ACIPP CONSULTING

Accra|Freetown|Monrovia

Course Descriptions - 2013

Course Office Management:

1. INTRODUCTION

To run an office is easier said than done. It takes overview and commitment to established rules. The course Office Management will help the participant to structure their office and run it smoothly without losing their oversight and deadlines. It also touches upon some legal issues and the importance of having a human resources system in place.

2. COURSE OBJECTIVES

In order to successfully manage an office, regardless of your company's product or even your customer base, you should adhere to some basic guidelines. Here are six areas that you should keep in mind: employment and human resources; project management; equipment and furniture requirements; inter- and intra-office communications; conflict resolution; the company and its people. This course looks at all six of these areas and will instruct the participant how to manage them.

More specifically, the course will instruct the participant how to

- Create their office space
- Know how to employ and run human resources department
- Establish inter and intra-office communications
- Know how to keep an easily accessible and updated filing system
- Use online tools to manage files
- How to manage small scale projects
- How to certify your business, manage contracts with vendors and others as oblige by the law and;
- How to resolve conflicts at the office space.

Duration: 1 Day[1] [Expandable to 2 or 3 days depending on client needs]

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[1] Expandable or can be crushed depending on client needs

Course: Report Writing Made Easy

1. INTRODUCTION TO THE COURSE

The ability to write a report is a necessary skill needed for the execution of school work or in the professional field. To comprehend a decent report, one must know how to structure the elements so that the reader can easily navigate his way through the report and understand the message or recommendation that report seeks to bring across. This course will enable the participant to structure a report so that it contains all the relevant information. The course starts with how to write the introduction, to then continue with the procedure. Then, the course will look at the findings and the conclusion. As the final bigger element of a report, the course will touch on the recommendations. And lastly, additional elements will be discussed so as to construct a complete report.

The course seeks to help writers of reports to understand who they are writing for, for what and to whom. While these elements are not discussed in this manual, they form the core around the face-to-face meeting of this course.

2. COURSE OBJECTIVES

The course Report Writing is to enable the participant to write a report in a clear and efficient manner. It will allow for the participant to understand the elements a report is made up off and construct the findings accordingly. It is also for the reader of the report to understand these findings and get an insight or an affirmation to take action to resolve the issue stated.

More specifically, the course will instruct the participant how to

- Write an introduction

- Explain how he has used the procedure(s) used

- Explain how this procedures(s) noted the findings

- Write the conclusion

- How to interpret the findings and construct the recommendations based on this

- How to add the additional elements to produce a complete report

Duration: 1 Day

Social Networks for Development

1. INTRODUCTION TO THE COURSE

Social Networks and other new media, such as Blogs and Newsletters, have become more prominent in personal career development as well as in successfully marketing a business. Social networks can be an important tool to connect with your customers, and they can be used efficiently for personal career advancement. This course aims to give an overview of the different tools and how to use them best. The course is designed to address both individuals and organisations, but can be adapted to focus fully on one side.

2. COURSE OBJECTIVES

This is a new course ACIPP Consulting has developed for organisations and employees alike to effectively use social media for and in their work.

The sessions will be very practical and presentations will be live via the Internet. This training teaches participants practical ways on how to use social media for their personal career advancement and networking, as well as for organisational purposes. Social media tools covered include Facebook for personal use and Facebook pages for companies and organisations, Twitter, LinkedIn as well as Hootsuite and other tools to coordinate posting to Social media. Other topics covered include using the Google platform, Dropbox, and the creation of professional e-mail and newsletters using Microsoft Office Suit and tools such as MailChimp.

- Help you understand what Social Networks are

- How they work

- How you can benefit from them

- How to use them for personal and professional purposes

- Setting up your Blog page

- Setting-up and Using Newsletters

- How to make full use of Google's products and other organizational helpers, such as Dropbox

Duration: 2 Days

Microsoft Office Suite Made Simple

1. INTRODUCTION TO THE COURSE

Microsoft Office is a powerful tool for offices, and every new edition adds a lot of new features designed to make work quicker and more efficient. Unfortunately, a lot of people are not familiar with these tools and continue to work in the 'old-fashioned' way, doing a lot of work themselves that they could have the computer do. This course aims to give an introduction to the most important Microsoft Office tools (Word, PowerPoint, Excel, Outlook) and show shortcuts in their daily use.

2. COURSE OBJECTIVES

The course will give participants an introduction to the different Microsoft office tools and how to use them more efficiently in their daily activities.

- Microsoft Office: the different tools
- Wizards: help make your work faster
- The art of formatting in Word
- Using Excel for Tables and Graphs
- What are Templates and how can they be used?

Seeing as the level of knowledge in Software can vary quite dramatically between participants, this course is accompanied by an extensive training needs assessment prior to the training to ensure quality delivery to all participants.

Duration: 2 Days, can be reduced to 1 Day

Project Management

1. INTRODUCTION TO THE COURSE

Delivering results on time and within budget and to the customers expectation (quality) is a must for managers to be successful in today's competitive business world. To enable you to maintain optimum results you must apply a Project Management methodology, processes, tools, techniques suitable for everyone at all levels. This course will give you knowledge you will need to lead any project given to you. Every aspect of project management including managing a team and overcoming problems is clearly explained. We will give you a guide to project planning, with 101 tips that offer further advice. A self-evaluation form will also help you evaluate yourself as a project manager and what skills to improve for the future at the end of the course. Scenarios explored during the course will test your ability to proactively react to a given situation whilst you are managing a project.

2. COURSE OBJECTIVES

Projects are managed within the parameters of Time (T), Cost (C) & Quality (Q). The objective of this course is to enable participants to:
- Reduce time spent completing project deliverables
- Decrease cost by saving time & effort to build deliverables
- Minimise change, risks & issues by defining your project properly before you begin
- Assure quality of deliverables, increasing your likelihood of meeting the customer's requirements
- Monitor & Control the project more efficiently, especially during the Execution phase
- Manage suppliers more effectively with comprehensive supplier contracts
- Improve staff performance by clarifying roles, responsibilities and delivery expectations
- Increase the likelihood of overall project success to T, C & Q.

Duration: 5 Days, can be reduced to 3 Days (contains less practical applications)

Stakeholder Management

1. INTRODUCTION TO THE COURSE

The concept of social responsibility is responsible for the shift from a very strict corporate project management to project management with a more voluntary consideration of public goals. It has also meant that the number of stakeholders increased. Corporations now not only have to consider the needs of their direct owners but also those of their employees, public interests groups, e.g. environmental organizations, strategic partners, journalists, public monitoring bodies et all. Therefore it became an essential part of running projects to have a stakeholder management policy in place.

Stakeholder management is the process of managing the expectation of anyone that has an interest in a project or will be effected by its deliverables or outputs. It is important to understand the values and issues that stakeholders have in order to address them and keep everyone on board for the duration of the project.[2]

Stakeholder management is the systematic identification, analysis and planning of actions to communicate with, negotiate with and influence stakeholders.[3]

2. COURSE OBJECTIVES

This course aims at guiding you and your business into having a reliable and successful relationship with your stakeholders. The course sets out a strategy that will help you determine who a stakeholder is and how to deal with the issues that arise from it.

More specifically, the objectives of the course are:

- Giving you the ability to identify stakeholders
- Giving you the ability to analyse them
- Be able to create a stakeholder matrix
- Giving you the ability to engage your stakeholders
- Giving you the ability to communicate with your stakeholders and
- Giving you the ability to have agreements with your stakeholders

Duration: 1 Day

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[2]
        http://www.projectsmart.co.uk/stakeholder-management.html
[3]
        Association for Project Management, via www.apm.org.uk/Definitions

Proposal Writing

1. INTRODUCTION TO THE COURSE

Writing winning grant proposals for new projects is an essential skill for every employee of an organisation. Often, donors use their specific formats for grant proposals, but the different sections found in them all adhere to certain norms. This course is designed to give participants the knowledge needed to write convincing, successful grant proposals for their future projects.

2. COURSE OBJECTIVES

The course will be based on the TOF-M approach and give participants an overview of the different types of grant proposals donors usually use and their respective sections. Special attention will be paid to the importance of formulating SMART objectives, tools to avoid budgeting problems and planning activities using log-frames. The two-day training includes a lot of space for discussion of personal working experiences, problems previously encountered and a team challenge on formulating SMART objectives. Learning objectives include:

- Different types of proposals: The Letter of Inquiry, the Expression of Interest, the full proposal etc.
- What sections are typically found in proposals and what are they expected to include?
- What are SMART objectives and how to formulate them
- How to use logframes
- How to overcome budgeting problems

Duration: 2 Days, can be reduced to 1 Day depending on Client needs

Monitoring and Evaluation – The measuring of what?

1. INTRODUCTION TO THE COURSE

Effective Monitoring and Evaluation (M&E) of Processes and Projects is key to success. It helps us to understand the impact and the results of our interventions, and thus provides important feedback on our actions. Collecting and communicating this information on progress, results and impact of one's intervention to relevant stakeholders is an important part of Project Management and is a vital skill in today's world.

2. COURSE OBJECTIVES

The course will be based on a power point presentation developed by Joshua Amponsah and leased to ACIPP Consulting. The objective of this course is to achieve an understanding of Results-based M&E. This means to understand what differences our Interventions make in their environment. This is to be achieved by monitoring actions and results simultaneously. Additionally, the course reserves a lot of time for the discussion of personal experiences and work-related problems. In detail, the learning objectives are:

- What is results-based M&E?
- The relationship between Monitoring and Evaluation
- Results-based Management: a tool for effective M&E
- The results-chain model
- Logframes: define Frameworks, select Indicators

Duration: 2 Days