

# LEARNING IMPACT NG

## Implant Workshops & Corporate Profile



Learning Impact NG

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# OUR BELIEFS

The core philosophy that guides our practice and everything we do is *#LearningIsGood* – a principle that simply means that a commitment to life-long learning and continuous self-development is the key to personal and organizational success.

Our solutions and resources are designed to help individuals and organizations to *#BeBetter* – no matter how good you are, you can *#BeBetter* and no matter how bad you are, you can *#BeBetter*. We understand the challenges and shortcomings of our educational system, we recognize the general apathy towards learning and the proclivity towards the acquisition of certificates and qualifications by most, without translating those certificates into innovation and results that can create an impact in society.

We know that a lot of Corporate Training has been watered-down to merely "ticking boxes", providing perks, adding more appellations to the end of our names or rather unfortunately, a conduit for official corruption and abuse of office. Guided by these twin philosophies, we design and deliver high-impact experiential and discovery-based workshops, develop Afro-centric resources and tools, and implement innovative organizational development solutions to meet the needs of our clients. For us, learning goes beyond the acquisition of certificates or even exposure to new knowledge or skills.

We challenge our learners and their organizations through the rigour of our proprietary Learning Impact Model to be audacious enough to firstly apply what they have learned in a practical manner back at

work, teach others the new skills they have learnt, and most importantly work as advocates to incorporate these new skills into the culture and DNA of their organizations. Failing to achieve this means that the investment made in that learning intervention was WASTEFUL, and indeed we have found that MOST CORPORATE TRAINING IS USELESS!

Since 2010, we have built an enviable reputation designing and delivering corporate training solutions; developing unique, high-impact learning resources; and providing organizational development solutions and by so-doing, have contributed in our own way to supporting scores of institutions and thousands of individuals across the private sector and public service in Nigeria to *#BeBetter*.

*#LearningIsGood*  
*#BeBetter*



# PROFESSIONAL SKILLS WORKSHOPS

## PERSONAL FINANCIAL & RETIREMENT PLANNING WORKSHOP

### THE CHALLENGE

There is a dearth of skills in the area of personal financial and retirement planning in our society, and particularly for our Institutional Clients that has two dimensions. Firstly, professionals in the financial services industry often focus too much on trying to sell their products and services rather than trying to add real value to their customers and prospects. As Financial Institutions, they have a very important responsibility of educating and empowering their clients and prospects on the ethical and appropriate management of their financial resources. Unfortunately, a number of Finance Industry professionals (in banks, insurance companies, Micro-Finance Institutions, Pension Fund Administration, Investment Management Firms and their Regulators do not have the practical skills for proper personal financial planning and are therefore unable to use it as a basis for adding value to their customers and prospects.

The second dimension to this challenge of personal financial planning is that most people employed in the workplace today, have very little exposure to financial planning. This affects their ability to manage their careers effectively, make appropriate decisions in their family and social lives, manage their financial resources ethically, and take appropriate decisions regarding life after their careers.

This Workshop is therefore designed to address these dual challenges - firstly to equip professionals in the financial services industry with the skills to use Financial Literacy as a means to add value to clients and secondly to equip professionals across all industries and encourage them to take ownership of their personal finances, make better decisions and prepare better for life after their careers.

## WORKSHOP LEARNING OBJECTIVES

At the end of the workshop, participants will be able to:

- Identify the various elements of personal financial planning and evaluate their current personal finances and plans;
- Apply fundamental principles of finance to the management of their financial resources;
- Avoid common mistakes that people make with respect to managing their finances;
- Measure their financial health using a number of easy-to-use tools and resources;
- Evaluate their family and social decisions and enhance them based on an elevated understanding of financial planning;
- Set broad-based financial goals that are SMART and cover all facets of personal financial planning;
- Develop and implement concrete plans to reduce spending and increase savings;
- Build their wealth over the long-term through investing;
- Plan and prepare for their retirement through a thorough understanding of the contributory pension scheme and important principles of retirement planning;
- Protect their wealth using insurance, estate planning and other risk management tools; and
- Provide advice, advocacy and resources to help others become financially literate and independent.

**Workshop Duration: 3 Days Class Size: 20-25**

## DEVELOPING THE INTRAPRENEUR WITHIN YOU WORKSHOP

### THE CHALLENGE

One of the biggest challenges that organizations face today is the apathy, lack of commitment and the low level of capabilities and passion that most employees bring into the workplace today. Most people are more concerned with the pay-cheque than anything else, the quality of work in the most parts is mediocre, and organizations are spending too much time on managing poor performance than actually getting real work done. This has been further fueled by a worsening sense of values in the larger society and a crave for materialism and prosperity without commensurate effort and sacrifice. At best we are scrambling to get our employees to be merely COMPLIANT (doing what they are told), while what we really should be shooting for are higher levels of COMMITMENT (going above and beyond and pushing the frontiers of innovation)

Forward thinking organizations have no choice but to confront the problem head-long, by intervening in the lives of its employees and challenging their ATTITUDES, ABILITIES and ACTIONS.

Intrapreneurship is the new paradigm that encapsulates the capabilities required to be a COMMITTED employee demonstrating and fostering the very ATTITUDES, ABILITIES and ACTIONS of Entrepreneurs while working in an organization in which you are not financially invested. The truth is that not everyone can be an entrepreneur, but the 10/10 commitment that entrepreneurs have must be pervasive if the organization is to achieve sustainable success. In addition, beyond the drudgery of your day to day work, we must all have aspirations – aspirations that can only be achieved when we have been remarkable enough in the little things we have been tasked with, so that we can earn the opportunity to be entrusted with even bigger things.

This workshop has been designed to provide employees with the ATTITUDINAL changes; equip them with the skills and ABILITIES; and challenge them to take ACTION to transform themselves and the work that they do. The biggest beneficiary of this three-pronged change is the individual herself – so, why not!

## WORKSHOP LEARNING OBJECTIVES

At the end of the workshop, participants will be able to:

- Evaluate their current attitudes, abilities and actions as professionals within their organizations;
- Apply a number of frameworks/principles including but not limited to the QBQ, Accountability Cycle and the 10/10 to improve their current attitude to their work and create a greater sense of ownership about the work that they do;
- Manage their time, energy and resources better, as most great and successful entrepreneurs do;
- Apply the frameworks of #BeBetter and #CLICK to develop a culture of self-development and learning that will bolster their abilities and productivity; and
- Improve the results that they achieve by applying the disciplines of creativity, innovation, project and change management to their work and tasks.

**Workshop Duration: 2 Days Class Size: 20-25**

## SALES COMMUNICATION MASTER CLASS

### THE CHALLENGE/OPPORTUNITY

Effective communication, consisting of critical thinking, engaging proposals, purposeful memos and reports, persuasive presenting, empathetic listening, influential negotiating, professional etiquette and disciplined meetings are at the heart of successful selling. Unfortunately, many sales professionals and managers have not taken the time to invest sufficiently in building their skills in these core competencies of Sales Communication and have to pay the price in the quality of their work and performance because these core skills

may be deficient.

Organizational and Sales leaders who truly appreciate the immense value that communication skills play in successful selling make the investment in building the skills and capabilities of their sales professionals in these areas. In addition, they work to ensure that these skills become part of the Sales Culture in the organization and represent a significant unique proposition that supports the organization's brand and market perceptions.

With the right practice of these various aspects of sales communication, your sales professionals will engage with customers and prospects at a much higher level than their peers from other institutions and attract the kind of customers and income that aligns with your goals and aspirations.

## WORKSHOP LEARNING OBJECTIVES

At the end of the workshop, participants will be able to:

- Deploy a number of tools for strategic, big-picture and bottom-line thinking to improve their understanding of complex customer and market opportunities;
- Write engaging proposals that reflect the best practices and principles of consultative selling using MS Power Point and MS Word;
- Develop concise and purposeful call memos, action planning minutes, and Sales Reports that add value to management decision making and enhance sales results;
- Design and deliver highly impactful presentations using MS PowerPoint and other presentation aids and tools that connect with the real needs of customers and prospects;
- Apply enhanced techniques for empathetic listening that ensures that customers and prospects' needs are well understood and reflected in product design and delivery;
- Carry out successful win-win negotiations with customers/prospects and other counter-parties using a variety of negotiation approaches and tools;
- Dress professionally, engage with courtesy and maintain the right decorum and poise in all interactions with customers and prospects;
- Create a strong and commanding personal brand that attracts prospects and customers to the organization;
- Position themselves as thought leaders in the various industries in which they operate, and by so doing attract the right quality of prospects to the business; and
- Plan, organize and manage business meetings that are focused and effective.

**Workshop Duration: 3 Days Class Size: 15-20**

# BUSINESS ACUMEN & FINANCIAL MANAGEMENT FOR NON-FINANCE PROFESSIONALS

## THE CHALLENGE/OPPORTUNITY

As professionals grow in their careers from the officer to supervisory and then to management and executive positions, they acquire higher levels of responsibility, specifically, responsibility for the financial management of the organization. Such professionals need to be able to take appropriate decisions that would have an impact on the financial well-being of the organization, yet most people are not well-prepared or equipped with the skills for understanding financial statements, financial analysis and financial decision making.

Forward-thinking organizations understand the importance of preparing their future and current managers with the skills for financial management and decision making and are therefore keen on investing in ensuring that those skills become pervasive across the organization. Rather than just assuming that as employees grow in their careers they will pick up these skills and get-by, such organizations are deliberate about building those capabilities in their professionals.

## WORKSHOP LEARNING OBJECTIVES

At the end of the Workshop, participants will be able to:

- Speak and use the language of finance and accounting, and engage at the right level with colleagues, board members, regulators and other stakeholders;
- Describe the economic value-chain for their organization and identify the key levers for profitability and sustainability.
- Analyze macro-economic and industry trends and their impact on your organization and industry.
- Apply various tools of financial analysis to evaluate the performance of your organization, compare it to the competitors, and their impact on your organization;
- Provide valuable inputs into strategy development based on your understanding of financial data;
- Use financial data to defend budget requests and prepare budgets that can be defended;
- Shift their focus from their departments and units being revenue or cost-centers to actual profit-centers;
- Make appropriate product pricing decisions using a variety of cost accounting tools;
- Make appropriate investment decisions for key projects using a variety of tools for ROI Analysis;
- Analyze the risks and opportunities associated with your proposed projects and products;
- Develop and present an effective business case to support your initiatives, projects and new products; and
- Analyze numbers and financial statements to unearth some of the underlying issues taking place in your organization and industry.





## LIFE & WORK SKILLS WORKSHOPS

**W**e recognize that there are a number of life and work skills that are crucial for professionals to succeed and add value to themselves and their organizations. Since 2010 we have designed customized workshops and solutions in these areas for clients in the public, private and not for profit sectors:

- **Leadership Development** – The skills for influence and transformation
- **Management Development** – The skills for managing organizations and people
- **Emotional Intelligence & Teamwork** – The skills for self-awareness and working collaboratively with others
- **Creativity & Innovation** – The skills for identifying new options and ideas and applying them to solve problems and create value.
- **Decision Making** – The skills for evaluating and making appropriate choices
- **Presentation Skills** – The skills for designing and delivering impactful presentations
- **Business Writing** – The skills for communicating effectively in writing
- **Fantastic Customer Service** – The skills for demonstrating and fostering fantastic customer service
- **Consultative Selling** – The skills for connecting with the needs of prospects and customers and meeting those needs with your products and services.

## STRATEGIC CONSULTING CASE STUDIES

**L**earning Impact NG has been involved in the design and implementation of some very unique organizational development and strategic consulting solutions for some of its clients. Here are a few of the most important transactions that we have implemented to date:

	INSTITUTION	DESCRIPTION
	<b>Consolidated Breweries (now Nigerian Breweries)</b>	Between 2012 and 2014, Learning Impact NG was engaged on a number of important Talent Management programs to support Consolidated Breweries. This included managing its Workplace Mentoring Program and its HIPO Talent Development Program.
	<b>Sigma Pensions</b>	In 2014, Learning Impact NG designed and facilitated the implementation of the Balanced Score Card at Sigma Pensions, and developed a variety of tools in various areas of the Company's operations to support the new strategy.
	<b>Union Bank</b>	Union Bank in 2015 implemented a workplace Mentoring Program with Learning Impact NG providing the structure and tools for the Mentoring Program that was designed to support its Talent Development for the next generation of its leaders.
	<b>Africare</b>	Africare, a US NGO engaged Learning Impact since 2015 as its Monitoring & Evaluation Advisor for the Exxon Mobil sponsored Power-Forward Youth Development Program.
	<b>Stanbic IBTC Pensions</b>	In 2011, Learning Impact NG designed and implemented Stanbic IBTC's Leadership Development Program based on the results of its 360-degree leadership assessment.
	<b>Nigerian Deposit Insurance Corporation</b>	NDIC engaged Learning Impact from 2014 to design, implement and evaluate its Workplace Mentoring and Counselling Program
	<b>Various NGOs</b>	Learning Impact NG has been engaged as Project Managers, Implementation Partners, M&E Advisors for a number of Development Projects including the 2014-2015 Abuja Autism Walk, the 2017 Schools Debate League and the 2018 Global Money Week projects.

# OUR APPROACH

## - LEARNING IMPACT MODEL

The design and delivery of our learning interventions are built on our proprietary Learning Impact Model that holds that the purpose of learning is to create change in the individual and the organization. It is our firm belief that "change" is the real goal for any training intervention. That it is more important than the learning reaction, knowledge transfer or even the ROI that we sometimes try to measure when evaluating the impact of learning interventions. For change to truly happen, however, learning designers, trainers, organizations and the participants themselves must be aware of the 5 conditions required for personal and organizational change based on the ADKAR Framework, and ensure that the learning intervention is designed and delivered to fulfill these conditions, viz:

ADKAR ELEMENT	DESCRIPTION	LIM PROVIDES TOOLS AND RESOURCES TO ENSURE THAT:
Awareness	Learners must be aware of the need to improve themselves and build the specific competencies to be addressed by the learning intervention	<p>Participants receive clear communication from Line Managers/HR regarding the learning objectives and content for the workshops.</p> <p>Line Managers contextualize the training content and set clear expectations that are aligned with organizational strategy and departmental goals</p>
Desire	Learners are desirous of learning the new skills and applying them back at their work.	<p>Line Managers engage learners with the "Before" and "After" scenarios of the Workshop, showing them the immense benefits of the intervention.</p> <p>Learners carry out a pre-workshop assessment to measure their skills.</p> <p>Learners receive appropriate pre-intervention reading materials and set goals ahead of the workshops.</p>
Knowledge	Learners receive content that is contextual, related to their work and practical	We deploy a variety of experiential and discovery-based tools and techniques to ensure that content resonates with the real-life issues that learners face especially with the use of case studies, in-basket exercises, etc.

ADKAR ELEMENT	DESCRIPTION	LIM PROVIDES TOOLS AND RESOURCES TO ENSURE THAT:
Ability	Learners have the tools and resources to apply what they have learned back at work and are empowered to do so.	<p>We provide toolkits that may include worksheets, assessments, teaching tools, spreadsheets and applications that learners can use back at work to implement some of the changes that the workshops have sparked.</p> <p>Learners also make specific commitments after each workshop which are communicated to their Line Managers, so that they can be held accountable for these changes that they have committed to by their Line Managers.</p>
Reinforcement	When they return back to their organizations the system of performance management and the culture should support the changes that the learners have been able to sponsor.	<p>Leaders are empowered with the Commitments made by learners to ensure that changes happen.</p> <p>Leaders are carried along throughout the learning process and are therefore better able to create the environment for new changes and initiatives to thrive.</p>

## OUR PEOPLE



**O**ur team of experienced, vibrant and engaging learning designers and facilitators have garnered experienced over the last two decades that they bring to bear in the design and delivery of our workshops. We are committed to continuous research and improvement as evidenced by the innovations that we have been able to bring to the work that we do. Our design and delivery team include:

- **Omagbitse Barrow:** Chartered Accountant, Learning Designer, Change Management Professional, Leadership Development Trainer with experience in Banking, Financial Services, Education, Strategy and Organizational Development.
- **Anthony Oni:** Digital Enthusiast, Training Media Producer Product Developer with experience in Training Project Design and Delivery.
- **Ukot Ete:** Life Skills Educator, Entrepreneur with experience in the design and development of learning interventions, Case Studies and other learning resources.
- **Oyenike Oni:** Operations and Project Delivery expert with experience in Training Design and Delivery, Program Monitoring & Evaluation, Operations Management with NGOs, Social Enterprises, Government and Private Sector.
- **Kolawole Ojo:** Chartered Accountant, Entrepreneur, Financial Planning Enthusiast with experience in banking, accounting and financial services.
- **Omo Ogun:** Customer Service Manager and professional with experience in training delivery and facilitation, telecoms, financial services and banking.






# PAST INSTITUTIONAL CLIENTS



## CONTACT US

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