

Training timetable





PricewaterhouseCoopers (Ghana) Limited seeks to enhance human capital potential of organisations and individuals through cutting edge training programmes aimed at providing comprehensive business performance improvement solutions. All training programmes will be held at the Sunlodge Hotel–Tesano, Accra–Ghana. For the year 2011, we shall be organising the following programmes:

	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
1.	The New Manager	Participants will: <ol style="list-style-type: none"> 1. Review the functions, abilities, and challenges of a manager 2. Be equipped with identified skills- set and tools for managing teams 3. Critically assess their communication styles 4. Learn to develop strategies for managing challenging situations 	Practicing and Potential Managers and Assistant Managers, HRM, and Team Leaders	26 – 28 January	750
2.	Internal Controls and Audit	<ol style="list-style-type: none"> 1. Discuss the role and responsibilities of internal auditors 2. Discuss the fundamentals of the audit process from planning the audit to monitoring 3. Discuss opportunities and challenges in managing the internal audit function 	CEOs, Auditors, Departmental Heads	1 – 3 February	750
3.	Service in the Hospitality Industry	Participants will know:	All categories of staff in the hospitality industry	1 – 3 February	600



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<ol style="list-style-type: none"> 1. What Customers Expect 2. Why Retaining Customers is Harder Than Ever 3. Who are your customers ? 4. The Common Causes of Failure and How to Avoid Them 5. Knowing Your Customer 6. Standards of Service 7. Motivating People to Care for Customers 8. Dealing with Customers Face to Face 9. Attitude, Assertive Communication 10. Knowing How to Respond and Handling Complaints 11. The Importance of Team Work 12. Measuring Customer Satisfaction 13. Telephone Manner 14. The role and importance of personnel in various departments of property , eg 15. Housekeeping, laundry, maintenance, waiters, barmen, room service, 16. Kitchen staff, Security, etc 17. How to 'read' guests and factors that impact guest perceptions of service 18. Handling of reservations 19. Including suggestive selling 20. Check-in and check-out procedures 21. Coordinating to manage an event 			
4.	Business Process Reengineering	<ol style="list-style-type: none"> 1. An understanding of how the value chain works within a business process 	Directors, and Middle-to-Senior Managers who are new to BPR, Business Analysts, Information	15 – 18 February	750



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<ul style="list-style-type: none"> 2. A series of analytical tools to diagnose process effectiveness and align processes 3. A proven framework that will allow you to structure and lead a business transformation program 4. A set of principles to guide the design of new processes 5. An understanding of how new processes need new ways of working and being 	Technology Project Managers, Chief Information Officers, and Project Managers		
5.	Effective Plant Maintenance Management	<ul style="list-style-type: none"> 6. To bring into focus the strategic importance of the Maintenance Function and the need to place it on the same level as the core functions of the organisation; 7. To introduce participants to the use of maintenance data in planning and scheduling maintenance jobs to minimise plant and equipment downtime; 8. To upgrade participants' knowledge in maintenance problem identification and developing effective action plans to optimise usage of plant and equipment availability; and 9. To reinforce the use of maintenance performance indicators as effective monitoring 	Maintenance Managers, Operations Managers/Supervisors, Estate Managers, Workshop Managers/Supervisors, Project Co-ordinators, NGOs, and Finance Managers who take decisions on maintenance budgets and anyone with responsibility for the maintenance of plant and equipment.	16 – 18 February	600



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		and control tool.			
6.	Mastering the Art of Effective Supervision	Participants will: <ol style="list-style-type: none"> 22. Review the role, abilities, and challenges of a supervisor 23. Equip themselves with identified skills- set and tools for supervising teams 24. Discuss the recipe for establishing and enhancing the credibility of a supervisor 25. Critically re-evaluate communication styles 	First Line Managers, Supervisors, Team Leaders	23 – 25 February	750
7.	Report Writing Skills	Participants will be introduced to: <ol style="list-style-type: none"> 1. The five “Ws” of reports 2. Principles of clear writing 3. Types of reports 4. Research and information gathering and prioritizing 5. Preparation to write the report 6. Writing, revising, and structure of reports 7. Writing tools and tests 8. Presentation and distribution of reports 9. Principles and style of clear report writing 10. Things to note in use of the English language 11. Final touches 	Middle to Top Management	23 – 25 February	750



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
8.	Critical Thinking in Management	<p>Participants will enhance their decision making skills in:</p> <ol style="list-style-type: none"> 1. The Consensus Statement – of Experts 2. Essential Elements, Problems, Challenges, Essence, Components, Themes, Attributes, Characteristics 3. Thinking Frames and Framing 4. Reasoning: Standards and Elements 5. Universal Intellectual Standards of Thinking 6. Cognitive Skills/Domain 7. Disposition Towards Critical Thinking 8. Bloom’s Taxonomy of Levels of Intellectual Behaviour 9. Universality of Critical Thinking 10. Good Thinking: Critical Thinking and Creative or Innovative Thinking 11. Thinking In Popular Culture 12. Thinking in Cognitive Science 13. Intuitive versus Reflective Thinking 14. System Thinking and Patterns of Thinking 15. Illusion of Control 16. Understanding About Thinking and Questions 17. Questioning Your Understanding 18. Levels of Thinking 19. Critical Thinking Rubric 20. Intellectual Traits or Virtues 21. Stages of Critical Thinking Development 22. Communication & Listening Skills 23. Analysis, Analytical Reviews, Linkages 24. Emotional Intelligence 25. Decision Making and Decision Traps 26. Problem Solving and Critical Thinking 	Middle to Top management	1 – 3 March	750



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		27. Conflict Management and Critical Thinking			
9.	Effective Project Management	<p>Participants will:</p> <ol style="list-style-type: none"> 1. Be equipped with PMI methodology of handling complex and large projects 2. Be exposed to tools and techniques with sample templates, charts and forms for managing projects 3. Receive guidance on tips and tricks to successfully pass PMP 	Aspirants appearing for PMP Exams, Project Managers, Project Leaders, Project Engineers, Project Assistants, Team Members, Administrators, Senior Officials, Planners and all involved in planning and implementing projects	7 – 11 March	850
10.	Business Process Management	<p>Participants will:</p> <ol style="list-style-type: none"> 1. understand the key concepts of BPM 2. use the major methodologies to analyse, improve, design and develop processes to meet stakeholder needs 3. discover the various technologies that support BPM 4. apply their knowledge to manage process projects effectively 5. identify, clarify and manage business benefits arising from process change 	Directors, and Middle-to-Senior Managers who are new to BPM, Business Analysts, Information Technology Project Managers, Chief Information Officers, and Project Managers	14 – 18 March	850
11.	Accounting and Finance for Non-	To impart to non-finance managers knowledge in accounting and financial concepts and principles to	All non-finance managers	16 – 18 March	600



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
	Finance Managers	enable them to understand accounting conventions and to interpret financial statements in order to exercise sound judgement in matters of finance			
12.	Management of NGOs	<p>Participants will learn Effective NGO Management and Impact Assessment through the knowledge of:</p> <ol style="list-style-type: none"> 1. Essential features of NGOs 2. Project proposal writing 3. Projects and project development 4. Necessary separation of powers 5. Community involvement 6. Appropriate financial planning 7. Budgets and NGOs - processes, reporting 8. Results, outcomes, and impacts 9. Financial and operational reporting 10. Sustainability and community ownership 	NGO Management	29 – 31 March	600
13.	Practical Budgeting Skills	<ol style="list-style-type: none"> 1. To impart to participants the skills in establishing a system of control by having a plan against which actual results can be progressively compared. 2. To equip participants with skills in preparation of fixed and flexible budgets as well as budgetary control mechanism 3. To help participants acquire the skills of co-ordinating the activities of different departments of an organisation into a single master plan that reflect 	Project Managers, Job Controllers, Budgeting Officers, Administrators, HR Managers and Accounting Officers	6 – 8 April	750

	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<p>the short-term objectives of the organisation.</p> <p>4. To equip participants with the technique to communicate the policies and targets to all managers in the organisation responsible for carrying out a part of the plan.</p>			
14.	Customer Service at the Medical Centre	<p>Participants will understand the:</p> <ol style="list-style-type: none"> 1. Basics in Customer Care 2. Differences in healthcare customer service from other types of customer interaction 3. Benefits of good customer care to both external and internal customers 4. Identify barriers to providing high quality customer service 5. Interpersonal skills 6. Communication 7. Telephone/Reception Skills 8. Managing Records(searching for folders, registration) 9. Etiquette and Good Grooming 	HealthCare Personnel	6 – 8 April	600
15.	The Professional Front Desk Person and your corporate image	To equip participants with all the learning tools that will impact on the attitudes, behaviour and perceptions of your front desk personnel. A winning professional attitude to positively enhance the image of your organisation	Front desk personnel	12 – 13 April	400



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
16.	Business Process Analysis	This course aims to provide participants with the necessary skills to define and analyse business processes to determine their quality and to identify opportunities to improve them.	Systems analysts, business analysts, senior managers, programme managers, project analysts, project leaders, IT project managers, associate project managers, project managers, project coordinators, team leaders, and product managers.	12 – 15 April	850
17.	Audit Report Writing	Enhance effective audit reporting by knowing: <ol style="list-style-type: none"> 1. Internal audit function and use 2. Internal audit reports 3. External audit reports 4. Evidence and factors of consideration 5. Working papers 6. Collaboration and alternative audit procedures 7. Exit interview 8. Implementation of audit recommendations 9. Professional Tone 10. Accuracy and Factual 11. Courtesy and Tact 12. Consideration for people involved 13. Persuasiveness 14. Sentence Structure 15. Paragraphing 16. Choice of Words 17. Good Grammar 	Auditors	19 – 21 April	750



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		18. Physical Processing and Binding			
18.	Building & Motivating Effective Teams	Participants will: <ol style="list-style-type: none"> 1. Review the role, abilities, and challenges of team leaders 2. Be equipped with identified skills- set and tools to build, lead and motivate teams 3. Learn to communicate and gain team buy-in to achieve goals and objectives 4. Learn to manage change effectively 5. Build a portfolio to commit to a transfer of learning 	Managers, Supervisors, HR persons and anyone engaged in leading or building teams	27 – 29 April	600
19.	Organisational Behaviour	<ol style="list-style-type: none"> 1. Introduction 2. Individuals in organizations (abilities, personalities, judgment, motivation, performance, decision making, job satisfaction) 3. Interpersonal, group, and intergroup relations (processes, communication, group formation and performance, leadership, power, politics, conflicts, managing group and intergroup relationships) 4. The organizational context (structuring the organization, organizational design, job design, managing the organization, strategy, culture, and organizational development) 5. International dimensions – organizational 	Managers	27 – 29 April	750



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		behaviour abroad			
20.	The Legal Environment of Business	<p>Understanding of legal issues of Business by knowing:</p> <ol style="list-style-type: none"> 1. Companies Code/Law/Enabling Legislation 2. Partnership Agreements 3. Agency law and fiduciary relationships 4. Contracts – essentials, performance, discharge, and breaches 5. Employment law 6. Sales law (Ghana) 7. Risk and property rights 8. Insurance 9. Warranties, guarantees, and other product liabilities 10. Consumer protection 11. Legality and public policy 12. The court system 	All Managers	3 – 5 May	750
21.	Lean Six Sigma Green Belt Training	<ol style="list-style-type: none"> 1. Apply the principles of the Six Sigma DMAIC performance improvement model. 2. Establish the “Voice of the Customer” in defining the required performance standard. 3. Use a number of measurement approaches and tools to establish current performance. 4. Use appropriately a number of basic analysis tools and techniques to establish the root cause of a problem. 5. Understand key lean concepts and tools, when and how to apply them to drive improvements 	Systems analysts, business analysts, programme managers, project analysts, project leaders, IT project managers, associate project managers, project managers, project coordinators, team leaders, and product managers, change agents, middle- and senior-level line-of-business managers.	11 – 13 May	750



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<ol style="list-style-type: none"> 6. Recognise the difference in approach and techniques for incremental and redesign improvement strategies and know how to decide on the correct approach. 7. Establish ongoing process controls and process governance structures 			
22.	Economic and Financial Reporting for Journalists	<p>Enhanced journalistic practice in areas such as:</p> <ol style="list-style-type: none"> 1. The media, society, and information 2. Micro and macro economic factors 3. Gross Domestic Product (GDP) 4. Gross National Product 5. Economic Sectorial analysis 6. Introduction to finance 7. Financial markets and systems 8. International trade and finance 9. Balance of payments management 10. Income policies 11. Economic forecasting 12. National budgets, budgeting, and budgetary analysis 13. Public finance (income and expenditures) 14. Tax policy, analysis, theories, and practices 15. Fiscal policy 16. Monetary policy 17. Public expenditure analysis 18. Public debt 19. Real and nominal values 20. Economic development and growth 21. Effects of globalization 	Journalists	17 – 19 May	600

	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		22. Economic development models			
23.	Financing of SMEs	<p>Participants will know the:</p> <ol style="list-style-type: none"> 1. Stages of development of and SME 2. SME financing life cycle – R&D, startup, early growth, rapid growth, and exit 3. Types and sources of financing – venture, growth, equity, debt, early capital and risk capital 4. Determining capital requirements 5. Venture capital and types of financing available. 6. The venture capital process 7. Obtaining venture and growth capital 8. Role of commercial banks in financing new ventures 9. The Deal – valuation, structure, and negotiation 10. Beyond the start up – growth, trouble times, harvest and beyond 11. Aspects of research and development of limited partnerships. 12. Government grants 13. Private placement and initial public offering 	SME Owners and Bankers	24 – 26 May	600
24.	Effective Project Management	<ol style="list-style-type: none"> 1 Be equipped with PMI methodology of handling complex and large projects 2 Be exposed to tools and techniques with sample templates, charts and forms for managing 	Aspirants appearing for PMP Exams, Project Managers, Project Leaders, Project Engineers, Project Assistants, Team Members, Administrators, Senior Officials,	6 – 10 June	850

	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<p>projects</p> <p>3 Receive guidance on tips and tricks to successfully pass PMP</p>	Planners and all involved in planning and implementing projects		
25.	Entrepreneurship	<ol style="list-style-type: none"> 1. Introduction course overview 2. The business plan: structure & content 3. Generating and identifying ideas and opportunities 4. The entrepreneurship process – essential elements 5. Opportunities, resources, and teams 6. Issues of team building – fits and balances 7. Products or services differentiation 8. Financing new ventures – research to start up 9. Beyond the start up 10. Financing new ventures: the deal 11. Linking theory to practice: venture capitalist 12. Crafting and assessing business and revenue models 13. Strategy for startups 14. Linking theory to practice - legal aspects 15. Managing growth – general, franchising, and alliances 	Entrepreneurs	7 – 9 June	750



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		16. Harvesting - coping with failure			
26.	Finance for Non-financial Managers	<ol style="list-style-type: none"> 1. Understand and interpret the principal financial statements 2. Know and appreciate the essential features of financial statements 3. Understand the co-ordination among financial statements 4. Appreciate the importance of cash flow and how to prepare a cash flow statement 5. Undertake ratio analysis to assess the financial performance of an organisation 	Non- finance Managers, Sole Proprietors, Marketing Managers, Human Resource Managers, IT professionals	15 – 17 June	750
27.	IT Project Management	Participants will learn the skills they need to successfully plan and manage IT projects. Participants will also gain invaluable practical advice and tips from an experienced IT project manager.	<p>Practicing and aspiring IT project managers and team leaders</p> <p>IT developers, testers, and integrators</p> <p>People who are seeking a career in IT project management</p> <p>Business managers who will be serving on steering committees</p>	13 – 17 June	850



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
			of IT projects		
28.	Training The Trainer	Participants will: <ol style="list-style-type: none"> 1. Discuss and analyse the background of learning and training 2. Plan, develop, and deliver a learning activity 3. Review the planning, delivery and evaluation of learning activities 4. Discuss and practice the skill of a face-to - face delivery an audience 	Subject Matter Experts and anyone who facilitates learning activities	28 – 30 June	600
29.	Organisational Change and Transformation	<ol style="list-style-type: none"> 1. Introduction, definitions, and theories 2. Parties 3. Forces of change in organizations 4. Models of organizational change 5. Scope of change 6. Processes of change 7. Resistance to change 8. Managing resistance to change 9. Education on and communicating change 10. Organizational development interventions 11. Managing successful organizational change 	Managers	28 – 30 June	



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<ol style="list-style-type: none"> 12. Training for change 13. Change management competencies 			
30.	Internal Controls and Audit	Participants will: <ol style="list-style-type: none"> 1. Discuss the role and responsibilities of internal auditors 2. Discuss the fundamentals of the audit process from planning the audit to monitoring 3. Discuss opportunities and challenges in managing the internal audit function 	CEOs, Auditors, Departmental Heads	5 – 7 July	750
31.	Managing Professional Stress	To enable participants identify stress and how to manage them effectively by knowing: <ol style="list-style-type: none"> 1. Definition 2. Factors influencing stress 3. Types and sources of stress 4. The stress response 5. Stress and disease 6. Stress management 7. Summary conclusion 	All Managers / Professionals	19 – 21 July	750
32.	Strategic Marketing Management	Enhanced Marketing Practices through: <ol style="list-style-type: none"> 1. Marketing management thinking and orientation 2. Market decision process 3. Market orientation and intelligence 4. Analysis of the marketing environment 	Marketing and Sales Managers	27 – 29 July	750

	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<p>organization, opportunities, marketing information systems, customers, consumers, business markets and buying behaviour, competition, market channels, regulation and ethics</p> <ol style="list-style-type: none"> 5. Positioning strategy 6. Marketing concepts and tools 7. Product development and launch 8. Relationship strategy and logistics 9. Managing selling – personal and business 10. Integrated marketing communication 11. Managing costs and prices 12. Budgeting and forecasting market demand 13. International marketing 14. Managing service business 15. Managing retail, wholesale, and physical distribution 16. Direct marketing, sales promotion and public relations 17. Marketing management control and evaluation 18. Branding 			
33.	Program Management Workshop - (PgMP®)	<ol style="list-style-type: none"> 1. What are Programs and how they differ from projects and Portfolio 2. How programs arise from the Portfolio of Programs and projects 3. Program and Benefit Lifecycle Management 4. Program Management Processes 5. Program Management Knowledge Areas and Processes <ul style="list-style-type: none"> ○ Program Integration Management ○ Program Scope Management 	<p>Managers of multiple projects, program managers.</p> <ul style="list-style-type: none"> - Project Managers wishing to advance their professions - Managers of project managers - Aspiring program manager - Professionals and PMP's interested in attaining their PgMP designation 	8 – 12 August	1,500



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<ul style="list-style-type: none"> ○ Program Time Management ○ Program Communication Management ○ Program Risk Management ○ Program Procurement Management ○ Program Financial Management ○ Program Stakeholder Management ○ Program Governance <ol style="list-style-type: none"> 6. Development of the Program management Plan by integrating the Plans for Component Projects 7. Component Transition Management 8. Role of Project Healthchecks in Program Management 9. Program Managerial skills – an overview 10. The role of Program Management Office (PMO) in successful execution of Programs 			
34.	Auditing	<ol style="list-style-type: none"> 1. Introduction 2. Internal Controls 3. Materiality 4. Audit Opinion 5. Audit Risks 6. Audit Evidence and Working Papers 7. Analytical Reviews and Statistical Auditing 8. Auditing Markets 9. Legal and organizational issues 10. Non-Audit services 	CEOs, Auditors	2 – 4 August	750
35.	Employee Performance Management	<ol style="list-style-type: none"> 1. Introduction And Definitions 2. Performance Goals (Guide To Action) 3. Motivation (The Not-So Secret Ingredient Of High Performance). 	HRM and Divisional Heads	9 – 11 August	750

	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<ol style="list-style-type: none"> 4. Monitoring Performance (Looking For What Is Going On Right And Wrong) 5. Closing Gaps And Improving Performance (The Basics Of Coaching) 6. Becoming A Better Coach (Beyond The Basics) 7. Performance Appraisal – Systems And Tools 11. Employee Development (Helping People Grow In Their Careers) 12. Intractable Performance Problems (Face Them Head-On) 13. Useful Implementation Tools 14. Effectively Handling A Dismissal 			
36.	Effective Business Communication/Interpersonal Skills	<p>Participants will:</p> <ol style="list-style-type: none"> 1. Review how to present thoughts and ideas clearly, creatively, and professionally 2. Identify and discuss underlying issues that affect communication 3. Explore and learn about skills and tools for building and maintaining effective working relationships 4. Devise an action plan to improve communication 	Line Managers, Subject matter Experts, Presenters, Trainers, Sales & Customer Care Representatives	17 – 19 August	600



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
37.	Analytical Review	<p>Participants will know the:</p> <ul style="list-style-type: none"> 26. Purpose and uses of analytical review 27. Expectations and analytical review issues 28. Analytical review tools 29. Audit evidence and development of review expectations 30. Tools for comparisons and analysis 31. Process of performing analytical review 32. Financial statement analysis 33. Types of financial statement analysis - ratios 34. Limitations of financial statements 35. Value added statement 36. Review of engagement procedures 37. Reporting on financial statement analysis 38. Du Pont chart of ratios 	CEOs, Managers, Auditors	23 – 25 August	750
38.	Negotiations and Conflict Management	<p>To enable participants have a stress –free work environment by knowing:</p> <ul style="list-style-type: none"> 1. Key steps, stages, and strategies in negotiation – research, preparation, teams, bargaining, 	All Managers / Supervisors	6 – 8 September	750



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<ul style="list-style-type: none"> closing, agreements 2. The Secrets of power negotiation 3. The Underlying facts about negotiation 4. Win-Win Negotiation 5. Power and negotiation 6. Personality types in negotiation 7. Gambits and Ploys in negotiation 8. Tactics and counter tactics in negotiation 9. Managing time and information 10. Sources of conflict 11. Conflict management 12. Handling anger and difficult persons in negotiation 13. Alternate Dispute Resolution and Advocacy 14. Economic and Financial Statement Analysis and Information 15. Communication and listening skills, 16. Non-verbal communication 17. Research and Presentation skills 			
39.	Equipping your internal customers to deliver exceptional customer service	<ul style="list-style-type: none"> 1. Learn how to win customer loyalty and repeat business 2. Communicate and listen effectively 3. Appreciate your importance as an internal customer 4. Use team building skills for efficiency and effectiveness in service delivery 5. Inspire customer confidence and retention with your excellent service delivery 6. 7. Develop interdepartmental harmony and 	Managers, Sales Reps	13 – 14 September	400



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		commitments			
40.	Auditing for Non-Audit Staff	Participants will : <ol style="list-style-type: none"> 1. Learn Separation of duties - audit activities and operational activities 2. Understanding the roles and support of internal audits 3. Implementation of internal audit findings 4. Reporting structure of internal audits 	All Managers	28 – 30 September	750
41.	Effective Project Management	<ol style="list-style-type: none"> 1. Be equipped with PMI methodology of handling complex and large projects 2. Be exposed to tools and techniques with sample templates, charts and forms for managing projects 3. Receive guidance on tips and tricks to successfully pass PMP 	Aspirants appearing for PMP Exams, Project Managers, Project Leaders, Project Engineers, Project Assistants, Team Members, Administrators, Senior Officials, Planners and all involved in planning and implementing projects	10 – 14 October	850
42.	Quantitative Methods in Business	To Enhance the use of Quantitative Methods in decisions by knowing the: <ol style="list-style-type: none"> 1. Decision theory 2. Decision tree and utility theory 3. Forecasting 4. Inventory control models 5. Linear programming 	Decision Makers	18 – 20 October	750



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<ol style="list-style-type: none"> 6. Transportation and assignment problem 7. Network models 8. Project management 9. Waiting line and queuing 10. Simulation 11. Markov analysis 12. Dynamic programming 			
43.	Effective Presentation Skills	Participants will learn... <ol style="list-style-type: none"> 1. About the systematic planning/delivery of a presentation 2. How to develop and deliver presentations in a colourful and compelling way 3. How to develop visual aids and use them to support presentations 4. How to communicate confidently 	Anyone who is likely to make a presentation	26 – 28 October	600
44.	Business Plan Development	<ol style="list-style-type: none"> 1. Introduction 2. What the business plan is, who prepares it, and who reads it. 3. Scope and value of the business plan to investors, lenders, employees, suppliers, and customers. 4. Information needs and sources for business planning. 5. Comprehensive outline of an effective plan. 	Middle to Top Management	26 – 28 October	750

	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<ol style="list-style-type: none"> 6. Examples and a step-by-step explanation of the business plan. 7. Questions for the entrepreneur at each stage of the planning process. 8. Importance of monitoring the business plan. 9. Major reasons why business plans fail. 			
45.	Quality Control/Total Quality Management	<p>To ensure quality performance through:</p> <ol style="list-style-type: none"> 1. Pioneers and theories of TQM 2. Responsibility for quality 3. Quality awareness 4. Quality improvement techniques 5. Control charts for variables 6. Performance and conformance measures 7. Reliability 8. Computers and quality 9. Fundamentals of statistical tools 10. Customer satisfaction and delight 11. International dimensions 12. Supplier and customer management 13. Cost of quality 14. Technical techniques 15. Global TQM standards and awards 	Quality and Production Staff	1 – 3 November	750
46.	Program Management Workshop - (PgMP®)	<ol style="list-style-type: none"> 1. What are Programs and how they differ from projects and Portfolio 2. How programs arise from the Portfolio of Programs and projects 	Managers of multiple projects, program managers. - Project Managers wishing to advance their professions	7 – 11 November	1,500



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<ol style="list-style-type: none"> 3. Program and Benefit Lifecycle Management 4. Program Management Processes 5. Program Management Knowledge Areas and Processes 6. Program Integration Management 7. Program Scope Management 8. Program Time Management 9. Program Communication Management 10. Program Risk Management 11. Program Procurement Management 12. Program Financial Management 13. Program Stakeholder Management 14. Program Governance 15. Development of the Program management Plan by integrating the Plans for Component Projects 16. Component Transition Management 17. Role of Project Healthchecks in Program Management 18. Program Managerial skills – an overview 19. The role of Program Management Office (PMO) in successful execution of Programs 	<ul style="list-style-type: none"> - Managers of project managers - Aspiring program manager - Professionals and PMP's interested in attaining their PgMP designation 		
47.	Project Monitoring and Evaluation	<p>To enhance project implementation and impact through:</p> <ol style="list-style-type: none"> 1. Project formulation and crafting 2. Project deliverables, outcomes, results, and impacts 3. Project implementation 4. Project reporting and reports 5. Audits of projects 6. Financial aspects and operational aspects of projects 7. Corrective actions and learning 	Project Managers	15 – 17 November	750



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		8. Feedback into the future			
48.	Developing Administrative Executives	Participants will learn to: <ol style="list-style-type: none"> 1. Project a confident, visible and professional image 2. Build and maintain productive working relationships 3. Support individuals and teams to achieve objectives 4. Manage time and other resources effectively 	Office Managers, Personal Assistants, Business Support & Administrative Executive	23 – 25 November	600
49.	Personal Financial and Retirement Planning	<ol style="list-style-type: none"> 1. Introduction 2. Fundamentals of financial and personal financial planning 3. Managing personal finances 4. Career planning 5. Financial record keeping 6. Tax planning 7. Managing basic assets 8. Controlling financial future 9. Time value of money 10. Managing credit, consumer credit, insurance needs, investments, business 11. Retirement and estate planning 12. Personal Financial planning 13. Personal life goals 14. Personal financial planning and financial decisions 15. Understanding how financial decisions 	Employers/Employees	23 – 25 November	750



	Topic	Key Objectives	Target Group	Date	Fees (GH¢)
		<p>made affect other areas of finances.</p> <ol style="list-style-type: none"> 16. Uses of Personal financial planning 17. Benefits of personal financial planning 18. Control of costs 19. Determining desired life style at advanced age 20. Time value of money 21. Personal financial statements and budgeting 22. Personal balance sheet, income statement and statement of cash flows 23. Determining liquidity and debt levels 24. Reviewing personal budgets 25. Steps in personal financial planning 26. Pre-retirement planning 27. Life after retirement 28. Quality of life 29. Retirement planning tools and tools 			

NB: For registration please contact Benedicta Quao on 0244252944 / benedicta.sarpong@gh.pwc.com or David Tsey on 0244288966/ david.tsey@gh.pwc.com or 0302761500