

2011



SUITE OF PROGRAMMES – 2011

- **Bluehall Seminar Series**
 - *Workplace Accountability
 - *Service Performance
- **General Business Impact Programmes**

This document is an intellectual property of Bluehall Advisory. It contains a Proposal for a Comprehensive Learning and People Development Programme for our clients aimed at developing the capacity of their people to optimally perform their operations for enhanced overall corporate performance





Introducing *Bluehall Learning*

Bluehall are providers of powerful workforce education designed to bridge performance gaps that transform corporate talent into strategic impact. Our learning services platform delivers knowledge perspectives for the development of an individual's ongoing capabilities and career growth that is linked to overall business success.

As part of our objective of developing strategy-linked curricula, we have recently created a suite of programmes designed to achieve maximum impact and effectiveness in the area of people engagement towards improved corporate results.

All our programmes are delivered either in a compressed modular format, or in elongated formats. Our methodology delivers value fast and assured, in a manner that **saves both time and cost.**

The lectures are delivered preferably **on-site, at convenient times and revolving schedules** for the organisation's people at different levels. This method cuts through the chase of irrelevancies to focus on what is needed and relevant, and brings everyone on the

same page towards achieving corporate results. Clients have indeed reported proven testimonials.

Please find below detailed information about

1. *Bluehall Seminar Series*

- **Accountability®**
- **Service Performance®**

2. **General Business Impact Programmes.**

We would appreciate if you could put some of the modules on your training and people development calendar for year 2011. We are available to agree on a schedule for any of the relevant modules.

Bluehall Seminar Series

1. Accountability® Seminars:

Many organisations have either stagnated or failed outrightly mainly because they lack the culture of accountability. When a business builds a culture of accountability and the people are committed to accountable outcomes, overall results will inevitably improve.

Accountability lies at the core of any effort to improve people engagement and optimize results. True accountability involves the individual taking ownership of his work and viewing his job as a stakeholder would. When an organisation's people bring the "owner's mentality" into their job, then results are achieved and careers are advanced.

Our Accountability Seminars have therefore been developed to deliver transformational perspectives that enable businesses and their people produce the results they are being held accountable to achieve. They cover a broad spectrum of issues that bring the culture of accountability into serious focus and make accountable performance a habit.

The Accountability® Modules:

S/N	SEMINAR TITLE	DESCRIPTION	FOR WHOM	DURATION
1.	Personal Accountability – The Habit of Getting Things Done	<p>Clearly, accountability starts with the individual. This seminar will give participants the tools for holding themselves accountable to their results and focus action and attention on ensuring that those results are achieved.</p> <p>It will assist participants to rise above their circumstances, and take charge of their results.</p>	All levels of personnel with responsibilities for specific corporate results	3hrs
2.	Mastering Leadership Accountability – Leading for Effective Business Results	<p>This is a leadership programme for business leaders who must mobilize resources and ensure that strong corporate performance is delivered.</p> <p>More than ever, businesses need <i>accountable</i> leaders whose behaviours and actions combine to positively impact their employees, their customers, their bottom-line and their future. Leadership accountability promotes exemplary leadership performance and</p>	CEOs and Direct Reports, Managers and Senior Executives with significant responsibilities for business results.	4hrs

exceptional business results. No doubt, great leaders build great corporations.

The programme emphasizes the role of leaders in driving the culture of accountability in their respective environments.

3. Building The Accountable Workplace

The employee who is both committed and accountable to the company will produce more and better quality work than the employee who is not. But maintaining a workforce of engaged employees who will be accountable can be a daunting challenge.

This programme is designed to confront this challenge

Senior Functional Managers, HR Heads, and other Executives with significant influence on their businesses

4hrs

4. Executing for Accountable Results

Companies need leaders “to get things done,” producing measurable results in both short and long-term that are aligned with organisational goals.

This programme will equip leaders with the skill to prioritize, plan and hold themselves accountable to deliver results. It will help

CEOs and Direct Reports, Managers and Senior Executives with significant responsibilities for business results

4 hrs

leaders to clearly articulate an execution-oriented strategy, reinforce the value of results over activity, and build accountability in themselves and others.

5. The Business Impact Accountabilities

There is a critical link between critical leadership accountabilities and the organisation's success. When leaders take action in each of five critical areas in balanced, productive ways, their actions have a positive, consistent impact on the organisation, its customers and its financial results.

To succeed, a leader needs an understanding of the broader picture, critical thinking skills, creativity, and the ability to experiment with new beliefs, assumptions and behaviours. The "BIAs" therefore represents key leadership development opportunities for organisations now and in the future.

Senior Managers

3hrs

6. Accountability Competencies for Effective Service Delivery

Effective service delivery is the bridge to profitability. Meanwhile service delivery is usually anchored on a promise which the customer holds the company and her people

All personnel with service delivery and customer inter-facing responsibilities

4 hrs

accountable to. That promise must be delivered.

This programme will equip participants with the skills for delivering on the service promise in a manner that the organisation derives maximum productivity from the actions and behaviour of its people, while the customer also derives value from such people

7. The Anatomy of an Accountable Leader

The correct perspectives on leadership matter. No doubt, great leaders build great corporations. Sadly though, we have a lot of people holding leadership positions who have not been trained to handle leadership responsibilities.

This programme addresses that gap. As the best leaders usually bring an extremely high level of preparedness to the job, combining experience and skill with natural talent, exposing participants to this lecture will help them discover the areas of leadership to focus on and seek to develop.

All levels of personnel with supervisory managerial and leadership functions 3 hrs

2. **Service Performance® Seminars:**

Clearly effective service performance is the key to profitability. Both the material and personal contents of service must unite to provide the customer with the experience that engenders loyalty. In today's tough business environment, the unique, positive emotions engendered by skilled, willing and dedicated staff, spells the difference between customer loyalty and customer indifference.

We believe that for excellent performance, the human factor is very critical. Those at the frontline of service must therefore be equipped with the right mindset, attitudes and behaviours that are needed to optimize every customer's experience. Similarly, everyone in the organisation needs to understand the alignment between a sound internal service process and customer satisfaction.

This is the crux of our **Service Performance® Lecture Series**. These series have been developed to deliver transformational perspectives that enable participants deliver their best performance to the customer/client. They equip organizations and their people with the requisite methods, mindset, skills and personal abilities and attitudes needed to understand and respond to today's significant shift in customer demands for adequate care and attention at every interaction, as well as maximum value for every purchase made.

The Service Performance® Modules

S/N	SEMINAR TITLE	DESCRIPTION	FOR WHOM	DURATION
1.	Achieving Exceptional Customer Service	<p>Often the critical competitive edge in becoming a market leader is reached by meeting and exceeding customers' expectations. Customer service therefore remains a fundamental driver of business success and profitability.</p> <p>It can also be a unique point of differentiation in a market with similarity in product/service design, product features and performance.</p> <p>Discussions during this programme will focus on equipping participants with the correct understanding of the differentiating role of exceptional customer service delivery in achieving corporate growth and profitability.</p> <p>It will also help participants understand their personal roles in the delivery of service promises to clients, as well as develop the appropriate supporting actions, attitudes and</p>	<p>All levels of personnel with service delivery responsibilities to customers, clients and the public</p> <p>Sales and frontline personnel in charge of essential customer contact and customer support operations</p>	3hrs

behaviours that will ensure optimal individual performance.

2. Improving Human Performance in Achieving High Service Levels

Often the critical competitive edge in becoming a market leader in any industry is the ability to raise the game in service delivery.

It has been realised that most gaps in failure to deliver excellent service are usually found at the level of human performance. Usually, companies operate with the best of intentions, but the people who form the critical machinery and organs of service delivery make it difficult or impossible for corporate objectives to be fully realised.

Essentially to deliver high service levels, the role of the individual is very important. In other words, human performance is very critical.

The programme is designed to ensure that participants understand their personal roles in the delivery of efficient and quality services to their clients, and to develop the appropriate supporting actions, attitudes and behaviours that will ensure that they perform optimally at all times.

All levels of personnel with service delivery responsibilities to customers, clients and the public.

4hrs

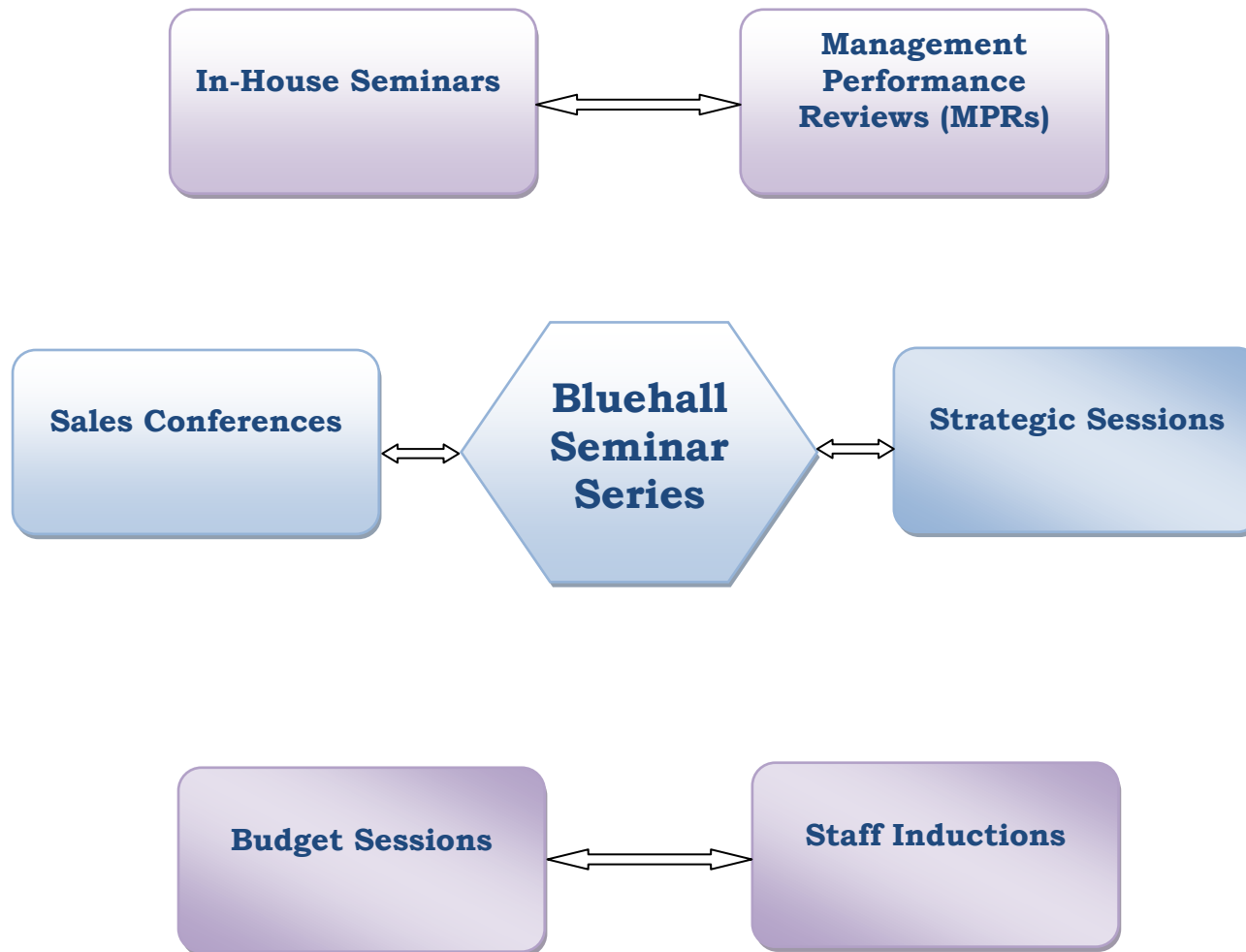
<p>3. Competency Programme for Effective Client-Centred Service Delivery</p>	<p>Every customer-centric organisation must possess a demonstrated concern for meeting the requirements of its external and internal customers.</p> <p>The competencies required for this must include the appropriate personal characteristics, motives, self-concepts, knowledge and behavioral skills.</p> <p>Participants at this programme will understand customer orientation and then develop the cognitive capacity and judgement to correctly serve every type and category of client.</p>	<p>Sales and service delivery personnel involved in managing customer relationships, including key account managers</p> <p>Senior executives with significant responsibilities in administration, logistics, finance and corporate services</p> <p>4hrs</p>
<p>4. Accountability Competencies for Effective Service Delivery</p>	<p>Effective service delivery is the bridge to profitability. Meanwhile service delivery is usually anchored on a promise which the customer holds the company and her people accountable to. That promise must be delivered.</p> <p>This programme will equip participants with the skills for delivering on the service promise in a manner that the organisation derives maximum productivity from the actions and behaviour of its people, while</p>	<p>All personnel with service delivery and customer inter-facing responsibilities</p> <p>4 hrs</p>

the customer also derives value from such people

<p>5. Customer Service by Design</p>	<p>Clearly, many organisations wobble through service delivery. The result is unpredictable results and loss of revenue. Customer satisfaction must necessarily be a function of a deliberate design to harness the power of effective customer service to deliver outstanding business results.</p> <p>This module will teach the easy-to-use concepts and tools for designing a customer interfacing mechanism that leads to predictable outcomes and standardized customer service operations</p>	<p>Customer care managers and directors</p> <p>Senior executives with significant responsibilities in administration, logistics, finance and corporate services</p>	<p>4hrs</p>
<p>6. Internal Customer Satisfaction and the Link to Customer Loyalty</p>	<p>The concept of internal service – the idea that the whole organisation must serve those who serve – has emerged as one of the most important principles of the service management approach. Serving the internal customer is a critical component in the creation, maintenance, and delivery of service quality to external customers. Internal policies and behaviours must therefore align together to deliver consistent quality service. When the internal customer</p>	<p>All levels of personnel with back office support responsibilities for frontline customer service action</p>	<p>3hrs</p>

concept is working well in an organisation, employees function as a service chain team that communicates and expectations to one another, supports and otherwise helps each other, and proactively shares problem-solving responsibilities.

Delivery Platforms for Bluehall Seminar Series:



General Business Impact Programmes

Our General Business Impact Programmes are also delivered either as on-site short lectures or as elongated corporate programmes and public enrolment open programmes. The basic thrust of these programmes is to focus individuals on developing the capacity to adapt successfully to the demands of a successful business career.

Costs and formats for our *GBIPs* are advised on request.

Please find below programme description:

Programme Description:

1. Developing Internal Service Alignment for Maximum Corporate Performance

The yearnings of organisations for better performance even in the face of dwindling resources keep growing. This situation requires that the organs and institutions of performance must be well-aligned to deliver maximally. Essentially to deliver quality performance, the internal service mechanism of an organisation must be strong and able to deliver optimally to all the stakeholders.

It has been realised that most gaps in failure to deliver excellent performance are usually found at the level of the inability of all the components of productivity to work together in alignment to deliver aggregate output. Usually, organisations operate with the best of intentions, but the people who form the machinery and bureaucracy of performance make it difficult or impossible for set objectives to be fully realised.

This programme is designed to correct this situation. It is designed to ensure that participants understand their personal roles in the delivery of efficient internal services, and to develop the appropriate supporting actions, attitudes and behaviours that will ensure that they everyone performs optimally at all times.

Course Content:

- Understanding the concept of service
- Understanding the internal service function
- Differentiating material and personal service
- The people process in achieving outstanding performance
- Developing effective service performance orientation
- The competency profiles for top performance
- Teamwork and collaboration
- Personal communication competency
- Developing and sustaining effective work relationships
- The key to personal excellence
- High performance characteristics
- Mastering natural assertiveness

Audience: All levels of personnel with significant responsibilities for corporate results, including Senior Managers and their Direct Reports

2. Achieving Personal Excellence

Sometimes, the gap between delivering strong results is the ability of the individual to possess the demanding personal attributes that will ensure exceptional performance. Even with the best of intentions and personal desire, those attributes and attitudes may be missing in an individual, which in most cases requires an extra effort to develop them.

This programme will equip participants with the winning attitudes to cope with testy day-to-day career challenges, survive within the corporate and functional framework, develop the realistic self-awareness and personal style and behaviours that will enable effectiveness, and also enhance individual contribution to corporate objectives.

Course Content:

- Understanding excellence
- Understanding the concept of work
- The three levels of work
- The effective executive
- Profiling professionalism at work
- The key to personal excellence

- Personal management
- The winning attitude
- Effective communication and relationship skills
- Using personal power
- Understanding the role of emotional intelligence
- Team effectiveness
- Building secure coalitions
- Master natural assertiveness
- Successfully managing upwards
- Networking successfully
- Influencing effectively

Audience: Managers and their Direct Reports as well Supervisors

3. Increasing Personal Organisational Savvy

The ability of the average executive to win in the workplace is largely dependent on the possession of the key attributes and attitudes needed for making an impact as well as effectively managing his/her career growth. Many careers have either been stunted or aborted due to the inability of the executive to understand the dynamics of a successful career.

This programme is designed to help the individual manager improve his/her effectiveness, enhance his/her professional role, effectively leverage the critical role that he/she plays, and ultimately make his/her role count within the organisation.

Course Content:

- Effective communication and relationship skills
- Emotional intelligence
- Team effectiveness
- Group dynamics
- Building secure coalitions
- Master natural assertiveness

- Successfully managing upwards
- Influencing effectively

Audience: Managers and their Direct Reports as well Supervisors

4. Managing for Performance – Delivering Results through Others

Every professional either in business or in public service is judged on the basis of performance. The individual official is only as good as his team. Improving team performance therefore becomes a senior official's central role. Successful performance management is all about having the right tools and knowing when and how to apply them.

This programme is designed to provide proven practical techniques and innovative guidance to public officials and managers on how to manage their people for high performance. It will not only speak to officials on how to get the best out of their team, but will also encourage them to assess their own performance and style.

Course Content:

- Motivating for success
- Managing performance difficulties
- Building effective relationships
- Building high performance teams
- Team leadership
- Effective delegation
- Managing effective performance reviews
- Making the right selection decisions
- Managing conflicts effectively
- Managing upwards
- Influencing effectively
- Working with multiple stakeholders to achieve results
- Developing emotional intelligence
- Measuring results

Audience: Senior Managers, Supervisors and other levels of personnel with significant responsibilities for people and results

5. Executing for Results

Execution has been described as the missing link, the main reason organisations and institutions fall short of their promises. It is the gap between what leaders in an organisation or in leaders in government want to achieve and the ability to deliver it. Execution is where the rubber meets the road and it puts the reality behind the promises made to the people.

The discipline of execution has to become a part of the civil service culture in order to bring about effective performance. Participants at this programme will therefore be able to understand the discipline of getting things done and locate their own role in the core processes for results.

Course Content:

- Understanding execution
- The execution difference
- The building blocks of execution

- The core processes of execution
- The role of the individual in successful execution

Audience: Senior Managers, Supervisors and other levels of personnel with significant responsibilities for people and results

6. Effective Supervision

This programme is designed to equip Supervisors and First Line Managers with the leadership skills and expertise that are required in adapting to and meeting today's rigorous business challenges. Participants will be introduced to the fundamental skills and techniques necessary to manage effectively.

The programme will provide a vital learning platform for Supervisors who are the crucial link between management and the workforce

Course Content:

- Differentiating the 3 levels of work: operative, supervisory and managerial
- The role of the Supervisor – key tasks and competencies

- Practical supervision
- Effective team building
- Delegation and work allocation
- Effective communication: types and uses
- Dealing with difficult people and situations
- Problem solving and decision making
- Effective application of assertiveness methods and techniques
- Self management – goals and objective setting, managing time self and others

Audience: Supervisors, First Line Managers and Newly Appointed Managers

7. Mastering Leadership Accountability

Leadership accountability is a term used to describe the realization and acceptance by senior public servants about their critical role in the overall success of their ministries. Accountability occurs when leaders clearly understand the overall vision and strategic direction, are prepared to deliver results that are aligned with set goals, are able to think and act strategically, can effectively create work and

performance-related synergies, can energise and motivate staff, and can constantly engage their critical stakeholders towards achieving high standards of performance.

Such leaders are comfortable under strict public scrutiny, and are prepared at all times to do a periodic review and measurement of set objectives, as well as develop an appropriate feedback and reporting system, where required.

The objective of this programme is to get officials and leaders at different levels to understand that their behaviour will result in a consequence and to understand how to develop personal accountability that focuses on results.

Course Content:

- The Concept and Context of Work
- Understanding the Three Levels of Work
- Foundational Concepts of Leadership
- The Anatomy of an Effective Leader

- Bridging Strategy to Outcomes – The Balanced Scorecard Model
- Creating a Culture of Accountability
- Understanding the Five Business Impact Accountabilities
- Mastering Personal and Leadership Accountability
- Executing for Results

Audience: Managers, Supervisors and other levels of personnel with significant responsibilities for people and results

8. Emotional Intelligence – The key to Leading Performance

Organisations of all sizes are increasingly recognising the key role that 'Emotional Intelligence' (EQ) has in the effectiveness of the organisation at all levels. Managers and team leaders are required not just to have technical or specialist expertise, but also to have a range of personal attributes and abilities; team members need to be able to co-operate and to work effectively with their colleagues and other officials and while everyone in the work place needs to be able to deal professionally with difficult/stressful situations with colleagues and the public

It is recommended for anyone who would like to learn how emotions affect performance at work, and how to use practical but effective strategies to manage emotions in difficult situations.

This course will equip delegates with the skills and knowledge for the practical application of Emotional Intelligence in the workplace.

Course Content:

- Self-awareness
- Self-management
- Motivation
- Empathy
- Social Competence
- Emotional Quotient (EQ) and Leadership
- Improving Emotional Quotient and Applying Behaviourial Styles

Audience: Executive Management, Senior Managers, Supervisors and other levels of personnel with significant responsibilities for people and results

9. Well-being for Enhanced Performance

Some level of stress is inevitable and many would argue necessary. However the ability to recognise and manage stress in yourself and others, are essential skills for anyone who wants to work more productively and effectively.

This programme is designed to show senior executives how to develop creative and constructive methods of thinking to provide practical solutions to stress and achieve work life balance and well-being.

Course Content:

1. Stress/self management
2. Managing energy levels
3. Emotional intelligence
4. Positive thinking
5. Healthy nutrition
6. Effective time management

Audience: Senior executives, Directors and CEOs of corporations

10. Business Writing and Presentation Savvy

This workshop is designed to be a fusion of perspectives that will enable participants understand the thinking process behind writing emails, letters, reports, proposals and other documents, and also help them effectively communicate their ideas to each other and their clients.

Course Content:

1. Clear, direct wording
2. Flow and format
3. The writing process
4. Organising business documents
5. Organising ideas for impact
6. Select appropriate details
7. Use effective openings, closings and “finishing touches”
8. Planning the presentation
9. Delivering the presentation with a dynamic style
10. Building rapport with audience
11. Increase authority and persuasiveness
12. Handle questions and answers appropriately

Audience: Young Executives, Supervisors and Managers

11. Time Management

Time management is very important for anyone interested in improving their productivity and lowering stress in their workplace and personal lives. It is particularly important for project managers who must be able to manage their own time effectively if they hope to run successful projects. This programme highlights useful techniques to help you improve your time management.

Course Content:

1. Time management overview
2. Time management principles
3. Technology and time management
4. Productivity
5. Organising for better time management

Audience: Young Executives, Supervisors and Managers

12. Finance for Non-Finance Managers

All too often, a manager's performance is measured by how effectively they oversee departmental budgets. To succeed as a nonfinancial manager, knowledge of basic financial principles and the budgeting process is critical. This course transforms financial and accounting concepts into decision-making tools you can use successfully every day. You learn to apply the fundamentals of finance to improve budget management, increase potential profits, and assess the financial performance of business activities. This is very crucial.

Course Content:

1. Why finance matters
2. Demystifying financial jargon
3. Generally Accepted Accounting Principles (GAAP)
4. The key blocks of financial control
5. Analyzing the balance sheet
6. Understanding cashflow
7. Managing costs
8. Guide to budgeting
9. Applying financial tools and concepts

Audience: Nonfinancial Supervisors and Managers

ENGAGEMENT DIRECTOR: DIPO FAMAKINWA (MR.):

Dipo engages with our clients on all issues relating to our programmes. With about twenty years of sound professional engagements, Dipo is active on the teaching circuit. He speaks to thousands of people every year, from large corporations to small entrepreneurial ventures, *mum-and-pop* businesses, as well as leaders in government, youth and community organisations. He focuses on Service Delivery and Leadership Accountability Competencies. Dipo, currently Managing Consultant/CEO of Bluehall Advisory, is a member of the prestigious Obafemi Awolowo University, Ile-Ife and Lagos Business School (LBS) Alumni.

Dipo is supported by other eminent faculties with deep personal and professional insights, well qualified to deliver maximum value to course participants.

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