



SERVICOM INSTITUTE

Institutionalising Customer Focused Service Delivery

2019 TRAINING PROGRAMME CALENDAR

S/N	Programmes/Courses	Dates	Locations
1.	Result Based Monitoring & Evaluation 1	4-8 February	Abuja
2.	Result Based Monitoring & Evaluation 2	25-29 March	Abuja
3.	Nodal officers conference 1	8-13 April	Nasarawa
4.	Leading Change for Service Improvement 1	6-10 May	Nasarawa
5.	Service Excellence 1	20-24 May	Abuja
6.	Improving organisational performance 1	17-21 June	Benin/Enugu/Jos
7.	Result Based Monitoring & Evaluation 3	15-19 July	Abuja
8.	Result Based Monitoring & Evaluation 4	19-23 August	Abuja
9.	Service Excellence 2	16-20 September	Abuja
10.	Improving organisational performance 2	14-18 October	Nasarawa
11.	Leading Change for Service Improvement	18-22 November	Nasarawa
12.	Nodal officers conference	2-6 December	Benin/Enugu/Jos

****Letters of invitation will be issued to MDAs for each training workshop containing specific details including proscribed course fees where applicable
*dates and locations indicated are not final and subject to change***

2019 Course Fees

Abuja: N 75,000

Benin/Enugu: N 95,000.00

Jos: N 75,000.00

Nasarawa: N 65,000.00