



alva

Your Training. Our Passion

2018

Training Calendar

Welcome

Welcome to Alva Learning and Development Services, Training Calendar!

Introduction

Alva Learning and Development Service (a division of Alva Technologies Ltd.) is a leading Learning Business Process Outsourcing provider.

We provide industry relevant, job-focused training, human capital development, IT services and solutions to public and private organizations. Our training enables your employees to quickly contribute value to your organization.

We work closely with our clients to access and understand the skills and competencies need of their employees. We then customize a training program tailored to meet those needs.

We partner with our clients and **we encourage outsourcing of learning and human capital development business processes**, as this will allow organizations to focus more on their core business, resulting in overall organizational operational efficiency and effectiveness

Why Alva Learning & Development Services?

- Our training are based on official courseware from leading vendors such as Microsoft, Oracle, Cisco, Red Hat, Best Practices and Frameworks such as: ITIL, PMI, COBIT e.t.c.
- Knowledgeable trainers with real-world experience
- Custom-tailored courses
- Blended approach to learning – instructor-led in a class-room, e-learning, seminars e.t.c.
- Flexible schedule, on-site at your location or at our training locations (days, week-ends)
- Over 90 percent retention rate of concepts by participants
- We offer courses that leads to industry and vendor certifications

Testimonials

“The instructor demonstrated indepth knowledge and experience and was very well able to relate the concepts to what obtains in the enterprise...”

---Abiose I. --- Back Office Engineer - Ericsson

“Victor is a rare kind of instructor – not only in theory, but also well versed in practical day-to-day life experiences. He is a professional, engaging, sound and is very good at imparting knowledge. I gained a lot as an Application Support Engineer” *---Olabisi A.- ERP Support Engineer – MTN*

“...The training shows new ways I can effectively add value to the ATM business in my company. I also think it’s a revealing approach for me as a guide to take the PMP exam” – *Ajai, O.L., Project Office Lead , Computer Warehouse Limited*

“... I have to say it loud and clear that the facilitator has done justice to the topics by giving us practical examples

-- Jameel M. --- Federal Inland Revenue Service—FIRS

“The training was executed by a professional touch by the instructor

--Obeta A.C. --- Corporate Affairs Commission (CAC)

“This was very beneficial and interesting and the instructor was very at home with the training and the course...”

--Nwankwo E. --- Program Manager, DCC Networks Ltd

“The Change Management workshop is worthwhile to train the trainer and add value to FIRS as a service organisation

--Hammed, T.A. Manager, Tax --- FIRS

“...You guys practice what you preach.”

--Ande M.R. Assistant Accountant / I.T.S.O., --- British High Commission , Abuja

Benefits of Training

- Performance Improvements
- Operation efficiency and effectiveness
- Employee empowerment
- Maximum return on IT (ROIT) investment

“Projects that met most or all of their objectives typically provided each team member with twice the amount of training as those teams that achieved little of partial success”

- IDC white paper “Skill Level and Training Key Factors in IT Project Success” Doc #204134, October 2006

“...To stop learning is to stop growing and that leads to a loss in position in the market place”

-- Anonymous

Programmes at a Glance

Business Process & IT Management Training	4-6
ITIL / IT Service Management	
Project Management	
COBIT	
ISO/IEC 20000	
ISO/IEC 27001 Information Security	
Business Analysis	
Quality Management	
Six SIGMA	
CISSP	
TOGAF	
Customer Care	7,8
Customer Service Excellence	
Customer Driven Organization	
Customer Relationship Management	
Leadership / Management	9,10
The New Manager	
Leadership Skills for Managers	
Getting the Best out of your Staff—The Art Of Motivation	
Change Management	
Coaching and Mentoring for Managers	
Creative Problem Solving and Decision Making	
Managing People Effectively	
Personal and Professional Effectiveness	11,12
Effective Presentation Skills	
Effective Time Management	
Technical Report Writing	
Team Work	
Interpersonal Skills and Assertiveness	
Selling Services	
Telesales	

Business Process & IT Management Training⁴

Business Management training courses will quickly and efficiently train your staff on industry Best Practices, Standards and Frameworks in such areas as **ITIL** & IT Service Management, IT Governance Frameworks (**COBIT**), Business Analysis, **Project Management**, **ISO/IEC**, Business Process Improvement (Lean & Six Sigma) and more.

ITIL is the de facto standard in IT Service Management. It is the best practice guidance in IT Service Management. Train your IT staff in IT Service Management best practices and turn your IT organization from a **cost-centre** into a **profit-centre**

Critically important to the survival and success of an organisation is effective management of information and related Information Technology (IT). Organisations must satisfy the quality, fiduciary and security requirements for their information. **COBIT**® - **Control Objectives for Information and related Technology** helps meet the multiple needs of management by bridging the gaps between business risks, control needs and technical issues. **COBIT**® is the **Governance and Control Framework for IT**.

Over 75% of all project performed by organizations fail! Why? Because Project Management Best Practices are not applied . “Projects that met most or all of their objectives typically provided each team member with twice the amount of training as those teams that achieved little of partial success” ... IDC white paper . Train your staff in Project Management Best Practices and get value for money on projects

ITIL / IT Service Management Programmes

Courses	Duration in Days	Price	Available dates for public open-class
ITIL 2011 Foundation in IT Service Management with ITSM Simulation	3	170,000	Feb 7, Mar 12, April 18, May 9, July 11, August 15, Nov 14
ITIL 2011 Intermediate Service Strategy	3	170,000	April 11, June 20, Sept 12
ITIL 2011 Intermediate: Service Operations	3	170,000	March 19, July 18, Nov 20
ITIL 2011 Intermediate: Service Design	3	170,000	June 13, Sept 5
ITIL 2011 Intermediate: Service Transition	3	170,000	Mar 19, Oct 16
ITIL 2011 Intermediate: Continual Service Improvement	3	170,000	April 16, July 24, Oct 24
ITIL 2011 Intermediate: Planning, Protection and Optimization	5	285,000	May 21, Aug 13
ITIL 2011 Intermediate: Operation Support and Analysis	5	285,000	April 16, Sept 17, Dec 3
ITIL 2011 Intermediate: Release, Control and Validation	5	285,000	May 14, Oct 15
ITIL 2011 Intermediate: Service Offerings and Agreements	5	285,000	Mar 19, June 11, Nov 19
ITIL 2011 Managing Across the life Cycle	5	285,000	April 16, Nov 19
ISO 20000 Foundation	3	185,000	July 25

Program, Portfolio & Project Management Programmes

Project Management Fundamentals	3	165,000	March 7, June 25, Aug 15, Oct 16
PMP - Project Management Professional Exam Prep Boot Camp	4	250,000	May 22, Aug 20, Oct 15
RMP- Risk Management Professional	4	250,000	Available On-Demand for 10+ participants
Prince 2 Project Management Foundation	3	170,000	April 18, Sept 12
Prince 2 Project Management Practitioner	2	165,000	April 23, Sept 17
Prince 2 Project Management Foundation and Practitioner	5	335,000	Available On-Demand for 10+ participants
Microsoft Project	2 days	90,000	Available On-Demand for 10+ participants
Agile Project Management	5 days	165,000	Available On-Demand for 10+ participants
Business Analysis			
Business Analysis Fundamentals	3 days	145,000	April 18, July 25, Oct 29
Requirements Management and Development	3 days	145,000	On-request

Governance, Risk and Compliance Programmes

Courses	Duration	Price	Available dates for public open-class
COBIT 5 Foundation	3	170,000	Jan 29, March 14., Apr 16, Aug 14 Oct 16
Implementing IT Governance Using COBIT 5	3	170,000	April 23, Aug 21
Governance of Enterprise IT (CGEIT)	4	245,000	June 18, Nov 19
CISSP (ISC)2 Exam Prep	5	245,000	April 23, July 9
Certified ISO/IEC 27001 Information Security Foundation (ISMS) Lead Auditor	5	250,000	Available On-Demand for 10+ participants
ISO 22301 Business Continuity Lead Implementer	5	245,000	May 21, Nov 19
TOGAF 1 & 2	5	265,000	Aug 20, Nov 19
Quality Management			
Lean Process and Six Sigma	2	125,000	April,23, June 25, Nov 20
Six SIGMA Yellow Belt Certification	5	275. 000	August 20
Six SIGMA Green Belt Certification	5	275. 000	October 15
Six SIGMA Black Belt Certification	5	275. 000	Available On-Demand for 10+ participants
Certified ISO 14001 Environment Management Lead Auditor	5	250,000	Available On-Demand for 10+ participants
Certified OHASAS 18001 Lead Auditor	5	250,000	Available On-Demand for 10+ participants

CUSTOMER CARE TRAINING

“There is only one boss, and whether a person shines shoes for a living or heads up the biggest corporation in the world, the boss remains the same. It is the customer! The customer is the person who pays everyone’s salary and who decides whether a business is going to succeed or fail. In fact, the customer can fire everybody in the company from the chairman (CEO) on down, and he can do it simply by spending his money somewhere else.

Literally everything we do, every concept perceived, every technology developed and associate employed, is directed with this one objective clearly in mind – pleasing the customer.”

Sam M. Walton, CEO Wal-Mart

Ask any CEO of a company, president of a bank, manager of an office, minister or staff person and they will tell you HOW IMPORTANT the customer is to their operations and success. In meeting after meeting, heads of industry, the service sector, utilities, and government try to convince the audience how much they believe in customer service.

The ways in which we deliver customer service have changed, but the fundamentals of good service have not. Our Customer Service training workshops gives you everything you need to reinforce those fundamentals and develop the skills and behaviour appropriate for new ways of working with customers

The customer driven organization training course is ideal if you want to train your staff or clients on how to promote a customer driven organization. This training will repeatedly deliver endless results for you

Teach your staff to appreciate the true value of the saying “The Customer is King” and turn your organization into a truly excellent organization.

Customer Service

Courses	Duration	Price	Available dates for public open-class
Customer Service Excellence	2 days	105,000	March 22, May 22, July 19 ,Dec 4
Customer Service Driven Organization New	2 days	105,000	March 29, July 17 , Oct 16 , Nov 20
Handling a Difficult Customer	2 days	105,000	May 23, Oct 16

LEADERSHIP & MANAGEMENT ⁹ TRAINING

Leadership and Management courses quickly and efficiently train your staff to improve the level of Leadership and Managerial effectiveness in your organization.

Today's organization requires strong leadership for survival.

Learn how leadership is required to simply overcome the dynamic environment of modern business often populated by hostile competitors, demanding customers and reticent personnel.

The ability to lead, and the traits and behaviours associated with leadership are the central focus of the leadership courses.

Participants will learn the fundamentals of management and supervision of employees. Developing the skills of your management staff will improve performance and increase employee retention and satisfaction

For on-demand courses , please contact Stella at stellao@alvatechnologies.net or call **08039461933 / 08152747933**

Leadership and Management Skills

Courses	Duration	Price	Available dates for public open-class
Leadership Skills for Managers	2 days	105 000	July 12, Oct 16
Getting The Best out your Staff —The Art Of Motivation	3 days	135,000	March 12, June 18, Nov 13
Manage Your Manager	3 days		Aug 8 , Oct 9 , Dec 11
Managing People Effectively	3 days	135,000	May 16, Aug 15
Change Management—How to lead change successfully	3 days	135,000	Mar 14, Jun 13, Sept 19
The New Manager—Your Role as a Manager	2 days	105 000	June 20, Oct 16
Coaching and Mentoring for Managers	2 days	105 000	April 23, August 14
Creative Problem Solving and Decision Making	2 days	105 000	May 16, Nov 13
Strategy, Leadership and Culture	3 days	135,000	June 20, Dec 4

PERSONAL & PROFESSIONAL EFFECTIVENESS TRAINING

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Personal and Professional Effectiveness courses quickly and efficiently train your staff to develop and get the skills needed to succeed in the work place.

For on-demand courses , please contact Stella at stellao@alvatechnologies.net or call **08039461933 / 08152747933**

Personal & Professional Effectiveness

Courses	Duration	Price	Available dates for public open-class
Effective Presentation Skills	2 days	75,000	April 23, Oct 15
Effective Time Management	2 days	75,000	May 21, Aug 13
Interpersonal Skills and Assertiveness	3 days	75,000	June 25, Nov 12
Teamwork	2 days	75,000	March 26, August 13
Technical Report Writing	2 days	75,000	April 23, Oct 15
Critical Thinking	2 days	95,000	August 20
Work-Life Balance New	2days	95,000	Sept 17



Contact: Stella Onyemelukwe
Head, Sales & Business Development

Alva Learning & Development Services
29 Ologun Agbaje
Victoria Island
Lagos

Phone: +234 8039461933, +234 8152747933 +2346061558693
www.alvatechnologies.net / training@alvatechnologies.net