

## **PROPOSAL FOR TRAINING OF CIVIL/PUBLIC SERVANTS ON COMMUNICATION AND PRESENTATION SKILLS**



Consider how often you communicate in your business life, whether in a formal presentation setting, or on an individual, informal basis. Your success and effectiveness in business, and beyond, is powerfully impacted by the quality of your communication and presentation skills.

Effective communication involves the transfer of information, clear presentation of the benefits of your product/service or vision, an opportunity to create a desired outcome and to influence the listener. Whether you are in sales, education or management, customer service or in government, developing these skills will contribute significantly to your success and your enjoyment of your role.

### **What Will I Learn?**

- Participants will learn the fundamentals of effective, powerful presentations, they will explore improvisation, warm-up exercises, visualization, vocalization, body movement, and stage technique while learning how to develop their most effective delivery style.

### **Who Should Attend?**

People in the following situations will derive considerable benefit from attending this workshop:

- Anyone who communicates or presents information on a formal or informal basis.

- All civil service personnel involved with rendering reports of operational activities of his/her office and those who interface with the public.
- People who need to influence or inform, whether the audience be customers, colleagues, or management.
- People who need to develop skills in presenting for the first time, or who seek continual development and improvement of their existing presentation skills.

## **Content and Outcomes**

At the completion of this workshop participants will:

- Clearly understand the opportunity a presentation provides them with.
- Know the importance of understanding their audience's issues and needs, existing knowledge, and barriers to acceptance of the message.
- Understand the utilisation of relevant anecdotes and scenarios to bring their message to life, and make the message more 'real' to their audience.
- Be able to identify key points for communication and to maintain focus on these main take-away-messages.
- Consider the three main aspects of communication - the verbal, the vocal and the visual.
- Develop positive speech and body language techniques.
- Understand essential strategies for preparation, practice and relaxation.
- Know how to open and close a presentation.
- Practice effective methods of handling questions.
- Understand the principles for effective use of presentation tools, such as Microsoft PowerPoint, flipcharts, etc.
- Develop self-confidence based on improved delivery skills to therefore enjoy the experience of presenting!
- Consider the logistics, equipment and venue requirements for a professional presentation.
- Consider audience handout material to support their message.
- Understand that the most effective presentations include effective follow-up activity to ensure optimal results.

## **Methodology**

Participants will experience an informative, balanced (practical and theoretical) program. They will learn in a supportive environment, and be challenged to develop their potential by putting the principles into practice. Each participant will receive constructive feedback and coaching.

## **How is this training delivered?**

- Group and one to one coaching.
- Delivering presentations using PowerPoint.
- Facilitation.



## **Duration**

This is a 2-day course for middle to senior managers to help improve their techniques for either communicating with staff, directors and clients. The course is also designed to help improve or consolidate presentation skills via the use of PowerPoint and flip charts, to help support or reinforce your message.

The programme shall be delivered over three tutor/facilitator led sessions and a case study session.

**Fee:**            *The course fee is N100,000.00 + VAT per participant*

**VENUE:**      Olusegun Obasanjo Presidential Library, Abeokuta, Ogun State

**DATE:**        **June 19 - 20, 2018**

## **FACULTY**

We are proud of our professional faculty who are subject-matter experts in their respective fields. We use faculty members who have been tried and tested in our programs with a variety of audiences. The faculty for this Conference includes, among other experts in the field:

### **Dr. Philip Akiode**



Philip Akiode (Lead Faculty) is a graduate of Business Administration. He holds MSc in Banking and Finance from the University of Ibadan. He is a Chartered Accountant, Chartered Marketer, Professional Banker, Certified Shipping Practitioner and Chartered Tax Practitioner. An erudite scholar, Philip has been involved in Economic and Banking Policy Research activities with the African Economic Research Consortium (AERC), and has a number of publications to his credit. He is currently involved with training entrepreneurs, bankers and other professionals in both the public and private sectors of the Nigerian economy. He holds a PhD in Public Administration (Honoris Causa). He has authored a number of books including Introduction to Business and he is the President of a family NGO.

Dr Akiode is a seasoned facilitator, widely travelled and facilitates in international seminars and conferences. He brings to the table his wide experience spanning over 30 years in teaching, research and consulting, financial and general management.

## **Yemisi Bamishile (Mrs), BA, ARPA, MMP**



Yemisi Bamishile is an English graduate with a degree in Marketing Communication and a Master degree in Managerial Psychology. She is a result oriented professional with vast experience gained over 18 years in journalism, marketing communication, banking and consulting. She served as a columnist with the Monitor Newspaper and managed brands like Cowbell and Toptea as an advertising practitioner.

In the bank, she managed the office of the chief operating officer including his official and personal staff. In the human resource management function, she was head of Learning and Development at Alpha Learning Ltd. She was also chief operating officer at Pharez HCD for over six years after which she proceeded to Michael Stevens Consulting as Chief Learning Officer for two years.

She is currently Head of Learning at CREM. She is a versatile individual with high propensity for broad impact. A good listener, strong communicator who has passion for excellent service delivery, emotional intelligence and effective people management. Her experience in various sectors has deeply enriched her strong facilitation skills. She is passionate about people and ensuring that they perform at the peak of their talents and capabilities. She is an attitude coach, a CIPM examiner, CMD accredited trainer and member of NITAD.

## **Austin Ikhiwu (FCA, ACIT, MBF, and CIFR UK.)**

- Austin Ikhiwu has over 27 years of working experience in Banking and Consulting including operations, Business development and marketing, financial control, audit assurance, corporate banking and consulting.
- He is a fellow of the Institute of Chartered Accountants of Nigeria and an Associate member of the Chartered Institute of Taxation of Nigeria. He has a Master Degree in Banking and Finance from Bayero University, Kano. He is also an IFRS solution provider certified by ACCA London.
- Between 1991 – 2003, He was with Allstates Trust Bank and worked in various department as Head Financial Control, Audit Executive, Head MIS, Branch operations before leaving in 2003 as Senior Manager Business Development.
- Between 2003 – 2005, he was at Liberty Bank as Group Head, Financial Control, Operations and Corporate Services. Between 2005 - 2008, he was at

Equitorial Trust Bank as Audit Manager and Head, Service Delivery and Branch Expansion. Between 2008 - 2009 as Senior Executive Corporate Banking and Business Development with Spring Bank plc.

- Currently, he is the Lead Consultant and CEO of AEI Consulting & Services Ltd, a Strategic and Management consulting firm, Lagos, Nigeria.
- He is an Associate Consultant on Capacity building to the Nigeria Institute of Management (NIM) Chartered, and has been involved in the training of teams from NDIC, NNPC, NCC, Nigeria Electricity Regulatory Authority, NAPIMS, Nigerian Ports Authority, Nigeria Shippers Council, NIMASA, HODs of Yaba College of Technology etc.
- He has facilitated in several open courses organized by NIM (Chartered) in the past seven years.
- Austin is a highly sourced resource person especially in the area of banking and finance trainings and has worked with IBFC Alliance Trainings and Pharez consulting in this area. He has been involved in the training of staff of FCMB, First Bank, Diamond Bank, Bank of Industry, Enterprise Bank, and Zenith Bank in the past years.
- He was a member of change management team of Oyo state Ministry of Education on capacity building between 2012-2014. He has attended several courses locally and internationally.

### ***Provider: Kunle Akiode & Co. Training***

With almost 30 years of experience, Kunle Akiode & Co draws on its unique heritage to redefine learning. As a world leading provider of premium public courses, e-learning, books and tailored in-house training programmes, Kunle Akiode & Co facilitates change in businesses.

### **In-House and Bespoke Training**

Kunle Akiode & Co can work with corporate clients to:

- Tailor an open enrolment course to meet specific needs
- Design courses completely from scratch to cover agreed topics

Kunle Akiode & Co also delivers in-house training for finance teams and departments, giving companies the opportunity to save up to 50% on training costs.

**OTHER TRAINING PROGRAMMES THAT YOU OR SOMEONE ELSE  
MAY BE INTERESTED IN:**

- Internal Auditing Standards
- International Financial Reporting Standards (IFRS)
- Performance Management
- Productivity Improvement
- International Public Sector Accounting Standards (IPSAS)
- Supply Chain and Logistics Management
- Facilities Management
- Asset Management and Maintenance
- Supervisory Management
- Strategic Management
- Effective Team Building
- High Performance, High Impact Boards (a Corporate Governance Best Practice Workshop)
- Anti-Money Laundering and Countering of Terrorism Financing

**Contact:**

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