

2018

Course List



Etisalat Academy

Skills | Solutions | Results



أكاديمية اتصالات
etisalat academy

Skills | Solutions | Results



#	Code	Course Name	Days
Accounting			
1	ACT-100	Basic Accounting Concepts (Module I) "Accounting and bookkeeping "	3
2	ACT-105	Professional Cash Handling	3
3	ACT-106	Time Value of Money & Capital Budgeting	3
4	ACT-115	Finance for Business Decisions	3
5	ACT-121	Business Planning, Budgeting & Financial Forecasting	3
6	ACT-131	Credit Control & Debt Recovery	3
7	ACT-151	Finance Skills for Managers	3
8	ACT-175	Business Performance Analysis	3
9	ACT-200	Understanding and Analyzing Financial Statements & Reports	2
10	ACT-230	International Financial Reporting Standards Masterclass (IFRS)	1
11	ACT-255	Basic Financial Modelling	3
12	ACT-260	Advanced Financial Modeling	5
13	ACT-270	Risks Evaluation and Management	2
14	ACT-290	Effective Cost Management	5
15	ACT-330	3 Day Mini MBA in Financial Management	3
Communication			
16	COM-110	Developing Effective Working Relationships	2
17	COM-124	Managing Difficult Conversations	2
18	COM-125	Meeting Skills - Getting Results & Read The Body Language	2
19	COM-150	Powerful Presentation for Professionals	3
20	COM-170	Advanced Communication - The Power of Assertiveness	3
21	COM-175	Building Your Self Esteem and Assertiveness Skills	2
22	COM-180	Advanced Negotiation Skills	3
23	COM-181	Conflict Management - Dealing With Difficult People& Situations	2
24	COM-190	Professional Telephone Skills & Etiquette	2
25	COM-210	Personal Brand & Productive Relationships - Maximizing Personal Impact	2
26	COM-250	The Power of Active Listening & Questions	2
27	COM-255	Creative Thinking and Innovation	2
28	COM-260	Public Speaking & Powerful Presentations	3
29	COM-295	Influence and Persuasion (getting right things done)	2
30	COM-300	Business Correspondence - Memos, Emails & Letters	3
31	COM-305	Writing Reports and Proposals	3
32	COM-307	Business Etiquette & Work Ethics	2
33	ENG-144	Writing Technical Reports	3
34	ENG-155	Business Writing That Works	3
35	ENG-170	Professional Business English	3
36	COM-311	Conflict Resolution: Getting Along in the Workplace	2

Customer Service			
37	CSS-130	Dealing with Difficult Customers	2
38	CSS-150	Strategies for Effective Customer Relationship Management	2
39	CSS-210	Customer Service Excellence	3
40	CSS-220	Handling Complaints [Difficult Customers, Complaint Handling and Solving Problems]	2
41	CSS-230	Strategic Customer Service for Managers & Team Leaders	3
42	CSS-250	Multi-Dimensional Customer Service for Dynamic Results	2
43	CSS-265	Building Superior Customer Experiences	3
44	CSS-141	Critical Elements of Customer Service	3
Human Resource Management			
45	HRM-230	Human Resources Training - HR for the Non-HR Manager	3
46	HRM-240	Managing the Talent in your Team	2
47	HRM-245	Giving Effective Feedback	2
48	HRM-250	Performance Management and Improvement Strategy	3
49	HRM-255	Performance Dialogue	3
50	HRM-265	Interviewing Strategies & Techniques	3
51	HRM-275	Career Start-up Programme for New Recruits	2
52	HRM-280	Understanding Employee Behaviour	3
53	HRM-285	Employee Accountability	2
54	HRM-295	Conducting Effective Performance Reviews	2
55	HRM-310	Managing by KPI-Key Performance Indicators Measure & Control	2
56	HRM-350	Human Resources Management Workshop	4
57	HRM-400	Counseling & Coaching	2
58	HSF-110	First Aid for All	1
Logistics			
59	LOG-100	Inventory & Warehouse Management	3
60	LOG-110	Advanced Purchasing, Supply & Cost Effectiveness	5

Events & Seminars



Management & Leadership

61	MGT-101	Managing Time and Stress	2
62	MGT-103	Creativity, Problem Solving & Decision Making	2
63	MGT-141	Sharpen Your Management Skills	3
64	MGT-121	Time Management - Get Organized for Peak Performance	2
65	MGT-155	Principles of Management	3
66	MGT-180	Fundamentals of Risk Management	2
67	MGT-185	Emotional Intelligence	3
68	MGT-195	Anger Management - Dealing With Emotions & Keep Control	2
69	MGT-212	Lean Thinking & Value Stream Management	3
70	MGT-240	Business Plan Development & Implementation	3
71	MGT-260	Decision Making - It's All About Risk, Opportunity & Future	2
72	MGT-272	Coaching for Management and Leadership Success	3
73	MGT-370	Action Centered Leadership - Accredited by John Adair	3
74	MGT-385	The Power of Now - The science of effective action	3
75	MGT-390	Change Management & How to Lead Change	3
76	MGT-410	Balanced Scorecard Implementation	3
77	MGT-430	Motivating Your Workforce - Motivation, Persuasion & Creativity	2
78	MGT-431	Experiencing Teamwork	3
79	MGT-435	Team Building - Developing High Performance Teams	3
80	MGT-440	Leadership for Women - The inner leader	3
81	MGT-450	Disaster Recovery Planning	3
82	MGT-475	Strategic Planning & Goal Setting	3
83	MGT-481	Performance Management - Managing Employee Performance	3
84	MGT-520	Commitment to Strategy, Values & Code of Ethics	2
85	MGT-540	The Professional Supervisor	3
86	MGT-545	Leadership Skills for Supervisors - Communicate & Coach	2
87	MGT-601	Principles of Change & Implementation	2
88	MGT-602	Goal Setting	2
89	MGT-603	Contract Preparation & Management	2
90	MGT-606	Business Planning	2

Training Facilities



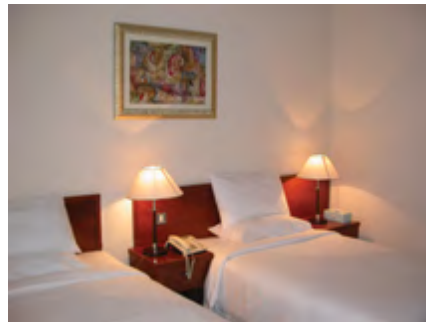
#	Code	Course Name	Days
91	MGT-620	Inventory & Stock Management Principals	3
92	MGT-635	Diversity Management - Utilizing Culture Diversity In The Workplace	2
93	MGT-750	Crisis Management	2
94	MGT-755	Critical Thinking & Problem Solving	2
95	MGT-775	Delegation - The Art Of Delegating Effectively	1
96	MGT-800	Knowledge Management	2
Marketing			
97	MKT-210	Segmentation & Profiling Techniques	3
98	MKT-240	Branding: Creating and Managing Your Corporate Brand	2
99	MKT-270	Practical Marketing Skills	3
100	MKT-280	Developing Etisalat Brand Loyalty	2
101	MKT-300	Successful Product Management	3
102	MKT-330	Merchandizing	2
103	MKT-340	The Power of Strategic Marketing	3
104	MKT-390	Pricing Strategies & Techniques - Services & Products	2
105	MKT-395	eMarketing & Social Media - Grow your Busines	3
Quality			
106	QLT-110	Total Quality Management & International Standards	3
107	QLT-122	Successful Project Management	5
108	QLT-123	Essentials of Project Management	2
109	QLT-125	Developing the Quality Mindset	3
110	QLT-151	SMART tools for a SMART Organisation	2
111	QLT-160	Business Process & Re-Engineering	3
112	QLT-210	Six Sigma Approach for Project Management	3
113	QLT-213	Six Sigma Yellow Belt	5
114	QLT-214	Six Sigma Green Belt	5
115	QLT-215	Six-Sigma Black Belt	5
116	QLT-220	Project Management Professionals (PMP) Certificate Exam Preparation	5
117	QLT-230	Innovation & Problem Sovling through Quality Circles & Brain Storming	3
118	QLT-275	Lean Process Improvement	3

Training Facilities



Sales			
119	SLS-104	The Art of Sales Part 3 - Dynamic Sales Presentations for Selling Edge	2
120	SLS-115	Sales Management Skills	3
121	SLS-125	Consultative Selling	3
122	SLS-250	The Art Of Sales Part 2 - Need Identification & Asking The Right Questions	2
123	SLS-262	Competitive Selling using Cross and Up Selling Techniques	3
124	SLS-275	The Art of Sales Part 4 - Overcoming Objection & Closing	2
125	SLS-276	The Art of Sales Part 5 - Closing Techniques & Long Term Relationships	2
126	SLS-310	Corporate Billing and Customer Management (CBCM)	5
127	SLS-325	Mastering Customer Retention	3
128	SLS-340	The Art of Sales Part 1 - Developing Business Opportunities	3
129	SLS-400	Strategic and Conceptual Selling	3
130	SLS-410	Key Account Management	3
Secretary & Administration			
131	SPA-100	Documents & Records Management	3
132	SPA-110	The Professional Executive Secretary, PA & Administrator	3

Etisalat Academy Residence



#	Code	Course Name	Days
Networking & Virtualization			
01	CPT-305	CompTIA Network+	5
02	CPT-617	Interconnecting Cisco Network Devices Part 1 (ICND) I	5
03	CPT-618	Interconnecting Cisco Network Devices Part 2 (ICND) II	5
04	CPT-619	Virtualization Essentials	2
05	CPT-642	VMware vSphere: Install, Configure & Manage [5.5]	5
Cloud Computing			
06	CLT-100**	Cloud Awareness Masterclass	1
07	CLT-110**	Fundamentals of Cloud Computing	1
08	CLT-120**	Cloud Technology Concepts	1
09	CLT-130**	Cloud Computing Technologies Introduction: Hands-On	3
10	CLT-140**	Implementing a Private Cloud Solution: Hands on	4
11	CLT-150**	Cloud Security Essentials	3
12	CLT-160**	Cloud Storage Specialist	3
13	CLT-170**	Cloud Capacity Specialist	3
14	CPT-641	Cloud Infrastructure and Services (CIS)	5
15	CPT-643	VMware vCloud Automation Center: Install, Configure and Manage [V5.2]	3
Applications			
16	ITM-131	MS Project 2010	3
17	ITM-132	MS Access 2010	3
18	CPT-100	MS Excel 2010 Programming	2
19	CPT-120	MS SharePoint	3
20	CPT-380	ASP.NET	5
21	CPT-415	Monitoring and Troubleshooting MS Exchange	2
22	CPT-425	Implementing Microsoft Office SharePoint Server	3
23	CPT-430	Advanced SharePoint Development	5
Mobile Applications Development			
24	CPT-355**	Developing Applications for Android Devices	4
25	CPT-360**	Developing Applications for Apple's IOS	4
26	CPT-385**	Objective-C Programming for MAC/iPhone/iPAD	4
Security			
27	CPT-200	CompTIA Security+	5
28	CPT-325	CompTIA Advanced Security Practitioner	5
29	CPT-345	Cyber Security Bootcamp	2
30	CPT-575	Certified Ethical Hacker	5
31	CPT-576	EC- Council Network Security Administrator	5

** Special Project courses can be arranged as required



#	Code	Course Name	Days
32	CPT-577	EC- Council Certified Security Analyst (ECSA)	5
33	CPT-578	Computer Hacking Forensic Investigator	5
34	CPT-580	Certified Information Systems Security Professional (CISSP)	5
35	CPT-651	Information Security for Professionals	3
36	CPT-652	IP Networks Security	5
37	CPT-665	ISA Server Technical Overview	3
Databases			
38	CPT-235	Introduction to Oracle SQL	5
39	CPT-390	ADO.NET	3
40	CPT-395	Implementing a Microsoft SQL Server Database	5
41	CPT-400	Maintaining a Microsoft SQL Server Database	5
42	CPT-530	Oracle Database: Administration Workshop I	5
43	CPT-535	Oracle Database: Administration Workshop II	5
44	CPT-555	Oracle Database: Program with PL/SQL	5
45	CPT-560	Oracle Forms Developer: Build Internet Applications	5
46	CPT-565	Oracle Reports Developer: Build Reports	5
47	CPT-655	Oracle Database - Program with PL-SQL	5
Business Intelligence			
48	ITM-106	Advanced Statistical Methods using MS Excel	3
Operating Systems			
49	CPT-220	HP-UX System and Network Administration I	5
50	CPT-221	HP-UX System and Network Administration II	5
51	CPT-620	Unix Fundamentals	5
52	CPT-621	Unix Shell Programming	5
53	CPT-631	SOLARIS 10 System Administration I	5
54	CPT-632	SOLARIS 10 System Administration II	5
IT Strategy & Service Management			
55	CPT-330	CompTIA Project+	5
56	CPT-570	Information Technology Infrastructure Library (ITIL) Foundation	3
57	CPT-571	ITIL Operational Support & Analysis	4
58	CPT-572	ITIL Service Strategy	4
59	CPT-573**	TOGAF 9.1 Certification training	3

** Special Project courses can be arranged as required



Training & Development



Seminars & Events



Corporate Facilities



Accommodation on Campus



Sports & Leisure Club

Infrastructure

60	CPT-301	CompTIA A+	5
61	CPT-335	CompTIA Storage+	5
62	CPT-475	Configuring and Troubleshooting Windows Server Network Infrastructure	5
63	CPT-505	Installing, Configuring & Administering Client Operating System	5
64	CPT-574	BCS-Green IT Certification	5

Sports & Leisure Club



Basketball



Football



Tennis



Badminton



Table Tennis



Martial Arts



Yoga



Track Field



Swimming

#	Code	Course Name	Days
Fixed Access Networks & Technologies			
01	TAT-260	GPON Overview for Technical Sales	1
02	TAT-280	GPON : Architecture & Protocols	2
03	TAT-340	GPON for Mobile Backhaul	2
04	TAT-541	GPON ONT Operation & Maintenance	2
05	TEC-111	GPON OSP Installation & Testing	3
06	TEC-112	GPON OSP Maintenance	3
07	TEC-113	FTTH Installation and Termination	5
08	TEC-114	FTTH OSP Construction	5
09	TEC-115	FTTH Network Commissioning, Testing and Maintenance	4
10	TEC-125	GPON-FTTH Planning & Optimization	5
11	TEC-210	Optical Fiber Splicing and Termination	5
12	TEC-222	Optical Fiber Network Testing and Maintenance	3
13	TEC-230	Optical Fiber Cable Construction for Planners	3
14	TEC-320	Fiber Optics Safety	1
IP- MPLS Networks & Technologies			
15	TDN-131	IP Networking Essentials	3
16	TDN-140	Interconnecting IP Networking Devices	4
17	TDN-155	Building Scalable IP Networks	4
18	TDN-156	Introduction to IPv6	3
19	TDN-157	IPv6 Fundamentals	4
20	TDN-500	Voice Over IP	3
21	TDN-630	Understanding IPTV	2
22	TDN-670	Implementing IP/MPLS VPNs	3
23	TDN-800	Multiprotocol Label Switching (MPLS)	3
General Telecom			
24	TGT-113	(FTTH) ONU Installation Quality Standards	2
25	TGT-200	Telecom Fundamentals	5
26	TGT-210	Understanding Telecom Networks & Services	2
27	TGT-500	Installation Quality Standards	3
28	TGT-505	Installation Quality Auditor	2
29	TGT-510	Workplace Health & Safety	2

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Training & Development



Seminars & Events



Corporate Facilities



Accommodation on Campus



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Mobile Networks & Radio Technologies

30	TRC-220	GSM Signalling	5
31	TRC-230	GSM Cell Planning	5
32	TRC-240	GSM Roaming	3
33	TRC-250	TETRA System Survey	3
34	TRC-251	TETRA Advanced	5
35	TRC-300	GPRS & Edge Architecture & Protocols	4
36	TRC-415	3G/4G Wireless Networks	3
37	TRC-420	Understanding UMTS/WCDMA	5
38	TRC-436	UMTS HSPA+ (R7): Protocols and Physical Layer	2
39	TRC-440	UMTS/HSPA RF Design	4
40	TRC-450	HSDPA: Architecture and Protocols	3
41	TRC-460	HSUPA: Architecture and Protocols	2
42	TRC-805	4G - Long Term Evolution (LTE) System Survey	3
43	TRC-807	4G - Long Term Evolution (LTE) Air Interface	3
44	TRC-808	Long Term Evolution (LTE) Network Planning	3
45	TRC-810	4G Overview For Technical Sales	1
46	TRC-835	4G LTE Evolved Packet Core (EPC) Network	2

Transport Technologies & Networks

47	TTS-200	Optical Fiber Communications	3
48	TRC-120	Digital Microwave Transmission & Link Design	4
49	TRC-600	Sattelite Communications	5
50	TRC-620	VSAT Networks-Planning, Design and Implementation	3
51	TNM-310	Next Generation Transmission Networks	3

Sports & Leisure Club



Open Enrollment Annual Programs For Individuals

(For more details and registration, visit: www.ea.ae/ptp)

#	Course Name	Days
Security Courses		
01	Ec-Council - Network Security Administrator	5
02	EC-Council-Certified Network Defender (CND)	5
03	Certified Ethical Hacker (CEH) - EC-Council	5
04	EC-Council Certified Security Analyst (ECSA)	5
05	Certified Information Systems Security Professional (CISSP)	5
CompTIA		
06	CompTIA A+	6
07	CompTIA Network +	5
08	CompTIA Security +	5
09	Microsoft® Windows Server	
10	Installing and Configuring Windows Server® 2012 (Course 20410)	5
11	Administering Windows Server® 2012 (Course 20411)	5
12	CompTIA Cloud+	
Microsoft® Exchange Server		
13	Administering Microsoft Exchange Server 2016 (Course 20345-1A)	5
14	Designing and Deploying Microsoft Exchange Server 2016 (Course 20345-2A)	5
15	Supporting and Troubleshooting Windows 10 (Course 10982)	5
Microsoft® Server Virtualization		
16	Server Virtualization with Windows Server Hyper-V and System Center (Course 20409)	5
17	Querying Microsoft SQL Server® 2014 (Course 20461)	5
Microsoft® SharePoint® Server		
18	Core Solutions of Microsoft® SharePoint® Server 2013 (Course 20331)	5
Microsoft® Visual Studio®		
19	Programming in HTML5 with JavaScript and CSS3 (Course 20480)	5
20	Developing ASP.NET MVC 4 Web Applications (Course 20486)	5
Red Hat® Enterprise Linux®		
21	Red Hat System Administration I (RH124)	5
22	Red Hat System Administration II (RH134)	5
23	Red Hat System Administration III (RH254)	5
24	RHCSA Rapid Track Course - RH199	5

Open Enrollment Programs

2018

For more details and registration visit: www.ea.ae/ptp

Cisco		
25	CCNA Routing and Switching	6
Management Courses		
26	Project Management Professional Certification PMP - PMI	5
27	Risk Management Certification RMP - PMI	4
28	Business Analyst Certification PBA - PMI	5
29	Prince 2 Foundation	3
30	Prince 2 Practitioner	2
31	Agile Certified Practitioner PMI-ACP	3
ITIL Service Management Courses		
32	ITIL Foundation	3
33	ITIL Operational Support and Analysis (OSA)	4
34	ITIL Planning, Protection and Optimization (PPO)	4
35	ITIL Release, Control and Validation (RCV)	4
36	ITIL Service Offerings and Agreements (SOA)	4
37	ITIL Managing Across the Lifecycle (MALC)	5
Adobe		
38	Adobe Photoshop CC	5
39	Adobe Indesign CC	5
40	Adobe Illustrator CC	5
41	Adobe Premier	5
42	After Effects CC	5
43	Dreamweaver CC	5
Business Continuity Management		
44	Certified Crisis Management Specialist (BS11200:2014) Course	3
45	Certified Crisis Management Specialist (BS11200:2014) Course	3
46	Certified Risk Management Specialist (ISO 31000) Course	2
47	Certified Risk Management Specialist (ISO 31000) Course	2
48	Crisis Management and Disaster Simulation Exercise	1
49	NCEMA 7000 Lead Implementer Course (Arabic)	5
50	NCEMA 7000 Lead Implementer Course (Arabic)	5
51	Certified ISO 22301 BCMS Implementation Course	4
52	Certified ISO 22301 BCMS Implementation Course	3
53	The BCI Good Practice Guidelines Training Course (CBCI)	5
54	The BCI Good Practice Guidelines Training Course (CBCI)	5
55	The BCI Good Practice Guidelines Training Course (CBCI)	5
56	ISO 22301 BCMS Lead Auditor Course	5
57	ISO 22301 BCMS Lead Auditor Course	5
58	Certified IT Disaster Recovery Specialist Course	3
59	Certified IT Disaster Recovery Specialist Course	3



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Arabic Soft skills		
60	السعادة المؤسسية	3
61	التفكير الإيجابي	3
62	إدارة الوقت وضغوط العمل	2
63	الابتداع والابتكار	3
64	المهارات الأساسية لموظفي مركز الاتصال وخدمة المتعاملين	5
65	محترف الأعمال المعتمد في القيادة خلال التغيير	2
66	محترف الأعمال المعتمد في إدارة النزاعات	2
67	محترف الأعمال المعتمد في تحفيز الموظفين	2
68	محترف الأعمال المعتمد في ديناميكية إتخاذ القرارات	2
69	محترف الأعمال المعتمد في أسرار النجاح الإداري	2
70	القيادة	3
71	خدمة العملاء	3
72	سلوكيات الأعمال	3
73	اتصالات الأعمال	3
74	برنامج محترف الأعمال المعتمد في تدريب المدربين	3
75	إدارة الأعمال	5
76	إدارة المشاريع	5
Artificial Intelligence (Arabic)		
77	دورة الذكاء الاصطناعي لصانعي القرار	2

Rental Facilities



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English Soft skills

78	Artificial Intelligence - Artificial Intelligence Course for DECISION MAKERS	2
79	Emotional Intelligence	2
80	Interviewing Strategies & Techniques	3
81	Sharpen Your Management Skills	3
82	Advanced Communication - The Power of Assertiveness	2
83	Advanced Negotiation Skills	2
84	Advanced Strategic Management	3
85	Building Superior Customer Experiences	3
86	Business Plan Development & Implementation	4
87	Business Planning	2
88	Coaching for Management and Leadership Success	3
89	Contract Preparation & Management	5
90	Creative Thinking and Innovation	2
91	Creativity, Problem Solving & Decision Making	2
92	Customer Service Excellence	3
93	Developing Effective Working Relationships	2
94	Developing the Quality Mindset	3
95	Emergency First Aid at Work	1
96	Essentials of Project Management	2
97	Fundamentals of Risk Management	2
98	Handling Complaints	2
99	Leadership for Women - The inner leader	3
100	Leadership Skills for Supervisors - Communicate & Coach Workshop	3
101	Managing Time and Stress	2
102	Powerful Presentation for Professionals	2
103	Principles of Management	3
104	Public Speaking & Powerful Presentations	3
105	Six Sigma Approach for Project Management	3
106	Six Sigma Green Belt	5
107	Six Sigma Yellow Belt	5
108	Strategic Planning & Goal Setting	5
109	Successful Project Management	2
110	Team Building - Developing High Performance Teams	3
111	The Power of Active Listening & Questions	2
112	The Power of Strategic Marketing	2
113	The Professional Supervisor	3
114	Time Management	2
115	Total Quality Management & International Standards	3
116	Business Etiquette & Work Ethics	2



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