



COMPANY PROFILE



COMMUNICATION | ENTREPRENEURSHIP | LEADERSHIP



STAFF TRAINING PROPOSAL

Businesses today are re-positioning in order to remain relevant and in business. However, to maintain a competitive edge, adequate training and re-training of staff is key.

Realizing the competition in businesses today, we have put together a bespoke training for individuals, organizations and government departments to manage their business strategy, processes, information, people and services, and ensure that set goals are achieved.

Our use of role plays, images, visuals, real life experiences, simulation, cutting edge techs and equipment brings to our clients a completeness of leaning.

We have a team dedicated to justifying the trust of our clients, and to do this, we research, identify the needs of our clients and apply uncommon but specialized methods in addressing these needs.

Enclosed is our company profile with list of training modules we offer.

We trust that you will find our proposal acceptable, and look forward to a long and mutually beneficial relationship with your organization for many years to come.

Yours Sincerely,

For: ExCEL 360 Plus

Olusegun Ige

Head Training/Business Development.

Table of Contents

Table of Contents	:	-----	3
Contact Details	:	-----	4
Introduction	:	-----	5
About Us	:	-----	5
Strategic Goal	:	-----	6
Core Competence	:	-----	7
Our Offerings	:	-----	8
Our Team	:	-----	11
Organizational Structure	:	-----	14
Our Network	:	-----	14
Situation Analysis	:	-----	15
Synopsis of some Topics	:	-----	16
Health, Safety & Environment	:	-----	18



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INTRODUCTION

It is the desire of every organization to advance or improve the skills and competencies of its people and therefore engage the services of development experts. There are many service providers in training and personal with various levels of claims as to the effectiveness of their approach and methodology. Since a lot of options are available, corporate organizations and government departments have a wide range of choices, however, some of these choices more often than not, do not yield the desired results and therefore unable to meet organizations' expectations.

Apparently, only a few providers fully grasp the art of equipping the individual to improve his performance. The corporate world today thrives on the “**survival of the fittest**” principle. The global market is so very saturated that only the finest and the best survive.

ABOUT US

ExCEL 360 PLUS is a personal and organizational advancement company primarily focused on helping our clients to advance skills in communication, entrepreneurship and leadership.

Our logo can be explained thus: ExCEL means Excellence in Communication, entrepreneurship and leadership; 360 represents a total turn around, meaning we will leave nothing undone and the plus is our guarantee that we will add another value to client. We bespoke solution to address the observed needs of our clients adopting best practices where necessary to ensure the personal development of the individual who in turn deploys the skills learned to advance the organization. The World has become very competitive that only the best fitted maintains a competitive edge employing the right communication, entrepreneurship and leadership to achieve growth, and growth is the most important measure of progress.

We have a team dedicated to justifying the trust of our clients, and to do this, we research, identify the needs of our clients, we apply uncommon but specialized methods in addressing these needs.

STRATEGIC GOAL

VISION STATEMENT

To be foremost in Communication, Entrepreneurship and Leadership advancement in Africa.

MISSION STATEMENT

Inspire and Empower people to dare, to bear, and to win.

CORE VALUES

1. If it requires several extra steps, we shall do what is necessary to deliver on our promises
2. Maintain cordial relationship with our clients even at some inconveniences.
3. To be strongly customer focused and employee-friendly oriented
4. To act with integrity, accountability and respect at all times.
5. To be nice, professional and discrete at all times
6. To exhibit courage at all times with strong spirit of daring and bearing
7. Care for humans and the environment

CORE COMPETENCY

ExCEL 360 Plus prides itself in her ability to research and develop bespoke advancement training courses and modules based on need analysis. Our use of role plays, images, visuals, real life experiences, simulation, cutting edge techs and equipment brings to our clients a completeness of leaning. We blend humor and fun into learning but more importantly, we deliver like every training is designed specifically for each participant in the group.



OUR OFFERING

In a world that is getting highly sophisticated and complex, the fittest and not the smartest nor the most intelligent survive. And being in that exclusive club of the fittest requires certain skills, traits, dispositions and will. ExCEL 360 Plus, ensures that individuals and organizations acquire all these to not only think proactively but act pre-proactively; thinking ahead of those who think ahead and acting ahead of those who act ahead, with major focus on achieving excellence in areas which include but not limited to Communication, Entrepreneurship and Leadership. We are dedicated to answering the “why not” question.

Communication: While others ask and wonder why communicating effectively has become one of the biggest failings of Governments, business, Not-for-profits and private individuals; we ask “why not” make effective communication one of the success pillars: communicating the right message, using the right words, the right way, the right time, the right audience, the right channel, right feedback process by the right person. Bottom line is: if you don’t understand it, you cannot communicate it. Our new ideas in ExCEL 360 Plus is take you through a journey of this great understanding and application.



Entrepreneurship is the bedrock of many economies of the world today. The capacity to exercise critical thinking, to be creative and innovative, to swim against the tide of risks, to build or expand an idea into business thereby creating wealth, employment and achieve sustainability; this is what Entrepreneurship is and the capacity to appreciate this process from the beginning to the end can be properly honed. Take for example that ten person walk through a maze dotted with hidden but discoverable opportunities and only two are able to see and take advantage of the opportunities. The big question is; how come the other eight failed to see the opportunities? What is the difference between the two and the eight? What does the two have that the eight do not have? The answer hangs in two things: environmental consciousness and hunger. ExCEL 360 Plus will expose minds to these secrets using experiential, hands-on strategic modules.



Leadership is everything, without it, there is nothing. Show us a successful and progressive Government, business, football club, church, charity, musical group; and we show you a leader at work. Every failed or failing enterprise, Government or a person can be traced to the absence of leadership. Even in career progression, leadership focused employees succeed over and above other colleagues. The biggest companies that went under, the largest economies that crashed, the great personalities that failed, are all linked to failure of leadership. From family, to education, to work, to community; from business to politics to entertainment; from sports to religious and traditional institutions; leadership makes the difference between success and failure. Through many years of study, research, experiential and practical encounters, we have developed bespoke – fail proof successful leadership modules, concepts and secrets. Some examples are our work in “Exploring the Leaders Mind”, “leading the leader”, “Leading your way to success”



We believe that every person, organization, Government and institution desire to succeed. However, desire is not enough. Much more is need. For us, the desire, conviction and the will to **win** is everything. We are focused on ensuring that we can help everyone become “**a winner**” which is to continually succeed rather than be “**the winner**” which is just being a one off champion. Every encounter with ExCEL 360 Plus will guarantee the capacity to do three things; **to dare, to bear and to win.**

We will provide bespoke business facilitation and trainings and consultancy. Our trainings will be structured and developed to enable individuals and organizations, irrespective of their sector, to achieve and sustain the under-listed benefits among others:

- Motivating participants to act
- maintaining a competitive business edge
- Customer satisfaction
- Creating openness in communication
- Enabling deeper levels of commitment
- Learning speed and efficiency
- The promotion of a culture of collaboration
- Developing and maintaining a strong brand

Capacity building and human resource development among others

A LIST OF SOME TRAINING MODULES

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| <ol style="list-style-type: none"> 1. Time management 2. The Power of Teamwork 3. Effective Communication 4. The Chair or the chair? (Meeting management secrets) 5. Mentors and Protégés 6. Who do people say you are? 7. The building blocks of entrepreneurship 8. The 8 indispensable codes of Leadership. 9. Managing Expectations 10. Strategic Brand Management 11. Change Management 12. Building a true customer centered business 13. Developing a culture of excellence 14. Developing the “Can Do Attitude” 15. Meeting Excellence 16. Leading in diversity 17. Building your capacity to exceed your limit 18. Customer service and experience management 19. Hospitality and guest relations 20. Customer Service Leadership 21. Helpdesk culture and how to improve it 22. Bridging the Experience Gap in Customer’s Journey 23. Managing customer expectation | <ol style="list-style-type: none"> 24. The art of Negotiation 25. Costing your time 26. The Team that wins 27. Motivational Management 28. The spirit of entrepreneurship 29. Leadership is everything 30. Transformational leadership and change management 31. Just Act 32. The power of delegation 33. Managing your Manager 34. Performance management and enhancement 35. Lead generation and conversion 36. Marketing and sales essentials 37. How to sell to anyone 38. Personal Financial Management 39. Risk Management for performance optimization 40. Internal Control systems 41. Finance for non-finance personnel 42. The power of words 43. You are your product 44. Media management 45. Building to succeed 46. Workplace etiquettes 47. Speak your way to success (Art of Speaking) |
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Please note: this list is not exhaustive.

OUR TEAM

Paschal Dike; MSc,NITD Principal



Paschal holds a Masters Degree in Industrial Microbiology but has deep passion for learning and development particularly communication, entrepreneurship and leadership. Having taken various training and courses since 2003 in Training skills and a number of workshops and seminars, he has dedicated nearly 15 years in people and organizational advancement both nationally and internationally.

Paschal's professional work experience spans entertainment, Training, development finance, safety and security, background checks and human resources. His growing passion for learning and development was further driven by his involvement with an international organization Junior Chamber International (JCI) with focus on empowering young people to create positive impact through leadership, entrepreneurship, empowerment and training. After 20 years in JCI, Paschal rose through the ranks; collegiate Chairman(2001), local President(2004), national President(2008), JCI Vice President (2009), JCI Executive Vice President (2012) to serve as JCI World President in 2016. During this period of twenty years, Paschal has developed and deployed training within and outside Nigeria. His training and speaking engagements have taken him to 80 countries reaching participants from over 120 Nations. As President, he travelled to 58 countries in 2016 training, speaking, meeting and inspiring thousands of young leaders, entrepreneurs, business executives, students and employees of different institutions. His travels brought him face to face with the mighty and the low, the haves and the have-nots, the rich and the poor, the strong and the weak, the privileged and the less privileged, rulers and leaders, the vociferous and the voiceless. As JCI World President, Paschal has as his theme: **“Just Act”** which challenged people to **stop talking and start doing, stop complaining and start contributing, stop thinking too much but start feeling**. He initiated the **Peace is Possible** campaign which today is undertaken in over 70 countries.

Paschal serves as Course leader for JCI Academy which hold in a select Japanese city every year. This Academy brings young leaders and entrepreneurs from about 100 countries to Japan for 10 days of extensive, experiential and transformational Leadership course. These young leaders are joined by another 100 Japanese for the ten days course. Paschal will be heading this Academy for the second in July 2019.

He is a member of Nigerian Institute of Training and Development (NITD) an affiliate of International Federation of Training and Development Organizations (IFTDO).

Paschal is the Principal/CEO of DEGA Multi Concept Limited; a safety, security and general consulting company, and ExCEL 360 Plus; focused on advancing Excellence in communication, entrepreneurship and leadership.

He is a leadership Advancement Coach, Public Speaker, charge-to-action expert, talent development trainer and a Peace Advocate. He has a number of publications and currently working on a book.

Mr. Paschal Dike is married to Chinyelu and they have three children

Olusegun Ige. BSc,MCP
Head, Training & Business Development



Olusegun Ige is an Information Technology Enterprise and Customer Experience Specialist. He has more than 12 years' experience in computer solutions, customer service and experience management. He started his career with Panabiz International, the Panasonic customer service centre in Nigeria as a customer service engineer, and later moved to a lead role position within the same organization. He moved from Panasonic to join BEC Suites, hospitality and logistic company as Head of ICT Facility Management. In January 2009, Olusegun joined Dataflex Nigeria Limited as a contract partner where he was given the opportunity to work with the team that handled the Nigeria-Mid Africa Information Technology helpdesk project of Chevron Nigeria Limited for 9 years. During his contract with Chevron, he was in charge of the IT Helpdesk process improvement, change management, service delivery and personnel training. He has a wide experience in infrastructure service delivery, business needs analysis, root cause analysis, customer engagement and experience management.

He holds a Bachelor of Science degree in Electronics & Computer Engineering from Lagos State University in 2001. He is a certified Microsoft professional. He has attended diverse training, seminars and workshops on Customer Service Management, Business conducts and ethics, Information Risk Management, Data Privacy, Information Technology Infrastructure Library, Lean Six Sigma and Cloud Computing.

Olusegun joined the Rotary Club international's family as an Interactor while in secondary school. He is the chartered secretary of Rotaract Club of Epe Campus, Lagos State University (Year 2000) and the Lead the Way President of Rotaract Club of Gowon Estate, 2006.

Olusegun is also a member of Junior Chamber International, Ota Chapter, Ogun State, as an active citizen, he is a graduate of The 19th Junior Chamber International Leadership Academy (2016). He has served JCI Ota in the capacity of Director of Project and Training.

Olusegun delivers his great experience with high sense of integrity and exceptional entrepreneurial drive.

Precious Adeho; HND.,PG
Training Consultant

Precious is a Mechanical Engineer by training and a motivational speaker and Sales coach by calling, He is an HND graduate of Institute of management and Technology IMT Enugu. He has a PGD from the prestigious University of Nigeria Nsukka. Precious Adeho currently serve as a Chief Executive officer of Emobella Engineering Nigeria Limited, a company he founded 2012. He is the Founder of the NGO, YESASAC (Youth Effectiveness solutions and skill acquisition centre) Lagos.

He served as Personal assistant to JCI World president in 2016. Before now he has served as JCI Enugu president 2010, national vice president 2012 and executive vice president for JCI Nigeria 2014 and Chairman JCI Nigeria training institute. He Was awarded most Outstanding JCI Nigeria executive council member for 2014, Unicaribbean Business school Lagos awarded him Fellow of certified management business professional on 29th October 2015. He has just been awarded and inaugurated into National association of Nigeria Student NANS hall of firm as 'Icon of hope and inspiration to Nigeria students.

He is a member of Council for engineering regulation in Nigeria COREN, Member American Society of mechanical Engineer ASME, Member Nigeria Institute of management NIM, member Institute of strategic entrepreneurship Nigeria. Precious run a CSR project called YEFE-Youth employability in field of engineering

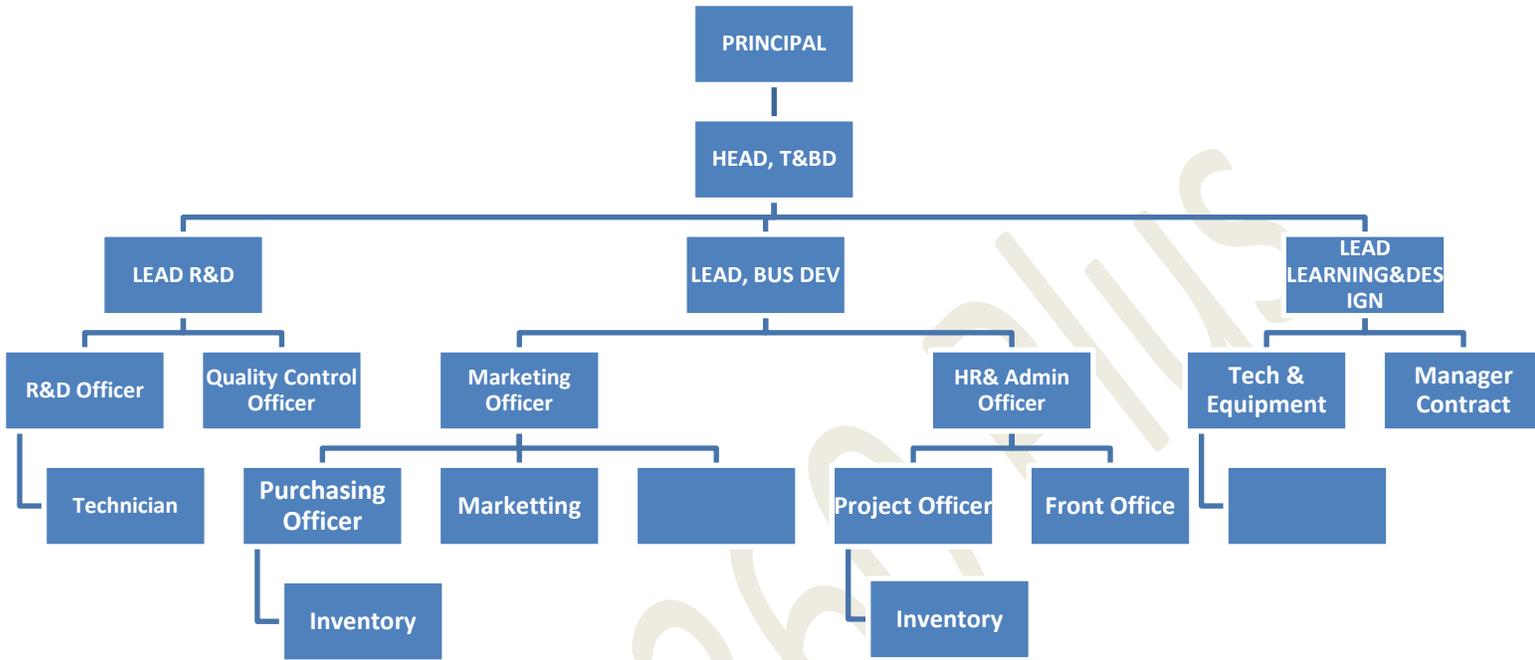
He is a graduate of the following YOUWIN 3, Shell livewire, Tony Elumelu entrepreneurship program TEEP1000. Precious Adeho serve as a Volunteer Business Mentor for Tony Elumelu Foundation and an Alumni of the Enterprise development center of Pan Atlantic university.

He is a certify ISO 9001:2015 Quality Management system Auditor and Registered member of International Register of certificated Auditor IRCA

Precious Adeho has written 3 books (Prosperity Galore, You are not a biological mistake and his Book *The act and Strategies for successful selling*). He is happily married and blessed with a two boys and two girls.

Precious is an easy going fellow and love to motivate youth positively

ORGANIZATIONAL STRUCTURE



OUR NETWORK

ExCEL 360 Plus has network in 39 cities in Nigeria and 105 countries around the world. Our direct training involvement has taken us to 80 countries and we leverage these networks to ensure we offer our clients the best and the latest in the industry. We have our Head office in Lagos and a liaison office in Port Harcourt. We have recently secured a liaison office in Abuja. Our operations around the country can be coordinated from any of these offices depending on which are closer to the project. We are therefore able to deploy men and material simultaneously to any part of the country.

SITUATION ANALYSIS

As companies compete to become more effective by making better use of their resources, the skills and experience of their human capital (or resources) and how far they match the needs for meeting future company's goals come under close scrutiny.

Critical business issues that lead to such scrutiny of staff skills in the work place include-

- Financial losses
- Drop in profit
- Increase in overhead cost
- Increased competition
- Loss of market share
- Industry or sector in recession
- Inability to satisfy the customer
- Technological development and change
- Staff utilization

THE NEED

A highly effective way of ensuring that the skills and experiences of the human capital are able to match effectively with the needs of any business entity is by implementing a planned organizational change through very relevant and professionally delivered training and advancement programmes.

SYNOPSIS OF SOME TOPICS

THE ART OF NEGOTIATION

Negotiation is something we do almost every day, consciously or unconsciously. However, the conscious negotiation is actually what puts our skills and knowledge to test. Going into a meeting on behalf of a company and coming out satisfied requires a good negotiating skill. This course teaches all that are required to achieve a win-win situation in negotiation.

HOW TO BUILD A TRUE CUSTOMER-CENTRED BUSINESS

There has been much talks and writings on customer-centered organizations, and even some attempts at creating such. However, very few businesses have become truly customer-centered.

There are key reasons for the inability of most businesses to put its customers at the centre of their activities, but the ways to build a business that truly focuses on the customers include ensuring that conditions exist for employees at work to concentrate wholly on the customer.

EFFECTIVE COMMUNICATION

It has been proven and unarguably, listening is the most important aspect of communication. Companies have lost money or man hour wasted because a very simple instruction was not carried correctly. Information sometimes gets distorted for a lot of reasons and most times, people listen only to what they want to hear. This topic brings to bare all forms of communication and the skills required to communicate effectively.

MOTIVATIONAL MANAGEMENT (Workplace etiquettes)

The great accountant, the great receptionist, the great staff, these are all the fantasies of every manager, CEO or business owner. The person who commits to the job, who arrives on time, who delivers on his assignment is not just a person but a standard that a company must set for itself and then proceed to bring out of its employees.

MARKETING ESSENTIALS FOR BUSINESS

Companies operate in a complex business environment where thousands of external and internal factors interact to affect their ability to achieve corporate objectives. Managers need to know and understand how all these variables interact in order to make effective business decisions.

Grasping the nexus between marketing and the business environment within which a company operates is essential such that would enable managers plan their marketing efforts effectively for best results.

CAPACITY BUILDING

Research has shown that most individuals and indeed employees have special innate qualities and skills, which can be very useful to their employer. Regrettably though, some of these skills are never discovered, even when they are, the concentration is only on a narrowed area. Capacity building is all about expanding the ability of an individual to handle more tasks and effectively too.

TIME MANAGEMENT

Time is as important as money and a very essential factor in any business. The need to be punctual, execute on time, beat deadlines, keep appointments, work with agreed timeline with clients cannot be overemphasized. This training will x-ray how employees spend their time in relation to customer.

HEALTH, SAFETY, SECURITY AND ENVIRONMENTAL STANDARDS

It is the policy of ExCEL 360 Plus to perform work in the safest practicable manner consistent with good practice. The health and safety of our employees, and to those affected by our activities, is the responsibility of management, and as a priority ranks equally with our products, services and profitability.

Our policy is to comply fully with our obligations under all Acts, Regulations and Approved Codes of Practice which affect our organization and operations and The HSE Corporate Policy and objectives are communicated to all employees through Corporate Management messages, newsletters, awareness programs and campaigns, and training.

In summary, It is our policy that all activities shall be planned and executed in a manner that:

- **preserves the health, safety and security of all staff, contractor staff and members of the public**
- **preserves the integrity and security of company assets**
- **minimizes the negative impact of operations on the environment, and**
- **is sensitive to the needs of the host communities.**