



2021 TRAINING PROGRAMME CALENDAR

S/N	Programmes/Courses	Dates	Locations
1.	Service Charter Performance Measurement Workshop	22-26 February	Abuja
2.	Customer Experience Management 1	22-26 March	Jos
3.	Leading Change for Service Improvement1	19-23 April	Nasarawa
4.	Result Based Monitoring & Evaluation 1	17 -21 May	Enugu
5.	Result Based Monitoring & Evaluation 2	24 – 28 May	Enugu
6.	Customer Experience Management 2	14-18 June	Jos
7.	Improving organisational performance 1	28 June- 2 July	Benin/Enugu/Jos
8.	Service Improvement Planning 1	19- 23 July	Abuja
9.	Service Improvement Planning 2	16-20 August	Abuja
10.	Service Excellence	13-17 September	Abuja
11.	Improving organisational performance 2	11-15 October	Nasarawa
12.	Service Exchange Program	November	TBD
13.	Nodal officers conference	6-10 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, hence, subject to change***

2021 Course Fees

Abuja: N 75,000

Benin/Enugu: N 95,000.00

Jos: N 80,000.00

Nasarawa: N 70,000.00

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