

COURSE OUTLINES

Management System Trainings

ISO 9001:2008 Quality Management System (Introductory and Internal Audit)

Introductory Course (Day 1)

This training has been developed to assist organizations and individuals planning to implement the ISO 9001:2008 Quality Standard. The training will address the basic concepts of quality, the requirements of the ISO 9001:2008 Standard and the importance of the Management's role in implementing a Quality Management System

Outline

- A detailed review of the ISO 9001:2008 standard and its applications
- A discussion of the strategies for registration and how to establish a project plan for implementation
- An introduction to the process approach recommended by ISO 9001:2008

Internal Audit (Day 2)

Through lectures, discussion, workshops and role plays you will learn to apply the Plan-Do-Check-Act methodology to understand a process approach to internal audits. The course will help you to build on your previous internal auditor training and reinforce effective techniques for audit planning, preparation and performance. It will also help you to understand how to complete audit reports based on the requirements of ISO 19011.

Outline

- Concepts of Quality assurance and systems
- An overview of ISO 9001:2008 standard
- Analysis of quality system documentation
- Objectives of internal audits
- Types and aims of assessments
- Planning and preparation techniques
- Performing the audit
- Classification/ reporting of findings

Who should attend?

This training is suitable for General Management, Quality Managers, Internal Auditors, Project Managers or anyone involved in the system development, implementation and maintenance. This training is intended for participants with little or no knowledge of the ISO 9001:2008 specification.

Duration: 2 days

Time: 9am to 5pm

Fees: AED 1,980 per participant

Become an Effective Management Representative in Accordance with ISO 9001:2008

Course Outline

This training has been developed to provide the knowledge and technique necessary to become an effective Quality Manager or Management Representative in accordance with the ISO 9001:2008 Standard.

- Developing a culture of quality throughout the organization
- Effective documentation and control
- Writing a quality policy and setting SMART objective
- Motivating the team for the achievement of goals and objects
- Establishing various ways of internal communication in an Organization
- Conducting effective Management Reviews and Internal Audits
- Effective ways of measurement, analysis and improvement of business processes and various data for continuous improvement
- Applying lean methodology to streamline business processes
- Measuring cost of quality and the potential and actual benefits achieved
- Encouraging commitment to continuous improvement throughout the organization and its supplier

Who should attend?

This training is suitable for General Management, Quality Managers, or anyone involved in the system development, implementation and maintenance.

Duration: 2 days

Time: 9am to 5pm

Fees: AED 1,980 per participant

ISO 9001:2008 Quality Management System Lead Auditor Training Course (IRCA Registered)

Objective

The aim of this course is to familiarize participants to the IRCA Lead Auditor Level. The course provides skills, knowledge and understanding of principles and practices of internal and external auditing of Quality Management System (QMS). On successful completion of the course, the delegates will be capable of performing effective audits of companies Quality Management Systems, reporting the outcome and determine whether or not it meets the requirements of the ISO 9000 series.

Content

- An introduction and explanation of Quality terminologies
- Philosophy and fundamental principles of ISO 9000 series
- A brief review of the requirements of the ISO 9001 Standard
- An explanation of audits, their purpose and planning, and the way to approach, perform and report an audit
- Scheduling and planning of ISO 9001 QMS internal and external audits

- Auditor's responsibilities, personnel attributes and Auditor selection
- Successful tools and techniques for ISO 9001 QMS auditing
- Effective reporting and follow-up of ISO 9001 QMS auditing
- Auditor Registration Scheme
- Examination

Structure: Tutorials, Discussions, Workshops, Quiz and Examination

Certificate: IRCA Certificate will be issued to all attendees. IRCA # A 17027

Who should attend?

All levels of management who are involved in ISO 9001 QMS internal and external auditing

All levels of management who plan, execute and follow-up ISO 9001 QMS internal and external auditing

Duration: 5 days

Time: 9am to 5pm

Fees: AED 4,950 per person

ISO 14001:2004 Environmental Management System (Introductory and Internal Audit)

Introductory Course (Day 1)

This training has been developed to assist organizations and individuals planning to implement the ISO 14001:2004 Environmental Standard. The training will address the basic concepts of EMS, the requirements of the ISO 14001:2004 Standard and the importance of the Management's role in implementing a Environmental Management System

Outline

- A detailed review of the ISO 14001:2004 standard and its applications
- A discussion of the strategies for registration and how to establish a project plan for implementation
- An introduction to the process approach recommended by ISO 14001:2004
- A review of the structure of environmental management system

Internal Audit (Day 2)

Through lectures, discussions, workshops, and role-plays, you will learn how to apply the Plan-Do-Check-Act methodology to understand a process approach to internal audits, build on your previous internal auditor training and reinforce effective techniques for audit planning, preparation and performance, and understand how to complete audit reports based on the requirements of ISO 19011.

Outline

- Concepts of environment assurance & environment systems
- An overview of ISO 14001:2004 standard
- Analysis of environment management system documentation

- Objectives of internal audits
- Types and aims of assessments
- Planning and preparation techniques
- Performing the audit
- Classification / reporting of findings

Who should attend?

This training is suitable for the management team, managers, supervisors or anyone involved in the system development, implementation and maintenance.

Duration: 2 day

Time: 9am to 5pm

Fees: AED 1,980 per person

ISO 14001:2004 Environmental Management System Lead Auditor Training Course (IRCA Registered)

Objective

The aim of this course is to familiarize participants to the IRCA Lead Auditor Level. The course provides skills, knowledge and understanding of principles and practices of internal and external auditing of Environmental Management System (EMS). On successful completion of the course, the delegates will be capable of performing effective audits of companies Environmental Management Systems, reporting the outcome and determine whether or not it meets the requirements of the ISO 14000 series of Standards.

Content

- Philosophy and fundamental principles of ISO 14000 series
- A brief review of the requirements of the ISO 14001 Standard
- Definitions, purpose, objectives and benefits of ISO 14001 auditing
- An explanation of audits, their purpose and planning, and the way to approach, perform and report an audit
- Planning / Preparation and execution of ISO 14001 EMS auditing
- Auditor's responsibilities, personnel attributes and Auditor selection
- Successful tools and techniques for ISO 14001 EMS auditing
- Effective reporting and follow-up of ISO 14001 EMS auditing
- ISO 14001 EMS auditing as a tool for continual improvement
- IRCA (UK) Auditor Registration Scheme and Written Examination

Structure: Tutorials, Discussions, Workshops, Quiz and Examination

Certification: IRCA will be issued to all attendees. IRCA # is A 14479

Who should attend?

All levels of management who are involved in ISO 14001 EMS internal and external auditing

All levels of management who plan, execute and follow-up ISO 14001 EMS internal and external auditing

Duration: 5 days

Time : 9am to 5pm

Fees: AED 4,950 per participant

Occupational Health and Safety Course as per OHSAS 18001:2007 Standard

Introductory Course (Day 1)

This training has been developed to assist organizations and individuals planning to implement the 18001:2007 Occupational Health and Safety Standard. The training will address the basic concepts of OH & S, the requirements of the 18001:2007 Standard and the importance of the Management's role in implementing a Occupational Health and Safety Management System

Outline

- A detailed review of the 18001:2007 Standard and its applications
- A discussion of the strategies for registration and how to establish a project plan for implementation
- An introduction to the process approach recommended by 18001:2007 Standard
- A review of the structure of Occupational Health and Safety Management System

Internal Audit (Day 2)

Through lectures, discussion, workshops and role plays you will learn to apply the Plan-Do-Check-Act methodology to understand a process approach to internal audits. The course will help you to build on your previous internal auditor training and reinforce effective techniques for audit planning, preparation and performance. It will also help you to understand how to complete audit reports based on the requirements of ISO 19011

Outline

- Concepts of OH & S assurance and systems
- An overview of 18001:2007 Standard
- Analysis of OH & S Management system documentation
- Objectives of internal audits
- Types and aims of assessments
- Planning and preparation techniques
- Performing the audit
- Classification/ reporting of findings

Who should attend?

This training is suitable for General Management, Quality Managers, Internal Auditors, HSE Inspectors, Project Managers or anyone involved in the system development, implementation and maintenance. This training is intended for participants with little or no knowledge of the 18001:2007 Occupational Health and Safety Standard..

Duration: 2 days

Time : 9am to 5pm

Fees: AED 1,980 per person

OHSAS 18001:2007 Lead Auditor Training Course (IRCA Registered)

Objective

The aim of this course is to qualify participants to the Lead Auditor Level. The course provides skills, knowledge and understanding of principles and practices of internal and external auditing of OHSAS 18001. On successful completion of the course, the delegates will be capable of performing effective audits of companies OHSAS 18001, reporting the outcome and determine whether or not it meets the requirements of the OHSAS 18001 Standards.

Content

- Philosophy and fundamental principles of OHSAS 18001 series
- A brief review of the requirements of the OHSAS 18001 Standard
- Definitions, purpose, objectives and benefits of OHSAS 18001 auditing
- An explanation of audits, their purpose and planning, and the way to approach, perform and report an audit
- Planning / Preparation and execution of OHSAS 18001 auditing
- Auditor's responsibilities, personnel attributes and Auditor selection
- Successful tools and techniques for OHSAS 18001 auditing
- Effective reporting and follow-up of OHSAS 18001 auditing
- OHSAS 18001 auditing as a tool for continual improvement
- IRCA (UK) Auditor Registration Scheme and Written Examination

Structure: Tutorials, Discussions, Workshops, Quiz and Examination

Certification: IRCA will be issued to all attendees. IRCA # is A 17357

Who should attend?

This training is suitable for General Management, Quality Managers, Internal Auditors, Project Managers or anyone involved in the system development, implementation and maintenance. This training is intended for participants with little or no knowledge of the ISO 9001:2000 specification.

Duration: 5 days

Time: 9am to 5pm

Fees: AED 4,950 per participant

ISO 27001:2005 Information Security Management System (Introductory and Internal Audit)

Introductory (Day 1)

This course is designed to provide with the knowledge and understanding of the requirements of an Information Security Management System (ISMS) specifically ISO 27001:2005. It will address the basic concepts of Information Technology, Security Techniques and its Requirements.

Outline

- An introduction to Information Security and the need for Information Security Management System (concept and benefits)
- The ISO 27000 series of standards and implementation methodology
- An introduction to the process approach recommended by ISO 27001:2005
- A detailed review on the ISO 27001:2005 Standard requirements
- A discussion of the strategies for registration and how to establish a project plan for implementation
- Selecting Control Objectives
- Statement of Applicability preparation

Internal Audit (Day 2)

Through lectures, discussions, workshops and role-plays, you will learn how to apply the Plan-Do-Check-Act methodology and to understand how to complete audit reports based on the requirements of ISO 19011:2002 Standard.

Outline

- An overview to ISO 27001:2005 Standard
- Analysis of ISMS Documentation
- Control Objectives and Implementation derived from ISO/IEC 17799:2005 clauses
- OECD Principles using the PDCA Model
- Correspondence between ISO 9001:2008 and ISO 27001:2005
- Objectives of Internal Audit
- Types and aims of assessments
- Planning preparation techniques
- Performing the audit
- Classification / reporting of findings

Who Should Attend

This course is suitable for Network Engineers, Network and System Analyst, System Developers, IT Personnel, Quality Managers, Internal Auditors, IT Managers, IT Inspectors, Project Managers or anyone involved in the system development, implementation, security and maintenance of Information Technology System. This training is intended for participants with the little or no knowledge of the ISO 27001:2005 specification.

Duration: 2 Days

Time: 9am to 5pm

Fees: AED 2,950.00 per participant

[ISO 20000-1:2005 Information Technology Management System \(Introductory and Internal Audit\)](#)

Introductory (Day 1)

This course is designed to provide with the knowledge and understanding of the requirements of an Information Security Management System (ISMS) specifically ISO 27001:2005. It will address the basic concepts and adoption of an integrated approach to effectively deliver managed services to meet business and customer requirements.

Outline

- A detailed review on ISO 20000-1:2005 Standard Information
- A discussion of the strategies for registration and how to establish a project plan for Implementation
- IT Service Management Documentation
- Understanding ISO 20000-1:2005 Requirements
- IT Service Management Documentation
- Process Model
- Understanding the key processes which includes:
 - Service Delivery
 - Control Process
 - Release Process
 - Resolution Process
 - Relationship Process
- Exercise to reinforce participants' understanding

Internal Audit (Day 2)

This course is designed to provide you with the knowledge and the Techniques necessary to enable you to effectively conduct an internal audit of your organization's IT service management system.

Through lectures, discussions, workshops and role-plays, you will learn how to apply the Plan-Do-Check-Act methodology and to understand a process approach to internal audits, build on your previous internal auditor training and reinforce effective techniques for audit planning, preparation and performance, and understand how to complete audit reports based on the requirements of ISO 19011:2002.

Outline

- Concepts of environment assurance & environment systems
- An overview of ISO 20000-1:2005 Standard
- Analysis of environment management system documentation
- Objectives of Internal Audit
- Types and aims of Assessments
- Objectives of Internal Audit
- Planning preparation techniques
- Performing the audit
- Classification / reporting of findings

Who Should Attend

This course is suitable for Network Engineers, Network and System Analyst, System Developers, IT Personnel, Quality Managers, Internal Auditors, IT Managers, IT Inspectors, Project Managers or anyone involved in the system development, implementation, security and maintenance of Information Technology System. This training is intended for participants with the little or no knowledge of the ISO 27001:2005 specification.

Duration: 2 Days

Time: 9am to 5pm

Fees: AED 2,950.00 per participant

ISO 22000:2005 Food and Safety Management System (Introductory and Internal Audit)

Introductory (Day 1)

This course is designed to provide with the knowledge and understanding of the requirement of Food Safety Management System (FSMS) specifically ISO 22000:2005. It will address the basic concepts of HACCP Plan, Food Safety Techniques and its requirements.

A session of one day Awareness Training will be given to delegates and will utilize extensive exercises and group tasks, to give delegates hands-on experience, they will get an introduction of the HACCP programs and procedures, learn about the basics as defined by the governing specification, understand the benefits of working with effective business processes and become aware of common pitfalls.

Course Outline

- An introduction on food safety and the need for Information Security Management System (concept and benefits)
- The ISO 22000 series of standards and implementation methodology
- An Introduction to the process approach recommended by ISO 22000:2005
- A detailed review on the ISO 22001:2000 Standard requirements
- A discussion of the strategies for registration and how to establish a project plan for implementation
- Selecting Control Objectives
- Statement of Applicability preparation

Internal Audit (Day 2)

- This course is designed to provide you with the knowledge and techniques necessary and to enable you to effectively conduct an internal audit of your organization's IT service management system.
- Through lectures, discussions, workshops, and role-plays, you will learn how to apply the Plan-Do-Check-Act methodology and to understand how to complete audit reports based on the requirements of ISO 19011:2002.

Outline

- An overview of ISO 22000:2005 Standard
- Analysis of FSMS Documentation
- Control of objectives and implementation derived from ISO/IEC 17799:2005 clauses
- OECD Principles using the PDCA Model
- Correspondence between ISO 9001:2007 and ISO 22000:2005
- Objectives of Internal Audits
- Types and aims of assessments
- Planning preparation techniques
- Performing the audit
- Classification/reporting of findings

Who should Attend

This training is suitable for Food Safety officers, Chief Cook, Cook, F&B Managers, Hotel and Restaurant officers, Dining Manager, Supervisors, or anyone involved in the system development, implementation, security and maintenance of Information Technology System. This training is intended for participants with the little or no knowledge of the ISO 22000:2005 specification.

Duration: 2 days

Time: 9am to 5pm

Fees: AED 1,980 per participant

Soft Skills and HR Trainings

Self and Time Management

Workshop Description

Delegates will learn skills which will improve planning, assertiveness, setting priorities, decision making, desk and paper management and communication skills. They will have the skills to manage their priorities; management themselves to get things done on time; be assertive with colleagues and managers and learn how to say "no", gain sufficient time to complete their most important task; effective daily planning; prioritize and schedule tasks; learn to allocate time to each task in its order of priority; deal with interruptions and make effective decisions which affect your time positively.

Workshop Objectives

- Identify work related and personal time wasters and generate ways to overcome them
- Learn key priorities and goals in life and work
- Assist in developing a more proactive approach in work
- Learn the important rules of Time Management

Workshop Methodology

Lectures, Practical exercises, Videos, Case studies, Group Dynamics

Who Should Attend

Anyone who needs to master the principles and practices of effective time management. From senior managers/directors to administrative and technical staff, in fact anyone who needs to find solutions to the following challenges:

- I don't always feel in control
- I need to increase my productivity
- I have to juggle a multitude of tasks
- I'm always being interrupted
- I'd love to have more time for the things I enjoy but never get the time

Workshop Topics

- Daily Planning
- Planning your essential priorities
- Decision making
- Delegation
- Desk management
- Developing a personal sense of time
- Identifying long term goals
- Making middle and long term plans
- Managing paperwork
- Organizing your office and your workstation
- Managing meeting

Duration: 1 day

Time : 9am to 5pm

Fees: AED 1,475 per person

Employee Satisfaction Assessment Workshop

Workshop Background

Contrary to the management practices and theories formulated during the Industrial Age, employee satisfaction is an important factor for financial success. In today's business world shaped by new technology, knowledge and creative thinking, the value of each employee is increasingly important, although very hard to measure directly.

Today's companies are producing more high-quality products. They are focusing on innovation and looking for the value-added to come from workers rather than machines. Since key outputs, such as teamwork, building client relationships and idea generation, are difficult to measure, motivating workers by paying by the piece is less effective. This leads to the increasing importance of employee satisfaction as a motivational tool. Pleasant working conditions can lead to employees identifying with the firm, and thus exerting more effort than the minimum required by the employment contract. Moreover, it can be a powerful method of retaining key employees.

In this purpose of trying to eliminate unnecessary attrition which incurs vital resources (which impacts both short term and long term financial status), the Employee Satisfaction Assessment Programs (ESAP) are formulated.

This program serves both the employee and the company in a parallel approach. The employee initially knows that his firm takes into consideration his views about his job and his working environment. While on the other hand, the company is able to analyze and discover the vital areas that they need to focus their resources to ensure long term productivity.

Workshop Description

This workshop aims to give an overview of the necessary function of Employee Satisfaction Assessment (ESA). It hones the necessary fundamental skills in developing, implementing and evaluating your own custom ESA.

Workshop Objective

- Define what is an Employee Satisfaction Assessment / Survey (ESA)
- Determine the importance of conducting an ESA
- Understand the issues involved in planning, developing and administering ESA
- Gain fundamental skills in planning, developing and administering ESA
- Identify the considerations in selecting target respondents
- Gain insights on interpreting and reporting ESA results

Workshop Methodology

Lecture, Practical exercises, Group work and Case Studies

Who should attend?

- HR professionals, managers, coordinators, administrators and corporate executives responsible for identifying, planning and scheduling department and corporate-wide employee assessment.
- Training and HR professionals making decisions on Employee Satisfaction Assessment Program including whether to buy or build.

Duration: 1 day

Time: 9am to 5pm

Fees: AED 1,475 per person

Negotiation Skills

Introduction

Negotiating is part of every day life. In business, negotiating is often competitive and demands skills that create positive results. Although real life situations and 'on the job' training is the best coach to become a "Skillful Negotiator", yet attending intense short duration workshops, sporadically, add value to perception and contributes in sharing one's own experience with others.

By the end of the workshop, participants will be able to:

- Identify the definition and value of negotiating
- Recognize the soft, hard and principled styles in negotiating and identifying their own personal negotiating styles
- Identify the proper communication tools during negotiation
- Plan and conduct, individually and within a team, several negotiations
- Learn the characteristics of the ideal negotiator
- Use the 20 rules of negotiation that will allow you reach a win/win outcome
- Use a skillful listening technique to reach a win/win outcome
- Identify the common mistakes of listening and negotiation
- A lot of exercises, role plays, case studies and group discussions

Who should attend?

All those involved in Business, Managerial and other kinds of negotiations
All those who want to improve their negotiation skills

Duration: 1 day
Time: 9am to 5pm
Fees: AED 1,950 per person

Communication Skills Training

Course Objective

This is a highly practical and interactive course. Delegates will be working both individually and in small groups on a variety of vocal and practical exercises, interactive discussions and role plays throughout the day. This course will help delegates to express yourself more effectively, have more influence with their colleagues and appear more confident in front of others.

Group will gain core communication skills, practical tools and techniques to understand other personality styles, to plan interactions and to communicate effectively in all situations. Communicating effectively will improve relationship skills, communicating to a group or influencing clients.

Course Modules

Introduction

- Getting to know the group
- How do you see yourself?
- What makes a good communicator?

Use your voice more effectively

- Develop a greater awareness of your voice
- How to speak more confidently
- How to develop a more expressive tone of voice
- Understand how the voice conveys meaning
- How to use your voice to influence your listener

Generate confidence through body language

- How to appear more approachable and confident
- How to use the power of eye contact
- How to be more in control of your body language

Present yourself successfully

- How to create an immediate impression
- Use voice and body language to your advantage
- Give a short individual presentation with feedback

Styles of communication

- Identify your preferred style of communicating
- Become sensitive to other people's styles
- How to enhance your message

Learn the power of effective listening

- Understand the barriers to good listening
- How to Listen effectively to build rapport
- Questioning techniques to aid understanding

Review and action plan

- Identify key personal strengths
- Set targets for personal development
- Workshop review

Duration: 1 day

Time: 9am to 5pm

Fees: AED 1,350 per person (25% discount if conducted on in-house basis)

Training Needs Analysis (TNA) Workshop

Workshop Background

Today's corporate executives understand the importance of their employees' personal and career growth, however in today's pressing challenge of economic meltdown, conducting training without assuring there is a training need is a waste of time and very vital financial and production resources. Conducting a needs assessment protects the assets of an organization and assures that resources set aside to address training needs are conserved and used only for that purpose. Simultaneously, TNA delegates the path to better hone the organization's human resource into a Superior Workforce.

Workshop Objectives

- Determine a Training Needs Analysis (TNA)
- Identify when to perform a TNA
- Describe the purpose of TNA
- Describe what information needs to be gathered
- Determine the level of required information
- Describe the specific types of analysis
- Develop skills in presenting training plans

Workshop Methodology

Lecture, Practical exercises, Group work, Case studies and Survey software

Who Should Attend

- Training professionals, HR professionals, managers, coordinators, administrators, and corporate executives responsible for identifying, planning and scheduling department and corporate-wide training.
- Training and HR professionals making decisions on training interventions, including whether to buy or build.
- Individuals responsible for budgeting, forecasting or justifying training costs to develop, buy or implement training.

Duration: 1 day

Time : 9am to 5pm

Fees: AED 1,475 per person

Advance Presentation Skills - Be a Superior Communicator

Course Background

Reading comprehension and writing skills are taught heavily in school. You and your peers may not be equally skilled, but the differences are relatively minor. Presentation skills, on the other hand, are largely neglected in schools, and few people put effort into developing them. Thus, presentation skills are a primary differentiator among you and your peers.

Regardless of industry or job title, all companies seek employees with superior communication skills.

From a company's viewpoint, a good set of presentation skills are important in order for the company to operate more efficiently and profitably, in terms of sales, marketing, customer relations, supplier and vendor interfacing, etc. More importantly, however, they help to promote you within the company and within the market and community that it serves. In the corporate world, presentation skill are important because they accomplish two things within the company; they motivate the workforce within the company and they disseminate the information in a way that employees can understand and make use of. In either case, a more profitable and efficient company results.

A good communicator is most often admired by other individuals, take the cases of Ronald Reagan and Winston Churchill of the past and Al Gore and Steve Jobs of today. They had different presentation media but they all have mastered the art of superior communication. A powerful and effective presenter can devise ways that would supplement his oral presentations with the available resources at hand.

Above all these, developing effective presentation skills inevitably empowers you to become more confident. The constant motivation and compliments that one receives after delivering an excellent presentation results to him being a more self-assured and superior communicator.

Course Description

This course will cover three vital phases in being an effective communicator: Preparation, Delivery and Impact. This course will provide participants with the opportunity to practice the preparation and delivery of formal and informal presentations. Language patterns used in Hypnosis and Natural Language Processing (NLP) will be introduced and delegates will be shown how to center themselves to give them the confidence to present.

Course Methodology

Lectures, Practical exercises, Camcorder session, Pre and Post Delegate evaluation

Course Objectives

- Be a Superior Communicator
- Deliver a business presentation with control, professionalism and authority
- Overcome nervousness, negative feelings and pre-presentation anxiety
- Prepare, rehearse and use notes confidently and appropriately
- Be spontaneous whilst still putting across the required message
- Learn how to handle difficult topics and people with confidence
- Identify different media available to ensure effective message conveyance
- Learn the proper presentation structure to effectively deliver your key message
- Identify different dynamic audience interest indicators
- Learn proper voice projection , body language and personality packaging
- Learn how to deal with difficult audience, participants or delegates
- Encourage audience interaction and deal with questions and feedback

Who Should Attend

- This course is recommended for everyone who needs to develop their presentation skills, speak in front of groups or sell ideas to others and has little or no presentation experience

Duration: 2 days

Time: 9am to 5pm

Fees: AED 2,550 per person

Emirati Induction Program

Course Description

This is fully customizable training program that can be tailored to specifically meet the requirements of your organization. Your organization can select from the generic training modules that are available or alternatively, Tatweer can perform the needs analysis for you to ensure the optimum results of this program.

Individually, this program would enhance the potentials of the new generation of UAE nationals to being vital corporate assets.

Course Outline

Aid their companies in grooming their nationals - workforce in manner that would allow their smooth integration along with its human source.

The one day interactive course will cover subjects such as:

- Business Etiquettes
- Self Awareness and Personal Growth
- Management Skills
- Customer Service
- Sales and Marketing Primer
- Basic Computer Productivity

Ideally a single training day can take up three fixed modules. The program design is flexible and can offer other modules like Telephone skills, Communication Skills, Time Management, Basic Accounting, and others.

Duration: 1 day

Time: 9am to 5pm

Fees: AED 1,350 per participant

Front Staff & Receptionist's Excellence Education

Course Outline

This covers common errors made by front office management and aims correct, if not alleviate, these opportunities. It also provides tips and best practices that will make the common receptionist, an exceptional asset of any corporation.

- Professional Excellence - Definition of true excellence
- Developing a Professional Image - Dressing with Impact, Good Grooming, Grooming your workspace, the person & the personality
- First Lasting Impression - Greetings, Delighting your guests, Follow ups, Your report card
- Elements of Courtesy - The Power of smile, The Magic word
- Tools of Trade - Telephone etiquette, use and abuse of the Telephone, E-mail: your new best friend
- Verbal & Non-verbal Communication - Body Language, Speaking clearly, Keeping It Short, Active Listening
- Giving Good Explanations - Descriptive sentences, Activity: Teach me how to...
- Conveying the correct message - First Language influences, Positive Scripting, Polite refusals

Who should attend?

This course is intended for front liners in any industry, both experience and inexperienced, who interact with guests, affiliates, clients and internal co-workers.

Duration: 1 day

Time : 9am to 5pm

Fees: AED 1,350 per person

Brilliant Office Assistant of Today

Introduction

This course opens new doors to boost an office assistant's chances of a solid, blissful career. Whether they want to train for a new position, advance within the current company, or simply learn and acquire new skills to stay competitive in today's job market, this course can help. It is a simple workshop that covers all the basics of excellent office assistant training.

Setting up expectations, lectures, Focus Group Discussions, Role play, Practical Exercises, Pre-test, Post test.

Course Topics

1. Personality
2. Competence - Communication Skills Interpersonal Skills, Analytic Thinking, technology Literacy
3. Organization - Scheduling, Coordination, Multitasking
4. Time Management - Dropping the Ball, First come First served
5. Confidentiality - Being Trustworthy, The secret's Safe with me!

Course Bonus

Participants are tasked to practice what they have learned from the workshop firsthand.

Who should attend?

This workshop is designed for office assistants that cater to every member of the corporation, reinforcing excellent service from courteous greetings, to handling difficult requests. The workshop also covers soft skills training and effective communication modules.

Duration: 1 day

Time: 9am to 5pm

Fees: AED 950 per participant

Making EXECUTIVE SECRETARY exceptional

Course Description

This workshop aims to address queries regarding proper secretarial, effectively managing time while completing administrative tasks. This workshop's purpose is to enhance the skills, skills, attitudes and knowledge of executive secretaries that play an important role in any organization.

Course Topics

- Basic Communication Skills - Pronunciation Modules for better communication, Grammar Hints and Tips, Identifying tone in the language, Body Language
- The Difference of aggressiveness & Assertiveness
- Working with People - Personality types, What type is your Manager?

- Handling your Administrative Work
- Setting your Priorities - Urgency & Importance
- Using your tools: the Importance of utilizing your entire office, Telephone Etiquette, Business Correspondence, Computer Applications & Other Media resources
- Effective Time Management - What are "time stealers?", Making up for lost time
- What is a "Priority"? - Mapping out your duties

Who should attend?

This course is recommended for Executive Secretaries that managed administrative tasks, maintain professional contact with the direct reports, and effectively manage schedules of meetings and conferences and mastering the art of multi-tasking.

Duration: 1 day

Time: 9am to 5pm

Fees: AED 1,350 per participant

Corporate Correspondence

Course Background

Email as a medium of communication has become an almost indispensable tool for business, educational, social and personal purposes. Its importance in the future will, in all probability, continue to grow at an almost exponential rate, despite the plague of spam that is choking the internet.

Email has the advantage of regular postal mail in that it is delivered into the recipient's mailbox for them to read and reply to at their convenience, but without the lengthy time delay involved with 'snail mail'. It doesn't obligate the sender to engage in small-talk with the recipient, as telephones do. Using the phone to convey a simple message to a friend might involve a 10-15 minute conversation because no-one wants to appear rude by hanging up too soon. In an increasingly busy world, email allows the same message to be conveyed in a minute or two without implied discourtesy.

Corporate Correspondence training takes email writing into a whole new level. Netiquette, as some may call it, proactively reinforces email etiquette providing top level, professional, correspondence.

Course Description

This course covers the basics of email writing in the corporate world, tackling topics from parts of an email, its main purpose in the corporate world, how to utilize it and how it can make or break you and the company that you represent. This 2-day course offers limitless possibilities to improve both internal and external communication by which most companies use.

Support Module for:

- Receptionists
- Trainers
- Sales/Marketing
- Presenters

Course Objectives

At the end of the workshop, the participants should be able to:

- Write effective messages
- Use e-mail accessories and passwords
- Write an appropriate subject line
- Tailor messages for recipient needs
- Manage E-mail volume
- Prepare for recipient reactions
- Use emoticons effectively
- Differentiate between writing online and tradition paper-based writing
- Develop effective writing habits

Course Methodology

- Stand up Delivery
- In between exercises
- Email composition exercises
- Paper-based composition exercises
- Individual and group feedback sessions

Course Topics

- The need for email etiquette - What is electronic mailing?
- The email as a tool of office communication - Snail mail vs. email
- Types of E-mailers - Magpies, Ostriches, Squirrels
- Parts of an E-mail
- E-mail content - Range of Vocabulary, Word Play
- How your email looks like - acronyms and emoticons, diplomatic emails, flame wars
- E-mail relationships - Building rapport through E-mail, Maintaining relationships through E-mail

Who Should Attend

This course is intended for all levels of employees, supervisors and members of top management who want to improve their email writing skills while positively gearing their communication skills towards professional writing through the use of modern day technology.

Course Bonus

We'll teach you how to write basic emails and turn it into your own personalized templates at no extra cost!

Duration: 1 day

Time: 9am to 5pm

Fees: AED 1,250 per person

Customer Service / Call Center Training

Course Description

Learn how to deliver excellent customer service to increase sales and profits, reduce customer complaints, build customer loyalty, and foster employee teamwork and communication with this 3 day workshop. Catering to almost all industries, Call Center Excellence Training provides you with tips and tricks on how to be an essential provider of exceptional customer service.

Course Background

96 % of unhappy customers simply leave without saying anything. Unhappy customers statistically tell 13 % of their friends about the bad experience. It costs five times more to get a new customer than to keep an existing one. One of the biggest challenges that corporations face today is the lack of excellent customer service. It is with great satisfaction that TATWEER has customized a new way of making customer service customer oriented. We will teach you the vital customer skills needed for success.

Course Topics

Day 1

- Service Impact
- Customer service is an attitude, not a department
- Customer Centered Service
- Formula for Success
- Customer Report card
- Active Listening Skills
- Choosing the right words

Day 2

- Maintaining Positive Attitude
- Keeping yourself Motivated
- Assert to your advantage
- Persuasive Language
- Maintaining Composure
- Dealing with Difficult People

Day 3

- Cultural Awareness
- Call Center Culture
- Call Center Metrics
- First Impressions
- Role Plays

Course Objectives

At the end of the workshop, the participants should:

- Value how customer service efforts impact company profits
- Understand that internal customer service is just as significant as external customer service
- Develop a custom-made strategy for improving listening skills
- Choose vocabulary that is calming and persuasive
- Refer to a recovery system for turning angry customers into happy repeat customers

Course Methodology

- Setting up expectations
- Stand up Delivery
- Lectures
- Brainstorming
- Role-plays
- Interactive Practical Exercises
- Pre-test
- Post-test

Who Should Attend

This course is recommended for executives, managers, sales personnel, customer service representatives, operators, receptionists, administrative assistants, and support roles that require excellent rapport building skills for daily interaction with different kinds of people.

Course Bonus

- Your role-plays will be observed and given constructive feedback. This will make you aware of what your areas of improvement are, and how you should address it.
- Situational Analysis Activities will also be done in order for you to see how well you communicate and apply the take-aways from the workshop.

Duration: 3 days

Time: 9am to 5pm

Fees: AED 3,100 per person

