



**Mona School
of Business &
Management**

MSBM The University of the West Indies, Mona

Professional Services Unit

Your Premier Partners!

Management Consultancy
and Executive Education
and Training Providers



TABLE OF CONTENTS

Message from the Director	1
About Us	2
Our Mission	2
Some of Our Clients	2
Divisions of the Unit	3
Management Consultancy Services	4
Strategic and Business Plans	4
Socio-Economic Studies, Surveys and Policy Studies	4
Policy and Procedures Manual	4
Business Reengineering for Efficiency and Profit	5
Executive Search and Recruitment	5
Executive Education and Training Programmes	6
Scheduled Courses	6
Principles and Practices of Project Management	6
Advanced Project Management: PMP Exam Prep Course	6
Supervisory Management	6
Enterprise Risk Management	7
Business Analysis Fundamentals	7
Supply Chain Management Principles	7
Managing Organisational Change: A Practical Approach	7
Transformational Leadership	8
Business Communication	8
New Courses.....	8
Professional Diploma in Digital Marketing	8
Industrial Relations	8
SCRUM Product Owner	9
Employee Engagement and Retention	9
Fundamentals of Human Resource Management	9
Customised Training	9
Our Experts	9



MESSAGE FROM THE *DIRECTOR*

DIANE EDWARDS
Professional Services Unit

In today's Volatile and Uncertain world, where change is constant and success demands agility, your organization needs a strong foundation. The Professional Services Unit (PSU) of the Mona School of Business & Management provides tailored training and consulting solutions to empower your team and propel your business forward.

Boost Your Team's Business Acumen:

Develop critical business skills and enhance employee talent with targeted training programs covering key areas like Project Management, Human Resource Management, Leadership Development, Enterprise Risk Management, and Change Management.

We offer expertly led, accessible learning. Our courses are designed and delivered by experienced professionals and faculty, combining in-person and online modalities to suit your needs.

Stay ahead of the curve and master the latest marketing trends with our newest offering, Digital Marketing, focusing on SEO, email, and social media mastery.

Cultivate Inspiring Leaders and Unlock your leadership potential by equipping your team with the skills and confidence to navigate complex challenges and drive organizational success with our Transformational Leadership workshops.

Solve Your Toughest Business Challenges:

Expert Consulting Services: Our open consultancy model combines the expertise of faculty specialists and seasoned practitioners to deliver tailored solutions to your specific needs.

Experience across diverse sectors: We have a proven track record of success in areas like Human Resources, Change Management, Social Impact Surveys, Gender Issues, Market Research, Executive Search, Digital Transformation, and Environmental Issues.

ABOUT US

The PSU is a key plank of The University of the West Indies, Mona's value proposition to its constituents in Jamaica and the region. Its mandate is to be the arm of the University that facilitates effective business education



and practices in the private and public sectors and Non-Government Organizations, in order to advance the economic development agenda of Jamaica.

Our services are driven by experience, innovation and meticulous research and our insight into global and local business issues and relevant solutions makes us your essential partner.

Our consulting team has a considerably wide client base, including Inter-American Development Bank, Caribbean Development Bank, CARICOM; United Nations Educational, Scientific and Cultural Organization (UNESCO), Google, NCB and Sagicor, among others.

In 2001, MSBM won the USAID 40th Anniversary Award of Excellence for Education, and in 2004, was admitted to Membership in the Association of Advance Collegiate Schools of Business (ACSB) International. In 2005, the MSBM received the UWI's "Principal's Award for Outstanding Contribution to Public Policy". Since 2008, MSBM has been ranked by the Eduniversal International Scientific Committee (France) among the top 1,000 business schools in the Worldwide Business School Ranking.

OUR MISSION

Our mission is to provide services that uplift people so they can grasp opportunities, resolve problems, increase productivity, profit and innovation.

SOME OF OUR CLIENTS



The Ministry of
National Security



Ministry of
Education & Youth



DIVISIONS OF THE UNIT

Our services are provided through two divisions. These are:

MANAGEMENT CONSULTING DIVISION: We offer a comprehensive suite of business advice, strategy and management improvement services. Our consultants take the time to understand your position and future goals, to help you bridge gaps, create achievable goals and produce meaningful and profitable results.

EXECUTIVE EDUCATION AND TRAINING DIVISION: The Firm's short-term programmes meet the societal, business and personal development needs of Executives, Senior Managers, Professionals and key workforce members. These courses are high impact programmes and can be customised to meet particular needs.

TESTIMONIAL



“Transformational Leadership is a training course delivered to us at Sagicor Group Jamaica by MSBM geared towards our people leaders, helping us to find new ways of thinking and leading our teams into the future. MSBM has provided Sagicor with in-depth learning through their transformational leadership sessions done with our leaders.

The sessions have been exceptional as the institution tapped into our culture and our realities to present solutions specific to our situation at Sagicor and we will continue to work with them on our transformation journey.”

Jacqueline Donaldson, Vice President - Corporate Services

MANAGEMENT CONSULTANCY SERVICES



Strategic and Business Plans

We create the tools, techniques and systems for company growth and success. Our Strategic Plans and Business Plans allow companies to track growth, establish budget and prepare for unforeseen changes in the market. We also create multi-year plans for:

- Business Continuity
- Enterprise Risk Management
- Production, Farm or Factory
- Finance
- Marketing and Communication
- Other functions of the firm



Socio-Economic Studies, Surveys and Policy Studies

We perform socio-economic studies to identify the relationship between human needs and economic activities and social life. Policy studies may include analysis of policymaking process, applied research, impact studies, project evaluation of programme and policy design.

MSBM studies can be guided by surveys or these surveys may be conducted independently, then statistically analysed to draw meaningful research conclusions. These services may include:

- Surveys and policy development research at the community, national and regional level
- Social and economic situations and production of set deliverables
- Surveys and polls of various market phenomena
- Impact studies to include gender, disadvantage LBGTI, child, adult or adolescent



Policy and Procedures Manual

We create suites of manuals for the firm, department or agency. We design policy and procedures manuals with comprehensive text that details every step in the company's operation. These services include:

- Accounting Manual
- HR Personnel Manual
- General Administration Manual
- Marketing and Sales Manual
- Procurement Manual
- Office Management Manual
- Production and Factory Manual



Business Re-engineering for Efficiency and Profit

We help companies to solve issues for greater productivity and to maximise growth. Our business skills provide objective advice and help organisations to identify areas for further development. We help create strategic management solutions and provide advice to re-direct operations of the company for sustainable growth. These services include:

- Restructuring of the organisation to create agile, productive and customer centred solutions
- Confidential high-level advice and guidance to the Board of Directors or C-Suite
- Study, develop and implement change management strategies to achieve corporate goals
- Production of feasibility and sustainability studies
- Project management of service, farming or manufacturing enterprises to meet targets and bring start-ups from plan to reality
- Management Audits



Executive Search and Recruitment

We embrace a context driven approach to Executive Search Services that helps our clients find qualified, experienced, top talent, with excellent personal traits and values, who are adept at working across borders in markets within the Caribbean region and globally.

Our consultants assess market availability, use comparative benchmarking and find candidates who have the required qualification, experience and expertise and are the ideal cultural fit.

To ensure the effectiveness of each search assignment, we leverage the strength of local and regional networks. Typically, a project team comprises consultants who understand the local and regional context in which the search will take place.

EXECUTIVE EDUCATION AND TRAINING PROGRAMMES

SCHEDULED COURSES

Scheduled courses are offered for professionals and executives which include teaching on new know-how. The training includes teaching to finesse personal development to lead and manage efficient organisation.

The firm offers a wide range of certified courses. These are:

Principles and Practices of Project Management

As an Authorized Training Partner with the Project Management Institute, USA, our internationally accredited Principles and Practices of Project Management course is designed to provide you with the tools and techniques needed to manage projects from start to finish. You will also learn how to plan, develop budgets, set timelines, manage risks and stakeholder expectations. **Certificate awarded: joint PMI and MSBM**

Advance Project Management: PMP Exam Prep Course

Prepare for success with our Project Management Institute (PMI) Exam Prep course. This comprehensive course is designed to help you pass the PMI Project Management Professional (PMP) certification exam with confidence. Our experienced instructors will guide you in applying concepts to real-world scenarios, using case studies and interactive exercises to reinforce your understanding. The course also includes practice exams, so you can test your knowledge and get familiar with the format and content of the PMI certification exam. **Certificate awarded: MSBM**

Supervisory Management

In this course through a combination of hands-on training, case studies, and interactive discussions, you will learn how to motivate your employees, delegate tasks, communicate effectively, and resolve conflicts. You will also explore the legal, economic, and social factors that influence workplace relations, including labor law, collective bargaining, unionization, negotiation strategies and the role of management. **Certificate awarded: MSBM**



Enterprise Risk Management

Enterprise Risk Management (ERM) is a critical function for any organization seeking to proactively identify, assess, and manage risks that could impact their strategic objectives. Through a series of lectures, case studies, and interactive exercises, you will gain practical skills in risk identification, risk assessment, risk response, and risk monitoring. **Certificate awarded: MSBM**



Business Analysis Fundamentals

Advance your career in the world of business with our internationally accredited Business Analysis Fundamentals course. Partnering with the International Institute of Business Analysis (IIBA), we have designed the course to give you the skills and knowledge you need to succeed in today's fast-paced business environment. This course will help to improve your analytical skills, provide a deeper understanding of business processes, and teach you how to make data-driven decisions. **Certificate awarded: joint IIBA and MSBM**



Supply Chain Management Principles

Through our partnership with the Council of Supply Chain Management Principles (CSCMP), this course will teach you how to optimize every aspect of the supply chain, from sourcing raw materials to delivering finished products to customers. In this interactive course, you will gain the skills and knowledge needed to effectively manage supply chain operations, mitigate risks, reduce costs, and improve overall efficiency. **Certificate awarded: joint CSCMP and MSBM**



Managing Organisational Change: A Practical Approach

Our Change Management course is designed to provide you with the skills and knowledge necessary to lead change initiatives with confidence. You will learn how to develop and implement change strategies, communicate effectively with stakeholders, and overcome resistance to change; through a range of topics, including organizational culture, project management, and leadership styles. **Certificate awarded: MSBM**



Transformational Leadership

This course is designed to equip you with the skills and knowledge necessary to become a transformational leader who can inspire and motivate individuals and teams to achieve their full potential. In this course, you will learn about the key concepts and principles of transformational leadership, including how to communicate a compelling vision, build strong relationships, foster innovation, and lead change. You will also explore the role of emotional intelligence, ethics, and resilience in effective leadership. **Certificate awarded: MSBM**



Business Communication

Whether you are pitching an idea to a potential client or presenting a report to your team, your ability to communicate clearly and persuasively is critical. In this course, you will learn essential communication skills for the workplace, including how to write professional emails, create engaging presentations, and deliver effective speeches. You will also explore the nuances of cross-cultural communication, learn how to navigate difficult conversations, and hone your active listening skills. **Certificate awarded: MSBM**

NEW COURSES!



Professional Diploma in Digital Marketing

The Digital Marketing Professional Certification course, offered in conjunction with the Digital Marketing Institute (DMI), is designed for participants to gain comprehensive knowledge and practical skills essential for success in the digital landscape. Upon completion, become a Certified Digital Marketing Professional (CDMP). **Certificate awarded: joint MSBM and DMI**



Industrial Relations

Explore the intricate dynamics of workplace interactions with our Industrial Relations course. Gain a comprehensive understanding

of labor laws, negotiation strategies, and conflict resolution techniques essential for fostering harmonious employer-employee relationships in today's evolving workforce. **Certificate awarded: MSBM**

SCRUM Product Owner

Become an expert in product ownership with our SCRUM Product Owner course. Learn to represent stakeholder interests, communicate product requirements effectively, and define acceptance criteria for Scrum teams. Earn your Scrum Product Owner Certified (SPOC™) certificate from SCRUMstudy upon completion. **Certificate awarded: joint MSBM and SCRUMstudy**

Employee Engagement and Retention

Happy employees drive business success. Discover the strategies to engage, motivate and retain your valuable talent. Your path to a more satisfied and productive workforce begins here.

Certificate awarded: MSBM

Fundamentals of Human Resource Management

The heart of any organization is its people. Learn the fundamentals of HR management, from recruitment to retention. Become a key driver of your organization's success. **Certificate awarded: MSBM**

CUSTOMISED TRAINING

All courses can be customised for clients needs and new courses developed for special purposes.

OUR EXPERTS

The Unit draws on in-house Faculty of academic excellence in areas such as Mathematics, IT, Logistics & Supply Chain, Operations Research, Engineering, Marketing & Project Management. Our Adjunct Faculty drawn from industry, and agencies of government also have considerable experience. MSBM also has on-call a large pool of experts in many disciplines eg, Gender, Disability, Environment & Marine Sciences etc.

OUR INTERNATIONAL PARTNERS



The Chartered
Institute of Logistics
and Transport



Council of Supply Chain
Management Professionals



Center for
Creative
Leadership



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Forward. Thinking.