

2013 Learning Opportunities Catalog

MCS Learning Center





About MCS

www.mcsconsultingltd.com

MCS CONSULTING LIMITED

MCS Consulting is a strategic and project management consulting company located in Washington D.C., USA, and Lagos, Nigeria. Established in 2001, the Firm provides consulting services in Business Development, Human Capital Development, Performance Measurement and Project Management.

MCS partners and professionals are skilled in providing End-to-End solutions for their clients, spanning the global public, energy and private sector with significant experience in:

- The World Bank and International Finance Corporation Capacity Building Initiatives (IFC)
- Learning & Development
- Human Capital Consulting
- Structuring and Developing Projects from (project design and initiation documentation)
- Project Management
- Setting up Project Management Office (PMO)
- Customer Relationship Management
- Gap Assessments

$$\begin{array}{|c|} \hline \text{Right Skills} \\ \hline \end{array} + \begin{array}{|c|} \hline \text{Right Knowledge} \\ \hline \end{array} + \begin{array}{|c|} \hline \text{Right Job} \\ \hline \text{Right Attitude} \\ \hline \end{array} = \begin{array}{|c|} \hline \text{Competence} \\ \hline \end{array}$$



Welcome MESSAGE

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The new economy is often called the knowledge economy. Emerging from an industrial age, this new economy distinguishes itself by a large amount of the value of the company residing in the head of the employee instead of in the tangible assets of the company. The compatibility of people and work culture is also of enormous importance if not of greatest importance, because it is people who work on the information technology (IT), to drive the process that makes an organization successful or unsuccessful.

At MCS Learning Center, we strongly believe that a well-trained and highly motivated workforce is the singular edge that will stand you above the competition. As we commit ourselves to offering you learning opportunities that support optimal performance, we encourage you to develop your professional competencies in order to build a solid platform for professional success.

In this edition, we divide the brochure into sections: Personal Success, Customer Service Excellence, Team Building and Other Courses for easy navigation.

Welcome!

Afolabi Imoukhede
Managing Consultant
MCS Consulting Limited

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Right Attitude





PERSONAL SUCCESS



MCS BEST-SELLING COURSES

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1. WRITING FOR SUCCESS/EFFECTIVE BUSINESS WRITING

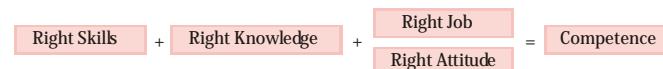
Writing for Success and/or Effective Business Writing is designed to improve business written communications. This writing program concentrates on the ABC's of effective business communication: Accuracy, Brevity and Clarity. This course will show you how to prevent or solve writing problems and will include easy-to-follow guidelines for writing reports, memos, letters and email. Participants will learn how to logically organize their materials and clearly express their thoughts.

Among the topics to be covered are:

- Review of language structure
- Proper business communication
- Business writing skills
- Reports and email
- Grammar review

Some of the writing skills that would be taught in this course include:

- Understanding business writing
- Being specific
- Writing concisely
- The Writing Process
- The Nine Qualities of Effective Business Writing
- How to organize your writing
- Achieving an Appropriate Tone
- Paragraphing
- Page Layout
- Business definitions
- Using electronic tools





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2. WINNING PRESENTATION SKILLS

This program is designed to learn effective presentation techniques.

The participants of this course will go home with knowledge on how to:

- Set up purpose
- Gather data
- Outline key information points
- Set up a simple storyboard
- Overcome anxiety
- Use visual aids/Presentation tools
- Deliver a clear and concise message

Some of the presentation skills that would be taught in this course include:

- Preparing for presentations
- Check Logistics
- Audiovisuals
- Coping with Nervousness
- Appearance
- Practice Sessions: Eye contact
- Preparing Content
- Converting Content into Slide Presentations
- Dealing with Hostility
- Judging Mood of an audience
- WIIFM

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3. PROBLEM SOLVING

This program is designed to equip key employees with problem solving tools for win-win solutions

The learning outcomes for this course will include:

- Knowing how to create a conducive atmosphere for dialogue
- Determining the main problem statement
- Understanding the measures for defining the problems
- Practicing different methods of analysis
- Adopting a screen for weighing alternative
- Practicing problem solving strategies

Some of the problem solving tools and techniques that would be taught in this course includes:

- What I Know
- State of Mind
- Decision Making
- Managing Complexity
- Problem Restatement
- Pros-Cons-Fixes
- Causal Flow
- Matrix
- Worst-Case Analysis
- Creativity

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MCS BEST-SELLING COURSES

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4. ATTITUDE 101

This program deals with the right attitude to work.

The learning outcomes for this course will include:

- Impact of Attitude
- The Formation of Attitude
- The Future with the Right Attitude

Some of the attitude skills to be taught in this course include:

- How attitude impacts leadership
- How it impacts individual
- What shapes a person's attitude
- Changing your attitude
- How obstacles can actually enhance your attitude
- Defining failure
- Defining success
- How to keep climbing

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5. LEADERSHIP 101

This course is designed to help you develop your leadership ability and increase your personal and organizational success.

Among the topics to be covered are:

- The Development of a Leader
- The Traits of a Leader
- The Impact of a Leader

Some of the leadership skills that would be taught in this course include:

- Why I should grow as a leader
- How to grow as a leader
- Becoming disciplined
- Prioritizing my life
- How to develop trust
- How to effectively cast vision
- Importance of influence
- How influence works
- Extending one's influence
- Enjoying a lasting leadership

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TEAM BUILDING



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1. TEAM BUILDING AND BONDING

This is broken down into:

1.1 TEAM BUILDING AND BONDING

This program is designed to develop team spirit and bonding among employees and improve productivity.

The participants should expect learning outcomes such as:

- Do we need to build a team?
- Understand the process and stages of team building and bonding
- Communicate the same purpose and message
- Practice your team member roles
- Give constructive feed forward
- Choose team leader
- Resolve conflicts

1.2 TEAM PLAYER

This program is designed to engender peaceful industrial relations thus increase corporate results.

The learning outcome for this course will include:

- Learning how to follow
- Understanding organisational values
- Matching personal visions with organisational values
- Adopting corporate commandments according to your personal values
- Applying empathy in handling poor performances
- Developing strategy plan

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Right Attitude





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1.3 TEAM EFFECTIVENESS

This program is designed to improve team effectiveness.
For this course, the learning outcome includes but not limited to:

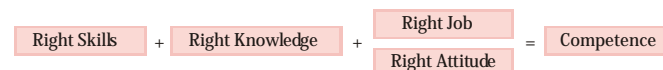
- Learn how to culture the desired team values
- Establish golden rules for team members' engagements
- Align words and deeds with a winning team culture
- Design job enrichment programs
- Use constructive feedback from peer evaluations

1.4 MANAGING TEAMS

This course takes managers beyond the conceptual ideas of teams, but provides practical advice for developing groups with interdependence in their work and their knowledge to become winning teams.

The learning outcome for this program will include:

- Learning the type of leadership needed to guide teams successfully
- Preparing managers for the challenges that arise with managing teams
- Understanding the 3 cornerstones' model for developing team success and provide how-to strategies to make them happen
- Discussing the types of teams that are growing in popularity: self-directed teams, project teams, task teams
- Gaining tools, tips and anecdotes about interpersonal communication, conflict resolution, problem solving, group decision-making, meetings and goals





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2. CULTURE INTEGRATION

Cultural diversity is one important element of the merger process that is often overlooked. Many mergers do not fully realize the predicted synergies due to the conflicts that can arise from lack of cultural awareness. Every culture has a different approach to leadership, decision-making, problem solving, and communication. These differences, which are frequently overlooked in the equation for merger success, often result in irreconcilable differences that sabotage the integration process.

Objectives

Objectives of this course will be around:

- Develop awareness of your own culture
- Explore common cultural beliefs and values of target cultures
- Identify differences in communication and leadership styles
- Evaluate different approaches to meetings, decision making and problem solving
- Identify different attitudes to formality in business situations

Benefits

- Increased awareness of cultural differences
- Ability to anticipate and deal with potential conflicts that hinder the integration process
- Increased flexibility and cooperation
- Improved team communication

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CUSTOMER SERVICE EXCELLENCE



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1. CUSTOMER SERVICE CERTIFICATION PROGRAM

This program is offered to all corporate employees who wish to receive their certification in “Customer Service”. Managers may also nominate exceptional employees in their department to be “Ambassadors” of customer service.

The Customer Service Certification Program consists of five (5) courses. Four

(4) required and choice of one (1) elective:

- 1.1 Achieving Service Excellence (required)
- 1.2 Service recovery (required)
- 1.3 Dealing with Difficult People (required)
- 1.4 Communicating with customers (required)
- 1.5 Turning Stress into High Performance (elective)
- 1.6 Effective Negotiations (elective)

2.1 ACHIEVING SERVICE EXCELLENCE (Required)

This program is designed to give employees a clear understanding of how organization can impact their clients' and customers' experiences

For this course, the learning outcomes will include but not restricted to

- Gaining understanding about organization's mission, vision and shared values
- Identifying internal and external “customers”
- Identifying “moments of truth”
- Knowing what effective customer service looks like
- Gaining understanding about client privacy and confidentiality
- Addressing service successes and failures

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2.2 SERVICE RECOVERY: MAKING WHAT WENT WRONG RIGHT (Required)

Exceeding customers' expectations is critical in today's service oriented environment. Whether you interact with internal and or external customers, providing top-notch service is the key to success. However, even with great service, occasionally, things can go wrong. To the customers, the true test of great customer service is the way their problem is resolved. Service recovery is a focused effort to return aggrieved customers to a state of satisfaction.

For this course, the learning outcomes will include knowing how to:

- Identify situations where service recovery efforts are needed
- Develop strategies and tactics to regain service excellence
- Implement the MCS service recovery process
- Evaluate the effectiveness of the service recovery process

2.3 DEALING WITH DIFFICULT PEOPLE (Required)

This program provides learners' with the tools to deal effectively with difficult people. Individuals will learn skills applicable to both professional and personal life.

At the end of the class you will be able to:

- Identify why clients may be upset
- Manage difficult people
- Communicate effective verbal and non-verbal communication techniques
- Maintain service excellence
- Gain understanding about the other person's point of view

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2.4 COMMUNICATING WITH CUSTOMERS (Required)

The focus of this program is to provide employees with tools and techniques that will improve their communication skills when dealing with customers.

The participants should expect learning outcomes such as:

- Build an instant rapport with callers
- Establish new ways to communicate more effectively
- Project a professional image
- Deal with complaints and angry customers
- Screen calls and take messages
- Use active listening techniques

2.5 TURNING STRESS INTO HIGH PERFORMANCE (Elective)

If managed, stress is constructive and may serve to motivate. This program will enable participants to manage stress effectively.

At the end of the class you will be able to:

- Survey stressful events in your life
- Learn tolerance techniques to better deal with stressful events
- Learn stamina techniques -short and long term- to increase physical energy and mental clarity to better deal with stressful events
- Solve problems that interfere with performance

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2.6 EFFECTIVE NEGOTIATIONS (Elective)

The “Art” of negotiation involves working out problems and building towards resolution. Participant completing this program will have skills that are useful on a daily basis. Such as maintaining composure, defusing anger and hostility, finding out what the other side really wants and creating a “win-win” situation.

The learning outcomes for this course will include:

- Gaining insight into the power of commitment and vision in achieving customer satisfaction goals
- Learning “Getting-Past-No” negotiation skills model

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OTHER COURSES



OTHER COURSES

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- Compliance Training
- Strategic Human Resources
- Administrative Functions & Office Management
- Effective Coaching Skills
- Strategic Leadership Development
- Project Management
- Guide to Effective Business Plan Development

OTHER SERVICES

- Executive Development Programs (Europe, USA and South Africa)
 - High Impact Leadership
 - Leading Strategic Growth and Change
 - Competitive Strategy for Business Markets
 - Mergers, Buyouts and Corporate Restructuring
 - Strategic Thinking
 - Pension Fund and Investment Management
- Leadership Retreats (Local & International)
- Specialized Industry Specific Courses
- Human Capital Consulting
- Business Strategy Development
- Project Management

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Past Engagement

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- World Bank Group (SME/MSME Department):
 - Consultants to the Micro, Small & Medium Enterprise project (MSME), Nigeria
 - Consultants to the Nigeria Competitiveness Forum (Better Business Initiative)
 - Consultants to the Africa Project Development Facility (APDF)
- UK Department for International Development (DFID)
 - Consultants to Adam Smith International: ENHANCING NIGERIA ADVOCACY FOR A BETTER BUSINESS ENVIRONMENT (ENABLE)
- Confederation of Danish Industries (DI) Denmark
 - Consultants coordinating all administrative and executive duties concerning DI/World Bank technical partnership project with the Manufacturers Association of Nigeria (MAN)
- Bank of Industry (BOI)
 - Training Facilitator for BOI's Secrets to Business Success Boot Camp in Oyo, Edo & Lagos States. This is an on-going National Tour that is focused on expanding the economy through entrepreneurial education.
- Project Management & Strategy Development Consultants to the following:
 - Central Bank of Nigeria (CBN) FSS2020
 - Rimsom Associates International
 - Lion Building Investments
 - Resort/Bi-Courtney Group
 - Rachel Hotels
 - PJK Nigeria Limited

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Past Engagement

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- Human Capital Consulting
 - This is inclusive of developing Human Resources (HR) strategy, infrastructure, systems, policies, procedures and performance management systems.
- Human Capital Training (Capacity Building) Services to the following:
 - Manufacturers Association of Nigeria (MAN)
 - Petroleum & Natural Gas Senior Staff Association of Nigeria (PENGASSAN)
 - National Union of Petroleum & Natural Gas workers (NUPENG)
 - PGS Exploration Nigeria Limited
 - Bank of Industry (BOI)
 - First Bank Plc
 - MDS Logistics Limited
 - UAC Nigeria Plc
 - Wema Trustees Limited
 - Cornerstone Trustees Limited
 - Cadbury Nigeria Plc
 - Nestle Foods Nigeria Plc
 - Pan Ocean Oil Company
 - PJK Nigeria Limited

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Right Attitude





MCS Values

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Why MCS Learning...

MCS Learning is the preferred learning option for several reasons. Amongst them are our training values aimed at:

- Increased revenue
- Maximized profit
- Decreased inefficiencies, resulting in more profitable business and well trained workforce.

MCS Guarantee

We guarantee that our courses will pay for itself both in direct financial terms and in value-added benefits to your staff.

MCS Methodology

- People
- Process
- Technology

MCS USP

- Follow-ups
- Monitoring
- Mentoring
- ROTI

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(Note: The original image shows 'Right Attitude' in the third box, which is more contextually appropriate than 'Right Job' for this formula.)





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