



**SCSC**  
Skills & Careers Support Centre



# Skills and Career Support Centre High Impact Training Courses

(Enhancing Knowledge, Skills and Attitude )



Join our walk-in sessions at our learning centres  
Featuring qualitative training programmes

Customer Service Excellence | Sales and Marketing Excellence  
Human Resource Management | Professional and Executive Excellence  
Digital Analytics And lots more

\* Professional affiliations and certifications options are available



Scan here to register





## PROGRAMME DESCRIPTION

The SCSC High Impact training programme is a series of selected training programmes drawn from our training calendar and remodelled for special delivery to maximize impact and also assured of a long-term performance and productivity impact on the career of our participants and also to drive value for the businesses of our clients and partners who key into this programme.

The courses in the programme are open to the public for both individuals who are desirous of continuous professional development and also for groups who seek opportunities of transforming their workforce and business turnaround.

### **Benefits:**

- Improved productivity/innovation
- More flexibility through better skills
- Skills enhancement and reactivation
- Easier to implement changes in the business
- Improved motivation through greater empowerment
- Cross-fertilization of ideas, networking and learning
- Personalized learning through innovative learning methodology

### **Methodology:**

- Classroom, Instructor-Led Training.
- Practical/Hands-on, Games and Simulation
- Technology-based Learning
- Coaching and Mentoring
- Physical, Virtual and Multimedia
- Interactive, Brainstorming, Management Case Scenario Analysis

### **About us:**

**Our Vision:** To be the leading provider of knowledge-based solutions that drives people and businesses in Nigeria and beyond.

**Our Mission:** To provide learning and career services that inspire people towards greater fulfilment, efficiency and skills development.

**Our Partnerships, Affiliations and Certifications:** CAC, CMD, Federal Ministry of Education, University of Cambridge, etc.

### **Our Facilities:**

- Accessible, serene and conducive environment
- High speed/broadband/fibre optic internet connection
- Ultramodern Training Facility with fully air-conditioned training rooms
- State of art computers, furniture and fittings for comfortable and impactful learning



**HIGH IMPACT TRAINING COURSES**

### Customer Service Excellence

Tick

**AVAILABLE COURSES**

- a) Introduction to Customer Service (Basic Course)
- b) Customer Relationship Management (Intermediate Course)
- c) Customer Service Excellence (Advanced Course)

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A signature training programme that equips participants with modern skills and expertise in communication, CRM tools and channels for efficient service delivery. The course is available at Basic, Intermediate and Advanced levels and is open to anyone looking to pick up a career in Customer Service or CRM and relationship managers for skills upgrade.

### Sales and Marketing Excellence

Tick

**AVAILABLE COURSES**

- a) Fundamentals of Sales and Marketing (Basic Course)
- b) Strategic Sales and Marketing (Intermediate Course)
- c) Sales and Marketing Excellence (Advanced Course)

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Our signature Sales and Marketing course at Basic, Intermediate and Advanced levels equip starters or experts with smart techniques and requisite knowledge of the core constraints to succeed as a strategic salesperson or a vibrant marketing expert.

# HIGH IMPACT TRAINING COURSES

## Professional and Operational Excellence

### AVAILABLE COURSES

Tick

- a) Operational Excellence
- b) Administrative and Leadership Excellence

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This course is designed for professionals, mid-level managers and other senior managers with experience in managing business operations and administrative responsibilities.

Our Professional and OPEX course is delivered to sharpen up the leadership, administrative and operational skills of professionals who are in the process of advancement to higher job roles and leadership responsibilities in their team or organization.

## Executive Excellence Programme

### AVAILABLE COURSES

Tick

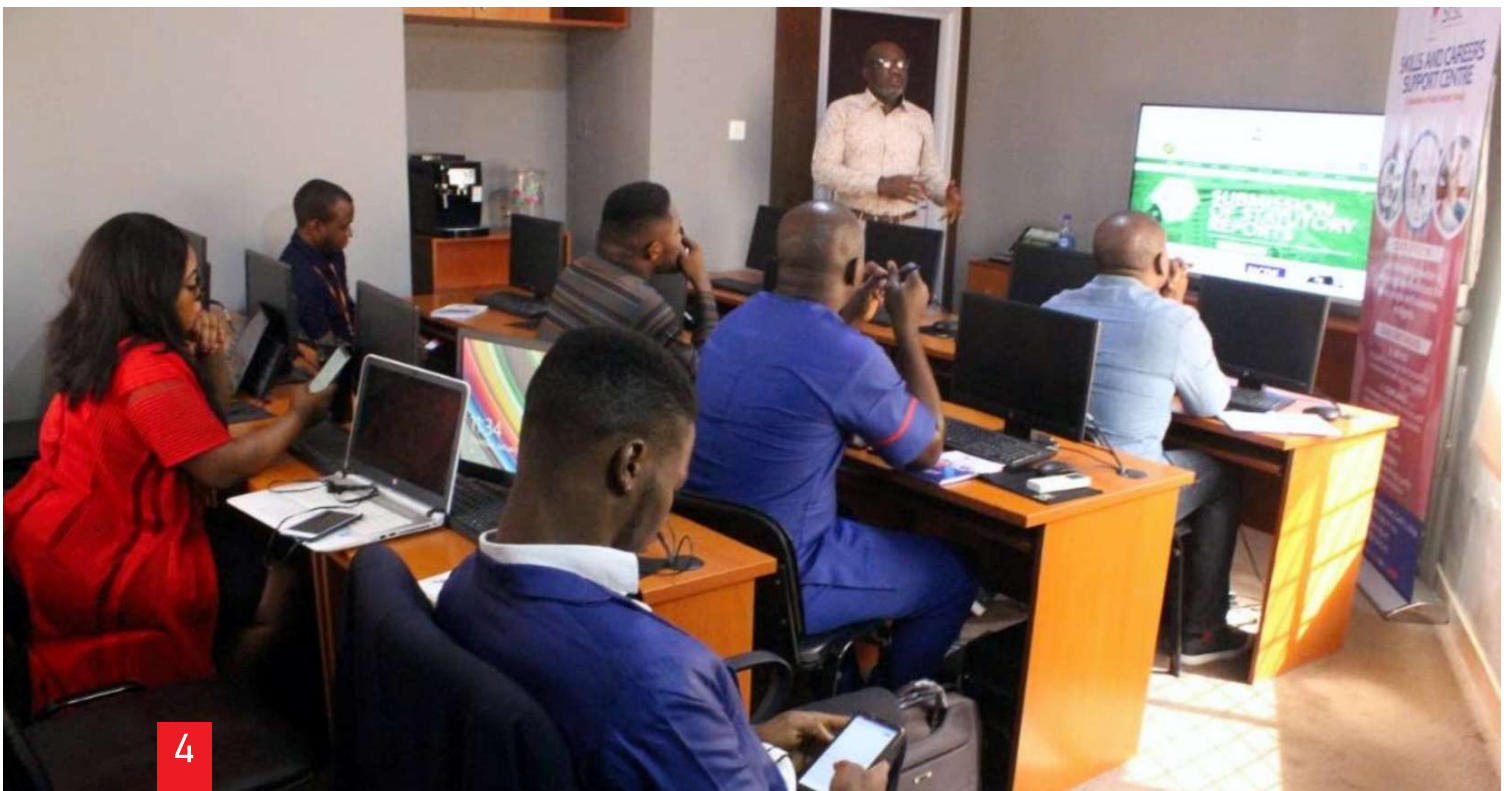
- a) Stakeholder Management – Power, Risk, Influence and Decision-Making
- b) Leadership Effectiveness – Negotiations, Corporate Governance and Administration

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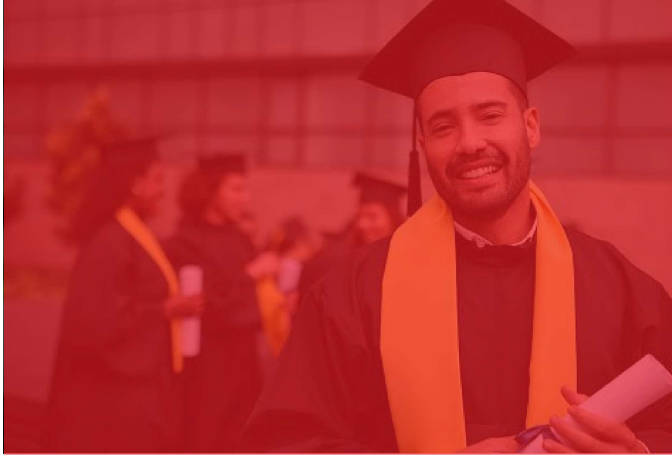
This programme is designed for top executives, managers, directors, CEOs, administrators and board members to enhance their ability to support the goals of their organizations.

This course creates a robust platform for management case analysis, interactions and executive learning leadership and its ability to inspire change, set directions and lead a transformative organization that is competitive and globally integrated.

\* Foreign courses are available







## OTHER COURSES

### Specialized Programmes

Our specialized programmes are technical and industry-specific training courses that are targeted at enhancing the capacity and competence of key staff in specific sectors and areas of operations. This course programme enables participants to attain technical authority, competitiveness and optimum efficiency in their various fields and sectors.

#### Available Courses

- a) Data Analytics
- b) Health, Safety and Environment
- c) Oil and Gas Business Development
- d) Human Resources as a Strategic Business Partner
- e) Fundamentals of Accounting, Finance and Budgeting
- f) Skills Development for Administrators, Secretaries and PAs
- g) Project Management Professional (PMI Exam preparatory)



### Bespoke Training Courses

Do you have specific training needs outside our High Impact Courses and Annual Training Calendar?  
Do you have any courses in mind and require the services of an innovative training partner?  
Do you have any location in mind to conduct a quality training programme for your workforce or group?  
Talk to us through our channels

### Career Incubation Course

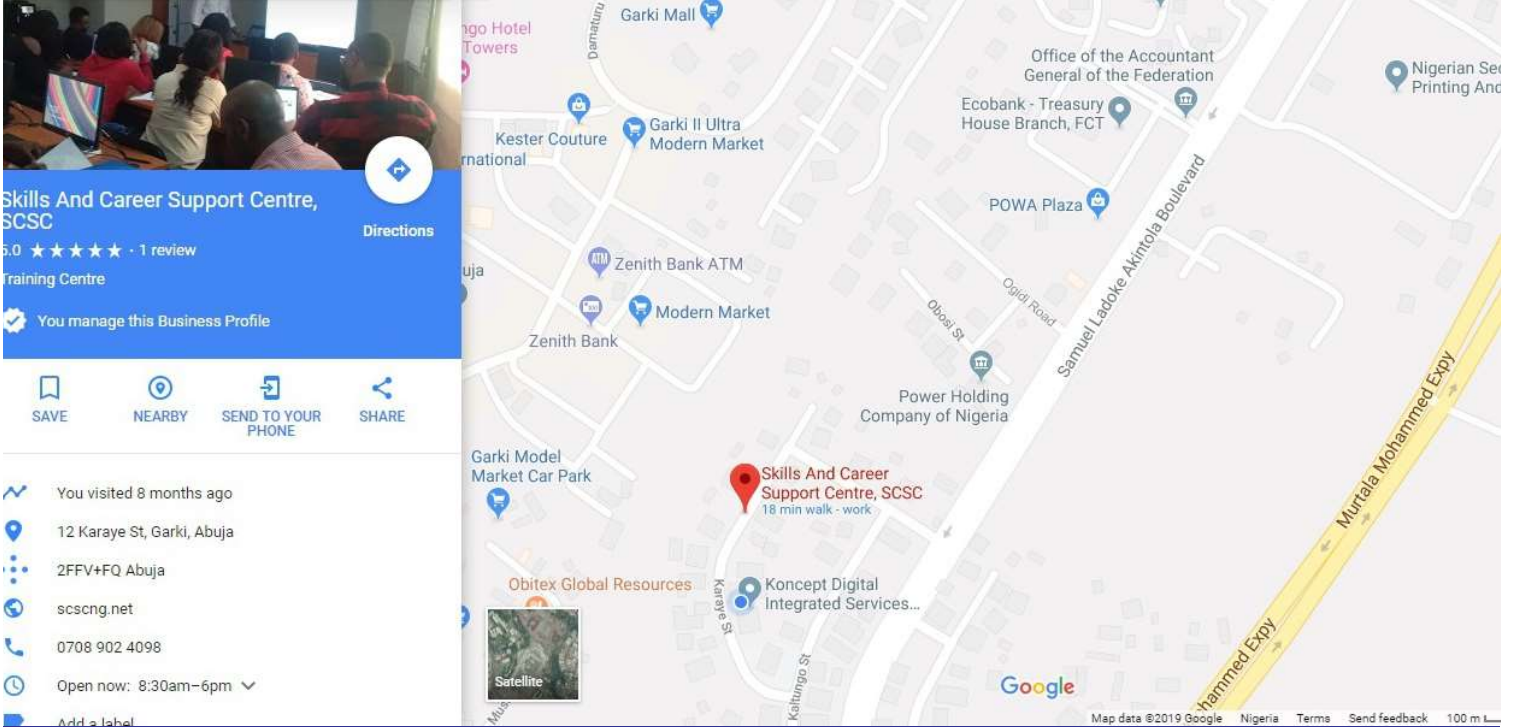
Our career incubation programme is a specially designed career readiness programme designed to help young professionals, interns, and starters launch their career pathways by creating a platform for them to explore their chosen careers and plot an alignment between their interests, and fields of work/study. Our expert career advisors engage participants in personalized sessions to walk them through a career pathway that helps build a solid foundation for career growth right from the very start. We take the responsibility upon ourselves to assist starters to find their pathway and also shape them into the job/industry-ready workforce or professionals for leading organisations and recruiters. They become a highly efficient workforce as a result of the painstaking effort to equip them and make them trainable, employable and champions who are ready to make a positive impact in their chosen fields/careers.

#### Steps in Career Incubation

1. Psychometric Analysis
2. Session with Coach/ Career Advisor
3. Skills Analysis and Recommendation
4. Job Placement

### Workforce Outsourcing

We are a one-stop-shop for top talents who have passed through our internship, training, coaching, and mentoring processes to become ready for deployment into leading organizations and companies who are desirous of recruiting, and retaining top talents across diverse sectors.



# BUILD YOUR FUTURE WITH US



Federal Ministry of Education  
Center for Management Development



Scan here to register

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