the Timing, Withholding Tax Treatments, Penalties for Infringements, Personal Income Tax

d. Who should attend?

- i. Income tax professionals working full time in a public accounting firm, a legal firm, a corporate setting, a regulatory or government environment.

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151, +2348024017123
- iii. Website : www.trinitra.com.ng

- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 10/03/2021
- ii. Classroom training: 11/03/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

71. Taking on Greater Responsibilities: Becoming a More Effective Supervisor- LAM 007

a. Background

- i. Organisations that develop their team leaders and supervisors not only receive immediate measurable increases in both productivity and performance, they also enjoy the security of developing their leaders of the future.This training will assist newer team leaders and supervisors and those transitioning into their first leadership role to develop their leadership and communication skills. They will improve their ability to work with their team to achieve the team's performance objectives and goals.

b. Training Model

- i. Classroom Training:One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training :One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Increase confidence in leadership skills
- ii. Improve personal and team time management

- iii. Develop effective delegation skills
 - iv. Improve their decision making and problem solving abilities
 - v. Improve the team's overall productivity and performance
 - vi. Improve the team's safety and environmental focus and performance
 - vii. Enjoy more effective communication within the team
 - viii. Enhance working relationships
 - ix. Become more accomplished at leading, managing and motivating individual team members
- d. Who should attend?**
- i. New managers and supervisors
 - ii. Prospective managers and supervisors
 - iii. Managers and Supervisors with some experience but no formal training.
 - iv. The course is also ideal for those being groomed for promotion to a leadership or supervisory role.
- e. Reservation: How to register, Contact us on any of the following point:**
- i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
- i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**
- i. Online training: 07/05/2021
 - ii. Classroom training: 08/05/2021
- h. Time**
- i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

a. Background

- i. Being able to write a clear, professional business text saves you time and allows you to be taken more seriously by your boss, colleagues, or people you want to be interviewed by. That can be a great source of confidence, and a powerful tool for career development. The simple truth is most business people struggle to convey their ideas through written text effectively. This course will help you or your team to develop professional communication skills. Business writing is one of the most important skills for personal and organizational success.
- ii. This course will help smart, technical, analytical professionals whose writing is complex and whose writing matters in the information flow of the company.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Learning the optimal business writing process, so you can write any document at work confidently.
- ii. Spend 30% less time on each document.
- iii. How to write more efficiently and effectively.
- iv. Plan, draft and edit important documents including memos, business letters, reports, and email.
- v. Write with purpose, so there is no doubt what the reader's next action should be.

d. Who should attend?

- i. You're in charge of a group or division in your company and looking to improve your team's communication and professionalism.
- ii. You're an individual looking to improve your skills to get a raise, become more effective in your communication, or become more qualified for a new job.
- iii. You're a non-native speaker looking to increase your ability to communicate professionally in English.
- iv. You've recently moved to a role where you need to write more technical or analytical documents and reports.
- v. You want to become better in business writing, but you don't know strategies specific to your skill gaps.

e. Reservation: How to register,Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng

- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 10/05/2021
- ii. Classroom training: 11/05/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

73. Personal Effectiveness & Mastery- PSE 002

a. Background

- i. The training on Personal Effectiveness and Mastery will help you in setting out and pursuing your goals which will make you not just effective but also efficient in all areas of your life. This training will be a life changing experience for participants. The training will not just be a typical classroom training rather it will be an opportunity to participate in role plays, energizer and ice breaking activities which will help you learn the concepts through practical experiences. Through this training, participants will be on the right track in achieving their goals.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Establish routines, set goals and create an efficient environment to maximize their personal effectiveness.
- ii. Understand their weaknesses and strengths and Improve resilience skills and hardiness.
- iii. Focus on the good in self and others.
- iv. Identify emotions and feelings and Release negative emotions.
- v. Understand personal mission and passion.
- vi. Identify their core genius and talents.
- vii. Develop a personal mission & action plan.
- viii. Analyse their current personal effectiveness in terms of time and priority management.
- ix. Use basic project management techniques.
- x. Recognise the factors that contribute to building personal profile and impact.
- xi. Manage Stress and Time effectively.

d. Who should attend?

- i. Newly employed graduates seeking to improve their personal performance, to become better team members and a meaningful part of their organisations.
- ii. People in small businesses or the self-employed responsible for the operation and performance of a team.
- iii. Young individuals who want to be able to manage Stress and Time effectively

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 28/05/2021
 - ii. Classroom training: 29/05/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

74. Effective Administration for P.A's and Secretaries- LAM 009

- a. Background**
 - i. This course will take the PAs and Senior Secretaries through some thought process that focuses on the style and work culture which characterises the managers they work with. The jobs of Personal Assistants and Senior Secretaries involve consciously working with the boss to obtain the best possible results for the organisation, for the boss and, of course, for the PA and Secretary too!
 - ii. How PAs and Senior Secretaries work smart, not just hard, putting the most emphasis on the most critical functions.
 - iii. How they appreciate that nothing will help their career more than a reputation for high quality work that makes their boss look good.
 - iv. How they make their boss become comfortably dependent on them for new ideas and support.
- b. Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:**
 - i. Recognizing different between managing and leading.
 - ii. Developing skills for managing and leading.
 - iii. Developing effective communication styles.
 - iv. Motivating employees
 - v. Conducting effective performance appraisal
- d. Who should attend?**
 - i. Office administrators, line managers, executive secretaries, personal assistants, protocol officers, admin managers both in the public and private sector
- e. Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123

- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 12/05/2021
- ii. Classroom training: 13/05/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

75. Strategic Supply Chain Management- SCM 007

a. Background

- i. The Procurement, Logistics and Supply Chain Management course is designed for professionals who will be responsible for sourcing raw materials from suppliers and bringing them into the organisation to enable the production of goods and services for customers as well as those in the early stages of their careers in procurement and supply. As every business requires some kind of purchasing or procurement, transportation and storage of goods and services from point of production to when it gets to the final consumer, this is referred to as a flow. The knowledge acquired in this course is of great importance. The course provides general and specific knowledge on contracts, procurement, logistics and supply chain principles as well as the processes involved in them. We will also look at supply chain drivers, key metrics, benchmarking techniques and sustainable supply chain strategies.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:**
 - i. Identify the purposes of SCM, and explain how it can foster competitive advantage.
 - ii. Recognize a supply chain, understand its management, outline methods and approaches, and relate SCM to logistics.
 - iii. Create a comprehensive supply chain map for an organization.
 - iv. Link SCM to company profits and strategic financial models.
 - v. Identify the potential risks and rewards of implementing SCM in an organization.
 - vi. Create a supply chain-oriented balanced scorecard for their organization.
 - vii. Develop a plan for implementing SCM and creating supply chain partnerships within their own organization.
- d. Who should attend?**
 - i. Young graduates who want to launch their careers.
 - ii. Anyone in any industry at any level.
 - iii. Professionals, Managers, Administrative Managers and officers who want to become experts in their profession.
 - iv. Business owners who want to maximize business.
- e. Reservation: How to register,Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**

- i. Online training: 20/09/2021
 - ii. Classroom training: 21 /09/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
 - i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

76. Effective Distribution Channel and Logistics Management- SCM 008

- a. Background**
 - i. Leading edge companies which successfully gain competitive advantage and which are able to implement immediate cost savings, are those which possess knowledgeable and skillful logistics professionals. As more and more responsibility is placed on the Logistics function, the need has intensified for its practitioners to be highly skilled in the various elements of Supply Chain Management and to be completely up to date with best practices in the industry both national and international. Logisticians must take their place alongside engineers and accountants as proficient and exceptionally well-trained professionals.
- b. Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:**
 - i. Develop a mature and critical understanding of concepts, theories, and evidence for effective distribution channel management from a marketing perspective.
 - ii. Understand the components of channel design and to develop an ability to -assess alternative channel designs against channel performance criteria.
 - iii. Gain a basic exposure to logistics management from a strategic marketing as opposed to an operations management perspective.
 - iv. Understand the core retail merchandising functions of category and assortment management in so far as these relate to supplier product and channel management.
 - v. Gain further specialized experience and to advance professional skills in managerial decision making in a marketing channels and retailing context.

- vi. Understand the productive function of a marketing distribution system in both developed and developing economies.
- vii. Understand the public policy constraints in which a marketing distribution system must operate.
- d. Who should attend?**
 - i. Sales and marketing personnel, Business Development Managers, Trade Marketing Managers, Procurement managers, Budget officers, Accountants, Auditors, Policy officers.
- e. Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151, +2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients : The referree receives a payout of 10% discount for every individual participant.
- g. Date**
 - i. Online training: 22/09/2021
 - ii. Classroom training: 23/09/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
 - i. Syndicate Room B, Airport Hotel, Ikeja, Lagos.

77. Managing the HR Function- HMR 005

- a. Background**
 - i. This course focuses on managing the human resource (HR) function from a competency-based approach which has been proven to be more effective in helping support the organisation to deliver the productivity gains, increased retention, and improved performance needed in organisations. To be able to tackle critical organizational challenges, this

course has been designed to introduce delegates to the integrated process of implementing Competency Based HR Management in their organisations by applying their knowledge of competencies to the life cycle of human resource management.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Understanding alternative approaches to managing human resources and appreciating the diversity of factors that motivate workers.
- ii. Applying best practices for hiring and rewarding employees, and for managing employee performance.
- iii. Avoiding key mistakes in (mis)managing human resources.

d. Who should attend?

- i. HR Practitioners

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 14/04/2021
- ii. Classroom training: 15/04/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

78. Business Process Mapping and Improvement- LAM 010

a. Background

- i. Process mapping is first step to any initiative on Business Process Management (BPM), Process Excellence, Operational Excellence, Process Re-engineering, Quality Improvement and Lean Six Sigma. By being Certified as Business Process Mapping Associate, you will be able to map any business process, define company-wide process landscape, identify opportunities for process improvement, understand the complete life cycle of process mapping, learn difference between process, work, activity, function, understand what is value added activity. You will also learn how to map any process using only four symbols. A detailed walk through of real life case study will ensure you to get in-depth knowledge of process mapping and apply in your real business scenarios.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Learn How to Map Any Process in Nine Steps.
- ii. Understand practical definition of process which you can ALWAYS apply.
- iii. Differentiate process from work, activity, task and function.
- iv. Understand different Process Types, Levels in Process Mapping and Process Taxonomy.
- v. Learn four stages of Process Mapping Life Cycle
- vi. How to perform process gap analysis and identify process improvent opportunity using our UNIQUE funnel.
- vii. Know minimum number of Process Mapping Symbols required to map any process.
- viii. Know different Techniques used during Process Mapping.
- ix. Get detailed walk through of Real life Case Study

d. Who should attend?

- i. This course is for those professionals who aim to grow their career, transform their processes, significantly improve productivity.
- ii. Anyone who desire to improve process outcome.
- iii. Professionals from any industry will benefit from this course.
- iv. This course does not require any prior experience.

- e. Reservation: How to register, Contact us on any of the following point:**
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
- i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**
- i. Online training: 14/05/2021
 - ii. Classroom training: 15/05/2021
- h. Time**
- i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
- i. Syndicate Room B,Airport Hotel, Ikeja Lagos

79. Enterprise Risk Management- LAM 011

a. Background

- i. Enterprise Risk Management (ERM) provides a framework for organizations to deal with and to react to uncertainty. By identifying and proactively addressing risks and opportunities, business enterprises protect and create value for their stakeholders, including owners, employees, customers, regulators, and society overall.
- ii. This is a practical introductory course in Enterprise Risk Management (ERM) and ISO 31000, the global risk management standard. It uses real life practical examples to bring to life the way risk management works in practice. Students will learn risk management tools and techniques they can immediately apply at work.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:**
 - i. Have a framework for the management of enterprise risk.
 - ii. Understand how risk management can be used to support organisations in achieving their objectives.
 - iii. Have the skills to effectively assess risk and to select appropriate risk treatment.
 - iv. Understand the benefits of risk management and its relationship with governance, social responsibility, sustainability, and organizational prosperity.
- d. Who should attend?**
 - i. Chief executives and heads of departments who require a better understanding of risk management and the role it should play within their organizations.
 - ii. Managers who are responsible for managing risk and/or embedding effective systems of corporate governance.
 - iii. Insurance managers, brokers, safety practitioners, auditors, project managers, accountants, solicitors and consultants who are increasingly finding risk management is forming part of their remit or are expected to have a broad understanding of the subject.
 - iv. Practitioners who require a refresher on recent developments in risk management.
- e. Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.

- c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 17/05/2021
- ii. Classroom training: 18/05/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

80. Organising and Managing Accounts Payable- FAB 011

a. Background

- i. This Accounts Payable training course provides businesses and other organizations with a strong sense of where they stand against industry leaders and shows them how to take their services and organizational processes to state of the art levels. Documented strategies and tactics employed by highly admired companies are presented both successful and unsuccessful to illustrate the real world functionality of each process and approach.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. The importance of the accounts payable function with regard to its links with the supply chain and cash flow.
- ii. The integrated systems of purchase order processing, stock (inventory) control, purchase ledger and cash payments and their links with the general ledger.
- iii. How to effectively manage cash and working capital to reduce costs and improve cash flow.
- iv. The impact of risk and uncertainty on the business and its impact on accounts payable and cash flow.
- v. How leading companies from across the globe are achieving best practice in Accounts Payable.

d. Who should attend?

- i. Finance Executives and Professionals.
- ii. Accountants.

- iii. Accounts Payable Managers.
 - iv. Accounts Payable Supervisors.
 - v. Accounts Payable Personnel.
 - vi. Others who are working within accounts payable process or who wish to develop a practical toolkit to complement their existing professional or technical skills.
- e. Reservation: How to register, Contact us on any of the following point:**
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
- i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**
- i. Online training: 15/03/2021
 - ii. Classroom training: 16/03/2021
- h. Time**
- i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

81. Organising and Managing Accounts Receivable- FAB 012

a. Background

- i. The management of the accounts receivables (debtors) of an organisation is essentially just one aspect of the management of the cash flow of that organisation. Since organisations cannot survive without adequate cash flows, it follows that the management of accounts receivable is a vital aspect of cash flow management. This Accounts Receivable training course provides for you a deep and detailed introduction to modern accounts receivables and their management.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion

c. This training course will feature the following:

- i. Develop effective credit policies that meet a company's objectives.
- ii. Use billing best practices techniques.
- iii. Employ effective collection policies.
- iv. Partner with the sales force for the benefit of the company.
- v. Evaluate the accounts receivable process and implement best practices.
- vi. Apply tools and techniques to effectively monitor AR performance

d. Who should attend?

- i. Accounts receivable department managers, credit managers, AR staff, AR and revenue accountants, credit officers, billing and collection clerks, AR specialists, and professionals in accounting, finance, operations and sales who interact with the accounts receivable and credit department.
- ii. Training Schedule

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
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- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 17/03/2021
- ii. Classroom training: 18/03/2021

h. Time

- i. Online Training 9am to 12noon

- ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

82. Budgeting & Budgetary Control Methods- FAB 013

a. Background

- i. The programme is designed to equip Managers and Heads of departments entrusted with departmental or organizational budgets with knowledge and skills necessary to enable them effectively manage and monitor the budgets implementation on a day to day basis. This course also equips managers with skills to put in place corrective budgetary actions. Managers who go through this course are better positioned to deliver on their budgets - they own their budgets, explain variances when they occur and take corrective remedial actions in good time.

b. Training Model

- i. Classroom Training:One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Use the budget as a tool for control
- ii. Identify the various budgeting techniques
- iii. Evaluate the role of budgeting in decision-making process
- iv. Identify the challenges of budgeting
- v. Prepare master budgets

d. Who should attend?

- i. Heads of Finance Department, Division and Unit
- ii. Budget Controllers
- iii. Budget and Accounts Officers
- iv. Budget Analysts/Consultants.

e. Reservation: How to register,Contact us on any of the following point:

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- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 19/03/2021
- ii. Classroom training: 20/03/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

83. Introduction to Financial Modelling using Excel- FAB 014

a. Background

- i. Financial Modelling is one of the most highly valued, but thinly understood, skills in finance. The objective is to combine accounting, finance, and business metrics to create an abstract representation of a company in Excel, forecasted into the future. This guide to financial modeling for beginners and “dummies” will teach you all the basics a beginner needs to know!
- ii. There are many types of financial models with a wide range of uses including: making business decisions at a company, making investments in a private or public company, pricing securities, or undergoing a corporate transaction such as a merger, acquisition, divestiture, or capital raise. This financial modeling guide is designed to teach you the basics.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Understand the essentials of financial modeling using Excel
- ii. Understand the financial modeling process

- iii. Be able to build their first financial forecast model in Excel
- iv. Be able to build their first financial reporting model in Excel
- v. Be able to build their first financial decision making model in Excel
- vi. Be proficient in financial model design
- vii. Understand core concepts in finance
- viii. Know the business of lemonade stands inside out
- d. Who should attend?**
 - i. Business Analyst
 - ii. Investment Banking Analysts & Associates
 - iii. Equity Research Analysts & Associates
 - iv. Private Equity Analysts & Associates
 - v. Credit Analysts
 - vi. Corporate Development Analysts & Managers
- e. Reservation: How to register, Contact us on any of the following point:**
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 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**
 - i. Online training: 22/03/2021
 - ii. Classroom training: 23/03/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.

84. Effective Payroll Management and Statutory Deductions- FAB 015

a. Background

- i. Payroll processing is an important function for any business—no matter how big or small. It is likely your company's largest expense, and the most time-consuming HR work performed each month. While the process varies from company to company, payroll is indisputably complicated. It requires an organized system, knowledge of current regulations and taxes, and careful planning. Paying your employees and tax authorities on time is not an option – it is an absolute must! Properly managing payroll takes time, patience, organization, and ongoing communication.
- b. Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:**
 - i. Understand the statutory obligations on payroll matters.
 - ii. Comprehend payroll calculation methods
 - iii. Differentiate between entitlements and benefits
 - iv. Know the rights of employers on matters relating to benefit
 - v. Bring home a structured study guide on effective payroll administration
- d. Who should attend?**
 - i. For Payroll, Accounts and HR Managers and Officers wishing to hone their skills in handling the headaches and hassles of payroll management and statutory deductions by ensuring a consistent, streamlined payroll process, so their organizations can focus on running a profitable business
- e. Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
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 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.

- c. Referral Clients :The referree receives a payout of 10% discount for every individual participants.

g. Date

- i. Online training: 24/03/2021
- ii. Classroom training: 25/03/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

85. Supply Chain Management- SCM 009

a. Background

- i. The training program offered includes processes, such as analyzing, forecasting and planning, introducing and coordinating flow of goods & services capital and information in the supply chain. Shortage of employees in logistics is related to the high level of professional requirements and expert knowledge that is necessary to manage complex value chains proves the importance of getting trained and certified professionally.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Develop an understanding of international business trends that shape global supply chains and how they impact your business.
- ii. Be able to use your research project to better understand the challenges facing your business.
- iii. Be kept up-to-date on key innovations within supply chain management and global logistics, including analytics and advanced technology usage.

d. Who should attend?

- i. Supply personnel
- ii. Logistics,warehouse and operations staff.
- iii. Distribution unit staff
- iv. Sales and Marketing Staff

e. Reservation: How to register,Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
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 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 24/09/2021
- ii. Classroom training: 25/09/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

86. Strategies for business growth and development- SAM 069

a. Background

- i. Struggling to expand, innovate and stay successful in the face of competition? In this strategy for business growth and development course, you will acquire a thorough understanding of the technological forces driving corporate innovation and valuable insights on how to adapt to today's global market realities. Through a deep exploration of proven tactics and business cases, you will learn how to accelerate your organization's ability to acquire and cultivate knowledge critical to the firm's future success. Supported by your professional learning coach, you will develop a tailor-made business growth strategy for your business and an action plan to implement it.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

- c. This training course will feature the following:**
 - i. Evaluation techniques of the market
 - ii. To set clear business objectives that you will reach
 - iii. How to create the right team for your business
 - iv. Business development strategies
 - v. The right kpi's to monitor and focus on
 - vi. Developing a company culture for better employee and partners effectiveness
 - vii. Know product's lifecycles and how to use it at your advantage
 - viii. The difference between cash and profit
 - ix. How to analyze successful businesses to know how they function and grow
 - x. Long-term growth strategies (double and triple the revenue constantly!)
- d. Who should attend?**
 - i. Managers
 - ii. Business owners
 - iii. Individual contributors with limited experience in strategy
- e. Reservation: How to register,Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
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 - iii. Website : www.trinitra.com.ng
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**
 - i. Online training: 13/09/2021
 - ii. Classroom training: 14/09/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

87. Customer relationship management- SAM 070

a. Background

- i. Customer Relationship Management, also known as CRM, helps businesses successfully implement strategies, practices and technologies aimed at winning and retaining customers profitably. The objective of this business and management course is to equip you with a sound foundation of CRM concepts and best practices so you can implement CRM practices successfully for long-term profitability. Businesses aim to win and keep customers. Their competitors also seek to do the same. Even the most successful firms, with excellent marketing programs for attracting customers, have trouble with customer retention.
- ii. In this course, you will learn how to shift from a short-term customer transaction based mode of operation to a long-term relationship mode and understand the benefits of having strong customer relations.

b. Training Model

- i. Classroom Training:One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Help their organizations in customer retention and relationship improvement
- ii. Tracking productivity in terms of sales and leads and driving sales growth
- iii. Providing a cost-effective solution to issues related to customer grievances, complaints, and service
- iv. The importance of bonding and building loyalty with customers

d. Who should attend?

- i. Middle- and senior-level managers from marketing, e-commerce, sales and operations, strategic planning and general management
- ii. Senior technology and information managers who support marketing, e-business and CRM programs
- iii. Product, brand, e-marketing and advertising managers
- iv. Finance managers responsible for customer profitability measurements and analysis
- v. Sales and service manager

e. Reservation: How to register, Contact us on any of the following point:

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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 15/09/2021
- ii. Classroom training: 16/09/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

88. Goal setting & time management- SAM 071

a. Background

- i. This Goal Setting & Time Management training course helps delegates eliminate distractions, identify priorities, take control, and hit targets. People with goals achieve more than people with no goals and people with high goals achieve more than people with low goals. However, by setting clear and specific goals, participants will learn how to allocate their time to achieve more of their goals - which is the key goal of time management.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Learn effective time management skills.
- ii. Identify the benefits of setting goals.

- iii. Master the skills of setting your own goals.
 - iv. Implement the right strategies to track your goals.
 - v. Understand flexibility vs. persistence when prioritizing.
 - vi. Turn goals into habits
- d. **Who should attend?**
 - i. Workers in paid employment or business owners in self employment
 - ii. Professionals
 - iii. Entrepreneur
 - iv. Business Owners
 - v. Politically Inspired Individuals
- e. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 17/09/2021
 - ii. Classroom training: 18/09/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

89. Contract, procurement & vendor management- SCM 010

- a. **Background**
 - i. In this training course, you will learn the skills needed to effectively manage vendors. Through hands-on exercises, you'll develop an

integrated understanding of how vendors are chosen, motivated and managed.

- ii. During this course you will be introduced to the procurement life cycle and the three pillars of successful vendor management: commitments, relationships, and metrics. Commitments refer to the exchange of obligations in the forms of agreements, contracts, and statements of work. Relationships refer to the management of interactions between buyer and seller, starting from governance protocols to the negotiations of change. Metrics refer to the data that is collected during the execution of a procurement project and used to gauge performance. You will learn how to design metrics that will motivate the desired behavior and maximize value.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. The concept of strategic and operational procurement management
- ii. How to craft procurement strategies, plans and programmes\How to develop the proper procurement organisation, policies, systems and procedures
- iii. How to determine the required procurement manpower requirement - composition, competency & quantity
- iv. Managing purchasing operations\
- v. Managing project procurement
- vi. Managing vendor relations
- vii. Tender management
- viii. Contract management
- ix. Warehouse management
- x. Delivery / distribution / logistic management
- xi. Managing procurement information management system

d. Who should attend?

- i. Managers involved in procurement/contracting.
- ii. Supply chain and Administrative Managers of banks and those in the public sector

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151, +2348024017123
- iii. Website : www.trinitra.com.ng

- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 27/09/2021
- ii. Classroom training: 28/09/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

90. The importance of the key account manager- SAM 013

a. Background

- i. The Key Account Management role is vital to an organization's success. Businesses realized that not all their clients were equal, as some represented a relatively high proportion of sales and revenue. When working in an account management role, it is vital to employ practical approaches to your planning, analysis and methods in order to stimulate closer relationships with your strategic accounts. A number of Key Account Management courses address these exact requirements. Value needs to be measured not simply in terms of direct contract value, but also in terms of future earnings, headlines generated, brand management and even additional clients that can be brought on board as a result.
- ii. Effective Key Account Management reaches inside both the seller's and buyer's organizations, making the KAM role more complex and difficult than regular sales activities. In business today, customers expect the best from their suppliers. Key Account Managers must therefore be well skilled and adequately equipped to provide high quality customer service.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:**
 - i. Understanding the importance of the Key Account Manager.
 - ii. Summarizing the impacts of the Key Account Manager.
 - iii. Defining your mission and four strategic roles as a Key Account Manager.
 - iv. Characterizing the different phases of organization for the Key Account Manager.
 - v. Improve your knowledge, skills and confidence required for managing strategic accounts effectively.
 - vi. Develop key accounts.
 - vii. Hone your skills to engage more effectively with key customers.
 - viii. Understand the key account management process.
 - ix. Develop better long-term relationships and achieve a deeper understanding of your customers.
- d. Who should attend?**
 - i. Key Account Managers.
 - ii. Key account directors/supervisors.
 - iii. Sales managers.
- e. Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**
 - i. Online training: 01/12/2021

- ii. Classroom training: 02/12/2021
- h. Time
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

91. Overview of Environment,Health,Safety,Security and Quality Dynamics in organizations- HES 003

- a. Background
 - i. EHSSQ is a discipline and specialty that studies and implements practical aspects of health,security,quality,environmental protection and safety at work. In simple terms it is what organizations must do to make sure that their activities do not cause harm to anyone.This training includes training of personnel in health and safety in areas like accident prevention, accident response, emergency preparedness, and use of protective clothing and equipment.
 - ii. Participants are equipped with knowledge and competencies in using a systematic approach to complying with environmental regulations, such as managing waste or air emissions all the way to helping site's reduce the company's carbon footprint all in an effort to meet regulatory and other stakeholder requirements.
- b. Training Model
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:
 - i. Principles of health and safety
 - ii. Understanding the responsibilities placed on employers and employees
 - iii. Hazard identification and control
 - iv. The importance of risk assessment as a technique for accident and ill health prevention
 - v. Understanding unsafe acts and unsafe conditions as the main causes of harm to workers(manual handling, hazardous substances, exposure to noise and vibration)
 - vi. Understanding the hierarchy of controls to eliminate or reduce hazards to acceptable level
 - vii. Understanding the relations between companies and host communities

- viii. Appreciate how workplace equipment and task design affect health and safety
- ix. Contributing to health and safety management system
- x. Understanding the effects of drug and alcohol abuse in the workplace
- xi. Introduction to occupational health and hygiene
- xii. Appreciate the importance of accident investigation and reporting
- xiii. Understanding environmental issues and sustainable development
- xiv. Introduction to emergency first aid
- xv. Multiple choice question paper

d. Who should attend?

- i. Health and Safety Personnel
- ii. Community relations staff
- iii. Government and policy affairs staff
- iv. Operations staff
- v. Engineering staff

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 07/10/2021
- ii. Classroom training: 08/10/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

92. Advanced corporate analysis, valuation & financial modelling- FAB 016

a. Background

Corporate valuation is used for the purposes of investment, M&A or as part of internal measures of financial control. It is extensively applied when companies issue new shares, divest operations or acquire other companies.

This highly practical course will lead you quickly from the basics through to the more advanced valuation methodologies and modelling techniques. This hands-on programme is taught using a combined interactive approach which incorporates case studies and exercises to reinforce the concepts covered in each teaching session. Emphasis is placed on delegates gaining practical experience of the various valuation techniques. Case studies from recent deals are included, as are practical exercises involving problem areas in valuation.

The programme also includes critiques of the conventional techniques and considers suitable alternatives to be deployed in differing circumstances as well as an update on the latest valuation reporting guidelines and their interpretation.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Building a comprehensive financial model.
- ii. Understanding business models.
- iii. Absolute valuation methods DCF, EVA and CFROI.
- iv. Developing an appropriate cost of capital.
- v. Decomposing sources of return.
- vi. Using comparative valuation measures.
- vii. Understanding the basics of real options.
- viii. Dealing with intangibles.
- ix. Valuing fast growing companies.

d. Who should attend?

- i. Investment Bankers
- ii. Equity Analysts
- iii. M&A Professionals
- iv. Fund Managers
- v. Treasurers and Finance Directors
- vi. Commercial Bankers
- vii. Private Equity & Venture
- viii. Capital Specialists
- ix. Business Analysts

- e. Reservation: How to register, Contact us on any of the following point:**
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 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**
 - i. Online training: 26/03/2021
 - ii. Classroom training: 27/03/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

93. Credit risk & credit scoring- FAB 017

- a. Background**
 - i. This course begins with the notion of risk and risk management, be that everyday, finance, or consumer lending. It will look at credit scoring, the most common set of techniques for managing and controlling consumer credit risk. It considers a range of issues that impact on how we implement and use credit scoring in a consumer lending environment and also how we ensure it is successful in its management of risk.
- b. Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

- c. This training course will feature the following:**
- i. Attend this course / workshop and learn:
 - ii. About risk, risks in banking, risks in retail banking, and the credit cycle
 - iii. The process of scorecard building
 - iv. How scorecards are implemented and how to set the cut-off
 - v. How scorecards are managed once in use
 - vi. The impacts of fraud on retail lending
 - vii. About the laws and regulations that apply to retail lending
 - viii. How to design and recruit your retail credit risk management team
- d. Who should attend?**
- i. Credit Controllers, Managers & Supervisors
 - ii. Accounts Receivable Officers, Supervisors & Clerks
 - iii. Anyone with accounts receivable and credit collection responsibility
 - iv. Debt Managers
 - v. Accounting Officers
 - vi. Financial Administrators
 - vii. Office Managers
 - viii. Customer Care Department
 - ix. Staff Members Willing To Refresh Their Credit Management Skills
- e. Reservation: How to register, Contact us on any of the following point:**
- i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
- i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**
- i. Online training: 29/03/2021
 - ii. Classroom training: 30/03/2021
- h. Time**
- i. Online Training 9am to 12noon

- ii. Classroom Training 9am to 3pm
- i. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

94. Overview of Corporate governance- LAM 012

a. Background

- i. This practical Corporate Governance training programme examines current best practice in all aspects of corporate governance, from the new role of board committees and directors' responsibilities and powers, to best implementation of governance in day-to-day activities.
- ii. The costs and benefits of best practice governance will be examined and practical guidance will be given on such issues as the relationship with shareholders and other stakeholders, managing and meeting the expectations of the market, international investors and local government and regulatory authorities. You will also discuss the challenges of implementing best-practice corporate governance in emerging markets and will include the specific requirements of banks and financial institutions.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. The current state and direction of best practices in corporate governance
- ii. Implementing and embedding best practices within your organisation /institution
- iii. How to structure board committees, institutional policies and procedures to conform to international requirements and expectations
- iv. How to communicate governance procedures to outside stakeholders including shareholders, governments and communities
- v. Implementing governance directives within the management of the institution Analysing the governance of other institutions
- vi. Governance as a competitive edge
- vii. Identifying and maximising the financial benefit from improved corporate governance and procedures

d. Who should attend?

- i. Directors & Board Members
- ii. Audit Committee members
- iii. Company secretaries and governance professionals

- iv. Corporate counsel
- v. Senior company management
- vi. Investors and fund managers
- vii. Analysts
- viii. Regulators
- ix. Securities exchange officials
- x. Lawyers & legislators
- e. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 19/05/2021
 - ii. Classroom training: 20/05/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

95. Financial modelling with advanced excel tools- FAB 018

- a. **Background**
 - i. In this three day course, delivered by subject matter experts with practical industry and training experience, participants will learn key tools of Excel useful for business analysis and practice how to construct a reliable financial model encompassing three financial statements (balance sheet, profit and loss statement and cash flow).
- b. **Training Model**

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Improving efficiency by using Basic excel tools and shortcuts
- ii. Excel fundamentals refresher
- iii. Customising Excel
- iv. Useful tools in Excel for financial modelling such as:
- v. Basic structure of a model
- vi. Financial statements refresher
- vii. Model design and consideration of inputs
- viii. Forecasting EBITDA
- ix. Integrity of financial model
- x. Including checks and balances
- xi. Forecasting working capital
- xii. Forecasting capex and depreciation
- xiii. Forecasting financing flows
- xiv. Trouble shooting circularity problems
- xv. The camera function
- xvi. Sensitivity analysis
- xvii. Charting the results
- xviii. Creating impressive output

d. Who should attend?

- i. Lending Bankers/Real Estate Finance Executives
- ii. Analysts
- iii. Financial Managers and Consultants
- iv. Fund Managers
- v. Investment Bankers and Consultants
- vi. Lawyers and Accountants
- vii. Corporate Property Managers
- viii. Property Fund Management Staff
- ix. Property Analysts and Developers
- x. Real Estate Investors
- xi. Insurance Professionals
- xii. Valuers
- xiii. Leasing Executives
- xiv. Securitization Executives

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng

- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 31/03/2021
- ii. Classroom training: 01/04/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

96. Effective marketing and sales management- SAM 020

a. Background

- i. To be successful in sales you must know how to effectively prospect for new leads. Effective prospecting is an immensely important part of the sales process which results in you attracting new customers and business and over-achieving your targets or budget.
- ii. Marketing is the area of management responsible for researching and satisfying customer needs, through product and service development, planning, pricing, advertising, promotion and distribution.
- iii. Marketing also focuses on developing and managing ongoing relationships with customers, competitors, partners, suppliers and other shareholders
- iv. The Effective Marketing and Sales Management Training provides you with comprehensive training in public speaking, making cold calls, goal setting, networking, identifying market opportunities and more. The training covers every essential skill that impacts prospecting to help you gain a high level of expertise in the process.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Recognition of the need to utilize good marketing communication strategy
- ii. To anticipate and recognize the customer's needs and behavior
- iii. To tackle customers' needs and wants in a highly dynamic marketing environment.
- iv. To properly go through the personal selling process
- v. Able to handle and tackle objections through CRAC technique.
- vi. Help set and achieve quarterly sale targets
- vii. Enhancement of proper customer relationships in order to develop long term customer base, by learning how to attract, Satisfy and retain customers.
- viii. To properly interlink the four Ps of marketing and give the organization a competitive advantage.

d. Who should attend?

- i. Sales and Marketing management.
- ii. Business Development Managers

e. Reservation: How to register, Contact us on any of the following point.

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
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- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 17/12/2021
 - ii. Classroom training: 18/12/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

97. Key account management- SAM 041

a. Background

- i. Key-Account Managers Training teaches participants the relevant marketing, selling and relational skills needed today to grow and keep an Account for life. For your assets to continue to yield maximally, it must be effectively and efficiently managed. If indeed “80%” of our current business comes from “20%” of our Key Accounts, they need to be strategically managed for better returns. If losing an account is “very painful”, that account must be a key account. We must, therefore, manage the account like an Asset.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Defining and Identifying Your Key Account.
- ii. Why a Key Account is Important.
- iii. Why a Key Account is Different.
- iv. What Can Make You a Successful Key-Account Manager
- v. From the organisation’s perspective
- vi. From personal perspective: Skills and qualities, A Key Account Manager as a Business Partner, Climbing the customer perception ladder, Discovering Business Opportunities, Opportunities galore, Sales information, Prioritising the opportunities, Key Account Development Plan, Setting Key Account objectives
- vii. Key Account strategies: Tactics to block real or potential competitors,
- viii. Managing the Key Account Relationship: Increasing the relevant influence, Understanding the decision making process, Identifying the customer internal politics, Contact and networking plan, Solution Selling
- ix. Communication Acumen: Presentation skills, Negotiation skills, Communications programme and functions, Crafting the right messages,

Employing the appropriate tools, Essentials of careful timing of communications.

- x. Internal Capabilities and Support: Getting organized, Working as a team, Account meetings, Team Management, Effective relationship management that grows market share for the channels, Strategic roles for distribution management, Productive channel/dealer management, Harmonizing the goals of the different dealers, Doing more with less through partnering, Building trust and commitment within inter-departmental teams.

d. Who should attend?

- i. Account managers
- ii. Key account managers
- iii. Relationship managers
- iv. Client relationship managers

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 21/06/2021
- ii. Classroom training: 22/06/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

a. Background

- i. This course is ideal for all staff who deliver internal and external customer service, and customer service teams in general. The majority of participants attending are in customer facing or customer support roles, who want to develop their customer service skills and behaviours and improve their impact on the customer experience.
- ii. We also have wide experience of developing and delivering bespoke courses in customer services, as well as longer term programmes to meet specific organisational goals and service standards. Our customer service training is designed so that it focusses on the most frequent method of communication used to connect with your customers e.g. face to face, telephone, email and social media.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Defining customer service
- ii. What does world class customer service look like, sound and feel like?
- iii. Sharing experiences of good and bad service – what happened
- iv. What we can learn from these examples
- v. Defining Service Standards
- vi. Roles and responsibility
- vii. Putting yourself into your customers' shoes, Individual and team exercises, Initial handling of customer enquiries, Creating lasting first impressions, Building and maintaining rapport, Barriers to effective communication, Communicating in a way that controls interactions with the customer, Using positive language and tone of voice, Meeting customer expectations, Professional Telephone Skills
- viii. The challenges with the telephone, Best practice telephone etiquette, Structuring professional telephone conversations, Establishing customer needs, Demonstrating empathy – exploring options and alternatives, More effective questioning and listening, Effective note taking
- ix. Identifying challenging customer requests, Responding assertively, Customer complaints – building self-awareness and resilience, Identifying the nature of customer complaints, Responding to customer complaints, The use of colleagues to resolve customer service issue, Turning complaints into opportunities, Defusing difficult situations, Complaint handling practice

- x. Complaint handling practice sessions with feedback, Professional Written Communication, Persuasive writing skills, Structuring written communications, Attention to detail, Use of positive words and phrases, Building customer relationships, Influencing customer loyalty, What differentiates us from our competitors?, Identifying ways to add value and exceed expectations, Follow up and regular customer contact, Applying the learning and next steps, Review of learning and action planning.
- d. **Who should attend?**
 - i. All customer facing sales, marketing and business development staff
- e. **Reservation: How to register, Contact us on any of the following point.**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 14/06/2021
 - ii. Classroom training: 15/06/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

99. Time management- PSE 004

- a. **Background**
 - i. Time management is an essential skill for managers. Strategic business management, project management and operations management are just

a few of the areas where effective time management is critical for success.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Plan and prioritise your work more efficiently
- ii. Manage interruptions more effectively
- iii. Develop practical techniques and strategies for more effective time management
- iv. Harness the benefits of technology
- v. Identify your own time management issues are and how they arise

d. Who should attend?

- i. All employees is paid employment
- ii. Business owners in self employment

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 02/06/2021
- ii. Classroom training: 03/06/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

100. Maintenance planning and scheduling- ERM 006

a. Background

- i. Maintenance planning and scheduling is one of the fastest and most effective investments an organization can make to improve productivity and availability. The processes in this course pave the way for planning and control of maintenance resources. Equipment reliability is increased. Waiting times, unnecessary parts and inaccurate information are eliminated. Budgeting is easier and more accurate. Maintenance tasks are as much as 50% more efficient in terms of costs and time.
- ii. Maintenance Planning and Scheduling examines topics including a proactive work management process, job estimation and prioritization, backlog management, job plan development, work scheduling and coordination, tracking progress, and supporting reliability engineers with valuable equipment history and root cause analysis input.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Apply work planning best practices:
- ii. Identifying work and submitting work orders
- iii. Prioritize work using equipment criticality
- iv. Backlog management
- v. Estimating work, Effective job plans, Job kitting,
- vi. Summarize requirements for work management support systems:, Equipment data and history, Work order system, Standard job plans and job libraries, Bill of materials, Technical library,
- vii. Build a schedule using best practices: Master schedule, Schedule constraints, Schedule balance and leveling, Coordination meetings

d. Who should attend?

- i. Maintenance Planner/Scheduler
- ii. Production Supervisors
- iii. Storeroom Managers
- iv. Maintenance Managers
- v. Operation Coordinators
- vi. Maintenance Supervisors

- vii. Plant Engineers
- e. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 23/10/2021
 - ii. Classroom training: 25/10/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

101. Office management and effective administration skills- PSE 005

- a. **Background**
 - i. Office Management and Effective Administration Skills is an exciting and interactive training course. It is designed to provide office administrators, supervisors of clerical and administrative staff, executive secretaries and personal assistants the opportunity to review and develop the interpersonal and professional skills they need to do their jobs effectively – thereby contributing to their own, their boss' and their organisation's success.
- b. **Training Model:**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.

- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. **This training course will feature the following:**
 - i. Extend their understanding of their roles and the key contribution they make to organisational success
 - ii. Review their working relationships
 - iii. Review and develop their personal organisation, communication and interpersonal skills
 - iv. Develop an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways
- d. **Who should attend?**
 - i. All administrative personnel and people newly appointed to supervisory roles, along with Secretaries and PA's within the office environment, who want to build on their skills and knowledge.
- e. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 04/06/2021
 - ii. Classroom training: 05/06/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

a. Background

- i. For majority of organisations, the call centre is their main point of contact. Customer service advisors and telesales agents need to be well organised, respond positively to customers, deliver a great experience and provide the solution callers expect. To do this, they need confidence, telephone skills that build rapport with customers, an ability to uncover and meet callers' needs, plus spot potential additional revenue through cross selling and up selling.
- ii. This training course helps Call Centre and Contact Centre staff members develop the capabilities to understand and meet customer expectations, while increasing revenues and the reputation of the organisation. At the conclusion of the training course, participants will have a clear understanding of what they can do to connect with and serve customers professionally while working in a Call / Contact Centre environment.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Delivering high quality customer service and sales support over the telephone
- ii. Making a great first impression using verbal and non-verbal communications
- iii. Building rapport with customers on the phone, being friendly, helpful and empathic
- iv. Understanding customers, their needs and expectations, and how to offer solutions that meet their needs
- v. Dealing with difficult customers, diffusing emotions and keeping calm to solve the problem quickly
- vi. Recognising sales opportunities while handling an inbound service call and the confidence to proactively and positively respond to the lead
- vii. Making effective outgoing calls that reach the decision maker and lead to a sale.

d. Who should attend?

- i. Call & Contact Centres training course is beneficial to customer service advisors, telesales staff members and team leaders who work in a call centre and contact centre environment.

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng

- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 09/08/2021
- ii. Classroom training: 10/08/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos ,

103. Leadership and management skills for supervisors- LAM 013

a. Background

- i. As supervisors, team leaders and managers progress in their career, they soon realise that new or more advanced skills and knowledge are required to achieve greater success. This means being able to manage other people, projects and priorities and to lead teams effectively.
- ii. This training course provides a solid framework to understand the key drivers of leadership and management success and a toolbox of essential team leadership and management skills.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Understand the difference between managing and leading

- ii. Explore the main drivers of leadership and management success
- iii. Understand the key leadership and management skills, including:
- iv. Goal setting and Motivation
- v. Impact and Influence
- vi. Customer Service
- vii. Emotional Intelligence
- viii. Delegation
- ix. Time Management
- x. Listening, Feedback, Appraisal and Learning
- xi. Managing Conflict and Challenge
- xii. Performance Management
- xiii. Reporting Up (How to Manage your Boss)
- xiv. Profit and Loss
- xv. Coaching for Performance
- xvi. Change and Transition
- xvii. Personal Development
- xviii. Create a Personal Development Plan Based on the Above Skills

d. Who should attend?

- i. Team Leaders (new and experienced)
- ii. Technical Staff making the transition to management
- iii. Supervisors who wish to increase their effectiveness
- iv. Team Leaders interested in further management development
- v. Managers who wish to evaluate and improve their performance

e. Reservation: How to register, Contact us on any of the following point:

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- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 21/05/2021
 - ii. Classroom training: 22/05/2021
- h. Tim
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

104. The power of positive thinking, psychology and attitude- PSE 006

a. Background

- i. In today's organisation, success, more than ever, is built on the skills, attitude and knowledge of people. The new science of Positive Psychology has been proven to increase both your personal and business results and achievements. Managers and professionals must new adopt, encourage and create positive thinking and attitudes.
- ii. New business requirements, increased performance demands and a changing workforce mean it is essential for professionals at all levels to understand and master the skills, techniques and methods of positive thinking and positive attitude.
- iii. Recent studies in behavioural science and neuroscience reveal scientific proof and evidence of the power of a positive mental attitude. Research also tells us that high achievers have trained themselves in this vital attitude. This interactive and highly practical training course gives you a step-by-step method to cultivate the power of a positive thinking and attitude. It will also provide you with many practical insights and tools to manage and develop others as well.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Manage and motivate people more effectively using goal setting, positive outcomes and success coaching
- ii. Create and harness the power of high-performance teams by creating a climate of performance-focused positive thinking
- iii. Understand and effectively utilize strategic attitude-enhancing skills and techniques
- iv. Lead people for more positive results by changing the way you think and motivate yourself

- v. Utilize proven success tools for guaranteed results – enhancing the performance and standards of excellence for yourself, your team and your organization as a whole
- vi. Consider methods for improving management performance through proven positive thinking tools and techniques
- vii. Master the power of positive thinking to create more success and happiness in your life and learn how to generate it in others
- viii. How a positive attitude affects performance at work by applying the new science of positive psychology
- ix. Brain research and the positive attitude and the science of success
- x. Using positive-thinking coaching to focus others on more empowering outcomes
- xi. Explore positive thinking and attitude in management style and the role of emotional intelligence for tomorrow's organization

d. Who should attend?

- i. Responsible for organizational improvement, goals and objectives
- ii. Concerned with achieving standards of excellence and higher performance
- iii. Interested in enhancing their management skills and leadership ability
- iv. Interested in enhancing their abilities to coach and develop above
- v. Responsible for strategic planning, results and performance management of individuals, projects or teams
- vi. Responsible for team leadership in any area

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 07/06/2021
 - ii. Classroom training: 08/06/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

105. Managing stress & work-life balance- PSE 007

- a. Background**
 - i. Managing stress and work life balance isn't a luxury but should be considered absolutely essential for the mental, physical and emotional well-being of every staff member. Every aspect of work life, from safety, sick days, customer satisfaction and work place harmony are all directly affected by how stress and work life balance is managed.
 - ii. In this highly interactive training course we will examine both the personal and the collective sides of the stress experience. A lot of our stress is self created, and can be managed by learning how to communicate effectively, change our thoughts, manage our emotions and use our time more effectively. However a substantial amount of stress and work life imbalance is also created through work cultures and environments which fail to recognise the multiple benefits of prioritising staff well-being or the impact of ignoring it.
- b. Training Model**
 - i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
 - ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.
- c. This training course will feature the following:**
 - i. Understand their own personalities and personal stress challenges
 - ii. Finding meaning and purpose in work
 - iii. Setting and achieving short and long term goals
 - iv. How to create a success mind set and attitude
 - v. How to manage emotions and be a calm mature influential leader
 - vi. Manage anger and conflict within your self and the team
 - vii. Communicate in a clear, confident and calm manner
 - viii. Master mindfulness and stress management techniques
 - ix. Organise your work and personal life to achieve balance and synergy
- d. Who should attend?**
 - i. Team Managers and Leaders

- ii. Entrepreneurs and Business Owners
 - iii. Office Managers and Administrative Staff
 - iv. PAs and Secretarial Staff
- e. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 09/06/2021
 - ii. Classroom training: 10/06/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

106. **Mastering communication, negotiation and presentation skills- PSE 008**

- a. **Background**
 - i. Developing confidence with inter-related skills of communication, negotiation and presentation is the key to success both for individuals building their careers and for the organisations in which they work.
 - ii. Drawing on classical learning, psycho-linguistic research and ideas associated with NLP and Emotional Intelligence, this highly-interactive and hands-on EuroMaTech training course helps participants explore and practice the principles and techniques they need to be effective communicators, negotiators and presenters. Most importantly, it focuses on helping them apply these skills in the workplace as part of a process of continuous learning.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Develop communications on a one-to-one basis and in group situations such as meetings, negotiations and presentations
- ii. Build rapport and strengthen their interpersonal relationships and as a result develop their influencing skills
- iii. Work towards mutually satisfactory agreements through professional negotiations leading - where possible - to win / win solutions
- iv. Deliver professional presentations to small and large groups with clarity, persuasiveness and confidence

d. Who should attend?

- i. This Mastering Communication, Negotiation and Presentation Skills training course is essential for all Managers, Professionals and anyone whose job involves communicating with, and influencing, other people.

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 11/06/2021
- ii. Classroom training: 12/06/2021

h. Time

- i. Online Training 9am to 12noon

- ii. Classroom Training 9am to 3pm
- i. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

107. Strategic planning in the public sector- PUS 001

a. Background

- i. Strategic planning in the public sector is a challenging and exciting subject. There is a significant and growing emphasis in the sector on project outcomes, value for money and financial efficiency and also on the changing relationship between public and private institutions. Today public sector organisations are increasingly required to plan strategically for their future by using the tools and techniques that have been developed in the private sector. All this is the focus of our new course.
- ii. We will also look in detail at the way in which we evaluate the outcomes of public sector strategic decisions and we will offer guidelines on developing and integrating strategic and operational activities for the purpose of achieving and sustaining high-level performance in economic, social and business development. Measuring economic and business impact will figure significantly in this training course, which we intend to sharpen the focus of all public sector personnel on the quality of operational outputs and strategic outcomes.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Understand the meaning and impact of strategic thinking
- ii. Know how to apply the main analytical tools and techniques
- iii. Develop skills in project specification and scheduling
- iv. Apply the most effective approaches to strategy formulation
- v. Combine and leverage analytical and creative thinking
- vi. Achieve targets and performance standards during periods of change
- vii. Build strong public-private relationships in development activities
- viii. Gain commitment of their teams to the process of strategic development

d. Who should attend?

- i. Public servants in strategy and development positions
- ii. Programme Managers in Economic Development.
- iii. Urban Spatial Planners
- iv. Major Project Managers

- v. Financial Planning and Forecasting Specialists
- vi. Scientific and Technological Policymakers
- vii. Internal Auditors and Management Accountants
- e. **Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. **Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. **Date**
 - i. Online training: 14/05/2021
 - ii. Classroom training: 15/05/2021
- h. **Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. **Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

108. Managing a high-performing sales team- SAM 029

- a. **Background**
 - i. The world of selling is undergoing some dramatic changes. New buyer behaviour and emerging technologies are changing, along with how sales organizations go to the market and build customer relationships. Leaders of sales teams encounter challenges to find and engage resources across functions and organizations. They cope with a higher knowledge burden and a far more diverse set of soft skills to retain both top performers and unmotivated staff in order to attract the right talent with the desired skills and competencies whilst changing the current sales force's mindset and behaviour. Another big challenge is the transition from executive role to managerial position, what happens when sales training doesn't

translate to sales management training. Being a sales manager is no longer about selling, it's about managing a team and helping other people maximize their performance in order to meet sales quotas.

- ii. A range of ideas within this training course will help professionals to hit their targets through better people management. The immediate rewards are better commission, personal development for the team, happier customers and excellent long-term benefits for the company.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Gain insight into new trends in sales
- ii. Analyse personal SWOT analyses
- iii. Examine sales and business strategies
- iv. Improve productivity by understanding principles of time and stress management
- v. Identify their own managerial and leadership skills
- vi. Improve their external and internal negotiating skills
- vii. Learn strategies recruit and develop best talents
- viii. Improve their coaching and mentoring skills
- ix. Manage effectively sales activities
- x. Learn to set SMART targets
- xi. Study the importance of continued learning development
- xii. Learn how to develop emotionally intelligent teams

d. Who should attend?

- i. Entrepreneurs
- ii. Business Owners
- iii. Chief Executives
- iv. Sales Directors
- v. Sales Managers
- vi. Sales Team Leaders

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 06/04/2021
- ii. Classroom training: 07/04/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

109. Payroll management and effective payroll controls- HMR 006

a. Background

- i. The efficient management of the payroll function is crucial for any business with multiple employees. It is an aspect that requires attention to detail and careful observation of the regulatory environment. The integration of the payroll function with the finance and human resource departments further contributes to the operational management of a successful organization.
- ii. This intensive training course gives a comprehensive understanding of the principles of payroll management and effective controls with a strong emphasis on practical application in the working environment.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. How to effectively run a compliant payroll office
- ii. Practical payroll implementation
- iii. How to generate information and reports for internal and external use

- iv. How to plan, organize, implement and monitor work within the payroll environment
- v. Data processing using software
- vi. Integration of payroll into the HR and finance departments
- vii. Mitigating risk and implementation of controls
- viii. Performance of internal and external payroll audits
- d. Who should attend?**
 - i. Payroll Administrators who wish to enhance their payroll knowledge and application
 - ii. Human Resource professionals who wish to gain a better understanding of the payroll system and how it is integrated into the corporate human resource environment
 - iii. Accountants who wish to diversify their skillset for career progression
- e. Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
 - iv. Facebook : <https://www.facebook.com/trinitraconsulting>
 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**
 - i. Online training: 16/04/2021
 - ii. Classroom training: 17/04/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos .

a. Background

- i. The OSHA (Occupational Health and Safety Administration) Standards are precise, detailed and fully functional in matters of occupational health and safety. They are used internationally by many major organisations because they have shown to have prevented countless work-related injuries, illnesses and deaths.
- ii. An understanding of modern health and safety is essential for the safe operation of all businesses, plants and process operations.
- iii. This highly interactive OSHA training course offers insight into the causes of accidents, incidents, and disasters.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Understand the role of OSHA in assisting Health and Safety improvement
- ii. Developing an appreciation of occupation health and of health surveillance
- iii. Understanding how incidents happen, and the role of human factors
- iv. Developing skills for analysing new and existing risk control measures and improving incident analysis techniques of pre and post risk and incident management arrangements
- v. Apply the idea of inherently safety technology

d. Who should attend?

- i. Professionals with responsibilities for health and safety management and supervision
- ii. Production, process, maintenance, and HSE Personnel
- iii. Anyone wishing to understand the role and the importance of health and safety.
- iv. Those involved in risk assessment and risk management
- v. Supervisors and other personnel responsible for HSE functions

e. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151, +2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 09/10/2021
- ii. Classroom training: 11/10/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

111. Advanced warehouse management, warehousing performance measures, storage control & safety- SCM 011

a. Background

- i. Warehouses deliver superior customer satisfaction and return on investment by functioning as a tightly-integrated part of a company's value chain. Warehousing plays a vital role in providing a desired level of customer service at the lowest possible cost where there is a pressure on the warehouse to perform its functions to a high standard. Furthermore, warehouses are potentially dangerous places for people to work and hence it is vital that there has to be a plan for safety to minimise the risk of accident and injury.
- ii. The Advanced Warehouse Management, Warehousing Performance Measures, Storage Control and Safety training course covers the warehouse operations theories, concept and operational strategies ensuring the efficient flow of products in and out of the facility, ensuring orders are fulfilled and products are in stock, but not overstocked. Thus ensuring profitability and minimizing overhead and labor costs. This training course will also enable delegates to measure warehouse metrics critical for providing team leaders with a clear vision of potential issues and opportunities for improvements.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.

- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Define the role and objectives of their Warehouse's role within an organization
- ii. Understand the importance of Performance Measurements in an overall perspective
- iii. Appreciate the importance of storage control and safety of personnel
- iv. Improve their competence in the area of warehouse operation
- v. Evaluate and implement value-added activities in warehouse operations
- vi. Understand the concept of storage and preservation of inventory

d. Who should attend?

- i. The Advanced Warehouse Management, Warehousing Performance Measures, Storage Control & Safety training course is suitable for warehouse supervisory and managerial professionals employed in the field of logistics and supply chain, but will be particularly beneficial to:
- ii. Warehouse Operators
- iii. Operations Team Leaders
- iv. Logistics and Supply Chain Professionals

e. Reservation: How to register, Contact us on any of the following point.

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 29/09/2021
- ii. Classroom training: 30/09/2021

h. Time

- i. Online Training 9am to 12noon

- ii. Classroom Training 9am to 3pm
- i. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

112. Overview of trade marketing activations,market storms,road shows & events for direct to consumer/customer marketing- SAM 004

a. Background

- i. Get a practical, hands-on primer for producing and managing experiential events that bring buyers and sellers together. Learn to engage the senses of the audience, facilitate product and service promotion, help businesses educate the public, and lay out the complex mini-cities that are modern trade shows.
- ii. Bring together your knowledge and skills in marketing, business-to-business communications, and planning and designing special events. Get hands-on, practical training in project development and management. Learn best practices and insider trends from industry pros.

b. Training Model

- i. Classroom Training:One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. History of trade shows and exhibitions
- ii. Site selection and floorplan development
- iii. Budgeting
- iv. Marketing
- v. Project management
- vi. Risk management
- vii. Programming, staffing, and evaluations.

d. Who should attend?

- i. Sales and marketing personnel
- ii. Business Development staff
- iii. Channel and Distribution Manager
- iv. Trade marketing manager
- v. Retail Managers and personnel

e. Reservation: How to register, Contact us on any of the following point.

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- ii. Telephone : +2347053801151,+2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>

- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

f. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

g. Date

- i. Online training: 10/11/2021
- ii. Classroom training: 11/11/2021

h. Time

- i. Online Training 9am to 12noon
- ii. Classroom Training 9am to 3pm

i. Venue

- i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

113. customer life cycle and product life cycle management for brown business excellence-SAM 017

a. Background

- i. Marketing wisdom suggests that firms need to adopt a strategic approach toward understanding valuation of their customers and managing customer life cycle to gain competitive advantage in the marketplace. This course starts by discussing the different paths to customer profitability by linking customer loyalty with profitability and exploring the drivers of profitable customer loyalty. The course covers the popular metrics and methods used to measure customer valuation, including the concept of Customer Lifetime Value (CLV). Also discussed are the different strategies available to managers to maximize CLV over a customer's life cycle.

b. Training Model

- i. Classroom Training: One-day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training: One-day Training, online setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Identify, measure, and model the components of CLV
 - ii. Select the best customers
 - iii. Make loyal customers profitable
 - iv. Pitch the right products to the right customers at the right time
 - v. Predict customer attrition
 - vi. Optimally allocate resources to manage customer life cycles.
- d. Who should attend?**
 - i. Sales and marketing personnel
 - ii. Business Development staff
 - iii. Channel and Distribution Manager
 - iv. Trade marketing manager
 - v. Data scientists, business analysts, data analysts, market researchers, marketing analysts, and data miners.
- e. Reservation: How to register, Contact us on any of the following point:**
 - i. Email to : info@trinitra.com.ng
 - ii. Telephone : +2347053801151,+2348024017123
 - iii. Website : www.trinitra.com.ng
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 - v. Twitter: <https://twitter.com/TrinitraCo>
 - vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>
- f. Course fee and payment**
 - i. Classroom Training: N35,000 per participant per class.
 - ii. Online Training: N25,000 per participant per class.
 - iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.
- g. Date**
 - i. Online training: 10/12/2021
 - ii. Classroom training: 11/12/2021
- h. Time**
 - i. Online Training 9am to 12noon
 - ii. Classroom Training 9am to 3pm
- i. Venue**
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

114. The Entrepreneurial Edge and Business Excellence for SMEs and Start Ups-SAM 064

- a. Background**

- i. The capacity and willingness to develop, organize and manage a business venture along with any of its risks to make a profit is the hallmark of entrepreneurship. It involves designing, launching and running a new business, which is often initially a small business. A significant proportion of small and medium scale enterprises do well to start up but often close down or not profitable due to the high risks involved.
- ii. This training programme aims to empower participants with the knowledge, competencies and shared experiences in launching a start-up SME business, avoiding lack of funding, bad business decisions, economic crisis and lack of market demand.

b. Training Model

- i. Classroom Training: One -day Training, classroom setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, (3) Peer Discussion and (4) Role Play.
- ii. Online Training: One -day Training, online setting and involves : (1) Facilitator-led Lecture, (2) Case Studies, and (3) Peer Discussion

c. This training course will feature the following:

- i. Ideas Generation
- ii. Entrepreneurship – what is it?, Personal Skills Analysis, Steps to Starting a Business, Reasons for small business success & failure, Reasons for starting a business, Understand how to generate and develop an idea
- iii. What makes a really great business idea? What do I need to concentrate on to make my idea even better
- iv. Trends - what trends can my product/service ride the wave of and benefit from?
- v. Networks of support and advice for start-ups, Demand and Profit – The business fundamentals
- vi. Business models and choosing the right one for your start up. Can I make a better business by changing my business model?
- vii. The whole concept of “failing fast” and there’s no real such thing as failure
- viii. The importance of running the numbers quickly
- ix. The end game – what I am trying to achieve?
- x. Legal Issues for Start Ups
 - a. Guide to Legal Structures
 - b. The difference and dis/advantages of sole trader, partnership and limited companies and practical case studies on each
 - c. Labour Law – A Quick Guide (as many will not be near the stage of hiring employees)

- d. Contracts ,Insurance, Registering a Business Name ,Tax Requirements and recent tax changes, VAT, PAYE, Opening a business bank account, Bank reconciliation .
- xi. Preparing a Business Plan
 - a. The importance and practical use of a Business Plan to the start-up business
 - b. Main elements of a Business Plan
 - c. Setting Goals & Objectives
 - d. Reviewing Business Plans
 - e. Practicing Your Pitch
 - f. Tips for an excellent Business Plan
 - g. Samples of sectoral business plans
 - h. Financing
- xii. Market Research
 - a. Most startups fail because they don't do enough research - how to avoid this by doing excellent market research
 - b. What do I need to research? What questions do I need answered
 - c. What on and offline tools are available to me to help me with this research?
 - d. How do I start researching?
 - e. Who do I research and how much research do I need to do?
 - f. Market Research Methods (including new online methods)
 - g. The internet as a source of information for market research
 - h. Sources of information (including new tools on the market)
 - i. Primary and Secondary Research
 - j. LinkedIn, Twitter and Facebook for business research
 - k. Price in the context of marketing
 - l. Researching - Promotion
 - m. Researching - Place/location
 - n. Conducting a PEST/SWOT analysis
- xiii. Marketing for small and medium business
 - a. Introduction to Marketing
 - b. The 4 P's – the practical approach to marketing
 - c. Market environment
 - d. Market Size & Trends
 - e. Product/Service Comparison
 - f. Identifying and meeting customer needs
 - g. Marketing online
 - h. Promotion for Start Up
 - i. Brand essence and message
 - j. Communication channels for startups

- k. Creating a Marketing Plan
 - l. PR
 - m. Creativity & Marketing
 - n. Tools and Return on Investment in Marketing Activity
- xiv. Finance
 - a. What are my costs – what costs will I have in my start-up
 - b. Introduction to small business finance
 - c. Basic Book Keeping
 - d. Books of Prime Entry
 - e. VAT
 - f. Accounting options and systems
 - g. Cash flow – how to do one and getting one done for my own start-up
 - h. Drawings and personal budget
 - i. Business costs
 - j. Profit & Loss
 - k. Basic Financial Ratios
 - l. Balance Sheet
 - m. Pricing
 - n. Break even analysis
 - o. Credit control
 - p. PAYE
 - q. Income Tax
 - r. Corporation Tax
 - s. Sources and uses of funding (Microfinance, seed capital, other sources of funding etc.)
- xv. Sales and Negotiation
 - a. How do I sell?
 - b. What am I selling?
 - c. What is involved in the sales process
 - d. Building on market research to identify a list of sales targets
 - e. Identifying the right channels
 - f. Develop a sales plan
 - g. Selling & Approach
 - h. Introduction to customer service and after care
- xvi. Technology for StartUps
 - a. E-Tailing and F-Tailing and online retail trends
 - b. LinkedIn, Twitter and Facebook for business
 - c. Business uses of Word / Excel and email
 - d. Social Media Planning (Marketing)
 - e. Creating An Amazing Website

- f. Use of the internet
- g. Business plan websites (covered in business planning)
- h. E-commerce– Selling your product or services online
- i. Online tools and websites

d. Who should attend? Who this course is for:

- i. This course is meant for anyone looking to begin to pursue their dreams as an entrepreneur. If you are goal and task oriented and have a strong desire to achieve your personal and professional entrepreneurial dreams, this course provides the fundamentals necessary to begin that journey.
- ii. If you are the type of individual who has found it difficult to take that first step, to get your feet off the ground and make a move in a positive direction, this training is for you.
- iii. If you are that person who finds him or herself constantly saying, "I'll start tomorrow or I need to wait for more ideal conditions, " this course is perfect to overcome to excuses.

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point.

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- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referree receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 17/05/2021
- ii. Classroom training: 18/05/2021

i. Time

- i. Online Training 9am to 12noon

- ii. Classroom Training 9am to 3pm
- j. Venue
 - i. Syndicate Room B,Airport Hotel,Ikeja,Lagos

115. Essential Management Skills for Emerging Leaders- SAM 042

a. Background

- i. The demand for business management has never been greater. With business moving at breakneck speed, frequent job shifts and limited in-house training, professionals of all levels are often grappling with changes and more than usually, can't keep up. As a result, organizations are in dire need of leaders who can guide their colleagues through the work-space challenges, help them improve performance, and lead them through career decisions
- ii. Companies across every industry are facing complex organizational challenges that require the rapid development of new and agile leaders. More than ever before, emerging leaders must quickly learn and deploy core management skills, develop a broad strategic perspective, take their leadership skills to the next level, and expand their professional and personal networks.
- iii. Presented over three months, this intensive program is designed to help new managers master core business concepts and build key skills in six subject areas, including leadership, strategy, marketing, communication, and negotiation. Participants will gain a cross-functional view through sessions led by instructors specializing in each subject area and through project-based learning.

b. Training Model

- i. Classroom Training: One -day Training, classroom setting and involves :(1) Facilitator-led Lecture,(2) Case Studies,(3) Peer Discussion and (4) Role Play.
- ii. Online Training:Three -day Trainingonline setting and involves :(1) Facilitator-led Lecture,(2) Case Studies, and (3) Peer Discussion.

c. This training course will feature the following:

- i. Master the core business areas every manager needs to know
- ii. Build organizational, team management, and networking skills
- iii. Understand how managers interact across business functions.
- iv. Improve your collaboration and presentation skills
- v. Build peer support for your team's projects
- vi. Identify your operational and strategic gaps
- vii. Discuss leadership challenges and strategies with peers
- viii. Map your personal leadership and learning journey

- ix. Topics Covered, Develop a solid understanding of the core business areas every manager should know. Subjects may include, but are not limited to:
- x. Basic management functions - 1. Planning, 2. Organising, 3. Staffing, 4. Directing, and 5. Controlling, Leadership, Strategy, Communication, Marketing, Negotiation, Execution and Performance Management, Leveraging Technology for Leadership Excellence

d. Who should attend?

- i. This program is ideal for aspiring or new managers who are looking to rapidly increase their management skills and strategic perspective, taking on additional responsibility, and seeking to be effective in their organization.
- ii. The program is also appropriate for individuals who are seeking an understanding of high-level business concepts.

e. Course Methodology: This course is instructor-led and relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used. The course also features the use of a number of case studies and role plays by participants followed by discussions.

f. Reservation: How to register, Contact us on any of the following point:

- i. Email to : info@trinitra.com.ng
- ii. Telephone : +2347053801151, +2348024017123
- iii. Website : www.trinitra.com.ng
- iv. Facebook : <https://www.facebook.com/trinitraconsulting>
- v. Twitter: <https://twitter.com/TrinitraCo>
- vi. LinkedIn: <https://www.linkedin.com/company/trinitra-consulting>

g. Course fee and payment

- i. Classroom Training: N35,000 per participant per class.
- ii. Online Training: N25,000 per participant per class.
- iii. Discounted Pricing :
 - a. Advance Payments made on or before 48 hours to the commencement of training will receive 10% discount.
 - b. Group clients with participants not less than three people will receive 10% discount.
 - c. Referral Clients :The referee receives a payout of 10% discount for every individual participant.

h. Date

- i. Online training: 23/06/2021
- ii. Classroom training: 24/06/2021
- iii. Online training: 25/06/2021
- iv. Classroom training: 26/06/2021

i. Time

- i. Online Training 9am to 12noon

ii. Classroom Training 9am to 3pm

j. **Venue**

i. Syndicate Room B,Airport Hotel,Ikeja,Lagos.