



**CCI FRANCE  
GHANA**

# Training program 2019





# Managing Data and Spreadsheets (Excel)



## Target audience

All executives and staff



## Duration

2 days / 16 hours



## Dates

21st and 22nd February



## Location

CCIFG meeting room



## Cost\*

1,480GHS for members

1,700GHS for non members

*\*This amount includes all costs of training, lunch and two coffee breaks a day as well as the partner certificate and taxes*

## Training target



The Managing Data & Numbers programme is designed to provide trainees with the essential tasks that can be performed under Microsoft Excel Spreadsheets while optimising the usage of this application. This programme targets all people who work with databases, numbers and statistics, whatever their job and their position: administration, personnel, sales & marketing, accounting & finance assistants, management.

## Programme outline



- Menus, Commands & Functions - Formatting and Calculations
- Managing Excel Worksheets – Cells & Columns - Layout & Presentation of Data
- Recopying Formulas – Advance functions
- Managing Databases
- Creating & Inserting Excel Charts – Graphics & diagrams
- Creating Pivot Tables - Working with Macros - Creating & showing scenarios



# Time & priorities

## Training target



A practical course that will show delegates how to manage both priorities and time so that they can accomplish more in less time.

A practical course that will show all types and levels of participants how to manage both priorities and time so that they can accomplish more in less time

## Programme outline



- Defining Time Management
- The Obvious and Hidden Benefits of Managing Time
- Setting Goals and Priorities
- Planning & Scheduling
- Dealing with Interruptions & Paperwork
- The Art of Effective Delegation



### Target audience

All executives and staff



### Duration

2 days / 16 hours



### Dates

21st and 22nd March



### Location

CCIFG meeting room



### Cost\*

1,650GHS for members

1,890GHS for non members

*\*This amount includes all costs of training, lunch and two coffee breaks a day as well as the partner certificate and taxes*



# Powerful Presentations

## Training target



This course provides a complete set of tools for creating powerful presentations. Organize and format your material easily, illustrate your points with your own images, or clip art, and even broadcast presentations over the Web. All those who would like to present their results or projects in a powerful and convincing visual modern fashion will benefit from this course.

## Programme outline



- Preparing a presentation
- Creating slides
- Managing objects, pictures & sounds
- Slides Views
- Adding Notes - Action buttons
- Broadcasting presentations



### Target audience

All executives and staff



### Duration

2 days / 16 hours



### Dates

25th and 26th April



### Location

CCIFG meeting room



### Cost\*

1,480GHS for members

1,700GHS for non members

*\*This amount includes all costs of training, lunch and two coffee breaks a day as well as the partner certificate and taxes*



# Project Management

## Training target



Prioritise, organise, manage and control work, conduct and monitor projects with tools and techniques that will make any assignment safer, more successful and better managed, no matter how informal the project is. Target is all levels of professionals involved in projects: managers or team members, administrators and project support staff.

## Programme outline



- Introduction to Project Management
- Project Management & Organisational Structure
- Management Functions - Management Framework
- Project Environment - Project Phases & Life Cycle
- Project Team Fundamentals
- Analysis, Risks and Issues
- Baselines – Planning – Cost Estimation & Control
- Project Performance Management



### Target audience

Middle management



### Duration

2 days / 16 hours



### Dates

23rd and 24th May 2019



### Location

CCIFG meeting room



### Cost\*

1,650GHS for members

1,890GHS for non members

*\*This amount includes all costs of training, lunch and two coffee breaks a day as well as the partner certificate and taxes*



# Sales Technique



## Target audience

Sales & Marketing reps



## Duration

2 days / 16 hours



## Dates

20th and 21st June 2019



## Location

CCIFG meeting room



## Cost\*

1,650GHS for members

1,890GHS for non members

*\*This amount includes all costs of training, lunch and two coffee breaks a day as well as the partner certificate and taxes*

## Training target



This practical and interactive course covers the sale process from prospection to after sales & customer service. This programme is designed for sales executives, key account managers, in addition to customer service representatives.

## Programme outline



- What customers really want : hierarchy of needs - decision making process
- Helping browsers becoming buyers : The three fold process - First impressions - Verbal & nonverbal responses in sales - Probing & Opening - Supporting customers' needs - Handling attitudes, objections – Closing
- Sales strategies : Fatal errors - Sales strategies that fail - The seven secrets of selling - An excellent sales approach
- The before & after customer service



# Administrative Assistantship



## Target audience

Assistants



## Duration

2 days / 16 hours



## Dates

11th and 12th July 2019



## Location

CCIFG meeting room



## Cost\*

1,480GHS for members

1,700GHS for non members

*\*This amount includes all costs of training, lunch and two coffee breaks a day as well as the partner certificate and taxes*

## Training target



Administrative assistants provide both clerical and administrative support to professionals, either as part of a team or individually. They play a vital role in the administration and smooth running of businesses. This course is designed for all management assistants, whether newly appointed or needing to freshen up their existing skills.

## Programme outline



- The Role of the Executive Assistant
- Office Operations
- Effective Communication Skills
- Essential Customer Service Skills
- Managing Meetings
- Time Management, Key Concepts & Tools

The Leadership University College for Applied Sciences (LUCAS College) is an initiative of two groups rooted in education, project development and finance, Pigier-Trema and Primecorp.

LUCAS College is a tertiary higher education institution accredited by the Ghana National Accreditation Board (NAB) since 2016. It is affiliated to the Ghana Institute of Management and Public Administration (GIMPA). In 2018 LUCAS started a campus in Togo (LUCAS University College - Lomé) and in Niger (LUCAS University - Niamey).

In order to serve its mission, LUCAS established educational partnerships with major educational institutions such as Griffith College in Dublin (Ireland); MBWay and MDS – My Digital School (France).

These partnerships provide for:

- Sharing of experience, know-how, resources, and faculty
- Exchange of programmes enabling students to pursue their studies in foreign universities
- Joint programmes developed in Ghana with foreign partners, leading to double degrees.

LUCAS College and its team of experienced and reputable Ghanaian educators strives to provide and promote world-class higher academic and professional education (Undergraduate, Graduate) in business, accounting, finance, economics, public administration, hospitality, tourism, supply chain management, logistics, computer science and information technology and the applied sciences.

In addition, and because the learning process never ends and professional life requires a constant acquisition of new skills, LUCAS offers individuals and corporations a number of continuing education and training programmes.

In order to offer training that is relevant to individuals and organisations, LUCAS partnered with professional associations and groups who have an intimate knowledge of the market and the demands involved in running a business. Hence, partnerships were formed with CCIFG, GhISEP, MBWay (France) and My Digital School (France).



## Contact CCIFG for more details

**"Supporting your business in Ghana"**

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