



Learning Impact NG

# SCHOOL OF HUMAN RESOURCES AND LEARNING





# SCHOOL OF HUMAN RESOURCES AND LEARNING



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

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

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



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

# Strategic Human Resources Management

---

Human Resources Managers have a critical role to play in driving organizational performance and strategy. They are responsible for the core asset of every organization that drives its strategy and performance - its people. Unfortunately, most HR managers and professionals are not yet in driver's seat in their organizations and are not playing this important role well enough. They need the skills and tools to be more "strategic" and get a "seat at the table", so that they can really drive organizational strategy and performance and make a difference.

## The HR Challenge

In this opening module, we will explore the challenge of organizational strategy and performance and the role that Human resources Professionals should play. We will introduce Dave Ulrich's Strategic HR Framework and the expectations for modern HR Professionals.

## Strategy for HR Professionals

One of the core capabilities of HR Professionals in the Ulrich Model is Strategic Driver. This requires HR professionals to lead Strategy Development and Implementation rather than just support the Business Strategy. This module will provide tools for HR professionals to do so and much more.

## Performance & Operational Improvement

HR professionals will learn to use various tools of performance consulting and operations improvement to ensure that organizational performance is improved and sustained. This module will give participants the opportunity to design and apply these tools.

## Change Management Tools for HR Professionals

Effective strategy is about doing things differently, and this definitely means that there will be a lot of changes in the organization. These changes have to be properly managed on a continuous basis with HR professionals driving the change management effort. This module will equip participants with the tools for Change Management.

## HR Metrics and Measures

The final part of this program will focus on building the skills and capabilities of HR professionals to develop and use HR Metrics and Measures that speak the language of the business and align with the overall strategic framework of the organization.

Delivery will involve the use of a number of experiential activities including self-assessments, case studies, reflective practice and role plays, amongst others. Program can be further customized to meet the organization's specific needs



# Strategic HR Metrics

---

The language of modern organizations is data and metrics - this is the language of business and this is the language that Human Resources Management Professionals must speak if they are to get a permanent seat at the Strategic Table and add value to their organizations as they are expected to. To achieve this, they must transform their language to the language of the business by learning to develop and use strategic HR Metrics and Measures

## Overview of HR Metrics and Measures

In this opening module, we will explore the concept of the language of business and the why, what and how of HR professionals speaking the language of business by using data, analytics and strategic HR metrics and measures.

## Value Drivers along the HR Life-Cycle

Participants will learn about the value-drivers at each point of the HR life cycle and how they affect organizational performance. With a firm understanding of value-drivers, participants will begin to build the foundation for using metrics to deliver value to their organizations.

## Developing Metrics across the HR Life-Cycle

In module three we will practice the development of HR Metrics and Measures based on the value-drivers from the previous module and also how to select the most appropriate Metrics and Measures for various HR interventions and projects.

## Analyzing and Interpreting HR Metrics

Just like accountants analyze and interpret the financial metrics of an organization, HR professionals will learn to analyze and interpret their HR metrics to support decision making regarding HR and people management activities in the organizations in this module.

## Improving HR Performance with Metrics

In the final module, we will practice how to use the analysis and insights from the HR metrics to come up with options for interventions and solutions to support organizational development and performance.

Delivery will involve the use of a number of experiential activities including self-assessments, case studies, reflective practice and role plays, amongst others. Program can be further customized to meet the organization's specific needs.



# Experiential Learning Design & Facilitation

One of the most powerful skills that Human Resources Managers, L&D Professionals and internal Subject Matter Experts (SMEs) can learn are the skills for the design and delivery of experiential training. In this workshop, Learning Impact NG brings almost two decades of experience in experiential learning design and delivery into a power-packed Workshop that will transform learning and development activities in your Company.

## Overview of Learning Design

In this opening module, will be introduced to the basics of training design including adult learning theory, basic experiential techniques, and the competencies required to succeed as a Workplace Performance Professional using the ARDDIE Model and other models of Human Performance Improvement

## Needs Analysis & Learning Objectives

In this module, participants will practice the evaluation of learning needs using various tools of performance consulting, task and job analysis to translate learning needs into performance gaps, and the creation of powerful learning objectives and lesson plans using Bloom's Taxonomy that will drive the entire training program.

## Designing Modules & Content

In Module three, participants will practice the design of content modules based on the training needs and learning objectives as well as the development of various types of educational materials - activities, case studies, videos, role plays, job aids and presentation slides, e.t.c.

## Developing Materials and Evaluating Training

In this module participants will build on the content from the previous module and learn how to put together facilitators guides and participants workbooks that can be customized and used by others. We will also practice Kirkpatrick's Levels of Evaluation and design evaluation tools and valid tests for trainings.

## Experiential Facilitation & Delivery

In the final module, participants will practice the actual delivery of some of their lessons and modules using a variety of experiential techniques that we learnt in Module One. These practical sessions will capture all the lessons from the previous modules preparatory to participants getting back to become Master Trainers back at work.

Delivery will involve the use of a number of experiential activities including self-assessments, case studies, reflective practice and role plays, amongst others. Program can be further customized to meet the organization's specific needs



# Fostering the Right Organizational Culture

---

A dominant school of thought in organizational development holds that “Culture eats strategy for breakfast” - that no matter how robust or innovative a strategy you have, it will be subsumed and possibly consumed by your organizational culture - the way people do things. If the culture does not support the strategy, the strategy will not work! So, organizations must invest in fostering the right organizational culture.

## Organizational Culture Overview

In this opening module, we will explore organizational culture - why it is important, its constitutive elements - communication, decision making, operations, philosophy, structure, people and motivation and how to make your culture work.

## Developing and Using Cultural Elements

We will focus the process of evaluating existing cultural elements like your Vision, Mission and Values to ensure alignment with your organizational strategy. We will also explore the ways to use these cultural elements to foster the culture that you want.

## Evaluating and Assessing Your Culture

In module three we will learn how to evaluate and assess our current culture and benchmark it against the organization’s strategy and goals. This will lead us to a CULTURAL GAP that will then form the basis for deciding the steps required to implement changes in the organizational culture.

## Implementing Cultural Change

Based on the CULTURAL GAP identified from the previous module, participants will work to apply the principles and tools of organizational change to implementing a cultural change in their organizations, and ensuring that this becomes the organizational DNA

## Building an Ethical Organization

In the final module, we will look at the key elements of an ethical workplace and how to create a culture of ethical behaviour and integrity in an organization using the Value-Based Leadership Framework and other tools that support ethical behaviour.

Delivery will involve the use of a number of experiential activities including self-assessments, case studies, reflective practice and role plays, amongst others. Program can be further customized to meet the organization’s specific needs.



# Performance Consulting for HR Professionals

The key role that Human Resources Professionals should play in organizations is driving individual and organizational performance to achieve the strategic goals of the organization. At the end of the program, your Human Resources professionals will be better able to drive organizational performance and add value to your Company. The program will focus on the specific skills, behaviours and tools for identifying performance gaps in Departments, Units and Teams; identifying options for overcoming these gaps; implementing solutions; and monitoring the impact/ROI of these solutions - equipping your HR professionals to become "Internal Business Consultants".

## Human and Organizational Performance and HR's Role

In this opening module, participants will be exposed to the role of Human Resources in driving human and organizational performance, especially within the context of Dave Ulrich's Strategic HR Capabilities. It will also focus on important principles of Human Performance Improvement.

## Principles and Roles of Performance Consulting

In this module, participants will explore the four key roles of performance consulting and the principles that guide performance consulting - it's focus on accomplishments and its business focus.

## Tools for Diagnosing Root Causes

Participants will learn how to diagnose a variety of complex business problems using a variety of tools for root-cause analysis. We will use case studies from across the various operational departments of a PFA - Business Development; Operations; Benefits; Investments etc. to apply these tools.

## Tools for Identifying Options and Solutions

Building on the tools for diagnosing root causes, HR professionals will practice a number of tools for developing unique ideas and transforming them into workable solutions. We will deploy our Creative Thinking Toolkit consisting of up to 12 unique tools that can be applied to a variety of situations in the pension industry.

## Tools for Implementing and Evaluating Solutions

We will deal with all the tools required to actually implement the solutions that the Performance Consultants develop including approaches for "selling" the solutions to Managers and Executives; tools for project management; change management and specific tools for monitoring and evaluation of initiatives to measure impact and ROI

Delivery will involve the use of a number of experiential activities including self-assessments, case studies, reflective practice, games, videos and role plays, amongst others.

# Competency Frameworks

The traditional view of Human Resources Management is that it is just an art - managing people and their feelings, and attitudes. The modern and futuristic approach is to think of HR as a Science built on principles and practices and of course - data and inferences that have been tried, tested and proven. Competencies are the demonstrable knowledge skills and behaviours that predict performance in a specific role. With Competency frameworks, the practice of HR can be made more scientific, and therefore, more effective.

## Competencies and Competency Frameworks

In this opening module, we will explore the short-comings of not having competency frameworks, what competency frameworks are, and can do for organizations and the various applications to competency frameworks to organizational development.

## Developing Competency Frameworks

We will focus on the process of competency development - using generic or existing competencies and building new or organic competencies from scratch. The entire toolkit for job analysis and evaluation, codifying, testing and validating competencies will be practiced.

## Competency-Based Recruitment

In module three we will practice how to use competency frameworks in recruitment and selection processes and improve the quality of your recruitment decisions. Recruitment is one of the places where we must get it right and Competency Frameworks are here to make it happen.

## Competency-Based People Development & Growth

Competencies **MUST** also be applied to the various people development and career management programs at our organizations including but not limited to coaching, mentoring, leadership development, training, career management and more.

## Competency-Based Performance Management

Finally, we will apply the competencies and competency frameworks to organizational and individual performance management and strategy. What are the core organizational and departmental capabilities and how can we use competencies to drive results?

Delivery will involve the use of a number of experiential activities including self-assessments, case studies, reflective practice and role plays, amongst others. Program can be further customized to meet the organization's specific needs

## About Learning Impact NG

---

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

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

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

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

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

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

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



## Our Learning Design & Delivery Methodology

---

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

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

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

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



## COMMENTS / FEEDBACK FROM CLIENTS



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

# CONTACT US

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



Be Better-Learning Impact NG



@learning\_bee



Learning Impact NG



@be\_better\_ng



Learning Impact



6 David Mark Close  
Apo-Gudu District  
Abuja



+234 805 195 3276



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





**School of Strategy and Innovation**

**School of Financial Literacy & Business Acumen**

**School of Human Resources & Learning**

**School of Sales & Service Delivery**

**School of Leadership & People Management**

**School of Personal Effectiveness & Productivity**

**John C Maxwell Leadership Development**



**Learning Impact NG**

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

0818 195 6161

