RECTRAIN
SERVICES LIMITED

TRAINING CATALOGUE



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ABOUT US

WHO ARE WE?

RecTrain Services Limited is a Human Resources Consultancy that acts as a strategic business partner, offering specific tailored services to increase productivity, return on investment and business retention with the overall objective of adding value.

With over twenty (20) years industry experience, we bring a wealth of expertise to ensure success for both local and international clients across multiple industries.

Relentless in our pursuit of the extraordinaire, we have a Passionate, Professional and Creative team that excels in its efforts to be the continent's best provider of quality Human Resource and Corporate Event services.

What We Do?

In addition to designing and delivering a range of generic and custom made learning and developmental solutions to enable business and employees to meet their goals, we manage Payroll Services for organizations, Recruit permanent, temporary, outsourced and fixed term positions for clients, provide HR Consulting as well as plan and implement corporate events.

ABOUT US

OUR TRAINING COURSES

We are committed to providing outstanding services at every step of your request from the first engagement to the end results, which has often brought about repeated business.

Our team of seasoned experts in training delivery has a combined knowledge and experience in coaching, recruitment, learning & development, employee relations and event management. Their multi-national experience and knowledge across various industries add exceptional value to our training services.

For impactful learning experiences, our offsite, onsite and virtual training sessions are delivered using participatory and discussions approach with application of real life scenarios, relevant exercises, videos, and case studies.

We run a variety of generic courses for the general public and also customize training for teams and organisations, merging existing training programs or designing new courses from scratch.

If you are interested in looking at some of the training we have on offer, please see the courses listed on pages 5 to 38 with detailed synopsis for each course and who should attend respectively.

If you would like to run one of our generic and tailor made courses,

Please call us on **+233 (0) 503 651338** or email **info@rectrain.com**



Acing the Interview

SYNOPSIS

Wondering what you have been doing wrong during interviews? This session will help you learn how to successfully prepare for an interview in line with a job role and successfully impress your interviewer(s). Get to know the techniques, briefs and tips on how to answer interview questions impressively, what to wear vs what not to wear and what questions to ask.

WHO SHOULD ATTEND

Open to all Jobseekers.



Basics of Business Bookkeeping

SYNOPSIS

Businesses with properly kept financial records can easily analyse their financial operations and state of affairs and as a result, strategize accordingly. This course introduces business owners and individuals to the principles of basic financial record keeping and analysis for making business decisions.

WHO SHOULD ATTEND

Ideal for Individuals with non-accounting background who keep financial records for business or personal purposes.



Boosting Employee Morale

SYNOPSIS

Morale boosters for employee(s) have many advantages in assisting with productivity within the working environment. This practical session looks into tools, techniques, strategies and processes of boosting morale at the work place with the aim to retain, promote good relationships and reduce staff turnover

WHO SHOULD ATTEND

This course is useful for individuals with line management responsibilities especially HR Professionals, Managers and Team Leaders.



Business Skills

SYNOPSIS

Setting up a business and ensuring it thrives is the ultimate goal of every business leader. The session combines different modules to help participants identify how to manage their business in order to increase revenue, ensure return on investments and boost productivity via teamwork, communication and excellent client service delivery.

WHO SHOULD ATTEND

The course will benefit Individuals, Teams or Organizations who want to become more productive along with providing excellent customer service.



Career Guidance

SYNOPSIS

In today's world, setting a goal when it comes to one's career is very critical because it helps identify the right path to choose per your career plan and gives insight to what can be achieved along the career journey. Participants will also learn how to put together a winning CV, excel at interviews, discover and leverage their personalities to advance in their career.

WHO SHOULD ATTEND

Open to All especially Students, Graduates and Junior Associates.



Client Relationship Management

SYNOPSIS

The course is designed to look at practices, tools and strategies of how technology is used to manage and analyse customer interactions and data throughout the customer lifecycle with the aim of improving business relationships with customer retention and drive.

WHO SHOULD ATTEND

This course is ideal for all individuals with line management responsibilities especially in Relationship Management, Sales and Business Development.



Client Service in Advertisement

SYNOPSIS

Offering a complete training guide for yourself or your staff and encouraging your clients to be more open to professional advertising agency service is prudent to one's business. Account executive training therefore has been known to be vital to any company's Return On Investment, Growth and Long-term success. This practical session will provide the guidelines and practical tips on how to work efficiently with clients and ultimately gain the associated business results.

WHO SHOULD ATTEND

This course is tailored for individuals who manage key client accounts within the advertising space.



Coaching to Success

SYNOPSIS

Unlock your potential with Coaching to Success! Our personalized approach starts with a 30-minute FREE consultation, tailoring rates to your chosen option: from the 2-hour Taster to comprehensive 1-year plans. Experience regular sessions, goal setting, execution strategies, and 360-degree holistic personalised reviews. Achieve your desires and aspirations with dedicated support and quarterly check-ins. Start your journey to success today!

WHO SHOULD ATTEND

Open to all individuals.



Communication Skills

SYNOPSIS

How well do you cascade information to the relevant people? This workshop will show participants how well a thought - through information or plan, coupled with the tools, techniques and parties involved will work together to disseminate information and ensure resources are used effectively and efficiently for positive results rather than negative.

WHO SHOULD ATTEND

Open to All especially those who communicate as part of their daily routine.



Complaint Handling

SYNOPSIS

In the modern business world, complaints are seen as a "gift" to every growing business in that it gives the opportunity to get it right next time leading to customer retention and loyalty. Participants will get to understand dealing with an upset customer is inevitable. Your ability, tools, techniques and strategies to effectively handle complaints provides a great opportunity to turn dissatisfied customers into active promoters of the business.

WHO SHOULD ATTEND

This course will benefit individuals with line management responsibilities where complaint handling is part of their responsibilities.



Conflict Resolution

SYNOPSIS

Wherever there is human interaction, there is likely to be conflict. Often times conflicts in organizations occur when there is no agreement on ideas proposed by individuals irrespective of the level, favoritism by supervisors and unfair treatment of subordinates. This can lead to low productivity, individual disengagement and high staff turnover. The session explores the tools and strategies of how to manage conflict with the aim of achieving set targets.

WHO SHOULD ATTEND

The course is aimed at Managers, Team Leaders and HR Professionals who are often confronted with managing conflicts at the workplace.



Continuous Performance Management

SYNOPSIS

The session encompasses the activities used in ensuring that goals are consistently met in an efficient manner. It is a way in which businesses align their employees and resources to ensure employee engagement is effective thus reducing turnover, achieve targets set and overall help achieve the overall goals of the business .

WHO SHOULD ATTEND

This course is aimed at HR Professionals, Business owners or individuals who are responsible for appraising other team members



CV Review

"Your Selling Tool"

SYNOPSIS

A well-written CV is what can make an employer grant you an audience or secure the job of your choice. Participants will learn and appreciate how Curriculum Vitae are written in a brief and concise format to capture the attention of the employer in order to secure an interview.

WHO SHOULD ATTEND

Open to all Job Seekers.



Effective Customer Engagement

SYNOPSIS

Your company's best business often comes from existing customers and the everyday competition from other competitors. This workshop will provide delegates with the skills, ideas, tips and techniques necessary to develop courteous and effective ways to ensure client retention and in addition how one can manage customer expectations especially when things go wrong.

WHO SHOULD ATTEND

This course is tailored for individuals who work in customer services/ support roles.



Effective Delegation

SYNOPSIS

As opportunities are created for the expansion and growth of businesses and organisations, leaders are constantly faced with the hurdle of selecting the right individuals with the required skill sets to handle various tasks. The course teaches participants the art of delegating and managing roles appropriately.

WHO SHOULD ATTEND

This course is intended for all individuals who want to increase productivity through delegation.



Owning the Stage

(Sales Presentation Skills)

SYNOPSIS

The impressions people have of others go a long way to determine whether your product or service is received or declined. This practical session goes through the various models and techniques Sales Persons can use to make a positive lasting impression on their potential and existing clients to ensure accounts are not lost to other competitors.

WHO SHOULD ATTEND

Specifically tailored for Sales, Relationship Management, Marketing and Business Development Teams.



Fundamentals of Graphic Design

Idea Generation & Creative Thinking

SYNOPSIS

With graphic design at the forefront of individual and corporate branding, the trends are ever increasing and constantly changing to meet the demands. This course explores how to creatively conceptualize for various projects.

WHO SHOULD ATTEND

This course is for all Individuals who want to explore Fundamental Concepts of Graphic Design in order to boost their creativity.



Get Employed in 3 Steps

SYNOPSIS

Being the best candidate to be selected from the rest when applying for a job depends on how well your CV is presented, how informed you are about the organization and how well you present yourself when answering questions. The practical workshop looks into the vital techniques required to successfully secure a job.

WHO SHOULD ATTEND

Open to all especially Job Seekers, Graduates, Students and individuals who want a refresher in their career.



Google Suite

SYNOPSIS

This course is intended for all individuals who want to learn more about Google Application and in the process, by option, also prepare themselves for the Google Certified Administrator certification exam. This basically serves as a platform which allows participants to start, revise & upgrade any new G Suite feature for effective job administration.

WHO SHOULD ATTEND

This course is for all Individuals who use Google Suite services in their daily routine.

HR for the Non-HR Starter

SYNOPSIS

This practical Human Resources training is geared towards empowering individuals with a Non-Human Resources practical experience to gain the required knowledge and understanding of the operations and technicalities involved when either setting up initially or joining an already established team.

WHO SHOULD ATTEND

Open to All especially those with an interest in pursuing a career in HR or would like a taster in HR Operations.



Leadership & Management Taster

SYNOPSIS

Our Leadership and Management taster session is designed to suit all needs. The training gives a brief synopsis of how to be an exemplary leader and be able to manage your employees in terms of their work performance, attitude towards the job and time management in order to aid successful growth of the business.

WHO SHOULD ATTEND

This course is aimed at Individuals in Leadership and Management positions who would like to upgrade their skills as far managing people is concerned.



Leadership & Management

SYNOPSIS

Our Leadership and Management training is geared towards equipping managers, supervisors and individuals with the vital skills to be more dynamic and inspirational for others to follow and facilitate the running of the business to achieve the desired results.

WHO SHOULD ATTEND

This course is aimed at Individuals in Leadership and Management positions who would like to upgrade their skills as far managing people is concerned.

Online Marketing - Sales

Strategies that Work

SYNOPSIS

Are you new to online marketing? Are you looking for ways to improve engagement or increase sales generated through your social media channels? If you answered yes to any of the above then this training is perfect for you! The session is designed to cover the basics you need to know in order to effectively connect with your clients and prospective customers.

WHO SHOULD ATTEND

This course is aimed at Marketers, Sales Persons and Individuals who want to learn how to use online tools including social media to increase sales.



Open Day with Gen

"The Good, Bad & Ugly"

SYNOPSIS

Want to gain insights into the journey of a seasoned Human Resources practitioner and training expert? Take an informal tour with Gen on her professional journey in Human Resources and other areas in generals.

WHO SHOULD ATTEND

Open to all individuals with aspirations to climb up the career ladder as part of their plan.

Personal Development

SYNOPSIS

In today's world, identifying your skill set is crucial when choosing the career path. This session walks participants through the technical and transferable skills required as a candidate in order to be selected from the rest by a potential employer.

WHO SHOULD ATTEND

This course is typically for Students, Graduates, Junior Associates and Entrepreneurs.

Preparing a Winning Proposal

SYNOPSIS

A proposal that gets selected from the rest and wins the pitch will depend on how well it is presented either verbally or written. This sessions teaches participants how to put together a professional proposal that gets the desired attention and wins the pitch.

WHO SHOULD ATTEND

This course is for Individuals or Teams who have to write persuasively to win a pitch.



Mastering your stage

(Presentation Skills)

SYNOPSIS

What goes into a presentation? How do you prepare for a presentation? How can you communicate successfully? What tools can be utilized? The course answers these questions and more for those seeking to improve on their presentation skills.

WHO SHOULD ATTEND

Jobseekers and individuals who use presentations as part of their daily work routine.



Productivity at the Workplace

SYNOPSIS

The practical session discusses how absenteeism and stress can be managed at the workplace to ensure there is no disruption to the business operations while providing tools, techniques, strategies and processes of boosting morale at the workplace in order for businesses to better meet production and service demands, promote good relationships and reduce staff turnover.

WHO SHOULD ATTEND

This course is suitable for individuals who want to increase productivity as part of their daily/ personal routine.



Recruitment & Selection

SYNOPSIS

Having a suitable candidate requires more than just an excellently written Curriculum Vitae (CV). The practical session involves the interview performance of candidates and how to manage the whole process satisfactorily.

WHO SHOULD ATTEND

This course is intended for HR Professionals and Individuals with recruitment and selection responsibilities.

Sales

Components of Prospecting

SYNOPSIS

This workshop covers the essential knowledge needed to select the right key accounts in which to invest your resources. It identifies the optimal strategies through which business can be won, protected and grown and enables development of strategic plan of action for implementation by sales persons.

WHO SHOULD ATTEND

Specifically tailored for Sales, Relationship Management, Marketing and Business Development Teams.

Software Skills Training

SYNOPSIS

For efficient performance and ease in performing complex tasks, this practical workshop equips participants with the powerful and flexible ways to deliver their best work either at home or the office.

WHO SHOULD ATTEND

Recommended for individuals who use Microsoft Office Programs as part of their daily routine.

Start of the Journey

The Basic Ingredients of "Entrepreneurship"

SYNOPSIS

The Journey of an entrepreneur can be made smoother when equipped with the right knowledge and skills. The course equips participants with the critical skills, practical knowledge and processes required for initial set up and grow a successful business.

WHO SHOULD ATTEND

Suitable for Entrepreneurs or anyone wishing to go into entrepreneurship.



Team Building

SYNOPSIS

We explore practically the old adage that "Teamwork makes the dream work". High productivity can sometimes be as a result of teamwork. When people partner together on projects be it work or business related issues, set goals are achieved.

WHO SHOULD ATTEND

Typically for individuals who lead or manage others.



Train the Trainer

SYNOPSIS

Aimed at trainers, this session will equip individuals who are responsible for training with the knowledge and skills needed to design and deliver appropriate sessions.

WHO SHOULD ATTEND

Ideal for Individuals who train others and those who want to acquire the skills needed to be a trainer.



Workflow & Project Management Tools -

Trello

SYNOPSIS

Long checklists? Lost emails? Time-draining meetings? Take control of your workload and supercharge your productivity! Setting up a workflow for project and task management has been shown to greatly increase productivity and free up resources for more crucial tasks. Now you can organize anything with anyone, anywhere with Trello.

At the end of the training, you should understand the basics of workflows and how they impact projects management. The course would also help you develop a workflow for recurring tasks. You will also be provided with templates which can be tweaked to suit you own individual or organizational needs.

WHO SHOULD ATTEND

This Course is for Individuals, Teams and Organisations who want to properly manage their projects and tasks in order to increase productivity.

OUR TRAINING SESSIONS CAN BE HELD AT ONE OF THE FOLLOWING VENUES.

Client's Office

Virtual

External Conference Facilities

RecTrain Office
The Orangery
Ground Floor
98 La - Bawalashi Road
East Legon, Accra-Ghana
(GA-414-2188)

* Prices and duration vary per location for each session

TRAINERS' PROFILE

Genevieve Puni

Genevieve Puni is a seasoned international Human Resources practitioner, a Director of RecTrain Services Limited and training expert. Her key professional achievements of over twelve (12) years' experience is in human resources management and training in industry and consulting across Europe and Africa. She has undertaken in-house and off site assignments with both local Ghanaian (private & public) and multinational organisations. With extensive experience in training curriculum development and training delivery, she has developed and run a variety of sessions/courses/workshops. A Chartered Member of the Chartered Institute of Personnel and Development, UK and a certified Level III Trainer.

Myrah Caesar

Myrah Caesar is an Experienced Higher Education and Marketing Professional with over 10 years industry experience.

Dzigbordi Kwaku Dosoo

is an expert in personal impact, professional growth, and influence, focusing on aspects like humanness, entrepreneurship, leadership management, and power. She holds certifications as a High Performance Coach and is recognized globally as a speaker, trainer, facilitator, consultant, author, and entrepreneur. With experience in financial services, international trade, business consulting, and wellness, Dzigbordi is the Founder and CEO of Dzigbordi Consulting Group, where she helps organizations and individuals enhance their image, engagement, networks, team dynamics, growth, and productivity through coaching and training.

Edward Amissah

As a Chartered Member of the Chartered Management Institute and Institute of Leaders Management (ILM), Edward has over eighteen (18) years experience in Middle and Senior Management for Carlisle Staffing Group, Anne Clarke Associates and other recruitment companies in the UK. Currently a lecturer and Management Consultant and Leadership & Development trainer / assessor for Mencap – UK, he has worked previously with both international and local companies such Transglobal Logistics Limited, Universal Hospital Group, NHS – UK, Higher Educational institutions, WBL - Apprenticeship set-ups, Adult and Community based establishments.

Rosemary Puni

Roma is a marketing communications practitioner with vast experience, having worked on various accounts in different industries. She is a resilient team player with excellent skills in strategic planning, coaching and team building; interpersonal and organizational skills. She has an excellent history of achieving and exceeding growth in brand and profitability through excellent consumer relations, self-initiative, creativity and innovation. Roma also has experience in marketing communications, brand building, event management, and company management. She is extremely passionate about people development and has held a great deal of trainings in both professional and voluntary organizations.

Ebenezer Nartey

As an Accountant with over four (4) year's practical Accounting experience, Ebenezer has over the years gained useful knowledge in General Accounting having worked within the HR, Events, Branding, Hospitality, Catering, Logistics and Retail organizations. He believes one does not need to be a qualified Accountant before managing your finances, hence the reason for imparting knowledge gained to others on the basics of day-to-day Accounting.

OnasisNii Teiko Tackie

Nii Teiko Tackie is an experienced Creative Professional with over 13 years in advertising, graphic design, print, broadcast production, cross-media and outdoor with both local and international leading brands in telecommunication, finance and the manufacturing industry. Nii also has considerable experience in developing and implementing Brand Guidelines.

Gabriella Neumann

A seasoned Human Resources professional with 15 years of experience offers comprehensive HR services. She holds membership in the CIPD and IHRMP, along with an MA in HRM and a BA in Psychology. Her expertise lies in Performance Management, organizational behavior surveys, and conducting workshops on workplace cooperation, performance enhancement, efficiency, and youth employability. With a background in various senior HR roles and consulting across industries such as Oil & Gas, Manufacturing, Telecommunications, Exclusive Retail, and International Conservation, she possesses diverse industry knowledge. As a Certified International Labour Organisation (ILO) SCORE trainer, she delivers coaching and training sessions to business owners and leaders, emphasizing workplace cooperation, performance, and efficiency. Notable projects include compensation benchmarking for multinational companies, HR audits, workforce consulting, employee handbook reviews, and organizational restructuring. Clients include GIZ, BOST, TAQA, AGRA, among others.

OTHER SERVICES PROVIDED



Recruitment



Payroll



HR Consulting



Corporate Events Planning

Your Needs... Our Priority

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To book a course, find out more or simply have a chat, contact us

+233 (0) 540115588 | (0) 503651338 info@rectrain.com www.rectrain.com

@rectrainservices


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