

VALUEBRIDGE
● ● ● ● ● CONSULTING



CAPABILITY INSTITUTE

Learn. Apply. Perform.



PROGRAMME BROCHURE



Learning should change what you can do.

Knowledge matters. Application makes the difference.



At ValueBridge Capability Institute, learning is designed to move beyond knowing - into confident application, stronger decisions and improved performance.



Welcome to VCI

From training to capability.



ValueBridge Capability Institute develops the practical capabilities that individuals, leaders and organisations need to perform in a changing world.

Our programmes combine relevant knowledge, practical tools, workplace application and experienced facilitation. The aim is not simply to complete a course. It is to strengthen what participants can do - and the results they can help their organisations deliver.

VCI builds on ValueBridge Consulting's experience working with leaders, professionals and institutions across the public, private and non-governmental sectors.

**WE BUILD PRACTICAL CAPABILITY THAT TRANSLATES LEARNING INTO
WORKPLACE ACTION AND IMPROVED PERFORMANCE.**



Learn. Apply. Perform.

Our learning philosophy



LEARN

Build relevant knowledge, perspectives and capability.

Understand the concepts, frameworks and tools that matter.

APPLY

Practise in context.

Work with real challenges, cases, simulations, tools and action plans.

PERFORM

Create better results.

Translate learning into stronger behaviour, execution and organisational performance.



The VCI Difference

Four promises that shape every learning experience.



Relevant Learning

Learn what matters.

Capabilities aligned to contemporary workplace, leadership and organisational challenges.

Context That Matters

Global thinking. African realities.

Contemporary practice interpreted for the environments in which our clients operate.

Practical Application

Turn knowledge into action.

Tools, cases, practice and outputs that connect learning directly to work.

Performance Impact

Make learning count.

Learning designed to strengthen individual effectiveness and organisational results.



Capability at Three Levels

We develop capability where performance happens.



INDIVIDUAL CAPABILITY

Strengthening the professional, technical and behavioural capabilities people need to be effective in their roles.

LEADERSHIP CAPABILITY

Developing managers and leaders who can mobilise people, make sound choices, lead change and deliver results.

ORGANISATIONAL CAPABILITY

Building the collective systems, practices and capabilities organisations need to execute strategy and perform.



Ways to Learn with VCI

Choose the learning format that best fits the capability need.



OPEN PROGRAMMES

Scheduled programmes that bring together professionals from different organisations and sectors.

SIGNATURE EXPERIENCES

Distinctive, highly applied VCI experiences built around real challenges, reflection and tangible outputs.

CUSTOMISED PROGRAMMES

Learning tailored to an organisation's context, priorities, capability gaps and participants.

CAPABILITY ACADEMIES & LEARNING JOURNEYS

Multi-programme pathways designed around roles, competencies, leadership levels or transformation priorities.



Our Capability Portfolio

Nine capability areas. One purpose: stronger performance.



LEAD & ORGANISE

- Leadership & Management
- People & Human Resources
- Strategy, Performance & Execution

GOVERN & TRANSFORM

- Governance, Risk & Compliance
- Public Sector & Institutional Effectiveness
- Customer Experience & Service Excellence

ENABLE & PERFORM

- Digital, Data & AI
- Personal & Professional Effectiveness
- Finance & Business Acumen



Navigate by Capability Need

Our portfolio is designed around the capabilities organisations need to lead, govern, transform, enable and perform.

• • • • •

**Leadership &
Management**

**People & Human
Resources**

**Strategy, Performance &
Execution**

**Customer Experience &
Service Excellence**

**Governance, Risk &
Compliance**

**Public Sector &
Institutional
Effectiveness**

Digital, Data & AI

**Personal & Professional
Effectiveness**

**Finance & Business
Acumen**

VCI Signature Experiences

Learning designed around doing.



Signature Experiences are immersive, output-driven learning interventions that embody Learn. Apply. Perform. They are deliberately different from conventional classroom programmes.

Leadership Experience Retreat

An immersive leadership experience combining reflection, assessment, peer learning and action planning.

YOU LEAVE WITH A personal leadership agenda and practical commitments for the next phase of leadership.

Organisation Design Masterclass

An advanced practitioner experience built around real organisation design challenges, structures, roles and decision rights.

YOU LEAVE WITH A tested organisation-design approach and practical design outputs.



VCI Signature Experiences

Distinctive. Applied. Outcome-focused.



Performance Management Implementation Bootcamp

A hands-on public-sector implementation experience focused on building the practical components of a working PMS.

YOU LEAVE WITH Scorecards, measures, cascading logic and an implementation roadmap.

Service Improvement Lab

A facilitated lab where teams diagnose a real customer or citizen service problem and redesign the experience and supporting process.

YOU LEAVE WITH A prioritised service-improvement solution and implementation actions.



Leadership & Management

Building leaders for every transition.



Leadership is not one job. It changes as responsibility expands. VCI develops leaders across the transitions from leading self to leading others, teams, functions and organisations.

SELF**OTHERS****TEAMS****FUNCTIONS****ORGANISATIONS**

FLAGSHIP PROGRAMMES

- Leadership Essentials
- Leading Others: From Individual Contributor to Manager
- Leading High-Performing Teams
- Leading Organisations
- Strategic Thinking for Leaders
- Leading Change & Transformation
- Coaching & Mentoring Skills for Leaders



Leadership & Management Flagships

1-2 of 7



Leadership Essentials

Build the core mindsets and practices required to lead with clarity, confidence and accountability.

YOU WILL

- Understand the shift from individual contribution to leadership
- Set direction and expectations clearly
- Use feedback, delegation and motivation to improve performance

KEY LEARNING AREAS

- Leadership roles and transitions
- Self-awareness and leadership style
- Delegation and accountability
- Feedback and motivation
- Leading performance

WHO SHOULD ATTEND

New and emerging managers; supervisors; team leaders

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Leading Others: From Individual Contributor to Manager

Make the transition from doing the work yourself to achieving results through others.

YOU WILL

- Reset priorities and identity as a manager
- Delegate effectively and build accountability
- Handle performance and people conversations with confidence

KEY LEARNING AREAS

- The manager transition
- Setting expectations
- Delegation
- Feedback and coaching
- Managing performance

WHO SHOULD ATTEND

• New managers; recently promoted supervisors; technical specialists moving into management

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Leadership & Management Flagships

3-4 of 7



Leading High-Performing Teams

Create the conditions in which teams collaborate, take ownership and consistently deliver results.

YOU WILL

- Diagnose team effectiveness
- Build trust, clarity and accountability
- Manage conflict and sustain team performance

KEY LEARNING AREAS

- Team purpose and performance
- Trust and psychological safety
- Roles and accountability
- Team dynamics
- Conflict and collaboration

WHO SHOULD ATTEND

Managers; team leaders; project and cross-functional team leads

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Leading Organisations

Lead beyond functions and teams - shaping direction, culture, capability and enterprise performance.

YOU WILL

- Think at enterprise level
- Align people, culture and systems to strategy
- Lead across competing priorities and stakeholders

KEY LEARNING AREAS

- Enterprise leadership
- Strategic alignment
- Culture and capability
- Stakeholder leadership
- Execution and governance

WHO SHOULD ATTEND

Executives; directors; heads of major functions and institutions

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Leadership & Management Flagships

5-6 of 7



Strategic Thinking for Leaders

See the bigger picture, challenge assumptions and make choices that position the organisation for the future.

YOU WILL

- Scan the environment and identify strategic issues
- Distinguish operational problems from strategic choices
- Translate insight into coherent strategic priorities

KEY LEARNING AREAS

- Strategic mindset
- Environmental scanning
- Systems thinking
- Scenario thinking
- Strategic choices

WHO SHOULD ATTEND

Executives; senior managers; functional leaders

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Leading Change & Transformation

Mobilise people through uncertainty and turn transformation intent into sustained adoption.

YOU WILL

- Diagnose the people side of change
- Build stakeholder commitment
- Lead communication, resistance and adoption

KEY LEARNING AREAS

- Change leadership
- Stakeholder analysis
- Readiness and resistance
- Communication
- Sustaining adoption

WHO SHOULD ATTEND

Executives; managers; transformation and change leads

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Leadership & Management Flagships

7-7 of 7



Coaching & Mentoring Skills for Leaders

Use everyday conversations to build capability, ownership and stronger performance.

YOU WILL

- Differentiate coaching, mentoring and directing
- Use powerful questions and active listening
- Structure developmental and performance conversations

KEY LEARNING AREAS

- Coaching mindset
- Listening and questioning
- Feedback
- Development conversations
- Mentoring relationships

WHO SHOULD ATTEND

Managers; supervisors; team leaders; mentors

OPEN | IN-HOUSE | VIRTUAL / BLENDED

SIGNATURE EXPERIENCE: Leadership Experience Retreat



People & Human Resources

Building the people systems and capabilities organisations need for the future.



VCI develops HR professionals and people leaders who can connect workforce decisions to strategy, strengthen employee experience and build future-ready organisations.

FLAGSHIP PROGRAMMES

- Strategic Human Resource Management
- Leading the HR Function
- HR Business Partnering
- Strategic Workforce Planning
- Performance Management
- Talent Management
- Organisation Design
- HR Analytics & Metrics



People & Human Resources Flagships

1-2 of 8



Strategic Human Resource Management

Connect people strategy to organisational priorities and position HR as a driver of performance.

YOU WILL

- Translate strategy into people priorities
- Build an integrated HR agenda
- Use evidence to shape workforce decisions

KEY LEARNING AREAS

- Business and people strategy
- HR strategic priorities
- Workforce capability
- HR metrics
- Execution governance

WHO SHOULD ATTEND

HR directors; heads of HR; senior HR professionals

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Leading the HR Function

Build an HR function that is credible, strategic, service-oriented and fit for the future.

YOU WILL

- Clarify HR's value proposition
- Shape an effective HR operating model
- Lead HR priorities, capability and stakeholder relationships

KEY LEARNING AREAS

- HR leadership
- Operating model
- Service delivery
- HR capability
- Stakeholder management

WHO SHOULD ATTEND

HR directors; heads of HR; senior HR managers

OPEN | IN-HOUSE | VIRTUAL / BLENDED



People & Human Resources Flagships

3-4 of 8



HR Business Partnering

Move from transactional support to trusted partnership that improves business and people outcomes.

YOU WILL

- Diagnose business and people needs
- Influence leaders with evidence and insight
- Contract effectively with line managers and specialist HR teams

KEY LEARNING AREAS

- HRBP role
- Business acumen
- Consulting skills
- Stakeholder influence
- HR solutions

WHO SHOULD ATTEND

HR business partners; HR managers; senior HR generalists

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Strategic Workforce Planning

Anticipate future workforce needs and close critical capacity, capability and succession gaps.

YOU WILL

- Translate strategy into workforce demand
- Assess supply, skills and workforce risks
- Develop practical workforce actions

KEY LEARNING AREAS

- Workforce demand
- Supply and skills analysis
- Scenario planning
- Gap analysis
- Workforce action plans

WHO SHOULD ATTEND

HR leaders; workforce planners; strategy and planning professionals

OPEN | IN-HOUSE | VIRTUAL / BLENDED



People & Human Resources Flagships

5-6 of 8



Performance Management

Design and operate performance management as a continuous system for clarity, accountability and improvement.

YOU WILL

- Set meaningful objectives and measures
- Strengthen check-ins, feedback and reviews
- Connect individual performance to organisational results

KEY LEARNING AREAS

- Performance planning
- Objectives and KPIs
- Check-ins and coaching
- Reviews and calibration
- Improvement planning

WHO SHOULD ATTEND

HR professionals; performance managers; line managers

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Talent Management

Build an integrated approach to identifying, developing, deploying and retaining critical talent.

YOU WILL

- Define talent in organisational context
- Segment critical roles and talent pools
- Integrate development, mobility and retention

KEY LEARNING AREAS

- Talent strategy
- Critical roles
- Talent reviews
- Development and mobility
- Retention

WHO SHOULD ATTEND

HR leaders; talent managers; L&D and workforce professionals

OPEN | IN-HOUSE | VIRTUAL / BLENDED

People & Human Resources Flagships

7-8 of 8



Organisation Design

Translate strategy into structures, roles, accountabilities and ways of working that enable performance.

YOU WILL

- Diagnose organisation design issues
- Apply design principles to structure and roles
- Evaluate spans, layers, interfaces and decision rights

KEY LEARNING AREAS

- Design principles
- Operating model
- Structures
- Roles and decision rights
- Implementation

WHO SHOULD ATTEND

HR/OD professionals; strategy teams; organisational leaders

OPEN | IN-HOUSE | VIRTUAL / BLENDED

HR Analytics & Metrics

Use workforce data to move HR decisions from intuition to evidence.

YOU WILL

- Select meaningful HR measures
- Interpret workforce trends and patterns
- Build decision-focused HR dashboards and narratives

KEY LEARNING AREAS

- HR metrics
- Data quality
- Workforce analytics
- Dashboards
- Insight and storytelling

WHO SHOULD ATTEND

HR professionals; HR analysts; workforce planners

OPEN | IN-HOUSE | VIRTUAL / BLENDED

SIGNATURE EXPERIENCE: Organisation Design Masterclass



Strategy, Performance & Execution

Strategy matters when it gets executed.



Our programmes connect strategic choices to plans, measures, accountability, projects and disciplined execution - helping organisations move from intention to results.

STRATEGY	PLANS	MEASURES	EXECUTION	RESULTS
----------	-------	----------	-----------	---------

FLAGSHIP PROGRAMMES

- Strategy Development & Strategic Planning
- Strategy Execution
- Corporate Performance Management
- Developing KPIs & Performance Measures
- Project Management for Results Managing Organisational Change



Strategy, Performance & Execution Flagships

1-2 of 6



Strategy Development & Strategic Planning

Turn ambition into a clear set of choices, priorities, measures and actions.

YOU WILL

- Diagnose the strategic context
- Define outcomes and strategic priorities
- Translate strategy into an actionable plan

KEY LEARNING AREAS

- Strategic analysis
- Vision and outcomes
- Strategic choices
- Initiatives
- Measures and governance

WHO SHOULD ATTEND

Executives; strategy teams; planning professionals

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Strategy Execution

Close the gap between strategic intent and everyday delivery.

YOU WILL

- Translate priorities into accountabilities
- Build execution rhythms and governance
- Identify and resolve execution barriers

KEY LEARNING AREAS

- Execution architecture
- Initiative management
- Accountability
- Performance reviews
- Course correction

WHO SHOULD ATTEND

Executives; directors; strategy and programme leaders

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Strategy, Performance & Execution Flagships

3-4 of 6



Corporate Performance Management

Build an integrated system that connects strategy, plans, measures, reviews and accountability.

YOU WILL

- Design a corporate performance framework
- Cascade measures across organisational levels
- Establish effective review and reporting routines

KEY LEARNING AREAS

- Performance architecture
- Cascading
- KPIs and targets
- Review cadence
- Performance reporting

WHO SHOULD ATTEND

Strategy, performance, planning and M&E professionals; senior managers

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Developing KPIs & Performance Measures

Create measures that focus attention on what matters and support better performance decisions.

YOU WILL

- Distinguish outputs, outcomes and activities
- Write meaningful KPIs and targets
- Build balanced measurement sets

KEY LEARNING AREAS

- Results logic
- KPI design
- Target setting
- Data sources
- KPI dictionaries

WHO SHOULD ATTEND

Managers; strategy, planning, performance and M&E professionals

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Strategy, Performance & Execution Flagships

5-6 of 6



Project Management for Results

Manage projects with disciplined planning, stakeholder alignment and a relentless focus on outcomes.

WILL

- Define scope, outcomes and success measures
- Plan resources, risks and milestones
- Monitor delivery and manage stakeholders

KEY LEARNING AREAS

- Project definition
- Planning and scheduling
- Risk
- Stakeholders
- Monitoring and close-out

WHO SHOULD ATTEND

Project managers; programme officers; team leads

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Managing Organisational Change

Plan and manage the people, stakeholder and adoption dimensions of organisational change.

YOU WILL

- Assess change impact and readiness
- Develop stakeholder and communication plans
- Track adoption and reinforce new behaviours

KEY LEARNING AREAS

- Change impact
- Readiness
- Stakeholders
- Communication
- Adoption and reinforcement

WHO SHOULD ATTEND

Change leads; HR/OD professionals; project and programme managers

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Customer Experience & Service Excellence

Designing experiences that earn trust and loyalty.



VCI helps organisations move beyond frontline service training to the leadership, insight, processes and culture required to deliver consistently strong customer and citizen experiences.

FLAGSHIP PROGRAMMES

- Customer Experience Management
- Building a Customer-Centric Organisation
- Customer Analytics & Insights
- Leading a Service Excellence Culture



Customer Experience & Service Excellence Flagships

1-2 of 4



Customer Experience Management

Design and manage end-to-end experiences that create value, trust and loyalty.

YOU WILL

- Understand customer needs and moments that matter
- Map and improve customer journeys
- Translate insights into service improvements

KEY LEARNING AREAS

- CX strategy
- Customer insight
- Journey mapping
- Moments that matter
- CX measurement

WHO SHOULD ATTEND

CX leaders; service managers; operations and customer-facing teams

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Building a Customer-Centric Organisation

Move customer focus from frontline behaviour to an organisation-wide operating discipline.

YOU WILL

- Define customer-centric behaviours and systems
- Align leadership, processes and measures
- Build a culture of customer ownership

KEY LEARNING AREAS

- Customer-centric strategy
- Culture
- Process alignment
- Employee experience
- Governance and measures

WHO SHOULD ATTEND

Executives; service leaders; transformation and operations managers

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Customer Experience & Service Excellence Flagships

3-4 of 4



Customer Analytics & Insights

Turn customer data and feedback into actionable insight and better service decisions.

YOU WILL

- Identify useful customer data
- Interpret patterns, feedback and service signals
- Build insight-led improvement priorities

KEY LEARNING AREAS

- Voice of customer
- Customer measures
- Segmentation
- Analytics
- Insight to action

WHO SHOULD ATTEND

CX, service, marketing, data and operations professionals

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Leading a Service Excellence Culture

Create leadership routines and employee behaviours that make excellent service consistent.

YOU WILL

- Set clear service expectations
- Coach and reinforce service behaviours
- Use feedback and measures to sustain improvement

KEY LEARNING AREAS

- Service culture
- Leadership role
- Standards
- Coaching
- Recognition and accountability

WHO SHOULD ATTEND

Managers; service leaders; branch/unit heads

OPEN | IN-HOUSE | VIRTUAL / BLENDED

SIGNATURE EXPERIENCE: Service Improvement Lab



Governance, Risk & Compliance

Strengthening decisions, accountability and institutional resilience.



Our governance and risk programmes help leaders and professionals understand accountability, oversight, risk and the practices that sustain institutional confidence.

FLAGSHIP PROGRAMMES

- Risk Management for Managers
- Corporate Governance Essentials
- Governance for Boards & Executives



Governance, Risk & Compliance Flagships

Three programmes for stronger governance and accountability.



Risk Management for Managers

Make risk thinking part of everyday management and decision-making.

YOU WILL

- Identify and assess operational and strategic risks
- Select proportionate controls and responses
- Integrate risk into plans and reviews

KEY LEARNING AREAS

- Risk concepts
- Risk identification
- Assessment
- Controls
- Monitoring and reporting

WHO SHOULD ATTEND

Managers; project leads; risk owners

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Corporate Governance Essentials

Understand the structures, roles and practices that support accountable and effective organisations.

YOU WILL

- Clarify governance roles and responsibilities
- Understand oversight and accountability mechanisms
- Recognise common governance failures and safeguards

KEY LEARNING AREAS

- Governance principles
- Boards and management
- Accountability
- Ethics
- Oversight and assurance

WHO SHOULD ATTEND

Managers; governance professionals; company secretariat and control functions

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Governance for Boards & Executives

Strengthen board-executive effectiveness, strategic oversight and institutional accountability.

YOU WILL

- Clarify board and executive accountabilities
- Improve strategic oversight and decision quality
- Strengthen board dynamics, assurance and performance

KEY LEARNING AREAS

- Board roles
- Strategy oversight
- Risk and assurance
- Board dynamics
- Board effectiveness

WHO SHOULD ATTEND

Board members; executives; company secretaries

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Public Sector & Institutional Effectiveness

Building institutions that deliver.



VCI brings a strong public-sector lens to leadership, reform, performance, policy, service delivery and institutional capability - with learning grounded in the realities of implementation.

FLAGSHIP PROGRAMMES

- Public Sector Leadership
- Leading Public Sector Reform & Transformation
- Public Sector Performance Management
- Cascading Strategy & Performance in Public Institutions
- Managing Employee Performance in the Public Service
- Performance Management Implementation Bootcamp



Public Sector & Institutional Effectiveness Flagships

1-2 of 6



Public Sector Leadership

Lead public institutions with purpose, accountability and a clear focus on citizen outcomes.

YOU WILL

- Navigate the distinctive context of public leadership
- Translate policy and mandate into organisational priorities
- Lead people, stakeholders and performance

KEY LEARNING AREAS

- Public value
- Institutional leadership
- Accountability
- Stakeholder leadership
- Performance

WHO SHOULD ATTEND

Senior public officers; directors; heads of agencies and institutions

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Leading Public Sector Reform & Transformation

Lead reform from policy intent through institutional change to sustained implementation.

YOU WILL

- Diagnose reform challenges and stakeholders
- Build a practical transformation roadmap
- Lead adoption across institutional boundaries

KEY LEARNING AREAS

- Reform context
- Institutional diagnosis
- Change architecture
- Stakeholders
- Implementation

WHO SHOULD ATTEND

Senior public leaders; reform teams; programme managers

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Public Sector & Institutional Effectiveness Flagships

3-4 of 6



Public Sector Performance Management

Build an end-to-end understanding of performance management in public institutions.

YOU WILL

- Connect national/sector priorities to MDA performance
- Understand planning, cascading, monitoring and review
- Clarify leadership, HR, PRS and employee roles

KEY LEARNING AREAS

- PMS architecture
- Planning and cascading
- KPIs and targets
- Reviews
- Accountability and improvement

WHO SHOULD ATTEND

Public-sector leaders; HR/PMS teams; PRS/planning teams; performance champions

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Cascading Strategy & Performance in Public Institutions

Translate institutional priorities into clear departmental, divisional and individual accountabilities.

YOU WILL

- Build a logical cascade from mandate to roles
- Allocate objectives, KPIs and targets
- Test alignment and avoid duplication or gaps

KEY LEARNING AREAS

- Strategy cascade
- Department scorecards
- Objectives and KPIs
- Target allocation
- Alignment checks

WHO SHOULD ATTEND

PRS/planning teams; HR/PMS teams; directors and performance champions

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Public Sector & Institutional Effectiveness Flagships

5-6 of 6



Managing Employee Performance in the Public Service

Equip supervisors to turn performance management into an everyday management practice.

YOU WILL

- Set clear employee expectations
- Hold effective check-ins and feedback conversations
- Address performance gaps and document improvement

KEY LEARNING AREAS

- Performance planning
- Goal setting
- Check-ins
- Feedback and coaching
- Performance improvement

WHO SHOULD ATTEND

Directors; deputy directors; managers; supervisors

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Performance Management Implementation Bootcamp

Move from knowing the PMS to building the practical components required for implementation.

YOU WILL

- Diagnose implementation readiness
- Develop core PMS outputs using guided tools
- Build an implementation and monitoring plan

KEY LEARNING AREAS

- Implementation roadmap
- Scorecards
- KPIs and targets
- Cascading
- Review cadence and governance

WHO SHOULD ATTEND

MDA PMS implementation teams; HR; PRS; performance champions

OPEN | IN-HOUSE | VIRTUAL / BLENDED

SIGNATURE EXPERIENCE: Performance Management Implementation Bootcamp



Digital, Data & AI

Use technology intelligently. Make better decisions. Work differently.



VCI builds practical digital, data and AI capability - helping professionals use emerging tools responsibly and leaders manage the organisational changes they create.

FLAGSHIP PROGRAMMES

- AI Essentials for Professionals
- AI for Managers & Leaders
- Data Analysis & Visualisation
- Digital Transformation for Leaders



Digital, Data & AI Flagships

Practical digital capability for professionals and leaders.



AI Essentials for Professionals

Build practical AI literacy and use generative AI responsibly in everyday professional work.

YOU WILL

- Understand what generative AI can and cannot do
- Use AI for research, drafting, analysis and productivity
- Apply responsible-use and verification practices

KEY LEARNING AREAS

- AI foundations
- Prompting
- Workplace use cases
- Verification
- Responsible AI

WHO SHOULD ATTEND

Professionals and managers across functions

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Data Analysis & Visualisation

Turn data into clear analysis, insight and decision-ready visual stories.



AI for Managers & Leaders

Lead teams and make better decisions in an organisation increasingly shaped by AI.

YOU WILL

- Identify high-value AI opportunities and risks
- Set expectations for responsible team use
- Lead capability, workflow and governance changes

KEY LEARNING AREAS

- AI strategy
- Use-case selection
- Risk and governance
- Work redesign
- Leading adoption

WHO SHOULD ATTEND

Executives; directors; managers; functional leaders

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Digital Transformation for Leaders

Lead digital change as an organisational transformation - not simply a technology project.

YOU WILL

- Structure and clean data for analysis
- Select appropriate analytical approaches
- Communicate findings through effective visuals

KEY LEARNING AREAS

- Data preparation
- Descriptive analysis
- Patterns and trends
- Visualisation
- Insight communication

WHO SHOULD ATTEND

Analysts; managers; planning, HR, finance and M&E professionals

OPEN | IN-HOUSE | VIRTUAL / BLENDED

YOU WILL

- Connect digital choices to strategy and value
- Assess process, people and capability implications
- Lead adoption and governance

KEY LEARNING AREAS

- Digital strategy
- Operating model
- Process digitisation
- People and capability
- Governance and adoption

WHO SHOULD ATTEND

Executives; directors; transformation and technology leaders

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Personal & Professional Effectiveness

The capabilities that make expertise count.



Technical expertise creates value when professionals can think clearly, relate effectively, communicate with impact, present ideas and influence outcomes.

THINK**RELATE****COMMUNICATE****PRESENT****INFLUENCE**

FLAGSHIP PROGRAMMES

- Emotional Intelligence
- Critical Thinking & Problem Solving
- Communication & Interpersonal Effectiveness
- Presentation & Public Speaking Skills
- Influencing Without Authority



Personal & Professional Effectiveness Flagships

Think. Relate. Communicate. Present. Influence.



Emotional Intelligence

Strengthen self-awareness, self-management and relationship effectiveness at work.

YOU WILL

- Recognise emotional patterns and triggers
- Manage responses under pressure
- Build empathy and stronger working relationships

KEY LEARNING AREAS

- Self-awareness
- Self-management
- Empathy
- Relationship management
- Resilience

WHO SHOULD ATTEND

Professionals and managers at all levels
OPEN | IN-HOUSE | VIRTUAL / BLENDED

Critical Thinking & Problem Solving

Analyse issues rigorously, challenge assumptions and develop practical solutions.

YOU WILL

- Frame problems accurately
- Evaluate evidence and assumptions
- Generate and assess solution options

KEY LEARNING AREAS

- Problem framing
- Critical analysis
- Root causes
- Option generation
- Decision criteria

WHO SHOULD ATTEND

Professionals; analysts; managers; project teams
OPEN | IN-HOUSE | VIRTUAL / BLENDED



● Communication & Interpersonal Effectiveness

Communicate with clarity, listen actively and build productive working relationships.

YOU WILL

- Adapt communication to audience and purpose
- Listen and respond effectively
- Handle difficult interactions constructively

KEY LEARNING AREAS

- Communication styles
- Listening
- Clarity
- Feedback
- Difficult conversations

WHO SHOULD ATTEND

Professionals and managers at all levels

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Presentation & Public Speaking Skills

Present ideas with structure, confidence and audience impact.

YOU WILL

- Build a clear presentation storyline
- Use visuals and evidence effectively
- Deliver with confidence and handle questions

KEY LEARNING AREAS

- Audience analysis
- Storyline
- Slide design
- Delivery
- Questions and presence

WHO SHOULD ATTEND

Professionals; managers; subject-matter experts

OPEN | IN-HOUSE | VIRTUAL / BLENDED

Influencing Without Authority

Achieve outcomes through credibility, relationships and stakeholder influence - even when you are not the decision-maker.

YOU WILL

- Map influence and stakeholder interests
- Select appropriate influencing approaches
- Build coalitions and navigate resistance

KEY LEARNING AREAS

- Influence styles
- Stakeholder mapping
- Credibility
- Persuasion
- Coalition building

WHO SHOULD ATTEND

Professionals; project leads; HRBPs; cross-functional managers

OPEN | IN-HOUSE | VIRTUAL / BLENDED



Finance & Business Acumen

Understand the numbers. Understand the business.



Build the financial and commercial confidence needed to make better management decisions and connect operational choices to organisational value.

FLAGSHIP PROGRAMMES

Finance for Non-Finance Managers



Finance for Non-Finance Managers

A VCI Flagship Programme



Finance for Non-Finance Managers

Use financial information with confidence to make better management decisions.

YOU WILL

- Understand core financial statements and concepts
- Interpret financial performance and drivers
- Apply financial thinking to operational decisions

KEY LEARNING AREAS

- Financial statements
- Costs and margins
- Budgets
- Ratios
- Decision-making

WHO SHOULD ATTEND

Managers and professionals without formal finance training

OPEN | IN-HOUSE | VIRTUAL / BLENDED

ALSO IN THIS CAPABILITY AREA

- Business Acumen for Managers
- Financial Analysis for Decision-Making
- Budgeting & Budget Management
- Procurement & Contract Management
- Supply Chain & Logistics Essentials



Explore the VCI Portfolio

Programme Directory 1 of 4



◆ Signature Experience ★ Flagship Programme

Leadership & Management

★ Leadership Essentials

Leading Self

★ Leading Others: From Individual Contributor to Manager

★ Leading High-Performing Teams

Leading Functions

★ Leading Organisations

★ Strategic Thinking for Leaders

★ Leading Change & Transformation

Leading Innovation

★ Coaching & Mentoring Skills for Leaders

Emotional Intelligence for Leaders

Leading with Dignity

Leading & Managing an SME

Leading Non-Profit Organisations

Future of Leadership Series

◆ Leadership Experience Retreat

People & Human Resources

HR Essentials

★ Strategic Human Resource Management

★ Leading the HR Function

★ HR Business Partnering

★ Strategic Workforce Planning

Talent Acquisition & Selection

Competency-Based Recruitment & Selection

★ Performance Management

★ Talent Management

Succession Planning & Management

Career Development & Career Management

Employee Engagement & Retention

Reward & Benefits Management

Organisation Development

★ Organisation Design

◆ Organisation Design Masterclass

Competency Management

Learning & Development Management

Learning Design & Facilitation

Employee Relations & Labour Relations

HR Policies, Processes & Procedures

Onboarding & Employee Integration

★ HR Analytics & Metrics

HR Technology & Digital HR

Design Thinking for HR

Managing Change: The HR Role

HR Communication & Stakeholder Management

Exit & Transition Management



Explore the VCI Portfolio

Programme Directory 2 of 4



◆ Signature Experience ★ Flagship Programme

Strategy, Performance & Execution

★ Strategy Development & Strategic Planning

★ Strategy Execution

Strategic Thinking

★ Corporate Performance Management

★ Developing KPIs & Performance Measures

Balanced Scorecard

Project Management Essentials

★ Project Management for Results

Business Process Management

Process Analysis & Improvement

Business Analysis

Monitoring & Evaluation for Results

★ Managing Organisational Change

Stakeholder Management

Customer Experience & Service Excellence

Customer Service Essentials

★ Customer Experience Management

★ Building a Customer-Centric Organisation

Service Excellence for the Public Sector

★ Customer Analytics & Insights

Service Recovery & Complaint Management

Design Thinking for Service Improvement

Digital Customer Experience

Designing Effective Service Processes

★ Leading a Service Excellence Culture

Future of Customer Experience

◆ Service Improvement Lab



Explore the VCI Portfolio

Programme Directory 3 of 4



◆ Signature Experience ★ Flagship Programme

Governance, Risk & Compliance

★ Risk Management for Managers

★ Corporate Governance Essentials

★ Governance for Boards & Executives

Ethics, Integrity & Accountability

Compliance Management

Internal Controls & Accountability

Policy Development & Governance

Public Sector & Institutional Effectiveness

★ Public Sector Leadership

Results-Based Planning & Results Frameworks

★ Leading Public Sector Reform & Transformation

Operational Planning for Public Institutions

Strategic Planning in the Public Sector

Performance Planning & Target Setting in the Public Sector

★ Public Sector Performance Management

★ Cascading Strategy & Performance in Public Institutions

Developing KPIs for Public Institutions

Performance Monitoring, Review & Reporting

Monitoring & Evaluation for Public Sector Results

★ Managing Employee Performance in the Public Service

Policy Development & Implementation

Performance Management for Public Officers

Institutional Strengthening & Organisational Effectiveness

Designing Effective SOPs for Public Institutions

Citizen-Centred Service Delivery

Job Design & Output-Focused Job Descriptions in the Public Service

Change Management in Public Institutions

Leading Performance in the Public Sector

Stakeholder Engagement in the Public Sector

◆ Performance Management Implementation Bootcamp



Explore the VCI Portfolio

Programme Directory 4 of 4



◆ Signature Experience ★ Flagship Programme

Digital, Data & AI

★ AI Essentials for Professionals

★ AI for Managers & Leaders

Generative AI for Workplace Productivity

Prompt Engineering for Professionals

Data Literacy for Managers

★ Data Analysis & Visualisation

Power BI for Business Insights

Advanced Excel for Analysis & Decision-Making

Research & Data Collection

★ Digital Transformation for Leaders

Making Better Presentations with Digital & AI Tools

Personal & Professional Effectiveness

Personal Effectiveness at Work

★ Emotional Intelligence

★ Critical Thinking & Problem Solving

Decision-Making Skills

★ Communication & Interpersonal Effectiveness

Business Writing & Report Writing

★ Presentation & Public Speaking Skills

★ Influencing Without Authority

Negotiation Skills

Managing Conflict

Collaboration & Team Effectiveness

Facilitation Skills

Managing Time, Priorities & Energy

Personal Brand & Executive Presence

Cultural Intelligence & Working Across Cultures

Finance & Business Acumen

★ Finance for Non-Finance Managers

Business Acumen for Managers

Financial Analysis for Decision-Making

Budgeting & Budget Management

Procurement & Contract Management

Supply Chain & Logistics Essentials



Beyond the Classroom

Customised capability solutions



Sometimes the right solution isn't a course.

VCI works with organisations to identify the capability required to deliver strategy, reform, transformation and performance priorities.

We can tailor an existing programme, build a new intervention around a specific organisational challenge, facilitate a working session that produces real outputs, or design a longer capability journey.

Custom solutions can combine diagnostics, workshops, coaching, action learning, implementation support and evaluation.



Capability Academies & Learning Journeys

Build capability over time - not one course at a time.



ROLE-BASED ACADEMIES

Structured pathways for defined roles such as new managers, HR business partners, performance champions or public-sector leaders.

LEADERSHIP JOURNEYS

Progressive experiences aligned to leadership transitions and organisational leadership expectations.

FUNCTIONAL ACADEMIES

Integrated programmes that build depth across HR, strategy, customer experience, public-sector performance or other capability areas.

TRANSFORMATION JOURNEYS

Learning embedded in a reform or transformation programme so capability grows alongside implementation.



How We Design for Impact

Diagnose → Design → Develop → Deliver → Apply → Evaluate



DIAGNOSE

Clarify the performance challenge, audience, context and capability requirement.

DEVELOP

Build relevant content, cases, tools, simulations and participant resources.

APPLY

Create opportunities to practise, produce outputs and transfer learning to work.

DESIGN

Define outcomes, learning architecture, application and measures of success.

DELIVER

Facilitate engaging learning using experienced practitioners and appropriate formats.

EVALUATE

Review participant experience, application and - where appropriate - performance impact.



Our Faculty

Practitioners who teach. Facilitators who understand work.



VCI faculty combine subject expertise with practical experience. They understand that adult learning is strongest when participants can connect ideas to the decisions, relationships and problems they face at work.

Our facilitators are selected not only for what they know, but for their ability to create engaging learning, ask the right questions, draw out experience, challenge thinking and help participants apply new capability.

Depending on the programme, VCI draws on experienced executives, consultants, subject-matter specialists, coaches and facilitators.





CAPABILITY INSTITUTE

Learn. Apply. Perform.



LET'S BUILD CAPABILITY.

For programme schedules, customised solutions and enquiries:

info@valuebridgeconsulting.com

www.valuebridgeconsulting.com

+234 810 910 0001

