

### Management & Leadership

#### Management & Strategy

Mini MBA - Management Practices	3 Days
Change Management and How to Lead Change	3 Days
Time Management for Leaders	2 Days
Principles of Management	3 Days
Team Building - Developing High Performance Teams	3 Days
Motivating Your Workforce - Motivation, Persuasion & Empowerment	2 Days
Performance Management - Managing Employee Performance	2 Days
Strategic Planning and Organizational Excellence	3 Days
Strategic Planning and Organizational Strategies	3 Days
Advanced Strategic Management	3 Days
Balanced Scorecard Implementation	3 Days
Diversity Management - Utilizing Culture Diversity in the Workplace	2 Days
Effective Managerial & Supervisory Skills	3 Days
Managing Stress and Difficult Situations for Managers	2 Days
Developing Motivation and Job Satisfaction Skills	2 Days
Measuring and Developing Organizational Performance	2 Days
Building Organizational Culture	2 Days
Organizational Happiness	3 Days
Modern Techniques and Trends in Management	2 Days

#### Business Planning

Artificial Intelligence Awareness for Decision Makers	2 Days
Business Continuity Management	5 Days
Business Plan Development & Implementation	3 Days
Future Foresight	2 Days
Developing Business Opportunities	3 Days
Branding: Creating and Managing Your Corporate Brand	2 Days

#### Leadership Programs

Leadership Skills for Supervisors - Communicate & Coach	3 Days
Coaching For Leadership Success	3 Days
Emotional Intelligence for Leadership Excellence	3 Days
Leadership for Success	3 Days
Leading During Crisis Program (UAE Government Leadership Model)	3 Days
Government Innovation Leader Diploma (UAE Government Leadership Model)	10 Days
4 Essential Roles of Leadership (Franklin-Covey Leadership Program)	2 Days+
6 Critical Practices (Franklin-Covey Leadership Program)	2 Days+
7 Habits for Managers (Franklin-Covey Leadership Program)	2 Days+
Leading at the Speed of Trust (Franklin-Covey Leadership Program)	2 Days+
Interdependent Leadership Program	4 months
Strength-Based Leadership Program	4 months
One Minute Manager (Virtual Instructor-Led Leadership Journey)	2 weeks+
Self-Leadership (Virtual Instructor-Led Leadership Journey)	2 weeks+
Situational Leadership (Virtual Instructor-Led Leadership Journey)	2 weeks+
Leadership Foundations (VR Course)	1 Day
Leadership Masterclass (VR Course)	1 Day

### Business & Soft Skills Programs

#### Customer Service & Happiness

Service Design for Government Sector	2 Days
Digital Service Design	2 Days
Global Star Rating System for Service	5 Days
Providing Distinguished Customer Service	2 Days
Building Superior Customer Experiences	3 Days
Critical Elements of Customer Service	3 Days
Dealing with Difficult Customers and Complaint Handling Skills	2 Days
Strategic Customer Service & Happiness Management	3 Days
Customer Service for Account Managers	2 Days
Customer Service Management for Contact Center Employees	2 Days
Service for People of Determination	1 Day
VIP Customer Service Skills	1 Day
Customer Greeting & Welcoming Skills	1 Day
Multi-Dimensional Customer Service for Dynamic Results	2 Days
Mastering Customer Retention	2 Days
Strategies for Effective Customer Relationship Management	2 Days

### Business & Soft Skills Programs

#### Quality & Excellence

Government Excellence Programs (Models & Qualification Requirements)	3 Days
Introduction to EFQM	2 Days
EFQM Excellence Assessor (EAT)	2 Days
Leader for Excellence (L4E)	2 Days
Journey to Excellence (J2E)	2 Days
Basic Assessor Training (BAT)	2 Days
EFQM Assessor Workshop	3 Days
Lean Process Improvement	2 Days
Kaizen Approach for Continuous Enhancement	2 Days
Organizational Excellence	2 Days
Assessing Organizational Performance	2 Days
Using the RADAR Methodology	2 Days

#### Accounting & Finance

Mini MBA in Financial Management	3 Days
Financial Modelling - Basic	3 Days
Financial Modelling - Advanced	5 Days
Accounting Concepts - Basic	3 Days
Accounting Concepts - Advanced	3 Days
Business Performance Analysis	3 Days
Business Planning, Budgeting & Financial Forecasting	3 Days
Effective Cost Management	5 Days
Finance for Business Decisions	3 Days
International Financial Reporting Standards Masterclass (IFRS)	1 Day
Finance Skills for Managers	2 Days
Professional Cash Handling	2 Days
Financial Risk Evaluation and Management	3 Days
Time Value of Money and Capital Budgeting	2 Days
Understanding and Analyzing Financial Statements & Reports	2 Days
Finance Fundamentals	2 Days
Cost Effectiveness	2 Days

#### Admin & Secretarial

Business Correspondence - Memos, Emails & Letters	3 Days
Integrated Skills for Electronic Secretariat (Smart Technology Applications)	3 Days
Professional Executive Secretary Skills	3 Days
Writing Technical & Managerial Reports	3 Days
Managing and Organizing Your Manager's Business (For Secretaries)	2 Days
Managing Committees and Meetings	2 Days
Business Calls Protocols	2 Days
Etiquette of Dealing with Officials and VIPs	2 Days
Communication Skills for Secretaries and Office Managers	2 Days
Interpersonal Skills for Secretarial and Reception Staff	2 Days

#### Human Resources & Training

Fundamentals of Human Resources Management	3 Days
E-learning Content Development	3 Days
Strategic Planning for Human Resources Management	2 Days
Career Start-up Programme for New Recruits	2 Days
Conducting Effective Performance Reviews	2 Days
Counseling and Coaching	2 Days
Employee Behaviour & Accountability	2 Day
HR for Non-HR Managers - Essential HR Knowledge	2 Days
Interviewing & Recruitment Strategies and Techniques	3 Days
Managing by Key Performance Indicators (KPIs)	2 Days
Managing Talent in the Organization	2 Days
Performance Management and Improvement Strategies	2 Days
Analyzing and Evaluating Employee Performance	2 Days
Globalization of Human Resources (Strategic Perspective)	2 Days
Career Path Planning	2 Days
Job Structuring (Job Analysis and Description)	2 Days
EFQM Standards of Excellence in Human Resource Management	2 Days
Career Development and Succession Planning	2 Days
Managing Effective Training Needs Analysis (TNA)	3 Days
Train-the-Trainer	5 Days
Measuring Training ROI	2 Days

### Business & Soft Skills Programs

#### Sales & Marketing

Selling in Competitive Markets	2 Days
Overcoming Objections & Closing Techniques	2 Days
Strategies for Effective Customer Relationship Management	2 Days
Influencing, Negotiation and Closing Techniques	2 Days
Managing Marketing & Sales Teams	2 Days
Competitive Selling using Cross and Up Selling Techniques	2 Days
Customer Segmentation & Profiling Techniques	1 Day
Strategic and Conceptual Selling	1 Day
Needs Identification & Asking the Right Questions	2 Days
Advanced Negotiation Skills	2 Days
Consultative Selling	2 Days
Key Account Management	3 Days
Mastering Customer Retention	2 Days
Sales Management Skills	3 Days
Marketing Foundations	2 Days
Effective Marketing Management	3 Days
Merchandizing	2 Days
eMarketing & Social Media - Grow Your Business	3 Days
Creating and Implementing Effective Marketing Plans	3 Days
Managing Marketing Reports	2 Days

#### Project & Risk Management

Essentials of Project Management	2 Days
Strategic Project Management	2 Days
Agile Certified Practitioner (PMI-ACP)	5 Days
Business Analyst Certification (PMI - PBA)	5 Days
Project Management Professional (PMI -PMP)	5 Days
Risk Management Professional (PMI-RMP)	5 Days
Successful Project Management	2 Days
Fundamentals of Risk Management	2 Days
Risk Management, Compliance and Governance	2 Days

#### Communication & Presentation Skills

Communication Skills and Positive Body Language	2 Days
PowerPoint Presentation Skills (Basic & Advanced)	2 Days
Professional Telephone Skills & Etiquette	1 Day
The Power of Active Listening & Questions	2 Days
Public Speaking & Powerful Presentations	2 Days
Personal Branding Using Body Language	2 Days
Developing a Charismatic Character	3 Days
"Six Thinking Hats" Technique for Thinking & Communication	2 Days
Designing & Delivering Presentations	2 Days
Giving Effective Feedback	1 Day

#### Creativity & Innovation

Future Foresight & Scenario Planning	2 Days
Managing Innovative Talent in the Governmental Workplace	2 Days
Design Thinking	2 Days
Organizational Creativity & Innovation	2 Days
Creativity & Innovation	2 Days
The Innovator's DNA	2 Days
The Art of Creative Thinking and Planning	2 Days
Managing Innovation & Creativity in the Workplace	2 Days
Innovation & Problem Solving through Quality Circles & Brain Storming	3 Days

#### Professional Development

Developing Effective Work Relationship	2 Days
Meeting Skills - Getting Results & Reading Body Language	2 Days
Team Players in Winning Teams	3 Days
Professional Business English	3 Days
Business Writing That Works	3 Days
Business Etiquette & Work Ethics	2 Days
Setting SMART Objectives	1 Day
Critical and Tactical Thinking Strategies	2 Days

### Business & Soft Skills Programs

#### Self Development

Anger Management & Dealing With Emotions	2 Days
Conflict Management - Dealing With Difficult People & Situations	3 Days
Problem Solving and Decision Making	2 Days
Develop Your Talents and Strengths for Career Success	2 Days
Emotional Intelligence for Business	2 Days
Building Your Self Esteem and Assertiveness Skills	2 Days
The Art Of Delegating Effectively	1 Day
Influence and Persuasion	3 Days
Critical Thinking & Problem Solving	2 Days
Time and Stress Management	2 Days
Understanding Personalities based on MBTI Approach	3 Days
The Power of Now - The Science of Effective Action	3 Days
Self Awareness	2 Days
The Art of Well-Being	2 Days

#### Public Relations & Media

Skills for Managing Government Websites	2 Days
Managing Public Relations for Governmental Institutions	3 Days
Measuring Public Opinion Through Social Media	2 Days
Essential Skills for Media Professionals	2 Days
Managing Exhibitions and Conferences	2 Days
Public Relations and Brand Creation	2 Days
Media Campaigns and Market Studies	2 Days
The Skills and Art of Dealing with the Media	3 Days
Employee Relations Management	2 Days
Effective Public Relations During Crises	2 Days
Media Presentation Skills	3 Days
Professional Etiquette and International Protocols	3 Days
Protocols & Etiquette of Dealing with VIPs	2 Days
Advanced Media and Public Relations Skills	2 Days

#### Health & Safety

Workplace Health & Safety	2 Days
First Aid for All	1 Day
Emergency First Aid at Work - Level 1	1 Day
Emergency First Aid at Work - Level 2	1 Day
Fire Safety	1 Day
Working Safely (IOSH)	1 Day
Managing Safely (IOSH) - Refresher	3 Days
Safety & Health for Business (IOSH) - Level 3 Certificate	8 Days
Control of Substances Hazardous to Health (COSHH - Level 1)	1 Day
Control of Substances Hazardous to Health (COSHH - Level 2)	1 Day

#### Certified Programs

Government Innovation Leader Diploma	10 Days
CBP - Foundation: Business Communication	15 Hours
CBP - Foundation: Business Etiquette	15 Hours
CBP - Master: Project Management	25 Hours
CBP - Master: Business Management	25 Hours
CBP - Master: Marketing	25 Hours
CBP - Master: Human Resources	25 Hours
CBP - Master: Computer Technology Specialist	25 Hours
CBP - Master: Tourism and Hospitality	25 Hours
CBP - E-learning: Managing Skills	8 Hours
CBP - E-learning: Self-Management	11 Hours
CBP - E-learning: Analytical Skills	5 Hours
CBP - E-learning: Working with Others	6 Hours
CBP - Business Improvement Series: Conflict Management	10 Hours
CBP - Business Improvement Series: Leading through Change	10 Hours
CBP - Business Improvement Series: Motivating Employees to be their Best	10 Hours
CBP - Business Improvement Series: Secrets of Management Success	10 Hours
CBP - Business Improvement Series: Dynamic Decision Making	10 Hours
CYBP - Certified Young Business Professional	95 Hours
CBP: TOT - Training of Trainers	20 Hours
CBP: PDBA - Professional Diploma in Business Administration	175 Hours
CBP: Business Management - Executive Secretary	25 Hours
CBP: Happy Organization (H2O)	25 Hours