



2025

Website:
www.lapoinstitute.edu.ng

Phone:
+2348035271993, +2347051399831
+2348138308093, +2348063046621

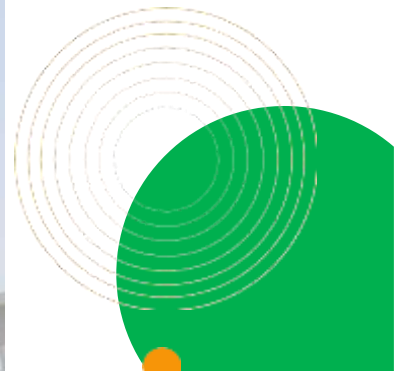
Email:
info@lapoinstitute.edu.ng



LAPO INSTITUTE FOR
MICROFINANCE AND
MANAGEMENT STUDIES



LAPO INSTITUTE Training Programmes



— Our Partners —



FOREWORD

Businesses in whatever sector require empowered employees to deliver superior performance even in challenging operating environment as ours. A key enabler of staff empowerment is taking advantage of training, learning and capacity development opportunities.

LAPO Institute is aware of this fact; and it leverages on its rich experience in management and enterprise development to develop and deliver bespoke management courses and training programmes.

Due care has been taken to identify and develop these courses. Attention was given to current challenges in our operating environment and the capacity development requirement for managers to effectively respond. Quality contents have been designed to address training issues that is generic to all businesses. These include financial and people's management; customers experience and performance management; business ethics and sustainability amongst others. Also, sector-specific courses have also been designed to meet the human capital development needs of various businesses.

LAPO Institute has a strong faculty of experienced professional trainers and facilitators with the right sets of skills to ensure world class delivery and make impact on participants and their businesses. The institutional success of sponsoring businesses is upper most and the Institute continuously improves it programmes and delivery methodologies.

Provost,
LAPO Institute



GENERIC MANAGEMENT DEVELOPMENT PROGRAMMES

GENERIC MANAGEMENT DEVELOPMENT PROGRAMMES

Programmes	Contents	For:	Remarks
Accounting for Non Accountants	<ul style="list-style-type: none"> ·Role of Accounting ·Basic accounting concepts ·The Accounting Equation ·Budgeting and Financial Planning ·Financial Ratios ·Cost Classification ·Internal Audit and Controls ·Overview of Business Taxes ·Case Studies 	<ul style="list-style-type: none"> ·MDs and EDs ·HR Executives ·Business unit managers ·Business development managers ·Heads of unit/department ·Nonprofit managers 	<ul style="list-style-type: none"> ·Duration: 5 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Financial Management Training for Finance Officers	<ul style="list-style-type: none"> ·Financial Reporting and Analysis ·Overview of Financial Statements ·Financial Ratio Analysis ·Budgeting and Forecasting ·Risk Management and Compliance ·Risk Identification and Assessment ·Internal Controls and Fraud Prevention ·Regulatory Compliance ·Ethics in Financial Management ·Corporate Social Responsibility (CSR) ·Integrating CSR into financial decision-making 	<ul style="list-style-type: none"> ·Finance officers ·Finance Managers ·Financial Analysts ·Budget Managers: Accountants ·Treasury Professionals ·Compliance Officers ·Risk Managers ·Financial Planners Audit Professionals: ·Financial Controllers: 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Enhancing Customers' Experience	<ul style="list-style-type: none"> ·Definition and nature of excellent customer experience ·Benefits of customer experience: repeat patronage, business and volume profitability etc. ·Customers relationship management ·Activities to enhance customers' experience ·Challenges of enhancing customers' experience ·The role of HR in enhancing customers' experience ·Case studies 	<ul style="list-style-type: none"> ·HRMs ·Customers relationship staff ·Business development managers 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Cost Management and Profitability	<ul style="list-style-type: none"> ·Identification of cost centres ·Classification of institutional costs ·Procurement process and management ·Institutional framework for cost identification, management and control ·Benefits of adequate cost management ·Challenges of cost management ·Benefits of cost management ·Case studies 	<ul style="list-style-type: none"> ·CEOs ·Chief Finance Officers /Heads of Finance ·Finance officers ·Branch managers 	<ul style="list-style-type: none"> Duration: 2 Days Location: Hybrid learning (Virtual or Lagos/Benin City)

GENERIC MANAGEMENT DEVELOPMENT PROGRAMMES

Programmes	Contents	For:	Remarks
Business Development and Marketing	<ul style="list-style-type: none"> ·Concept and nature of business development and marketing ·Goals and objectives of business development ·Contents of business development and marketing ·Product/services/solutions development and refinement ·Customers engagement ·Challenges of business development ·Case studies 	<ul style="list-style-type: none"> ·Business development managers ·HR managers ·Customers relationship managers 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Sustainability and Profitability	<ul style="list-style-type: none"> ·Definition and nature of Environment, Social and Governance (ESG) ·Designing of 'Sustainability Statement' ·Designing of 'Sustainability Strategy' ·Current trends in ESG ·Sustainability governance ·Elements of ESG ·Benefits of Sustainability ·Case studies 	<ul style="list-style-type: none"> ·Members of Board ·Committees on ESG ·Heads of ESG units 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Performance Management	<ul style="list-style-type: none"> ·Designing appropriate Job Description format ·Identification of institutional key performance indicators (KPIs) ·Appropriate appraisal processes ·Challenges of performance management ·Case studies 	<ul style="list-style-type: none"> ·Corporate Services heads ·HR managers ·Branch managers 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Staff Motivation and Support	<ul style="list-style-type: none"> ·Elements of staff satisfaction and motivation ·Designing and implementation of Staff satisfaction survey format ·Components of staff satisfaction and engagement ·Benefits of motivated staff body ·Challenges of staff motivation ·Case studies 	<ul style="list-style-type: none"> ·HR management ·Corporate services management 	<ul style="list-style-type: none"> Duration: 2 Days Location: Hybrid learning (Virtual or Lagos/Benin City)
Business Ethics	<ul style="list-style-type: none"> ·Definition of Business Ethics ·Key Principles of Business Ethics ·Benefits of Business Ethics ·Ethical Decision-Making Framework ·Corporate Social Responsibility ·Ethical Leadership ·Challenges in Business Ethics ·Case studies 	<ul style="list-style-type: none"> ·HR management ·Branch Managers/Supervisors ·Sales and Marketing ·Customer relationship managers 	<ul style="list-style-type: none"> Duration: 2 Days Location: Hybrid learning (Virtual or Lagos/Benin City)

GENERIC MANAGEMENT DEVELOPMENT PROGRAMMES

Programmes	Contents	For:	Remarks
Improving Board Effectiveness	<ul style="list-style-type: none"> ·Role of the board in corporate governance ·Board composition and structure ·Board committees and their functions ·Strategic planning and oversight ·Risk management and internal controls ·Executive compensation and performance evaluation ·Cybersecurity and data privacy ·Boardroom dynamics and effective communication ·Ethical decision-making and corporate social responsibility ·Case studies 	·Board Members	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Enterprise Risk Management	<ul style="list-style-type: none"> ·Definition and Importance of ERM ·Role of ERM in achieving organizational objectives. ·ERM framework ·Risk Identification: ·Risk Assessment and Analysis: ·Risk Appetite and Tolerance: ·Risk Mitigation Strategies: ·Monitoring and Reporting: ·Case studies 	<ul style="list-style-type: none"> ·HR · ·Risk Manager ·Branch Managers/Supervisors · ·Sales and Marketing 	<ul style="list-style-type: none"> ·Duration: 3 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Health, Safety and Environment	<ul style="list-style-type: none"> ·Introduction to Health, Safety, and Environment ·Occupational Health and Safety (OHS) ·Environmental Management ·Health and Wellness ·Safety Culture and Communication ·HSE Audits and Inspections ·HSE Leadership and Responsibilities ·Continuous Improvement in HSE ·Case Studies and Real-Life Scenarios 	·All Employees	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)

GENERIC MANAGEMENT DEVELOPMENT PROGRAMMES

Programmes	Contents	For:	Remarks
Senior Managers Programme	<ul style="list-style-type: none"> •Module 1: Business Operations and Innovation ·Understanding Business Operations ·Managing Market Dynamics ·Business Innovation and Development ·Innovation and Organizational Transformation ·Business Ethics ·IT Security and Privacy Management ·Developing a Customer Orientation Culture •Module 2: Managing the Financials ·Corporate Financial Reporting and ·Accountability ·Understanding Financial Statements ·Financial Ratios Analysis ·Budgeting and Budgetary Control ·Financial Decisions of the Firm ·Cost Accounting •Module 3: Leadership and People Management ·Contemporary Leadership Styles ·Emotional Intelligence ·Managing People - Strategic Perspective ·Team Building ·Business Communication and Information Management ·Interpersonal Relationship and Conflict Resolution •Module 4: Strategy and Sustainability ·Understanding the Foundation of Strategy ·Corporate Strategy Development ·Strategy Implementation in the Business Environment ·Managing for Sustainability ·Next-Generation Strategies for Sustainability ·Technology and Innovation 	<ul style="list-style-type: none"> ·Directors ·Divisional Heads ·Regional Managers ·Assistant General Managers ·Heads of departments/units ·Middle Level Managers 	<ul style="list-style-type: none"> ·Duration: 3 Months ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Leadership and Decision-Making in Crisis and Emergency Situations	<ul style="list-style-type: none"> ·Psychology and dynamics of crises and emergencies ·Roles and responsibilities of leaders in crises and emergencies ·Crisis/emergency management organization ·Effective and efficient interagency cooperation and collaboration ·Organizational & team dynamics: morale, cohesion, mood, unity of purpose ·Principles of operational command and leadership ·Elements of risk management: prevention, response, containment & recovery ·Principles of business continuity and crisis operations ·Information gathering and situational awareness ·Operational rhythm, routines, and information management ·Caring for subordinates and their families • ·Responsibilities to authorities, the public and/or victims ·Managing and leveraging social media ·After-action review and lessons learned processes ·Case studies 	<ul style="list-style-type: none"> ·C-suite •Senior management ·Heads of department/unit ·Operations manager ·Human resource management 	<ul style="list-style-type: none"> ·Duration: 3 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)





SECTOR-SPECIFIC PROGRAMMES

MICROFINANCE

Programmes	Contents	For:	Remarks
Internal Control and Fraud Prevention Techniques	<ul style="list-style-type: none"> ·Overview of Internal Control System ·Implementing Internal Control ·Introduction to Auditing System ·Periodic Auditing of Credit Officers ·Fraud Prevention, Detection & Control ·Case study 	<ul style="list-style-type: none"> ·Auditor Staff ·Staff with monitoring responsibility 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Loan Portfolio and Delinquency Management	<ul style="list-style-type: none"> ·Introduction to Loan Portfolio Management ·Role of LPM in financial institutions ·Understanding Delinquency, definition and causes ·Delinquency prevention strategies to Beat the Odds ·Lending Control Functions ·Regulatory compliance ·Case studies 	<ul style="list-style-type: none"> ·HR ·Risk Manager ·Branch Managers/Supervisors ·Sales and Marketing 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Transitioning to Supervisory Roles for Newly Appointed Branch Managers	<ul style="list-style-type: none"> ·Introduction to Supervisory Roles ·Leadership and Communication Skills ·Team Building and Motivation ·Decision-Making and Problem-Solving ·Time Management and Prioritization ·Regulatory Compliance and Ethical Leadership 	<ul style="list-style-type: none"> ·Newly Appointed Branch Managers and Assistant Branch Managers 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Effective Monitoring and Management (EMM)	<ul style="list-style-type: none"> ·Introduction to Monitoring and Management ·Setting Clear Objectives and Key Performance Indicators (KPIs) ·Data Collection and Analysis ·Effective Communication and Reporting ·Risk Management and Mitigation ·Performance Improvement Strategies ·Resource Allocation and Optimization ·Technology in Monitoring and Management ·Case studies 	<ul style="list-style-type: none"> ·Staff with monitoring responsibility 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Risk Management	<ul style="list-style-type: none"> ·Overview of risk Management and it's Component ·Risk Identification and Assessment ·Risk Analysis ·Risk Mitigation Strategies ·Risk Governance: Addressing and managing risk ·Operational Risk: The new wave ·Compliance and Regulatory Risk ·Case Studies 	<ul style="list-style-type: none"> ·All Staff 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)

MICROFINANCE

Programmes	Contents	For:	Remarks
Financial Analysis: Tools for Managing Performance	<ul style="list-style-type: none"> ·Introduction to Financial Analysis ·Financial Statements and Reports ·Financial Ratios and KPIs ·Budgeting and Forecasting ·Cost Analysis ·Case Studies 	<ul style="list-style-type: none"> ·Branch Managers ·Senior managers ·Finance Personnel ·Functional Senior Managers ·Regional Managers, ·Unit Heads ·Assistant General Managers 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Branch Sustainability	<ul style="list-style-type: none"> ·Managing Branch Loan Portfolio ·Branch Management: Tasks, Processes & Procedures ·Managing Branch Productivity ·Monitoring & Debt Recovery Technique ·Risk, Uncertainty and Decision Analysis 	<ul style="list-style-type: none"> ·Branch Managers ·Senior managers ·Functional Senior Managers ·Regional Managers ·Unit Heads ·Assistant General Managers 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Anti-Money Laundering and Combating the Financing of Terrorism	<ul style="list-style-type: none"> ·Introduction to AML/CFT ·Legal and Regulatory Framework ·Know Your Customer (KYC) and Customer Due Diligence (CDD) ·Suspicious Activity Reporting (SAR) ·Transaction Monitoring ·AML/CFT Policies and Procedures ·AML/CFT Compliance Culture ·Correspondent Banking Relationships ·Technological Advances and AML/CFT ·Case Studies 	<ul style="list-style-type: none"> ·Credit Analysts ·Loan Officers ·Operations team ·Sales and marketing ·Branch Managers/Supervisors ·Auditors/Accountants 	<ul style="list-style-type: none"> ·Duration: 3 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Loan Monitoring & Recovery Technique	<ul style="list-style-type: none"> ·Redefining Loan Monitoring ·Credit Risk Governance ·Loan Recovery Process and Strategy ·Credit Control and Management ·Dealing with Difficult Defaulter (DDD) ·Case Study 	<ul style="list-style-type: none"> ·Owners of Microfinance Organisation (MFI & MFB) ·Credit Analyst ·Branch Managers ·Area Managers ·Loan Recovery Supervisor ·Loan Recovery Officer 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Cash Flow and Credit Background Investigation	<ul style="list-style-type: none"> ·Relevant Component / Content of Financial Statement ·Credit Risk Analysis ·Credit Committee ·Financial Ratios ·Loan Appraisal Techniques 	<ul style="list-style-type: none"> ·Credit Analysts ·Loan Officers ·Branch Managers ·Accountants ·Control and Inspection Manager ·Finance Officers ·Operations Personnel 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)

MICROFINANCE

Programmes	Contents	For:	Remarks
Effective Group Lending in Microfinance	<ul style="list-style-type: none"> ·Overview of Group Lending ·Screening and Selection in Group Lending Methodology in Microfinance ·Loan Appraisal and Disbursement Procedure in Group Lending ·Delinquency Management and Loan Recovery in Group Lending ·Documentation, monitoring and Control in Group Lending ·Group Leadership and Management 	<ul style="list-style-type: none"> ·Owners of Microfinance Organisation (MFI & MFB) ·Field Officers ·Credit Officers 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Onboarding Training for New Staff	<ul style="list-style-type: none"> ·This can be customised and courses tailored to meet the company's expected outcomes 	<ul style="list-style-type: none"> ·New recruits 	<ul style="list-style-type: none"> ·Duration: 4 - 16 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Executive Exposure to Microfinance Operations	<ul style="list-style-type: none"> ·Microfinance Business: Principles and Operational Methodology. ·Delinquency Management ·Credit Appraisal Techniques ·Monitoring an Important Activity in Management ·Understanding Microfinance Product Development ·Field Exposure ·Case studies 	<ul style="list-style-type: none"> ·Person's interested in understanding the practical operations of Microfinance practice 	<ul style="list-style-type: none"> ·Duration: 3 - 10 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Ethics and Professionalism in Banking	<ul style="list-style-type: none"> ·Understanding ethics in banking ·Importance of ethics to the financial industry ·Basic Issues in Ethics: ·Central Bank of Nigeria code of ethics and professionalism for Bankers. ·Ethics and corporate social responsibilities (CSR). ·Case studies 	<ul style="list-style-type: none"> ·All Employees 	<ul style="list-style-type: none"> ·Duration: 3 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Branch Managers Programme	<ul style="list-style-type: none"> ·Basic Branch Management ·Operations & Financial Planning ·Staff Motivation ·Delinquency Management & Control ·Supervision & Monitoring ·Risk, Uncertainty & Decision Analysis ·Customer Relationship Management ·Leadership & Emotional Intelligence 	<ul style="list-style-type: none"> ·Branch Managers ·Assistant Branch Managers 	<ul style="list-style-type: none"> ·Duration: 4 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)



INSURANCE

Programmes	Contents	For:	Remarks
Framework for Managing Risks in the Insurance and Reinsurance Industry	<ul style="list-style-type: none"> ·Principle and practice of insurance ·Insurance on Automobile and properties ·Essential skill for corporate organization agent/brokers ·Understanding and building a dynamic insurance plan ·Insurance risk management skill ·Managing your clients effectively ·Liability issues in insurance management ·Essential skill for underwriters ·Loss adjusting essential skills for insurance operator ·Risk financing in the insurance organization ·Risk assessment and treatment 	<ul style="list-style-type: none"> ·Insurance Officers ·Admin Officers ·Risk Managers ·Finance Officers ·Others who perform related functions in the Public and Private Sectors 	<ul style="list-style-type: none"> ·Duration: 4 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Introduction to Insurance Basics	<ul style="list-style-type: none"> ·Risk and Insurance ·Functions and Historical development of insurance. ·Fundamental principles of insurance – insurable interest, utmost good faith, indemnity, subrogation, contribution and proximate cause. ·The law of contract and agency and their application to Insurance ·Classes of general insurance ·Classes of life insurance ·Underwriting, Rating and Documentation ·Reinsurance – Need for re insurances, reinsurance programming, methods of reinsurance, and the reinsurance market. ·General insurance claims handling/administration ·Life Insurance Claims ·Micro-insurance ·Insurance marketing 	<ul style="list-style-type: none"> ·New entrants in the insurance sector, ·Risk Managers, ·Finance Officers ·Others who perform related functions in the Public and Private Sectors 	<ul style="list-style-type: none"> ·Duration: 3 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Foundation of Insurance Management	<ul style="list-style-type: none"> ·Understanding Insurance Basics ·Operational Aspects of Insurers ·Professionalism and Emerging Trends 	<ul style="list-style-type: none"> ·New hires in the insurance industry ·Entry-level professionals in underwriting and claims management ·Insurance agents and brokers seeking a comprehensive understanding ·Risk management professionals exploring insurance fundamentals 	<ul style="list-style-type: none"> ·Duration: 3 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Advanced Insurance Practices	<ul style="list-style-type: none"> ·Advanced Underwriting Techniques ·Strategic Risk Management ·Innovations in Insurance 	<ul style="list-style-type: none"> ·Insurance executives and managers ·Risk management professionals 	<ul style="list-style-type: none"> ·Duration: 3 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)

INSURANCE



MICRO SMALL AND MEDIUM ENTERPRISES (MSME)

Programmes	Contents	For:	Remarks
Managing Business and Personal Finance for SMEs	<ul style="list-style-type: none"> ·Introduction to Financial Management for SMEs ·Budgeting for Business Success ·Financial Statements for SMEs ·Tax Planning and Compliance ·Financing Options for SMEs ·Personal Financial Planning ·Risk Management for SMEs ·Succession Planning and Exit Strategies ·Case Studies 	<ul style="list-style-type: none"> ·MSMEs ·Financial Institutions ·NGOs ·Government Agencies 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Accounting and Bookkeeping	<ul style="list-style-type: none"> ·Importance of Accounting & Bookkeeping for SMEs ·Basics of Accounting ·Bookkeeping Essentials ·Financial Statements ·Tax Basics for Small Businesses ·Accounting Software for SMEs ·Budgeting and Financial Planning ·Internal Controls and Fraud Prevention ·Case Studies 	<ul style="list-style-type: none"> ·MSMEs 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Marketing and Sales Techniques	<ul style="list-style-type: none"> ·Understanding the SME Market ·Developing a Marketing Strategy ·Online Marketing for SMEs ·Traditional Marketing Techniques ·Sales Techniques for SMEs ·Digital Tools for Marketing and Sales ·Pricing Strategies for SMEs ·Customer Retention and Loyalty ·Effective Communication Skills for Sales ·Case Studies 	<ul style="list-style-type: none"> ·MSMEs 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Credit Management and Access to Finance	<ul style="list-style-type: none"> ·Understanding Access to Finance Challenges ·Basics of Credit Management ·Creditworthiness Assessment ·Types of Financing for SMEs ·Building a Strong Credit Application ·Credit Risk Mitigation Strategies ·Relationship Building with Financial Institutions ·Financial Planning and Budgeting ·Government Support Programs ·Case Studies 	<ul style="list-style-type: none"> ·MSMEs 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)

MICRO SMALL AND MEDIUM ENTERPRISES (MSME)



LEASING

Programmes	Contents	For:	Remarks
Risk Management in Leasing	<ul style="list-style-type: none"> ·Overview of Risk Management and its Components ·Enterprise-wide Risk Management (ERM) Strategy ·Risk Analysis ·The New Wave 	<ul style="list-style-type: none"> ·Heads of Operations ·Finance Department ·Decision-makers who rely on timely and accurate financial information ·Operations, logistics, and procurement officers 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Lease Monitoring & Recovery Techniques	<ul style="list-style-type: none"> ·Understanding Monitoring an Important Activity in Leasing ·Credit Risk Governance ·Recovery Process & Strategy ·Dealing with Demanding Clients 	<ul style="list-style-type: none"> ·Lease Analyst ·Branch Managers ·Area Managers ·Loan Recovery Supervisor ·Loan Recovery Officer 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Client Mobilisation and Retention Techniques	<ul style="list-style-type: none"> ·Client Mobilisation ·Client Retention Strategy ·Fundamentals of Customers Service ·CRM and Customer satisfaction ·Case Studies 	<ul style="list-style-type: none"> ·Branch Managers ·Lease Officers ·Area Managers 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Lease administration: from origination to termination	<ul style="list-style-type: none"> ·Importance of Lease Administration ·Formal Legal Issues in Lease Administration ·Purpose and Application of the General Clauses in Lease Administration ·Documentation, Closeout, and Settlement ·Lease Administration Actions after Occupancy within the Scope of the Contract 	<ul style="list-style-type: none"> ·Branch Managers ·Lease Officers ·Area Managers 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)

NON-GOVERNMENTAL ORGANISATION (NGOs)

Programmes	Contents	For:	Remarks
Effective Management of Non-Governmental Organisations (NGOs)	<ul style="list-style-type: none"> ·The concept and distinctive characteristics of NGOs ·Overview of issues facing NGOs as development organization ·Techniques and skills for Effective Management of NGOs ·Result-based Management ·Productivity Management and Criteria for External Evaluations ·Grant Proposal Writing and Packaging ·Project Life Cycle ·Human Resource Planning and Management 	<ul style="list-style-type: none"> ·Project and Programme Managers ·New comers in NGO sector ·HODs 	<ul style="list-style-type: none"> ·Duration: 3 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Fundraising and Proposal Writing	<ul style="list-style-type: none"> ·Sources of Fundraising ·Methods and Best Practice in Fund Raising ·Issues and Challenges in Fund Raising ·Strategies for NGO Fund Raising ·Overview of Proposal Writing ·Components of Project Proposal ·Packaging and Submission of Project Proposals 	<ul style="list-style-type: none"> ·Managers ·Programmes/Project Coordinators ·Project Implementation Staff 	<ul style="list-style-type: none"> ·Duration: 3 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Fighting Frauds in Non-Governmental Organisations (NGOs) Key Issues	<ul style="list-style-type: none"> ·Overview of Fraud ·Fraudulent Practices and its Implications on NGO Survival ·Developing and Implementing Anti-Fraud Framework ·Mitigating fraud risk in programmes ·Imperatives of Fraud Response Team in NGOs ·Effective Management of Fraud incidences 	<ul style="list-style-type: none"> ·Internal Auditors ·Programme Managers ·Accountants ·Risk Managers 	<ul style="list-style-type: none"> ·Duration: 5 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Project Monitoring and Evaluation with Data Management and Analysis	<ul style="list-style-type: none"> ·Results Based Project Management ·Fundamentals of Monitoring and Evaluation ·Project Analysis ·Result Design in Monitoring and Evaluation ·M&E Indicators ·Logical Framework Approach ·M&E Planning ·Project Performance Evaluation ·M&E Data Management ·M&E Result and Dissemination ·Gender Perspective in M&E ·Data Collection and Techniques ·Impact Assessment ·GIS Techniques for M&E 	<ul style="list-style-type: none"> ·Project staff ·Development Practitioners ·Managers ·M&E staff 	<ul style="list-style-type: none"> ·Duration: 5 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)



INFORMATION TECHNOLOGY

Programmes	Contents	For:	Remarks
Advanced Management Information Systems Excellence	<ul style="list-style-type: none"> ·Business Processes, Information Systems, and Information Hardware and Software ·Database Processing ·The Cloud ·Organisations and Information Systems ·Social Media Information Systems ·Business Intelligence Systems ·Information Systems Development ·Information Systems Management ·Information Security Management 	<ul style="list-style-type: none"> ·IT Auditors ·Internal Control Officers ·IT Development]Managers ·Heads of Department ·System Administrators ·IT Professionals 	<ul style="list-style-type: none"> ·Duration: 4 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
The Complete Course on Cloud Management and IT Security	<ul style="list-style-type: none"> ·Cloud architecture ·Cloud delivery models ·Cloud service provider assessment and contracts ·Cyber-security principles with emphasis on the Cloud solutions ·Data severity issues regarding the Cloud services ·Encryption Architectures and Key Management ·Identifying data security breach and recovery measures ·Cyber-Security forensic investigations 	<ul style="list-style-type: none"> ·IT Auditors ·Internal Control Officers ·IT Development]Managers ·Heads of Department ·System Administrators ·IT Professionals 	<ul style="list-style-type: none"> ·Duration: 4 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Digital Content Marketing Strategies & Tools	<ul style="list-style-type: none"> ·Introduction to Digital Content Marketing ·Public Relations (PR) Management ·Marketing Channels ·Marketing Tools ·Marketing Content Management ·Tracking Deliverables 	<ul style="list-style-type: none"> ·IT Auditors ·Internal Control Officers ·IT Development]Managers ·Heads of Department ·System Administrators ·IT Professionals 	<ul style="list-style-type: none"> ·Duration: 4 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Strategic Management of Information Systems	<ul style="list-style-type: none"> ·Linking Systems to Strategy and the Organisation ·Governance of the Information Systems ·Business Analytics and Knowledge Management 	<ul style="list-style-type: none"> ·IT Auditors ·Internal Control Officers ·IT Development]Managers ·Heads of Department ·System Administrators ·IT Professionals 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Computer Network Routing & Switching	<ul style="list-style-type: none"> ·Network Fundamentals ·Network Access ·IP Connectivity ·IP Services ·Security Fundamentals Automation and Programmability 	<ul style="list-style-type: none"> ·IT Auditors ·Internal Control Officers ·IT Development]Managers ·Heads of Department ·System Administrators ·IT Professionals 	<ul style="list-style-type: none"> ·Duration: 4 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)

INFORMATION TECHNOLOGY

Programmes	Contents	For:	Remarks
IT Auditing and IT Fraud Detection	<ul style="list-style-type: none"> ·Introduction to IT Auditing ·Types of fraud related to computers and IT ·Antifraud controls ·Effective methods of IT Fraud detection ·Advantages and disadvantages of audit software in IT fraud investigation 	<ul style="list-style-type: none"> ·IT Auditors ·Internal Control Officers ·IT Development]Managers ·Heads of Department ·System Administrators ·IT Professionals 	<ul style="list-style-type: none"> ·Duration: 3 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Microsoft Excel Master-class	<ul style="list-style-type: none"> ·Introduction to Microsoft Excel ·Basic Excel Functions and Formulas ·Sorting and Filtering ·Data Validation ·Advanced Excel Functions ·Excel Automation with Macros ·Excel Collaboration and Integration 	<ul style="list-style-type: none"> ·All Staff 	<ul style="list-style-type: none"> ·Duration: 5 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Digital Content Marketing Strategies & Tools	<ul style="list-style-type: none"> ·Introduction to Digital Content Marketing ·Public Relations (PR) Management ·Marketing Channels ·Marketing Tools ·Marketing Content Management ·Tracking Deliverables 	<ul style="list-style-type: none"> ·IT Auditors ·Internal Control Officers ·IT Development]Managers ·Heads of Department ·System Administrators ·IT Professionals Department Managers 	<ul style="list-style-type: none"> ·Duration: 4 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Strategic Management of Information Systems	<ul style="list-style-type: none"> ·Linking Systems to Strategy and the Organisation ·Governance of the Information Systems ·Business Analytics and Knowledge Management 	<ul style="list-style-type: none"> ·IT Auditors ·Internal Control Officers ·IT Development]Managers ·Heads of Department ·System Administrators ·IT Professionals Department Managers 	<ul style="list-style-type: none"> ·Duration: 2 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)
Computer Network Routing & Switching	<ul style="list-style-type: none"> ·Network Fundamentals ·Network Access -IP Connectivity ·IP Services -Security Fundamentals Automation and Programmability 	<ul style="list-style-type: none"> ·IT Auditors ·Internal Control Officers ·IT Development]Managers ·Heads of Department ·System Administrators ·IT Professionals Department Managers 	<ul style="list-style-type: none"> ·Duration: 4 Days ·Location: Hybrid learning (Virtual or Lagos/Benin City)





Website:
www.lapoinstitute.edu.ng

Phone:
+2348035271993, +2347051399831
+2348138308093, +2348063046621

Email:
info@lapoinstitute.edu.ng



LAPO INSTITUTE FOR
MICROFINANCE AND
MANAGEMENT STUDIES

