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Training program agenda February & March 2018



Managing Data & Numbers

MS EXCEL Spreadsheets



IT Series

Training dates

22 & 23 February 2018

Programme duration

16 hours / 2 days

Venue

LUCAS College
Dzorwulu - Accra

Minimum participants

10 (under the number,
training can be cancelled)

Programme fees

600GHS for CCIFG
members

660GHS for non members

What is it all about?

The Managing Data & Numbers programme is designed to provide trainees with the essential tasks that can be performed under Microsoft Excel Spreadsheets while optimising the usage of this application.

Programme outline

- Menus, Commands & Functions
- Formatting and Calculations
- Managing Excel Worksheets – Cells & Columns
- Formatting Spreadsheets, Layout & Presentation of Data
- Recopying Formulas – Advance functions
- Managing Databases
- Creating & Inserting Excel Charts – Graphics & diagrams
- Creating Pivot Tables
- Working with Macros
- Creating & showing scenarios

Who should attend?

This programme targets all people who work with databases, numbers and statistics, whatever their job and their position: administration, personnel, sales & marketing, accounting & finance assistants, management.

Certification

Certificate of Completion by LUCAS College

Training methodology

Programme delivered using a combination of Exercises, Applied Projects, Interactive Presentations, Group facilitation in order to train participants on target skills, with direct applications to their work environment. Training uses different approaches including:

- Exercises to train participants on related issues, with a direct application of the material to their work environment
- Group facilitation and discussions to promote class interaction and discuss real cases encountered by trainees, in the attempt to find directly applicable solutions
- Assessment sheets and exercises
- Applied projects: the training period will be the occasion for participants involved to work with ad-hoc teams and with the instructors on specific work related mini-projects.

Certificate in Administrative Assistantship



Business Management Series

Training dates

1 & 2 March 2018

Programme duration

16 hours / 2 days

Venue

LUCAS College
Dzorwulu - Accra

Minimum participants

10 (under the number,
training can be cancelled)

Programme fees

800GHS for CCIFG
members

880 GHS for non members

What is it all about?

Administrative assistants provide both clerical and administrative support to professionals, either as part of a team or individually. They play a vital role in the administration and smooth running of businesses.

Programme outline

The Role of the Executive Assistant

- The typical role - The changes
- The new roles - The new competencies

Office Operations

- Managing files & records
- Managing mail & correspondence

Effective Communication Skills

- The communication trilogy
- Verbal communication & Nonverbal communication
- Written communication

Essential Customer Service Skills

- Understanding & addressing customer needs
- The key skills for quality service

Organizing & Managing Meetings

- Preparing for meetings
- Things to do during & after the meeting

Time Management, Key Concepts & Tools

Who should attend?

This course is designed for all management assistants, whether newly appointed or needing to freshen up their existing skills.

Certification

Certificate of Completion by LUCAS College

Training methodology

Programme delivered using a number of tools, including audio-visual computerized presentations. Training relies on group dynamics, using different approaches to ensure proper assimilation of the course skills, knowledge and know-how:

- Case studies & Exercises to train participants on related issues, with a direct application of the material to their work environment
- Group facilitation and discussions to promote class interaction and discuss real cases encountered by trainees, in the attempt to find directly applicable solutions
- Role-plays, assessment sheets and exercises
- Applied projects: the training period will be the occasion for participants involved to work with ad-hoc teams and with the instructors on specific work related mini-projects.

Certificate in Marketing & Sales



Business Management Series

Training dates

8 & 9 March 2018

Programme duration

16 hours / 2 days

Venue

LUCAS College
Dzorwulu - Accra

Minimum participants

10 (under the number,
training can be cancelled)

Programme fees

800GHS for CCIFG
members

880 GHS for non members

What is it all about?

Today's organization demands that the Marketing function provides a real value-added service. This programme will offer a major opportunity to visit, review, reflect and refocus on existing practices and gain a comprehensive overview of marketing & sales principles.

Programme outline

- The Marketing Concept
- The Marketing Mix
- Marketing & Corporate Goals and Strategy
- Overview of Marketing Research
- Market Analysis & Planning Methodologies
- Segmentation & Positioning
- Building a Marketing Plan
- Customer Relationship Management – CRM Techniques
- The Sales Process & Techniques

Who should attend?

This Certificate programme is designed for all those who interface with marketing on a regular basis and all who are in contact with customers for sales, technical, research & development or service purposes.

Certification

Certificate of Completion by LUCAS College

Training methodology

Programme delivered using a number of tools, including audio-visual computerized presentations. Training relies on group dynamics, using different approaches to ensure proper assimilation of the course skills, knowledge and know-how:

- Case studies to train participants on related issues, with a direct application of the material to their work environment
- Group facilitation and discussions to promote class interaction and discuss real cases encountered by trainees, in the attempt to find directly applicable solutions
- Role-plays, assessment sheets and exercises
- Applied projects: the training period will be the occasion for participants involved to work with ad-hoc teams and with the instructors on specific work related mini-projects.

Certificate in Project Management



Business Management Series

Training dates

15 & 16 March 2018

Programme duration

16 hours / 2 days

Venue

LUCAS College
Dzorwulu - Accra

Minimum participants

10 (under the number,
training can be cancelled)

Programme fees

800GHS for CCIFG
members

880 GHS for non members

What is it all about?

Prioritise, organise, manage and control work, conduct and monitor projects with tools and techniques that will make any assignment safer, more successful and better managed, no matter how informal the project

Programme outline

- Introduction to Project Management
- Project Management & Organisational Structure
- Management Functions - Management Framework
- Project Environment
- Contract Administration
- Project Phases & Life Cycle
- Project Team Fundamentals
- Analysis, Risks and Issues
- Baselines – Planning – Cost Estimation & Control
- Project Performance Management
- Risk Management
- Technical Aspects of Project Management

Who should attend?

This Certificate programme targets all levels of professionals involved in projects, whether as managers or team members. Administrators, business centres services staff, project support staff such as coordinators, project assistants, and many others will benefit.

Certification

Certificate of Completion by LUCAS College

Training methodology

Programme delivered using a number of tools, including audio-visual computerized presentations. Training relies on group dynamics, using different approaches to ensure proper assimilation of the course skills, knowledge and know-how:

- Case studies to train participants on related issues, with a direct application of the material to their work environment
- Group facilitation and discussions to promote class interaction and discuss real cases encountered by trainees
- Role-plays, assessment sheets and exercises
- Applied projects: the training period will be the occasion for participants involved to work with ad-hoc teams and with the instructors on specific work related mini-projects.

How to register?



Fill the form you received, or find it on CCIFG or Lucas website



Proceed to payment to Lucas College before the start of the training program



Attend the training program to get your certificate

**For more information,
contact CCIFG or Lucas Collage**

"Supporting your business in Ghana"

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"Most projects require three hands."

LUCAS College

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