

LEARNING & GROWTH

CATALOGUE



- ◆ Evident™ Business Skills
- ◆ Evident™ Etiquette & Ethics
- ◆ Evident™ Management Skills
- ◆ Evident™ Leadership Skills
- ◆ Evident™ Departmental Skills

Table of Contents

Evident™ Business Skills Training	6
1. Diversity	6
2. Administrative Assistant Skills.....	6
3. Organizational Communication.....	6
4. Advanced Business Communication.....	6
5. Telephone Skills	6
6. Listening Skills	7
7. Grammar Skills	7
8. Business Writing.....	7
9. Communicating with Difficult People.....	7
10. Cross-Cultural Business Communication.....	7
11. Effective Presentations.....	8
12. Conducting Meetings	8
13. Negotiating	8
14. Computer Proficiency	8
Evident™ Etiquette & Ethics.....	9
1. Business Etiquette	9
2. Business Ethics	9
3. E-mail Etiquette	9
4. Telephone Etiquette.....	9
5. Business Code of Conduct	9
Evident™ Departmental Skills Training	10
1. Sales & Relationship Management	10
1.1. Sales Management	10
1.2. Sales Skills	10
1.3. Professional Selling Over the Phone	10
1.4. Solution Selling	10
1.5. Strategic Selling.....	10
1.6. Customer Relationship Management.....	11
1.7. Key Accounts Management.....	11
2. Teams	11

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

2.1	Team Participation	11
2.1	Virtual Teams	11
2.1	Project Teams	12
2.1	Virtual Team Management	12
2.1	Team Conflict	12
2.1	Cross Functional Teams	12
3.	Operations	13
3.1	Operations Management	13
3.2	Value Chain Management	13
3.3	Six Sigma	13
3.4	Supply Chain Management	13
3.5	Total Quality Management	13
3.6	Quality Management	14
4.	Finance & Economics	14
4.1	Financial Management	14
4.2	Crisis Management	14
4.3	Risk Management	14
4.4	Business Finance	15
4.5	Business Accounting	15
4.6	Advanced Financial Statements	15
4.7	Financial Statements	15
4.8	Budgeting	15
4.9	Economics	16
5.	Project Management	16
5.1	Project Management Essentials	16
5.2	Project Management	16
5.3	Managing IT Projects	17
5.4	Advanced Project Management	17
6.	Marketing & Service Excellence	17
6.1	Call Centre	17
6.2	Marketing	17
6.3	Brand Management	18

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

6.4	Competitive Intelligence	18
6.5	Excellence in Service.....	18
Evident™ Management Skills		19
1.	Essentials of Management.....	19
2.	Supervisory Management.....	19
3.	Strategic Management	19
4.	Strategic Decision Making	20
5.	Business Problem Solving	20
6.	Goal Setting.....	20
7.	Delegation	20
8.	Essentials of Business Law	21
9.	Moving From Technical Professional to Manager.....	21
10.	Call Centre Management	21
Evident™ Human Resources & Training.....		22
1.	Hiring Interviewing Skills	22
2.	Exit Interviewing Skills	22
3.	Workplace Aggression.....	22
4.	Recruiting and Retention.....	22
5.	360-Degree Feedback.....	23
6.	Sexual Harassment.....	23
7.	Human Resource Law	23
8.	E-Learning Essentials.....	23
9.	Organizational Learning	24
10.	Succession Planning	24
11.	Performance Management	24
12.	Correcting Performance Problems	24
13.	Motivation	25
14.	Facilitation	25
15.	Coaching.....	25
16.	Mentoring.....	25
17.	Organizational Behaviour.....	26
18.	Balanced Score Card.....	26

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

19.	Managing Experts	26
20.	Managing Generations in the Workplace	26
21.	Managing High Performers	27
22.	Training Of Trainers	27
Evident™ Leadership Training		28
1.	Leadership Development	28
2.	Frontline Leadership	28
3.	Managerial Leadership	28
4.	Executive Level Leadership	28
5.	Women in Leadership	29
6.	Team Leadership	29
7.	Project Leadership	29
8.	Advanced Project Leadership	29
9.	Managing Change	30
Evident™ Personal Development		30
1.	Time Management	30
2.	Stress Management	30
3.	Creativity and Innovation	30
4.	Career Development	31
5.	Achieving Success Without Authority	31
6.	Decision Making and Problem Solving	31
7.	Business Travel Safety	31
8.	International Business Essentials	31
9.	Interpersonal Communication	32
10.	Advanced Interpersonal Communication	32
11.	Emotional Intelligence	32
12.	Consulting	32
13.	Self-Development	33

Evident™ Business Skills Training

1. Diversity

- What Managers Should Know
- What Employees Should Know
- Overcoming Discrimination

2. Administrative Assistant Skills

- Understanding Basic Skills
- Enhancing Your Skills

3. Organizational Communication

- The Fundamentals
- Communicating in the Workplace
- Managing Communication

4. Advanced Business Communication

- Guidelines for Effective Communication
- Advanced Business Communication: Business Writing for Results
- Effective Business Communication

5. Telephone Skills

- Professionalism Through Basic Skills
- Handling Difficult Calls
- Effectively Managing Inbound and Outbound Calls

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

6. Listening Skills

- The Fundamentals of Listening
- Listening Challenges

7. Grammar Skills

- An Introduction to Basic Grammar
- Writing Effectively
- Punctuation, Mechanics, and Spelling

8. Business Writing

- The Fundamentals
- Writing Effective Proposals

9. Communicating with Difficult People

- Working with Difficult Employees
- Handling Difficult Co-Workers
- Communicating with Your Manager

10. Cross-Cultural Business Communication

- Understanding Cultural Differences
- Developing Cross-Cultural Communication
- Addressing Cross-Cultural Business Situations

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

11. Effective Presentations

- Planning a Presentation
- The Presentation Process
- Essentials of an Effective Presentation

12. Conducting Meetings

- The Meeting Process
- Managing a Meeting
- Effective Meeting Communication

13. Negotiating

- Preparing for a Negotiation
- The Negotiation Process
- Advanced Negotiating Tactics

14. Computer Proficiency

- Basic concepts of Information Technology (IT).
- Personal Computers and Operating Systems
- Word Processing
- Basic Concepts of Spreadsheets
- Basic Concepts of Databases
- Basic Concepts of Presentations
- Basic Concepts of Information and Communication

Evident™ Etiquette & Ethics

1. Business Etiquette

- Office Protocol
- Communicating in Today's Workplace
- Business Functions and Travel

2. Business Ethics

- Ethical Decision Making
- Managerial Business Ethics
- Organizational Ethics

3. E-mail Etiquette

- E-mail in the Workplace
- Using E-mail to Communicate Successfully
- Writing Effective E-mail Messages

4. Telephone Etiquette

- Portraying a Good Corporate Image
- Implementing Customer Care

5. Business Code of Conduct

- Ethical Responsibility
- Bribery and Kickbacks
- Insider Trading
- Confidentiality and Company Assets
- Conflicts of Interest

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

Evident™ Departmental Skills Training

1. Sales & Relationship Management

1.1. Sales Management

- Building a Championship Sales Team
- Leading a Sales Team
- Motivating Sales Teams to Win

1.2. Sales Skills

- The Fundamentals
- Overcoming Obstacles
- Gaining Customer Commitment
- Developing a Winning Strategy
- Effectively Closing a Sale

1.3. Professional Selling Over the Phone

- Preparation and Strategies
- Prospecting
- Closing a Sale

1.4. Solution Selling

- Prospecting and Addressing Needs

1.5. Strategic Selling

- Gaining Access to the Executive

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

1.6. Customer Relationship Management

- Implementing CRM
- eCRM

1.7. Key Accounts Management

- Introduction to Key Account Management
- Understanding Your Customers
- Best Practices and the Key Account Manager
- Developing a Strategic Key Account Plan
- Consolidation and Development

2. Teams

2.1 Team Participation

- Teamwork Fundamentals
- Team Communication
- Resolving Conflict in Teams
- Decision Making in Teams

2.1 Virtual Teams

- The Fundamentals
- Communicating Effectively
- Participating in Virtual Meetings

2.1 Project Teams

- Participating on a Project Team
- Applying Team Building Techniques
- Building a Project Team

2.1 Virtual Team Management

- Developing Virtual Teams
- Managing Virtual Team Relationships
- Coaching Virtual Team Members

2.1 Team Conflict

- Resolving Team Conflict
- Working in Diversified Teams
- Overcoming Conflict with Communication

2.1 Cross Functional Teams

- Goal Setting in a Cross-Functional Team
- Selecting Cross-Functional Team Members
- Cross-Functional Team Development

3. Operations

3.1 Operations Management

- Fundamentals of Operations Management
- Operations Components
- Operations Management Tools

3.2 Value Chain Management

- Elements of the Value Chain
- Managing a Value Chain
- Managing the Transition to a Value Chain

3.3 Six Sigma

- Six Sigma Essentials
- Deploying Six Sigma
- Managing Six Sigma Projects

3.4 Supply Chain Management

- Principles and Concepts
- Building a Sustained Competitive Advantage
- Using Models

3.5 Total Quality Management

- Essentials of TQM
- Principles
- Implementation and Tools

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

3.6 Quality Management

- The Quality Management Process
- Quality Management Tools
- Business Process Improvement

4. Finance & Economics

4.1 Financial Management

- Fundamental Accounting Concepts
- Understanding Financial Statements
- Budgeting Essentials
- Cash Analysis and Management
- Analysing Financial Statements
- Inventory Costing and Depreciation

4.2 Crisis Management

- Anticipating and Planning for Crisis Situations
- Managing a Crisis
- Resolving Crises in Organizations

4.3 Risk Management

- Developing a Risk Management Plan
- Risk Assessment and Control
- Financing and Contingency Planning

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

4.4 Business Finance

- Risk Analysis
- Time Value of Money
- Valuation of Stocks and Bonds

4.5 Business Accounting

- Accounting for Assets
- Accounting for Liabilities
- Accounting for Stockholders' Equity

4.6 Advanced Financial Statements

- Reading and Analysing an Annual Report

4.7 Financial Statements

- Analysing Cash Flows

4.8 Budgeting

- Creating and Analysing a Budget
- Operating and Manufacturing Budgets
- Capital Budgets

4.9 Economics

- The Principles of Economics
- Basic Concepts in Microeconomics
- Producers and Markets
- The Foundations of Macroeconomics

5. Project Management

5.1 Project Management Essentials

- Planning a Project
- Project Scheduling and Budgeting
- Controlling and Closing a Project

5.2 Project Management

- The Fundamentals
- Scope
- Time Management
- Estimating Costs
- Quality Standards
- Risk Management
- The Team
- Communications
- Contracts and Procurement
- Coordination
- The Process

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

5.3 Managing IT Projects

- Project Fundamentals and Initiation
- Project Planning and Execution
- Project Control and Closure

5.4 Advanced Project Management

- Building Productive Stakeholder Relationships
- Project Estimating Techniques
- Managing Accelerated Projects
- Setting Up a Project Office
- Portfolio Management
- Project Management Maturity

6. Marketing & Service Excellence

6.1 Call Centre

- Inbound Customer Service

6.2 Marketing

- Designing a Product Strategy
- Designing a Promotion Strategy
- Designing a Pricing Strategy
- Designing a Distribution Strategy
- Writing a Marketing Plan

6.3 Brand Management

- Building Brand Equity
- Developing a Brand Strategy
- Managing Brand Equity
- Integrated Marketing
- Branding on the Web

6.4 Competitive Intelligence

- Implementing a Competitive Intelligence System
- Analysis and Dissemination
- Researching Online

6.5 Excellence in Service

- Fundamentals for Managers
- Fundamentals for Employees
- Providing Superior Customer Service
- Working with Upset Customers
- Communicating with Your Customers
- Establishing Service Standards
- Building a Customer Service Team
- Creating Customer Loyalty

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

Evident™ Management Skills

1. Essentials of Management

- Succeeding as a New Manager
- Creating a Positive Workplace
- Maintaining a Productive Workforce

2. Supervisory Management

- Why organizations need managers and supervisors
- Shift from the older to the new model of management
- Accountability and supervisory effectiveness
- The basic management functions – planning, leading, organization & control
- Build effective relationships and teams in the workplace
- Understand different management styles.
- Achieving results through planning and prioritizing
- The supervisor as a facilitator
- Conflict resolution
- Delegation, feedback and listening skills
- Supervision, monitoring and control
- Motivating people
- Discipline in the workplace

3. Strategic Management

- Establishing Strategic Focus
- Analysing Strategic Options

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

4. Strategic Decision Making

- Preparing to Make Decisions
- Making the Right Decision
- Advanced Decision Making

5. Business Problem Solving

- Problem Solving Fundamentals
- The Problem-Solving Process
- Critical Thinking and Information Analysis
- Problem-Solving Teams

6. Goal Setting

- Reaching Individual Goals
- Goal Setting Tools for Managers
- Organizational Goal Setting

7. Delegation

- Understanding Delegation
- The Delegation Process
- Monitoring and Evaluating Results

8. Essentials of Business Law

- The Legal Environment
- Contract Law
- Employment Law
- Cyber law

9. Moving From Technical Professional to Manager

- Getting Started
- Managing Personnel
- Managing the IT Department

10. Call Centre Management

- Managing an Inbound Call Centre
- Measuring Quality and Performance
- Managing and Motivating Your Staff

Evident™ Human Resources & Training

1. Hiring Interviewing Skills

- Preparing for a Hiring Interview
- Conducting a Hiring Interview
- Laws Governing the Hiring Interview Process

2. Exit Interviewing Skills

- Preparing for an Exit Interview
- Conducting an Exit Interview
- The Termination Process

3. Workplace Aggression

- Recognizing Aggressive Behaviour
- Defusing Aggressive Situations
- Taking a Proactive Approach

4. Recruiting and Retention

- Staffing Your Organization
- Internet Recruiting
- Keeping Your Good Employees

5. 360-Degree Feedback

- Experiencing 360-Degree Feedback
- Implementing a 360-Degree Program
- Maximizing the Benefits of 360-Degree Feedback

6. Sexual Harassment

- What Employees Should Know
- Preventing Sexual Harassment Claims
- Resolving Sexual Harassment Claims

7. Human Resource Law

- Management's Role
- Employees with Disabilities
- Equal Employment Opportunity Law
- Family and Medical Leave Law
- Fair Labour Standards
- Understanding Privacy Rights

8. E-Learning Essentials

- E-Learning and Successful Strategy
- Marketing to your Key Players
- Deploying and Measuring Your Solution

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

9. Organizational Learning

- Developing a Knowledge Management System
- Transferring Knowledge Within an Organization
- Deploying a Knowledge Management System

10. Succession Planning

- Elements and Approaches
- Setting up a Succession Planning Program
- Successors, Plan Evaluations, and Planning Tools

11. Performance Management

- Establishing a Performance Plan
- The Performance Appraisal Process
- Overcoming Performance Appraisal Challenges
- Overcoming Performance Appraisal Challenges
- Managing Difficult People
- Providing Feedback
- Resolving Conflict

12. Correcting Performance Problems

- Identifying Performance Problems
- Addressing Performance Problems
- Disciplining Employees

13. Motivation

- Fostering Employee Motivation
- Motivating Through Rewards and Recognition
- Empowering to Increase Motivation

14. Facilitation

- The Effective Facilitator
- The Facilitation Process
- Facilitating Challenging Situations

15. Coaching

- Building Relationships
- Applying the Coaching Process
- Communicating with Employees

16. Mentoring

- Implementing a Formal Mentoring Program
- Developing Your Mentoring Skills
- Using a Mentor to Your Advantage

17. Organizational Behaviour

- Organizational Dynamics for Individuals
- Organizational Group Dynamics
- The Organizational System

18. Balanced Score Card

- Corporate Strategy
- Implementing
- Measuring Business Objectives

19. Managing Experts

- Understanding Experts
- Developing a Successful Environment
- Managing the Unique Needs of Experts

20. Managing Generations in the Workplace

- Understanding the Generations
- Generations Working Together
- Recruitment and Retention

21. Managing High Performers

- Creating a Retention Strategy
- Defining and Finding High Performers
- Implementing Recognition Programs

22. Training Of Trainers

- Conducting Training Needs Analysis
- The trainer's role and responsibility
- Methods of training
- Planning for a training session
- The art of questioning
- Types of training aids
- Planning and delivering a presentation
- Evaluating training
- Organizing and managing a training course

Evident™ Leadership Training

1. Leadership Development

- Delegation
- Learning to Lead
- Goal Setting
- Leading the Way
- Motivation

2. Frontline Leadership

- Preparing to Lead
- Knowledge in the Workplace
- Positively Influencing Workplace Culture

3. Managerial Leadership

- Creating a Vision
- Leading Through Change
- Motivating Employees

4. Executive Level Leadership

- Becoming an Executive Leader
- Change and the Executive Leader
- Leadership and Communication

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

5. Women in Leadership

- Leadership Roles and Styles
- Becoming a Leader
- Developing a Leadership Path

6. Team Leadership

- Developing a High-Performance Team
- Conducting Productive Team Meetings
- Promoting Your Team's Effectiveness

7. Project Leadership

- Leading the Project Team
- Communicating Within a Project Team
- Overcoming Obstacles

8. Advanced Project Leadership

- Organization, Strategy and Business Needs
- Navigating Corporate Structures
- Bringing Home the Value
- Selling Project Management to the Organization

9. Managing Change

- The Change Process
- Overcoming Change Obstacles
- Managing Yourself Through Change

Evident™ Personal Development

1. Time Management

- Developing a Time Management Plan
- Planning Your Day
- Overcoming Time Management Challenges

2. Stress Management

- Fundamentals for Managers
- Fundamentals for Employees

3. Creativity and Innovation

- Increasing Personal Creativity
- Fostering a Creative Environment
- Promoting Team Creativity

4. Career Development

- Developing a Career Strategy
- Excelling in Your Career
- Professional Networking

5. Achieving Success Without Authority

- Focusing on Results
- Personal Accountability

6. Decision Making and Problem Solving

- Decision Making Fundamentals
- Problem Solving Fundamentals

7. Business Travel Safety

- Domestic Travel
- International Travel
- Forming a Corporate Travel Safety Program
- Travel Safety Measures

8. International Business Essentials

- The Global Business Environment
- Succeeding as a Global Manager
- Conducting Business in Europe

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com

9. Interpersonal Communication

- Telephone Skills
- Effective Communication
- Listening Skills

10. Advanced Interpersonal Communication

- Building Relationships
- Communicating with Co-Workers
- Communicating to Build a Positive Culture

11. Emotional Intelligence

- Developing Emotional Intelligence Skills
- Applying Emotional Intelligence in the Workplace
- Emotional Intelligence for Executives

12. Consulting

- Building Consulting Relationships
- The Consulting Process
- Serving as an Internal Consultant

13. Self-Development

- Balancing Your Personal and Professional Life
- Motivating Yourself to Perform
- Increasing Your Assertiveness
- Developing Rapport Through Communication
- Improving Your Memory
- Positively Influencing Others

Contact us for a free assessment or a customised proposal.

Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: consult@vaimacentre.com Website: www.vaimacentre.com