



ADAMSONS ASSOCIATES

Solutions Delivered

Corporate
Programmes

Message from The Managing Partner

“Adamsons Associates takes a holistic approach to educating organisations on the ‘Knowledge Worker Approach’ in the twenty first century. Organisations need to wake up to new realities in most countries, if they are to compete at international level. We believe new directions are needed in dealing with staff, if we are to gain maximum benefits from the Knowledge Worker Approach. It is now imperative for employers to employ the whole person rather than parts like a machine.”

Nauman Mangi

[Adamsons Associates](#), an educational consultancy arm of Adamsons Associates occupies a unique position in the corporate hub of London, and is serving growing industry needs for training and development. Offering a brilliant location, state-of-the-art training facilities, and recognised quality assurance, [Adamsons Associates](#) gives organisations the opportunity to develop and broaden the practical knowledge and skills of their staff through courses which incorporate lectures, workshops, work experience, scenario planning and discussion groups. Our course portfolio is varied and flexible and we can provide organisational training ranging from fundamental to advanced level by working collaboratively to provide standard, varied or bespoke programmes focused on your organisation’s exact business requirements.

[Adamsons Associates](#) has developed over the years, opening its doors to corporate delegates from all over the world, from industrialised as well as developing and transition countries. [Adamsons Associates](#) has established relationships with numerous governmental organisations around the world and continues to provide them with long-term training support.

We hope to welcome many more of you to our programme of events in the future. As you will see from our Corporate courses brochure, our training courses are increasingly aimed at specialists and experts, with a number of expert forums and high level seminars included as part of the training. Our aim is for [Adamsons Associates](#) to continue to build on its reputation as a centre of excellence and strengthen its role as a forum for the study of the analytical and technical areas of organisational training.

[Nauman Mangi](#), Director

Our Vision

Our Associates strive to make the name Adamsons Associates synonymous with “Intelligence combined with excellence”. We aspire to be acknowledged as an excellent provider of financial and management consulting solutions that support better and more effective stewardship and management for our clients. Our success is measured by our ability to deliver exceptional service, high quality work, and innovative solutions to our clients.

Through our work, we have developed a suite of courses for organisations and individuals. We can deliver these courses in a number of ways:

At your organisation

At a training centre located near your organisation

In the UK at a choice of locations, such as London, Cambridge, Oxford or Edinburgh

In a location of your choice.

Please contact us for an informal discussion on how Adamsons Associates can help your organisation grow and develop.

Mission Statement

Adamsons Associates has as the heart of its mission coaching, mentoring and providing student focused training and quality support to enable more effective learning. Thus, teaching is shaped by a view of education as a process of awakening the "teacher within," so that students become lifelong learners.

Our purpose in this Enterprise is to prepare leaders of conscience and hence students at Adamsons Associates are encouraged to be vibrant, active and involved learners. The Academy provides extensive opportunities for students and teachers to interact with each other as people, to learn from each other in a cooperative community, an important aspect of which is collaborative student/faculty research.

We also help to develop business minded persons by equipping them with the best business skills, knowledge and attitudes needed to gain a sustainable advantage in today's competitive world. Education is carried on with a concern for the world in which we live and for improving human society. The Academy thus strives to educate morally sensitive leaders for future generations stressing the need for global education, peaceful resolution of conflict, equality of persons, and high moral standards of personal conduct.

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Strategic Management

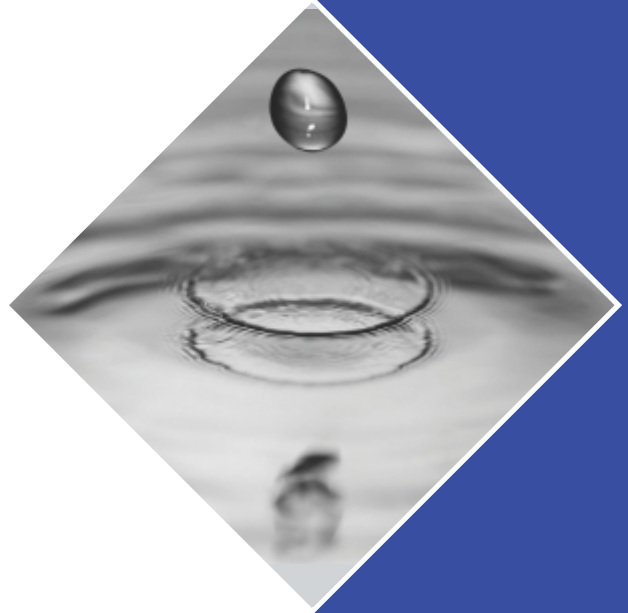
Course Overview: The aim of this course is to introduce participants to Strategic analysis and its relevance for management: to facilitate new learning and provide opportunities for self development. The programme uses a coaching and facilitative approach, it also gives executives feedback on the strategic and leadership aspects of their role. This course aims at a strategic understanding of the decision situations that a firm faces. Starting from game theory and industrial organisation, we will outline general principles of consistent strategic thinking, and apply these principles to specific interactions in managerial settings.

Who Should Attend?

This course is designed to prepare senior managers and executives on how to introduce strategic management within any organisation.

Course Outline:

- Introductions and objective setting
- The individual's responsibility for learning Creating self-awareness
- Discovering the thinking process that is unique
- Exploring how beliefs and values help and hinder
- Creating a shared vision in the workplace, based on beliefs and values – implementing this using clearly defined processes
- Awareness of successful team dynamics, systems and structures
- Examining effective behaviour in teams
- Game theory, economics and strategic management
- Basic concepts from game theory and oligopoly theory
- Strengths and weaknesses of different organisational cultures–SWOT analysis
- Analysis of market structure
- Interim cooperation. Economies of scale, scope and learning
- Vertical Relations. Adding and Capturing Value. Distinctive Capabilities. R&D competition. Technology adoption



Change Management

Course Overview: This course focuses on the fundamental change management skills and processes needed for, process and IT based, change programme and a framework of how to successfully manage the transformation of people.

Who Should Attend?

This course is for Business and IT executives, managers, project managers and team managers who will be involved in managing the transformation of people.

Course Outline:

- How do people react to change?
- Why does change fail?
- Explore the impact and consequences of change
- Develop a Change Management plan
- Manage the challenges that arise in initiating change
- Align the organisation
- Develop a communication strategy and plan.



Human Resource Management

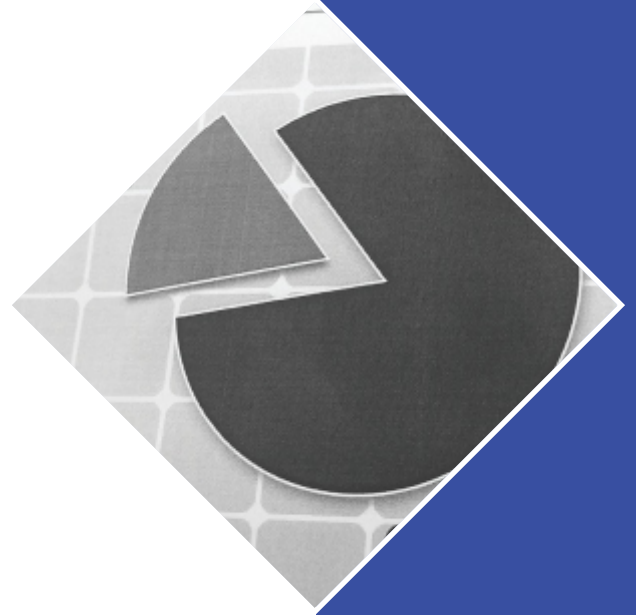
Course Overview: This course is designed to give the opportunity to learn Human Resources Management and its functions within the organisation.

Who Should Attend?

This course is for Human Resources Managers.

Course Outline:

- Human Resource Management and The organisation: Basic Definition and Key Assumptions
- Key Human Resource Functions: Human Resource Planning, Recruitment and Selection, Compensation and Benefits, Performance Appraisal and Training and Development.
- Human Resource Planning: The Planning Process of Human Resources.
- Recruitment and Selection: Job Analysis and Job Descriptions, Sourcing Candidates, The Recruitment Interview, Psychometric Testing, Reference Checks and Making an Offer.
- Compensation and Benefits
- Performance Appraisals: Why Have Performance Appraisals?, The Appraisal Process and the Eight Appraisal Techniques
- Training and Development: What is Training?, Knowledge, Skills and Abilities, Training and Development Perspectives, The Training Cycle, Training Needs Analysis and New Core Competencies.



Marketing Management

Course Overview: This course is designed to give participants a practical introduction to marketing principles, what marketing is?, understanding external factors which affect a business, understanding the capabilities of one's business, SWOT analysis, market segmentation, 4p's—price product, promotion and place.

Who Should Attend?

This course is for people who are interested in the field of advertising, sales promotion, public relations, personal selling, telephone sales and direct marketing.

Course Outline:

- Identify the main obstacles to effective marketing
- Understand the marketing process
- Understand a range of tools and techniques for marketing
 - Product
 - Price
 - Place
 - Promotion
- Use these techniques to build an effective marketing process
- Implement an effective marketing process in the organisation



Customer Relationship Management

**"Think like a wise man but communicate in the language of the people".
William Butler Yeats**

Course Overview: This course is designed to improve the participants' existing customer service skills and develop new techniques to enhance their customer's experience.

Who Should Attend?

This course will be beneficial to all staff that have direct contact with clients and need to understand the importance in today's marketplace for exceptional customer service.

Course Outline:

- Identify different client types
- Defining customer relationship management today
- Building a client relationship
- Identifying opportunities to cross sell
- The successful CRM 'toolkit'
- Individual action plans to improve results



Compliance Management

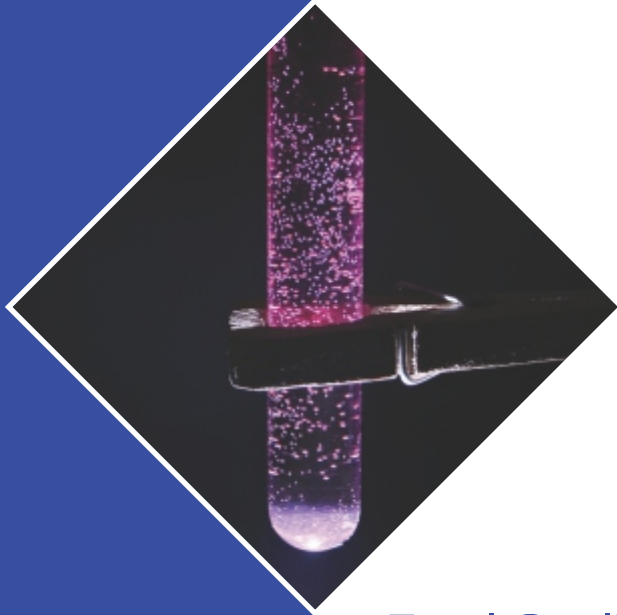
Course Overview: The compliance landscape is changing, and driving large-scale changes in business practice as companies strive to meet the new requirements placed upon them.

New drafts of legislation are forcing organisations worldwide to integrate their infrastructures, their people, and their processes with new reporting and accountability rules.

Within these stringent new parameters, achieving and maintaining compliance requires unifying all these elements to drive genuine, cohesive enterprise-wide compliance.

Course Outline:

- Risk associated with compliance management
- Market trend
- Unified compliance solution
- The risk of non compliance
- Compliance and audit
- Workflow and reporting
- Learning and competency
- Content and information management
- Case studies



Total Quality Management

Quality in a product or service is not what the supplier puts in. It is what the customer gets out and is willing to pay for. Peter F. Drucker

Course Overview: This course is designed to improve the participants' understanding of the importance of quality management. The course helps participants to identify, the key components of a quality management system and factors that cause quality management systems to fail.

Who Should Attend?

This course is for managers.

Course Outline:

- Key Components of a Total Quality Management System
- Quality Policy
- Quality Circles
- Procedures
- Specifications
- Records
- People
- Documentation



Project Management Planning & Implementation

Course Overview: This course is designed to give participants the opportunity to learn excellent Project Management skills and successfully implement project management within budget and schedule. It provides a strong foundation in project management, tools and techniques, and the benefits of a systematic approach to managing projects.

Who Should Attend?

This project management training course is suitable for project managers, team leaders, IT developers and testers and for business people who are involved in IT projects.

Course Outline:

- Principles and Definitions
- Defining Responsibilities
- Stakeholder Management
- Managing Communications
- Producing the Project Definition
- Managing Project Documentation
- Defining the Project Work
- Managing Project Risk
- Managing the Workplan
- Managing Scope
- Managing Quality
- Managing Project Completion



Business Continuity Management

It is an immutable law in business that words are words explanations are explanations promises are promises - but only performance is reality.
Harold S. Geneen

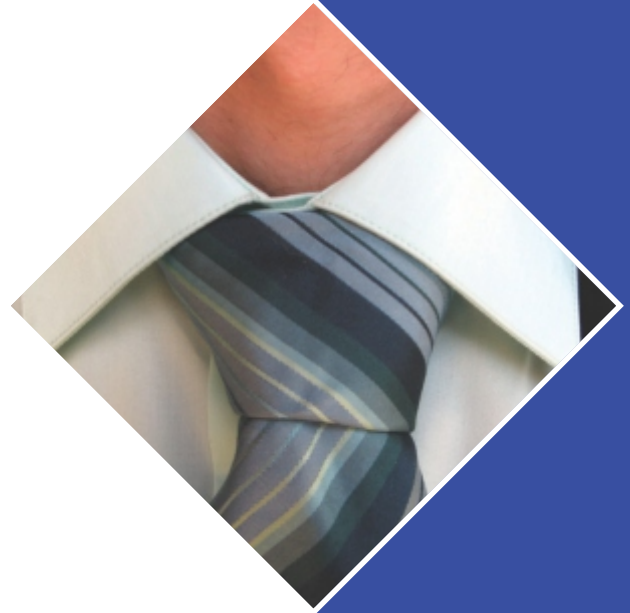
Course Overview: After the Boxing Day Tsunami in Asia, 7/7 in London, Earthquake in Pakistan, Katrina in New-Orleans, what is next? This course is designed to give participants the opportunity to learn how to maintain a business in an emergency and about disaster recovery plans, business continuity etc.

Who Should Attend?

This course is suitable for executives, senior managers and project managers.

Course Outline:

- Prioritize the businesses to be recovered by conducting a Business Impact Analysis (BIA)
- Perform a Risk Assessment (aka Risk Analysis) for each of the IT Services to identify:
 - Assets
 - Threats
 - Vulnerabilities
 - Countermeasures
- Evaluate the options for recovery
- Produce the Contingency Plan



Knowledge Management to Business Intelligence

Course Overview: This course is designed to give participants the opportunity to learn how organisations are drowning in data and a key factor of success is how quick they can transform it into intelligence, and at last, in actions.

Who Should Attend?

This course is suitable for executives, decision makers and marketing managers.

Course Outline:

- What is this activity called knowledge management?
- Why is it so important to organisations?
- What are the computer assisted tools to conduct in-depth analysis of data? and discover vital trends in business performance contained within it
- What are the e-business intelligence solutions allowing access, analysis and sharing of information in distributed environments (intranet/extranet)?
- What are the available solutions for day-to-day decision-making in SME's?



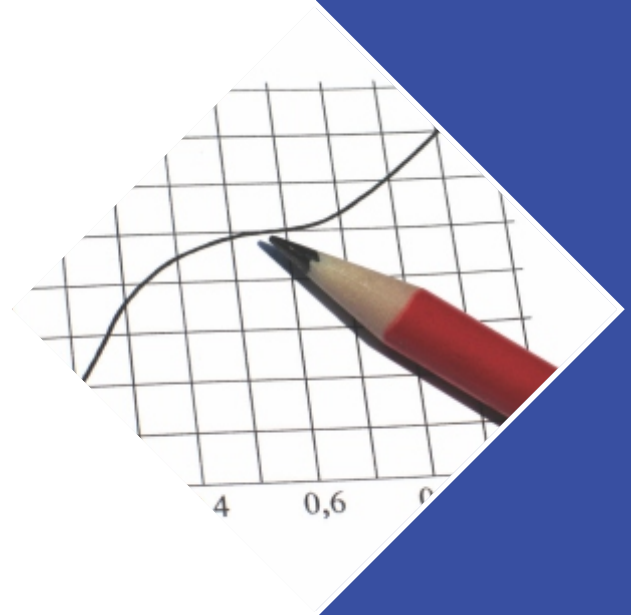
Legal Aspects of Assets/ Reserve Management for Central Banks

Course Overview: The program is designed for delegates with a sound knowledge of the legal fundamentals of asset/reserve management and allocation. The program's objective is to expose both experienced and junior asset managers and other professionals to new legal asset management techniques, asset allocation and reserve style management strategies. It is intended to build on delegates' existing knowledge through the study not only of reserve management but also of non-standard asset classes and legal derivatives involving assets and reserve management. You will return to your office equipped with the skills that you need to tackle any problems that may arise in this area. The course utilises a variety of lectures to analyse the key legal and documentary issues involved in asset management associated with central banks.

Course Outline:

The Course will strive to teach you the various legal and documentation issues involved in structuring asset-backed management for banks and will cover the following topics.

- To Outline and discuss the importance of financial law for the creation and development of strong financial markets.
- Analyze the institutional framework that is necessary for the provision of credit and the operation of financial markets.
- To Explain and critically discuss the basic legal components of the Reserve Management System.
- Examine and discuss the key legal problems that relate to the provision of assets and the ways in which institutions address such problems.
- Discuss and analyze the basic legal principles underpinning commercial asset and reserve management for banks.
- Analyze and discuss the basic legal components of the assets systems of key banks and financial institutes of the world.
- To critically evaluate the nature, scope, economic function of security risk in the management of assets.
- Distinguishing between asset finance and other types of financial dealing with asset finance in various jurisdictions.
- Legal Securitisation products in Asset finance and Reserve Management



The Balanced Scorecard

"Everything that can be counted does not necessarily count everything that counts cannot necessarily be counted" Albert Einstein

Course Overview: This course enables organisations to clarify their vision, strategy and translate them into action. It provides feedback around both the internal business process and external outcomes in order to continuously improve strategic performance and results.

Who Should Attend?

This course is for Business Leaders, Managers, Directors, Heads of Organisations and Institutions.

Course Outline:

- Definition of management system
- Definition of strategy specifics
- Audit existing measures
- Develop new driver and performance measures
- Apply new balanced scorecard measures
- Implement improvement plans
- Track improvement with balanced scorecards
- Continuous improvement through balanced scorecards



Government Debt Management

Course Overview: This course will develop participants' understanding of the practical issues involved in the strategy and operation of government debt management.

Who Should Attend?

This course is suitable for people working in the monetary operations or government debt management area of their organisation.

Course Outline:

- The choice of an institutional set-up for debt management
- Debt management strategies, including issues such as predictability of debt issuance and the choice between issuing in the domestic or external markets
- Captive markets and the monetary policy consequences
- The degree to which the government as issuer should take account of the central bank's monetary policy needs
- The range of debt instruments available to debt managers (including derivatives)
- Primary issuance techniques, including the use of primary dealership systems
- Secondary market development
- The role of the retail debt market
- Analysis of market data



Project Modeling

Course Overview: Project management is famous for its failures. Despite many years of experience and the support of modern project management tools, many projects still overrun, overspend or fail to deliver their promised specification.

Adamsons Associates provides training on systems dynamics that offers an alternative model emphasising the inherent feedback of many projects; the management of quality in projects;

Project risk management is now central to the planning of many major projects; the traditional concept of the critical path is central to much project management but the measure of criticality needs to be extended to incorporate uncertainty and resource constraints.

With optimization you gain the knowledge you need to answer the complex business questions that occur every day. You derive greater insights into the factors that affect your business and processes. You can make better decisions and produce optimal results.

Modelling optimally determine a wide range of business issues, including:

- Resource allocation and management.
- Production and inventory planning.
- Product mix and blending.
- Staffing allocations.
- Distribution, routing, scheduling and traffic flow.
- Supply chain management and optimization.
- Capital budgeting, asset allocation and portfolio selection.
- Identification of the best customer-offer-channel combinations given budgets and other constraints



Managing The Procurement Function

Course Overview: This course will offer a practical insight to selection procedures, contractual and legal issues, as well as negotiation techniques for hiring and supervising consultants and other providers of professional and technical services for public funded projects or projects funded by multinational donors and financial institutions.

Who Should Attend?

This course has been designed for personnel who manage procurement for their respective organisations, projects and multi-sector agencies or departments. The course will also be ideal for project managers, legal and financial procurement advisors, project implementers and professionals engaged in the purchasing and procurement of professional services.

Course Outline:

- Procurement of Professional services; hiring professional services, goods and works, reviewing best practices, cost and value as a selecting factor. Pricing methods
- Selection procedures, building a suppliers list, terms of reference, evaluation of proposals, negotiation and communication skills
- Contract provisions, procurement of services, monitoring and supervision of consultants
- Elements of a legally enforceable contract, terms and conditions, interpreting legal provisions
- Discussions and Exercises
- Case studies, preparation and presentation of action plans.



The 10- day MBA Successful Management

Course Overview: The course is designed to assist would be managers or those already in management a pathway to swift progression unto comprehensive strategic management portfolio related roles. The course will assist participants in understanding the issues and dilemmas facing organisations at strategic level. Along with the knowledge to define key elements of strategic management the course shall equip them with the knowledge required to apply the concepts, tools and analytical techniques used in strategic management.

Who Should Attend?

This course is designed to suit departmental and functional managers who are preparing for, or already in, a senior and strategic management position. It is assumed that delegates do have some knowledge of strategic management.

Course Outline:

Fundamental Business Skill

- Interpreting accounting concepts and reports
- Applying financial analysis techniques
- Leveraging customer and market behaviours
- Structuring productive business operations and processes
- Managing people effectively
- Formulating a competitive Business Strategy
- Balancing managerial roles: Interpersonal, informational and decisional
- Managing under uncertainty
- Shifting perspectives from level to level
- Changing behaviours

Financial management and Technique

Optimising capital management

- Managing the two key cash drivers: receivables and payables
- Applying working capital effectively leveraging analysis tools
- Selecting appropriate tools and measures
- Driving solid management decisions
- Budgeting, forecasting and reporting tools
- Balancing equity and debt



The 10- day MBA Successful Management

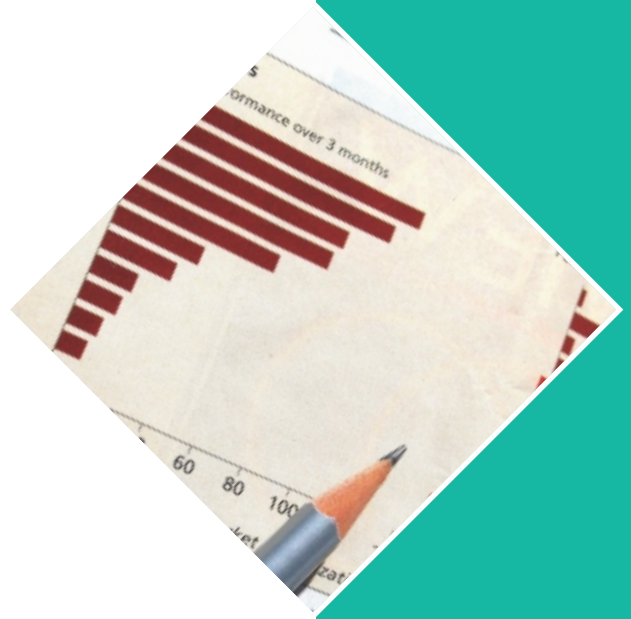
Targeting Markets and Customers

Developing an effective marketing plan

- The roles of marketing
- Distinguishing marketing and merchandising
- Tuning in to customer needs
- Segmenting your market
- Marketing terminology and techniques
- Applying the five "P"s of marketing
- Branding: benefits and pitfalls
- Leveraging the product life cycle
- Incorporating the best of Six Sigma

Developing Winning Business and Product Strategies

- Best practices of effective planning processes
- Assessing opportunities: matrices, PEST, PESTLE and SWOT analysis
- Key forces and factors driving strategies
- Identifying and developing strategic options
- Product portfolio management
- Formulating a business vision
- Communicating and executing the plan



Strategic Finance

"A bank is a place where they lend you an umbrella in a fair weather and it's meant to protect you when it begins to rains" Larry Jones

Course Overview: This course is intended to help assist corporate entities, SMEs and entrepreneurs to report, manage and improve the financial performance of their entire organisation.

Who Should Attend?

This course has been structured to help senior managers, directors and members involved in the financial department of any organisation.

Course Outline:

- Strategic decisions
- Streamline consolidation and reporting
- How to improve the accuracy of plans and budgets
- Align day-to-day operations with long-term goals
- Prediction and response to market changes
- Reduction costs and streamline processes
- Understanding profit drivers and grow profitability
- Easing the strain of compliance requirements



Capital Structure

Course Overview: This course will explore the determinant mix in debt and equity which firms use to finance their operations.

Who Should Attend?

This course is intended for bankers, financial managers and corporate leaders.

Course Outline:

- Firm value and capital structure
- Complete and perfect capital markets
- Irrelevance of capital structure
- The CAPM and MM proposition
- Maximising the value of the firm
- Type and costs of financial distress
- Indirect costs of bankruptcy
- • Forms of increased leverage
- Pricing the risk of default
- Solutions and conclusions



Credit Risk Modelling

Course Overview: This course is structured to assist banks in quantifying, aggregating and managing risk across product and service lines. The outputs of these models also play increasingly important roles in banks' risk management and performance measurement process.

Who Should Attend?

This course has been structured to meet the needs of banks and bankers, financial institutions, credit brokers, directors and senior managers.

Course Outline:

- Performance-based process compensation
- Customer profitability analysis
- Risk-based pricing
- Active portfolio management
- Capital structure decisions



Introduction to Financial Markets

Course Overview: This course has been specifically designed for delegates who need a rapid understanding of the structure and operation of global financial markets and an appreciation of the major instruments traded on those markets.

Who Should Attend?

The course will be especially relevant to those with jobs in back office and support staff, staff in HR, graduate trainees and new entrants, IT and IT support staff, financial recruitment staff, public relations staff, legal staff and assistants.

Course Outline:

Introduction: The Role and Purpose of Financial Markets.

- The Role of the Central Banks Regulatory Bodies.
- Financial Institutions: Banking and Insurance
- Money Markets: Functions and Main Instruments
- Derivatives: Markets And Pricing
- Foreign Exchange: Development of the Market Place. How FX is Quoted. The Linkage Between Interest Rates and FX Forward Quotes.
- Stock Exchanges: Historical Perspective. Recent Developments and Mergers
- Debt Markets: Medium and Long Dated Government Securities in the UK, Europe, Japan and the US. Debt Markets: The Yield curve. The Repo Market
- Debt Markets: Corporate Bonds and Floating Rate Notes
- The Time Value of Money and Fixed Income Security Pricing

Financial Markets and Products.

- Derivatives Exchanges: History and Functions. Derivatives Trading Open Outcry Versus Electronic Trading. LME, IPE, Euronext.liffe, etc.
- Futures Markets: CBOT, CME, SGX, Eurex, Euronext.liffe. Instruments Traded, Uses and Margin Accounts
- Exchange Traded Options: Option Terminology. Types of Options Available. Who Uses Them? Why and How?
- Clearing and Settlement: The Role of the Clearing House
- Over-the-Counter (OTC) Market and Instruments: Forward Markets, Swap Markets, Credit Derivatives, Hybrid Instruments



Forecasting Financial Markets

Course Overview: This course has been specifically designed for delegates who need to be familiar with time series methods for forecasting financial markets. It will provide delegates with a focused review on time series forecasting by addressing both theoretical and practical aspects using computer software and financial markets data-sets. Delegates will be shown the main theoretical aspects of the methodologies and how to implement these practically.

Who Should Attend?

The course is ideally suited to quantitative analysts, traders, and fund managers.

Course Outline:

- Univariate Time Series Modelling and Forecasting
- Modelling Long-run Relationships in Finance
- Workshop Exercise: Testing the Expectations Hypothesis of the Term Structure of Interest Rates
- Modelling and Forecasting Volatility
- Measuring Forecast Accuracy
- Workshop Exercise: Forecasting Volatility and Implied Volatility



Market Intelligence

Course Overview: Market Intelligence provides the vital knowledge needed to help organisations build a marketing-ready enterprise and create a sustainable competitive advantage.

With Market Intelligence, campaigns and programs implemented across channels will be effective, consistent and timely. They will target the right customers with the right offers, and with the power of predictive analytics, you can be confident that actual results will match predicted ones, even before you spend anything on a new campaign.

Course Outline:

- Product Intelligence
- Consumer Intelligence
- Competitor Intelligence
- Litigation Strategic Intelligence
- Perspective on debt & equity management
- Debt
- Equity Management
- Qualitative Characteristics



Banknote & Currency Management

Course Overview: This course has been designed to assist central banks in taking a strategic approach to their currency management. This requires first of all an understanding of the currency life-cycle and subsequently a hard-headed analysis of the extent to which other stakeholders can take on more functions.

Who Should Attend?

This course is ideal for central bankers, supervisors and currency managers.

Course Outline:

A Strategic View of Currency Management: The trend for central banks to focus on "core functions" and a desire to reduce costs prompts many central banks to reassess their currency management. What should be considered in these reviews? How can central banks best approach their role as currency manager?

Design and Production: Alongside logistical and manufacturing challenges, banknote design raises complex economic and social issues. How should central banks approach these linked challenges?

Distribution, Processing and Destruction: Cash distribution and processing inevitably involves multiple stakeholders with different incentives. How can these interlocking relationships work best? What are the most effective models for banknote distribution?

Research and Development: Currency managers need to keep up to date with new technical developments, especially regarding anti-counterfeiting features. How is this best achieved?



Reserves Management

Course Overview: Some of the greatest balance sheet risks for a central bank arise from managing foreign exchange reserves. This course will cover some of the most critical aspects of FX trading and identify techniques to manage them.

Who Should Attend?

This course is suitable for risk managers, or portfolio managers who wish to obtain a better understanding of the risks they face, or those who take the strategic decisions in financial risk management.

Course Outline:

The course will concentrate on the following key topics:

- Aspects of benchmarking
- Examination of credit risk, market risk, liquidity risk and operational risk
- Different countries' approaches to these risks
- Strategies of financial risk analysis



Econometric Modelling & Forecasting

Course Overview: The delayed effects of monetary policy mean that policymakers must forecast the future path of the economy. Accurate forecasts are only possible with a clear understanding of the structure of the economy and the shocks affecting it. This course aims to improve participants' understanding of current modelling strategies and forecasting techniques.

Who Should Attend?

The course is aimed at candidates working in the monetary policy, analysis and research departments of their central bank. Candidates should have some experience of econometrics and a background in economics. Candidates must be proficient in estimating using OLS. Knowledge of other techniques is not essential but may be an advantage in parts of the seminar as they will be covered and reinforced during the course.

Course Outline:

The course is a combination of computer-based exercises on econometric techniques useful for monetary policy purposes, lectures on the theory and methods of policy analysis and design as well as practical problems in forecasting and modelling. The econometric methods covered might include:

- Unit roots, co-integration and error correction mechanisms;
- VARs and simultaneous equation systems;
- Techniques to model unobserved economic components;
- Models of volatility and nonlinearity;
- Panel data methods; and
- Calibration of stochastic general equilibrium models.

The course focuses on deriving and interpreting estimates of equations that are used to construct small forecasting models or to tackle more disaggregate issues of monetary policy relevance. Participants will also learn simulation and forecasting techniques through practical exercises. Small aggregate monetary policy models are the main focus of this part of the course but we will also demonstrate how particular sectoral models can be built and simulated.



Business Modelling

Course Overview: This course is designed to produce quantitative analysis which may help determine or support a particular course of action. This course also combines business and financial analysis with software techniques and awareness of corporate policies. Its principles, applies equally to straightforward business projects as well as mergers and acquisitions.

Who Should Attend?

This course is suitable for experienced business practitioners seeking to enhance their skills and add clarity of their knowledge structure.

Course Outline:

- The Business Modelling process
- Defining the outputs
- Uncertainty, scenario planning and model inputs
- Developing the scenarios
- Managing the model development process
- Style and outline
- Macroeconomic factors
- Forecasting revenue
- Operating costs
- Capital, expenditure and working capital
- Modelling funding issues
- Further financial statement development
- Writing and presenting the business plan



Modelling & Forecasting Exchange Rate

Course Overview: This course has been specifically designed for delegates who need a good understanding of the determination of exchange rates and of the alternative techniques used for modelling and forecasting exchange rates.

Who Should Attend?

People who have some knowledge of exchange rate economics and econometrics and have an interest in econometric modelling and in forecasting applied to nominal and real exchange rates.

Course Outline:

- Fundamental and Non-fundamental Approaches to Exchange Rates-Main Theoretical Approaches to Exchange Rate Determination
- Introduction to Econometric Modelling: Long-run Relationships & Short-run Dynamics
- Review of Basic Econometric Ideas: Simple Univariate Modelling; Cointegration; Equilibrium Correction Models; Vector Autoregressions
- Structural Time Series Modelling
- Kalman Filtering Using STAMP
- VAR and BVAR Exchange Rate Models
- The Behaviour of the Real Exchange Rate
- Nonlinear Dynamics in Real Exchange Rates
- Real Exchange Rate Determination in Emerging Markets
- Assessing Forecast Accuracy: Statistical Criteria and Trading Performance

Practical Session:

- (i) Cointegration Analysis: Nominal Exchange Rates and Relative Prices; The Purchasing Power Parity Hypothesis
 - (ii) A Structural Time Series Model of the Nominal Exchange Rate
 - (iii) A Nonlinear Model of the Real Exchange Rate
- A Conventional Monetary Model of Nominal Exchange Rate Determination
 - Nonlinear Dynamics in a Conventional Exchange Rate Determination Model
 - Time-varying Volatility Modelling
 - Forecasting Exchange Rates Using the Term Structure of Forward Premiums & Error Correction Models

Practical Session:

- (i) A Nonlinear Model of Nominal Exchange Rate Determination
- (ii) GARCH/ARCH Models of Nominal Exchange Rates
- (iii) A Vector Error Correction, Term-structure Forecasting Model of the Exchange Rate



Economic Indicators & Financial Markets

Course Overview: This course gives an introduction to understanding fundamental economic principles and how to apply these to the interpretation and use of economic indicators and their role as drivers of financial markets.

Who Should Attend?

This course is aimed at new entrants to the financial sector who have no background in economics but need to gain an understanding of the economic environment and how it impacts on the financial sector.

Course Outline:

- Markets and their role in resource allocation, price and profit signals
- An introductory analysis of the market for foreign exchange
- Macroeconomic objectives; growth, employment, inflation and the balance of payments
- Fiscal policy and the issue of fiscal stance
- Monetary policy, inflation targeting and policy rules
- Supply side policy, productivity and costs
- The construction and interpretation of economic indicators
- Key UK and US indicators and the economics underpinning them
- Interest rates, yield curves and expectations
- Equities, innovation, dividends and future growth
- Fixed income securities and interest rate expectations
- Market sentiment and economic data



The Global Economy & Financial Markets

Course Overview: This course has been specifically designed for delegates who need to develop their knowledge of how the macro-economy influences equity and other financial markets. Among the factors analyzed will be monetary and fiscal policies; the external sector; productivity, investment, and profits; and the interaction with housing markets. Throughout, a simplified organizing framework will be used, and state-of-the-art empirical estimates will be offered.

Who Should Attend?

The course is ideally suited to professionals in the financial services industry coming from a variety of backgrounds (whether economics graduates or not); particularly, but not exclusively, those working as specialist economic analysts, forecasters, and sector specialists (housing markets, productivity, investment, etc.). Practitioners may include employees in banks and building societies, hedge funds, the insurance industry, business consultancy and auditing firms.

Course Outline:

Introduction: An Organizing Framework to Discuss the Role of:

- Monetary policy and interest rates;
- Fiscal policy, the budget and public debt;
- The role of demand (sales, the “feel good factor”, unemployment, the growth outlook);
- Productivity, profits, and investment;
- Current accounts, exchange rates and capital flows;
- Saving, pensions, and demographics;
- The housing markets;
- Bubbles and “irrational exuberance” The course will consider the issues above with reference to empirical estimates of impact



Liquidity Forecasting

Course Overview: Central bank open market operations require accurate and timely liquidity forecasting. This course will aim to improve participants' understanding of the topic, by examining the key components of the central bank's balance sheet, comparing forecasting techniques and discussing problem issues.

Who Should Attend?

This course is aimed at central bankers who are working directly in their monetary operations or liquidity forecasting area. It is expected that candidates will likely be drawn from a range of developed and emerging market economies.

Course Outline:

- The role of liquidity forecasting in open market operations;
- An analysis of the central bank's balance sheet including currency in circulation, net government expenditure and net foreign assets;
- An introduction to software packages used in liquidity forecasting, and practical exercises, some of which will use participants' country data;
- The appropriate degree of publication of the liquidity forecast;
- A detailed examination of how liquidity forecasting is conducted in the United Kingdom



Financial Derivatives

Course Overview: This course presents and analyzes derivatives, such as forwards, futures, swaps, and options. These instruments have become extremely popular investment tools over the past 30 years, as they allow one to tailor the amount and kind of risk one takes, be it risk associated with changes in interest rates, exchange rates, stock prices, commodity prices, inflation, etc.

The course defines the main kind of derivatives, shows how they are used to achieve various hedging and speculating objectives, introduces a framework for pricing derivatives, and studies several applications of derivative-pricing techniques outside derivative markets. The main topics covered are

- Pricing derivatives: no arbitrage and the law of one price;
- Forwards, futures and swaps — pricing and applications;
- Options — pricing and applications. Both European and American style options are studied, in the context of the binomial model as well as in that of the Black-Scholes model.
- Further applications: real options, corporate securities.

Course Outline:

- Forward Contracts
 - Spot market price and the cost of carry
 - Mark to Market
 - Settling forwards
 - Non-deliverable FX forwards
- Options Contracts
 - Features
 - Terminology and Conventions
 - End-user applications
 - Value Concepts
 - Pricing and Price Discovery
- Exchange listed Instruments
 - Advantage of Exchange-traded Instruments
 - Futures Exchange-listed forwards
 - Warrants Exchange-traded options
 - Options Exchanges
- Long-term Derivatives
 - Interest Rate Swaps
 - Cross-currency Swaps
 - Commodity Swaps
 - Options on Interest Rates
 - Options on Swaps
 - Credit Derivatives



Financial Engineering

Course Overview: The course provides an understanding of the role and pricing of derivative instruments. In broad terms the course can be subdivided into four main areas. (1) Option valuation, option hedging and option pricing, (2) Pricing futures contracts and Hedging with futures contracts, (3) The mechanics and valuation of swaps, (4) Risk Management and derivatives.

Course Outline:

- Part 1
 - Basics of manipulating Cash Flows
 - Some vanilla instruments and their cash flows
 - Synthetics with FX-contracts and FRA's.
 - Examples of Tax arbitrage
 - Contractual equations
- Part 2
 - The swap logic
 - Role of Libor Deposits
 - Swap Example 1: Equity swap
 - Swap example 2: Interest rate swap,
 - Swap Example 3: commodity swap
 - Repo strategies in financial engineering
- Part 3:
 - Swap Example 4: Credit Default Swap
 - Examples of synthetic bonds, loans and ABS
 - CDS Indices, iTraxx, CDX
 - Tranche trading
 - Tranche strategies
 - CDS strategies

Course Outline:

- Part 4:
 - Modern Term Structure analysis and its role in financial engineering.
 - A brief summary of Forward Libor Model
 - Arbitrage-free prices
 - Risk-neutral probabilities
 - Self-financing portfolios and Martingales Fundamental Theorem of Finance Measure change technology
- Part 5:
 - Volatility trading
 - Introduction to non-linear instruments. Engineering Convexity
 - Basic option engineering
 - Black-Scholes PDE interpreted as arbitrage-free value of Volatility
 - Funding with volatility
 - Volatility swap
 - Central Banks and volatility trading
 - Swaptions and mortgages



Combating Economic Crime and Money Laundering

Course Overview: Money laundering and the financing of terrorism can have devastating economic and social consequences for countries, especially those in the process of development and those with fragile financial systems. The economy, society, and ultimately the security of countries used as money laundering platforms are all imperilled. The global agenda to curb economic crime and money calls for a cooperative approach among many different international bodies and hence this course strives to teach and train and induce awareness to the risk of the threat the crime imposes.

Course Outline:

- Review of the impact of financial crime in financial and banking sectors and markets.
- Implementing an effective financial crime governance strategy.
- Understanding/diagnosing main manifestations of misgovernance and corruption
- In public and private sector various countries.
- Addressing main sources of laundered funds: narco-traffic, organized crime;
 - Public sector corruption from the budget or procurement; tax evasion; arms
 - Trade and other sources.
- Bank vs. Non-Banking Money Laundering: — nonbanking sector; and within non-banking - formal vs. informal institutions.
- Money Laundering and Terrorism Financing: understanding the complex interlinks, more important in some countries — financing of terrorist activities from 'quasi-legal' activities.
- The Power of Data and Diagnostics: Measure, Monitor, and Control at state, national and global level.



Treasury Management

Course Overview: This course is designed to assist participants in identifying and developing key strategies for treasury management and enabling them to understand the application and valuation of financial instruments. The course also offers familiarity with the practical requirements of the accounting standards.

Who Should Attend?

The course is relevant to anyone in a finance function within their organisation, be it large or small, public or private sector. It is particularly relevant to accountants, finance managers, internal auditors, treasury officers and managers and senior management who need to supervise treasury functions.

Course Outline:

- The market terminology and uses of financial instruments
- The principles of valuation of financial instruments
- The typical workflow of a money market/foreign exchange dealing operation
- The function and organisation of a bank's treasury department
- The sources of a bank's assets, liabilities and profits
- The process of asset and liability management
- Cash and liquidity management issues



Exchange Rate & Capital Flows

Course Overview: This course has been specifically designed for delegates who need to develop their knowledge of how the macro-economy influences equity and other financial markets. Among the factors analyzed will be monetary and fiscal policies; the external sector; productivity, investment, and profits; and the interaction with housing markets. Throughout, a simplified organizing framework will be used, and state-of-the-art empirical estimates will be offered.

Who Should Attend?

The course is ideally suited to professionals in the financial services industry coming from a variety of backgrounds (whether economics graduates or not); particularly, but not exclusively, those working as specialist economic analysts, forecasters, and sector specialists (housing markets, productivity, investment, etc.). Practitioners may include employees in banks and building societies, hedge funds, the insurance industry, business consultancy and auditing firms.

Course Outline:

Introduction: An Organizing Framework to Discuss the Role of:

- Monetary policy and interest rates;
- Fiscal policy, the budget and public debt;
- The role of demand (sales, the “feel good factor”, unemployment, the growth outlook);
- Productivity, profits, and investment;
- Current accounts, exchange rates and capital flows;
- Saving, pensions, and demographics;
- The housing markets;
- Bubbles and “irrational exuberance” The course will consider the issues above with reference to empirical estimates of impact



Leadership & Delegation

Course Overview: This course is designed to prepare managers to delegate effectively. It provides a strong foundation in leadership and management and identifies three important areas in the process of delegation as well as providing a blueprint from which a successful delegation process can be built after the course is over.

Who Should Attend?

This course is for team leaders and senior managers.

Course Outline:

- What is Leadership?
- What is Delegation?
 - Delegation Versus Control
- Leadership Theories
 - Qualities or Traits Approach
 - Functional or Group Approach
 - Leadership as a Behavioural Category
 - Leadership Styles
- The Process of Delegation
 - Accountability
 - Authority
 - Responsibility
 - What Can and Cannot Be Delegated
- The Process of Delegation
 - Ready to Use Six Step Model



Effective Negotiation Skills

Course Overview: This course is designed to prepare individuals and trainers to maximize negotiation skills within any organisation. It provides a strong foundation in negotiation and conflict management and outlines key negotiation techniques, and how to implement an effective negotiation process after the course is over.

Who Should Attend?

This course is design for union leaders, sales managers and senior management.

Course Outline:

- Understand the relationship between conflict and negotiation
- Identify the key roles and responsibilities required by the negotiation team
- Implement an effective negotiation process
- Preparation
- Opening Position
- Bargaining
- Movement
- Closing



Leadership & Influence

Course Overview: This course is designed to prepare individual learners interested in broadening their knowledge/skills base or for those seeking to instruct others on how to influence others. It provides a strong foundation in leadership and management, influence techniques, and how to build relationships. Completion of this course will provide participants with effective strategies for influencing others long after the course is over.

Who Should Attend?

This course is for team leaders and senior managers.

Course Outline:

- Relationship Between Leadership and Influence
- Understand the Main Approaches to Leadership
 - Traits Perspective
 - Behavioural Perspective
 - Leadership Styles
 - Contingency Perspective
 - Transactional & Transformational
 - Charismatic Leadership
- Understand how to Build Relationships
- Appreciate Different Methods and Zones of Influence
- Effectively Employ Nine Influence Tactics



Interpersonal Skills

Course Overview: This course is designed to enable participants to understand and practice the necessary skills and approaches for achieving successful outcomes from their working relationships.

Who Should Attend?

This course is suitable for team leaders and senior managers who would like to build constructive relationships with their colleagues, customers and clients.

Course Outline:

- Understanding the barriers to interpersonal communication
- Introduction to Interpersonal Skills
 - Working Together
 - Technical and Emotional Competence
 - Traditional Assets
 - Emotional Capital
 - Knowledge Capital
- Behavioural Types
 - The Role of Behaviour
- Choosing and making an approach
- Assessing short and long-term goals
- Push Styles: Aggression, Assertion and Persuasion
- Pull and Moving-Away Styles: Listening, observing and questioning.
The importance of Positive thinking in building good relationships.



Interviewing Skills

Course Overview: This course is designed to help delegates apply clear guidelines for the successful preparation, conduct and follow-up of a selection interview. It also enables participants to practice the appropriate skills and receive feedback for future development.

Who Should Attend?

This course is suitable for senior managers or team leaders.

Course Outline:

- Interviewing Skills and the organisation
 - What is an Interview?
 - Main Types of Interviews
 - The Interview Process
- What is the objective of an interview?
- The costs of getting it wrong
- Preparing for the selection interview: job descriptions, person specifications, application forms, the environment: EU and UK law: best practice advice: your interview procedure and plan
- The interview itself: interviewing skills: questioning techniques: establishing rapport; body language; note taking
- Assessing the results for action: analysis by an objective method: follow-up: courtesy to all candidates: retaining goodwill
- Action planning



Leadership Through People Skills

Overview: Master the interpersonal skills that boost productivity. It is no secret that people skills are the key to leadership excellence, but developing these skills and learning to use them appropriately takes understanding and practice. Leadership through people skills introduces the Dimensional Model of managerial behaviour, which is designed to sharpen your understanding of how people skills work and give you plenty of opportunities to practice them. In mastering the techniques and strategies you'll learn in this career enhancing guide, you'll discover how to make yourself and everyone around you more focused, more efficient, and more productive.

Like thousands of successful managers in leading organisations around the world, you'll learn how to use these skills in the right situations, at the right times, in the right ways with direct reports, peers, and bosses. Benefits of Attending

You will perfect your:

Motivational Skills: Giving people a compelling reason to do their best.

Communicational Skills: Strategies for finding out what others are thinking.

Adaptive Skills: Fitting action to the people for whom they are intended.

Sizing-Up Skills: Interacting effectively through appropriate action.

You will be able to:

Ensure new ideas are well received and strategies well executed

Gain greater commitment from all employees

Make more productive team decision

Achieve better results by getting the most out of everyone.

Programme Outline

Leadership Styles with Direct Reports

Leadership Styles with Peers and Bosses

Coaching and DEVELOPING Direct Reports

Does the Dimensional Method Fit the Facts



No-Nonsense Leadership

"Many leaders were great at one time but they stopped growing risking and changing. They forgot that the standard for greatness keeps rising. They retain their title. but no longer lead Others outgrow them They become ceremonial leaders. Their days are numbered". Dave Anderson

Overview: This programme is designed to help anyone in the leadership position, or aspiring to earn a leadership position, develop the mind set and skills it takes to lead effectively and reap significant gains in productivity both personally and from those they lead. It does so in direct, plain terms with strategies that can be applied immediately for better results.

Benefits Of Attending

You will be able to:

- Turn poor performances around fast.
- Stretch yourself and others to new heights
- Create more urgency, focus and momentum day in and day out
- Keep you and your organisation off the endangered species list
- Develop the traits essential to reaching your potential as a leader.
- Take your best people out of their comfort zone to higher levels.
- Put yourself on a personal growth program that separates you from leadership wannabes.

Programme Outline:

- A Leader's First Responsibility
- Vision—A Leader's First Responsibility
- The Power of Bold Vision
- Coaching and Motivating others Through Powerful One-On-Ones
- Leaders Sell Themselves First
- Helping Others Develop a Personal Growth Plan
- Balance Management with Leadership
- Are you More Manager Than Leader
- Traits That Promotes Good Leadership
- Common Traits of Uncommon Leaders
- Self-Investment—Put your Money Where your Mouth is
- The More You Prepare The Less You Repair
- Common Traits of Uncommon Leaders
- Self-Investment—Put Your Money Where Your Mouth Is
- The Credibility Test For Leaders
- The Power of Positive Reinforcement
- The Truth About Turnover



Personal Development For Secretaries & Administrators

Course Overview: The role of a Secretary goes beyond expert keyboarding and language skills. It involves supporting management towards the realisation of the organisation's goals. This office-support can be achieved through lifelong education and retraining, thus keeping pace with evolving office demands. Secretaries need to become an integral part of the management team, seminars and workshops are a good starting point:

Benefits of Attending: You will:

Discover who you are
Believe in yourself
Have faith in your abilities
Bring out the leader in you
Identify your talents and learn to use them to augment the management team

The workshop will cover the following sessions:

- Microsoft Outlook; Including customising the layout on screen
- Creating folders
- Maintaining your email account
- Surfing the Internet
- PowerPoint Presentations
- Excel
- Access
- Communicating With Impact
- Planning Like A Professional
- Improving Your Own Performance
- Developing Superior Organisation Skills
- Public Relations Skills
- Polishing Your Professional Image
- Effective Public Speaking Skills
- Creating a professional image others respect
- How to listen effectively
- How to delegate effectively
- Develop self respect, self direction, self determination and self acceptance
- Proof Reading
- Grammar and Punctuation
- Time Management
- Coping with stress
- Modern\office Equipment. Letters, Reports and memos



Excellence in Leadership through Emotional intelligence

Course Overview: The course is designed for those in leadership positions with emphasis on the practical application of management and leadership styles; the training allows managers and leaders to consider motivation in the workplace in relation to motivational theories.

Course Outline: What will it cover?

What is Emotional Intelligence?

- Defining Emotional Intelligence (EI)
- Outlining the core EI competencies
- A framework to develop EI Leadership competencies
- The benefit of becoming a more Emotionally Intelligent Leader

The Self-aware Leader

- The Importance of self awareness
- Understanding your personal leadership strengths and weaknesses
- Identifying your emotional responses and their impact on others
- Seeking on-going feedback to become a more self aware leader

The Self-managed Leader

- The benefits of managing and controlling your emotions
- Staying focused and calm under pressure
- Achieving goals through self motivation

Building and Managing Relationships

- Why relationships succeed or fail
- Building and managing internal and external relationships
- Communicating with and influencing others for enhances results
- Managing Conflict with others
- Building rapport with a broad range of people
- Managing and engaging emotions within your team



Management & Leadership Skills for Supervisors

Course Overview: This management and leadership skills for supervisors training course focuses on the essential skills and qualities for effective management and leadership, building successful teams and developing and managing a diversity of personalities.

Delegates will have the opportunity to consider practical and straightforward ways to lead, organise and motivate their team in order to achieve outstanding performance and results, learn how to develop staff using different management styles and discuss recruitment, appraisal, delegation and motivation.

Identify the key skills and characteristics of successful leaders and team managers. Understand leadership styles and develop personal strategies for effectiveness teamwork.

Understand how to manage different personalities and encourage mutual respect and co-operation from all team members.

Manage effective team meetings and briefings.
Carry out effective delegation and give constructive feedback.
Resolve conflict and deal with difficult people and situations confidently and positively.
Create and maintain an ongoing action plan for continuous improvement of the team and your individual management and leadership skills.

Course Outline:

Supervisors, team leaders and managers who are looking to provide clear direction and leadership to their team in order to ensure maximum effort, commitment and motivation in the achievement of team objectives.

The Art of Effective Team Management and Leadership

Understanding the role and characteristics of a successful leader
Recognising and reviewing your personal style of leadership
Assessing the key leadership skills



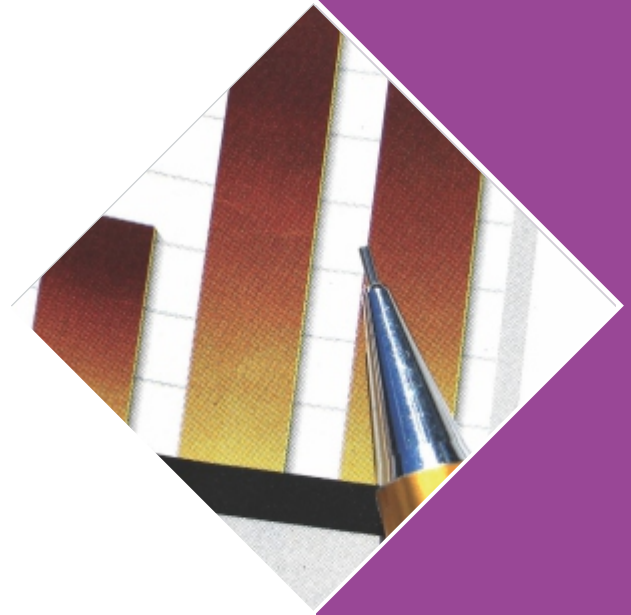
Management & Leadership Skills for Supervisors

Building a Successful Team

- Identifying the traits of an effective team
- Understanding the stages of team development
- Distinguishing team roles and responsibilities
- Encouraging mutual respect and co-operation with your team
- Handling conflict within the team and promoting co-operative behaviour
- Motivating to Achieve Results
- Setting a clear direction.
- Keeping the team on target
- Providing support and recognition

Keeping Communication Channels Open

- Type and frequency of communication
- Team briefings and meetings
- Enhancing Team Performance through Training and Personal Development
- Developing the skills of individuals
- Problem-solving and decision making within the team
- Letting team members take greater responsibility - moving towards an empowering environment
- Creating your personal development plan
- Creating your team development plan



Contract Negotiations and Management

Course Overview: Contract negotiations are one of the most important management activities an organization will ever perform. Contracts are the basis for a financial commitment, and they establish the foundation for the business relationship with providers. Negotiating contracts is most effective when a well-devised plan is established. This Course defines the best practices that lead an organization to contract negotiations success. The course uses an instructional presentation, Interaction with the instructor as well as other participants stimulating answers and questions during a roundtable discussion. Participants not only have the opportunity to interact with instructors during this live event, but also receive supporting materials for reference during and after the course.

Course Outline:

1. Prior to Negotiations

- Performing a Contract Needs Assessment
- Creating a Baseline for Current Contracts, Services & Costs
- Defining Contract Proposal Assessment Metrics
- Identifying Negotiations Project Stakeholders & Participants

2. Developing a Contract Negotiations Plan

- Establishing Objectives
- Documenting Negotiations Strategy
- Documenting Negotiations Guidelines

3. Negotiating the Agreement

- Analyzing & Scoring Proposals
- Negotiating Proposal Changes to Meet Needs
- Selecting & Accepting the Final Contract Proposal



Legal/Legislative Drafting Skills

Course Overview: The intellectual equipment is what legal/legislative drafting is all about. Drafting is an essential experience to prepare you to practice of law. To that end, the Legal/Legislative Drafting skills course is designed to give you practice effectuating clients' intentions while attempting to avoid potential legal problems. This involves gaining mastery of the relevant law as well as applying language skills and also substantially to reinforce and refine the writing skills in new and demanding contexts.

Course Outline:

- The course will cover the following content and topics
- In-depth study and understanding of the constitutional and legal constraints on the making of primary and delegated legislation;
- An understanding of the process by which Acts are enacted, including the processes before, during and after passage of a Bill.
- An understanding of the nature and process of legislative drafting; understanding of the language and structure of legislation
- An understanding of the factors that may cause doubt as to the meaning of legislative texts, the process of legislative interpretation, and the relationship between legislative interpretation and legislative drafting.
- Features of effective letters, e mails, and reports within a legal context using authentic material.
- Techniques for managing interaction with clients. Use of common vocabulary and grammatical structures used in legal documents.
- Techniques for developing an extensive professional legal vocabulary.
- Legal topics such as: Contracts, Company formation, Intellectual property, Competition law
- Choice of Language; Vagueness, Ambiguity, Design
- Complete Contract Drafting and Stylistic Choices.

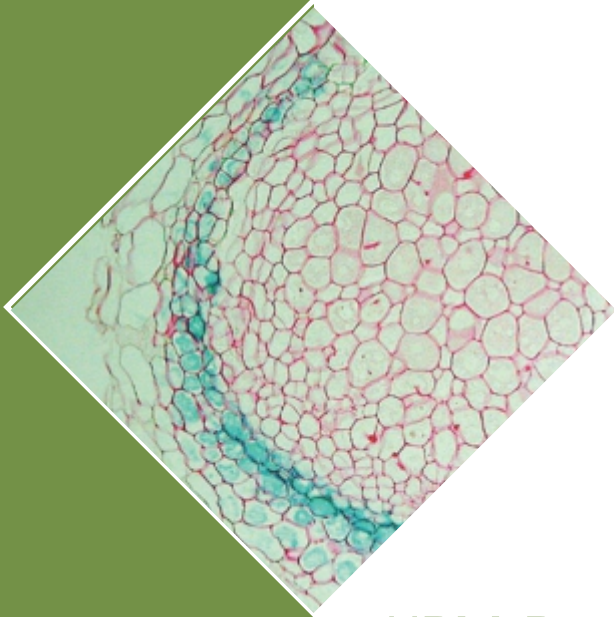


Financial Innovation for Emerging Economies

Course Overview: It is generally accepted that innovation is a key requirement for economic success. This course introduces and stresses the importance of Financial Innovations that nurture the 'emergence' process of capital markets in developing countries by bringing about a lower national cost of capital that in turn enhances the wealth of nations. Financial innovation in the form of different types of derivatives products or financial engineering technologies generally provide low-cost and highly efficient methods of mitigating rather than exacerbating risk by 'completing' emerging capital markets.

Course Outline:

- Defining Financial Innovation
 - Allocation efficiency
 - Operational efficiency
- Mapping the Capital Market Emergence Process
 - Market Capitalization
 - Market Completeness
- Equity and Debt Market Segmentation
- Foreign Exchange Market Segmentation
- Mapping Paradigm for Emerging Capital Markets
- Deregulation
 - Relaxation of credit controls
 - Deregulation of interest rates
 - Relaxation of international capital flows
 - Floating exchange rates
 - Free entry into/exit from the financial service industry
 - Privatization of financial institutions.
- Disintermediation
 - Financial intermediation
 - Bifurcated Intermediation
- Securitization
 - Credit Enhancing
 - Currency risk
 - Credit Risk
 - Country Risk



HRM-Recruitment & Selection

Course Overview: This course is designed to prepare individuals and trainers to introduce effective recruitment and selection systems. Although recruitment has always held an important place within organisations the growing demand for highly skilled staff has meant that effective recruitment practices are now becoming a considerable source of competitive advantage.

Who Should Attend?

This course is suitable for highly skilled staff and senior managers.

Course Outline:

- Recruitment and the organisation
- The Selection Decision
- Biases in Selection
 - Expectancy Effect
 - Primacy Effect
 - Information Seeking Bias
 - Contrast and Quota Effect
 - Stereotyping
- The Recruitment Process
 - Job Analysis and Job Descriptions
 - Sourcing Candidates
 - The Recruitment Interview
 - Psychometric Testing
 - Reference Checks and Making an Offer
- The Recruitment Interview
 - Mutual Preview
 - Assessment
 - Negotiation
- Six Critical Types of Interview Questions
- Psychometric Testing



Job Design: Matching People With Jobs

Course Overview: This course is designed to give the participants an idea about how jobs are designed and how it directly affects employees' motivational level. More importantly it illustrates how job design can equally assist in the achievement of organisational objectives.

Who Should Attend?

This course is for senior managers and team leaders.

Course Outline:

- Job Design and The organisation
 - What is Job Design?
 - Five Key Advantages to The organisation
- Major Approaches to Job Design
- Key Principles of Job Design
- Scientific Management
 - Job Enlargement
 - Job Enrichment
 - Job Characteristics Theory
- Critical Psychological States
- Alternative Work Schedules
 - Compressed Working Week
 - Job Sharing
 - Flexible Working Hours
 - Telecommuting
 - Career Break



Managing Conflict

Course Overview: Being able to effectively manage conflict can often determine the success or failure of any organisation. This course will assist participants in understanding and handling conflict situations within the organisation.

Who Should Attend?

This course is for team leaders and senior managers.

Course Outline:

- Understand the relationship between conflict and the organisation
- Identify sources and types of organisational conflict
- Appreciate different perspectives on conflict within organisations
- Identify conflict outcomes to the organisation
- Employ various conflict handling strategies and styles
- Handle conflict effectively



Customer Driven Organisations

Course Overview: This course emphasises the relationship of an organisation to its customers. The relationship is determined upon quality of product, belief and trust in the service and an ability to meet and exceed the expectations of the customer. It also entails the key requirements for a CRM process that integrates the organisation with those of the customers.

Who Should Attend?

This course is for senior managers and sales executives.

Course Outline:

- What is Customer Excellent Customer Services?
- Looking At Customers
- Managing The Customer
- Measuring Excellent Customer Services
- Standards and Continuous Improvement
- Excellent Customer Services as a Business Process.
- Excellent Customer Services, Communication and People
- Excellent Customer Services - Failure



Performance Appraisal

Course Overview: This course is designed to improve the understanding and skills of delegates regarding the purpose, preparation and delivery of appraisals in an organisation.

Who Should Attend?

This course is suitable for senior managers and directors.

Course Outline:

- Introduction and objectives
- Performance appraisal basics
- Annual cycle/structure of an interview
- Appraiser/appraisee responsibilities
- The appraisal process and paperwork
- Case study preparation
- What makes an excellent appraisal? And a poor one?
- Key skills-listening, questioning and answering
- Role play-As appraiser or appraisee
- Review



Six Sigma

The real problem is what to do with problem solvers after the problem is solved. Gay Talese

Six Sigma at many organisations simply means a measure of quality that strives for near perfection. Six Sigma is a disciplined, data-driven approach and methodology for eliminating defects (driving towards six standard deviations between the mean and the nearest specification limit) in any process—from manufacturing to transactional and from product to service.

The statistical representation of Six Sigma describes quantitatively how a process is performing. To achieve Six Sigma, a process must not produce more than 3.4 defects per million opportunities. A Six Sigma defect is defined as anything outside of customer specifications. A Six Sigma opportunity is then the total quantity of chances for a defect.

The fundamental objective of the Six Sigma methodology is the implementation a measurement-based strategy that focuses on process improvement and variation reduction through the application of Six Sigma improvement projects. This is accomplished through the use of two Six Sigma sub-methodologies: DMAIC and DMADV. The Six Sigma DMAIC process (define, measure, analyse, improve, control) is an improvement system for existing processes falling below specification and looking for incremental improvement. The Six Sigma DMADV process (define, measure, analyse, design, verify) is an improvement system used to develop new processes or products at Six Sigma quality levels. It can also be employed if a current process requires more than just incremental improvement. Both Six Sigma processes are executed by Six Sigma Green Belts and Six Sigma Black Belts, and are overseen by Six Sigma Master Black Belts.

Adamsons Associates is equipped with master belt holders who can bring your managers and employees to acquire both green and black belts so they can improve and supervise quality in your organisation.



Organisational Behaviour

An empowered organisation is one in which individuals have the knowledge, skill desire, and opportunity to personally succeed in a way that leads to collective organisational success. Stephen R Covey

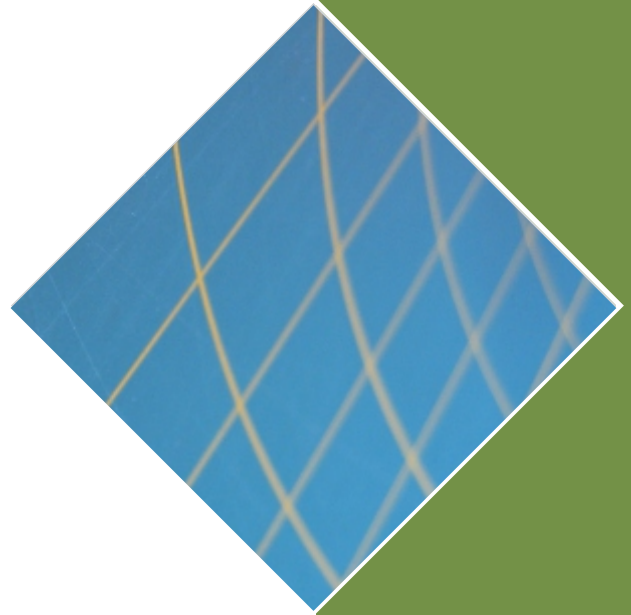
Course Overview: Understanding organisational behaviour is a key skill for all staff so they can compete successfully in an ever changing marketplace where the whole organisation is able to respond quickly and together. For this to occur managers and supervisors need to understand how and why individuals behave as they do and deliver a truly excellent organisation.

Who Should Attend?

This course is ideal for any professional serious about understanding organisational behaviour.

Course Outline:

- Identify the relationship between organisational Behaviour and the organisation
- Understand the Evolution of Management thought
 - Scientific Management
 - Classical organisational Theory
 - Hawthorne Studies
 - Human Relations
 - Organisational Behaviour
- Understand how management thought relates to organisational Behaviour
- Integrate models of organisational Behaviour within the organisation
 - Autocratic
 - Custodial
 - Supportive
 - Collegial



Enterprise Dynamics

Course Overview: This course provides an insight to some of the dynamic components that exist within all organisational groups and ways to maximize business efficiencies.

Who Should Attend?

This course is for leaders and senior managers.

Course Outline:

- Business Basics
 - The Business Environment
 - Dimensions of Business Design
 - Factors to Consider
- Business Critical Components
 - Generic Strategies
 - Resources
 - Competency
 - Managing Change
 - Communication
- Marketing and Selling Your Product
 - Product
 - Price
 - Profit
 - Place
 - Promotion
 - The Sales Equation
- Innovation, Quality and Continuous Improvement
 - Benefits of Innovation
 - Continuous Improvement
 - Quality assesment



Organisational Culture

Course Overview: This course is aimed to assist all participants interested in shaping an organisational culture for success.

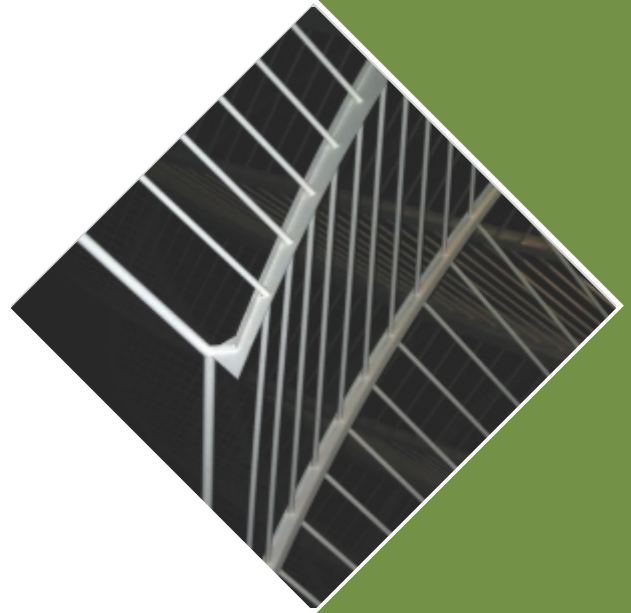
Who Should Attend?

This course is ideal for any professional serious about understanding organisational culture.

Course Outline:

Understand the relationship between culture and the organisation

- Understand the key characteristics of a successful organisational culture
- Identify different images of organisations
- Isolate where your organisation is positioned within the cultural web:
 - organisational Structure
 - Stories
 - Control Systems
 - Rituals and Routines
 - Power Structures
 - Symbols
- Appreciate structural perspectives on organisational culture
- Understand the excellent organisation and how to shape organisational culture



Organisational Structure

Course Overview: This course is designed to prepare managers on how to introduce effective organisational structures within any organisation. It provides a strong foundation in organisational theory and how to maximize organisational structure within an organisation.

Who Should Attend?

This course is for managers who need to gain a deeper understanding of issues in Organisational Structure and their relationships with Organisational Behaviour and Performance.

Course Outline:

- Understand the key concepts of organisational Structure adopted by all organisations
 - Division of Labour
 - Span of Control
 - Administrative Hierarchy
 - Configuration
- Identify the main dimensions of organisational Structure
 - Structuring of Activity
 - Concentration of Authority
 - Line Control of the Workforce
 - Supportive Component
- Appreciate the concepts of Force and Form as they relate to the organisation
- Six models of organisational Structure
- Maximize organisational Structure within an organisation



Corporate Governance

Course Overview: This course has been designed to make participants aware of how effective governance can direct and enhance company performance. The course aims to increase the participants understanding of the current corporate governance framework in the UK and other countries and the crucial importance of governance best practice for both reputation and shareholder value.

Who Should Attend?

This course is suitable for current and aspiring executives and directors.

Course Outline:

- Principles of Corporate Governance
- Practical Governance
- Strategy and the Board
- Legal Duties of Governance and the Environment
- Finance
- Risk Management
- Board Dynamics
- Environment–Case Study
- Conflict of Interest
- Board Meetings–Role Play



Store and Inventory Management

Course Overview: This course covers Stores Management, Inventory Management, Logistics Management, Packaging & Distribution Management etc. Inventory Management and Stock Control include all the activities to move product and control inventory through the supply chain. The supply chain provides the framework for businesses that join to bring goods, services and information efficiently to manufacturing, maintenance and service operations and to ultimate consumers. The student will learn the importance of Logistics in general and Inventory Management and Stock Control in special for different businesses, including bulk commodities to the more specialized products, to obtain the knowledge and skills to plan, organize, execute and control the organization of effective stores and inventory control and management.

Course Outline:

- Introduction
 - Stores and Inventory Management
 - Stores Administration
- Logistics in the Company: Strategic / Operational
 - Logistic Management
- Inventory Management
 - Stock Control & Inventory Management
- Physical Location and Control of Inventory
 - Packaging & Distribution Management
- Planning and Replenishment Concepts
 - safe storage and use of inventory
 - a tracking system and replenishment models
 - forecasts of demand and lead time (amounts and variabilities)
 - inventory costs information
- Tools, Equipment & Technology
 - Why Inventory Systems Fail and How to Fix Them
 - Legal Aspects of Stores & Transportation Management
- Warehouse Location Models
 - Warehouse Design



Operational Modelling

Course Overview: Adamsons Associates trains clients in the design of new organisational structures that will facilitate the delivery of desired business benefits.

We train clients to model how business units interface with each other and with the core business processes, and perform organisational design at the macro level.

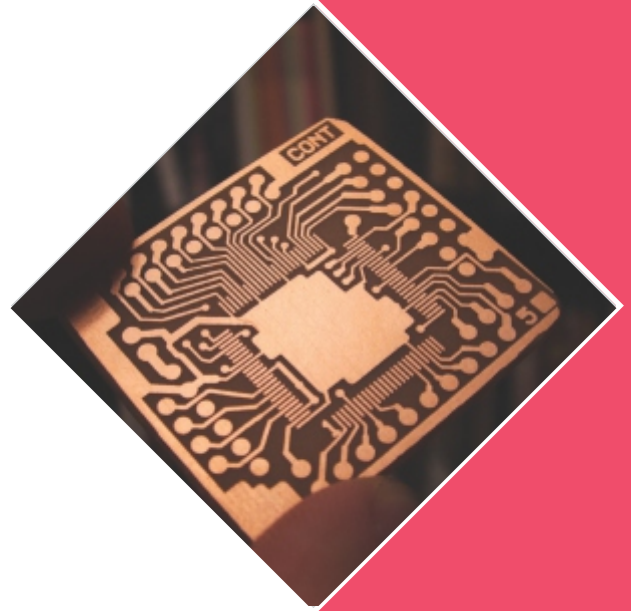
This allows you to look at the number of operations centres, geographic locations and, at a micro level, team composition and management spans-of-control.

We work closely with clients to gain the necessary in-depth business understanding needed to plan and implement successful organisational designs.

In the process companies and organisations can unleash the hidden potential in data, tackle business challenges with new savvy and have greater confidence in the expected outcomes. By applying data mining techniques, you can fully exploit data about customers' buying patterns and behaviour to gain a greater understanding of consumer motivations.

With the power of modelling you can:

- Forecast demand for products and services
- Perform promotional analysis
- Predict staffing and resource needs
- Perform site selection analysis
- Make effective pricing decisions
- Plan and understand your markets
- Predict customer and market behaviour
- Analyse investment options



WIFI LAN: A Cost Effective Technology For SME's

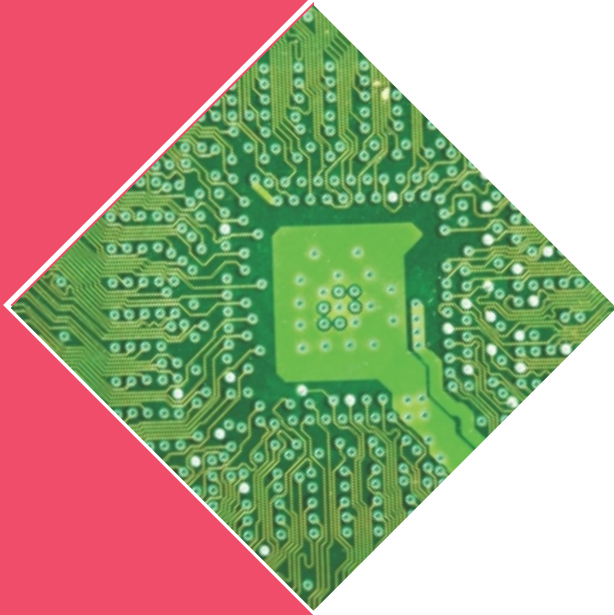
Course Overview: Public WLAN, in which hot spots are enabled in airports, railway stations and coffee shops etc, is now becoming popular. This course has been designed to provide the business community with an overview of Wireless LAN technology and the benefits that it can provide to businesses.

Who Should Attend?

This course is suitable for IT administrators.

Course Outline:

- The Internet Protocol (IP)
- The different Wi-Fi (Wireless Fidelity) norms: 802.11a, 802.11b & 802.11g
- What is a VPN (Virtual Private Network)?
- How to set up a basic WIFI LAN?
- Security issues



Advanced IT for Business

Course Overview: This course is designed to give managers a distinct advantage within all kinds of public and private organisations. It is especially useful if you want to continue to work with IT related documentation or presentations.

The first thing the course does is to carry out a training needs analysis. We ask you how your staff will be using the applications and what their present level of knowledge is so that we can put together groups of people with similar needs and abilities.

Course Outline:

Course contents are based around the need to develop IT skills to compliment the business acumen of existing managers and executives, so everything they learn is relevant to their jobs and allows them to effectively make use of the acquired IT and Business skills.

Microsoft Applications

- MS Access
- MS Excel
- MS Word
- MS PowerPoint
- MS Outlook
- MS Project
- MS FrontPage
- MS Visio
- MS Publisher

Internet Applications

- MS FrontPage
- Macromedia Dream weaver
- HTML
- Java / Java Script
- Adobe Image Ready
- DHTML
- Fireworks
- Flash

ECDL Modules

- Module 1: Computer Basics & Information Technology

- Module 2: Using the Computer and Managing Files
- Module 3: Word Processing
- Module 4: Spreadsheets
- Module 5: Databases
- Module 6: Presentations
- Module 7: Information and Communication

Publishing Applications

- Adobe PageMaker
- Adobe PhotoShop
- Adobe Image Ready
- MS Publisher
- MS Visio
- Corel Draw

Information Management Systems (IMS)

- Fundamentals of IS
- Roles of IS in organizations
- Components of IS
- DBMS



Artificial Intelligence

A "knowledge engineer" interviews experts in a certain domain and tries to embody their knowledge in a computer program for carrying out some task. How well this works depends on whether the intellectual mechanisms required for the task are within the present state of AI. When this turned out not to be so, there were many disappointing results.

In the present state of AI, this has to be true. The usefulness of current expert systems depends on their users having common sense.

Research in AI is concerned with producing systems to automate tasks requiring intelligent behaviour. Examples include control, planning and scheduling

Who Should Attend?

This course is for the

- Police
- Investigators
- Lawyers
- Researchers
- Business Leaders, etc.



Information Technology Management

Course Overview: The objectives of this course are to introduce students to the management issues surrounding information technology and provide an understanding of senior management objectives for the use of the technology, to encourage students to consider the use of information technology for strategic advantage, and to provide practical understanding of the tools and concepts of project management.

Course Outline:

Basic

- Introduction to Java & Data Structures
- Computing Infrastructure
- Applications of Computing
- Introduction to Information Systems
- People Skills
- Guru Lecture Study
- Entrepreneurship
- Programming Concepts & Design
- Strategic Thinking
- Introduction to Management
- Organisational Behaviour
- Financial Accounting 1

Intermediate

- Human Factors
- Web Server Scripting
- ITMB Work Placement
- Management Skills in IT
- Systems Development (ITMB)
- Database Systems (ITMB)
- Programming Applications

Advanced

- Software Engineering Project Management
- Advanced Information Systems
- Web Services
- Communications and Networks
- Management Information Systems
- ITMB Project
- ITMB Case Studies



Appraisals & Feedback

2 days

Course Snapshot

The appraisal of staff is a fundamental part of the manager's or supervisor's role. Appraisal and feedback systems not only help organisations to review individual job performance, they also enable staff to identify and manage their own developmental needs. This course will help you conduct appraisal sessions which promote a motivated, engaged and loyal workforce.

Who Should Attend?

You will benefit from this course if you are a manager who wants to learn how to run effective appraisals and give constructive feedback.

Course outline

- The purpose and importance of appraisals
- The appraisal process
- The benefits of an appraisal
- Objective setting
- What to do before an appraisal
- The Horns and Halo effect
- Effective questioning
- Active listening
- Body language
- Feedback
- Closing the meeting



Teams with Purpose

2 days

Course Snapshot

As team members play multiple roles within a company or organisation, this course shows how Team members engage at the levels of the organisation, the team and the individual in order to make sense of the task and the relationship issues inherent in teamwork and to translate the team's purpose into excellent execution.

Who Should Attend?

Members of organisations wishing to achieve strategic goals through the use of teams will benefit from attending Teams with Purpose

At the end of this course you will be able to:

- Embrace alignment to purpose as a driver of performance.
- Renew focus on important organisational objectives and achieve clarity of purpose.
- Identify and work towards key milestones to achieve your purpose.
- engage in meaningful conversations and create action plans to accelerate your effectiveness.
- Form individual and team commitments and put them into action.



Transformational Leadership

1 day

This is a catalyst one-day workshop that inspires leaders and would be leaders who wish to stand up and make a difference in their world. All participants should discover something about themselves, gain key insights into how they can have a greater leadership impact and understand, at a 'heart' level, some of the critical issues that are associated with influencing a community of people to move towards a higher objective.

Who Should Attend?

Any person who leads, or aspires to lead a team

At the end of this course you will be able to:

- Understand the Heart of Leadership© journey
- Understand the Head, Heart and Hands model, and focus on Heart
- Commit to engage wholeheartedly and to respect confidentiality
- Experience and engage with storytelling as a heart-centric leadership tool
- Hear inspirational leadership stories from peers as well as well-known leaders
- Explore what leadership means to them (incl. leadership vs. management & the leadership choice)
- Confront the leadership choice



Conflict at Work

1 day

Conflict management is a way of resolving conflict early, by means of skilled communication and negotiation. We need to know how to nip the problem in the bud; and how to defuse the situation before it gets out of hand.

The important question is: how well do you handle conflict situations? Do you sometimes come on too strong? Or are you, on occasion, not strong enough? Some people are too passive.

- Prevent conflicts escalating, by "nipping them in the bud" early
- Use logic and reason to resolve conflicts; NOT high emotion, anger and upset
- Prevent conflicts caused by ambiguous instructions
- Use your voice tones and body language correctly, (no pointing)
- Avoid unnecessary conflicts caused by the misuse of humour
- Use praise and appreciation to immediately reinforce any positive changes
- When it is right to stand firm; and when it is right to compromise



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