



2026

TRAINING BROCHURE



CONTACT US:

● Website: www.makewayglobal.com ● Email: training@makewayglobal.com

MakeWay Global is an internationally accredited management consultancy and human capital development firm. Our **Leadership and Executive Management courses** that are directed at the respective levels within an organisation, starting from the Board of Directors, are complemented by our range of globally recognised business change courses (such as Quality Management, Lean Six Sigma, Agile, Scrum, PRINCE2, the Business Analysis international diploma courses, and Cyber Security amongst others). Our drive is to ensure the effective management of change is successfully realised by differing organisations that operate within the constantly changing environment around us.

Although our main operations are based in the United Kingdom, we provide our services in Europe, Africa, the Middle East, North America, the Far East and Southwest Asia. In addition to direct services for our clients within their organisations, we also offer some public training courses (as shown by the timetable below) to further strengthen our clients' directing and management capabilities on the Board and in operations management, respectively. Our range of engagement with our clients are always flexible to meet their desired needs. So, whether the service requires lectures, seminars, workshops, corporate retreats or coaching opportunities to improve productivity, mitigate stagnation or any change related issues, MakeWay Global has the right solutions to help deliver desired results.

Our training programmes and hands-on coaching engagement help us tailor our services to the personal or organisation's needs for our respective clients—we listen to the voice of the customer. We provide tips and tools that can be applied immediately to everyday tasks and assignments to bring meaningful change to the respective teams and/or organisation. We also provide support in some specialist areas, where we have customised processes to suit organisations in both manufacturing and service-related businesses that include banks (commercial, investment and development banks), insurance, pension, health management, professional firms, government agencies, and others. Our courses are always delivered to an exceptional standard, by expert instructors, at a price that offers excellent value for money.

We also conduct study missions to various countries around the globe, where the events include seminars as well as visits to organisations that demonstrate what we are teaching. In the course of these visits, participants get to engage with the top executives of the hosting organisations, where they ask questions that help drive clarity for their specific interests and needs. During these overseas tours, we also tend to explore the destination, and so we have sightseeing tours organised for the participants.

Our Mission Statement

Providing inspiration and enabling 'tools' that generate and promote the productivity of the client's business

Our Vision Statement

Enhanced stakeholder confidence in the continued productivity of their enterprise

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SCHEDULE OF LEADERSHIP AND EXECUTIVE MANAGEMENT COURSES

The course durations, dates and locations indicated below are flexible to meet the desired requests of our customers. So, this is not a cookie-cutter directory!

COURSE	DURATION	DATES		LOCATION
		From	To	
Administrative Excellence in Corporate Management: Strategies for High -Impact Office Leadership	10 Days	Mon Jan 5, 2026	Fri Jan 16, 2026	Rome, Italy
		Mon Apr 13, 2026	Fri Apr 24, 2026	London, UK
		Mon Jul 20, 2026	Fri Jul 31, 2026	Accra, Ghana
		Mon Oct 12, 2026	Fri Oct 23, 2026	Dubai, UAE
Authentic Leadership Development: The Heart of Leading with Impact and Vision	5 Days	Mon Feb 9, 2026	Fri Feb 13, 2026	London, UK
		Mon May 4, 2026	Fri May 8, 2026	Kigali, Rwanda
		Mon Aug 17, 2026	Fri Aug 21, 2026	Washington DC, USA
		Mon Nov 23, 2026	Fri Nov 27, 2026	Doha, Qatar
Clarity in Complexity: Communicating Strategies for Technical Professionals	5 Days	Mon Mar 16, 2026	Fri Mar 20, 2026	Doha, Qatar
		Mon Jun 8, 2026	Fri Jun 12, 2026	London, UK
		Mon Sep 21, 2026	Fri Sep 25, 2026	Washington DC, USA
		Mon Dec 14, 2026	Fri Dec 18, 2026	Istanbul, Turkey
Coaching for High Performance: Strategies that Deliver Measurable Results	5 Days	Mon Jan 12, 2026	Fri Jan 16, 2026	Dubai, UAE
		Mon Apr 20, 2026	Fri Apr 24, 2026	Birmingham, UK
		Mon Jul 13, 2026	Fri Jul 17, 2026	Rome, Italy
		Mon Oct 19, 2026	Fri Oct 23, 2026	Lagos, Nigeria
Concise Minute-Taking: Capture Clear, Actionable Meeting Notes with Confidence	5 Days	Mon Feb 2, 2026	Fri Feb 6, 2026	London, UK
		Mon May 18, 2026	Fri May 22, 2026	Istanbul, Turkey
		Mon Aug 24, 2026	Fri Aug 28, 2026	New York, USA
		Mon Nov 9, 2026	Fri Nov 13, 2026	Dodoma, Tanzania
Customer Focused Management: Strategies for Delivering Exceptional Service and Driving Loyalty	5 Days	Mon Mar 2, 2026	Fri Mar 6, 2026	Nairobi, Kenya
		Mon Jun 15, 2026	Fri Jun 19, 2026	Doha, Qatar
		Mon Sep 14, 2026	Fri Sep 18, 2026	London, UK
		Mon Dec 7, 2026	Fri Dec 11, 2026	London, UK
Cybersecurity for Business Leaders: Essential Training for Executives and Decision-Makers	5 Days	Mon Jan 12, 2026	Fri Jan 16, 2026	Istanbul, Turkey
		Mon Apr 13, 2026	Fri Apr 17, 2026	Port Louis, Mauritius
		Mon Jul 6, 2026	Fri Jul 10, 2026	Luxembourg City, Luxembourg
		Mon Oct 26, 2026	Fri Oct 30, 2026	London, UK
		Mon Dec 7, 2026	Fri Dec 11, 2026	Dubai, UAE
Driving Excellence: Foundations of Quality and Organisational Performance	10 Days	Mon Jan 19, 2026	Fri Jan 30, 2026	London, UK
		Mon Apr 6, 2026	Fri Apr 17, 2026	Birmingham, UK
		Mon Jul 27, 2026	Fri Aug 7, 2026	Dubai, UAE
		Mon Oct 5, 2026	Fri Oct 16, 2026	Brussels, Belgium
Effective Appraisals and Feedback Techniques for Performance Management	5 Days	Mon Feb 16, 2026	Fri Feb 20, 2026	Istanbul, Turkey
		Mon May 11, 2026	Fri May 15, 2026	Valletta, Malta
		Mon Aug 3, 2026	Fri Aug 7, 2026	Abuja, Nigeria
		Mon Nov 16, 2026	Fri Nov 20, 2026	Birmingham, UK
Effective Business Meetings: Plan, Lead and Follow Up for Maximum Impact	5 Days	Mon Mar 16, 2026	Fri Mar 20, 2026	Kigali, Rwanda
		Mon Jun 22, 2026	Fri Jun 26, 2026	Dubai, UAE
		Mon Sep 21, 2026	Fri Sep 25, 2026	London, UK
		Mon Dec 14, 2026	Fri Dec 18, 2026	Birmingham, UK

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Effective Communication Skills: Speak Clearly, Listen Actively and Lead with Confidence	5 Days	Mon Jan 26, 2026	Fri Jan 30, 2026	London, UK
		Mon Apr 27, 2026	Fri May 1, 2026	Asmara, Eritrea
		Mon Jul 20, 2026	Fri Jul 24, 2026	Doha, Qatar
		Mon Oct 26, 2026	Fri Oct 30, 2026	New York, USA
Executive Presence and Authentic Leadership: Inspire and Lead Effectively	5 Days	Mon Feb 2, 2026	Fri Feb 6, 2026	London, UK
		Mon May 18, 2026	Fri May 22, 2026	Dubai, UAE
		Mon Aug 10, 2026	Fri Aug 14, 2026	Brussels, Belgium
		Mon Nov 9, 2026	Fri Nov 13, 2026	Dubai, UAE
Emotional intelligence in the workplace: boost performance, empathy and team effectiveness	5 Days	Mon Mar 23, 2026	Fri Mar 27, 2026	Cape Town, South Africa
		Mon Jun 22, 2026	Fri Jun 26, 2026	Washington DC, USA
		Mon Sep 14, 2026	Fri Sep 18, 2026	Dubai, UAE
		Mon Dec 7, 2026	Fri Dec 11, 2026	London, UK
Facilitating and Leading Teams in Continuous Improvement for Operational Excellence	10 Days	Mon Jan 12, 2026	Fri Jan 23, 2026	Istanbul, Turkey
		Mon Apr 13, 2026	Fri Apr 24, 2026	Manchester, UK
		Mon Jul 13, 2026	Fri Jul 24, 2026	Dubai, UAE
		Mon Oct 5, 2026	Fri Oct 16, 2026	Accra, Ghana
Financial Management and Tax Planning for Corporations: Maximise Value and Minimise Risk	10 Days	Mon Feb 9, 2026	Fri Feb 20, 2026	Valletta, Malta
		Mon May 11, 2026	Fri May 22, 2026	Istanbul, Turkey
		Mon Aug 24, 2026	Fri Sep 4, 2026	London, UK
		Mon Nov 9, 2026	Fri Nov 20, 2026	Brussels, Belgium
Global Treasury and Cash Management: Strategies for Financial Control and Liquidity Optimisation	10 Days	Mon Mar 2, 2026	Fri Mar 13, 2026	London, UK
		Mon Jun 15, 2026	Fri Jun 26, 2026	Doha, Qatar
		Mon Sep 21, 2026	Fri Oct 2, 2026	Accra, Ghana
		Mon Dec 14, 2026	Fri Dec 25, 2026	Istanbul, Turkey
High-Impact Presentation Skills: Present with Confidence, Clarity and Influence	5 Days	Mon Jan 19, 2026	Fri Jan 23, 2026	Brussels, Belgium
		Mon Apr 20, 2026	Fri Apr 24, 2026	Istanbul, Turkey
		Mon Jul 20, 2026	Fri Jul 24, 2026	Abuja, Nigeria
		Mon Oct 19, 2026	Fri Oct 23, 2026	New York, USA
Leadership Development for Managers: Evolve Your Role, Inspire your Team	10 Days	Mon Feb 23, 2026	Fri Mar 6, 2026	Valletta, Malta
		Mon May 4, 2026	Fri May 15, 2026	Birmingham, UK
		Mon Aug 17, 2026	Fri Aug 28, 2026	London, UK
		Mon Nov 23, 2026	Fri Dec 4, 2026	Port Louis, Mauritius
Leading Change and Driving Transformational Impact: Strategies for Visionary Leadership	5 Days	Mon Mar 16, 2026	Fri Mar 20, 2026	Luxembourg City, Luxembourg
		Mon Jun 22, 2026	Fri Jun 26, 2026	Dubai, UAE
		Mon Sep 7, 2026	Fri Sep 11, 2026	Port Louis, Mauritius
		Mon Dec 7, 2026	Fri Dec 11, 2026	Accra, Ghana
Lean Six Sigma – An Internationally Accredited Process Improvement Methodology	YB=2 Days / GB=3 Days / BB=5 Days	Mon Jan 12, 2026	Fri Jan 23, 2026	London, UK
		Mon Apr 27, 2026	Fri May 8, 2026	Lagos, Nigeria
		Mon Jul 6, 2026	Fri Jul 17, 2026	Online
		Mon Oct 5, 2026	Fri Oct 16, 2026	New York, USA
Operational Excellence Strategy: Achieving Full Management and Employee Alignment	5 Days	Mon Feb 2, 2026	Fri Feb 6, 2026	Istanbul, Turkey
		Mon May 18, 2026	Fri May 22, 2026	London, UK
		Mon Aug 3, 2026	Fri Aug 7, 2026	Dubai, UAE
		Mon Nov 9, 2026	Fri Nov 13, 2026	Kigali, Rwanda

Pension Scheme and Management: Governance, Regulatory Compliance and Operational Excellence	10 Days	Mon Mar 9, 2026	Fri Mar 20, 2026	Dubai, UAE
		Mon Jun 15, 2026	Fri Jun 26, 2026	Brussels, Belgium
		Mon Sep 21, 2026	Fri Oct 2, 2026	Istanbul, Turkey
		Mon Dec 14, 2026	Fri Dec 25, 2026	Birmingham, UK
Performance Analysis and Reporting for Effective Management	10 Days	Mon Jan 5, 2026	Fri Jan 16, 2026	Doha, Qatar
		Mon Apr 13, 2026	Fri Apr 24, 2026	Accra, Ghana
		Mon Jul 20, 2026	Fri Jul 31, 2026	London, UK
		Mon Oct 12, 2026	Fri Oct 23, 2026	Birmingham, UK
Presentation Masterclass: Deliver Confident, Persuasive and Impactful Presentations	5 Days	Mon Feb 9, 2026	Fri Feb 13, 2026	Abuja, Nigeria
		Mon May 4, 2026	Fri May 8, 2026	Brussels, Belgium
		Mon Aug 17, 2026	Fri Aug 21, 2026	Cape Town, South Africa
		Mon Nov 23, 2026	Fri Nov 27, 2026	London, UK
Professional Business Writing: Clear, Concise and Impactful Communication at Work	5 Days	Mon Feb 16, 2026	Fri Feb 20, 2026	Nairobi, Kenya
		Mon May 18, 2026	Fri May 22, 2026	London, UK
		Mon Aug 24, 2026	Fri Aug 28, 2026	Washington, USA
		Mon Nov 16, 2026	Fri Nov 20, 2026	Doha, Qatar
Strategic Performance Management for Organisational Growth	5 Days	Mon Mar 2, 2026	Fri Mar 6, 2026	Istanbul, Turkey
		Mon Jun 29, 2026	Fri Jul 3, 2026	Dubai, UAE
		Mon Sep 21, 2026	Fri Sep 25, 2026	Birmingham, UK
		Mon Dec 14, 2026	Fri Dec 18, 2026	Abuja, Nigeria
Team-Based Productivity: Building Effective, Sustainable and High - Performing Teams	5 Days	Mon Jan 26, 2026	Fri Jan 30, 2026	Nairobi, Kenya
		Mon Apr 20, 2026	Fri Apr 24, 2026	London, UK
		Mon Jul 6, 2026	Fri Jul 10, 2026	Dubai, UAE
		Mon Oct 12, 2026	Fri Oct 16, 2026	Port Louis, Mauritius
Total Quality Management (TQM): Strategies for Achieving Global Competitiveness and Excellence	5 Days	Mon Feb 23, 2026	Fri Feb 27, 2026	Brussels, Belgium
		Mon May 11, 2026	Fri May 15, 2026	London, UK
		Mon Aug 10, 2026	Fri Aug 14, 2026	Accra, Ghana
		Mon Nov 2, 2026	Fri Nov 6, 2026	London, UK

PRICE LIST FOR MWG COURSES

Course Title	Price
Administrative Excellence in Corporate Management: Strategies for High-Impact Office Leadership	£ 4,250
Authentic Leadership Development: The Heart of Leading with Impact and Vision	£ 2,750
Clarity in Complexity: Communicating Strategies for Technical Professionals	£ 2,750
Coaching in High Performance: Strategies that Deliver Measurable Results	£ 2,750
Concise Minute-Taking: Capture Clear, Actionable Meeting Notes with Confidence	£ 2,750
Customer Focused Management: Strategies for Delivering Exceptional Service and Driving Loyalty	£ 2,750
Cybersecurity For Business Leaders: Essential Training for Executives and Decision Makers	£ 2,750
Driving Excellence: Foundations of Quality and Organisational Performance	£ 4,250
Effective Appraisals and Feedback Techniques for Performance Management	£ 2,750
Effective Business Meeting: Plan, Lead, and Follow Up for Maximum Impact	£ 2,750
Effective Communication Skills: Speak, Clearly, Listen Actively and Lead with Confidence	£ 2,750
Executive Presence and Authentic Leadership: Inspire, and Lead Effectively	£ 2,750
Emotional Intelligence in the Workplace: Boost Performance, Empathy, and Team Effectiveness	£ 2,750
Facilitating and Leading Teams in Continuous Improvement for Operational Excellence	£ 4,250
Financial Management and Tax planning for Corporations: Maximise Value and Minimise Risk	£ 4,250
Global Treasury and Cash Management: Strategies for Financial Control and Liquidity Optimisation	£ 4,250
High-Impact Presentation Skills: Present with Confidence, Clarity and Influence	£ 2,750
Leadership Development for Managers: Evolve Your Role, Inspire your Team	£ 4,250
Leading Change and Driving Transformational Impact: Strategies for Visionary Leadership	£ 2,750
Lean Six Sigma – An Internationally Accredited Process Improvement Methodology	£ 4,250
Operational Excellence Strategy: Achieving Full Management and Employee Alignment	£ 2,750
Pension Scheme and Management: Governance, Regulatory Compliance and Operational Excellence	£ 4,250
Performance Analysis and Reporting for Effective Management	£ 4,250
Presentation Masterclass: Deliver Confident, Persuasive and Impactful Presentations	£ 2,750
PRINCE2 Foundation Certification: Accredited Project Management Methodology Training	£ 4,250
PRINCE2 Practitioner Course: Master the Accredited Project Management Framework	£ 2,750
Professional Business Writing: Clear, Concise and Impactful Communication at Work	£ 2,750
Strategic Performance Management for Organisational Growth	£ 2,750
Team-Based Productivity: Building Effective, Sustainable and High-Performing Teams	£ 2,750
Total Quality Management (TQM): Strategies for Achieving Global Competitiveness and Excellence	£ 4,250

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❖ ADMINISTRATIVE EXCELLENCE IN CORPORATE MANAGEMENT: STRATEGIES FOR HIGH-IMPACT OFFICE LEADERSHIP

This certified workshop, Administrative Excellence in Corporate Management: Strategies for High-Impact Office Leadership, is designed to equip administrative professionals with the tools, techniques, and confidence to function as strategic office leaders. The programme places a strong emphasis on two vital pillars of effective administration: data management (with a focus on accuracy and integrity), and business communication, including impactful participation in meetings and professional writing.

Participants will explore how to identify and collect the right data relevant to their functions and how to present it in a structured, meaningful way that supports decision-making. The data management component ensures professionals understand not just how to collect information, but what data to collect and why, in relation to its end use.

In the area of communication, the workshop will cover practical strategies for planning and managing business meetings (including minute taking), writing with clarity and professionalism, delivering effective reports, and presenting ideas confidently in both spoken and written English. Emphasis will be placed on presentation skills, professional etiquette, and using communication tools with precision—especially under pressure.

By the end of the course, participants will gain actionable techniques to elevate their administrative capabilities, enhance their leadership potential, and support their organisations more effectively.

Course Duration

10 Days

Key Learning Outcomes

- Participants will learn how to:
- Identify and gather relevant and meaningful data for administrative tasks
- Organise and present data professionally using tables, charts and summaries
- Plan and facilitate effective business meetings, including creating the right environment
- Take, review, and manage meeting minutes with precision
- Understand the role of communication in workplace performance and take ownership of it
- Apply both verbal and non-verbal communication techniques in professional settings
- Develop and improve written communication: letters, emails, proposals, and reports
- Recognise various business meeting formats and their appropriate contexts
- Build effective reading and listening skills for greater understanding
- Edit and proofread documents for accuracy and professionalism
- Deliver public presentations confidently, using strong presentation and communication skills
- Use Microsoft Word more effectively to produce high-quality business documents
- Build self-confidence to communicate clearly and assertively in the workplace

Who Should Attend

- Business Managers
- Business Administrators
- Entrepreneurs
- Secretaries and Personal Assistants
- All employees involved in administrative or communication-related roles

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❖ AUTHENTIC LEADERSHIP DEVELOPMENT: THE HEART OF LEADING WITH IMPACT AND VISION

This immersive five-day workshop is designed to reawaken the inner fire of individuals who aspire to make a positive impact on the world. Participants will embark on a journey of self-discovery, gaining profound insights into their leadership potential and the art of inspiring others.

Through engaging activities, insightful theory, peer-to-peer coaching, and reflective exercises, you will be able to:

- **Learn Your Hidden Strengths:** Delve deep into your unique qualities and talents to harness your full leadership potential.
- **Master the Art of Influence:** Learn effective strategies to motivate and inspire others, fostering a sense of shared purpose and direction.
- **Navigate Complex Challenges:** Develop the resilience and adaptability needed to overcome obstacles and drive positive change.
- **Cultivate Authentic Leadership:** Connect with your core values and purpose to lead with integrity and authenticity.

Course Duration

5 Days

It is a session of stimulating conversation, collaborative learning, and transformative experiences. Leave inspired and equipped to make a lasting difference in your community and beyond.

By the conclusion of this course, you will be able to

- Grasp the core principles of the Heart of Leadership framework
 - Understand the interconnectedness of the Head, Heart, and Hands model, with a particular focus on the Heart dimension
 - Commit to full engagement and maintain confidentiality throughout the course
 - Experience the power of storytelling as a heart-centred leadership tool
 - Listen to inspiring leadership stories from both peers and renowned leaders
 - Explore your personal understanding of leadership, including the distinction between leadership and management, and the conscious choice to lead
 - Confront and reflect upon your own leadership choices
-

Who Should Attend

- Experienced Leaders
- Team Leads
- Managers
- Aspire to Leadership
- Individuals Interested in Personal Growth

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❖ CLARITY IN COMPLEXITY: COMMUNICATING STRATEGIES FOR TECHNICAL PROFESSIONALS

In today's fast-paced, cross-functional work environments, the ability to communicate complex information clearly and effectively is an essential skill—particularly for technical professionals. Clarity in Complexity: Communicating Strategies for Technical Professionals is a specialised course designed to help participants bridge the gap between technical expertise and impactful communication.

Through this course, participants will gain a practical toolkit to enhance their communication style—whether they are explaining technical ideas to non-experts, collaborating with cross-functional teams, or leading project discussions. By learning how to tailor their message for different audiences and contexts, participants will improve their ability to influence, gain buy-in, and lead with clarity.

The course offers invaluable insights into choosing the right communication methods, building trust, and using collaborative strategies that strengthen relationships within teams and with external stakeholders. Participants will also explore their unique communication style through a profiling tool and learn how to adapt it for more effective interactions.

Course Duration

5 Days

Learning Outcomes

By the end of the course, participants will be able to:

- Understand the importance of effective communication in technical and professional contexts
 - Identify key factors that influence how messages are received and interpreted
 - Differentiate between formal and informal communication approaches
 - Choose appropriate communication methods based on the audience and situation
 - Incorporate different perspectives to encourage collaboration and engagement
 - Use transparent communication to build trust with colleagues, stakeholders and clients
 - Apply a collaborative mindset to achieve win-win communication outcomes
 - Discover and refine their personal communication style using a profiling tool
-

Who Should Attend

- Technical Leads
- Team Leads
- Managers
- Engineers, Analysts, or Specialists seeking to enhance communication skills
- Any professional looking to improve their ability to convey ideas clearly and effectively

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❖ COACHING FOR HIGH PERFORMANCE: STRATEGIES THAT DELIVER MEASURABLE RESULTS

In today's fast-paced and highly competitive work environment, organisations depend on strong leadership to drive performance and outcomes. **Coaching for High Performance: Strategies that Deliver Measurable Results** is a course designed to equip managers, team leads and HR professionals with the tools and mindset to bring out the best in their teams.

Coaching has emerged as a powerful, cost-effective method for improving performance, enhancing employee engagement, and fostering personal growth. This course will help you understand the essential components of the coaching cycle, build critical coaching skills, and apply proven strategies to real workplace situations.

Whether you are a team leader aiming to improve individual performance or a manager responsible for organisational results, this course will strengthen your ability to use coaching as a strategic leadership tool. By the end of the training, participants will have the confidence and competence to initiate impactful coaching conversations and implement measurable improvement plans within their teams.

Course Duration

5 Days

Learning Outcomes

Participants will be able to:

- Define coaching and describe the key stages of the coaching cycle
 - Identify the enablers and barriers to effective coaching in the workplace
 - Apply core coaching skills, including effective questioning and feedback techniques
 - Empower team members to find solutions to work-related challenges independently
 - Recognise everyday coaching opportunities to support individual and team development
-

Who Should Attend

- Team Leads
- Managers and Supervisors
- HR Professionals
- Workplace Mentors
- Organisational Coaches

❖ **CONCISE MINUTE-TAKING: CAPTURE CLEAR, ACTIONABLE MEETING NOTES WITH CONFIDENCE**

This course will provide a comprehensive guide to the minute-taking process, equipping delegates with practical strategies for effective preparation, active listening, analysis, and note-taking. Through highly interactive sessions, participants will have the opportunity to practise taking minutes in a structured format.

Whether it is a formal Annual General Meeting or a weekly team meeting, minute-takers play a crucial role in accurately recording discussions, decisions, and action points. This course will empower you to capture the essential details, produce clear summaries, and facilitate follow-up actions.

Course Duration

5 Days

Learning Outcomes

By the end of the course, participants will be able to:

- List what you need to do to prepare for meetings prior to, during and after the event
- State the role and responsibilities of a chairperson
- Demonstrate setting a well-structured agenda
- State common obstacles to effective listening and demonstrate your own listening skills
- Identify a method of note-taking that suits your preferred style
- Select the important and relevant points from a discussion
- State agreed accepted conventions for the format of minutes
- Produce an accurate set of minutes, clearly and concisely

Who Should Attend

- Administrative Staff
- Teams Leads
- Office Managers
- Executive Assistants

❖ CUSTOMER FOCUSED MANAGEMENT: STRATEGIES FOR DELIVERING EXCEPTIONAL SERVICE AND DRIVING LOYALTY

Delivering customer satisfaction is widely accepted as vital to business success—but achieving it consistently requires more than good intentions. While the importance of meeting customer needs may seem obvious, the methods to exceed expectations and earn lasting loyalty are often more complex and less understood.

Customer Focused Management: Strategies for Delivering Exceptional Service and Driving Loyalty is a practical and insightful course designed to help you unlock those strategies that distinguish the very best organisations from the rest. Just as top-performing teams and individuals achieve excellence through discipline, insight, and consistent effort, businesses that lead in customer satisfaction do so by adopting deliberate, customer-centred practices.

This workshop will guide participants in uncovering both the spoken and unspoken needs of their customers, addressing hidden perceptions that may be undermining their brand and building sustainable strategies that drive long-term loyalty and advocacy.

Course Duration

5 Days

Learning Outcomes

Participants will be able to:

- Identify not only customers' stated needs but also anticipate and respond to their unstated expectations—often the key differentiator between success and mediocrity
 - Investigate and address possible negative customer perceptions, including those that may be inaccurate or misunderstood
 - Formulate actionable internal strategies to correct service gaps and elevate the customer experience
 - Understand the competitive landscape and how customer-centric thinking can protect and grow market share
 - Instil a mindset of continuous improvement and service excellence across their teams
-

Who Should Attend

- Chief Executives and Members of the Senior Management Team
- Business Strategists and Development Leads
- Customer Experience and Relationship Managers
- Business Performance Improvement Facilitators
- Heads of Service and Operations Leaders

❖ CYBERSECURITY FOR BUSINESS LEADERS: ESSENTIAL TRAINING FOR EXECUTIVES AND DECISION-MAKERS

In today's digital business environment, cybersecurity is no longer just an IT concern — it is a critical boardroom issue. Yet, many executives struggle to interpret technical reports, risk assessments, or security data during strategic discussions.

The Cybersecurity for Business Leaders course is designed to give decision-makers the confidence to understand and respond to cybersecurity challenges without being overwhelmed by technical jargon. Across three intensive days, participants will learn how to interpret reports, assess risks, and make informed decisions that align with organisational strategy.

Course Duration

Duration: 3 Days

Delivery: Workshop style, highly interactive, practical examples.

Learning Outcomes

By the end of this workshop, participants will:

- Gain a clear understanding of what cybersecurity is and how it can be embedded into business operations.
 - Recognise the risk elements of cyber incidents and how they affect business strategy.
 - Apply cybersecurity risk management practices and implement effective protective measures.
 - Interpret website performance and operational efficiency reports.
 - Use Key Performance Indicators (KPIs) such as:
 - % of devices updated and secured
 - % of machines backed up daily/hourly
 - Number of misalignments with IT best practices
 - IT projects delivered on time and on budget
 - Number of unresolved end-user issues
 - Average time to resolution
 - Understand the role of compliance frameworks such as GDPR.
 - Build a foundation in statistics for decision-making, including:
 - Data types and their business uses
 - Measurement Systems Analysis (MSA)
 - Interpretation of histograms, Pareto charts, and control charts
 - Problem-solving tools such as Fishbone Diagrams
 - Explore the emergence of Artificial Intelligence (AI), its opportunities, and its challenges for business.
-

Who Should Attend

- Board Members and Directors
- Business Executives and Managers
- Company Secretaries
- Entrepreneurs and Business Owners

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● Website: www.makewayglobal.com

● Email: training@makewayglobal.com

❖ DRIVING EXCELLENCE: FOUNDATIONS OF QUALITY AND ORGANISATIONAL PERFORMANCE

This title conveys that the course is not just about the basics, but about setting the foundation for excellence, transformation, and impact across an organisation. This course is made up of five core units, which are elaborated on, further below:

- **Module 1: Foundations of Quality Thinking**
 - **Module 2: People and Culture in Quality Leadership**
 - **Module 3: Evidence-Based Decision Making for Quality**
 - **Module 4: Transforming Performance Through Continuous Improvement**
 - **Module 5: Strategic Quality Systems and Frameworks**
-
- **Module 1: Foundations of Quality Thinking**
The course emphasises the strategic role of quality as a driver of success beyond basic definitions or compliance.
 - **Module 2: People and Culture in Quality Leadership**
Highlights how culture, leadership style, and team dynamics are central to embedding quality.
 - **Module 3: Evidence-Based Decision Making for Quality**
Repositions the unit as a practical guide to using data for smart, quality-driven decisions.
 - **Module 4: Transforming Performance Through Continuous Improvement**
This course module focuses on problem-solving, improvement initiatives, and building a competitive edge.
 - **Module 5: Strategic Quality Systems and Frameworks**
Expands the view of QMS to include global models and strategic alignment for organisational excellence.

Course Duration

10 Days

Who Should Attend

- Members of Board of Directors
- Business Executives
- Business Managers
- Company Secretaries
- Entrepreneurs
- Employees within the Quality management and directorship function

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● Website: www.makewayglobal.com ● Email: training@makewayglobal.com

❖ EFFECTIVE APPRAISALS AND FEEDBACK TECHNIQUES FOR PERFORMANCE MANAGEMENT

The appraisal of staff is a fundamental part of the manager's or supervisor's role. Appraisal is a cornerstone of effective management. Appraisal and feedback systems not only help organisations to review individual job performance, they also enable staff to identify and manage their own developmental needs. This course will equip you with the skills to conduct impactful appraisal sessions that drive individual and organisational success.

Course Duration

5 Days

By the end of this course, the participants would have achieved the following:

- Collaborate with their team members to define specific, measurable, achievable, relevant, and time-bound (SMART) performance objectives
 - Create tailored development plans that address individual needs and align with organisational goals
 - Explore various methods to track and evaluate performance, ensuring accountability and progress
 - Utilise powerful questioning techniques to stimulate thoughtful discussion and uncover underlying issues
 - Develop the ability to listen attentively, understand perspectives, and respond empathetically
 - Provide objective and actionable feedback that motivates and empowers others
 - Implement strategies to address performance gaps and improve overall effectiveness
-

Who Should Attend

- HR Professionals
- Line Managers and Supervisors
- Team Leaders
- Corporate Management Development Officers

❖ EFFECTIVE BUSINESS MEETINGS: PLAN, LEAD AND FOLLOW UP FOR MAXIMUM IMPACT

How many times have you left a meeting and thought, 'What was that about?' And could it be when you have sat in a meeting and asked yourself, 'Why am I here?' or 'Why is this taking so long?' Or you have simply said, 'I am so bored sitting here and I feel sleepy.' None of these is your fault, but it could be that we have made a particular meeting to try to fit into a type that we have always been used to rather than make it relevant to the one being held.

The Effective Business Meetings training event will ensure that participants are able to run meetings well, which in turn can result in highly productive and motivating experience for the attendees of their meetings. Participants will be taught on how to overcome the pitfalls of poor meeting management by showing them how to deliberately plan for success. They will also be engaged in the use of targeted communication skills.

Course Duration

5 Days

At the workshop, amongst other topics, the participants will learn:

- The more than 10 different types of business meetings
 - What the specific meeting types and the situations they can be adapted to
 - Purpose of meetings
 - Building rapport
 - Communication – Verbal and Non-Verbal
 - Meeting planning, including the environment
 - Minutes Management – Taking, Reading and Reviewing
 - Dealing with manipulations
 - Dealing with disagreements
 - Making choices
 - Taking control
-

Who Should Attend

- Members of Board of Directors
- Business Executives
- Business Managers
- Company Secretaries
- Entrepreneurs

❖ EFFECTIVE COMMUNICATION SKILLS: SPEAK CLEARLY, LISTEN ACTIVELY AND LEAD WITH CONFIDENCE

It is not unusual that the parties to a communiqué can be dismissed with completely different levels of understanding. Communication, through the various methods of speaking, writing and even body signals, is essential to the productivity of an organisation. In addition, the use of proper grammar cannot be over-emphasised.

During the course of this workshop, we will focus on business writing, proposal development, report writing as well as public/professional speaking, emphasising presentation skills and business etiquette. Communicating efficiently can make the difference between achieving your objective, or otherwise.

Over the course of the training, you will learn ways to make your communication count. You will discover how to plan and structure your written communication, as well as how you should prepare to speak and write good and clear English, even whilst under pressure. You will gain invaluable preparatory skills that will include editing and proofreading skills, which help to improve your documents and ensure that they are free from errors as far as possible.

Course Duration

5 Days

At the workshop, amongst other topics, the participants will learn:

- Learn the importance of effective communication and taking responsibility for it in the workplace
- Learn verbal and non-verbal communication and how they are used
- Learn forms of effective written communication: letters, emails, proposals and reports
- Determine the setting and clarity of the communication objective
- Learn effective reading skills and listening techniques that will help guide the communication that follows
- Embrace a systematic and logical approach to communication
- Learn how to best use illustrations, charts, graphs and tables
- Learn the basics of taking meeting minutes
- Understand the rudiments of editing and proofreading documents
- Can practise speaking publicly, including the use of presentation skills to enhance communication
- Explore better use of Microsoft Word to write properly
- Be able to build confidence such that it will aid open and free communication with some assertiveness

Who Should Attend

- Business Executives
- Business Managers
- Entrepreneurs
- Secretaries / Personal Assistants
- Meeting Minutes Writers
- All Employees (Management and Staff)

❖ EXECUTIVE PRESENCE AND AUTHENTIC LEADERSHIP: INSPIRE AND LEAD EFFECTIVELY

This transformative development programme will empower you to achieve remarkable personal and professional growth, enabling you to significantly influence and inspire those around you. Our highly interactive and experiential approach will immerse you in a journey of self-discovery, challenging your preconceptions and refining your personal brand.

Executive Presence and Authentic Leadership is the art of connecting deeply with others, inspiring and motivating them to achieve shared goals. This course is tailored for individuals who aspire to motivate and energise their teams, deliver compelling messages, and foster long-lasting loyalty and commitment. You will learn to command attention and influence in every interaction. During the sessions, participants will have a clear plan to implement within their organisation, which is geared towards empowering their respective teams to drive significant improvements in business performance.

Course Duration

5 Days

By the end of the course, participants would have created plans for their respective organisations which they can share with their team members in order to make significant improvements to business performance

- Learn how to project confidence and authority
- Develop strong relationships based on authenticity and understanding
- Communicate with clarity, honesty, and respect
- Develop a powerful personal brand that sets you apart
- Learn to captivate your audience and deliver impactful presentations

Who Should Attend

- Middle to Senior Level Managers
- Supervisors and Team Leaders
- Emerging Leaders
- Experienced Leaders

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● Website: www.makewayglobal.com ● Email: training@makewayglobal.com

❖ EMOTIONAL INTELLIGENCE IN THE WORKPLACE: BOOST PERFORMANCE, EMPATHY AND TEAM EFFECTIVENESS

Success in the modern workplace is no longer driven by technical expertise alone. Increasingly, it is **emotional intelligence** (EI)—the ability to understand and manage emotions, both in ourselves and others—that sets high performers apart. Emotional Intelligence in the Workplace: Boost Performance, Empathy and Team Effectiveness is a practical and engaging workshop designed to help professionals build this vital skillset for stronger collaboration, leadership, and resilience.

Groundbreaking research continues to highlight the strong correlation between emotional intelligence and workplace success. Professionals with high EI are more adaptable, communicate more effectively, manage stress constructively, and maintain stronger relationships—both within teams and across organisations. In recruitment, team development and leadership training, emotional intelligence has become a core focus.

This course provides an opportunity for self-reflection, practical application and personal growth. Through guided exercises and real-world examples, participants will explore how their emotions influence behaviours and decisions—and how to strengthen emotional control, empathy and interpersonal effectiveness in high-pressure or conflict-prone environments.

Course Duration

5 Days

Key Questions Addressed in the Workshop

- How can I remain emotionally composed under workplace pressure?
- How do I respond rationally and calmly in difficult situations?
- How can I identify and respond to emotional cues in others?

By the end of this workshop, participants will:

- **Enhance Self-Awareness:** Recognise emotional triggers and understand how they influence thoughts, behaviours and performance
- **Improve Interpersonal Relationships:** Build trust and rapport with colleagues, clients and team members
- **Manage Stress Effectively:** Apply practical strategies to remain balanced and focused, even under pressure
- **Resolve Conflicts Constructively:** Approach disagreements with empathy, diplomacy and clarity
- **Boost Leadership Capability:** Lead with emotional intelligence to inspire, motivate and engage teams
- **Strengthen Resilience:** Build mental and emotional agility to recover from setbacks and adapt to change
- **Make Better Decisions:** Leverage emotional insight to make clear, thoughtful and balanced choices
- **Communicate with Impact:** Deliver messages confidently, empathetically, and persuasively across diverse audiences

Who Should Attend

This workshop is ideal for professionals at all levels who wish to improve their workplace effectiveness and leadership potential through greater emotional intelligence, including:

- Managers and Supervisors
- Team Leaders and Project Coordinators
- Human Resource Professionals
- Customer Service Representatives
- All employees seeking professional and personal development

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● Website: www.makewayglobal.com ● Email: training@makewayglobal.com

❖ FACILITATING AND LEADING TEAMS IN CONTINUOUS IMPROVEMENT FOR OPERATIONAL EXCELLENCE

Facilitating and Leading Teams in Continuous Improvement for Operational Excellence is an intensive five-day programme that prepares participants to guide improvement teams, solve complex operational problems and embed a culture of ongoing excellence. Organisations face a spectrum of challenges—from sudden, high-risk emergencies to persistent departmental issues that surface each time processes change. Each scenario demands a different team structure, tailored tools and skilled guidance. This course shows facilitators how to make it easy: steering diverse groups through methodical problem-solving, managing group dynamics and gaining the respect and authority needed to drive results.

Course Duration

10 Days

Learning Outcomes

By the end of the workshop, participants will be able to:

- Identify, analyse and resolve work-related problems using proven continuous improvement (CI) tools
- Transfer problem-solving skills to colleagues across all organisational levels
- Facilitate improvement teams—from frontline operatives to senior management—adapted to the urgency and scope of each challenge
- Apply root-cause analysis techniques and present project findings with confidence
- Contribute effectively to the corporate management team's strategic improvement agenda

Core Topic

1. **Continuous Improvement Team Structures**
 - o Emergency, project-based and departmental teams
 - o Matching structure to problem type and organisational need
2. **Facilitation Skills & Group Dynamics**
 - o The facilitator's role: making progress easy
 - o Gaining credibility and authority at all levels
 - o Managing politics, personalities and cross-functional communication
3. **Root-Cause Analysis & Continuous Improvement Toolset**
 - o Practical application of key tools (e.g. 5 Whys, Fishbone diagrams, Pareto charts)
 - o Data collection and interpretation for fact-based decisions
4. **Mentoring & Knowledge Transfer**
 - o Coaching others in CI methods
 - o Building internal capability and sustaining momentum
5. **Project Presentation & Review**
 - o Preparing persuasive reports and dashboards
 - o Demonstrating measurable operational gains

Who Should Attend

- Potential facilitators identified for CI
- Leaders and managers selecting or mentoring facilitators
- Current facilitators seeking to deepen their impact

❖ FINANCIAL MANAGEMENT AND TAX PLANNING FOR CORPORATIONS: MAXIMISE VALUE AND MINIMISE RISK

This Financial Management and Tax Planning training course is designed to enable participants learn and practise the art of corporate financial decision making that considers tax implications. The increasingly volatile international marketplace has induced the need to desire and learn the skills required to control and manage its liquidity, increase profitability, and reduce financial risk—this is a challenge for all organisations, irrespective of its make-up, industry, size et al.

Corporate financial plans provide outlines of how a business funds its expenditures and provides estimates of its expected revenue. By balancing income with expenses, a company can better control its activities in all areas of its operations. This course is designed to enable delegates acquire the right skills on the critical aspect of corporate decision making based on a clearer view for the development of a strategic corporate financial plan, that includes the raising of finance, preparation and management of budgets to support the plan, the management of financial risk, and ultimately the measurement and evaluation of performance.

Tax planning, on its part, is the process of assessing the organisation's existing financial situation and identifying measures that can be taken to reduce the burden of corporation or income tax. One of the key aspects of tax planning is to look for opportunities to save taxes, so that overall tax liability is reduced to the maximum extent possible.

This course is designed to help participants not only to discover the right approaches, but to demonstrate how the skills acquired lead to the attainment of the organisation's vision, mission and corporate objectives.

Course Duration

10 Days

At the workshop, amongst other topics, the participants will learn:

- Obtain an overview of corporate finance and learn its role in business strategy
- Learn the key concepts of risk, return and the time value of money
- Be introduced to the interpretation of financial statements, namely the balance sheet, income statement and cash flow statement
- Be acquainted with the components of working capital, being cash, inventory, receivables, and payables
- Obtain an overview of taxation systems, together with its objectives and the important aspects of tax planning
- Learn key terminologies and ethical considerations for tax planning
- Learn corporation and payroll tax, amongst others

Who Should Attend

- Finance and non-finance management staff
- Tax planning managers and officers
- Payroll managers and officers
- Treasury managers
- Business strategists
- Business performance improvement facilitators

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● Website: www.makewayglobal.com ● Email: training@makewayglobal.com

❖ GLOBAL TREASURY AND CASH MANAGEMENT: STRATEGIES FOR FINANCIAL CONTROL AND LIQUIDITY OPTIMISATION

In an environment where uncertainty, market shifts and economic volatility are the norm, the need for real-time insight into corporate cash positions has never been more critical. *Global Treasury and Cash Management: Strategies for Financial Control and Liquidity Optimisation* is a comprehensive training programme designed to equip finance professionals with the strategic tools, systems, and mindset needed to manage liquidity efficiently, mitigate risk and align cash flow with business objectives.

This course explores the evolving role of treasury management—no longer just a back-office function, but a strategic pillar for organisational resilience and growth. Treasury professionals today must master the flow of cash, investment planning, and regulatory compliance while providing leadership with accurate, actionable financial insights.

Participants will gain hands-on expertise in building effective cash forecasting models, managing financial risks, developing short-, medium-, and long-term treasury strategies, and ensuring alignment with corporate finance goals. Through this training, professionals will be able to establish standardised processes, strengthen decision-making, and contribute to sustainable financial stability.

Course Duration

10 Days

Key Learning Outcomes

Participants will be able to:

- Develop a foundational understanding of finance and accounting principles essential to treasury management
 - Master the core functions and responsibilities of a corporate treasury department
 - Learn the fundamentals of cash flow forecasting, liquidity management, and investment decision-making
 - Gain insights into domestic and international financial markets, and instruments used in cash and risk management
 - Apply effective cash management techniques to improve financial visibility and control
 - Explore investment strategies suited for different liquidity and risk profiles
 - Understand how to identify, evaluate, and manage financial risks
 - Ensure compliance with regulatory frameworks and treasury governance practices
-

Training Approach

This two-week, immersive programme blends theoretical knowledge with real-world case studies and practical exercises. Participants will leave with a deeper understanding of the strategic value of treasury and the ability to apply best-in-class tools and practices in their organisations.

Who Should Attend

- Treasury Managers and Officers
- Financial Managers and Officers
- Corporate Cash Managers
- Risk Managers and Analysts
- Finance Directors and Corporate Finance Professionals
- Internal Auditors involved in financial risk oversight

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❖ HIGH-IMPACT PRESENTATION SKILLS: PRESENT WITH CONFIDENCE, CLARITY AND INFLUENCE

Your presentation skills are as important, if not more so, than the content you deliver. A dull presentation can leave a lasting negative impression, while a captivating presentation can inspire and motivate your audience. As a skilled presenter, you have the power to bring any topic to life.

Common concerns among presenters include:

- How can I manage nerves and perform confidently?
- How can I handle challenging audience members and difficult questions?
- How can I create impactful presentations that resonate with my audience?
- How can I deliver a clear and concise message?

This workshop employs proven techniques to help you engage your audience and drive action. Whether you are aiming to sell a product, persuade a board, or simply inform your colleagues, you will learn how to deliver compelling presentations that leave a lasting impact.

Course Duration

5 Days

By attending this course, you will:

- Gain Confidence: Overcome stage fright and deliver presentations with confidence
 - Enhance your Communication Skills: Learn to communicate effectively and persuasively
 - Master Public Speaking Techniques: Develop your public speaking skills, including voice projection, body language and eye contact
 - Create Engaging Presentations: Design and deliver presentations that captivate your audience
 - Handle Q&A Sessions: Learn to handle questions and objections with ease and professionalism
 - Adapt to Different Audiences: Tailor your presentations to suit various audiences and situations
 - Build your Personal Brand: Establish yourself as a thought leader and influential speaker
-

Who Should Attend

- Sales and Marketing Professionals
- Business Professionals
- Consultants
- Trainers
- Educators
- Professionals at all levels

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● Website: www.makewayglobal.com

● Email: training@makewayglobal.com

❖ LEADERSHIP DEVELOPMENT FOR MANAGERS: EVOLVE YOUR ROLE, INSPIRE YOUR TEAM

As workplaces become increasingly collaborative and fast-paced, organisational cultures demand leaders who are proactive in providing vision and inspiration. The skills required to deliver effective leadership differ significantly from traditional management skills.

Common concerns expressed by aspiring leaders include:

- How can I maintain a strategic focus while addressing day-to-day challenges?
- How can I adapt my leadership style to different individuals and situations?
- How can I effectively engage and motivate my team?

This workshop leverages globally recognised leadership models to help you make informed decisions about your leadership approach. By shifting your focus from doing to thinking, you'll be empowered to inspire and motivate your team to achieve outstanding results.

Course Duration

10 Days

By attending this course, you will:

- Develop a Strategic Mindset: Learn to think strategically and make informed decisions
 - Enhance Leadership Presence: Develop a strong and inspiring leadership presence
 - Improve Communication Skills: Learn to communicate effectively with diverse audiences
 - Build High-Performing Teams: Empower and motivate your team to achieve outstanding results
 - Navigate Organisational Change: Adapt to change and lead your team through transitions
 - Build Strong Relationships: Foster positive relationships with colleagues and stakeholders
 - Gain Confidence and Credibility: Increase your self-confidence and credibility as a leader
 - Accelerate their Career: Advance own career and unlock full leadership potential
-

Who Should Attend

- Mid-level Manager
- Senior Managers
- Supervisors
- Team leaders

❖ **LEADING CHANGE AND DRIVING TRANSFORMATIONAL IMPACT: STRATEGIES FOR VISIONARY LEADERSHIP**

- **A Holistic Leadership Development Programme for Driving Personal, Team and Organisational Transformation**

Leading for Change and Transformational Impact is a powerful and immersive leadership development programme designed to equip leaders at all levels with the skills, mindset, and strategies needed to lead themselves, others, and their organisations through dynamic and ever-evolving environments.

This course integrates six core modules—**Leading Self, Leading Others, Leading Organisations, Leadership Presence, Leading Virtual Teams** and **Leading Successful Change**—into one transformational experience. It blends the best of organisational development, experiential learning, coaching, and peer collaboration, providing participants with actionable tools and strategies to lead with authenticity, vision, and impact.

Course Duration

5 Days

Key Learning Areas:

- 1. Leading Self:**
 - o Deepen self-awareness, manage personal energy and enhance emotional intelligence
 - o Develop resilience, confidence and a sustainable leadership practice
- 2. Leading Others:**
 - o Cultivate coaching and mentoring skills, improve communication and build high-performing teams
 - o Address conflict, foster collaboration and strengthen interpersonal influence
- 3. Leading Organisations:**
 - o Articulate a compelling vision, lead with strategic clarity and engage diverse stakeholders
 - o Navigate organisational complexity and foster alignment and growth
- 4. Leadership Presence:**
 - o Develop authentic presence, build a powerful personal brand, and inspire trust and belief
 - o Learn to read the room, communicate with confidence and lead with conviction
- 5. Leading Virtual Teams:**
 - o Master virtual leadership, strengthen team connection and lead across cultures
 - o Leverage digital tools for collaboration and maintain morale in dispersed teams
- 5. Leading Successful Change:**
 - o Apply change frameworks to drive transformation
 - o Communicate effectively, manage resistance and sustain meaningful change

Outcome:

Participants will leave this programme with a comprehensive, practical toolkit for leading themselves and others through complexity, change, and growth—while enhancing their leadership impact in both in-person and virtual environments.

Who Should Attend

- Emerging and experienced leaders
- Team leads and middle managers
- HR professionals and consultants
- Project managers and organisational change agents
- Senior executives seeking to modernise their leadership approach

❖ LEAN SIX SIGMA – AN INTERNATIONALLY ACCREDITED PROCESS IMPROVEMENT METHODOLOGY

Lean Six Sigma is a globally recognised methodology that combines Lean's emphasis on waste elimination and speed with Six Sigma's focus on data-driven decision-making and quality improvement. Together, they form a powerful framework for achieving operational excellence across all industries.

This internationally accredited approach uses a structured hierarchy of belt levels—White Belt, Yellow Belt, Green Belt, Black Belt, and Master Black Belt—to guide individuals and organisations through a progressive journey of continuous improvement. Each level introduces deeper tools, techniques and leadership responsibilities to build capability, embed a culture of efficiency, and drive sustainable results.

Understanding the Lean Six Sigma Belt Levels

White Belt

White Belt is the entry point into the Lean Six Sigma framework. It provides a high-level overview of key concepts, terminology, and the basic principles of process improvement. White Belt holders typically support improvement initiatives by recognising waste, understanding standard processes, and contributing to team efforts led by more advanced practitioners.

Yellow Belt

At the Yellow Belt level, individuals gain a practical understanding of Lean Six Sigma tools and techniques and how to apply them to their own work areas. Participants learn the fundamentals of the DMAIC (Define, Measure, Analyse, Improve, Control) cycle and are equipped to participate in improvement teams. Yellow Belts are not expected to lead large projects, but they support Green and Black Belts by contributing their subject matter expertise and insights from frontline experience.

Green Belt

Green Belts build on the foundational knowledge and take on the responsibility of leading small to medium improvement projects within their departments. They receive in-depth training on the DMAIC framework, process mapping, data collection, root cause analysis, and statistical tools. Green Belts play a crucial role in delivering measurable process improvements, often under the guidance of a Black Belt.

Black Belt

Black Belts are experts in Lean Six Sigma methodology and lead cross-functional projects that address complex problems across the organisation. They master advanced statistical techniques, change management strategies, and team facilitation skills. Black Belts are not only problem-solvers but also coaches and mentors to Green Belts. Their work has a strategic impact, often aligned with business transformation goals.

Master Black Belt

The Master Black Belt is the highest level of Lean Six Sigma certification. Individuals at this level are responsible for the strategic direction of Lean Six Sigma within an organisation. They mentor Black and Green Belts, lead enterprise-wide initiatives, design training programmes, and oversee the governance and sustainability of continuous improvement efforts. Master Black Belts act as internal consultants, guiding senior leaders on performance optimisation and cultural change.

Key Learning Outcomes Across Belt Levels

Participants, depending on their entry point, will learn to:

- Understand the core principles of Lean and Six Sigma and how they combine for powerful results
- Apply the DMAIC framework to identify, analyse, and solve operational inefficiencies
- Use practical tools such as process mapping, root cause analysis, data collection, and control charts
- Recognise and eliminate non-value-adding activities to improve speed, quality, and customer satisfaction
- Lead and contribute to improvement projects with confidence and clarity
- Support a culture of continuous improvement at all organisational levels

Certification

Each belt level leads to an internationally recognised certification, provided by accredited Lean Six Sigma bodies such as the

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● Website: www.makewayglobal.com

● Email: training@makewayglobal.com

International Lean Six Sigma Institute (ILSSI). Certification assessments vary by level but typically include proctored online exams, open-book testing, and in some cases, submission of completed project work (especially at Green, Black, and Master Black Belt levels).

For example

- Yellow Belt Certification includes a 50-question proctored online exam (70% pass mark, 60 minutes, open book)
- Green and Black Belt Certifications require both exams or practical project completion
- Master Black Belt Certification involves a portfolio review, panel interview, and mentoring log

Who Should Attend

This programme is suitable for professionals across all functions and levels, including:

- Team Members, Supervisors and Line Managers
- Project and Programme Managers
- Analysts, Engineers and Operations Specialists
- Quality Assurance and Continuous Improvement Leaders
- Executives and Department Heads aiming to deploy Lean Six Sigma across their organisations

CONTACT US:

● Website: www.makewayglobal.com ● Email: training@makewayglobal.com

❖ OPERATIONAL EXCELLENCE STRATEGY: ACHIEVING FULL MANAGEMENT AND EMPLOYEE ALIGNMENT

Achieving true operational excellence requires more than systems and processes—it demands unified direction and engagement at every level of the organisation. Operational Excellence Strategy: Achieving Full Management and Employee Alignment is a transformative course designed to help organisations bridge the gap between high-level strategy and day-to-day execution through structured alignment methodologies.

Central to this approach is the application of Hoshin Kanri, a Japanese strategic management method that ensures all employees—from top executives to frontline workers—are fully aligned with the organisation's Vision, Mission, Objectives, Strategy, and Tactics (VMOST). This alignment not only enhances performance but also fosters ownership, accountability, and clarity at all levels.

Inspired by the principles used in award-winning Japanese organisations, this course empowers business leaders and managers to translate strategic intent into practical action. By using the 'catch-ball' method—where ideas and objectives are cascaded and refined collaboratively across layers—organisations can drive results through engagement rather than enforcement.

Course Duration

5 Days

Course Objectives

Participants will learn how to:

- Interpret and translate the organisation's Vision and Mission into clear, relatable language and tasks for all levels of staff
- Use the VMOST framework to develop aligned and integrated strategies that lead to measurable outcomes
- Prepare teams for change and guide transformation with practical, structured support
- Cascade goals and expectations throughout the organisation using Hoshin Kanri's catch-ball process
- Develop and implement SMART objectives that align with broader organisational goals
- Strengthen communication between leadership and teams to enhance clarity, focus, and performance
- Understand the difference between policy deployment (strategic initiatives) and daily management (routine operations)
- Prioritise work effectively using available resources while eliminating distractions from outdated or misaligned practices

Benefits of Attending

By the end of the course, participants will be able to connect strategy with action—ensuring every employee understands how their role contributes to the organisation's success. This alignment is the cornerstone of sustainable operational excellence and long-term competitive advantage.

Who Should Attend

- Members of the Board of Directors
- C-suite and Senior Executives
- Business Managers and Functional Leaders
- Company Secretaries and Strategy Officers
- Entrepreneurs and Business Owners

❖ PENSION SCHEME AND MANAGEMENT: GOVERNANCE, REGULATORY COMPLIANCE, AND OPERATIONAL EXCELLENCE

Pensions governance is all about monitoring pension schemes to ensure that they are run in their members' interests. An effective system of governance should include processes and procedures to ensure compliance with the legislation in place, as well as transparency of the activity of the pension scheme managers. It is essential that those charged with responsibility for managing the pension scheme have a clear purpose and strategy, the right skills and experience available, ability to manage risks and conflicts of interest, and making sure that the pension scheme provides value for members. Their tasks require that they cover the key aspects of governance, regulatory requirements, investment strategies, risk management, and the operational aspects of managing pension schemes.

This course helps the participants to see how management can ensure that the responsible team is equipped with the adequate knowledge and skills to deliver desired results to the members of the pension scheme.

Course Duration

10 Days

At the workshop, amongst other topics, the participants will learn:

- A basic view of pension schemes
- To be familiar with financial principles and regulations
- The regulatory and governance framework for pension schemes
- Best practices for pension scheme management
- Skills to effectively manage investments and risks
- To gain proficiency in member communications and scheme administration
- The role and responsibilities of trustees and managers

Benefits of Attending

By the end of the course, participants will be able to connect strategy with action—ensuring every employee understands how their role contributes to the organisation's success. This alignment is the cornerstone of sustainable operational excellence and long-term competitive advantage.

Who Should Attend

- Pension Scheme Trustees
- Business Executives
- Pension Scheme Managers
- Human Resources and Finance Professionals
- Compliance Officers
- Investment Professionals

CONTACT US:

● Website: www.makewayglobal.com ● Email: training@makewayglobal.com

❖ PERFORMANCE ANALYSIS AND REPORTING FOR EFFECTIVE MANAGEMENT

Effective management hinges on the ability to make timely, informed decisions that align with day-to-day challenges and long-term goals. The quality of these decisions is directly influenced by the availability and relevance of data, and how well it is analysed and interpreted to inform future actions.

This is why the process of collecting, analysing, and reporting on operational performance is vital. It not only enhances the usability of information but also empowers teams to identify improvement opportunities and make evidence-based decisions. Tools such as Process Maps—and the more detailed Value Stream Maps—enable the identification of inefficiencies and waste across operations, thereby increasing the strategic value of performance reporting across teams and at the organisational level.

By the end of this course, participants will have developed a tailored action plan for their own organisation, which they can share with their teams to help drive significant improvements in business performance.

Course Duration

10 Days

Key Learning Outcomes

Participants will be able to:

- Deepen their understanding of core management principles
 - Strengthen their knowledge of data analysis concepts
 - Understand the role of data analysis and reporting in effective management
 - Use analytical tools to monitor, track, and improve performance
 - Support better decision-making through data-driven insights
 - Apply best practices for data visualisation and communication
 - Set and work towards achieving measurable performance targets
-

Who Should Attend

- Middle to Senior-Level Managers
- Supervisors and Team Leaders
- Project Managers
- Business Analysts
- Performance Analysts
- Key Team Members
- Corporate Management Development Officers

CONTACT US:

● Website: www.makewayglobal.com ● Email: training@makewayglobal.com

❖ PRESENTATION MASTERCLASS: DELIVER CONFIDENT, PERSUASIVE AND IMPACTFUL PRESENTATIONS

In today's fast-paced world, audiences demand high-quality, engaging presentations. Important decisions are often made based on the effectiveness of presentations. This course is designed to elevate your presentation skills and transform you into a confident and captivating presenter.

Through a highly interactive and experiential approach, you will receive expert guidance, personal feedback, and engaging exercises. You'll have the opportunity to film your presentations, allowing for in-depth analysis and significant improvement.

Course Duration

5 Days

By the end of the course, participants be able to:

- Deliver Engaging Presentations: Captivate your audience and leave a lasting impression
- Structure Persuasive Presentations: Develop clear, compelling, and persuasive presentations
- Master Public Speaking Skills: Overcome stage fright and speak with confidence and authority
- Use Visual Aids Effectively: Utilise visual aids to enhance your message and engage your audience
- Handle Q&A Sessions: Respond to questions with clarity and professionalism
- Adapt to Different Audiences: Tailor your presentations to suit various audiences and situations

Who Should Attend

- Sales and Marketing Professionals
- Consultants
- Trainers
- Educators
- Professionals at all levels

CONTACT US:

● Website: www.makewayglobal.com ● Email: training@makewayglobal.com

❖ PROFESSIONAL BUSINESS WRITING: CLEAR, CONCISE AND IMPACTFUL COMMUNICATION AT WORK

This course will empower you to produce clear, concise, and impactful written communications, ensuring that your message is received with precision and professionalism.

The documents, reports, and emails we create are vital tools for shaping our individual and organisational image. By mastering the art of effective writing, you can elevate your professional standing and achieve greater success.

Course Duration

5 Days

At the workshop, amongst other topics, the participants will be able to:

- Employ the 4-block structure to organise letters and emails effectively
 - Select simple, powerful language to convey your message clearly
 - Understand the fundamental importance of grammar, punctuation, and spelling in business writing
 - Follow best practices for professional email communication
 - Utilise plain English to ensure your writing is easily understood
 - Differentiate between active and passive voice to enhance your writing style
 - Eliminate clichés and redundant phrases to strengthen your writing
 - Apply pyramid thinking to structure complex data into a coherent narrative
 - Identify and avoid common writing errors that can hinder effective communication
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Who Should Attend

- Office Workers
- Administrators
- Marketing and Communications Professionals
- Customer Service Representatives

A decorative graphic at the bottom of the page consisting of several overlapping, rounded shapes in various shades of purple, creating a wave-like effect.

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❖ STRATEGIC PERFORMANCE MANAGEMENT FOR ORGANISATIONAL GROWTH

This course equips managers, team leads, and HR professionals with the tools and mindset to effectively manage employee performance, drive accountability, and align individual goals with organisational strategy. Participants will learn modern, continuous performance management techniques, how to give meaningful feedback, and how to address underperformance constructively.

Course Duration

5 Days

Learning Objectives

By the end of this course, participants will be able to:

1. Understand the principles and purpose of performance management in today's workplace.
2. Set SMART goals that align with strategic business outcomes.
3. Apply a structured approach to continuous performance conversations and feedback.
4. Address underperformance with confidence and fairness.
5. Develop a team culture of accountability and development.

Module	Topics
1. Understanding Performance Management	Definitions, trends (moving beyond appraisals), link to business strategy
2. Setting Effective Goals	SMART goals, OKRs, cascading objectives
3. Performance Planning	Role clarity, expectations, KPIs, competency frameworks
4. Coaching for Performance	Manager as coach, GROW model, active listening

Managing and Developing Performance

Module	Topics
5. Giving and Receiving Feedback	SBI/BOOST models, feedback culture, real-play
6. Conducting Performance Reviews	Mid-year, end-year, one-on-one check-ins
7. Managing Underperformance	Root cause analysis, PIP (Performance Improvement Plan), legal considerations
8. Recognition and Development Planning	Motivation, career development, linking performance to rewards

Assessment & Certification

- Interactive knowledge checks per module
- Role-play/feedback scenario evaluation
- Certificate of Completion issued by MakeWay Global

Optional Add-ons

- Follow-up coaching package
- eLearning conversion (for blended delivery)
- Customisation for client-specific frameworks or KPIs

Who Should Attend

- Line managers and supervisors
- Human Resources and People Operations staff
- Department heads
- High-potential future leaders

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❖ TEAM-BASED PRODUCTIVITY: BUILDING EFFECTIVE, SUSTAINABLE, AND HIGH-PERFORMING TEAMS

Team-Based Productivity: Building Effective, Sustainable, and High-Performing Teams is an immersive four-to-five-day programme that blends classroom sessions with hands-on, outdoor activities. The workshop shows leaders how to turn individual talent into collective synergy, creating a transformation that lifts morale, strengthens cohesion and drives standout results across the organisation.

Course Duration

5 Days

Workshop Objectives

Participants will learn to:

- Craft a shared vision and clear direction for the team
- Strengthen communication and build trust among members
- Spark creative thinking and collaborative problem-solving
- Map and visualise processes to align functional duties across the organisation
- Replace blame and internal competition with a unified, team-first mindset
- Boost morale and reinforce organisational values
- Embed a strong sense of team identity and purpose

Core Elements of the Programme

1. Clarify the Team's Purpose & Direction

- o Define the team's mission, critical success factors and top priorities
- o Benchmark best practice, set SMART goals and outline strategies to reach them
- o Introduce simple continuous-improvement and problem-solving techniques that raise productivity

2. Align Roles with the Belbin Team Model

- o Explore the nine Belbin roles to recognise individual strengths, gaps and overlaps
- o Apply role insights directly to day-to-day tasks to improve collaboration and output

3. Experiential Team-Building Activities

- o Engage in carefully chosen outdoor challenges—paintballing, water sports, and more—to translate classroom learning into practical teamwork skills
- o Select activities in advance (subject to venue options) to ensure relevance, safety and maximum engagement

Who Should Attend

- Business executives and managers
- Supervisors with their teams
- Office-based and field-based work groups
- Entrepreneurs seeking to build cohesive teams



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● Email: training@makewayglobal.com

❖ TOTAL QUALITY MANAGEMENT (TQM): STRATEGIES FOR ACHIEVING GLOBAL COMPETITIVENESS AND EXCELLENCE

The industrial methods that many emerging nations are using are much the same as were originally developed in Japan. These have proved to be far superior to any Western alternative and have the advantage of proving acceptable regardless of race or creed. The reason being that they are based on universally acceptable human concepts, namely:

“To recognise that each person is the expert in his or her own job and by using the collective thinking power and job knowledge of all their people working with a common objective and to bring out man's infinite capabilities.

(Professor Kaoru Ishikawa)

These are nice sounding words but to make them meaningful, there is a definite structure behind these platitudes that are proven to be devastatingly successful where properly applied. One of our executive directors, David Hutchins, has been described in Japan to “...understand Japanese culture better than any other known European.”

In this very participative course, it is our intention to enable participants to obtain a first-hand experience of putting the relevant concepts into practice during the course to enable them to evaluate how they might be applied on their own organisations wherever they may be and regardless of industry.

Course Duration

10 Days

At the workshop, amongst other topics, the participants will be able to:

- Evaluate the potential of TQM for the future performance of their organisations and move towards becoming a global leader.
- Appreciate the importance of careful pre-planning before attempting implementation.
- Identify the key resistance to change issues to expect, both prior to and during implementation, and how they may be resolved.
- Form associations with the course providers and other participants to support each other in the future.
- Confidently explain the concepts of TQM to opinion influencers in their organisation.
- See a career path for themselves and others before, during and after implementation.

Who Should Attend

- Chief Executives from any industry
- Entire management teams from any industry
- Function Heads
- Business development strategists

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**For enquiries or registration, please send us an email to
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