

KENDOR CONSULTING



CONSULTING

TRAINING

Discuss HR

Forum For HR Professionals & Managers

We are Kendor Consulting!

Dedicated to supporting the management and development of people. We are passionate about people and understand their importance to achieving business success. We want to help individuals and organizations manage and develop their people efforts in the most effective manner possible. At Kendor, our experience has taught us that the secret is in the alignment. Our approach is simple and our solutions even simpler:

- Right Strategy
- Right Processes
- Right People

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OUR SERVICES

People Management Services

Performance and Reward Management Design and Development

Kendor knows that management is measurement and anything you cannot measure you cannot manage. That is why we design performance management systems in a manner that drives the optimal performance of employees. We design systems that ensure the effective translation of strategy to execution. Our systems are aligned to ensure that employees are equipped to meet organizational goals while rewarding those behaviours that drive success.

Competency and Career Management

Kendor understands that employee performance is strongly linked to the employees level of competence. We will assist your organisation in determining the knowledge, skills and levels of ability required for employees to perform their jobs optimally. Our experience in competency framework development ensures that training and developmental needs required to close competency gaps are met in a systematic and effective manner.

Change Management

Kendor understands the dynamics of change and what must be done to ensure successful change programmes. Kendor assists organizations by facilitating change projects and aiding redesign of current structures, teams, or jobs to reflect the future environment.

Organizational Development

Kendor has experience in management and team building retreat facilitation, management restructuring, corporate rightsizing, and mission/value statement development. Our techniques and tools on creating a learning environment are key to the delivery of our services.

Compensation Strategy

A large number of organizations do not know that compensation can play a strategic role in their people management practices. By examining your organization strategy we will proffer sustainable solutions to attracting and retaining the right people for your organization. A range of compensation services are available including: salary surveys, incentive systems, salary structures, performance appraisal and merit pay systems, job evaluation, job ranking or grading program. We provide expertise from design to the implementation of total compensation systems.

HR Strategy

Kendor knows that all HR Management practices should be designed to support an organization's key business priorities. Our philosophy is based on the understanding that people are vital to the organisation's success. An important element in our process is how an organization translates its mission and goals to the employees in order to reinforce the culture.

HR Outsourcing

At Kendor we provide HR outsourcing services for firms that want to outsource parts or all of their HR function and processes. This option suits a lot of our smaller clients who do not yet have the capacity to operate a fully functional HR department. It also suits clients who have decided to outsource certain non core business processes. This is an option worth exploring as our fee structure makes it an affordable, value-adding service. We also provide a program of ongoing support and advice for all your HR questions.

Policy & Procedures Manuals, Employee Handbooks

Kendor can create, review, or provide assistance with the preparation of new or existing management HR policy and procedures manuals, Employee Handbooks, HR forms and Job Descriptions.

Employee Relations

Kendor's employee relations services range from, evaluation systems, conflict resolution, employee assistance plans, team building, counselling techniques and employee attitude surveys.

Human Resources Review

Kendor can prepare a comprehensive review of your HR practices, structure, people and processes and identify areas where organizational response meets best practice or requires necessary revisions to deliver on strategy.

HR Alignment Implementation

Kendor's HR alignment implementation services focus on implementing the agreed HR programs and initiatives that may have been developed after an HR review. The benefits are a function that is equipped to meet the strategic objectives of the organization and a workforce that can deliver on strategy.

HR Information System Implementation

Kendor will assist and support the selection and implementation of the best fit HR Information system to support the business objectives. We have partnered with experienced and competent HRIS solution providers and will manage the smooth implementation and transition to the new system.

Recruiting & Related Services

Kendor can provide recruiting, selection criteria, screening, testing and reference checking. However in providing this service; we will bear in mind the strategic direction of the organization.

Coaching & Mentoring

Kendor supports clients by working with executives, senior managers, or teams for more specific effective job performance. We can either help your organization set up a coaching and mentoring program or we can help individuals identify the gap between where they are now and where they want to be and facilitate a coaching or mentoring activity to close these gaps.

Team Building

Kendor is an expert in delivering team building solutions that foster teamwork while addressing management and people concerns. Our solutions offer workshop as well as outdoor based team games and activities. Our focus is to deliver an event to remember while equipping participants with competencies that enhance team work and collaboration.

Facilitation

Kendor's expert facilitators are able to work with management teams and functional groups to aid discussions, idea development or building new frameworks within the organization. We bring value to strategy and planning sessions, retreats, team building, training and workshop programs.

Discuss HR Forum

Kendor provides an online interactive forum focusing on people management and development issues. Visit our discussion forum on www.hrnigeria.com.

Business Process Management Services

Business Process Audit and Reviews

The first step to improving or implementing Business Processes, Procedures or Workflow is undertaking an Audit and Review exercise to identify gaps, issues or problems pertaining to the existing processes. The Audit reviews key business and support processes and involves process mapping, documentation & evaluation of key processes. Following the Process Audit, we are able to give our clients the most appropriate and cost saving recommendations to take their business forward.

Business Transformation and Restructuring

Restructuring involves implementing transformational change as a business strategy or in response to technology or fast changing global markets. Restructuring efforts may focus on the whole Business or on one or more departments. We have adopted tried and tested methodologies combined with Strategic Change Management to enable us deliver the required transformation and results desired by our clients. Our objective is to ensure Maximum efficiency and Return on Investment in our focus area.

Organisational Process & Quality Improvement

This focuses on increasing both the organisational and operational performance of a Business, reducing overhead costs, improving cycle time to market, and various other performance & quality standards. We support organisations in identifying and implementing industry best practices; improving and re-designing their business processes to meet their client's needs whilst competing successfully in their operating environment.

Our services in this area include;

- Function & Structure Alignment
- Policies & Procedures

Training Services

Kendor offers a range of training programmes grouped into technical and non technical areas. The technical programs focus on technical skill like 'how to' as well as training courses that focus on specific people management practice areas.

The non technical focuses on softer skills related to individual, team and organizational based competencies that are designed to support personal development, interpersonal relationships and organizational performance.

The technical training programmes are grouped under the following people management and development practices;

Managing the CEO/HR Alliance

Managing the HR Function

HR Strategy and Planning

Recruitment and Selection

Compensation and Reward Management

Performance Management

Change Management

The non technical training courses are grouped into 3 focus areas: Managing Self, Managing Others, Managing the Organisation.

Managing Self

- Personal Effectiveness
- Communication At Work
- Managing Behaviour for Success
- Interpersonal Skills

Managing Others

- Managing your Boss
- Managing People and Projects
- Leading Change
- Developing Leadership Competencies
- Coaching and Mentoring for Performance
- Building High Performance Teams
- Managing for Performance
- Training, Coaching and Delegating
- Disciplining and Counselling

Managing the Organization

- Strategy to Action
- Customer Service Skills
- Team Building Events and Facilitation
- Strategy Development Facilitation

We also offer a range of in- house training and public programs customised to meet the needs of your organisation. Please tell us what your people issues are and we will support the development of strategies and initiatives to solve them.



ABOUT KENDOR CONSULTING

Kendor Consulting is a firm of Business and Management Consultants with office in Lagos, Nigeria. We focus exclusively on creating and managing change in organisations by helping them formulate and implement customer focused strategies, align their management systems to support service delivery; and develop the competence and capabilities of their people to deliver on their promises.

Our Strength

The firm is made up of a crop of vibrant, dynamic, consultants passionate about enhancing the performance of the businesses they serve. Our delivery capability is enhanced by our multi skilled and experienced consultants whose competences are continuously enhanced through continuous learning experiences in their respective fields. We take advantage of our consultant's varied skills through our cross functional approach to assignment execution and ensure they empower our clients with the knowledge and skills to continuously improve. Our focus is always on translating strategy to execution.

Our Track Record

Kendor Consulting has over the years developed deep competencies in providing management consulting services in Human Capital Development & Management, Business Transformation, Change Management and Business Process Improvement. Our consultants have been involved in small and large scale consulting assignments. Our facilitators have provided consulting support and training programmes for various organizations. Below are some of the projects that our consultants have been involved in:

Nature of Work	Organisations
HR Diagnostics, Staff Audit, Project Management	■ NITEL/MTEL, NSPMC, Addax Petroleum
HR Strategy Development and Implementation	■ Interswitch
Recruitment & Selection	■ BUA Sugar Ltd
Business Process Review	■ NSPMC plc, Toyota Nigeria, NEXIM Bank, Tilca
Team Building Retreat Facilitation	■ MTN, Zain, Guinness
Change Management	■ National Bureau of Statistics
Compensation Strategy & Structure	■ Interswitch, DDB
Managerial Assessment	■ Ericsson, Virgin Nigeria, Zain
HR Departmental Set Up	■ Biochemical Derivatives
Training	■ Access Bank, Nigerian Breweries, FCMB, Zenith Bank, Bank PHB, Diamond Bank

Our Key Consultants

Adora Ikwuemesi

Adora is a talented and multi skilled professional with experience spanning the IT, Telecoms and Consulting industries. She has tested competencies in the areas of Strategic HR Management, Change Management and Business Process Improvement. Adora has a Master's degree in Management Information Systems from Cranfield University, UK, a Bachelor's degree in Economics from the University of Reading, UK and a Diploma in Psychology from Middlesex University, also in the UK. She is a certified assessor and trainer on behavioural profiling. She is also an active member of the Society for Human Resources Management (USA), co-ordinating the Lagos Forum.

Prior to joining Kendor, she headed HR Transformation at Transnational Corporation Plc where her primary focus was on aligning human capital with organizational strategy. She provided her expertise to the group and its subsidiaries and was actively involved in the NITEL/MTEL business transformation efforts. Prior to joining Transcorp, she headed the Human Capital Group of Interswitch Ltd, the leading transaction switching and payment processing firm in Nigeria. She was responsible for developing and executing the group's HR strategy and embarked on several development projects, notably the design and implementation of a competency based performance management system as well as the design of a sustainable compensation and reward strategy.

Her consulting experience spans several years at Phillips Consulting where she led Process Improvement teams as part of several restructuring projects. Other areas of focus included, Strategic Alignment, Change Management, Human Capital Development and Team Building. Her telecoms experience extends several years working for Nokia UK as Design Engineer. Working extensively on a number of projects, she was responsible for the specification and design of the first Multimedia and Java supported Nokia mobile phones.

She is a result-oriented, multi-focused professional who continuously improves herself by extensive research in diverse fields. She is currently researching on 'the impact of HR practices on employee commitment'. She plans to use her

findings to help organizations better align their people efforts.

Adora has written several published articles for a number of National Newspapers. She has facilitated several workshops and training programs. She enjoys, creative writing, reading, computers, the saxophone, public speaking and counselling.

Victoria Idiegbe

Victoria is an experienced IT and Project Management consultant with work experience spanning the Education, Retail, Financial and Legal sectors. She graduated with a BA in languages and Literature from Bendel State University Ekpoma. She is a registered vocational trainer with Protocol National UK, providing business computing training to adult learners. Victoria has worked for one of the largest Intellectual property firms in London, providing quality assurance for a £12 million pound business change project.

She is a Prince 2 certified Project Management practitioner as well as ISEB and ITIL (green badge) qualified. Her skill set covers customer service, project governance, quality assurance, IT service delivery, IT and business change and business process improvement. Her Project achievements include implementing IT and business change to over 500 UK users and 2600 UK advisers. She co-ordinated the transition from legacy systems to new applications installed on new infrastructure, ensuring that business acceptance criteria were satisfied during the project. She also co-ordinates staff training and inductions during IT change projects.

Victoria believes in giving back to the local community and supports charitable groups and organisations. She is involved in mentoring and has a special interest in mentoring teenagers and business colleagues. She adopts an 'openly enthusiastic' approach to all challenges that come her way.

Her hobbies include travelling, a passion for jazz, broadcasting her own radio show on podomatic.com, exercise and reading.

Utonnwa “Utty” Akinlaja

Utonnwa is a multi skilled professional with international experience spanning over 14 countries. Her consulting experience covers the IT, Telecoms, FMCG, Media and Advertising, Banking and Finance and Consulting industries. She has tested competencies in the areas of Strategic HR Management, Recruitment (international, volume and non- volume) Change Management,, Business Process Improvement and Learning and Development.

Utty (as she is known) is a graduate of the University of Ibadan. She is a Licentiate member of the Chartered institute of Personnel Development (UK), an Associate of the Recruitment and Employers Confederation (UK) and a certified Project Manager (Prince2).

Her experience in Recruitment extends to working as Recruitment Specialist for Telefonica O2 (currently the UK's Largest Telecommunications Firm with focus on designing and implementing recruitment programmes. Prior to Telefonica, she worked as the Human Resources Manager of Globemed International Ltd where in addition to HR management she worked as an international recruiter of medical personnel from over 14 countries while being responsible for the design and launch of the firm's website and jobsite.

Utty has significant consulting experience where she was involved in several projects, including the design and delivery of Managerial Development Programmes (MDP) for Middle to top level managers specifically in the media and FMCG sectors. She worked several years at Phillips Consulting, where she was involved in varying projects including but not limited to Business Process Re-engineering; Recruitment and Outsourcing services; Human Resources Information Systems (HRIS) implementation; Talent Management and Succession Planning.

Utty is comfortable working with top executives and frontline staff, she has written several published articles for a number of National Newspapers. She has facilitated several workshops and training programs. She enjoys, creative writing, reading, rock climbing, boxing, public speaking and counselling.

Wilson N C Omordia

Wilson is a seasoned professional with experience ranging from Alternative and Sustainable Energy supply, Telecoms to Securitised Financial Consultancy. He has key competencies in Corporate Financial Consultancy, Regulated Mortgage Advice and Finance.

With a background degree in Financial Accounting, Wilson is a member of the Chartered Institute of Management Accountants (CIMA) UK; Certified UK Mortgage Advice Practitioner and a member of UK Association of Finance Brokers and UK Association of Mortgage Intermediaries.

Wilson's experience extends several years as an Executive Director overseeing Corporate Development of S.I.T.L Nigeria. Prior to this role, he was the Principal Consultant at WM Associates UK where he supervised regulated mortgage and finance advice; managed established synergies with clients in sub-Saharan Africa in the area of promoting non-fossil fuel as a viable business proposition; as well as initiated and deployed one of the first online debt to income management services. Wilson also consulted for Nationwide Building Society (UK's largest building society) to build market share in the industry by focusing on its P.R.I.D.E. core principles. Wilson also worked as a consultant for General Portfolio Financial Planning Services, Docklands, UK where he was a team member responsible for compliant data management, identifying and advice on wealth and private investment portfolio management.

Wilson is an accomplished solutions facilitator with a passion for excellence in customer service. Equally at home in Nigeria, Europe or the USA, he has a proven result-oriented commitment to grass root solutions and continues to strive to maintain strong inter-personal relationships whilst drawing on top-class decision making skills.

Wilson contributes to different trade journals and media publications. He enjoys music, counselling, creative solutions, most outdoor games and sports, reading, writing, chess and political commentaries.

Ngozi Okafor

Ngozi is a graduate psychologist who obtained her honours degree at Brunel University in the United Kingdom. She began working with businesses focusing on their Marketing and Communication strategy (comprising, Branding, Public Relations, Marketing Communications, Event Planning, Advertising, Corporate Social Responsibility, Media Relations and Issues and Crisis Management).

She was conferred 'preferred supplier' status by the Business Link for London. Over the years, she successfully bid for and delivered on several contracts sponsored by the European Social Fund, the London Development Agency, the European Regional Development Fund, the Princes Trust and Business Link for London. Ngozi frequently delivered training to businesses on: Marketing, Public Relations, Business Planning, Web Architecture as a marketing tool, Copywriting, Pitching Your Business, Customer Care, Time Management and Change Management amongst others.

She has designed training courses for multinational organizations such as Shell, Mobil, the staff of the Central Bank of Nigeria and small businesses in the UK, US and Nigeria. She is a member of the Chartered Institute of Marketing, Institute of Business Advisers, Institute of Business Consultants and is a Project Management certificate holder from the Project Management Institute (PMI).

Ngozi is interested in charitable endeavours and holds a Cambridge Certificate in teaching English to speakers of other languages (CELTA). For over 10 years, she has also worked as a youth mentor, helping young people into gainful employment through career and business skills training. For her efforts with young and minority ethnic groups in the community, she was nominated to attend a dinner at 10 Downing street to meet the then Prime Minister of London Mr. Tony Blair through an 'INNER CITY' initiative designed to recognize and support 100 young business people in London making a difference. In her spare time, she enjoys meeting new people, singing and writing. She has written 4 children's books and enjoys using her son as sample audience.