



Dex  
Nova CONSULTING.  
*A Strategic Process Management Company*

## training **BROCHURE**



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## **Introduction**

DexNova Consulting Limited is a full-service consulting firm offering a wide array of Project Management, Program Management and Business Improvement services. Located in Lagos and Port Harcourt, Nigeria, the company's diverse team of consultants includes business improvement professionals, project management professionals, customer service professionals etc.

DexNova is a Registered Education Provider of Project Management Institute (PMI R.E.P.) and Endorse Education Providers of International Institute of Business Analysis (EEP IIBA). PMI R.E.Ps and IIBA EEPs are educational organizations that have demonstrated that they are capable of providing world-class effective project management and business analysis training and so, have been approved by both PMI and IIBA to provide Project Management and Business Analysis training respectively. Through these two international organizations' rigorous quality criteria for course content, instructor qualification, and instructional design, R.E.Ps and EEP provide the project management and business analysis training necessary to help organizations achieve their strategic objectives.

## **Mission**

To help build excellent delivery capability in Organizations across Africa through human capacity development and collaborative initiatives geared towards crafting solutions that will transform our clients to great firms, one that consistently deliver the best results to their stakeholders.

## **Values**

As a company we recognise that our clients will continue to experience business and social challenges in the long term but together we can craft solutions that will transform them and get them the right results.

We will act with integrity in our relationships with our clients and ensure we are aligned with the laws of the lands in which we operate. We will continually be committed to continuous improvement and collaborative work methods in order to deliver the best results to our stakeholders.

## **Our Training Services**

Over the years, DexNova Consulting has delivered practical, hands-on courses to help you learn how to implement a wide variety of strategic initiatives and methodologies in your organisation.

Our courses are interactive and our teaching approach is to promote learning by experience. Students leave our training courses empowered with confidence, educated with valuable insights on how to successfully deliver on their projects and equipped for effective decision making to reduce risk and maximise the reliability and availability of their assets.

## **Value Proposition**

DexNova Consulting delivers practical, cost-effective and viable solutions to our clients' needs. Our performance credentials are born out of our long-standing practice in critical sectors of the economy. Our hands-on experience encompasses the entire realm of Project Management, business process improvement, business analysis. Our international accreditations by Project Management Institute, International Institute of Business Analysis and Oracle are proofs of the quality of our services.

At DexNova, you will learn from accredited, licensed business improvement and project management training professionals with practical experience from varied industry and consulting backgrounds locally and abroad.



## Synopsis

A key challenge for organizations in today's world is to succeed in balancing two parallel, competing imperatives:

- *Maintain current business operations such as profitability, service quality, customer relationships, brand loyalty, productivity, market confidence etc. What we term “business as usual”*
- *To transform business operations in order to survive and compete in the future-looking forward to survive and deciding how business change can be introduced to best effect for the organization.*

As the pace of change (technology, business, social, regulatory etc.) accelerates, and the penalties of failing to adapt to change become more evident, the focus of management attention is inevitably moving to achieve a balance between business as usual and business change.

Successful management of change is crucial to any organisation in order to survive and succeed in the present highly competitive and continuously evolving business environment. Human capacity development and business solutions that will align with the strategic goals of organization are therefore imperative to manage this change.

Below is the list of some of our training programs that will equip your personnel with requisite skills and knowledge to deliver on your organization strategic initiatives.





# 1. PROJECT MANAGEMENT

Project management has evolved over the years as a professional course that equips those that embrace it with the competence and ability to deliver to critical parameters used to evaluate business/project performance. The old school of thought that project management knowledge is only applicable to some physical project development is now history.



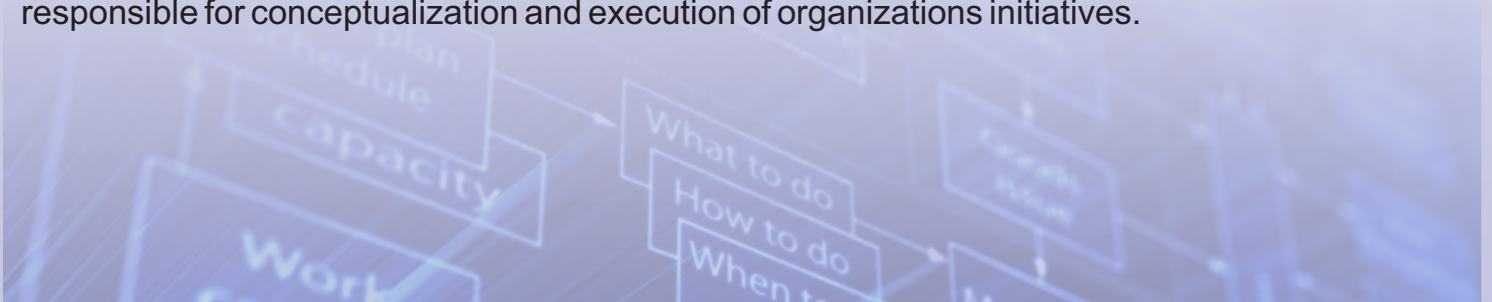
Organizations and companies of today see and understand that knowledge in project management is essential to their businesses. Project management knowledge is needed to plan cost, time, and resource elements for their projects; it provides needed skills to implement the plan, and to monitor and control the outcome of a project towards achieving their business objectives. Good project management is now perceived as an insurance policy in business as it prevents project disasters. It serves as basic building block of knowledge for businesses and professions in construction, oil and gas, chemicals, metal and mining, infrastructures, buildings, IT, Healthcare, Finance, Telecoms, Manufacturing and banking industries. Fortune Magazine calls project management "Career Number 1" on earth. PMI reported recently that nowadays more and more companies and government agencies are adopting and making Project Management a strategic competency.

## Courses:

- *Project Management Professional (PMP) Certification Training.*
- *Prince2*
- *Construction Project Management*
- *Strategic Project Management*
- *Microsoft Project*
- *Project Management with Primavera P6*

## Target Audience

Project Managers, Program Managers, Functional Managers, Business Development officers, Corporate Development officers, IT professionals, Construction Professionals, anyone who is responsible for conceptualization and execution of organizations initiatives.







## 2. INFORMATION TECHNOLOGY SERVICE MANAGEMENT

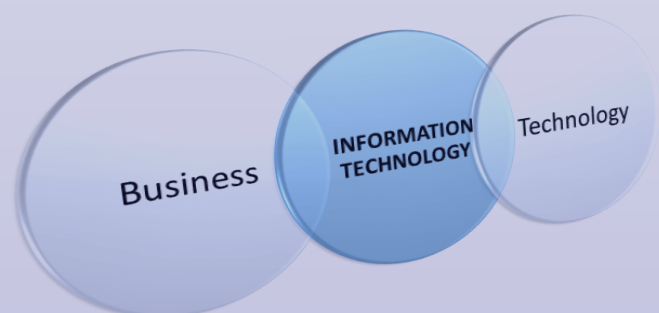
IT Service Management is a strategic approach to designing, delivering, managing and improving the way information technology (IT) is used within an organization. The goal of IT Service Management is to ensure that the right processes, people and technology are in place so that the organization can meet its business goals. The term IT Service Management is often associated with ITIL (Information Technology Infrastructure Library), a framework that provides best practices for aligning IT with business needs.

ITIL is the most widely accepted approach to IT service management in the world. ITIL is a best practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organized to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

### Courses:

- *Information Technology Infrastructure Library (ITIL) – Foundation*
- *Information Technology Infrastructure Library (ITIL) - Service Strategy (SS)*
- *Information Technology Infrastructure Library (ITIL) - Service Design (SD)*
- *Information Technology Infrastructure Library (ITIL) - Service Transition (ST)*
  
- *Information Technology Infrastructure Library (ITIL) - Service Operation (SO)*
- *Information Technology Infrastructure Library (ITIL) - Continual Service Improvement (CSI)*
- *Information Technology Infrastructure Library (ITIL) - Planning, Protection and Optimization (PPO)*
- *Information Technology Infrastructure Library (ITIL) - Service Offerings and Agreements (SOA)*
- *Information Technology Infrastructure Library (ITIL) - Release, Control and Validation (RCV)*
- *Information Technology Infrastructure Library (ITIL) - Operational Support & Analysis (OSA)*
- *Information Technology Infrastructure Library (ITIL) - Managing Across the Lifecycle (MALC)*

**Target Audience:** System Analyst, IT Managers, Consultants, Project Managers, IT Developers, IT support, Business Analyst, Product development specialist, Functional managers, and Operations team.





### 3. MANAGEMENT OF VALUE (MoV®)

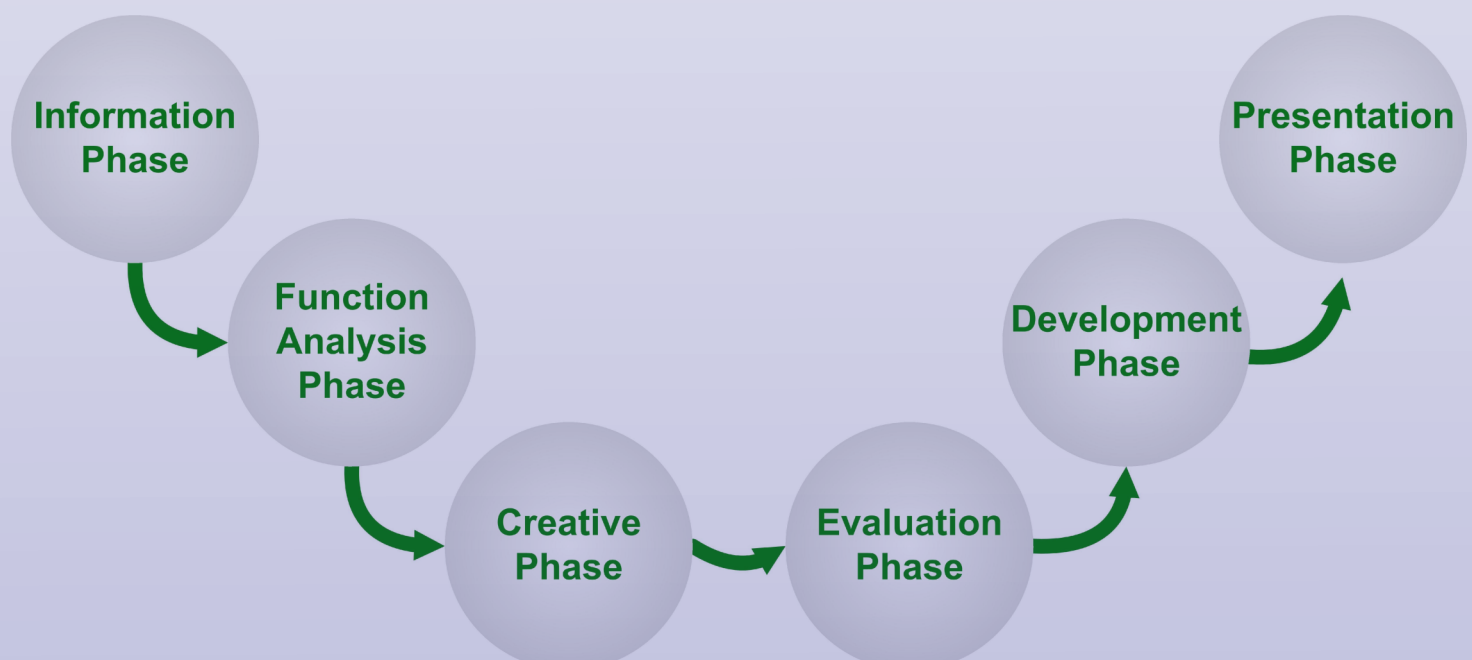
Management of Value is a Best Management Practice Solution which provides individuals and organization essential guidance on the most efficient use of resources to maximize the benefits from any given initiative. It has evolved from the tried and successful practice of value management across many sectors and over many years. Management of value is not simply about reducing cost, it answers the question: are we getting the optimal benefits, at affordable cost, with an acceptable level of risk? It ensures that it achieve optimal balance between all stakeholders' needs, and the usage of resources - money, people, time, energy and material. The greater the benefits delivered and the fewer the resources that are used in doing so, the higher the value ratio.

#### Benefits of MoV Training

- *Embedding the mindset of thinking 'value' and reducing waste.*
- *Increased stakeholder commitment.*
- *More effective use of resources.*
- *Better control over delivery. Non-value adding projects are cancelled or not started*
- *Greater responsiveness to changing environment*
- *Improvements in ROI*
- *To prepare delegates for the International Certification Examination*

#### Target Audience

Management consultants, Risk Managers, Project management professionals, Business Analyst, Bankers, Oil and Gas professionals, IT professionals, Enterprise Analyst, Supply Chain Experts, Process Analyst, Process Re-Engineering/ Improvement Experts, etc.





#### 4. MANAGEMENT OF RISK(M\_o\_R).

Risk Management based on the Management of Risk (M\_o\_R) Guide is intended to help organizations put in place an effective framework for risk management. This will help take informed decisions about the risks that affect their strategic programme, project and operational objectives.

The Guide provides a route map for risk management, bringing together principles, an approach, a process with a set of interrelated steps and pointers to more detailed sources of advice on risk management techniques and specialisms. It also provides advice on how these principles, approach and process should be embedded, reviewed and applied differently depending on the nature of the objectives at risk.

#### The M\_o\_R framework is based on four core concepts:

- *M\_o\_R Principles*
  - *M\_o\_R Approach*
  - *M\_o\_R Process*
  - *Embedding and Reviewing M\_o\_R*
- Participants will gain practical skills in:*
- *The usage of Risk Management terms and terminology:*
  - *Documenting risks*
  - *Gathering risks for projects*
  - *Analyzing risks for projects*
  - *Understanding how Risk Management can benefit their organization*
  - *Understanding Best Practices in defining Risk*
  - *Be ready to write their M\_o\_R Certification*

#### Target Audience

Management consultants, Risk Managers, Project management professionals, Business Analyst, Bankers, Oil and Gas professionals, IT professionals, Enterprise Analyst, Supply Chain Experts, Process Analyst, Process Re-Engineering/ Improvement Experts, etc





## 5. BUSINESS ANALYSIS

Business Analysis is a Best Management Practice which position organization at a competitive edge in the marketplace. Its evolving appeal has made it relevant as a needed skill for individuals working in consulting, construction, banking, oil and gas, parastatals, etc either as a Business development role, IT professional, System Architect, Enterprise Analyst, etc. As markets shift and organizations are forced to deal with the accelerating pace and volatility of business, the business analysis framework covered by Business Analysis Body of Knowledge-BABOK provides a rich knowledge base for equipping the related role for the anticipated change. The course covers;

- *Business Analysis Planning and Communication*
  - *Elicitation*
  - *Requirement Management and Communication*
  - *Enterprise Analysis*
  - *Requirement Analysis*
  - *Solution Assessment and Validation*
- Courses:*
- *Certified Business Analysis Professional(CBAP) certification training*
  - *Certificate of Competency in Business Analysis (CCBA) certification training*
  - *Advanced Business Analysis*
  - *Bringing Business Solution to Life*
  - *Mastering the requirement Process*

### Target Audience

Project Managers, Strategic Development Managers, Program Managers, Functional Managers, Business Development officers, Corporate Development officers Management Consultants, Tactical Manageres, IT professionals, Construction Professionals, anyone who is responsible for conceptualization and execution of organizations initiatives.





## 6. BUSINESS RELATIONSHIP MANAGEMENT PROFESSIONAL

There is an alignment challenge which exists between Service Providers and Business Partners. This challenge becomes more obvious especially when the Service Provider is internal within the organization especially an IT organization. Also, Human Resources, Finance, Facilities, and other shared service provider struggle to demonstrate their value and relevance to the business they serve. And with alternate sourcing arrangements becoming an increasingly important aspect of business operation, the alignment challenge is as real for external providers as it is for internal shared services. In closing this alignment gap, the BRM Professional Training and Certification provides sets of competencies, strong relationship skills and an ability to thrive in highly ambiguous and turbulent environments. The effective BRM is at home with their business partners and their provider stakeholders-equally comfortable with the language and context of the business and provider domain.

### Target Audience

Business Development team, Sales team, Functional Managers, Corporate Development officers, Customer Service professionals, Tactical Managers, Product Development officers, etc.







## 7. BESPOKE TRAINING

Our bespoke training is designed to meet specific needs, delivered when and where you need it.

We work with research providers and our clients to develop tailor-made training programs. We deliver training at a time and location to suit you. You'll get the most relevant training content with little disruption to the business. Our consultancy service helps you to choose the best training programs for your business.

Tell us your requirements and we will develop a tailor-made training program for you. Any of the topics in our training program can be offered as part of a bespoke in-company package. We can develop or adapt any of these to ensure your people get the level of training that is right for them and your business. Our bespoke in-company training is based on core materials and discussions with the client, Dexnova Consulting and the trainer will develop a program. In addition to structured presentations, practical work will enable your delegates to work through the issues themselves. Real projects from your organization may be used to make the learning experience as relevant as possible.





## Soft Skill Courses Available

1. Ten (10) Soft Skills You Need.	36.Employee Onboarding	70.Office Politics for Managers
2.Administrative Office Procedures	37.Employee Recognition	71.Organizational Skills
3.Administrative Support	38.Employee Recruitment	72.Overcoming Sales Objections
4.Anger Management	39.Entrepreneurship	73.Performance Management
5.Appreciative Inquiry	40.Event Planning	74.Personal Branding
6.Assertiveness And Self-Confidence	41.Executive and Personal Assistants	75.Personal Productivity
7.Attention Management	42.Facilitation Skills	76.Presentation Skills
8.Basic Bookkeeping	43.Generation Gaps	77.Project Management
9.Being A Likeable Boss	44.Goal Setting and Getting things done	78.Proposal Writing
10.Body Language Basics	45.Handling a Difficult Customer	79.Public Speaking
11.Budgets And Financial Reports	46. Health and Wellness at Work.	80.Risk Assessment and Management
12.Business Acumen	47.Hiring Strategies	81.Safety In The Workplace
13.Business Ethics	48.Human Resource Management	82.Sales Fundamentals
14.Business Etiquette	49.Improving Mindfulness 50.Improving	83.Social Intelligence
15.Business Succession Planning	Self-Awareness	84.Social Learning
16.Business Writing	51.Increasing Your Happiness	85.Social Media In The Workplace
17.Call Center Training	52.Internet Marketing Fundamentals	86.Stress Management
18.Change Management	53.Interpersonal Skills	87.Supervising Others
19.Civility In The Workplace	54.Job Search Skills	88.Supply Chain Management
20.Coaching And Mentoring	55.Knowledge Management	89.Talent Management
21.Collaborative Business Writing	56.Leadership And Influence	90.Team Building For Managers
22.Communication Strategies	57.Lean Process And Six Sigma	91.Teamwork And Team Building
23.Conflict Resolution	58.Manager Management	92.Telephone Etiquette
24.Creating a Great Webinar	59.Managing Workplace Anxiety	93.Telework And Telecommuting
25.Creative Problem Solving	60.Marketing Basics	94.Time Management
26.Critical Thinking	61.Measuring Results From Training	95.Trade Show Staff Training
27.Customer Service	62.Media And Public Relations	96Train-The-Trainer
28.Delivering Constructive Criticism	63.Meeting Management	97.Virtual Team Building And
29.Developing a Lunch and Learn	64.Middle Manager	Management
30.Developing Corporate Behavior	65.Millennial Onboarding	98.Women in Leadership
31.Developing Creativity	66.mLearning Essentials	99.Work-Life Balance
32.Developing New Managers	67.Motivating Your Sales Team	100.Workplace Diversity
33.Digital Citizenship	68.Negotiation Skills	101.Workplace Harassment
34.Emotional Intelligence	69.Networking Within the Company	102.Workplace Violence
35.Employee Motivation		

All our soft skill courses are available in traditional classroom format facilitated using our training facilities or in your training academy (Onsite). The courses are also available in online format through our Learning Management System (DexLearn).

Furthermore, all the participants in our classroom training are given complimentary access to DexLearn for any other course of their choice.



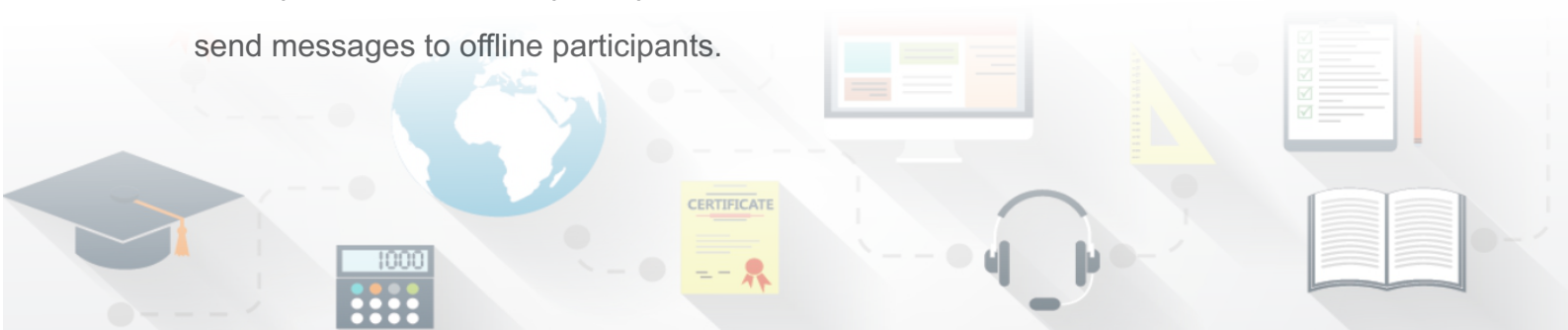
classroom - online - mobile

Dexlearn is an online learning management system of DexNova Consulting Limited. It contains over 100 courses including the Soft Skills courses listed above and some professional certification courses such as PMP Exam Prep, Prince 2 Exam prep, ITIL, Six Sigma, ScrumStudy, CBAP/CCBA.

Our LMS is a very robust and highly interactive online learning tool with the following features:

## LMS FEATURES

- Course Guide
- Instructor led, self-paced training
- Progress tracker
- Simulated assessments
- Participants' Discussion forum
- Downloadable training materials
- Participants can upload assignments and activities
- Participant can see other participants online and connect real time or send messages to offline participants.





## Facilitators

Our facilitators are accredited, licensed organization improvement and human capacity development professionals with several years of practical experience from varied industry and consulting backgrounds locally and abroad. Each brings a solid background of technical knowledge and experience to every training that progresses the students through the learning curve, from ignorance to expert. Below are the profiles of few of our facilitators:

### **Adewole Oriade M.Sc, MBA, MCMI, PMP®**



Adewole Oriade has over 15 years of corporate management experience in project management, organization strategic development and business process improvement in various sectors of Nigerian economy such as banking, oil & gas, marine and consulting. He currently facilitates project and strategic business management courses and conducts business improvement assessments; he also helps clients establishing business improvement process methodology. Adewole is a consultant to United Nations Office in Geneva (UNOG) on sustainable development, he developed and facilitates Project Management for sustainable development for United Nations Institute for training and research(UNITAR), he has also trained participant from African Management Services Company (AMSCO)-a UNDP project. With a Master degree in Economics and MBA from Obafemi Awolowo University, Adewole has the power of abstraction to focus upon the essential features of management problems and to construct rigorous argument to help evaluate ideas. He is also certified as a Project Management Professional by the Project Management Institute, USA and currently a PhD Student in Management (Leadership and Organizational Change) at Walden University, USA. Mr. Oriade has served as President of Project Management Institute (USA), Nigeria Chapter and is also a member of Chartered Management Institute, UK and International Institute of Business Analysis, Canada.





## **Michael Effanga, PMP®, MCTS,SSGB,CSM**



Mr. Michael Effanga is an exceptional facilitator and project management professional with strong background in strategic thinking, process development, team management and building organizational capacity. He has over 6 years of experience in performance management in various private and corporate organizations in Nigeria before moving to Dexnova Consulting Ltd.

With his first degree from Atlantic International University, USA, which he graduated with a first class, he has helped several businesses develop effective business processes, worked with and managed several teams in achieving results and developed great products like The Project Management Canvas ([www.thepmcanvas.com](http://www.thepmcanvas.com)).

As part of his professional qualification, Michael is a certified Project Management Professional (PMP®) by the Project Management Institute, USA and a Microsoft Certified Technology Specialist (MCTS®) by Microsoft Corporation. In addition, he is a Certified Scrum Master (CSM) in Agile Project Management and a Six Sigma Green Belt Professional (SSGB).

Mr. Effanga has been authorized by Project Management Institute Educational Foundation to carry out project management activities in Nigeria and he is motivated by a LEAD initiative (Learn, Explore, Add-value and Develop).





## **Taiwo Abraham (Fadare) PMP, PRINCE2, ITIL V3 Expert, SSGB, SFC**



Taiwo Olaolu Olusola Abraham has since his qualification as PMP® in 2009 become the choicest of the foremost Project Management Academies in Nigeria. He trains and consults for corporate bodies and private individuals who wish to maximize their results in the field of Project Management, Quality Management, IT Service Management, Leadership and Emotional Intelligence in all major capital cities of Nigeria.

He has managed quite a number of projects with the PMI's processes of initiating, planning, execution, monitoring and controlling and closing. He is a confident and effective genius who takes responsibility and accountability at every juncture within a project he is engaged. He has a demonstrable, successful and verifiable project record. He understands client requirements, effectively liaises with internal and external stakeholders and delivers creative/effective solutions within specified deadlines.

Until his most recent experience as a Project Coordinator for UNESCO Port Harcourt World Book Capital 2014, he has delivered excellent results with Nigerian Red Cross, Nudenia Projects – Canada, Simplex Engineering – Yenagoa, Salvation Ministries – Port Harcourt, Skye-IGR Financial Services – Port Harcourt, Firstplus Planning Consultants – Lagos, Teampany – Brussels, PROMACON – Abuja, Project Bureau – Port Harcourt, etc.

Among others, he recently completed a number of certification courses from likes of Harvard University, which borders on human behaviour, emotional intelligence, and stress management for productivity. This has further launched him to the limelight as he now mentors individuals and corporate organisations through facilitation of related courses in workshops, conferences and retreats.

He lives to see an African continent that understands the importance of “mind infrastructures” in the development of sustainable growth. He's a one-time invited speaker at the United Nations Annual Youth Assembly and championing an initiative – The LiNCHPiNs.



## **Temitope Shofule, Bsc.,CBAP, PRINCE2, M\_o\_R**



Temitope Shofule is a management consultant and project management professional with several years of experience in training facilitation and hand-on management of projects. He has delivered several hours of project management methodology and business analysis training with Project Management College, UK (Nigeria Chapter) and other organizations. He has ordinary national diploma (OND) in Mathematics /Statistics from Federal Polytechnic, Ede and Bachelor of Science (BSc) degree in Economics from Covenant University, Ota. He had his professional training at the British School of Project Management. He is an accredited PRINCE2 Practitioner as well as Risk Management (M\_o\_R) expert certified by The Association of Project Managers Group (APMG) UK and also a Certified Business Analysis Professional (CBAP) by International Institute of Business Analysis, Canada (IIBA).

Prior to joining Dexnova Consulting team of facilitators and project managers, Tope has worked with ALTITUDE PLUS Consulting Ltd and OS CONCEPT LTD as a Senior Business Analyst. His zero tolerance for project failure coupled with his risk management acumen takes him several steps ahead in project delivery. He is passionate at delivering IT/ Construction projects to its functional and non-functional requirements ensuring that client's acceptance criteria are met. He is currently working on N50 Billion University of Abuja's hostel accommodation and independent power generation projects of DDST Allied Services Limited.

Tope is a member of the following professional bodies:

- International Institute of Business Analysis, Canada (IIBA) where he volunteers as the Head, Professional Development and Event Committee of the Lagos, Nigeria Chapter.
- British Project Professional Society.
- Association of Project Managers Group UK (APMG).



**Shola Ogunseitan, PMP®, ITIL® Expert, MOR®, PRINCE2®, PMI-RMP®, APMP®,  
Advanced MSP® Practitioner**



Shola Ogunseitan has over twenty years executive management experience in operations/service, project, programme, risk and change operations. A graduate accountant, Shola is an ITIL® Expert (all modules), a PMP® and PMI-RMP® credential holder. He is an APMG Certified Practitioner in: Prince 2 Project Management, AGILE Project Management, Management of Risk and Change Management as well as an Advanced Practitioner in MSP, the Management of Programmes. Shola has extensive experience in the publishing, media, events and IT industries. He is certified as a practitioner, trainer and exam invigilator in many courses accredited by the APM, British Chartered Society and the APMG in the United Kingdom; the Project Management Institute (PMI) and CSME in the USA; and EXIN in the Netherlands.

**Jaimie M. Rush, MBA, PMP®, ITIL®**



Jaimie M. Rush is a dynamic executive and certified project leader (PMP®) with over 15 years of service in the field of project management and holds an MBA degree from Brigham Young University. Jaimie's work experience includes organizing, prioritizing, planning and executing a diverse range of high-visibility, high-risk, multi-million dollar initiatives in the areas of product launch/development, product redesign, system implementations, corporate/sales events, and process/operational improvements. Strong project leader with focus on project management principles, guidelines and methodology. She is also a part-time Business Instructor for University of La Verne and University of Redlands.

**Erik Van Eeden, ITIL EXPERT, PM & PRINCE 2 AGILE/SCRUM**



With background of being a consultant, change manager, information analyst, test manager, head of IT department, system designer, project leader and more than 20 years of experience as a teacher / trainer in IT, Erik efficiently transfer knowledge with excellent good communication. Erik always keeps on busying himself with the developments and environment of the IT.



## **Next**

DexNova welcomes the opportunity to discuss further, address any questions and become one of your partners in ensuring successful delivery of your organization unit strategic.

**Adewole F. Oriade, MCMI, PMP**

**DexNova Consulting Limited**

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# International Accreditations



**DexNova Consulting** is a Registered Education Provider of Project Management Institute (PMI R.E.P). PMI is the world's largest project management member association, representing more than half a million practitioners in more than 185 countries. As a global thought leader and knowledge resource, PMI advances the profession through its global standards and credentials, collaborative chapters and virtual communities and academic research.

PMI R.E.P.s are educational organizations that have demonstrated that they are capable of providing world-class effective project management training and so, have been approved by PMI to provide Project Management training. member of our team is committed to delivering the excellence and professionalism required to deliver on this promise.



**DexNova Consulting** is an Endorsed Education Provider (EEP) of International Institute of Business Analysis (IIBA). The institute (IIBA) is an independent non-profit professional association for the growing field of business analysis. IIBA EEPs are training providers who offer business analyst courses that are aligned with A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide) and who have been approved by IIBA to provide Business Analysis training.



**DexNova Consulting** is a member of Oracle Partner Network (OPN) as a Training Provider (Primavera P6) and system integration (Primavera ERP Solution implementation). OPN members are recognized by Oracle to have made a commitment to excellence in developing, selling, or implementing a specific Oracle product or technology. They have earned specialization for their business and are essentially awarded distinct recognition for their efforts.





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