

## **WORKSHOP ON PRODUCTIVITY IMPROVEMENT IN LOCAL GOVERNMENT (WPILG)**

### **INTRODUCTION:**

One of the most pressing problems in our society is the productivity dilemma. Although, there is general agreement about the need for improving productivity, there is little consensus about the fundamental causes of the problem and what to do about them. This workshop aimed at improving participants' capabilities and exposition to the economic use of resources for the enhancement of productivity in the workplace.

### **REFERENCE SOURCES**

1. **CLEM, OLUWOLE BOOKS**  
Catalysts for local Government Administration in Nigeria. 300 P
2. **UMOREN, ESEKIEL**  
Principles and practice of Local Government in Nigeria 250 P.
3. **G. O. OREWA**  
Local Government in Nigeria. 314 P.

### **JOURNAL**

#### **ALEX, GBOYEGA**

Nigeria since Independence: The first 25 years, Public Administration, Vol. VIII 282 P.

**INDUSTRIAL TRAINING FUN HEADQUARTERS LIBRARY, JOS.**

## **WORKSHOP ON EFFECTIVE MANAGEMENT AND ADMINISTRATIVE IN THE CIVIL SERVICE (WEM & ACS)**

### **INTRODUCTION:**

The public service is a very vital component of government development process in Nigeria, because of its vintage position as the conveyor belt and implementers of government goals.

The service has suffered from skill obsolescence and attitude circuit on account of various changes of affected the system adversely. If this allowed to continue, the public service will become a liability to government as it strives to enshrine good governance in the nation.

This Workshop is designed to expose senior public servants to modern management and administrative principles, rouse their consciousness to their duties and responsibilities as well as enhance their capacity to measure up to the challenges of democratic governance and development.

### **REFERENCE SOURCES**

#### **BOOKS**

1. **UJO A. A**  
Three decades of the Nigeria Civil Service (1960 – 1990) 196 P.
2. **NAYLOR X TORRINGTON**  
Administration of Personnel Policies. 519 P.
3. **RICHARD W. B**  
Personnel Administration: An experimental Skill building approach, 562 P.

#### **JOURNALS**

- 1, Civil Service Hand book. 79 P.
2. **ALEX, GBOYEGA**  
Nigeria Since Independence: The first 25 years, Public Administration Vo.1 VIII. 282 P.
3. Managing the Public Service in developing Countries issues prospects, 80 P.

**INDUSTRIAL TRAINING FUND LIBRARY, JOS.**

## **COURSE TITLE: SUPERVISORY SKILL IN HOSPITALITY INDUSTRIES**

### **INTRODUCTION**

Successful operation in the hospitality industry demands appropriate training and competence, personnel management and public relations skills, in order to effectively and efficiently supervise the work.

This training workshop is therefore, designed to improve the supervisory skills of supervisors in the hospitality industry.

### **REFERENCE SOURCE**

#### **BOOKS**

- A. DONOVAN ANTHONY F.**  
Management of supervisor. 1971 165 P.
- B. TULMER, R. M.**  
Supervision principles of professional management. 1776. 360 P
- C. WITZKY, HERBERT K.**  
Modern hotel – motel management methods: 1976, 275 P.
- D. FULLER JOHN**  
Professional Kitchen management. 1980 410 P.

#### **ENCYCLOPAEDIA**

- A. KEITH D.**  
“The supervisor’s unique. Leadership role”  
**Grolier Business Library Vol. 17 163-167 PP**

#### **JOURNALS**

- A. DELE, SOBOWALE**  
“Developing Indigenous Marketing Strategies for Competitive Advantage”  
  
Management In Nigeria July-December 1997 Vol. 33, No. 3 & 4 Page 84.
- B. SAMUEL O. O.**  
“Management Nigerian’s labour challenges  
“Management In Nigeria” July/August, 1990 Vol. 26 Page 16

#### **SOURCES**

INDUSTRIAL TRAINING FUND HEADQUARTER LIBRARY, JOS

**COURSE TITLE: SMALL AND MEDIUM ENTERPRISE  
MANAGEMENT WORKSHOP (SMEMW)**

**INTRODUCTION**

Government and business circles in most countries agree that the growth of Small and Medium enterprises (SME) constitutes one of corner stones for economic development.

However, with worsening economic situation in the country, resulting in retrenchment, retirement, mass unemployment, it has become imperative to think about what business one can do. This workshop therefore, is for who are desirous of making a living out of business.

**REFERENCE SOURCES**

**BOOKS**

- A. **BHALLA. A. S.**  
Small and medium enterprises: technology and options: 1991, 284 P.
- B. **FADAHUNSI, OLU**  
Small and medium enterprises development 1997, 255 P.
- C. **BRISTON, R.**  
A practical approach to business investment decision, 1979.234 P.
- D. **WELSH, A. N.**  
The skills of management, 1980, 194 P.
- E. **PANDEY. I. M.**  
Financial management, 2000, 1226 P.
- F. **DYERS. D.**  
Business introduction, 1992. 250 P.

**ENCYCLOPEADIA**

- A. **LARRY. D EDINBURGH.**  
Larry Small Business Admin” Grolier  
Business Library Vol. 10. Page 439-441
- C. **THOMAS. W. C.**  
Thomas Business and the man” MODERN BUSINESS Vol. 18, PP 276.

**JOURNALS**

- A. FEMI OLOLUSI**  
Femi How to start and run your business with minimum stress”  
Business and Career. Vol. 1. No.8. 2001
- B.** Owualah. S. I.  
Owualah S. I. The role of small scale enterprises in the economic  
development of Nigeria”  
MANAGEMENT IN NIGERIA, Nov./Dec. 1987. Page 30.
- C. MILTON IYOHA**  
Milton Globalisation and trade policy in Nigeria.  
Challenges and opportunities” Business and Career Vol. 1. No. 8, 2001  
Page 40.

**SOURCES**  
**INDUSTRIAL TRAINING FUND, JOS.**

## **TRAINING CO-ORDINATORS WORKSHOP (TCW)**

Training co-ordinators workshop (TCW) is designed to prepare participants to monitor and identify training needs, implement, evaluate and validate training programmes

### **REFERENCE SOURCES**

#### **BOOKS**

- a. **PROCTOR, J. H.**  
Training: A handbook for line managers. 1977, 224P.
- b. **CRAIG, R. L.**  
Training and Development Handbook: A guide to human resources development. 1976.
- c. **KIRKPATRICK, D. L.**  
Evaluating training programmes: The four levels. 1998, 239P.
- d. **ITTNER, D. L.**  
Train-the-Trainer 1997, 13-8P.
- e. **SPARHAWK, S.**  
Identifying Targeted Training needs. 1994, 104P.

#### **JOURNALS**

- a. **BOYDELL, T. H.**  
  
**“A GUIDE TO THE IDENTIFICATION OF TRAINING NEEDS: BACIE (British Association for Commercial and Industrial Education) 1971.**
- b. **BOYDELL, T. H.**  
“A guide to job analysis.” BACIE (British Association for Commercial and Industrial Education 1973.

## **SUPERVISORY AND INSTRUCTIONAL SKILLS COURSE (S & ISC)**

### **INTRODUCTION:**

Modern supervisors need to cross the core concepts of effective supervision as well as instructional skills needed in business and industry for higher productivity. This course is therefore, designed for participants not only to acquire practical planning, communications, motivations and leadership skills, but also to be exposed to modern methods of delivering instruction (both in and on-the-job setting).

### **REFERENCE SOURCES:**

#### **BOOKS**

- a. **ROTHWELL, W. J.**  
Improving on-the-job training: How to Establish and operate a comprehensive on- the-job training programme. 1994, 162P.
- b. **HOPSON, B, & SCALLY, M.**  
Time management: Conquering the clock. 1989, 94P.
- c. **MAGER, R. F.**  
Preparing instructional objective. 1975, 136P.
- d. **BROADWELL, M. M.**  
The supervisor and on-the-job Training, 1975, 156P.
- e. **ADAIR, J.**  
The Skills of leadership. 1984, 238P.

#### **JOURNALS**

- a. **BOYDELL, T. H.**  
“A guide to the identification of training needs” BACIE (British Association for Commercial and Industrial Education) 1971
- b. **BOYDELL, T. H.**  
“A guide to job analysis.” BACIE British Association for Commercial and Industrial Education) 1973.

#### **ENCYCLOPEDIA**

- MURPHY, H. A. & PECK, C. E.**  
“Effective Business Communication” (Grolier Business Library).

**COURSE TITLE: SKILLS UP-GRADING COURSE FOR HOTEL – KEEPERS (SUGCHHK)**

**INTRODUCTION**

House- Keeping or Domestic administration is essential in all types of establishments be they Hotels, Clubs, or Hospitals in order that there shall be Comfort, Cleanliness and Service.

**REFERENCE SOURCES**

**BOOKS**

- a. **VENISON. P.**  
Managing Hotel. 1986 137 P
- b. **DAVISON. PHYLIS**  
Home Management 1973, 200 P.
- c. **BOELLA, MICHAEL.**  
Personnel Management in the Hotel and Catering Industry. 1983 268 P.
- d. **BURSINEIN, HARVEY**  
Industry Security Management 1986. 268 P.
- e. **PETER, M. O.**  
Hand book On business Organisation. 1983 133 P.

**ENCYCLOPAEDIA**

- A **G.W. LA.**  
“Hotel and noted Industry management.  
The New Encyclopedia Britain Ca” 1975 Vol. 8. PP 1117-1119.

**JOURNAL**

- A. **RODERICK WILKNSO.**  
“The crucial Question of Hotel employee relationship” management in Nigeria may. 1979. PP, 32-37.
- B. **DAPO AKINTUNDE**  
“Hotel Business to success”  
Business Career. Dec. 1999. PP. 18-24

**SOURCES**

**INDUSTRIAL TRAINING FUND HEADQUARTERS LIBRARY, JOS.**

## **COURSE TITLE: SKILLS UP-GRADING COURSE FOR HOTEL MANAGERS**

### **INTRODUCTION**

The Hospitality Industry needs to train their staff on continuous basis to remain in business. Supervisions, especially in small and medium size hotels require skill training to be able to compete with the larger size hotels. This course is designed to give the technical know-how of management.

### **REFERENCE SOURCE**

#### **BOOKS**

- A. GILLEY J. W.**  
Marketing HRD within organization. 1992. PP 242.
- B. SNITHER J. W.**  
Performance practice, appraisal state of the art in practice. 1993. PP. 579.
- C HOPSON. B.**  
Time management conquering the clock. 1995. PP. 94.
- D. DANA, DANIEL.**  
Managing Conflict. A workshop on Communication 1999, PP 135.
- E. UBEKU. A. K.**  
Personnel Management in Nigeria. 1975, PP. 313.
- F. PIERCY. N.**  
Market-led strategic change. 1998, PP 665.

#### **ENCYCLOPAEDIA**

- A. SAYLES, L.**  
“Manager’s as their own change Agents” GROLIER, Business Library Vol. 19, Page 141-145: (1999).
- B. REDINBAUGH, L. D.**  
“ Importance of the consumer: the market and customers” Grolier Business Library Vol. 10, PP. 69-73.and 80-84. (1979).
- C. DAVIS, KEITH**  
“Conflict Management” Grolier Business Library Vol. 17, page 209-211. (1979)

**JOURNAL**

**A. BOYDELL, T. H.**

“A guide to job analysis”

British Association for commercial and Industrial Education 1973.

**B. BOYDELL, T. H.**

“A guide to the identification of training needs” British Association of commercial and Industrial Education. 1997.

**SOURCE**

**INDUSTRIAL TRAINING FUND HEADQUARTERS LIBRARY,  
JOS.**

**TOPIC: WORKSHOP ON SKILLS DEVELOPMENT FOR  
ADMINISTRATIVE  
OFFICERS (WSDAO)**

**INTRODUCTION**

The place of Administration has come to be clearly recognized in every sector of human endeavour as being the keystone to the success and indeed to the very existence of any organization. The future of any organization, public or private, rests upon its ability to develop a science philosophy and practice of Administration competent to propel the organization.

This Workshop will equip Administrative Officers with the required knowledge, Skills and Techniques of Administration.

**REFERENCE SOURCES**

**BOOKS**

1. DUBOIS, DAVID  
Competency Based performance improvement (1993) 343 p.
2. SPARHAWK, SALLY  
Identifying targeted training need (1994) 104 p.
3. STOLOVITCH, HARRAILD  
Handbook of human performance technology (1999) 1003 p.
4. SMITHER, J. W.  
Performance appraisal state of the art in practice (1993) 579 p.
5. SHAW, DAUGLAS G.  
Performance Measurement and appraisal source Book 529 p.

**ENCYCLOPEDIA**

1. KEYIN, E. T.  
The performance Evaluation "Grolier Business Library Vol. 4 Page 191.
2. KEVIN W. T.  
Target "Grolier Business Library Vol. 4 p. 110-117, 141 146-151.
3. DONALD, KROEBER,  
Performance Evaluation and Review Technique, Grolier Business library Vol. 14 195-207 pp.

JOURNALS

1. Nigerian Economic crisis and the Personnel function “Nigerian Journal of Personnel” Vol. 2 No. 1 1987 pp 12-
2. Machinery for Labour Management relations in Parastatals “Nigerian Journal of Personnel” Vol. 3 No. 1 1989 p 31.

SOURCE - INDUSTRIAL TRAINING FUND HEADQUARTERS LIBRARY JOS

## **INFORMATION AND RECORDS KEEPING WORKSHOP**

### **INTRODUCTION**

The flow of information in an organization can best be appreciated through if the methods and techniques of gathering, sorting, and dissemination are perfected and made effective.

Therefore, the need for basic skills and knowledge of record keeping in an organization is imperative.

### **REFERENCE SOURCES**

#### **BOOKS**

1. BAILEY, P.  
Mastering office practice 1992 320 p.
2. BUNTING, E.  
The office worker: The world of work, 1979 338 p.
3. THOMAS D. J.  
A First course in office practice 1980, 252 p.
4. COX, J.  
Clerical Duties and office practice 1978, 67 p.
5. OMOTOSHO, J. N.  
Office practice and business methods for West Africa, 1979, 218 p.

#### **ENCYCLOPEDIA:**

SANDER, D. H.

- a) "Information and information processing Grolier Business Library 3-40 p.

**TOPIC: EFFECTIVE SECRETARIAL MANAGEMENT AND COMMUNICATION SKILLS WORKSHOP**

**INTRODUCTION:**

This workshop is designed to equip those involved in co-ordinating and facilitating information system, staff matters, and corporate image making of an organization.

**REFERENCE SOURCES**

1. REYNOLDS, H. & TRAMEL, M. E.  
Executive time management: Getting 12 Hours work out of an 8-hour day. 1979.  
174 p.
2. WILKINSON, E.  
Management principles and practice. 1971 143 p.
3. MILLS, G.  
Office organization and methods. 1979 406 p.
4. HARRISON J.  
Office procedures 1984 130 p.
5. POPYK, M. K.  
Word processing and information systems; A practical Approach to concepts  
1983, 336 p.

**ENCYCLOPEDIA:**

SANDERS, D. H.  
“Computers in Business: An introduction” Grolier Business Library.

## **WORKSHOP ON INDUSTRIAL AND LABOUR RELATIONS (WILR).**

Declining Productivity and Profitability, which may result from strikes, sit-in, absenteeism, Poor Conditions of Service as well as lack of commitment, to organizational goals, need to be addressed. Hence, the necessary for the knowledge of Industrial and Labour Relations.

The workshop seeks to address the elements in the process of organizational development, Vis-à-Vis, Labour involvement.

### **REFERENCE SOURCES**

1. TORRINGTON D.  
Encyclopedia of Personnel Management. 474 p.

### **BOOKS**

2. EMIOLA, A. KINTUDE  
The Public Servant and the Law. 221 p.
3. WRIGHT, M.  
Labour law. 194 p.
4. UJO, A. A.  
Three decades of the Nigerian Civil Service (1960 – 1990). 196 p.
5. STRAUSS, SAYLES  
Personnel: The human problems of Management. 674 p.

**SOURCES - INDUSTRIAL TRAINING FUND HEADQUARTERS LIBRARY, JOS.**

**TOPIC: PRODUCTION PLANNING AND CONTROL COURSE**

**INTRODUCTION**

The course is designed to teach skills in the planning and control of production for improved sectional and organizational effectiveness. Experiential learning cycles will be used to ensure maximum benefits to participants.

**REFERENCE SOURCE**

**ENCYCLOPEDIA**

1. 'Modern Business' Production decisions and controls 312 P.

**JOURNALS**

- 1,. DR. C. S. IGE  
Production problems in the Nigeria economy 249 P.

**BOOKS.**

1. MAGEE, J.  
Production Planning and Inventory Control 397 P.
2. BURBIDGE, J.  
  
Production Planning 416 P.

SOURCE - INDUSTRIAL TRAINING FUND LIBRARY.

**TOPIC: WORKING FOR YOURSELF: FAMILY SUPPORT  
PROGRAMME (WFY-FSP)**

**INTRODUCTION**

Today, women represent a large and over growing proportion of entrants into the informal sector hence they have been found to be disproportionately represented in the formal sector, since they turn to self-employment to supplement family income.

This workshop is aimed at training women to identify feasible projects and business and how to go about them.

**REFEREBCE SISYRCES  
BOOKS**

1. ALUKO, M.  
Business Management and Environment: 1998, 265 P.
2. UDEN, J. O.  
Entrepreneurship in the 21<sup>st</sup> Century 1999. 359 P.
3. BENSON, O. S.  
Principle and practice of enterprise Management for Professional.1999,  
208 P.
4. HAILES W. D.  
Small Business Management,1977. 240 P.

**ENCYCLOPEDIA**

- a) REDINBAUCH, L. D.  
Small Business investment “Grolier Business Library Vol. 10, 439 P.
- b) REDINBAUCH, L. D.  
“Small Business Administration” Grolier Business Library Vol. 10 439-  
441

**JOURNALS**

- a) OWUALA, S. J.

“The role of small scale enterprises in the Economic Development of Nigeria” Management in Nigeria Nov/Dec. 1987.

**SOURCE - INDUSTRIAL TRAINING FUND HEADQUARTERS LIBRARY, JOS.**

**TOPIC: WORKSHOP HUMAN RESOURCES MANAGEMENT (WHM)**

**INTRODUCTION:**

The workshop is designed to examine practical principles of human resources management in calculate in workers positive attitude that will enable them perform better on the job.

**D. REFERENCE**

1. KEITH, DAVIS  
Grolier Business Library “Human Behaviour at work organizational behaviour” 647 p.

**BOOKS**

2. JERRY W. GILLERY  
Marketing HRD within organization 242 p.
3. MEGG. NSON, LEON  
Human resources: Case and concepts 268 p.
4. PIGOSS, PAUL  
Management of human resources 589 p.

**SOURCE -INDUSTRIAL TRAINING FUND HEADQUARTERS LIBRARY, JOS.**