



**The SERVICOM Institute
2022 Training Calendar**

S/N	Programme/Course	Date (2022)	Location
1.	Delivering Service Excellence in the Public Sector 1	February 21 – 25	Nassarawa
2.	Service Charter Performance Monitoring & Reporting 1	March 14 – 18	Nassarawa
3.	Organisational Process Improvement: Tools & Techniques	April 4 - 8	Enugu
4.	Result Based Monitoring & Evaluation	April 25 – 29	Owerri
5.	Resolving Workplace Conflicts	May 16 – 20	Abuja
6.	Improving Organisational Performance 1	June 6 – 10	Kano
7.	Customer Experience Management 1	June 27 – 1 July	Owerri
8.	Delivering Service Excellence in the Public Sector 2	July 18 – 22	Enugu
9.	Digital Transformation: An Imperative for Public Service Delivery	August 8 – 12	Uyo
10.	Strategic Planning Retreat	August 29 – September 2	Benin
11.	Improving Organisational Performance 2	September 19 – 23	Enugu
12.	Organisational Process Improvement: Tools & Techniques	October 17 – 21	Uyo
13.	Customer Experience Management 2	November 7 – 11	Abuja
14.	Service Charter Performance Monitoring & Reporting 2	November 28 – December 2	Ilorin
15.	Service Exchange Programme	November	TBD

Note

- Letters of invitation will be issued to MDAs for each workshop containing specific details including proscribed course fees where applicable
- Dates and locations indicated are subject to change

2022 Course Fees (Subject to review)

Abuja: N90,000 | **Nasarawa:** N85,000 | **Benin/Enugu/Owerri/Uyo/Ilorin/Kano:** N100,000.00

Bola Aderele (Mrs)
Head of SERVICOM Institute