

CORPORATE PROFILE

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Speakwell Consulting
people . process . performance



SOFT SKILLS TRAINING



RECRUITMENT



HR CONSULTANCY

ABOUT US

Speakwell Consulting provides unique, innovative and bespoke consultancy, training and assessment solutions for your people.

Our expert consultants will work in partnership with you to develop & deliver solutions that help you attract, develop and retain the best people in your industry.

Speakwells' unique structure, extensive skills and experience, combined with our flexibility & expertise ensures we always deliver value to our customers.

Our core competencies and services include Soft Skills Training, Recruitment and Staffing, HR Consulting, Industrial and Employee Relations, Compensation and Benefits, Payroll and Life Coaching.

OUR VISION

To be the most trusted brand providing compelling solution to every Human Capital Development need in Nigeria and Africa.

OUR MISSION

To challenge, improve and transform Human Capital Development delivery in Nigeria and Africa.

OUR VALUES

1. Integrity
2. Valuing People
3. Professionalism
4. Creativity
5. Team Work

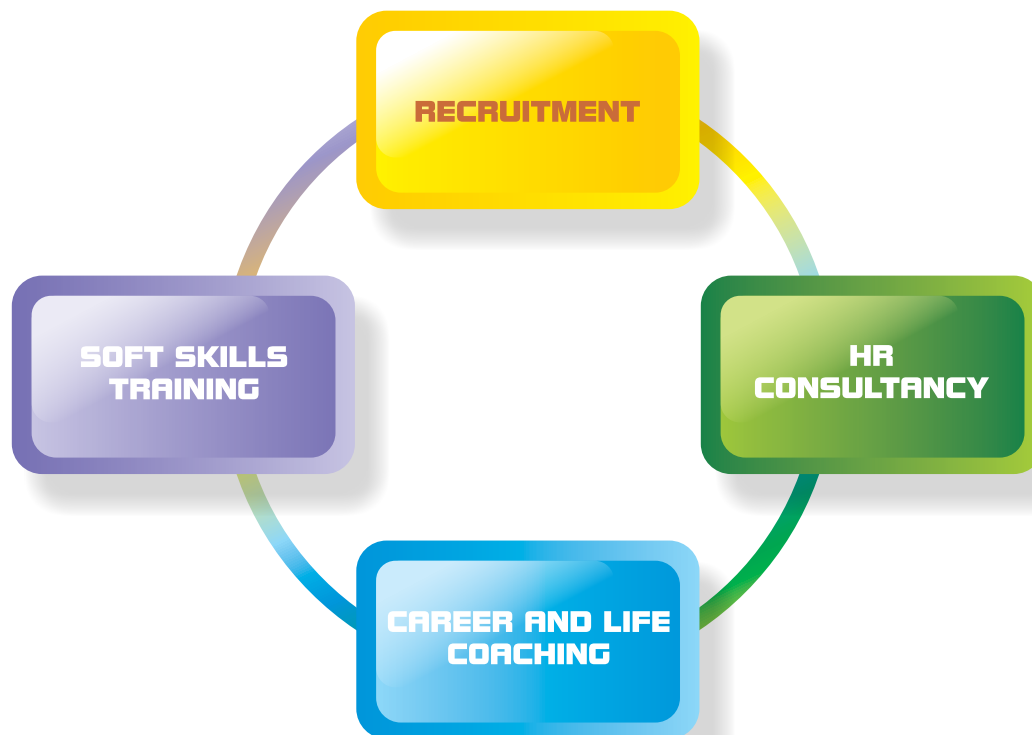


WHY CHOOSE SPEAKWELL

At Speakwell, we never forget that organizations invest in training, recruitment for a reason: to improve their business; make it more competitive; more efficient; more responsive.

It's increasingly recognized that the biggest factor in organizational effectiveness is the skills of its people. We help organizations grow and improve, by providing the best staff and training that builds a workforce that's second to none.

OUR SERVICES



SOFT SKILLS TRAINING

Over the years, we have found resurgence in the importance of soft-skills training. As one of the leading organisations in soft-skills training, the Speakwell team brings a unique and powerful approach to the development of people managers. Inspiring others to find their voice takes passion, creativity, integrity & a multitude of skills and previous experience. Many leading authors on Leadership continually refer to models that embrace basic human skills, for example listening, questioning, modeling, empowering, motivating, enabling and the behaviours that relate to these.

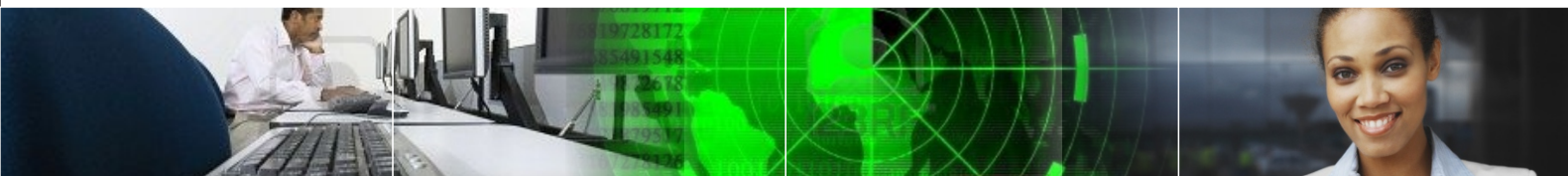
Soft Skills training is the best strategy for the realization of one's goals. We all do better when we listen more effectively, problem solve more efficiently and conduct our lives in an assertive, organized and less stressful manner. A positive aura lifestyle produces a healthier, more successful, and better balanced person who is then able to interact capably in every aspect of his or her life.

Our commitment is to provide innovative, challenging and powerful interventions which are guaranteed to affect a positive change in an individual's capability. Working together in partnership, we deliver an unrivalled flexibility that has sustained long-term relationships with our clients, providing a range of interventions that continue to challenge and develop your management and staff population.

OUR APPROACH TO CULTURAL AND BEHAVIOURAL CHANGE

Traditional training programmes can use a theoretical approach to teach people to think differently. Once they leave this training, however, people may not know how to implement this new thinking and so actual behaviour remains unchanged.

At Speakwell, we strongly believe that it is important to provide 'embedded learning' or learning by doing. We concentrate on incorporating behavioural based learning exercises into our programmes to ensure that theory can be put into practice.



OUR APPROACH AND COURSES

Our training is designed to deliver real change

- It meets goals agreed in consultation with your organisation
- Practical courses which help participants move from ideas to action
- Pre and Post course tasks ensure that learning and development goes beyond the training room, into the workplace
- It changes the way teams work
- We analyse materials from your organisation to ensure courses and learning outcomes are tailored to meet your needs
- Courses are participatory, not lectures, and focus on developing practical skills which can be applied the next day in the workplace
- Courses are short duration, high impact – one, two or three day courses

Customer Service

1. Customer Service Basics
2. Customer Service - Level 1 (Communication)
3. Customer Service - Level 2 (Solutions)
4. Customer Service – Level 3 (Innovations)

Communication

1. Call Centre Management
2. Effective Communication Skills
3. Presentation Skills
4. Professional Writing
5. Writing Effective Reports
6. Writing Winning Proposals
7. Minute Writing
8. Public Speaking
9. Facilitation Skills
10. Effective Team Communication
11. Creating & Communicating a Winning Vision
12. Goal Setting for Success
13. How to be more Assertive
14. Effective Decision Making Skills
15. Effective Telephone Skills
16. Developing Effective Vocal Skills

Leadership

1. Negotiation Skills
2. Influencing Skills
3. Leadership Skills
4. Coaching and Mentoring Skills
5. Time Management
6. Leading Effective Teams
7. Performance Management
8. Managing Change
9. Train the Trainer
10. Understanding Staff Motivation
11. Leading on Effective Behaviour Management
12. Understanding your Leadership Style
13. Building Effective Teams
14. How to Coach Your Staff for Peak Performance

Entrepreneurial

1. Event Planning and Management
2. Stress Management
3. Raising Sponsorship
4. Dealing with Difficult People
5. Finance for Non-Finance People
6. Business Plans that Produce Results
7. Business Networking Skills

WHY CHOOSE OUR SOFT SKILLS TRAINING?

We help organizations grow and improve, by providing the best training that builds a workforce that's second to none. We know how difficult it is to find the right training and coaching provider. Below are five reasons to choose Speakwell for your Soft Skills training. Over the last year 92% of delegates rated our courses Excellent or Very Good.

1. Our trainers are experts and have relevant business experience. They're passionate about the topics they facilitate.
2. Our Trainings are practical and real-world, they are relevant to the industry, level and challenges faced by the participants. We bring theory to life with examples and activities and, above all, give plenty of time for practice and feedback. So you know that the learning will stick and make a real difference in real-life for you and your business.
3. We personalise everything we do. We know that each company and each individual is different. So whether you're booking an in-company course or programme for your colleagues or attending an open course yourself, we'll do everything we can to understand your individual needs and requirements. We will then deliver training or coaching that meets those needs and gets you the results you want.
4. We guarantee you'll be satisfied with our delivery.
5. We care about making a difference to people and to companies. We care about getting under the skin of your business and working with you to achieve mutual success. In the training room each person gets individual support and attention to be the best they can be

OUR COMMITMENT TO QUALITY

At Speakwell, we're committed to providing the best possible service and delivering learning solutions that meet the needs of all delegates and their organisations. We want you to be delighted with your experience of Speakwell.



RECRUITMENT & HR OUTSOURCING

Speakwell Consulting offers more than just a local recruitment solution. We provide permanent, temporary, interim and contract recruitment solutions in country. We have an impressive range of sector-experienced industry leaders and traditional recruiters. Our professionals are able to deliver a complete range of staffing, recruitment and search and selection solutions covering traditional hiring through to multi-vacancy and recruitment process outsourcing solutions for volume hiring and project related solutions.

Finding qualified employees is sometimes the most difficult and time-consuming function of HR. Recruitment, the “marketing” function of human resources, requires lots of creativity to find quality candidates that will fit with the organization’s culture and remain with the company over time; the average cost of turnover is 50 – 150% of an employee’s salary. Recruitment plays an integral part of getting the employee started on the right foot, which is key for increased retention and reduced turnover.

A. RECRUITMENT PROCESS OUTSOURCING (RPO)

SPEAKWELL’s approach to RPO combines a comprehensive transformation of the recruitment function of an organisation with a collaborative approach to delivering the service so you don’t lose control. We evaluate and modify the recruitment process to deliver a higher quality outcome. Core to the success of our service is our commitment to transfer skills and share best practices with our clients. Adopting an RPO strategy through SPEAKWELL translates into tangible and measurable benefits for our clients.

THE BENEFITS OF USING SPEAKWELL’S RPO SERVICE INCLUDE:

- Higher number of quality candidates identified quicker
- Reduced time to recruit staff
- Reduced recruitment costs
- Removal of the administrative burdens of recruitment



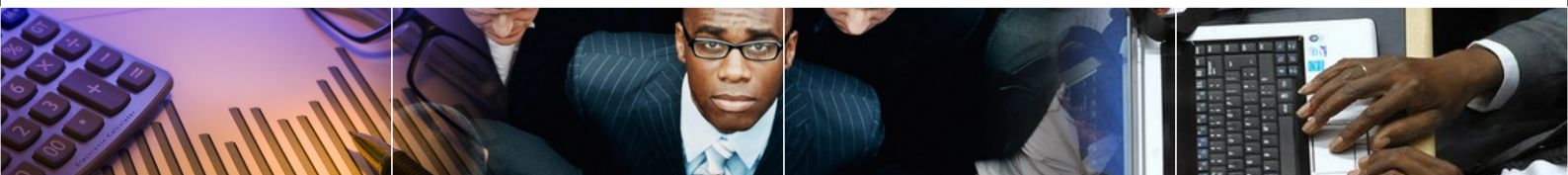
- Improved retention of staff
- Mitigation of operational risks
- Accessing the best available technology
- Greater management buy-in to the recruitment process

In summary, SPEAKWELL's RPO service provides our clients with the power to rapidly acquire high performing staff, optimise their workforce, and reduce operational costs and risks, whilst accessing excellent technology and recruitment expertise.

With global competition increasing, it is essential for high performing businesses to build a competitive organisational capability. Competition for the best talent and knowledge is increasing, not declining. For that reason, RPO is a vital component within the HR strategy of today's leading companies.

WHAT SETS US APART

- **Competitive Pricing** - Nobody can offer you better services and pricing than ours.
- **Incredibly Fast** - We know the importance of time in recruitments so we work hard to offer you the right candidate with incredibly fast turn-around time.
- **Big Picture Thinking** - We don't just search the candidate to fill your company's position. What makes us different is that we look for the candidate who can prove to be an asset for the growth of your organization
- **Urgent Replacement** - Urgencies happen sometime. If your organization needs an urgent replacement, we can provide you the best talent suited for your position in 48 hrs.
- **Personalized Attention** - We give personal attention to every client by understanding their requirements, their expectations from us and from the candidate. This enables us to find the best suited candidate for the job position for you.



HR CONSULTANCY SERVICES

Speakwell Consulting is a leading recruitment and soft skills consulting firm. We solve people problems by providing the necessary tools and strategies to reduce conflict, increase productivity and create happiness. In discussion with prospective clients, we determine the skills set necessary to deal with the difficulties faced by individuals and teams and can then design and deliver an appropriate program to address those identified needs and help people to become really good at their jobs.

We are available to discuss your various Human Resource and Business needs. We offer wider HR Consultancy Services in the following area:

- Employee and Industrial Relations Advisory Services
- Developing and deploying HR Policies and Procedures in line with Nigeria and International Labour Laws.
- Reference checks and document verification and validation
- Career counseling
- Coaching and mentoring services for managers
- Job and competency profiling
- Change Management advisory services
- Employment contract advisory services
- Organisational design and development



OUR CLIENTS (PARTIAL LIST)



CONTACT US

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