



# TRAINING CATALOG

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# Profile

## COMPANY PROFILE

Nafin Consult Limited is a subsidiary of Nafin Group of Companies Limited. The group is an auspicious business registered in Ghana. Experienced and dedicated professionals founded the firms in October 2011.

Nafin Group provides specialised services to organisations of all nature and size and is compliant with all local legislative requirements.

The group is diversified and our portfolio of businesses under the groups banner offers a wide and diverse array of value-added service activities to support the operations of the corporate and engineering sector.

## OUR VISION

Our vision is to become Africa's premier firm by providing reliable management consultancy, business intermediation, and training services.

## OUR MISSION

Our mission is to improve the operational effectiveness and the competitive advantage of our clients by providing them with practical and innovative management and training solutions and develop our employees' professional advancement as well as enhance the return to our community and stakeholders.

## OUR VALUES

Our core values are:

- Professionalism
- Excellence
- Fairness
- Integrity
- Teamwork
- Reliability

## OUR PHILOSOPHY

At Nafin Group we operate on the philosophy of delighting our clients, by delivering superior value and exceeding the expectations of our clientele.

To achieve this objective, we relentlessly pursue professional and technical excellence, maintain high standards of service, and always bring the best team to deal with every single assignment. We are passionate about quality and doing our work right the first time. Thus, we provide uncompromised quality, since our reputation depends on our delivered value in the eyes of every client.

At Nafin Group we understand our clients' business needs and believe that our clients' success is vital to the success of our business.

Transparency, trust, and teamwork are the principal elements of our road map to excellent performance.

Our utmost asset is a corporate culture that nurtures diversity of backgrounds, views, experience, and skills to create opportunities and capabilities. The group further provide a suitable environment for the growth of employee potential.

Nafin group encourages the active involvement of employees in creating a healthy and friendly working environment. We further inspire employees to take personal responsibility for growth and professional development. We support our employees in a way that fosters learning, growth and recognition for excellent performance.

Nafin group has integrated social and environmental concerns into its operations and its interactions with all stakeholders. Thus, in delivering our services, we ensure harmony with the environment and cordiality with all stakeholders.

## ETHICS

Our reputation with our clients and the trust they place in our services is critical to our business. Therefore, we strive to meet high ethical standards in handling the various business engagements, and all aspects of our work.

The group's decision-making processes embrace a stringent adherence to universally accepted ethical values and abidance with local and international laws and statutes.

Enduring commitment to the highest professional ethical standards is deeply embedded in every professional conduct and business deed undertaken by all Nafin Groups employees. Moral responsibility and accountability is the pillar of the group's undertakings. Our reputation, and the standards we adhere to are uncompromised.





# Introduction

## INTRODUCING NAFLIN TRAINING SERVICES

We recognise the importance of knowledge, and thus are passionate about the dissemination of knowledge and skill. We acknowledge that different people have different learning styles and different organisations have different training needs, therefore we offer customized courses to suit your organizations' specific needs. Attendees of our training programs receive high-quality training designed to implement programs using proven techniques in the areas of project management, operations management, procurement management, quality management, human resource management, marketing of services, and business communication. After attending a course, attendees are able to take the knowledge gained beyond the classroom into everyday work situations.

We help people attain practical skills and certifications to propel them up the corporate ladder and or achieve their personal development goals. We further assist organisations of all nature and size improve their operational effectiveness, by providing them with practical and result oriented professional training and skill development services.

Our training modules is targeted at all staff who are involved in daily operations such as: Executives, Managers, Supervisors, Clerks, Engineers, Technicians, and other Professional Staff. Whilst we provide training to equip staff with general Theoretical and Practical Knowledge and skills, we can design the training to meet the needs of the various categories of staff in the organisation.

In addition, we provide customised training to meet the needs of your organisation using business cases, case studies and examples peculiar to your business environment. Our training programmes are practical oriented and structured on sound management principles. We use literature authored by renowned scholars and practitioners of the discipline, to draw on their perspectives and application of the knowledge.

## CAPACITY STATEMENT

Nafalin Consult offers clients novel theoretical insights and practical experiences gained over the years. Our facilitators are from a vast array of disciplines and backgrounds with years of practice in their respective fields, thus, we are well endowed with the requisite skills and practical know-how and resources to provide service to clients' satisfaction. Our programme provides practical and useful tools for the daily management of projects, as well as improves the analytical capacity of participants, and further, enhances their critical thinking aptitudes to ensure sound project management decisions.

## OUR TRAINING APPROACH

We recognize that no two organizations are the same that is why each of our Training Modules is unique and designed to deliver the specific outcomes desired by the client, whilst being based on a consistent, sound and proven approach. Whilst we provide training to equip staff with general management skills, we can design the training to meet the needs of the various categories of staff in the organisation. In addition, we provide customised training to meet the needs of your organisation using business cases, case studies, and examples peculiar to your business environment.

The training is facilitated with varied interactive modules to enhance participation, understanding and absorption of new ideas and habits. Our Course Outlines are varied and designed to offer different challenges, so all key Management skill-sets are utilized.

The sessions will also focus on provoking and stimulating fresh thinking and also provide practical ideas that can be applied immediately in the workplace. This multi-layered approach fosters reflection for weeks, months and even years after training, promoting ongoing positive change.

We start by introducing and explaining general management principles, then employ sets of carefully selected exercises designed to enhance participants understanding of the principles. The exercises will be customised to highlight existing management challenges being faced within your organization.



# Introduction

Each exercise will be debriefed with particular attention on challenges encountered and the implications for the organization. Following naturally from this will be various solutions drawn from the participants including the best approach to implement the solutions.

The exercises will be highly stimulating, thought provoking and moderately challenging but fun to carry out such that participants will learn without feeling the mental strain of learning. The exercises will also be memorable and rewarding allowing participants to refer back to them when tackling similar issues back at work. Ultimately, they will leave the training with ideas for improvement and an enthusiastic fresh perspective on the role and importance of practicing excellent management within the organization.

In addition to exercise debriefing, at the conclusion of the training, participants will be required to summarise their learning experience in a brief statement or presentation, which helps reinforce their learning achievements and celebrate their accomplishment. To deliver on this assignment; we propose to adopt modern teaching techniques such as role play, group work, case study, hands-on exercises, presentations and lectures, that will aid easy understanding and practical application of the concepts learnt.

## If you compare our training with others, you would notice the following differences:-

- Participants find training engaging. The continuous attention and interest are generated by encouraging active hands-on participation, providing mental challenges and varied delivery formats all leading to a stream of insights on the topic.
- We ensure that we match the depth of the material to the current level of the participants and proceed at a pace that is moderately challenging.
- While we keep knowledge, skills and attitude in close balance, we focus more on skills development through carefully chosen hands-on real-world exercises.
- We draw out the personal experiences of participants to keep their emotional engagement high. Participants will find the personal experiences of others fascinating and insightful.
- No matter how complex the material, we deliver it with a simple structure that is easy to absorb.
- We include films and animated slides to keep interest high.
- We include effective tools that can be used back in the office.





## TRAINING MODULES

### *Naflin Training Modules*

- |   |  |
|---|--|
| MODULE 1. Accounting for Non-Accounting Professionals | MODULE 21. Program Management                            |
| MODULE 2. Business Communication Skills               | MODULE 22. Portfolio Management                          |
| MODULE 3. Business Law                                | MODULE 23. IT Security Management                        |
| MODULE 4. Contract Administration                     | MODULE 24. Cyber Security Management                     |
| MODULE 5. Customer Service Management                 | MODULE 25. PMI Project Management Professional           |
| MODULE 6. Financial Management                        | MODULE 26. PMI Program Management Professional           |
| MODULE 7. Human Resource Management                   | MODULE 27. PMI Portfolio Management Professional         |
| MODULE 8. Marketing Management                        | MODULE 28. PMI Professional Business Analysis            |
| MODULE 9. Project Management                          | MODULE 29. PMI Agile Certified Professional              |
| MODULE 10. Sales Management                           | MODULE 30. PMI Risk Management Professional              |
| MODULE 11. Strategic Management                       | MODULE 31. PMI Certified Associate in Project Management |
| MODULE 12. Total Quality Management                   | MODULE 32. MS Project                                    |
| MODULE 13. Procurement Management                     | MODULE 33. SCRUM Fundamentals Certified                  |
| MODULE 14. Risk Management                            | MODULE 34. SCRUM Developer Certified                     |
| MODULE 15. Stakeholder Management                     | MODULE 35. SCRUM Master Certified                        |
| MODULE 16. Customer Service Delivery                  | MODULE 36. SCRUM Product Owner Certified                 |
| MODULE 17. Finance for Non-Finance Professionals      | MODULE 37. SCRUM Agile Master Certified                  |
| MODULE 18. Management Accounting for Decision Making  | MODULE 38. Scaled SCRUM Master Certified                 |
| MODULE 19. Effective Sales Prospecting                | MODULE 39. Scaled SCRUM Product Owner Certified          |
| MODULE 20. Advanced Financial Statement Analysis      | MODULE 40. Expert SCRUM Master Certified                 |





## ACCOUNTING FOR NON-ACCOUNTING PROFESSIONALS

### ACCOUNTING FOR NON-ACCOUNTANTS

This training is designed specifically for non-accountants who want to understand and improve practice in financial accounting planning, control and reporting. This course is also designed for individuals without accounting background but who need to appreciate how business transactions are recorded, summarized, and interpreted for commercial decision-making purposes. Through a series of exercises, participants get a hands-on experience on the practical application of theories and concepts in the "accounting cycle," from event/transaction recognition to financial statement preparation, review, and appreciation. Upon successful completion of the training programme, participants will acquire practical accounting skills, principles and models, which they can apply on the job.

#### They can:

- Prepare and use a simple cash flow forecast.
- Prepare and reconcile an analysed cashbook.
- Prepare and use a simple financial monitoring report.
- Understand the importance of budgets in planning, control and decision-making.
- Appreciate the key components and language of a cash accounting system.
- Understand the link between budgets, accounting records and financial reports.
- Prepare accounts and simple financial reports.
- Analyse financial reports to inform and support business management decisions.
- Appreciate Working Capital Management.
- Study operating performance using income and cash flow statements.
- Use financial statements to gain insight on business operations and ways on improving them.

**The programme is designed to cover a period of FIVE (5) days.**



## BUSINESS COMMUNICATIONS

### BUSINESS COMMUNICATIONS

The programme is designed to enable participants gain elite skills, knowledge and competence in Modern Business Communication. The Training is designed in a modular format. Based on the communication needs of the participants and your organization, these modules can be combined and facilitated at different levels of detail and complexity. Our 3-day Business Communication training is designed to provide your employees with the knowledge, skills and attitude to communicate effectively in your organisation. It will also provide the essential foundations for creating renewed Human and Business Communication awareness among your employees that will enhance their willingness and ability to understand and interact with colleagues and clients professionally. Our Business Communication training programme covers a comprehensive module designed to improve organisational communication of firms such as yours.

**Our programme is designed to be hands-on and has the following benefits:**

- Improves Oral Presentation and Business Speaking Skills.
- Fosters Effective Business Letter and Memo Writing Skills.
- Enhances Business Report and Proposal Writing Skills.
- Augments effective communication at the Workplace.
- Sharpens Critical Thinking, Problem Solving, and Decision-Making Skills.

**The programme is designed to cover a period of THREE (3) days.**



**Naflin**  
Consult Limited  
Business & Management Consultancy





## BUSINESS LAW

### BUSINESS LAW

The structure of a business, and the legal requirements for directors, shareholders and company secretaries are crucial; not least for Executive Assistants and finance professionals who often have to help prepare AGMs, business reports, prepare and file accounts and manage bank accounts, and so on. This Business Law course considers the different types of business and the terms relating to each, the roles and responsibilities of shareholders, directors and company secretaries. Participants will learn about business reporting, filing deadlines, accounts audits, contracts, bank accounts and loans and security. Further, taxation, insolvency, employer obligations under the Health and Safety at Work Act and employment contracts. Through an in-depth consideration of the law of contract, participants will be introduced to issues of supremacy of law (legislation vs common law), the law of agency, corporations' law and the law of torts. Upon successful completion of the training programme, participants will acquire practical understanding of Business Law, principles and models, which they can apply on the job.

#### They can:

- Identify and explain the laws that impact upon business in areas relating to Contract law, Torts, Consumer law, Property, Business Entities, Business Ownership and Employment issues.
- Demonstrate a sound knowledge of the laws (both statutory and common law) which impact upon different business organisations.
- Apply business law principles to everyday business activities, and hypothetical and real-world problems.
- Understand the sources of law in Ghana including the development and operation of common law, precedent and court hierarchy, and the roles of parliament and the courts, and the role of the law of contract in particular within the Ghanaian legal system.
- Appreciate the ethical dimensions of the role of lawyers, and the functioning of law and legal systems.
- Understand and discuss core legal theories.
- Use legal citation conventions in the course of legal writing.

**The programme is designed to cover a period of FIVE (5) days.**



## CONTRACT ADMINISTRATION

### CONTRACT ADMINISTRATION

This course provides practical, in-depth guidance on both carrying out the “routine” but vital responsibilities of contract administration and handling the challenges that typically arise during the life of a contract. Participants will learn how to use a proactive team approach to successfully administer contracts of all types and sizes to increase profitability and improve customer satisfaction.

This course introduces and clarifies basic contract administration principles, policies, responsibilities, and proven best practices. Using this foundation, participants will then learn how to get contract performance off to a good start through planning and kick-off activities. Participants will also learn the importance of documentation and which specific types of records and files must be maintained to protect their organisation's interests. The course is highly interactive, using discussion, exercises and case studies to teach effective approaches to analysing contract terms and conditions, assuring quality, managing changes, resolving disputes and remedying inadequate performance. Participants will also see how different legal systems affect contract administration practices. Upon successful completion of the training programme, participants will acquire practical Contract Administration skills, principles and models, which they can apply on the job.

#### They can:

- Identify contract components and understand the process from start to finish.
- Select the right contract type for their commercial activity.
- Decipher contract legalese.
- Choose the offer that will result in the best value for the buyer.
- Agree on objectives, requirements, plans and specifications.
- Negotiate favourable terms and revise the contract.
- Apply rules of contract interpretation in commercial disputes.
- Administer contracts appropriately, and know when and how to terminate before or upon completion.

**The programme is designed to cover a period of FIVE (5) days.**



## CUSTOMER SERVICE MANAGEMENT

### CUSTOMER SERVICE MANAGEMENT

Globally, the best organisations have succeeded because they are customer driven. Most organisations are bedevilled with challenges in providing services to meet the expectations of their customers. General, customer complaints have centred around: employees' attitudes and behaviours to customers. It requires service improvements supported by excellent customer service and customer friendly systems and processes to overcome these challenges. Furthermore, as competition within the industry increases, employees will need to develop outstanding customer service skills and practices to meet customers' expectations of higher levels of service quality. Our Customer Service Management training programme covers a comprehensive module designed to improve the Customer Service management of organisations.

#### **Our programme is designed to be hands-on and has the following benefits:**

- Reinforced customer service philosophy and teamwork within your front-line staff.
- Improved employee commitment to good customer service.
- Increased customer satisfaction and delight and reduced customer complaints.
- Improved understanding of customers' quality expectations and ensuring that these expectations are met.
- Improved attitude, morale, and communication of your front-line staff.
- Improved service delivery and organizational culture alignment for outstanding customer service.
- Improved awareness about the role and importance of good customer service to your organization's success.
- Enhanced understanding of the concepts and principles of service quality.
- Enhanced appreciation of the importance of a customer centred culture.
- Identification of corporate values, and display of required competence, and key character traits of the ideal customers' centric employee.
- Organization wide acceptance of responsibility for customer service improvements.

**The programme is designed to cover a period of THREE (3) days.**



A graphic for the Financial Management section. It features a laptop on the right displaying a line and bar chart with a red upward-trending arrow. To the left of the laptop is a 3D pie chart and a calculator. The background is a collage of blue and white geometric shapes, including arrows and triangles. A blue banner at the bottom of the graphic contains the text 'FINANCIAL MANAGEMENT' in white.

## FINANCIAL MANAGEMENT

### FINANCIAL MANAGEMENT

This course introduces the key concepts, tools, and principles of financial management and analysis. The course is focused on the information, analysis, organizational processes, and skills and business judgment managers must use to maximize long-term profits in the face of uncertainty and competition. This training course will help participants understand finance concepts and techniques for managing, controlling, and improving the organizational financial objectives. This course exposes participants to contemporary knowledge and techniques of financial management. This would in turn enable the participant to articulate and implement financial improvement processes in the workplace. Through the trainer's expertise and practical knowledge, you will be able to define the key concepts associated with Financial Management. Upon successful completion of the training programme, participants will acquire practical Financial Management skills, principles and models, which they can apply on the job.

#### They can:

- Identify the basic components of nominal interest rates and use them to make expected return comparisons among assets.
- Apply time value of money concepts to complex cash flow scenarios.
- Use the Capital Asset Pricing Model to quantify the risk-return trade-off.
- Evaluate alternative techniques for analysing project opportunities and budgeting capital.
- Apply the net present value criterion to complex capital budgeting problems.
- Understand various forms of market imperfections and their implications for financial managers.
- Be able to generate a valuation range for a project or a company with multiples and discounted cash flow valuation approaches.
- Understand how to apply option theory to solve corporate finance problems.
- Understand the value impact of capital structure, and how dividend policy affects share prices.
- Conduct a simple discounted cash flow analysis, regression analysis and sensitivity analysis.

**The programme is designed to cover a period of FIVE (5) days.**



## HUMAN RESOURCE MANAGEMENT

### HUMAN RESOURCE MANAGEMENT

This course is designed to enable participants gain an understanding of the basic concepts and methods in Human Resources Management and how their application builds an organization's capacity overall. Participants will learn how to carry out hiring processes and how to develop adequate compensation with the development of a salary policy, social benefits and contracts. Further, participants will learn and practice how to develop Human Resource strategy and guidelines, how to develop procedures for job evaluations, promotions and training programmes for the workforce. This comprehensive and intensive training programme provides a solid foundation in Human Resource Management and covers all functional areas of Human Resource Management providing operational information and guidance for participants. Upon successful completion, participants should be able to anticipate and resolve Human Resource concerns. People are an organisation's most important resource and asset. Good management of individuals and the workforce is crucial to attain the organisational goals and objectives.

#### They can:

- Demonstrate knowledge of key Human Resource Management concepts and principles for planning, staff recruitment, orientation, and management.
- Know how to apply change management strategies when introducing new Human Resource Management methodologies.
- Have an action plan detailing Human Resource Management practices and/or approaches based on the specific needs of the organization.
- Strengthen Human Resource Management and support processes currently used in their organizations.
- Define performance management strategies and know how to apply staff performance management systems in their organizations.
- Review the relationship between employee engagement and the organization's success.
- Handle recruitment, performance appraisals, and establish training processes.
- Explain the strategic decisions that affect compensation, as well as the different job evaluation methods.

**The programme is designed to cover a period of FIVE (5) days.**



## MARKETING MANAGEMENT

### MARKETING MANAGEMENT

Marketing lies at the core of all business. Irrespective of the size of your entity, its profit can come from only one place: the marketplace. All businesses are dependent on the income they earn from their customers, clients or buyers. In any case, all those who have a direct responsibility for identifying, reaching and satisfying customers are engaged in marketing and everybody in a business needs to understand its marketplace activities. This course offers a complete introduction to professional marketing thought and action. The course explains the nature and purpose of marketing, followed by the fundamentals of each of the most important marketing tasks. It analyses the business need for customer orientation, the evaluation of markets and the targeting of market opportunities. There is then assessment of buyer behaviour and the role of market information. In addition, the course explains how to integrate product and service decisions with those on pricing, distribution and promotion, and why this is necessary. Upon successful completion of the training programme, participants will acquire practical Marketing Management skills, principles and models, which they can apply on the job.

#### They can:

- Apply contemporary marketing theories to the demands of business and management practice.
- Demonstrate an ability to create detailed marketing plan and implementation schedule for a company, or critically evaluate existing marketing strategies and tactics.
- Demonstrate an ability to understand marketing strategies in both Business to Consumer and Business to Business contexts.
- Develop knowledge and understanding of key theories, concepts and models in marketing to guide the development and execution of marketing strategies.
- Develop the skills to critically Analyse marketing situations facing organizations.
- Identify and demonstrate the dynamic nature of the environment in which marketing decisions are taken and appreciate the implications for marketing strategy determination and implementation.
- Demonstrate the ability to justify marketing strategies and advocate a strategically informed position when considering marketing plan implementation.

**The programme is designed to cover a period of FIVE (5) days.**





## PROJECT MANAGEMENT

The training programme is practical oriented and structured on the Project Management Institute (PMI®) A Guide to the Project Management Body of Knowledge, (PMBOK® Guide) - Sixth Edition. Further, additional literature on project management authored by renowned scholars and practitioners of the Project Management discipline will be used to draw on their perspectives and application of the Project Management knowledge. Naflin Consult Ltd. is an approved Registered Education Provider (REP) of the Project Management Institute (PMI)®.

As a REP, we have been approved by PMI® to offer training in Project Management and grant Professional Development Units (PDUs) required for the maintenance of the PMI® Credentials.

To earn the R.E.P. designation, a provider must meet or exceed rigorous standards for quality and effectiveness as defined by PMI®. The PMI R.E.P. designation is the highest mark of excellence in project management training. PMI Registered Education Providers are the resource for organizations and individuals to find the right training. The R.E.P. designation certifies that an organization can deliver world-class, PMI-approved project management training.

### They can:

- Effectively initiate a project, identify and manage stakeholders.
- Develop a detailed project charter.
- Produce a detailed project management plan.
- Plan and develop mitigation strategies for risks.
- Effectively execute, and, monitor and control project work.
- Track project performance and close project or phase.

**The programme is designed to cover a period of THREE (3) to FIVE (5) days.**

## Professional Project Management (PMP) Certification

### PMP Partial:

1. Tuition
2. Training Materials / Manuals / Templates
3. Sample Exam Preparation Questions
4. Project Management Book of Knowledge 6th Edition
5. Rita Mulcahy's PMP Exam Prep Book 9th Edition
6. Four Weeks Revision

### Full Package:

1. Tuition
2. Training Materials / Manuals / Templates
3. Certificate
4. PMI Global Membership Registration
5. PMI Ghana Chapter Membership Registration
6. PMP Exam Registration
7. Sample Exam Preparation Questions
8. Project Management Book of Knowledge 6th Edition
9. Rita Mulcahy's PMP Exam Prep Book 9th Edition
10. Four Weeks Revision

**The programme is designed to cover a period of FIVE (5).**



## SALES MANAGEMENT

### SALES MANAGEMENT

Today's marketplace is highly competitive, and every organisation is looking for a larger share of the market. In an economy where the customer is king, how do your sales representatives pitch the features and benefits of the products/services they sell in order to ensure success. Providing sales training plays an important role in helping sales representatives practice and hone their ability to close a deal. This Sales Management Training Course will help sharpen the skills of even experienced sales representatives, enabling them to take advantage of sales opportunities and aggressively expand the business. Upon successful completion of the training programme, participants will acquire practical Sales Management skills, principles and models, which they can apply on the job.

#### They can:

- Achieve better results through their teams using sales plans and targeting techniques.
- Clearly prepare sales forecasts and sales plan for their sales operation.
- Run more effective sales meetings and morning huddles to inspire and motivate and provide clear direction to their sales team members.
- Understand key principles in managing a sales team in today's business context.
- Gain key competencies in leading sales team to effectively manage key customer portfolios and seek new opportunities.
- Increase your team's productivity through learning effective sales training and coaching skills.
- Put together a sales plan that guarantees success and Interpret prospect needs by conducting a needs analysis.
- Master active listening techniques to better connect with and understand clients.
- Manage the sales process by understanding where the sale is and how to keep the momentum moving forward.
- Negate competitor quotes, while remaining professional, and handle objections professionally and effectively.
- Deliver presentations that sell, and Master highly effective closing techniques.

**The programme is designed to cover a period of FIVE (5) days.**



# STRATEGIC MANAGEMENT

## STRATEGIC MANAGEMENT

This course introduces the key concepts, tools, and principles of strategy formulation and competitive analysis. It is concerned with managerial decisions and actions that affect the performance and survival of business enterprises. The course is focused on the information, analysis, organizational processes, and skills and business judgment managers must use to devise strategies, position their businesses, define firm boundaries and maximize long-term profits in the face of uncertainty and competition. The key strategic business decisions of concern in this course involve selecting competitive strategies, creating and defending competitive advantages, defining firm boundaries and allocating critical resources over long periods. Upon successful completion of the training programme, participants can:

- Analyse the main structural features of an industry and develop strategies that position the firm almost favourably in relation to competition and influence industry structure to enhance industry attractiveness.
- Appraise the resources and capabilities of the firm in terms of their ability to confer sustainable competitive advantage and formulate strategies that leverage a firm's core competencies.
- Distinguish the two primary types of competitive advantage: cost and differentiation and formulate strategies to create a cost and/or a differentiation advantage.
- Analyse dynamics in competitive rivalry including competitive action and response, first-mover advantage, competition and winner-take-all and make appropriate recommendations for acting both proactively and defensively.
- Make recommendations for vertical changes in the boundary of the firm based on an understanding of the advantages of vertical integration and outsourcing and the factors that determine the relative efficiency of each.
- Make recommendations for horizontal changes in the boundary of the firm based on an understanding of the conditions under which diversification creates value.
- Recognize strategic decisions that present ethical challenges and make appropriate recommendations for ethical decision-making.

**The programme is designed to cover a period of FIVE (5) days.**





### TOTAL QUALITY MANAGEMENT

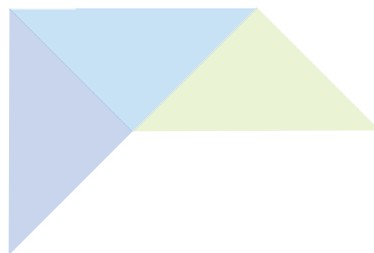
This training course will help participants understand total quality concepts and techniques for managing, controlling, and improving quality. This course exposes participants to contemporary knowledge and techniques of TQM. This would in turn enable the participant to articulate and implement quality improvement processes in the workplace, in line with the philosophy of Total Quality Management. Through the trainer's expertise and practical knowledge, you will be able to define the key concepts associated with Total Quality Management.

Upon successful completion of the training programme, participants will acquire practical Total Quality Management skills, principles and models, which they can apply on the job.

#### They can:

- Track Quality Performance and Identify Areas Needing Improvements.
- Determine the impact of quality on profitability.
- Implement a business strategy driven by Total Quality Management (TQM).
- Accomplish the cultural transformation necessary for successful implementation of total quality practices.
- Implement Continuous Improvements.
- Develop Quality Management Systems.
- Understand International Quality Standards.
- Communicate the importance of customer focused TQM.
- Effectively use Tools for Identifying and Solving TQM Problems.
- Effectively Control Quality Standards.
- Achieve world-class status in manufacturing and service through TQM.

**The programme is designed to cover a period of FIVE (5) days**





## PROCUREMENT MANAGEMENT

### PROCUREMENT MANAGEMENT

Good procurement practice is the driving force for business in the 21st century. The procurement function is based on efficient service delivery and good customer service thereby creating a competitive edge. Businesses need to place emphasis on procurement management activities to be able to remain competitive. Purchasing, supply chain management and logistics are vital functions for businesses. Successful purchasing and logistics departments can significantly enhance organisation's value offerings. Improve your business' performance with our innovative procurement management training programme. This training aims to enhance performance and efficiency by increasing the knowledge and skills of project and support staff in managing the procurement function. Participants will understand the features of purchasing, procurement and the wider discipline of procurement and supply chain management. Upon successful completion of the training programme, participants will acquire practical Procurement Management skills, principles and models, which they can apply on the job.

#### They can:

- Effectively manage the Procurement Cycle and Product Lifecycles.
- Develop Purchasing Plans and Sourcing Activities.
- Develop and Manage Suppliers.
- Successfully execute the various types of procurement contracts.
- Conduct Contract Negotiations.
- Understand the tender cycle.
- Understand specifications and Request for Proposals.
- Appreciate the ethics and conflicts in the tendering process.
- Execute performance management in procurement.

**The programme is designed to cover a period of FIVE (5) days**



## RISK MANAGEMENT



### RISK MANAGEMENT

The training programme is practical oriented and structured on the Project Management Institute (PMI®) Practice Standard for Project Risk Management - Second Edition. Further, additional literature on Risk Management authored by renowned scholars and practitioners of the Project Management discipline will be used to draw on their perspectives and application of the Project Management knowledge. Naflin Consult Ltd. is an approved Registered Education Provider (REP) of the Project Management Institute (PMI®). As a REP, we have been approved by PMI® to offer training in Risk Management and grant Professional Development Units (PDUs) required for the maintenance of the PMI® Credentials.

To earn the R.E.P. designation, a provider must meet or exceed rigorous standards for quality and effectiveness as defined by PMI®. The PMI R.E.P. designation is the highest mark of excellence in risk management training. PMI Registered Education Providers are the resource for organizations and individuals to find the right training. The R.E.P. designation certifies that an organization can deliver world-class, PMI-approved risk management training.

### PRACTICAL RISK MANAGEMENT

Upon successful completion of the training programme, participants will acquire practical Risk management skills, principles and models, which can be applied on the job.

#### They can:

- Produce a Detailed Risk Management Plan.
- Plan and Develop Mitigation Strategies for Risks.
- Effectively Monitor and Control Risk.
- Track Risk Mitigation Strategies Performance.
- Perform Quantitative and Qualitative Risk Analysis.

**The programme is designed to cover a period of THREE (3) days.**

### RISK MANAGEMENT PROFESSIONAL (RMP) CERTIFICATION

#### RMP Package:

1. Tuition
2. Training Materials / Manuals / Templates
3. Certificate
4. RMP Exam Registration
5. Sample Exam Preparation Questions
6. Risk Management Book of Knowledge 4th Edition

**The programme is designed to cover a period of THREE (3) days.**



## STAKEHOLDER MANAGEMENT

### STAKEHOLDER MANAGEMENT

This innovative course will focus on the practical and theoretical aspects of Influencing, Negotiating and Communicating. You will learn how to build an ongoing relationship with people to ensure success in all you do. You will also learn the essential ingredients of engagement and practical skills in human communication, influence and negotiation. In business we all rely on other people to get things done. Everyone affected by what you are doing is a stakeholder, and you need them on your side. Engaging stakeholders and winning their support is crucial to success. Research has shown that Project and Program Management Specialists spent much more time than the average respondent dealing with people and people issues. Whether this is for a Project or a major Change initiative, without the support of people, you will fail. Upon successful completion of the training programme, participants will acquire practical stakeholder management skills, principles and models, which can be applied on the job.

#### Our programme has the following benefits:

- Identify, prioritise and engage stakeholders to appreciate their perspectives, and be open to different opinions.
- Gain feedback from stakeholders as to how your influencing skills can be improve.
- Earn the respect of stakeholders by understanding their business and learning about their interests and priorities.
- Develop strategies to work closely with stakeholders and enhance the outcome of negotiations.
- Confidently facilitate stakeholder meetings and manage conflict situations.
- Achieve results with a culturally diverse set of stakeholders.
- Create a Stakeholder Engagement Plan.
- Practical people engagement techniques.
- Utilise the main methods of effective influence.
- Apply psychological communication theory to project and programme management.
- Analyse the appropriate negotiation techniques in a given situation.
- Design a strategy for Stakeholder Engagement.

**The programme is designed to cover a period of THREE (3) days.**





## CUSTOMER SERVICE DELIVERY

### CUSTOMER SERVICE DELIVERY

Your employees are your customers' number one point of contact for service, enquiries and complaints; it is important that they understand how your customers must be served. They are also the Face and Personality of the company, and customers encounter them every time they contact your organization. In the long run, whether your organization is known for a good or bad service depends largely on your employees' interaction with customers. Employees should be the champions and flag bearers for your customer service campaign; as front liners their ability, professionalism, actions, attitude and commitment will significantly impact the image, reputation and fortune of your organization. Your organization is only as friendly as your most unfriendly employee! Our Customer Service Delivery training programme covers a comprehensive module designed to improve the Customer Service delivery of organisations.

#### **Our programme is designed to be hands-on and has the following benefits:**

- Display courtesy and respect by making a great first impression, speaking and acting appropriately, maintaining a positive attitude, and acting ethically.
- Communicate well by saying what you mean to say, projecting proper body language, asking and answering questions correctly, and listening carefully.
- Build strong relationships by establishing a rapport, interacting positively with customers, identifying needs, and finding the best solution.
- Handle customers skilfully and Satisfying customers who are upset or difficult.
- Reinforced customer service philosophy and teamwork within front line staff.
- Increased customer satisfaction and delight and reduced customer complaints.
- Improved attitude, morale, and communication of front-line staff.
- Improved service delivery and organizational culture alignment for outstanding customer service.
- Improved awareness about the role and importance of good customer service to organizational success.
- Enhanced appreciation of the importance of a customer centred culture.
- Identification of corporate values, and display of required competence, and key character traits of the ideal customers' centric employee.



## FINANCE FOR NON-FINANCE PROFESSIONALS

### FINANCE FOR NON-FINANCE PROFESSIONALS

This training is designed specifically for non-financial officers and managers who want to understand the financial resources necessary for businesses to survive and prosper. We provide the participant with basic concept of corporate finance, investment and financing concepts, which are important to most managers. This course suits officers who wish to develop a logical and consistent framework for solving corporate finance problems in practical situations. The course enables Managers understand and interpret a set of Financial Statements. Participants develop a basic understanding of business finance which deals with how organizations effectively manage their operating and fixed assets and fund them with an optimal mix of debt and equity financing. Upon successful completion of the training programme, participants will acquire practical finance skills, principles and models, which they can apply on the job.

#### They can:

- Explain the main sources of short-term finance, explain when their use is appropriate and evaluate the cost of specific sources of funding.
- Describe the main sources of long-term finance, explain when their use is advantageous and evaluate the cost of specific sources of funding.
- Understand the influence of securitisation and market intermediaries have on investors' expectations of risk and reward.
- Calculate overall cost of capital, understand its use in evaluating investments, and appreciate the contrasting forces that gearing imposes on the cost of capital.
- Analyse financial statements and budget monitoring reports to assess performance.
- Comprehend the irrational behaviour of investors and markets and explain why value creating strategies fail in such circumstances.
- Explain the nature of convertibles, leasing and venture capital, evaluate their cost and the merits of their use.
- Understand the effect of taxation on the provision of lease finance.

**The programme is designed to cover a period of FIVE (5) days.**



## MANAGEMENT ACCOUNTING FOR DECISION MAKING

### MANAGEMENT ACCOUNTING FOR DECISION MAKING

This training is designed specifically for non-accountants who want to understand and appreciate management and cost accounting principles, terms concepts. This course is also designed for individuals without accounting background but who need to grasp how business transactions are recorded, summarized, and interpreted for business decision-making purposes. Through a series of exercises, participants get a hands-on experience on the practical application of theories and concepts in management accounting from planning, control and performance measurement, as well as the important changes that are taking place in the business environment, and how these changes are influencing management accounting systems.

Upon successful completion of the training programme, participants will acquire practical accounting skills, principles and models, which they can apply on the job.

defined by PMI®. The PMI R.E.P. designation is the highest mark of excellence in risk management training. PMI Registered Education Providers are the resource for organizations and individuals to find the right training. The R.E.P. designation certifies that an organization can deliver world-class, PMI-approved risk management training.

#### They can:

- Measure relevant costs and revenues for decision making.
- Analyse pricing decisions and profitability.
- Understand decision making under conditions of risks and uncertainty.
- Analyse Capital investment decisions.
- Assess Management control systems.
- Assess strengths and weaknesses in the organizations' internal control systems.
- Understand the link between budgets, accounting records and financial reports.
- Appreciate the central role of management accounting in achieving organization's objectives.
- Understand the importance of budgets in planning, control and decision-making.
- Understand the link between budgets, accounting records and financial reports.
- Make informed management decisions using basic accounting concepts and processes.
- Undertake cost management.
- Appreciate strategic management accounting.
- Understand cost estimation and cost behaviour.

**The programme is designed to cover a period of FIVE (5) days.**



## EFFECTIVE SALES PROSPECTING

### EFFECTIVE SALES PROSPECTING

Open doors to new opportunities with Effective Sales Prospecting Training. Sales professionals need to gain access to prospects and senior decision-makers to grow business. Oftentimes, they only get one chance to do it right. Successful prospecting requires a strategic approach that builds trust, adds value, and creates a foundation for a win-win relationship. The program includes four powerful elements that will increase your effectiveness in gaining access to prospect opportunities. It provides a collection of dialogue models training your sales team to effectively position value, earn new customer appointments, access senior decision makers, and leverage contacts for referrals. Upon successfully completing the Effective sales prospecting training programme your sales team will be better able to:

- Utilise consistent strategies, models, and skills for making more compelling prospecting calls.
- Deliver a tailored, needs-based message at the very start of the prospect dialogue using a point of connection and a persuasive Value Statement.
- Overcome the challenges posed by gatekeepers through effective strategies and best practices.
- Up-tier to senior decision-makers in a way that leverages existing relationships and knowledge.
- Reach new opportunities by effectively asking for customer referrals.
- Increase in the number of successful new contacts made and meetings scheduled.
- Building and expanding relationships by reaching senior decision makers.
- Generating more leads by better leveraging referral sources.
- Implement techniques for cold calling potential prospects.

**The programme is designed to cover a period of THREE (3) days.**





## ADVANCED FINANCIAL STATEMENT ANALYSIS

### ADVANCED FINANCIAL STATEMENT ANALYSIS

This training is designed specifically for non-financial officers and managers who want to understand financial reporting and calculate performance based on them. We provide the participant with basic concept of corporate finance and accounting, calculating and interpreting financial reports, which are important to most managerial people. This course suits officers who wish to develop a logical and consistent framework for analysing financial reports and applying such information in practical situations. The course enables Managers understand and interpret a set of Financial Statements. Participants develop a basic understanding of business finance and how financial information aids performance evaluation and analysis, facilitates managerial decision making. Upon successful completion of the training programme, participants will acquire practical finance and accounting skills, principles and models, which they can apply on the job.

#### They can:

- Feel confident to review published set of accounts and understand its core content.
- Be able to perform and interpret calculations to benchmark corporate performance over time.
- Analyse financial statements and budget monitoring reports to assess performance.
- Appreciate the central role of financial management in achieving organization's objectives.
- Analyse financial reports to inform and support business management decisions.
- Appreciate and understand the three main financial statements.
- Study operating performance using income and cash flow statements.
- Use financial statements to gain insight on business operations and ways on improving them.
- Read and interpret balance sheets to pinpoint business strengths and weaknesses.

**The programme is designed to cover a period of THREE (3) days.**

A banner graphic for Program Management. It features a large blue gear on the left, a server rack in the center, and two stylized human figures on the right. Curved arrows connect these elements in a circular flow. The text 'PROGRAM MANAGEMENT' is written in white capital letters on a blue background strip across the middle. In the bottom right corner, there is a logo for the Project Management Institute (PMI) Registered Education Provider, with the text 'Project Management Institute' and 'The PMI Registered Education Provider logo is a registered mark of the Project Management Institute, Inc.'

## PROGRAM MANAGEMENT

### PROGRAM MANAGEMENT

The training programme is practical oriented and structured on the Project Management Institute (PMI®) The Standard for Program Management - Fourth Edition. Further, additional literature on Program Management authored by renowned scholars and practitioners of the Program Management discipline will be used to draw on their perspectives and application of the knowledge. Naflin Consult Ltd. is an approved Registered Education Provider (REP) of the Project Management Institute (PMI)®. As a REP, we have been approved by PMI® to offer training in Program Management and grant Professional Development Units (PDUs) required for the maintenance of the PMI® Credentials. To earn the R.E.P. designation, a provider must meet or exceed rigorous standards for quality and effectiveness as defined by PMI®. The PMI R.E.P. designation is the highest mark of excellence in program management training. PMI Registered Education Providers are the resource for organizations and individuals to find the right training. The R.E.P. designation certifies that an organization can deliver world-class, PMI-approved program management training.

### PRACTICAL PROGRAM MANAGEMENT

Upon successful completion of the training programme, participants will acquire practical program management skills, principles and models, which can be applied on the job.

#### They can:

- Effectively manage and execute related Projects or Program.
- Successfully manage Program Performance Domains and its interactions.
- Perform environmental assessments and Program strategy alignment.
- Effectively manage Program benefits.
- Successfully manage Program stakeholders.
- Manage Program governance effectually.
- Manage Program lifecycle successfully.
- Track Program phase activities effectively.
- Track Program performance and close program.

**The programme is designed to cover a period of THREE (3) days.**

#### PgMP Package:

1. Tuition
2. Training Materials / Manuals / Templates
3. Certificate
4. PMP Exam Registration
5. Sample Exam Preparation Questions
6. Program Management Book of Knowledge 4th Edition

**The programme is designed to cover a period of FIVE (5) day.**



## PORTFOLIO MANAGEMENT

 **Project Management Institute**  
Registered Education Provider  
The PMI Registered Education Provider logo is a registered mark of the Project Management Institute, Inc.

### PORTFOLIO MANAGEMENT

The training programme is practical oriented and structured on the Project Management Institute (PMI®) The Standard for Portfolio Management - Fourth Edition. Further, additional literature on Portfolio Management authored by renowned scholars and practitioners of the Portfolio Management discipline will be used to draw on their perspectives and application of the knowledge. Naflin Consult Ltd. is an approved Registered Education Provider (REP) of the Project Management Institute (PMI®). As a REP, we have been approved by PMI® to offer training in Portfolio Management and grant Professional Development Units (PDUs) required for the maintenance of the PMI® Credentials. To earn the R.E.P. designation, a provider must meet or exceed rigorous standards for quality and effectiveness as defined by PMI®. The PMI R.E.P. designation is the highest mark of excellence in portfolio management training. PMI Registered Education Providers are the resource for organizations and individuals to find the right training. The R.E.P. designation certifies that an organization can deliver world-class, PMI-approved portfolio management training.

### PRACTICAL PORTFOLIO MANAGEMENT

Upon successful completion of the training programme, participants will acquire practical portfolio management skills, principles and models, which can be applied on the job.

#### They can:

- Understand and apply Portfolio components and their interrelationships.
- Excellently manage the Portfolio lifecycle.
- Develop Portfolio Strategic Objectives.
- Understand Portfolio Strategic Appetite and Develop Mitigation Strategies.
- Manage Strategic Alignment.
- Effectively Manage Portfolio Governance.
- Accomplish Portfolio Capacity and Capability.
- Successfully Engage Portfolio Stakeholders.
- Manage Portfolio Value and Components.

**The programme is designed to cover a period of THREE (3) days.**

### PORTFOLIO MANAGEMENT PROFESSIONAL (PfMP) CERTIFICATION

#### PfMP Package:

1. Tuition
2. Training Materials / Manuals / Templates
3. Certificate
4. PMP Exam Registration
5. Sample Exam Preparation Questions
6. Portfolio Management Book of Knowledge 4th Edition

**The programme is designed to cover a period of FIVE (5) days.**

# IT SECURITY RISK MANAGEMENT

## IT SECURITY RISK MANAGEMENT

Keeping vital business data safe and secure is one of the biggest IT challenges all organisations face. As businesses develop strategies and processes for keeping their systems safe from attack it is imperative to train staff in IT security risks and how to manage such threats. In this two-day training programme, participants will be exposed to key concepts in this rapidly evolving field. The major types of threats will be surveyed, and how they can be mitigated. The costs and benefits of various security approaches will be evaluated. Participants will develop the ability to create and implement comprehensive risk management programs for organisations of all sizes. Upon successful completion of the training programme, participants will acquire practical IT security risk management skills and models, which they can apply on the job.

### They can:

- Implement security strategies relating to issues such as privacy, legal and regulatory compliance, social and geopolitical impacts, national security and evolving technologies.
- Appreciate best practices for protecting mobile workforces, developing security metrics, managing electronic evidence, handling e-crime and e-discovery, and securing information in the cloud.
- Develop and maintain risk assessments and risk management plans.
- Understand the standards for business continuity and disaster recovery planning.
- Implement techniques for designing information assurance strategies.
- Perform Simple Risk Assessments.
- Apply formal Risk Management Models and Tools.
- Control Focused Risk Management.
- Event Focused Risk Management.
- Implement risk remediation and response.
- Track long term risk.

**The programme is designed to cover a period of TWO (2) days**







## CYBER SECURITY RISK MANAGEMENT

### CYBER SECURITY RISK MANAGEMENT

This cyber security risk assessment and management training programme will teach participants how to conduct a security risk assessment to protect their organisation. They will learn about the laws and regulations that impose strict cyber security requirements on all organisations, and gain the skills to develop a compliance assessment plan and employ a standards-based risk management process while maintaining a satisfactory security posture. As the number and complexity of cyber security attacks continues to increase, it is more important than ever that organisations have the ability to measure risk from various scenarios and prioritise the scenarios with the largest forecasted losses for mitigation. Upon successful completion of the training programme, participants will acquire practical cyber security risk management skills and models, which they can apply on the job.

#### They can:

- Use various measurement concepts to select scenarios for analysis and estimate risk factors.
- Follow a consistent process to scope risk scenarios for analysis.
- Apply their knowledge on real-life risk assessments and management.
- Implement standards-based, proven methodologies for assessing and managing the risks to their organisation's information infrastructure.
- Select and implement security controls that ensure compliance with applicable laws, regulations, policies, and directives.
- Extend cyber security protection to every staff in the organisation.

**The programme is designed to cover a period of TWO (2) days**



**Naflin**  
Consultants  
Business & Management Consultancy

# PMI Professional Certifications



The **Project Management Professional (PMP)**® is the most important industry-recognized certification for project managers. You can find PMPs leading projects in nearly every country and, unlike other certifications that focus on a particular geography or domain, the PMP® is truly global.



**Program Management Professional (PgMP)**® Credential Holders are senior-level practitioners on the forefront of advancing their organization's strategic goals. They manage multiple, related projects in a coordinated way, achieving benefits that could not occur if the projects were handled separately.



The **Portfolio Management Professional (PfMP)**® signifies advanced competency in the coordinated management of one or more portfolios to achieve strategic objectives. If you're an executive or senior-level practitioner managing a portfolio of projects and programs aligned with organizational strategy and focused on doing the right work, then the PfMP is the right choice for you.



**Professional in Business Analysis (PBA)** has become a competency of critical importance to project management. Becoming certified as a business analysis (BA) expert can move your career in a fresh direction while opportunities for BAs are on the rise.



The **PMI Agile Certified Practitioner (ACP)**® spans many approaches to agile such as Scrum, Kanban, Lean, extreme programming (XP) and test-driven development (TDD); so, it will increase your versatility, wherever your projects may take you. It formally recognizes your knowledge of agile principles and your skill with agile techniques. It will make you shine even brighter to your employers, stakeholders and peers.



The **PMI Risk Management Professional (PMI-RMP)**® highlights your ability to identify and assess project risks, mitigate threats and capitalize on opportunities. If you're ready for greater recognition, the PMI-RMP will validate your specialized expertise and help you stand out to employers, stakeholders and peers.



The **Certified Associate in Project Management (CAPM)**® training is geared towards students who have little or no practical experience in projects. Students can earn the Certified Associate in Project Management (CAPM)® while still in school, and power their career with membership in the world's leading association for project professionals.



Today's project teams need to collaborate successfully to deliver value. Project managers and teams want to work in ways that make sense for their projects. **Microsoft Project** oversee individual tasks, submit time sheets, flag issues and collaborate with team members. Be part of this training to gain skills to enable you simplify project management activities.



**Scrum Fundamentals Certified (SFCTM)** is tailored to help anyone interested in learning about important concepts in Scrum as defined in the SBOK Guide; and gaining a basic understanding of how Scrum framework guides in delivering projects successfully.



**Scrum Master Certified (SMC®)** is relevant for Scrum Masters and experienced practitioners of Scrum. SMC professionals are facilitators who ensure that the Scrum Team is provided with an environment conducive to completing the project successfully.



**Scrum Developer Certified (SDC®)** is relevant for Scrum Team Members and anyone who interacts with Scrum Teams. SDC professionals gain enough knowledge about Scrum to effectively contribute to a Scrum project.



**Scrum Product Owner Certified (SPOC®)** is relevant for Product Owners and experienced practitioners who represent business interests in a project. The Product Owner represents the interests of the stakeholder community to the Scrum Team.



**SCRUM study Agile Master Certified (SAMC®)** is relevant for professionals who possess knowledge and understanding of the values, methods, and intricacies of Agile. SAMC professionals should appreciate the concepts of Agile development and have the ability to compare and choose or combine Agile methodologies for each project.



**Scaled Scrum Master Certified (SSMC®)** is an advanced level certification for professionals who are working as or are interested to work as Chief Scrum Masters, Program Scrum Masters, or Portfolio Scrum Masters. The objective of this certification is to confirm that candidates have the required expertise to coordinate and facilitate the working of multiple Scrum Teams at the project, Program, or Portfolio levels.



**Scaled Scrum Product Owner Certified (SSPOC®)** is relevant for Chief Product Owners, Program Product Owners, or Portfolio Product Owners who handle complex projects, programs, or portfolios. The objective of this certification is to confirm that candidates have the required Scrum expertise to coordinate the work of multiple Product Owners in a complex project, program, or portfolio.



**Expert Scrum Master Certified (ESMCTM)** is relevant for professionals who are experienced in handling complex Scrum projects and in facilitating the work of Scrum Teams. This certification is the next step for Scrum practitioners to further demonstrate their expertise in Scrum methodology.



## PROFESSIONAL CERTIFICATIONS



The **Chartered Institute of Purchasing and Supply (CIPS)** is the world's largest

Professional body serving Procurement and Supply. CIPS Qualifications are recognized as driving leading edge thinking and professionalism in procurement and is recognized worldwide as the standard for procurement professionals.

Professionals who are involved in procurement and supply and warehousing find this certification advantageous.



When you study with **Association of Chartered Certified Accountants (ACCA)**,

you can take your career in any direction; you open doors to the best and most interesting roles all over the world. And you become one of the sought-after finance professionals our fast-changing world needs. ACCA has a worldwide reputation for excellence and their rigorous qualifications are recognised and respected across the globe.



The **Chartered Institute of Management Accountants (CIMA)** Professional

Qualification is recognised worldwide as the most relevant global finance certification for a career in business. Management Accountants analyse information to advise strategy and drive sustainable business success. Anyone can study the CIMA qualification, whether they are new to finance and business or an experienced professional.



As the world's largest organisation for Professional Marketers, **Chartered Institute of Marketing (CIM)** has a global

reputation as a centre of excellence and its qualifications are recognised worldwide. Chartered Marketer status recognises those marketers achieving the highest level in the marketing profession through experience and qualifications.



Earning a **Cisco Certified Network Associate (CCNA)** Routing and Switching certification is

the best way for you to prepare for a successful career in networking. As networking capabilities continue to grow and expand, corporations, nonprofits, schools, hospitals, governments, and NGOs around the world are experiencing a shortage of qualified information and communication technology (ICT) specialists to design, install, secure, and manage their networks. Naflin Consult Limited helps individuals prepare for industry-recognized certifications and entry-level information and communication technology (ICT) careers in virtually every type of industry.



Human Resource Professionals Certified by the **Human Resource Certification Institute (HRCI)** enhance their professional credibility and the organizations they serve.

Certification is a career-long commitment that demonstrates dedication, credibility and a mastery of the principles of human resources to your employers, clients, staff members and professional peers around the globe. Certification attests to the investment you have made in your HR career and holds a recognized place in the profession.



**ITIL®** certification is one of the primary requirements for professionals who want to learn and understand the fundamental concepts of ITIL frameworks to enhance the quality of IT Service Management. The ITIL® certification scheme provides a modular approach to the ITIL framework and is comprised of a series of qualifications focused on different aspects of ITIL best practice to various degrees of depth and detail. The tiered structure of the qualification offers candidates flexibility relating to the different disciplines and areas of ITIL and the ability to focus their studies on key areas of interest.





## PROFESSIONAL CERTIFICATIONS



The **Certified Information System Auditor (CISA)** designation is a globally recognized certification that showcases your audit experience, skills and knowledge, and demonstrates you are capable to assess vulnerabilities, report on compliance and institute controls within the enterprise. The CISA designation is awarded to individuals with an interest in Information Systems auditing, control and security.



An **International Institute of Business Analysis (IIBA)**® competency-based certification supports the recognition of the profession and discipline and work to maintain the global standard for the practice and certification. Competency-based testing evaluates your understanding and application of business analysis skills, tasks, tools and techniques, and validates your key competencies. Programs and testing are based on the Business Analysis Body of Knowledge (BABOK® Guide) - the global standard for the practice of business analysis. An IIBA® competency-based certification tells employers you have the required skills, knowledge and experience in business analysis. Certification improves your marketability, your employability, and your earning potential.





### Authorized Training Provider® (ATP®)

Today the Global Innovation Institute stands alone as the most trusted and respected name in business innovation certification and accreditation, and in the standards that lie behind these. GInI Professional Certification helps them to understand their professional roles for driving innovation in the business, as well as to advance their own innovation careers inside the business. This program includes the following:



**Certified Innovation Professional® (CInP®)** imparts knowledge and skill on how to most effectively pursue innovation and creativity within business, how to structure and run innovation projects for maximum success, and how to drive an ongoing funnel and pipeline of new innovation within the business so that it is perpetually a market leader.



**Certified Design Thinking Professional® (CDTP®)** imparts deep knowledge and skill on how to leverage the Human-Centered Design philosophy, the Design Thinking process, and the many different Design Methods at our disposal to truly study and reframe problems into new points of view and to create optimal solutions that resonate with people.



**Certified Innovation Strategist® (CInS®)** imparts deep knowledge and skill on how to conceive, define, and leverage differing types of innovation strategies, together with need finding to pursue effective strategies, how to pursue customer experience and business model innovation, and how to justify new opportunities for this strategy.



**Certified Chief Innovation Officer® (CCInO®)** imparts deep knowledge and skill on how to structure and operate an enterprise-wide innovation program in a business, how to define and execute effective innovation strategies for the business, and how to drive advanced innovation efforts in a business, including teams, spaces, and methods.



**Authorized Innovation Assessor® (AIInA®)** authorizes select individuals (based on their education, experience, training, and passing the AIInA® examination) to execute both GInI's CInOrg® assessments and GInI's accreditation products – all via on-site assessments, and to assist businesses in completing Endorsement Applications for GInI's Innovation Endorsement program. All AIInA® activities are executed under the supervision of a GInIAInP®.

# TRAINING CALENDAR

## WEEK-DAY CLASS TIMETABLE

COURSE	FEES (GHC)	FIRST HALF TRAINING	SECOND HALF TRAINING
1. Accounting for Non-Accountants (5Day)	GHC 2,000.00	Week 3 Jan	Week 27 Jul
2. Business Law (5Day)	GHC 2,000.00	Week 4 Jan	Week 28 Jul
3. Cyber Security Risk Management (2Day)	GHC 1,500.00	Week 7 Feb	Week 29 Jul
4. Marketing Management (5Day)	GHC 2,000.00	Week 5 Jan-Feb	Week 30 Jul
5. Customer Service Management (3Day)	GHC 1,500.00	Week 7 Feb	Week 29 Jul
6. Finance for Non-Finance Professionals (5Day)	GHC 2,000.00	Week 6 Feb	Week 31 Jul-Aug
7. Human Resource Management (5Day)	GHC 2,000.00	Week 8 Feb	Week 32 Aug
8. Practical Project Management (5Day)	GHC 2,000.00	Week 9 Feb-Mar	Week 33 Aug
9. Stakeholder Management (3Day)	GHC 1,500.00	Week 10 Mar	Week 34 Aug
10. Total Quality Management (5Day)	GHC 2,000.00	Week 11 Mar	Week 35 Aug
11. Business Communication Skills (3Day)	GHC 1,500.00	Week 12 Mar	Week 36 Sep
12. Advanced Financial Statement Analysis (3Day)	GHC 1,500.00	Week 13 Mar	Week 37 Sep
13. Professional in Business Analysis PMI-PBA (5Day)	GHC 2,000.00	14 Apr	Week 38 Sep
14. Sales Management (5Day)	GHC 2,000.00	Week 15 Apr	Week 39 Sep
15. IT Security Risk Management (2Day)	GHC 1,500.00	Week 10 Mar	Week 34 Aug
16. Risk Management Professional PMI-RMP (5Day)	GHC 2,000.00	Week 16 Apr	Week 40 Sep-Oct
17. Portfolio Management Professional PMI-PfMP (5Day)	GHC 4,500.00	Week 17 Apr	Week 41 Oct
18. Management Accounting for Decision Making (5Day)	GHC 2,000.00	Week 18 Apr-May	Week 42 Oct
19. Risk Management (3Day)	GHC 1,500.00	Week 19 May	Week 37 Sep
20. Customer Service Delivery (3Day)	GHC 1,200.00	Week 12 Mar	Week 43 Oct



# TRAINING CALENDAR

## WEEK-DAY CLASS TIMETABLE (CONT.)

16. Risk Management Professional PMI-RMP (5Day)	GHC 2,000.00	Week 16 Apr	Week 40 Sep-Oct
17. Portfolio Management Professional PMI-PfMP (5Day)	GHC 4,500.00	Week 17 Apr	Week 41 Oct
18. Management Accounting for Decision Making (5Day)	GHC 2,000.00	Week 18 Apr-May	Week 42 Oct
19. Risk Management (3Day)	GHC 1,500.00	Week 19 May	Week 37 Sep
20. Customer Service Delivery (3Day)	GHC 1,200.00	Week 12 Mar	Week 43 Oct
21. Strategic Management (5Day)	GHC 2,000.00	Week 20 May	Week 44 Oct
22. Certified Associate in Project Management PMI-CAPM (5Day)	GHC 2,000.00	Week 21 May	Week 45 Nov
23. Program Management Professional PMI-PgMP (5Day)	GHC 4,500.00	Week 22 May	Week 44 Oct-Nov
24. Procurement Management (5Day)	GHC 2,000.00	Week 24 Jun	Week 46 Nov
25. Effective Sales Prospecting (3Day)	GHC 1,500.00	Week 19 May	Week 47 Nov
26. Financial Management (5Day)	GHC 2,000.00	Week 25 Jun	Week 48 Nov
27. Contract Administration (5Day)	GHC 2,000.00	Week 26 Jun	Week 49 Dec
28. Project Management Professional PMI-PMP (5Day)	GHC 2,500.00	Week 23 Jun	Week 50 Dec
29. MS Project (2Day)	GHC 1,200.00	Week 13 Mar	Week 36 Sep
30. Agile Certified Professional PMI-ACP (10Day Evening Class)	GHC 2,000.00	Week 25-26 Jun	Week 42-43 Oct
31. PMI-PMP Intensive Exam Preparatory Class (5Day Evening Class)	GHC 1,500.00	Week 11 Mar	Week 38 Sep



# TRAINING CALENDAR

## WEEK-END CLASS TIMETABLE

COURSE	FEES (GHC)	FIRST HALF TRAINING	SECOND HALF TRAINING
1. Professional in Business Analysis PMI-PBA (4 Saturdays)	GHC 2,000.00	Week 4-7 (Jan-Feb)	Week 27-30 Jul
2. Risk Management Professional PMI-RMP (4 Saturdays)	GHC 2,000.00	Week 8-11 (Feb-Mar)	Week 31-34 (Jul-Aug)
3. Portfolio Management Professional PMI-PfMP (5 Saturdays)	GHC 4,500.00	Week 12-16 (Mar-Apr)	Week 35-39 (Aug-Sep)
4. Program Management Professional PMI-PgMP (5 Saturdays)	GHC 4,500.00	Week 17-21 (Apr-May)	Week 40-44 (Sep-Oct)
5. Project Management Professional PMI-PMP (5 Saturdays)	GHC 2,500.00	Week 22-26 (May-Jun)	Week 45-49 (Nov-Dec)



# TRAINING GALLERY



# TRAINING GALLERY





# TRAINING GALLERY





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