

TRAINING



2013

Directory and Schedules



**WebCard Technologies
and Consulting**



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WEBCARD TECHNOLOGIES AND CONSULTING

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Welcome

We are a team of professional ICT, management, and educational consultants and trainers experienced in the provision of professional consultancy, specialised training, summits, conferences, business meetings, forums, and courses.

Our expertise covers Accounting, Information Systems, Leadership, Contract Management, Human Resources, Project Management, Public Relations and Finance.

WebCard offers an impressive range of training, consulting and research services. Our experienced consultants provide these services to a large number of organizations, both private and public. We pride ourselves on our track record and long-standing relationships with our clients, many of whom have been with us since we started business.

Our training programmes include over 100 high quality courses for individuals at every level in governments, ministries, tertiary institutions, private businesses and financial institutions. Our destinations are all over the globe.

Our Company

WebCard is a training, research, consulting and technology organization established to provide solutions to Business Communication and Strategic Management Development needs of individuals at all levels. We offer an array of services aimed at improving knowledge and skills through training courses, workshops and seminars to private, public and Non-governmental sectors. Our trainings are taking to an advanced stage where we prefer technological solutions to specific strategic needs.

Our challenge is to be part of the premier training frontier for the delivery of customized and effective training methodologies for the region and the continent.

Our Mission

At WebCard, our mission is to empower through training, workshops, seminars, conferences and courses. To achieve this we strive to share our wealth of knowledge & experience through our dedicated global consultancy service. Our strategies to achieve these are:

- To facilitate the development of an administrative group of experts who are skillful, efficient and advanced in line with scientific development and technique of management.
- To enhance clients' overall performance and investment opportunities through the preparation and analysis of their financial and management statement
- To design and put in place an effective system of checks and balances in determination and prevention of fraudulent practices in clients' organization.
- To provide managerial knowledge and skills to individual employees of an organization
- To provide consultancies to public parastatals and private sectors.
- To conduct research into the social and economic problems for individual organizations
To provide strategic business management and communication skills and knowledge to junior, middle and top management.
- To establish linkages with local and international agencies and institutions for strategic collaborative alliance to promote development and capacity building for mankind

Our Management

WebCard is an autonomous training, research, consulting and technology institution, and operates under the control of experienced consultants from the Industries, Academia. The Managing Consultant, who is the Chief Executive, heads it.

Training Services

WebCard's training programs have been developed and are continually updated, based not only on the latest international management principles and practices, but also on field research, first-hand experience, in-depth knowledge of the industry and the specific requirements of organizations.

Public Training Programs

Public training programs are open to participants from any organization. These participants have the opportunity to concentrate on their learning away from the job and without the pressures of day-to-day work. Participants also benefit from sharing experiences with people from other organizations and gain a new perspective on common problems.

The index of training programs to be offered in 2013 is given in this directory. Other training programs added during the year will be described in future periodic brochures and/or on our website www.webcardtechconsult.com.

Unique Features

WebCard's training is unique because all our courses are computerized, thus participants are always provided with a free take home Laptop Computer or a Smartphone with Multimedia capability, which will be useful to them on the job or at home after the training programme.

Milestones

Over the past few years WebCard has realized the following: conducting and sensitization of seminars, courses, conferences and workshops spanning from strategic management to secretarial administration, and agriculture to specialist languages in French. These courses have created sound awareness and support for WebCard programmes among stakeholders including various functionaries of Government.

Nature of Courses

WebCard officers full and tailor-made management training and Development courses, which is a cornerstone to ensuring that all employees possess the necessary skills to meet up with various departmental and organizational goals.

Below are some of the services that we offer:

Short and long off-job training
Short in-house training
Management/ Consultancy services
Computer training services
Distance Learning Programmes

Target Organisations

- Government Departments, Ministries and Agencies
- Small & Medium Scale Organisations
- Financial Institutions
- Federal, state and private Universities, Polytechnics and Colleges of Education
- Non-government organizations (NGO's) / Entrepreneurs
- International Organisations

Course Facilitators & Consultants

Our facilitators/consultants are highly qualified professionals who combine their wealth of professional experiences with academic qualifications to offer client the best training, consultancy services and development programmes.

In addition, seasoned professionals and guest speakers who are currently occupying relevant specialist positions from Africa and overseas are brought in to share their experiences with participants and provide clients with desired results.

WebCard draws on the finest brains of top-notch facilitators, who are experts in their fields to pilot our dynamic courses. Our consultants are not only professionals in their fields, but they are active consultants and practitioners in their respective fields with pragmatic application and approach to learning.

The institute has an update and revised consultant's roster of dedicated consultants from government, private and individual freelance facilitators who are central to our programmes.

Program Material and Customization

WebCard will design and prepare all the material required for “in-company” programs, including training binders with the client’s name and logo and participation certificates for those with full attendance. WebCard will also customize the presentation if the client can provide to the assigned consultant relevant information (priorities, problems faced at work, etc.) within a reasonable period prior to the start of the training program.

Training Methodology

WebCard relies on a variety of training and facilitation methods and techniques. Used whenever applicable, these methods are aimed at enhancing individual and group interaction while maximizing learning.

Some of these methods are:

- Brief presentations by the consultant.
- Group debriefs.
- Individual and team exercises, indoors and outdoors.
- Behavior modeling and role-plays.
- One-to-one and group discussions.
- Case studies, simulations and small projects.
- Video films, videotaping and playback.
- Self-analysis questionnaires and learning instruments.
- Assessment tests at the beginning and end of training programs.
- Individual action plans (to follow up and evaluate training results).

Most training programs are facilitated by bilingual (English and Arabic) consultants. Public programs are held from 8:30 a.m. to 3:00 p.m. (lunch included). However, in-company programs can be more intensive with extended hours.

Collaboration

On this basis WebCard collaborates with its clients in delivering courses that seek to address the above arrears. WebCard continues to identify and respond to our clients needs through on-going situational analysis. Plans are underway to introduce distance learning degrees and postgraduate qualifications with leading international universities and other institution of higher learning in the United Kingdom, Canada, and United States of America (USA).

Action Plans and Training Follow-Up

WebCard maintains a database of all its participants (alumni). It is envisioned that the alumni will use the list-serve on our database and other mechanisms as a forum of sharing information and experiences in their respective fields. WebCard will from time to time approach alumni requesting them to complete questionnaires or write reports regarding the impact of their training with respect to their arrears of daily field of practice.

To ensure the concepts and skills introduced in our programs are duly transferred to the workplace, WebCard is ready to incorporate an “Action Plan” section at the end of any training program. This section will constitute an integral part of the training and will be completed by the participants before the closing of the program.

If requested by the client, WebCard also stands ready to design a follow-up training session and/or consult with the client to try to expedite the transfer of learning to the workplace and to deal with any post-training issues which may impact the business.

Consultant’s Feedback

At the formal request of the client, WebCard will be glad to give a brief evaluation of the participants (attendance, participation, etc.) and to provide the client’s Management with a summary evaluation of the training.

Flexibility in Course Dates/Schedule

WebCard entertains a lot of flexibility in its training efforts. We are sensitive to our clients timing constraints, and recognize that our scheduled programme dates may not always fit squarely into staff release for course attendance.

With this in mind our clients are allowed to fix suitable dates that will suit their circumstances. Our dedicated consultants clearly understand this, and are well prepared to re-tune their schedules to meet our client timings. This policy has afforded many people to become part of our alumni.

Individualized Training Programs

Individualized Training Programs (ITPs) are concentrated, practical, one-to-one coaching sessions, with individuals receiving the full-time attention of specialized and experienced consultants.

WebCard has conducted many such in-depth training programs, which were specifically designed for individual participants. The subjects covered were based on the specific needs of each participant. The programs usually comprise briefings by WebCard Senior Consultants, reviews of manuals, reports and other data, as well as supervised exercises and structured discussions. ITPs may last from one day to three months, depending on individual and organizational needs.

Short Courses

- Computerised Financial Management & Auditing
- Bank Restructuring & Governance
- Strategic Management In The Era Of Privatization, Mergers & Acquisition
- Computerised Project Management & Implementation
- Private Finance & Infrastructure Development
- Work & Procurement Management
- Strategic Management of Donor Funded Project
- Public Policy Analysis & Development
- Senior Management Skills - Achieving Best Performance
- Change Management & Re-Engineering
- Organisation Restructuring & Transformation Management
- International Borrowing & Debt Management
- Management of Public Finance
- Public Sector Investment Appraisal
- Cash Management & Credit Vetting
- Improving Management Performance In The Public & Private Sector
- Public Enterprise Restructuring & Privatization
- Human Capital Development For Senior Managers
- Competitor Analysis & Organizational Positioning
- Finance For Non-Financial Managers
- Risk & Disaster Management
- Energy Management
- Public Relations In The Public Service.
- Performance Auditing

Tailor-Made & Outreach Training

WebCard offers tailor-made training courses and workshops in a wide range of disciplines related to management and development. Such workshops or courses are tailored to the needs of the client and can serve to induce, initiate or support

organizational change processes to increase specific staff skills and to introduce new work methods, system and procedures to promote team building within the organization.

It is of course also possible to make use of WebCard facilitators to generate tangible and directly visible programmes or project outputs: prepare logical framework in an interactive way with all stakeholders concerned; design a new project, monitoring and evaluation with all project staff, critically assess the underlying problem analysis of an ongoing intervention in direct consultation with the beneficiaries or elaborate a new human resource planning and management (HRPM) for your organization. In most cases, these can be offered on-site or at any of our offices worldwide..

In-Company Training Programs

Most of the training programs described in this directory can be offered “in-company” and are then designed to effectively and economically meet the specific needs of the client. WebCard can also design and offer “in-company” programs on subjects that are not listed in this directory. In addition, programs can be designed based on any combination of topics listed in this directory.

In-company programs benefit the client because they:

- address issues specifically related to the organization.
- include specially designed cases and exercises, which apply to the client’s situation.
- enable the organization to select the proper mix of participants to ensure maximum benefit.
- build team spirit among the program participants.
- are cost effective.

Academic Program Schedules

Social Sciences and Humanities

Programme	Dates	Locations
Anthropology: Evolving Humanity, Emerging Worlds	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Third International Conference on Arts and Technology	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Creating Characters, Inventing Lives: The Art of the Self, 1st International Symposium	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Postgraduate Conference on Translation Studies and Literatures In English	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Psychoanalysis, Culture and Society: A postgraduate conference	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
The Viewing of Politics and the Politics of Viewing: Theatre Challenges in the Age of Globalized Communities	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Brave New Worlds: Transforming Museum Ethnography through Technology	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York



Religious Studies

Programme	Dates	Locations
2013 Bi-annual International Religious Studies Conference	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Research in Religious Studies Conference	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Religious Difference and Conflict Conference	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Religious Education in a Global-Local World	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York

Mathematics and Statistics

Programme	Dates	Locations
Computational Methods and Experimental Measurements	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
2nd International Conference on Pure and Applied Mathematics	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Conference on Mathematics, Statistics & Computer Engineering	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York



Business and Economics

Programme	Dates	Locations
3rd Global Accounting, Finance and Economics Conference	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Research Conference on Emerging trends in Commerce, Economics, Law and Social Sciences	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
World Congress on Business, Finance, Marketing and Industrial Management for Sustainable Development	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Accounting and Management	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Trade, Commodity and Supply Chain Finance: Liquidity, Funding and Risk	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York

Interdisciplinary Studies

Programme	Dates	Locations
Pursuit of Justice: Understanding Hate, Confronting Intolerance, Eliminating Inequality	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
2013 Conference on Higher Education, Research And Innovation for Sustainable Future: The Way Forward	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York



Physical and Life Sciences

Programme	Dates	Locations
International Advances in Applied Physics and Materials Science Congress	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Conference on Recent Advances in Sciences and Engineering	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Conferences on Geological, Geographical, Aerospaces and Earth Sciences	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Multi-Conference on Agricultural, Chemical, Biological and Ecosystems	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Inter-Regional Conference on Land and Water Challenges "Water, Environment and Agriculture: Challenges for Sustainable Development	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Conference on Integrated Waste Management and Green Energy Engineering	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
2nd International Conference on Biological and Chemical Processes	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
World Climate 2013: World Conference on Climate Change and Humanity	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York

Health and Medicine

Programme	Dates	Locations
5-Days Hands-on Workshop on Molecular Biotechnology and Bioinformatics	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Fundamental Science and Clinical Medicine for the young researchers	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Quality and Safety in Healthcare	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
3rd International Conference on Biomedical Engineering and Technology	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Conference on Dental & Oral Health	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Implementing the Key Themes for Nursing	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
T2013: International Council on Alcohol, Drugs and Traffic Safety (ICADTS) Conference	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Symposium on Education, Psychology, Society and Tourism	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York



Animal Sciences

Programme	Dates	Locations
International Conference of the World Association for the Advancement of Veterinary Parasitology	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Conference on Agricultural and Animal Sciences 2013	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York

Law

Programme	Dates	Locations
International Conference on Law, Entrepreneurship and Industrial Engineering	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Network of Transnational Doctoral Research – 2013 Programme on Multiculturalism and the Law	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Conference on The Efficiency of Legal Norms, 2nd Edition – From Theory to Practice	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
The Impact of Religion, Challenges for Society, Law and Democracy	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
3rd Global Conference: Responsible Living: Ethical Issues in Everyday Life	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York



Engineering and Technology

Programme	Dates	Locations
2nd International Conference on Recent Advances in Sciences and Engineering	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
1st International Symposium on Innovative Technologies in Engineering and Science	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
3rd International Conference on Mechanical, Automotive and Materials Engineering	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
2nd International Conference on Civil and Geological Systems	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Conference on Advances in Electronic Devices and Circuits	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York

Architecture and Urban Development

Programme	Dates	Locations
ARCHHIST '13: History of Architecture and Politics	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
International Conference on Civil and Architecture Engineering	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York



RELOCATE'13 Congress on Urban Transformation	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
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Environmental Studies

Programme	Dates	Locations
2013 3rd International Conference on Environment Science and Engineering	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
2013 3rd International Conference on Environment and Industrial Innovation	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
2013 2nd International Conference on Environment, Energy and Biotechnology	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
2nd Latam Health Safety and Rescue in Mining	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
2013 2nd International Conference on Geological and Environmental Sciences	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Nigeria, Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York

Public Program Schedules

Accounting and Finance

Programme	Dates	Locations
International Financial Reporting Standards Conference	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Effective Budgeting and Cost Control	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Financial Analysis Workshop: A Hands-On Approach	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Using Excel 2007: Advanced Business and Financial Reporting	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Efficient Finance and Accounting Operations: 2013 Best Practices and Updates	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Fundamentals of Accounting for Administrative and Support Staff	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Accounting Policies and Procedures: Designing, Implementing & Controlling	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York



Accounting and Finance

International ePayment Course	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Global, eFinance, eAudit and eAccounting Solutions	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York

Secretarial and Office Administration

2013 Strategic Secretary Conference	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Executive Personal Assistants and Senior Management Course	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Information Security, Management and Control Conference	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Administrative Planning and Management Course	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
The Electronic Office: Best Practices and Technologies	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Certified Administration and Office Management Professional	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
The Highly Productive and Effective Administrator	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London

Interpersonal Skills and Self Development

Emotional Intelligence: Strategies for Success	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Managing Conflict: Power through Influence	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Creative Thinking and Innovation Techniques	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London



Work-Life Balance: Maximizing Productivity and Quality of Life	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
The Power of Positive Attitude	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Making Powerful Presentations	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Lagos, Accra, Nairobi, Dubai, Dublin, London
Advanced Business and Technical Report Writing	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Lagos, Accra, Nairobi, Dubai, Dublin, London

Procurement, Store and Contract Management

Successful Contract Negotiations	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Project Management for Contract Professionals	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Effectual Contract Preparation Course	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Contract Administration – Under and Implementing Contractual Obligations	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Tendering Procedure and Bid Evaluation Course	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Strategic Supply and Contract Management	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Computerised Store Management Conference	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London,



		Beijing, Frankfurt, New York
Public Service Procurement Solution Conference	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Works Procurement and Consultant Relations Course	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
eProcurement	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York

Customer Service

Customer Service Management	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Certified Customer Service Professional	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Excellence in Customer Service	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
The Customer Complaint System: A Tool for Customer Service Improvement	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Customer Satisfaction and Loyalty: Strategies and Measurement	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London

Human Resources Management

Strategic Human Resources Management Conference	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Certified Human Resources Professional: From Traditional HR Role to Business Partner	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York



		York
Competencies: Design, Development and Implementation	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Talent Management: Developing Multicultural Leaders	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Performance Management: Setting Objectives and Conducting Appraisals	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Organization and Workforce Planning	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Employee Relations: Roles and Responsibilities	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Knowledge Management: How to Create an Effective Learning Organization	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Auditing HR Processes	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Managing and Coordinating Training Proactively	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York



Certified Training Professional	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
eLearning: A New Training Approach	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York

Leadership and Management

The Leadership Excellence Program	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Leadership and Communication	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Competencies: Design, Development and Implementation	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Key Managerial Skills for New Managers and Supervisors	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Advanced Supervisory Skills	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Managerial Decision-Making and Problem-Solving	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Leading and Managing Change	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Effective Coaching and Counseling Skills	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
The Balanced Scorecard: Achieving Performance Excellence	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Leading in a Global Environment	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London



Conquering Today's Executive Challenges	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
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Marketing and Sales

The Strategic Marketing Plan	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Lagos, Accra, Nairobi, Dubai, Dublin, London
Certified Marketing Professional	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Marketing for Better Results	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Effective Brand Management	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Customer Relationship Management: CRM Strategic Roadmap	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Sales and Marketing Financials Workshop	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Internet Marketing and Social Media	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Key Account Management: Establishing Profitable Customer Relationships	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London
Creative Retail Selling and Visual Merchandising	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23-27, Oct 28-Nov 1, Dec 2-6	Lagos, Calabar, Minna, Accra, Nairobi, Dubai, Dublin, London

Planning, Strategy, Research and Statistics

Corporate Strategies and Value Innovation	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
The Certified Strategist: From Planning to Execution	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York



Corporate Entrepreneurship: Creating Business Opportunities from Existing Capabilities	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23- 27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Successful Planning, Organizing and Control	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23- 27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York
Enterprise Resource Planning (ERP): From Sourcing to Utilization	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23- 27, Oct 21-25, Nov 25-29	Accra, Nairobi, Johannesburg, Dubai, Dublin, London, Beijing, Frankfurt, New York

Project Management

Certificate in Advanced Project Management	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23- 27, Oct 28-Nov 1, Dec 2-6	Lagos, Accra, Nairobi, Dubai, Dublin, London
Project Management Skills	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23- 27, Oct 28-Nov 1, Dec 2-6	Lagos, Accra, Nairobi, Dubai, Dublin, London
Managing IT Projects Successfully	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23- 27, Oct 28-Nov 1, Dec 2-6	Lagos, Accra, Nairobi, Dubai, Dublin, London
Managing Projects Using Microsoft Project	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23- 27, Oct 28-Nov 1, Dec 2-6	Lagos, Accra, Nairobi, Dubai, Dublin, London
Project Risk Management	May 6-10, Jun 10-14, Jul 15-19, Aug 19-23, Sep 23- 27, Oct 28-Nov 1, Dec 2-6	Lagos, Accra, Nairobi, Dubai, Dublin, London

Public and Media Relations

Certified Public Relations Professional	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23- 27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Public Relations and Media Skills	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23- 27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Public Relations Campaigns: From Planning to Execution	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23- 27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London



Business Etiquette and Protocol	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Hospitality Events and Conferences Management	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London

Quality and Productivity

Certified Quality Management Professional	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Total Quality Management (TQM): Tool Box for Continual Improvement	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
The Internal Consultant: Fundamental Consulting Skills	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Understanding and Implementing Six Sigma	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Improving Productivity through Quality and Cost Reduction	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Process Management: Mapping and Improvement	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London
Reengineering Your Organization: A Roadmap to Business Process Improvement	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London

Safety Management

Leading a Safety Culture	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Lagos, Accra, Nairobi, Dubai, Dublin, London
Advanced Occupational Safety and Health	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Lagos, Accra, Nairobi, Dubai, Dublin, London
Health and Safety in the Workplace	May 20-24, Jun 24-28, Aug 5-9, Sep 2-2, Oct 7-12, Nov 4-8, Dec 2-6	Lagos, Accra, Nairobi, Dubai, Dublin, London



Information Technology and Communication Skills

Organizational and Departmental Communication	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London, New Delhi, Kualar Lumpur
Advanced Presentation Skills	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London, New Delhi, Kualar Lumpur
Technical Report Writing	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	
Information Security Systems, Management and Control	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London, New Delhi, Kualar Lumpur
SQL Server 2012	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London, New Delhi, Kualar Lumpur
Web Applications with PHP and MySQL	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London, New Delhi, Kualar Lumpur
Computer Operations and Data Processing Skills	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London, New Delhi, Kualar Lumpur
Visual Basic Programming with DOTNET	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London, New Delhi, Kualar Lumpur
Windows Techniques	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London, New Delhi, Kualar Lumpur
Advanced System Configuration and Networking Essentials	May 13-17, Jun 17-21, Jul 22-26, Aug 26-30, Sep 23-27, Oct 21-25, Nov 25-29	Lagos, Accra, Nairobi, Dubai, Dublin, London, New Delhi, Kualar Lumpur

Softskills Schedules

Communication

How to give and take constructive feedback

The Seminar

In daily work processes and meetings, feedback is necessary and essential in defining common goals. Constructive feedback can help to modify our own standpoint and enables us to reflect on our behavioural patterns. However, as helpful as useful feedback might be, thoughtless criticism can be destructive and result in defensiveness and thereby facilitating a conflict situation.

In order to achieve a high acceptance and effectiveness of feedback given, you will examine your own communication styles and will learn the principles of giving and receiving feedback. You will encompass techniques for effective change and valued communication and train these in groups and with counterparts.

Seminar Content

- Self perception vs. public image: Johari window
- Analysing your effect on others
- Activating the readiness to change
- Checklists: expressing and receiving feedback

Methods

Trainer input, group work, moderated discussions, case studies and role plays, action planning.

How to solve conflicts

The Seminar

Whether it's about learning content, reading the newspaper or working through specialist articles: With the abundance of information available these days, we have to handle more text in less time, and to be able to discern the truly relevant parts.

Unfortunately, when skimming quickly through long texts we usually don't take in their meaning.

Participants learn a method which makes it possible for them to work on all kinds of texts more efficiently. This does not only mean maximizing the number of words per minute. You receive instructions and tips on how you can, with the right training, read in a more focused way, understand the meaning more quickly and also understand better the more complex connections in the texts, and so ultimately remember them for longer.

Seminar Content

- Self test: my own behaviour in conflict situations
- Types, causes and characteristics of conflicts
- “Win-win“-approach for conflict solution
- Effective tools to prevent future conflicts

Methods

Trainer input, individual and pair work, working on training texts, training plans, action plans

Facilitation of workshops & meetings

The Seminar

Moderators need a high degree of personal, social and methodical competence to prepare and perform efficient and goal-oriented meetings. Experience shows: it's never just about the subject of the meeting but also about the communication, readiness and dynamics within the team.

Applicable psychological insights into team member types and optimal work flow will help you to structure and lead business meetings. Selected moderation techniques will support your participants to allocate tasks, to develop solutions and ensure results. A showcase demonstration with different team roles will provide a good framework to reflect and transfer your knowledge into daily practice.

Seminar Content

- The moderator's role: neutral or leading?
- Types and behaviours of team members
- Promoting and steering the discussion
- Facilitation and visualisation aids

Methods

Trainer input, team work, discussion, demonstration of a moderated team meeting, feedback

“From issue to solution”: How to create and deliver meaningful presentations

The Seminar

Presentations today should not only be convincing in terms of their content, but should also be entertaining and professional. This first module takes you step by step through the presentation process and conveys information, skills and tricks to ensure a successful preparation and giving of your performance.

You will develop an activating and suspenseful “dramaturgy” for your subject and your target group. You will use elements of visualisation appropriately and experience how to work with PowerPoint and other media more effectively. Last but not least, you will present your results in small groups and receive feedback for a “best practice” approach.

Seminar Content

- Goal and target group determine the content!
- The four keys to understanding
- Building structure and a line of suspense
- How to cause more effect with less PowerPoint
- Creating and improving layout and slides

Methods

Trainer input, single and teamwork, cross check, improving own presentations

Present confidently with video feedback

The Seminar

When you give a presentation, you are not only presenting your topic but also yourself. This second training module sets a focus on both verbal and nonverbal skills. In meetings or in front of a public, the audience pays attention to your body language, tone and verbal expressions more than to the content.

Various practical exercises relating to the rhetorical impression and public perception raise your awareness of your own behaviour in front of a group. You will hold short and spontaneous presentations, and with the help of direct feedback and (optional) video analysis, you will learn to conquer stage fright and insecurities.

Seminar Content

- “Never speak as you write“: verbal expression
- “I can see what you don’t say“: body language
- Exercises for a convincing performance
- Presentations with feedback and video analysis

Methods

Trainer input, own presentation excerpts, structured feedback, check lists and action planning

How to behave successfully in negotiations

The Seminar

Nowadays, well-prepared discussion partners are to be found on both sides of the negotiating table, and the persuasion process has become increasingly complex. Good will alone is not sufficient to convince your counterpart to reach a particular decision.

In this module you will be equipped with a self analysis about your negotiation styles as well as with applicable techniques for presenting your position even when faced with difficult business partners. You will use case studies in order to build up different levels of argumentation, to dismantle counter-arguments and to expose attempts of manipulation. The “Harvard concept” provides an excellent basis for fair communication with a mutual win-win approach.

Seminar Content

- Self test: my individual negotiation profile
- Arguing and persuading strategically
- The four pillars of the Harvard concept
- Case studies and negotiation simulations

Methods

Trainer input, self analysis, communication exercises, negotiations in pairs and groups, action planning

Assertiveness Training

The Seminar

There are many situations at work where we either lose control and become angry or, alternatively, say nothing and keep our true feelings hidden. These aggressive or submissive behaviours directly influence performance, working relationships and the ability of individuals and organisations to work effectively.

Assertiveness is the ability to take care of one's needs without violating the rights of others. In this training, you will learn how to state your case in dealing with colleagues and customers of all grades.

Based on an effective framework for analysing interpersonal behaviour, we will develop communication techniques for effective working relationships.

Seminar Content

- Identify assertive and non-assertive behavior and understand the impact in the work place
- Deal more effectively with aggressive and submissive behaviour
- Effective framework for analysing inter-personal behaviour
- Making requests, saying No and persisting

Methods

Trainer input, communication models, pair and group exercises, structured feedback, action planning

Team Work

The Seminar

Success is heavily dependant on teamwork. Project success is built on how individuals interact on a daily basis. Furthermore, team performance can extend far beyond

individual potential. The development of positive group dynamics that take account of the different strengths and personalities of the individual team members is a prerequisite.

This programme introduces the skills that are necessary to help people work together effectively. The participants learn about the requirements and rules to establish and ensure the success of a team. The training involves the application of special tools and ideal management of different types of personality.

Seminar Content

- What makes teams effective – basic principles of team work
- Phases of team work
- Team roles
- Teamwork tools in practice

Methods

Trainer input, communication models, pair and group exercises, structured feedback, action planning

Change Management

The Seminar

Changes to corporate strategies or structures are almost always perceived as pressure, and are often rejected or resisted. Involving team members in the responsibility for the process not only ensures the support of employees, but also improves management skills and contributes to the achievement of company objectives.

This training provides an introduction into change management. Participants will get an overview over basic terms and the common reasons for change in a company. They will build awareness of critical success factors and learn methods to reduce resistance and move the change process forward.

Seminar Content

- Reasons for change
- What is Change Management?
- Critical factors: What makes change processes fail or succeed?
- Types of resistance and appropriate measures

Methods

Trainer input, analysis of own change process, pair and group exercises, case study, action planning

Customer Complaints Management

The Seminar

Active customer complaints management is a key way of increasing quality and efficiency in customer contact. The seminar provides solution-oriented skills aimed at minimising customer losses and ensuring customer retention. Participants receive guidelines on the development of a conversation concerning a complaint and get an insight into techniques for solution-oriented communication.

They practice dealing with complaint situations to master difficult situations in everyday working life, create a positive atmosphere and achieve optimal results when dealing with complaints.

Seminar Content

- Customer complaints – a company challenge
- Reasons for complaints
- 11 steps of complaints management
- Practicing typical complaint situations

Methods

Trainer input, analysis of complaints management process, pair and group exercises, role play, action planning

Influencing without authority

The Seminar

With matrix teams, loose business partnerships and complex projects, the modern manager needs to possess a key competence – the ability to persuade and influence without direct authority.

This Softskill will provide the participants with a selection of today's most powerful techniques to rapidly build relationships, to identify the "unmet" needs of the target audience and to get more of what they want by cleverly deploying personal power.

Seminar Content

- Advanced perception and motive detection techniques
- Active listening and message analysis
- The avoidance of conflict and the rapid building of trust / rapport
- Getting to *synergy* without authority

Methods

Trainer input, communication models, pair and group exercises, simulations and a case study.

Working in virtual teams

The Seminar

The globalisation and flexibility demanded in a working context has had a strong effect on team structures and working styles. Virtual teams are increasingly replacing the known daily direct contact. This creates new challenges in organisational and leadership styles: In addition to the spatial, time and often language barriers, a further aspect of cultural diversity can not be underestimated.

In this module you receive a deeper insight in the advantages and risks of virtual collaborations and develop principles for effective virtual and intercultural communication. Practical exercise will help you avoid communications traps and despite the spatial distance enable you to successfully complete common projects.

Seminar Content

- Characteristics and chances of distant teams
- Principles of virtual communication
- Organisational structures and process optimisation
- Virtual strategies for motivation, control, effectiveness und ensuring success

Methods

Instructor input, moderated discussion, simulation, structured feedback, action planning

Working Techniques

Self- and time management

The Seminar

When projects and daily responsibilities pile up from all sides, many managers' diaries become so packed, that there is hardly any time left for managerial tasks and strategic reflection. Yet in this function, time and energy are the most important resources. Hence, time- and self-management are key competencies that represent the basis for successful and targeted work.

You will learn a repertoire of proven and new concepts that will help to structure your work better, to set priorities and to carry out or delegate tasks more efficiently. In future, you will find and use "your" personal tools to keep your time under control and to regain control of what's really important.

Seminar Content

- Getting a structured overview of "to do's"
- Goal setting: ABC priorities and Eisenhower box
- Efficient techniques for better time planning
- Working undisturbed: find your "golden hour"

Methods

Trainer input, group work, exercises for individual time planning, moderated discussion, action planning

Effective work structuring with Outlook

The Seminar

Although computeraided time scheduling and e-mail management have nowadays become a standard, such programmes deliver best results only when they are utilised in an expedient way and act as a support of our daily work structuring.

The focus of this training lies **not** in a detailed software overview, but in the integration of Outlook into our daily and weekly work management. This training conveys the central fundamentals of effective and efficient task and calendar management, and also enables you to organise your contacts, e-mails and background information with Outlook. The promptly applicable tools show the advantages of this

multi-purpose office programme and will help you structure your correspondence and agenda. You will set future priorities with ease - with the effect that you have more time and space for unexpected tasks.

Seminar Content

- Work management - main areas
- Dealing with the inbox: TAF method
- Organizing and retrieving information
- Time and task planning with Outlook

Methods

Instructor input, individual time planning, discussion, work with the PC, action planning

Creativity Techniques

The Seminar

In the scope of innovation and change processes, creativity has become an essential resource in every company. However, routine and pressing daily business often hinder and block the creative potential.

In this module you will learn to break through established thinking patterns, in order to define problems precisely, create new ideas and to systemise your approach to new solutions. You will train new as well as proven creative techniques to develop efficient strategies in supporting and selecting suitable ideas.

In order to attain the highest effectiveness, together you will consider which techniques are most suitable for which situations.

Seminar Content

- How creativity works – and how can it be boosted
- The creative problem solution process
- Creativity techniques I: Analytical techniques
- Creativity techniques II: Intuitive techniques

Methods

Trainer input, demonstration, moderated discussion, pair und group work, written guidance

Super Speed Reading

The Seminar

Whether it's about learning content, reading the newspaper or working through specialist articles: With the abundance of information available these days, we have to handle more text in less time, and to be able to discern the truly relevant parts. Unfortunately, when skimming quickly through long texts we usually don't take in their meaning.

Participants learn a method which makes it possible for them to work on all kinds of texts more efficiently. This does not only mean maximizing the number of words per minute. You receive instructions and tips on how you can, with the right training, read in a more focused way, understand the meaning more quickly and also understand better the more complex connections in the texts, and so ultimately remember them for longer.

Seminar Content

- Techniques for a significantly higher reading speed
- Using selective perception for reading
- Exercises for improving concentration
- Your personal speed reading program

Methods

Trainer input, individual and pair work, working on training texts, training plans, action plans

Stress Management – Dealing with the “high tide” of demands

The Seminar

Stress results in considerable loss of working hours and has a significant impact on effectiveness at work. By understanding the signs and symptoms in oneself and others and how to reduce its effects, we can develop better productivity and effective work.

In this training, the participants get to learn a range of techniques for stress reduction and will be motivated to use them after getting a deeper understanding of stressors

and their impact and aftermath. Useful combinations with this Softskill are these topics: time management, self-coaching and assertiveness training.

Seminar Content

- The stress model: what is stress, how to recognize it and which price you already pay
- Relaxation techniques: using the body to calm the mind and recover
- Energise yourself for more power to deal with high demands
- Mental techniques to counter the “high tide”

Methods

Trainer input, stress reduction models, pair and group exercises, structured feedback, action planning

Self-Coaching: mental training for motivation, goal-orientation and satisfaction

The Seminar

A coach helps us to activate our energy, focus on our strengths and to reach our goals. But why shouldn't we be able to coach ourselves? Selfcoaching includes a variety of techniques which derive out of coaching but can be easily conducted alone.

In this Softskill, the participants will work through several topics concerning personal change and goal achievement. They will experience the power of mental-training-techniques, which are used in a wide field of applications especially where people seek for high performance, such as sports.

Seminar Content

- Self-motivation
- Achieving goals: techniques to increase the probability of success
- Knowledge of personal change dynamics and their practical use
- Dealing with self-sabotage and inner temptation or one's “weaker self”

Methods

Trainer input, self-coaching models, pair and group exercises, structured feedback, action planning

Building a business case

More personnel, more budget, more infrastructure: Whenever we ask for more resources, we should have arguments that provide a business need and a possible benefit for the company. These arguments build a “business case”, which can be either a wellstructured extensive document, or an informal short presentation.

In this Softskill, we will look at examples for business cases and develop typical lines of arguments that support your case. We will develop a short template and generic guidelines that help you to make your point and get what you need.

Seminar Content

- Typical business cases in my job
- Lines of argument
- Cost-benefit analysis
- Building templates and guidelines

Problem solving and decision making

The Seminar

In today’s complex business world, the decision making process meets new challenges. Problems have a high complexity with many factors to be considered. Rather than having too little information, we are often provided with a flood of data. Also, with rapidly changing markets, decisions have to be made in a short time span. Therefore, we are often tempted to either rush into obvious solutions – or we are paralyzed and spend too much time “overanalyzing” and preparing decisions.

This Softskill provides proven techniques for reducing complexity by a clear analysis of the problem. Furthermore, it focuses on methods for outlining possible solutions and various decision making processes.

Seminar Content

- Analysing the problem
- Exploring the realm of possible solutions
- Assessing solutions and making decisions
- Taking or delegation responsibility for decisions?

Intellectual Competence

Intercultural Awareness - Global

The Seminar

“Anything is possible!” – Cultural differences when it comes to value systems and self-perceptions are also reflected in communication and business practices. This means getting to grips with often completely different forms of hierarchy, collaboration, decision-making and information policy.

After this training, you will have tangible knowledge of US American business practices, and will know how to establish and maintain valuable contacts.

With role plays and case studies, you will improve your competencies for mutual understanding and find common ground for dependable cooperation.

- Cultural background and working methods
- Comparison of other nationals and one’s own cultural dimensions
- Efficient intercultural communication
- Working with other nationals

Terms and Conditions

Frequent Nomination Plan

In recognition of those clients who frequently nominate participants on public programs offered by WebCard, a special frequent nomination discount of 10% on paid fees will be given if 10 or more candidates are nominated per year.

This special discount will apply to the 10th paid nomination onwards on programs offered during the period January 1 to December 31, 2013. Moreover, clients who nominated 10 or more participants in 2013 will be eligible for the 10% discount for every nomination in 2014.

Several Nominations on the Same Program

In addition to the above plan, one extra free place is offered to any organization that makes 2 paid nominations for the same program and dates.

Cancellation Terms

If a confirmed registration is cancelled less than 5 calendar days prior to the program start date, a substitute participant may be nominated to attend the same program, or a 20% cancellation charge is applied. The same 20% cancellation fee will be charged in case the participant is a no-show.



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