

Hospitality

2025 Training Brochure





About Us

We are a leading and trusted Human Capital Partner with over 25 years of Experience.

Our Services

- Learning & Development
- Recruitment
- Outsourcing
- HR Advisory

Our Core Values

- Team Work
- Responsiveness
- Integrity
- Innovation
- Quality

Our Training Model

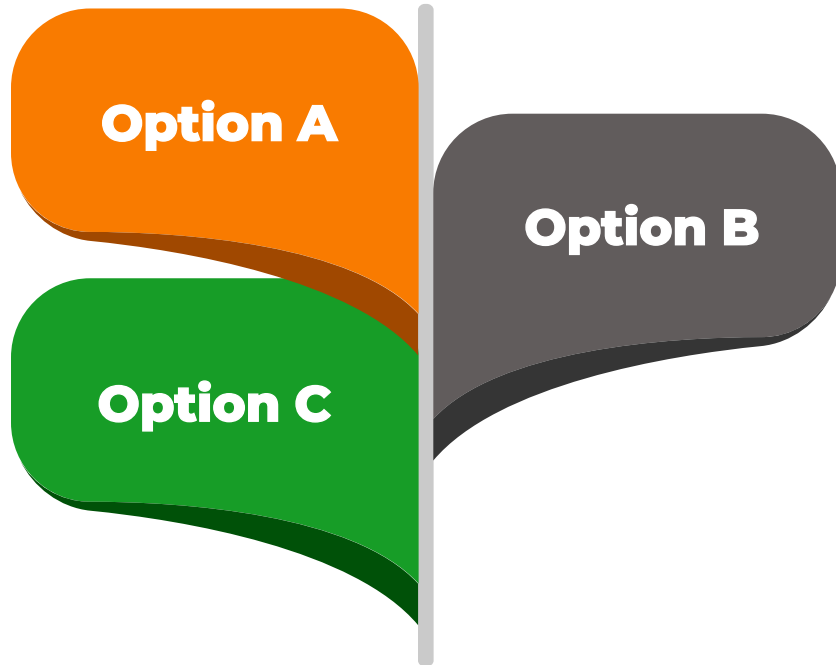
Kimberly Ryan advocates for a holistic approach to learning, emphasizing that sustainable change is attainable only through continuous support in developing systems, structures, and cultures that foster and reward desired behaviours.

Our passion for Learning and Development is greatly demonstrated in the delivery of training programs that feature the following:

- Customized and tailored to your training needs.
- Engaging and interactive classroom settings (both Virtual and Onsite).
- Scheduled to suit your preferred timings.



As graphically represented below, our learning and development model offers our clients options for operational effectiveness and organizational preferences.



In this regard, Kimberly Ryan specially packages its learning events to:

- Meet the needs of the organization/participants
- Identify and bridge existing skills gaps
- Evaluate the learning progress of the participants

Pre-training Diagnostic Options

- Stakeholder based.
- Classroom based.

Delivery And Design Option

- User Manuals.
- Case Studies.
- Role Play.
- Quiz.

Post Training Evaluation And Report

- Assessment Centre.
- Scenario Interview.
- Report.

Qualities That Set Our Program Apart From Our Competitors

Moderate Level of Content

We are selective in our content, choosing the “need to know” over the “nice to know”, thereby avoiding information overload that minimize the impact of the program.

Real-life Problem Solving

Our training focuses on real-world applications, giving participants the opportunity to use course content to solve actual problems they face regularly.

Balance Between Affective, Behavioural And Cognitive Learning

Our program involves a three-pronged approach: fostering the right attitudes, developing, and practicing skills and promoting understanding of the concepts and models behind the subject.

Allowance For Future Planning & Evaluation

At the end of each program, participants often ask, "Now what?" This is the key part of our approach, as we design all programs with the next steps and potential challenges in mind.

Variety Of Learning Approaches

We enhance our training quality through pre-read documents, questions, case problems, role-playing, videos, simulations, and interactive exercises.

Life-long-learning/On-going Support

After completing our program, we continue to support delegates' lifelong learning by periodically sending relevant materials, including articles, white papers, and book summaries.

Strategic HR Leadership Program

Program Overview:

In today's rapidly evolving business landscape, HR leaders play a critical role in driving organizational success. The Strategic HR Leadership Program (SHLP) is designed to equip HR professionals with the skills, knowledge, and expertise needed to excel as strategic business partners and leaders.

Program Schedule:

Quarterly

March, June, September & December Cohorts.



Program Objectives:

1. Equip HR professionals to create and align HR strategies with business goals, enhancing HR's impact on organisational success.
2. Provide insights on economic trends, such as inflation and talent scarcity, and their effects on talent management.
3. Teach techniques for talent mapping and succession planning to support business continuity.
4. Develop skills in designing talent programs to address skill gaps, leadership needs, and future business requirements.
5. Introduce modern performance management approaches that connect employee performance with business outcomes.
6. Prepare HR leaders to manage organisational change effectively, addressing resistance and fostering adaptability.
7. Enable HR teams to design scalable, goal-aligned learning programs using technology and e-learning.
8. Guide HR leaders in fostering a high-performance culture to boost engagement, retention, and productivity.

Program Outline

DAY 1

The Strategic Foundation of HR

Module 1: HR & Organizational Strategy.
Module 2: HR & Economic Trends.

DAY 2

Talent Acquisition and Development

Module 3: Talent Mapping.
Module 4: Talent Development Plan.

DAY 3

Managing Performance and Succession

Module 5: Performance Management.
Module 6: Talent Management & Succession Planning.

DAY 4

Driving Change and Learning for Impact

Module 7: Change Management.
Module 8: Strategic Learning & Development.

DAY 5

Business Acumen for HR

Module 9: Understanding the Business Environment.
Module 10: Financial Literacy for HR Professionals.
Module 11: Aligning HR Strategy with Business Objectives

DAY 6

Business Acumen for HR (2)

Module 12: Communicating HR's Business Value.
Module 13: Developing a Business-Focused HR Strategy.

Leadership and Supervisory Development Programmes

S/N	TITLE	DAYS
1	Personal Effectiveness and Time Management	3
2	Managing People for Strategic Objectives	3
3	Behavioural Influence for Peak Performance and Decision Making	3
4	Assertive Communication Skills for Managers and Team Leads	3
5	Building a Multicultural Workplace: Diversity and Inclusion Outlook	3
6	Leadership and Strategic thinking for Industries	3
7	Essential Leadership and Management Skills for Engineers and Managers	3

S/N	TITLE	DAYS
8	Planning, Organising and Controlling Budget	3
9	Budget Planning and Cost Control Skills	3
10	Performance Monitoring & Evaluation	3
11	Scenarios and Strategic Planning Skills	3
12	Behavioural Skills	3
13	Strategic Business Leadership Programme (SBLP)	3
14	High Impact Leadership - the Approach	3

S/N	TITLE	DAYS
15	Leadership Academy Programme	CUSTOMISED (BASED ON REQUEST)
16	Basics of Modern Corporate Governance and Compliance Practices	2
17	Becoming an Effective Supervisory Manager	2
18	Building Trust and Inspiring Followers - Small Behaviours that Create Positive Change	2
19	Change Leadership, Policy Transformation and People Management	2
20	Coaching and Mentoring Skills	2
21	Delivering Results through Teams	2

S/N	TITLE	DAYS
22	Developing Leadership Competencies	2
23	Frontline Leadership (Emerging Leadership Course)	2
24	Harnessing Your Leadership Power for Constructive Guidance	2
25	Hit the Ground Running As A New Manager - Get Fast on the Right Track	2
26	Insights into the Structures of Corporate Governance & Leadership Capabilities	2
27	Leadership in a Polarised Work Environment	2
28	Leading with Emotional Intelligence	2

S/N	TITLE	DAYS
29	People Management in the Workplace	2
30	Power of Positive Reinforcement (the Leadership Character Definitions)	2
31	Powerful Leadership Communication and Influence Management	2

Finance and Business Risk Management

S/N	TITLE	DAYS
1	Advanced Financial Management for Non-Finance Managers	3
2	Accounts and Finance for Non-Finance Managers	3
3	Strategic Business Finance for Management Trainees	3
4	Financial Management and Cost Control	3
5	Essentials of Budgeting Budget Preparatory Skills	3
6	IFRS Training /Workshop, IFRS Comprehensive Seminar	3
7	Financial Analysis for Non-Finance Managers	3

S/N	TITLE	DAYS
8	Managing Business Risk	3
9	Principle of Transfer Pricing	3
10	Understanding and Analysing Financial Statement and Annual Report	3
11	Transfer Pricing Master Class	3
12	Financial Analyst Development Programme	3
13	Advanced Financial Statement Analysis	3
14	Business Process Management	3

S/N	TITLE	DAYS
15	Business Acumen: Driving Sustainable Financial Success	3
16	Understanding Finance to Influence Strategic Decisions	3
17	Cost and Budget Control for Effective Business Strategy and Performance Measurement	3
18	Accounting and Performance Management for Oil and Gas	3
19	Effective Budgeting and Cost Control for Strategic Planning	3
20	Capital Budgeting, Cash Budgeting & Sensitivity Analysis in Budget planning.	3
21	Cash Management and Risk Mitigation	3

S/N	TITLE	DAYS
22	Cost Reduction Strategies	3
23	International Finance Operations	3
24	Bookkeeping and Basic Accounting for Non-Accountants	3
25	Fundamentals of Finance and Accounting	3
26	Financial Analysis and Financial Reporting Skills	3
27	Advanced Microsoft Excel for Financial Analysis	3
28	Inventory Accounting And Costing Techniques	3

S/N	TITLE	DAYS
29	Payroll Management And Effective Payroll Controls	3
30	Tax Planning, Compliance And Incentives	3

Business Intelligence, Office Productivity and Financial Modelling

S/N	TITLE	DAYS
1	Info graphics & Data Analytics for Reporting	4
2	Advanced Finance Analytics	4
3	Big Data Governance: Bad Data or Better Data or Best Data	4
4	Data Governance, Privacy with General Data Protection Regulation (GDPR) Masterclass	4
5	Enterprise Content Management	4
6	Business Performance Management Control Frameworks & Dashboards	4
7	People Analytics: HR Transformation through Data	4

S/N	TITLE	DAYS
8	Basic and Intermediate SQL for Data Analysis	4
9	Artificial Intelligence for Executives: Integrating AI into your analytical strategy	4
10	Advanced Machine Learning Specialization	4
11	Robotics: Vision Intelligence and Machine Learning	4
12	Machine Learning, Data Science and Deep Learning with Python	4
13	Basic SQL and Python for Data Analysis	4
14	Advanced SQL and Python Skill for Data Analysis	4

S/N	TITLE	DAYS
15	Block Chain and Digital Transformation Technology	4
16	Advanced Data Analytics for MTs and Young Managers	4
17	Data Analytics Techniques For Management Trainees	4
18	Business Intelligence and Analytics For Young Managers and MTs	4
19	Dashboard and Business Reporting Using Excel	4
20	Business Analytics Reporting Using Excel	4
21	Advanced Excel: Spreadsheet Techniques and Financial Applications	4

S/N	TITLE	DAYS
22	Financial Modelling Using Excel Applications	4
23	Business Intelligence and Data Analytics	4
24	Building Data Models with PowerPoint and Power BI	4
25	Competitive Intelligence and Business Analytics Using Excel Tools	4
26	Corporate Business Intelligence & Analytics	4
27	Workplace Productivity Tools: Microsoft Office Suite 365	4
28	Corporate Business Intelligence and Analytics	3

S/N	TITLE	DAYS
29	Data Analytics for Workplace	3
30	Advanced Financial Analyst Development Programme	3
31	Power Point and Excel Fusion	3
32	Advanced Microsoft Excel for Dashboard Reporting	3
33	Advanced Microsoft Excel for Data Analysis	3
34	Office Productivity Tools	3
35	Advanced Excel and PowerPoint for Business Reporting	3

S/N	TITLE	DAYS
36	Basic to Intermediate Microsoft Excel	3
37	Intermediate to Advanced Microsoft Excel	3

Sales and Marketing

S/N	TITLE	DAYS
1	Essential Sales and Relationship Management Skills	3
2	Key Account Management and Solution Selling	3
3	Sales Master Class	3
4	Marketing Penetration and Acquisition Skills	3
5	Managing an Effective Sales Force	3
6	High Performing Selling Skills	3
7	Conceptual and Solution Selling Workshop	3

S/N	TITLE	DAYS
8	Developing Sales Strategies for SMEs Workshop	3
9	Managing Distribution Channels	3
10	Sales and Negotiation Training	3
11	Sales Integration and Onboarding Workshop	3
12	Sales Team Building for Excellence at Retail	3
13	Executing Marketing and Sales Strategies	3
14	Digital Marketing Strategies	3

S/N	TITLE	DAYS
15	Customer Service Excellence	3
16	Activation & Consumer Experiential Marketing Master Class	3
17	Competency training for Business Development	3
18	Getting Up to Speed in Marketing of Financial Service - A Training Orientation for Fresh Bank Executives	3
19	Key Account Management Training	3
20	Marketing Knowledge Training for Beginners	3
21	Proficiency in Digital Marketing and E-Commerce	3

S/N	TITLE	DAYS
22	Relationship Management and Marketing Skills	3
23	Strategic Brand Management Course - Success with Product Management Functions	3
24	Value Added Marketing - the Advanced Strategies	3
25	Accelerating the Sales Managers Productivity	3
26	Advanced Sales Operations Management	3
27	Executing Marketing and Sales Strategies	3
28	Implementing Field-Force Effectiveness	3

S/N	TITLE	DAYS
29	How to Profile and Manage Your Sales Territory for Profitability	3

Hotel and Hospitality

S/N	TITLE	DAYS
1	Events and Catering Management	3
2	Customer Service Excellence for Hospitality Services	3
3	Food and Catering Services	3
4	Cost Control Strategies for Food and Beverages	3
5	Hospitality Management	3
6	Effective Hotel Marketing	3
7	Hotel Asset Management	3

S/N	TITLE	DAYS
8	Hotel and Hospitality Management Auditing Training	3
9	Restaurant Operations Management	3
10	Fundamentals Of Hotel Revenue Management In Hospitality Industry	3
11	Event and Conference Management course	3
12	Hotel Quality Control	3
13	Hotel Reservation Techniques	3
14	Menu Analysis Workshop	3

S/N	TITLE	DAYS
15	Internal Control Fraud Management	3

Human Resources

S/N	TITLE	DAYS
1	Advanced Human Resources Management	2
2	Advancing Performance by S.M.A.R.T. Targets Setting & Appraisal Processes - Employee Performance Assurance Training	2
3	Competencies in Human Resources Management - Basic Human Resources Management Training	2
4	Cultural Integration for Company Expatriates - The Business Case	2
5	Employee Relations Management	2
6	Framework for Implementing Performance Alignment for the Organization	2
7	Guides to Setting Up a New HR Department	2

S/N	TITLE	DAYS
8	How to Set Key Performance Indicators (KPI) - for Objective Performance Management	2
9	HR for Non-HR Managers	2
10	Human Resources Business Partnering	2
11	Intermediate Skills Level for Human Resources Management	2
12	Laws Relating to Employment and Regulatory Compliance	2
13	Line Managers Classroom Training Delivery Skills - (Training-the-Trainer)	2
14	Managing the Learning & Development Function	2

S/N	TITLE	DAYS
15	Payroll Management, Compensation and Benefits Administration	2
16	Compensation, Benefit Administration And Reward Management	2
17	Optimizing Time, Workflow And Productivity	2
18	Strategic Human Resources Management for Managers and Trainees	3
19	Human Resources Management for Mid-Level Managers	3
20	Strategic HR Business Partnering	3
21	HR Metrics and Analytics	3

S/N	TITLE	DAYS
22	Human Resources Master Class	3
23	Corporate Culture and Employee Performance	3
24	Employee Retention Strategies for Line Managers	3
25	Diversity and Inclusiveness: Emerging Issues	3
26	Advancing Performance by S.M.A.R.T. Targets Setting & Appraisal Processes - Employee Performance Assurance Training	3
27	Employee Relations Management	3
28	Setting Key Performance Indicators (KPI) - for Strategic Performance	3

S/N	TITLE	DAYS
29	Human Resource Fundamentals	3
30	Performance Management in a VUCA World	3

Soft Skills

S/N	TITLE	DAYS
1	Relationship Management	2
2	Cost Management	2
3	Team Work & Team Spirit	2
4	Interpersonal & Influencing Skills	2
5	Managing Self & Work	2
6	Effective Communication	2
7	Emotional Intelligence	2

S/N	TITLE	DAYS
8	Taking Accountability & Ownership	2
9	Stress Management	2
10	Business Etiquette and Ethics	2
11	Business Selling & Negotiation Skills	2
12	Advance Communication Strategy for High Performance	2
13	Creating Excellence Service Culture	2
14	Business Communication	2

S/N	TITLE	DAYS
15	Creative Problem Solving	2
16	Crisis Management	2
17	Presentation Skills	2
18	Time Management	2
19	Supervision Skills	2
20	Leadership & Mentoring	2

Mental Health

S/N	TITLE	DAYS
1	Introduction to Mental Health Awareness	2
2	Stress Management and Resilience Building	2
3	Mental Health First Aid for Managers	2
4	Mindfulness and Emotional Well-being	2
5	Workplace Mental Health and Productivity	2
6	Creating a Culture of Mental Health in the Workplace	2

Some of Our Clients



SAMSUNG

Canon



Deloitte.



LIXIL



africapractice

Contact Us

For further details about our Learning and Development Solutions,

Please reach out to our consultants on any of the following channels:



Phone

+234 818 453 2278

Location

Plot 3/4, Water Corporation Road,
Off Ligali Ayorinde Road,
Victoria Island, Lagos

Email

info@kimberly-ryan.net

Ugochukwu.osuji@kimberly-ryan.net

Chinyere.onukogu@kimberly-ryan.net

Thank You