



Learning Impact NG

# 2020 BROCHURE

## CORPORATE PROFILE AND LEARNING PROGRAMS



**School of Strategy and Innovation**

**School of Financial Literacy &  
Business Acumen**

**School of Human Resources &  
Learning**

**School of Sales & Service Delivery**

**School of Leadership & People  
Management**

**School of Personal Effectiveness &  
Productivity**

**John C Maxwell Leadership  
Development**

## The Learning Imperative

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It is unfortunate that each time there is a general economic down-turn or when the fortunes of any industry or organization starts to dwindle, the first action that most leaders and executives take is to trim down or completely eliminate the cost of employee development.

Such organizations fail to realize that having innovative employees is the best way to build the resilience to overcome difficult times.

When they stop funding employee development, they inadvertently stifle the innovation that is required to pull them out of difficulties. The reason they have this knee-jerk response is simple: when things are going fine, the investments in employee development do not yield the positive results because employee development is for most a ritual that is not really expected to achieve much and is therefore cut-off once the tide turns.



At Learning Impact NG, we encourage our clients especially the Chief Executives, Human Resources (HR) Directors and Learning & Development (L&D) Managers who make these decisions to focus on a number of issues when designing and deploying employee development initiatives:

- **Ensure that learning interventions create CHANGE** - We recommend that the policy framework upon which you run your learning interventions be built on the same principles that ensure organizational change with a combination of pre, during and post-training activities (The Learning Impact Model)
- **Link learning to PERFORMANCE** - Build the capacity for your HR and L&D professionals to be “Performance Consultants” so that they focus on solving performance challenges and not just implementing training.

- **Align learning with STRATEGY** - By deploying learning initiatives that only align with the strategic priorities and emphasizing this relationship to learners and their managers.
- **Build a culture of learning and INNOVATION** - Challenge employees across all levels to CLICK and use learning to do things differently.
- **Hold everyone RESPONSIBLE for learning** - By ensuring that the impact and ROI of learning is included in performance measures
- **Ensure that learning is SCALABLE** - Use technology and other means of scaling technology and use them properly.
- **Build INTERNAL CAPACITY for creating learning** - Through coaching and mentoring programs, in-house faculty, and knowledge management programs.
- **Create a CULTURE of learning and innovation** - Where all employees are able to on their own ACQUIRE - PRACTICE - TEACH

At Learning Impact NG, we have built considerable expertise in applying these principles and much more to create learning organizations where learning is at the center of organizational performance and growth.

We invite you to spend some time looking through our programs and activities and most-importantly taking a decision to take advantage of our highly-innovative and unique organizational learning solutions to transform your colleagues and your organization.

Omagbitse Barrow FCA  
 Chief Executive  
[gbitse.barrow@learningimpactmodel.com](mailto:gbitse.barrow@learningimpactmodel.com)  
 Abuja, NIGERIA.



## About Learning Impact NG

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Learning Impact NG is a leading provider of Organizational learning, strategy consulting and financial literacy solutions in Nigeria. The was incorporated on the 25<sup>th</sup> of June 2010 and was founded by Omagbitse Barrow, a young and dynamic Investment Banker, turned Human Resources and Learning Manager who had spent a decade working at Investment Banking & Trust Company (IBTC) and later Stanbic IBTC Pension Managers and Stanbic IBTC Bank.

In the early days (2010-2013), Learning Impact NG was the exclusive license partner for John C Maxwell Corporate Leadership Development Programs in Nigeria. The company still offers John Maxwell Training Programs through its leaders who are members of the John Maxwell Team.

However, most of the company's focus has been in developing and deploying bespoke learning and consulting solutions for its clients across 7 major areas of learning and in a variety of specialist areas of consulting and creative solutions.

We have worked with some of the largest institutions across a variety of industries in Nigeria's private, public and non-profit sectors. In addition to traditional classroom training, we are at the forefront of the use of learning technology in Nigeria with our innovative Animated Educational Videos that we have deployed for several institutions; our 100% home-made Learning Management System with robust indigenous courseware; and our unique EPaper Vendor service and other Knowledge Management Services that we offer.

Our vision is to help Organizations, individuals and our society to be better, and our core capabilities are around research, innovation, cost-effectiveness, and a passion for impact. The values that drive us are Leadership, Learning, Selling and Service, and our employee proposition and brand are woven around these.

We are a Company that dares to be different, and desires to do great things for our society and our world, so please join us on this mission-critical journey to help us all to BE BETTER.

Anthony Oni  
Chief Marketing Officer/Executive Director  
[anthony.oni@learningimpactmodel.com](mailto:anthony.oni@learningimpactmodel.com)  
Abuja, NIGERIA.



## Our Learning Design & Delivery Methodology

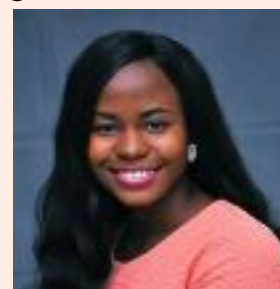
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Based on our proprietary Learning Impact Model, our team of designers and facilitators at Learning Impact NG are focused on ensuring that the impact of all our solutions are sustained beyond the “event” or “intervention”. We pay attention to the following in all our intervention design and delivery:

- **Adult Learning Principles** - There are a number of principles of adult learning that drive our approach including but not limited to the fact that adult learners are pressed for time; goal-oriented; bring previous knowledge and experience; have a finite capacity for information; have different motivation levels and have different learning styles.
- **Human Performance Improvement** - We ensure that we undertake a root-cause analysis of the performance challenges that organizations are facing and use this as the basis of designing our solutions and interventions. This way we deal with the real issues and not just the symptoms.
- **The Learning Impact Model** - We encourage our clients to deploy a learning policy framework that creates awareness and desire through pre-training activities; builds knowledge and ability through the actual content and delivery; and reinforces learning through post-training activities. This way, learning and consulting solutions create real CHANGE in the organizations.
- **Programmatic Evaluation** - We focus on evaluating the impact of learning using a variety of tools across the four levels of evaluation - reaction, knowledge transfer, behavioural change, and impact.
- **Experiential Design & Delivery** - We are champions of the use of experiential delivery and facilitation techniques particularly in the areas of indigenous case studies and rich media
- **Scalability and Impact:** Using learning technology and the support we give to internal faculties with our customizable content, we help to increase the scalability and impact of our solutions.

Our commitment to these underlying principles will ensure that learning creates a CHANGE for your team members and your organization.

Regina Makyur  
Head - Organizational Development Solutions  
[regina.makyur@learningimpactmodel.com](mailto:regina.makyur@learningimpactmodel.com)  
Abuja, NIGERIA.



## COMMENTS / FEEDBACK FROM CLIENTS



- ❖ *It is more of a deliverance programme to me; A great reindentation indeed – SEC – managing your Personal Finances.*
- ❖ *I am highly impressed with the content and delivery of this training. I shall personally follow-up on my friends who are in need this kind of training and ensure they attend. – Presentation skills for Professionals - GRM Consulting*
- ❖ *The training was very educative and made an impact on things and core areas I would like to make changes in, I would like to come back to Learning Impact for another training related to the Pension Industry.- Strategic Service Management in Pension Industry- FCMB*
- ❖ *The training is impactful and what I've learnt would enable me to be effective and efficient in discharging my responsibilities. Business Writing Skills Training - NIPC*

# GALLERY



## THE 8 SCHOOLS

**School of Strategy and Innovation**



**School of Financial Literacy & Business Acumen**



**School of Business Communication**



**School of Human Resources & Learning**



**School of Sales & Service Delivery**



**School of Leadership & People Management**



**School of Personal Effectiveness & Productivity**



**John C Maxwell Leadership Development Programs**





# SCHOOL OF STRATEGY & INNOVATION



The most certain way that organizations can remain truly competitive and continue to enhance the value that they add to society is through developing the capabilities for strategic and innovative thinking.

Learning Impact NG's School of Strategy & Innovation provides a number of learning interventions and programs that will help build these capabilities in your people and teams as follows:

S/No	Brand	Workshop Name	Description
1.	Balance Your Score Card	Implementing the Balanced Score Card	Participants will be able to implement the balanced score card as a tool for strategy development and performance management.
2.	Good Thinking...Good Products	Thinking Skills	Participants will be able to create a culture of thinking and will apply the skills for various types of thinking to their personal and Organizational growth.
3.	Pros & Cons	Decision Making	Participants will improve their ability to make decisions and manage the consequences of their decisions.
4.	Transformers	Leading Change	Participants will be able to lead transformational change

			projects and create a CHANGE DNA in their teams.
5.	Unleash Creativity	Creativity & Innovation	Participants will apply over 20 different tools for creative problem solving to overcoming real-life challenges at work and in their lives.

## SCHOOL OF FINANCIAL LITERACY AND BUSINESS ACUMEN



Organizations will be more effective if all their managers and employees were financially literate - they can manage their personal and Organizational finances and resources better.

Learning Impact NG's School of Financial Literacy & Business Acumen provides a number of learning interventions and programs that will help build these financial-savvy capabilities in your people and teams as follows:

S/No	Brand	Workshop Name	Description
1.	Making Your Money Work	Personal Financial Planning	Targeted at everyone to help us build the skills for managing our personal finances better
2.	Planning Your 3 <sup>rd</sup> Career	Retirement Planning	This program helps all employees start planning and making adequate preparations towards retirement.
3.	The Big Picture	Business Acumen	Equips managers and professionals with the skills for financial management, especially for those without a finance/business background.
4.	From One Man to Many Men	Entrepreneurial Management	Supports start-ups and small businesses with the skills and tools to achieve entrepreneurial success.

5.	The Financial Planner	Financial Literacy	Targeted at professionals in the financial services industry to improve their understanding of the financial markets that are at the core of their products and services.
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# SCHOOL OF BUSINESS COMMUNICATION



Effective communication ensures that your ideas, solutions and plans can be transmitted effectively to your customers, employees and other stakeholders. Great organizations are built by great communicators!

Learning Impact NG’s School of Business Communication provides a number of learning interventions and programs that will help build a culture of effective communication in your people and teams as follows:

S/No	Brand	Workshop Name	Description
1.	Get the Write Start	Business Writing Skills	This workshop will equip participants with the skills for effective business writing - including writing with purpose, tone and clarity and preparing letters, memos and reports.
2.	Present Like a Star	Designing and Delivering Presentations	Participants will learn the skills for the design and delivery of highly-impactful presentations using a variety of tools and frameworks.
3.	Meeting ROI	Managing Meetings	This workshop will equip participants with various tools and resources to make their meetings more productive and ensure that meetings create the right ROI for their organizations.



# SCHOOL OF HUMAN RESOURCES AND LEARNING



People are the most important asset in any organization, and organizations need to build the capacity of its Human Resources professionals to drive human performance so that the organization will succeed.

Learning Impact NG’s School of Human Resources & Learning offers a number of unique interventions to transform the Human Capital Management function in your organization:

S/No	Brand	Workshop Name	Description
1.	HR in the Driver’s Seat	Strategic Human Resources Management	This workshop will equip HR professionals with the core capabilities of modern HR - Change Management, Strategic Partnership, Operational Effectiveness and Performance Consulting.
2.	The Organizational DNA	Fostering the Right Organizational Culture	Participants will be able to develop and implement a cultural transformation project and foster the desired culture in their organizations.
3.	The Science of HR	Competency Frameworks	Participants will be able to design, develop and deploy competency frameworks and use them in a variety of areas of the HR life-cycle in their organizations.
4.	The HR Meter	Strategic HR	Participants will be able to



		Metrics and Measures	develop appropriate metrics and measures across all areas of strategic human resources in line with the overall strategy of the organization.
5.	The Master Trainer	Experiential Learning Design & Facilitation	Participants will be able to design and deliver training programs using a variety of experiential techniques that reflect the principles of adult learning.
6.	The Performance Doctor	Performance Consulting.	Participants will be able to diagnose performance challenges, develop and implement solutions to address those challenges and enhance the overall performance of the organization.



## SCHOOL OF SALES & SERVICE DELIVERY



Customers are at the heart of every successful organization - they pay our salaries, so we must be good at finding new customers and transforming our existing customers into advocates.

Our School of Sales & Service Delivery provides a number of learning interventions and programs that will help build these capabilities in your people and teams as follows:

S/No	Brand	Workshop Name	Description
1.	The Lean Machine	Managing Operational & Service Excellence	Participants will be able to apply a variety of tools, skills and frameworks to improve the operations of the various departments and activities in their organization.
2.	Delightful Service	Managing Customer Experience	This workshop is focused on building the capabilities of professionals to offer fantastic service, meet and exceed customer expectations, manage customer experience and create advocates out of their customers
3.	Winning Hearts & Pockets	Consultative Selling	Participants will be able to use consultative selling techniques to drive their entire sales process so that they can have a constant pipeline of potential customers and keep the cash register ringing.





## SCHOOL OF LEADERSHIP AND PEOPLE MANAGEMENT



Everything rises and falls on leadership - the quality of leadership determines the success of any organization. If you want to achieve sustainable success, then invest in leadership development for all your employees.

Learning Impact NG's School of Leadership and People Management provides a number of learning interventions and programs that will create a culture of leadership in your organization, as follows:

S/No	Brand	Workshop Name	Description
1.	Inspect what you Expect	Managing Employees Performance	This workshop will equip participants with the skills and tools for setting performance goals, measuring performance, driving performance, appraising performance and managing poor performance.
2.	People Matters Matter	Emotional Intelligence & Teamwork	Participants will be able to manage themselves and others better, handle conflict and difficult conversations and work more effectively in teams to achieve results.
3.	The Hope Dealer	Effective Leadership	This workshop will equip participants with various tools and models to increase their influence and impact on those they influence.
4.	Follow My Lead	Mentoring Skills	Participants will be able to provide mentorship, guidance and support to others using the

			skills for effective delegation, feedback, teaching and motivation that all good mentors have.
5.	Getting it Right the First Time	Supervisory Skills for First Time Managers	First-time managers will be equipped with the skills, tools and resources to transition into supervisory positions and achieve the right results as they do so.
6.	Leading from the Middle	Middle Managers Workshop	Leaders in the middle face a variety of pressures and require certain skills in Organizational savvy, influencing and advocacy to achieve the 360-degree results that they require.
7.	Next Generation Leaders	Leadership for Future Leaders	This is targeted at your brightest and most talented young professionals who need to be prepared and challenged to take up leadership.
8.	The Language of Leadership	Coaching Skills	Coaching is the non-prescriptive language/style of leadership that challenges others to achieve their goals through questioning, evaluation, goal setting and feedback. Participants will be equipped to be coaching leaders and get better results from their teams.
9.	The Golden Workplace	Workplace Ethics	Participants will be able to make better and more ethical decisions across all areas of their work and life using time-tested principles like the Golden Rule, The Sunshine test and much more.



## SCHOOL OF PERSONAL EFFECTIVENESS AND PRODUCTIVITY



If everyone had a clear sense of who they were and what was expected of them and had a disciplined and creative way of applying themselves to their work, then we would have a lesser need for a lot of supervision and management.

Learning Impact NG's School of Personal Effectiveness and Productivity provides a number of learning interventions and programs that will help build these capabilities in your people and teams as follows:

S/No	Brand	Workshop Name	Description
1.	Be Better	Personal Accountability and Development	Participants will be to take ownership of every aspect of their lives and careers, ensure alignment with the work that they do and coach themselves to higher levels of achievement.
2.	Work Smart not Hard	Personal Effectiveness & Productivity	This workshop will equip participants will tools, resources and skills to manage time, energy, priorities, stress, colleagues and be able to achieve better results in their work and lives.



## JOHN MAXWELL LEADERSHIP DEVELOPMENT PROGRAMS



If there is one culture that all organizations MUST invest in, it is in creating a culture of leadership - where people take ownership, drive themselves and others towards results and keep raising the bar on their performance.

John C Maxwell's Leadership Development programs run by the faculty of John C Maxwell Team members in Learning Impact NG will help create that culture in your people and organization.

S/No	Workshop Name	Description
1.	Developing the Leader Within You	Participants will learn to grow their leadership through influencing, building relationships, driving results and creating a leadership legacy.
2.	Learning the 21 Laws of Leadership	Participants will apply the 21 Irrefutable Laws of Leadership to improving their leadership of self, others, teams, results and transformation.
3.	How to be a R.E.A.L Success	The program focuses on tools, resources and skills for Relationships, Equipping, Attitude and Leadership to create sustainable personal and Organizational success.
4.	Learning to Become a Person of Influence	Participants will learn how to become INFLUENCERS by applying various tools, resources and skills for leading themselves and others.
5.	Leadership Gold	Participants will apply some of the most precious lessons John Maxwell has learned in



		his over four decades of leadership development to their life and work.
6.	Winning with People	Participants will learn how to be people-people, and to build, sustain and leverage effective relationships with others to achieve sustainable success.

# Strategic Consulting Solutions

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Learning Impact NG has built an enviable track record providing strategic consulting solutions to its clients across the private and public sector in Nigeria in a number of different industries. We deploy a number of innovative models for problem solving and performance improvement to ensure that the solutions that we develop and implement meet the needs of our clients. Our solutions typically cover the following areas:

## Strategy Development & Implementation

Learning Impact NG works with organizations to develop and implement organization-wide and departmental strategies using the combination of its proprietary Creative Thinking Strategy Development Tools and the critically acclaimed Balanced Score Card toolkit. We work with organizations through a disciplined process that starts from a rigorous organizational diagnostic to preparing an executing a strategic off-site/retreat, all the way to managing the implementation of the strategy. We use a bottom-up, top-down approach that ensures that all stakeholders are adequately engaged and that the strategy can be “owned” by all across the organization.

In the last ten years we have supported institutions such as the Corporate Affairs Commission’s Information Technology Department, Layer 3 Limited, Sigma Pension Managers Limited, Oak Pension Managers Limited, Cornerstone Montessori School, Creative Learning International School, PAL Pensions, Formats POS, Air Separation, Exxon Mobil’s External Relations Department and Veritas Pension Managers Limited with our Strategy Development & Implementation Solutions.

## Performance & Process Improvement

Organizations need to review their systems for managing performance from time to time, especially to make the necessary transition from behaviour-based performance management systems to more results-based systems with clear accountabilities and goals. Learning Impact NG has developed a number of unique tools and protocols to help organizations make this transition and make improvements to their performance management systems. In addition, we work with organizations to review their existing operational processes and workflows across various departments and units so that they can be

more effective and efficient. Organizations such as Oak Pensions, Veritas Kapital Assurance, Veritas Pensions, Sigma Pensions, Fatima School, Stanbic IBTC and a host of others have benefitted from our expertise and experience in performance consulting and process improvement.

## **HR Transformation**

The Human Resources Department of many organizations unfortunately, continue to run in “personnel management” mode and Human Resources Managers still struggle to get a seat at the Strategy Table, remaining an after-thought or a mere appendage that at best “supports” the organization and its leaders.

Forward-thinking organizations understand the strategic role that the Human Resources Management function should play as a driver and enabler of the organization’s strategy. To support such organizations, Learning Impact NG is available to build a new HR architecture for such organizations, enhance the capabilities of the Human Resources Professionals, and build the capabilities of Line Managers and leaders to run a more strategic human resources management framework and organization based on Dave Ulrich’s critically acclaimed Strategic HR Model and Capabilities.

In addition to supporting broad-based HR Transformation, Learning Impact NG is also available to work with organizations develop policies, frameworks and tools to enhance the following areas along the Employee Life Cycle:

- Competency Frameworks
- Strategic Resourcing
- On-Boarding & Induction
- Career Management
- Talent Management
- Succession Planning
- Leadership Development
- Reward & Recognition
- Exit Management

Unity Bank, Oak Pensions, Sigma Pensions, Consolidated Breweries (now Nigerian Breweries), Stanbic IBTC Pensions, Veritas Pensions,

Earth Point & Modern Shelter are organizations that have taken advantage of our HR Transformation capabilities at Learning Impact NG to improve the impact that HR has in these organizations and improve the return that these organizations get on their People Assets.

### **Workplace Coaching & Mentoring**

Forward-thinking organizations now understand the imperative of developing and implementing formal workplace mentoring and coaching programs as part of their general programs for employee development, talent management, leadership development or even new employee orientation. Learning Impact NG has worked with the Nigerian Deposit Insurance Corporation, Asset Management company of Nigeria, Consolidated Breweries, Stanbic IBTC, Union Bank, Oando Plc and a host of others to design and implement Workplace Mentoring and Coaching Programs that align with their various strategic needs.

### **Project Implementation, Monitoring & Evaluation**

Learning Impact NG has supported a number of not-for-profit organizations in the conceptualization, design, implementation and evaluation of a number of social projects including working with the Thoughtful House Foundation on their various Autism Awareness Walks and projects to support children and families on the Autism Spectrum since 2012; Africare, on its life skills and basketball program, Power Forward since 2015; Be Better Foundation's Financial Literacy and Life Skills initiatives since 2014; and Lux Terra Leadership Foundation's Good Governance & Accountability Programs since 2018.

We use a variety of tools and protocols to ensure the innovative conceptualization of these projects and the disciplined execution and M&E frameworks that they need.

### **Organizational Learning Projects**

Learning Impact NG has supported organizations like Unity Bank, Sigma Pensions, Hygeia HMO Limited, Stanbic IBTC, Consolidated Breweries, Diamond Bank (now Access Bank), Oando Plc and others to design and implement customized learning solutions that we have licensed to those organizations as part of their on-going in-house learning resources and programs. These include e-learning products, digital learning products, Training Modules and Manuals and virtual library content.




Since 2014, Learning Impact NG has provided a unique knowledge management solution to over 100 organizations in Nigeria via [www.epapervendor.com](http://www.epapervendor.com) providing the PDF version of Nigerian Newspapers to thousands of readers across these organizations each day. The EPaper Vendor from Learning Impact NG is the largest independent provider of electronic newspaper services in Nigeria. The solution supports research, business development and the organizational learning needs of these organizations.

Regina Makyur  
Head - Organizational Development Solutions  
[regina.makyur@learningimpactmodel.com](mailto:regina.makyur@learningimpactmodel.com)





# CONTACT US


For enquiries;  
Call us or visit our website  
Feel free to reach us on any of our social media accounts  
Or come visit us at our address

 Be Better-Learning Impact NG

 @learning\_bee

 Learning Impact NG

 @be\_better\_ng

 Learning Impact



6 David Mark Close  
Apo-Gudu District  
Abuja



+234 805 195 3276



[www.learningimpactmodel.com](http://www.learningimpactmodel.com)



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[www.learningimpactmodel.com](http://www.learningimpactmodel.com)  
0818 195 6161

