



An ISO 9001:2008 Certified Company

# Management & Leadership

## TRAINING SEMINAR SERIES 2015



# ABOUT US

## “Leading International Provider of Training, Courses, Seminars, and Learning Solutions”

AZTech Training and Consultancy is a leading international provider of training, seminars, and learning solutions. We offer Strategy, Management & Leadership Development Programs, Functional & Technical Seminars, Customised In-house Programs, and Business Consultancy for Performance Solutions.

Our comprehensive portfolio of more than 500-skill building professional development programmes cover a range of industry from Strategy to Health, Safety & Security, we have it all from A-Z.

AZTech is all about ensuring that our delegates get Quality Assured Training and this commitment in delivering the best possible learning experience is demonstrated by our continuous working relationship with 13 of the world’s leading professional governing and certifying bodies.

We take strength from our network of more than 200 experienced professionals who provides us extensive knowledge of the private industry, business and government enterprises allowing us to develop industry leading comprehensive training programmes.



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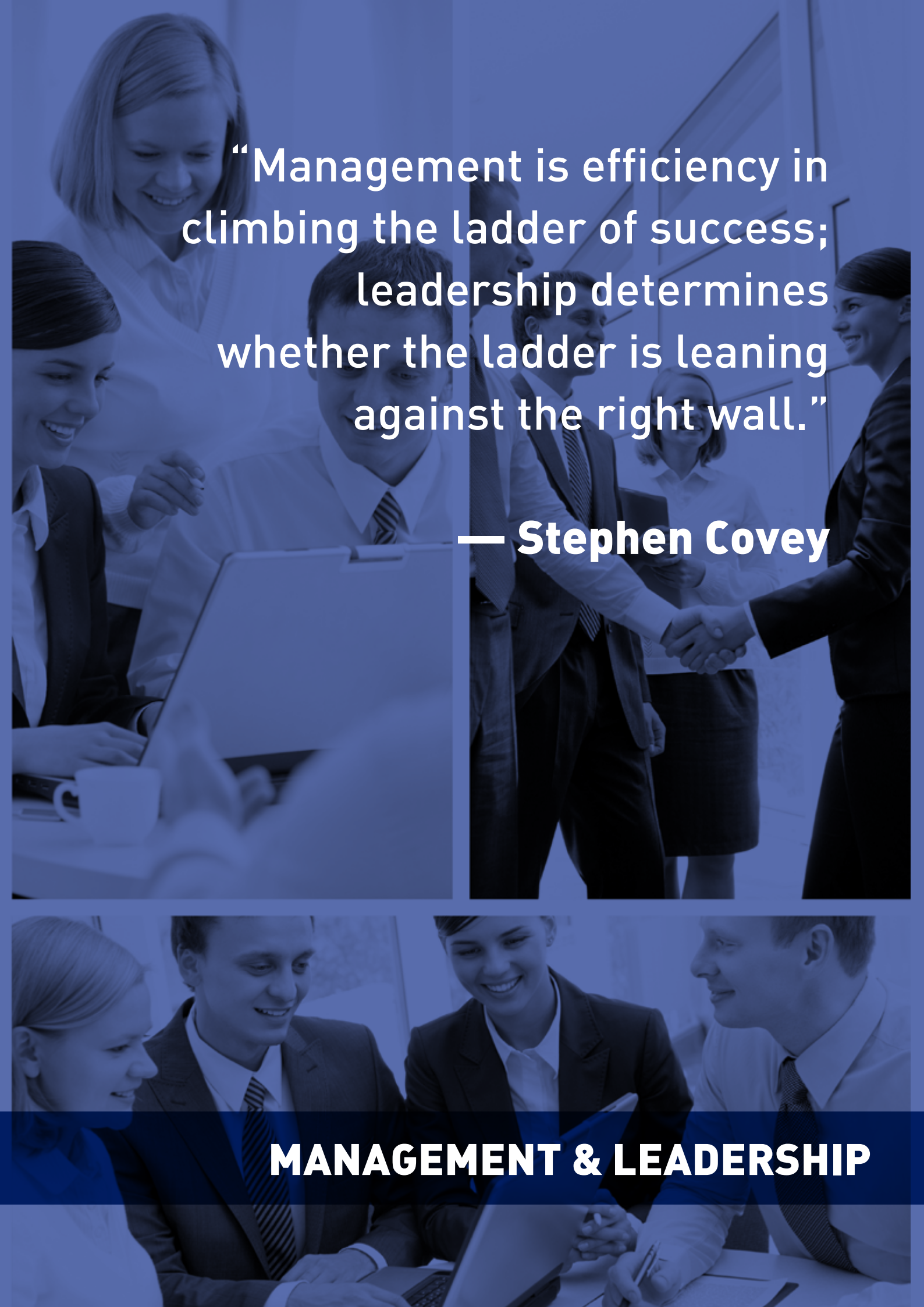
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“Management is efficiency in climbing the ladder of success; leadership determines whether the ladder is leaning against the right wall.”

— **Stephen Covey**

**MANAGEMENT & LEADERSHIP**

# Accomplished Office Administrator

01 - 05 Nov 2015

Dubai, United Arab Emirates

**\$4,650** - per participant

## Why Choose this Course?

This course will help you increase your motivation and confidence through understanding the principles and best practices of office management. Delegates will learn to prioritise, plan, and solve problems to get the work done on time, and to have continuous productivity improvement.

Delegates will learn to communicate confidently in meetings and manage difficult behaviours. Also, self-management skills will be gained which will help cope with stress, keep a 'can do' positive attitude, and enjoy work each day. Finally, to manage an office effectively, one needs to manage oneself, manage your time, tasks, and others in order to achieve maximum success.

### This course will feature:

- Prioritising your daily responsibilities to achieve maximum output and success
- Streamlining your work practices and office environment
- Communicating effectively and assertively at all levels
- Understanding yourself and others thereby improving interactions and relationships
- Techniques to help you think creatively, solve problems, plan, and make decisions

## What are the Goals?

### By the end of this course, participants will be able to:

- Prioritise and cope with multiple tasks without missing deadlines
- Think like a Manager – planning, making decisions and solving problems
- Manage their thoughts and feelings to improve self-confidence and self-empowerment
- Communicate effectively and assertively at all levels and in all situations
- Manage paperwork, diaries, meetings, presentations, and phones more effectively

## Who is this Course for?

This course is suitable to anyone who works as office personnel as it will help them become more confident and effective at organising their work and their office to achieve maximum out-put with minimal stress. Further, this is suitable to a wide range of professional, but will greatly benefit:

- Administration Assistants
- Personal Assistants
- Secretaries
- Supervisors/Team Leaders
- Office Managers
- Any individual working in the office support field

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The course will be interactive and practical; with learning methods to suit every kind of learning preference. There will be activities in groups and pairs as well as individual exercises and everyone will get an opportunity to discuss their work challenges in a supportive environment. There will also be opportunity to practice assertive communication skills through role play and to present a presentation towards the end of the week.

## The Course Content

### Daily Topics:

- Taking Control of your Work Life
- Essential Administrative Skills
- Vital Communication Skills
- Developing as a Professional
- Self-Empowerment and Self-Management

# Achieving Leadership Success through People & Innovation

Lead More Effectively by Creating Rapport, Synergy and Two-way Trust

12 - 23 Oct 2015

Kuala Lumpur, Malaysia

**\$9,900** - per participant

## Why Choose this Course?

Get ready to recharge yourself with new energy to propel your career, increase job satisfaction, and add greater value to your organization. This seminar will show you how you will learn the combination of attributes and skills you need to accelerate your career positively and successfully along your professional path, now and into the future. Become a positive force for your organization, your customers, and your colleagues.

## What are the Goals?

In this 10-day program you will learn to:

- Develop winning relationships by building strong trust
- Increase your personal productivity by working smarter, faster, and better
- Resolve conflict situations constructively by applying effective negotiation skills
- Understand the team concept, how to be a team player and promote teamwork
- Demonstrate initiative and leadership skills from your current position

## Who is this Course for?

This programme is designed for professionals at all levels and across all functions or disciplines, who seek to inform and enhance their organisational and professional practice. It is specifically directed at those who wish to take responsibility for identified "gaps" between their current performance and the level of potential to which they aspire. This developmental programme seeks to establish impactful behavioural changes that add value to employees, managers and leaders alike.

**Within the organisational context the programme may have specific appeal to:**

- All professionals who seek to enhance their true potential through applying best practice in interpersonal skills
- Those employees who have had limited opportunities for personal and career based development training
- Those who may be moving into supervisory or managerial positions and wish to learn tools and tactics for productive inter personal behaviour
- Experienced professionals seeking a "refresher " programme that will enhance their interpersonal, team and management skills.
- Employees identified as "high potential"" for ""fast track"" candidates who are likely to move into management posts in the near future and require the tools and techniques to build positive relationships.

## How will this be Presented?

The seminar uses the latest thinking in adult learning principles including experiential exercises, self-assessments, video dramatizations, skill practices, case studies, behavior modeling, and group discussion. The emphasis is on application rather than theory. It enables participants to learn new competencies and gives them the tools to apply them back home

## The Course Content

Daily Topics:

### Module 1: Effective People Skills

- The Core Interpersonal Skill
- Building Winning Working Relationships
- Understanding Groups and Team Dynamics
- Teamwork and Collaboration
- Increasing Personal Productivity

### Module 2: Workplace Innovation & Productivity Skills

- Building personal productivity: the power of self
- Creating value for the organisation
- Adding value through relationship awareness theory
- Harnessing Diversity and Creating Value in the Team
- Leading with Initiative: Being Proactive.

# Advanced Communication & Interpersonal Skills

## The Art of Building Lasting Rapport

### Communication, Empathy & Motivation

27 - 31 Jul 2015, London

30 Nov - 04 Dec 2015, Kuala Lumpur

**\$4,950** - per participant

#### Why Choose this Course?

This highly interactive course investigates tried and trusted management processes, procedures and methodology used by many companies to build productive and cohesive units whilst establishing strong working relationships with people at all levels. This course will explore behaviour, communication and leadership styles.

Excellent communication is essential for the creation of a highly effective and productive organisation. Even though we have sophisticated means of communication with each other, rarely do staff members actually communicate well on a one to one level. The art of building rapport with people is essential for developing trust, openness and meaningful relationships.

#### This course will feature:

- Practical solutions to work related issues through Neuro-Linguistic Programming, Emotional Intelligence and psychometric profiling
- The knowledge and understanding necessary to move forward with enthusiasm and assurance
- Advanced communication and motivation models essential to modern day business units
- How to greatly enhance leadership skills
- A greater understanding of the behavioural traits of you customers, colleagues and social network

#### What are the Goals?

##### By the end of this course, participants will be able to:

- Develop strategies for creating a positive work environment
- Recognise differing behavioural styles & learn to adapt to it in order to build lasting rapport
- Understand your key roles in encouraging and developing your staff
- Harness the power of personal motivation and effective communication
- Massively improve your leadership skills

#### Who is this Course for?

Ideally suited for executives of all levels, human resource personnel, and professionals who need to communicate effectively with staff, colleagues and customers, but will greatly benefit:

- Individuals with leadership potential
- Individuals being developed for promotion
- Individuals who need to communicate effectively to fulfill their role
- Individuals who can disseminate newly learned skills within the workplace
- Individuals who want to be able to build lasting rapport with those around them

#### How will this be Presented?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The course is carefully designed to address all styles of learning and to engage participants fully. Lectures and discussions are either preceded or followed by powerful individual or group exercises. These exercises provide opportunities for personal participation in real situations. This process makes training exciting, fun filled, fast-paced, challenging and empowering. This course uses the cutting edge skills of NLP and Emotional Intelligence to open your mind to how people think.

#### The Course Content

##### Daily Topics:

- How to Build Lasting Rapport
- Self Awareness: How to Gain a Greater Understanding of Yourself
- Crystal Clear Communication
- Empathy - The Ability to Understand Situations from Another's Perspective
- Motivation - How to Get the Most from Yourself and Other



# Advanced Communication & Problem Solving

Lead, Innovate & Transform

27 Jul - 07 Aug 2015, London

30 Nov - 11 Dec 2015, Kuala Lumpur

**\$9,900** - per participant

## Why Choose this Course?

This highly interactive course will look into the tried and trusted management processes, procedures and methodology used by many companies to build productive and cohesive units whilst establishing strong working relationships. It will explore: behaviour; communication; leadership styles; problem identification to solution generation; evaluating creative techniques; how to challenge more 'outcomes thinking'.

Excellent communication is essential for the creation of a highly effective and productive organisation; building rapport with people develops trust, openness and meaningful relationships. Decision making and problem solving represent the most important of all managerial and leadership activities; making timely, well-considered and informed decisions, will lead your team and organisation to deserved success.

### This course will feature:

- The psychology of personality and how this influences the solutions we select ensuring greater understanding of the behavioural traits of yourself and others
- The application of whole brain thinking to the problem solving process in order to balance the logical and creative dimensions of problem solving
- Assessing personal creativity and challenge the mental blocks that limit our thinking
- Practical solutions to work related issues through Neuro Linguistic Programming, Emotional Intelligence and psychometric profiling
- Advanced communication and motivation models essential to modern day business units that will greatly enhanced leadership skills

## Who is this Course for?

This course is suitable to a wide range of professionals or anyone wishing to improve their communication, interpersonal, problem solving and decision-making skills. It will greatly benefit:

- Leaders who seek to challenge the culture of their organisation and ignite innovation
- Team leaders interested in further developing their management skills and building collaborative practice
- Professionals wanting to further develop their management and leadership techniques
- Organisational leaders who make key business decisions
- New members of the management teams & anyone wishing to improve their communication, interpersonal, problem solving and decision making skills
- Those being developed for promotion or those who can disseminate newly learned skills within the workplace
- Those who want to be able to build lasting rapport with those around them

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## What are the Goals?

**By the end of this course, participants will be able to:**

- Determine pragmatic methods for effective problem solving.
- Appreciate the impact of personality on creativity, decision making & problem solving process.
- Develop strategies for creating a positive work environment.
- Recognise differing behavioural styles & learn to adapt to build lasting rapport.
- Understand your key roles in encouraging & developing your staff thru the power of personal motivation & effective communication.

## How will this be Presented?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. Lectures and discussions are either preceded or followed by powerful individual or group exercises designed to replicate real work based situations. This course uses the cutting edge skills of NLP and Emotional Intelligence and psychometric testing.

## The Course Content

### Daily Topics:

#### Module 1: Advanced Communication & Interpersonal Skills

- How to Build Lasting Rapport
- Self-Awareness: How to Gain a Greater Understanding of Yourself
- Crystal Clear Communication
- Empathy: The Ability to Understand Situations from Another's Perspective
- Motivation: How to get the most from Yourself and Other

#### Module 2: Advanced Problem Solving & Decision Making

- The Psychology of Problem Solving and Decision Making
- Problem Solving, the Cognitive Process and Whole Brain Thinking
- Creating Continuous Improvement in the Workplace
- Building Creative Capability in Self and Removing Mental Block
- The Creative Leader in the Innovative Organisation

# Advanced High Performance Leadership

04 - 15 May 2015, Houston | 01 - 12 Jun 2015, Amsterdam

19 - 30 Oct 2015, Istanbul

**\$9,900** - per participant | **\$12,900** - Houston participant

## Why Choose this Course?

This 10 day intensive course has been specifically designed for professionals who want to significantly increase their ability to lead individuals and teams as well as gain a deeper understanding of the true meaning of a leadership. This course will demonstrate practical not theoretical ways to lead people for which delegates will be challenged to practice the latest leadership, management and coaching methods whilst being given feedback on coaching to help you master these skills. Gaining insights and tools from two different leadership experts means that you will leave this intensive 10-day advanced level program feeling recharged and confident to lead others back in your organisation.

### This course will feature:

- How to harness the power of vision and visualization
- Understanding the real meaning of leadership
- Designing of coaching and engagement strategies
- Demonstrations of techniques to manage teams and individuals
- Develop Techniques to motivate and inspire your people
- Identification of your individual leadership style

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand coaching and empowerment at advanced level
- Apply techniques to engage your people
- Create an empowering culture of innovation for organisational improvement
- Employ behavioural techniques which exert influence, ignite passion and generate enthusiasm
- Design an employee engagement strategy for business results

## Who is this Course for?

**This course is suitable to wide range of professionals, but will greatly benefit:**

- Directors
- Senior Managers
- Managers
- Department Heads
- Team Leaders

## How will this be Presented?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This will include business case studies from various industries, video, group exercises, peer feedback group discussion and practical demonstrations. The emphasis is on experiential learning and applying theory in a practical way to foster good practice.

## The Course Content

### Daily Topics:

#### Module 1: The Leadership Journey

- Leadership: Setting the moral compass
- Creating the future Vision
- Communicating to Engage
- Sustainability through Innovation
- Influence, Passion and Legacy

#### Module 2: The Leadership Challenge

- The Challenge of Motivating and Inspiring People
- Inspirational Leadership
- Enabling People Utilize their Strengths
- Engaging and Encouraging your People
- Personal Leadership Challenge

# Advanced Problem Solving & Decision Making

## Creative Problem Solving for Innovative Leadership

### Analysis, Design & Leadership

03 - 07 Aug 2015, London

07 - 11 Dec 2015, Kuala Lumpur

**\$4,950** - per participant

#### Why Choose this Course?

This course offers a step by step journey from problem identification to solution generation and additionally to evaluate creative techniques that challenge more traditional models of "outcomes thinking". It offers wide range of tools and techniques and insights into how leaders can inspire the creative process within themselves and their teams and the wider organisation. Delegates will leave energized and convinced of their creative potential. Decision making and problem solving represent the most important of all managerial and leadership activities; if you can make timely, well-considered and informed decisions, then you can lead your team and organisation to deserved success.

#### This course will feature:

- The psychology of personality and how this influences the solutions we select.
- The application of whole brain thinking to the problem solving process
- How to balance the logical and creative dimensions of problem solving
- Assessing personal creativity and challenge the mental blocks that limit our thinking
- How to build an agenda for creative leadership

#### What are the Goals?

##### By the end of this course, participants will be able to:

- Determine pragmatic methods for effective problem solving
- Appreciate the impact of personality on the decision making and problem solving process
- Evaluate and apply a structured approach to generate solutions to organisational issues
- Assess personal and organisational creativity and set an agenda for progression
- Apply appropriate creative problem solving techniques that generate original solutions

#### Who is this Course for?

This course is suitable to a wide range of professionals or anyone wishing to improve their communication, interpersonal, problem solving and decision making skills. It will have specific appeal to:

- Leaders who seek to challenge the culture of their organisation and ignite innovation
- Team leaders interested in further developing their management skills and building collaborative practice
- Professionals wanting to further develop their management and leadership techniques
- Organisational leaders who make key business decisions
- New members of the management teams & anyone wishing to improve their communication, interpersonal, problem solving and decision making skills

#### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The emphasis is on experiential learning and applying theory in a practical way to foster good practice. All activities are focused on making an impact and improvement. The learning process is designed to accommodate all styles of learner the activist, the reflector, the theorist and the pragmatist. Psychometric tools are employed to offer objective feedback on performance and utilise to target future areas of potential improvement.

#### The Course Content

##### Daily Topics:

- The Psychology of Problem Solving and Decision Making
- Problem solving, the cognitive process and whole brain thinking
- Creating Continuous Improvement in the Workplace
- Building Creative Capability in Self and Removing Mental Blocks
- The Creative Leader in the Innovative Organisation

# Advanced Strategic Management **Business Strategy Management** Planning, Development & Implementation

31 Aug - 04 Sep 2015

Kuala Lumpur, Malaysia

**\$4,950** - per participant

## **Why Choose this Course?**

This course will give emphasis on the Management's key role of setting the organization's strategic direction. This course supports the development of high-level strategy skills for middle to senior Managers wanting to gain or refresh their knowledge of strategic planning and increase confidence in the use of corporate planning tools and approaches. This may include the ability to align the organisation's internal capabilities to unpredictable external factors, which is crucial for success.

This course will help delegates to understand the global context in relation to their business, as well as develop skills and confidence to boost performance and enable them to develop and sustain their organisation's performance for the future.

### **This course will feature:**

- Review of business and economic context for your business
- Tools and techniques used in strategy development
- Use of strategic thinking: innovation approaches
- How organisational culture supports or prevents innovation
- Leadership qualities needed to inspire, motivate and engage with Staff

## **What are the Goals?**

### **By the end of this course, participants will be able to:**

- Develop good Vision and Mission statements in support of strategy formulation
- Carry out stakeholder analyses to enable management of diverse interests
- Relate leadership qualities to culture and strategy development
- Develop a systems thinking view of organisations
- Turn strategy into business and operational plans

## **Who is this Course for?**

**This course is most suitable to a wide range of professionals but will greatly benefit:**

- Those who are looking to sharpen their analytical skills and strategic leadership effectiveness
- Team Leaders/Supervisors taking on additional strategic leadership responsibilities
- Team Leaders/Managers taking on a more senior and strategic role in their organisation
- Department Heads/Managers working in a culture seeking innovative approaches to business development
- Middle/Senior Managers wanting to refresh their thinking and gain confidence in the use of strategic management tools

## **How will this be Presented?**

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

The Tutor will offer an interactive and participative workshop style that will challenge managers and encourage new thinking. The tutor will also guide and facilitate learning and individual reflection, as well as using direct input, discussions, case studies, exercises and video.

## **The Course Content**

### **Daily Topics:**

- The Strategizing Process
- The Strategic Process
- Strategic Management Skills
- Managing the Culture
- Tactics and Plans

# Advanced Teamwork & Cooperation Skills

## The Art of Working Together

### Innovation, Collaboration & Leadership

15 - 19 Mar 2015, Dubai | 09 - 13 Aug 2015, Dubai

21 - 25 Dec 2015, Kuala Lumpur

**\$4,950** - per participant

#### Why Choose this Course?

This course explores the nature and benefits of innovative and collaborative teams. Increasingly, companies see innovation and collaboration as a key source of competitive advantage, with benefits for motivation and engagement and developing talent, as well as team and organizational performance. However, achieving these benefits places new demands on leaders, and requires new leadership practices.

#### This course will feature:

- The benefits of innovation and collaboration
- Building the innovative and collaborative team
- Creating the right environment for innovation and collaboration
- Inspiring shared purposes and common goals
- Leadership practices for innovative and collaborative teams

#### What are the Goals?

##### By the end of this course, participants will be able to:

- Appraise the key features and benefits of innovative and collaborative teams
- Assess their team's current and aspired innovation and collaboration skills and create an appropriate development plan
- Evaluate key approaches for creating the right environment for innovation and collaboration
- Examine common approaches to developing shared purposes and goals
- Apply leadership practices which inspire and support team innovation, collaboration and success

#### Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Leaders and managers who have responsibility for team performance or for developing team skills and capabilities.
- Additionally HR and Learning and Development professionals with responsibility for developing organizational skills and capabilities.

#### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

The course is highly interactive and will prompt delegates to reflect on current practices and on their team goals. The tutor will guide and facilitate learning using a wide variety of methods including direct input, discussions, case studies and pair and group work.

#### The Course Content

##### Daily Topics:

- The Benefits of Innovation and Collaboration
- Building the Innovative and Collaborative Team
- Creating the Right Environment for Innovation and Collaboration
- Inspiring Shared Purposes and Common Goals
- Leadership Practices for Innovative and Collaborative Teams

# Asset Integrity Management for the Petroleum Industry

22 - 26 Mar 2015 | 29 Nov - 03 Dec 2015

Dubai, United Arab Emirates

**\$4,950** - per participant

## Why Choose this Course?

An Asset Integrity Management (AIM) program provides a backbone and incorporates design, maintenance, inspection, process, operations, and management concepts, making optimal return on investments.

This course initiates with the concept of Asset Management (AM) in the offshore and onshore industry (ISO 55000). Then, it focuses on the concept of AIM (i.e. design, technical and operation integrity) in the safeguarding of operational system. The approaches to reliability centered maintenance (RCM), failure mode effect and criticality analysis (FMECA), risk based maintenance (RBI), inspection of static process equipment, maintenance planning of rotating equipment, mitigate the challenges due to human factor, effective project management strategies, etc. are delivered.

## What are the Goals?

- Manage assets in petroleum industry in sustainable and safe manner.
- Assess & control Asset Integrity of operational assets in production & process systems.
- Perform integrity management on topside and sub-sea systems.
- Realize overall asset process in a systems engineering perspective.
- Use of adaptive technologies and techniques in engineering projects.

## Who is this Course for?

- Engineering Asset Management & Asset Integrity Management personnel
- Technical Safety personnel
- Engineers involved in maintenance and modification projects
- Inspection and maintenance analysis and planning personnel
- Project managers and project engineers
- Technical discipline responsible personnel

## How will this be Presented?

The course is presented with the support of industrial case studies to deliver the main concepts. Apart from that basic theory, concepts and related standards/regulations/guidelines are explained briefly to point out the AIM related applications in the real life projects. Power point presentations, group discussions, and sharing of project experiences are formally harmonized during the sessions.

## The Course Content

### Daily Topics:

- Moving from Asset Management to Integrity Management
- Asset Integrity Management & Tools to Maintain Rotating Equipment
- Risk Based Integrity Management & Role of KPIs
- Maintenance Performance Indicators & Barrier Management
- Technology Qualification & Managing Engineering Projects

# Best Practices in Multishift Operations

Achieving Operational Excellence in Multishift Management

24 - 28 May 2015 | 01 - 05 Nov 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course will reveal how the world's most successful companies manage multiple-shift and 24-hour operations to deliver world-class people and process performance. All industries are highly competitive so in order to compete successfully, 24-hour operations must continuously improve to achieve the highest possible standards at all times.

For a facility to operate safely and efficiently 24/7, it is necessary to apply shift working best practices. Multiple-shift operation poses a challenge because of the potential for fatigue and disconnects caused by the fact that the personnel are changing every few hours. This can result in a significantly increased risk of incidents and operational problems such as reduced throughput, poor communication and increased levels of waste.

### This course will feature:

- Why 24/7 operation needs multiple-shift working
- How Shift working introduces extra challenges
- Communication and leadership for shift working
- Why shift working increases risk from fatigue and at changeover
- Development of strategies to manage shift risks & issues & become a world-class 24/7 operation

## What are the Goals?

### By the end of this course, participants will be able to:

- Recognize and appreciate the issues associated with 24/7 shift operation.
- Identify strategies to deal with the issues.
- Benchmark your performance against that of world-class facilities & explore alternative shift schedules.
- Develop effective Shift Supervisors.
- Create an Action Plan for continuous improvement back at work.

## Who is this Course for?

This course is suitable to a wide range of professionals but will greatly benefit delegates new to shift working environments, as well as those with many years experience of shift work, from both process and non-process industries, namely:

- Plant/operations personnel and managers, shift supervisors and shift team leaders
- Personnel interested in Quality and Quality Assurance
- Maintenance and Engineering Personnel
- Training & Development Personnel
- Personnel from Logistics or Network Support Teams
- Personnel from Customer Service at any level
- HR Personnel and those involved in Staff health and welfare at any level

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes a combination of lecture, discussion and group/individual activities. Delegates are encouraged to bring specific challenges and issues they are facing to the session for group discussion. In addition, we will discuss Best Practices currently used at participants' companies so that delegates will have the opportunity to learn from numerous sources. Each delegate will develop a personal Action Plan that will help guide future improvement efforts back at work.

## The Course Content

### Daily Topics:

- Understanding the issues associated with shift working
- Effective Communications, Effective Shift Handover & Continuity of Operation
- Developing Effective Shift Supervisors, Continuous Improvement/Kaizen in 24-Hour Operations
- Dealing with Fatigue, Pros and Cons of Different Shift Systems
- Dealing with People Issues on Shift

# Building Task Leadership Skills

27 Apr - 08 May 2015, Barcelona | 22 Jun - 03 Jul 2015, Orlando

23 Aug - 03 Sep 2015, Dubai | 06 - 17 Dec 2015, Dubai

**\$9,900** - per participant | **\$12,900** - Orlando participant

## Why Choose this Course?

This series of two courses focuses on the use of productive practices that allows a person to become more self-confident and communicate in a confident manner. This is important to deliver effective and efficient project work, establish priorities and meet deadlines. This is crucial because the level of competition in current business environments requires an emphasis on practices that build a personal level of self-confidence and assists in management of personal and work group tasks, priorities and projects.

All types of organizations need to find more productive means to offer their products and/or services and build confidence and assertiveness in employees.

### This course will feature:

- How to communicate confidently to groups of people
- Techniques to establish priorities for work and be able to meet crucial deadlines
- Management methods, processes and procedures to be more productive
- How to communicate professionally to senior management
- Techniques on how to interact better with others to complete tasks

## What are the Goals?

### By the end of this course, participants will be able to:

- Apply basic planning project tools to plan work strategy
- Speak with passion and confidence
- Integrate the characteristics of colleagues who assist in our work
- Develop positive interpersonal techniques for better management of work
- Project confidence and credibility to those you work with

## Who is this Course for?

**This course is suitable to wide range of professionals, but will greatly benefit:**

- Those who want to improve their communication skills
- Those who wish to improve their self-confidence
- Those who wants to learn techniques to work with other colleagues
- Those who are starting as a new Manager
- Aspiring leaders who want to achieve a high level of confidence

## How will this be Presented?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes highly interactive learning activities using presentations, group discussion, practical exercises, videos, team and individual practice exercises and case studies.

## The Course Content

### Daily Topics:

#### Module 1: Leading with Confidence

- Creating a Confident and Credible Image
- Confident Communication to Groups
- Confident Communicating to Get Results
- Communicating Passion
- Enhancing your Profile within the Business

#### Module 2: Managing Multiple Tasks, Priorities & Deadlines

- Introduction of Work Task Concepts
- Importance of Planning in Management of Tasks
- Setting Priorities & Deadlines in our Time Management
- Skills Required to Deal with People in our Work Assignments
- Personally Managing Tasks to Implement Change



# Certificate in Leadership & Management Excellence

Innovation, Decisions, Dynamics & Enterprise Skills

23 Mar - 03 Apr 2015 | 03 - 14 Aug 2015 | 30 Nov - 11 Dec 2015

Kuala Lumpur, Malaysia

**\$9,900** - per participant

## Why Choose this Course?

This highly interactive seminar will allow you to examine yourself, and your strengths and weaknesses. You will develop your communication, interpersonal and decision-making skills to enhance your leadership abilities to bring about change, innovation and enterprise. Delegates will also gain valuable insights into and feedback on their preferred behavioural, management and leadership styles. Delegates will develop leadership skills based on the latest scientific findings on how to make effective and creative decisions.

Corporations need to nurture dynamic leaders who can help their employees to be innovative, enterprising, focused and fully productive. This course presents an opportunity for leaders to learn the management skills and leadership styles to enable them to maximise their own impact and effectiveness in the workplace, as well as giving them the insights and skills necessary to utilise the abilities of those who report to them.

### This course will feature:

- How to examine yourself and your strengths and weaknesses
- Development of your communication skills
- How to enhance your leadership abilities to bring about innovation and enterprise skills
- Developing your decision making skills
- Applying creative problem solving in the workplace

## What are the Goals?

### By the end of this course, participants will be able to:

- Develop appropriate management and leadership skills
- Understand how to cultivate and manage creativity
- Gain a greater awareness of yourself and your full leadership potential
- Develop adaptability in dealing with different people
- Apply effective decision making skills in solving problems

## Who is this Course for?

This course is suitable for a wide range of professionals, but will greatly benefit:

- Professionals being groomed for leadership or who are new Leaders
- Professionals keen on acquiring a Managerial position and have proved greater leadership abilities
- Professionals who want to sharpen their innovative leadership
- Any person actively involved in the dynamics of making decisions and providing leadership to others in supervisory roles

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes case studies, interactive activities, exercises and instructional videos.

## The Course Content

### Daily Topics:

#### Module 1: Leadership, Innovation & Enterprise Skills

- Successful Leadership Styles
- Driving Radical Innovation
- Entrepreneurial Leadership
- Accountable Communication
- Developing Emotionally Intelligent Organizations

#### Module 2: Decisions, Dynamics & Leadership Styles

- Gaining Insights into your Leadership Styles
- Developing Decision Making Skills
- Applying Effective Decision Making Skills in the Workplace
- Overcoming Mental Blocks to Decision Making
- Effective Leadership to Develop Dynamic Problem Solving in the Team

# Coaching for Success in the Oil & Gas Industry

15 - 19 Nov 2015

Dubai, United Arab Emirates

**\$4,950** - per participant

## Why Choose this Course?

An effective coaching process will include a range of techniques from communication skills, counselling techniques, human psychological processes and an understanding of human development. This course will introduce participants to the core skills of Workplace Coaching and will focus on the application of these skills in the Oil and Gas Environment.

### This course will feature:

- Explore Cultural issues and Coaching
- Coaching as an essential skill for leadership success
- Practical skills workshop conducted each day where what has been learnt will be put into practice
- Developed to address the core coaching competencies needed to act as a coach in an Oil & Gas environment

## What are the Goals?

### By the end of this course participants will be able to:

- Demonstrate coaching skills suitable for the Oil & Gas Industry
- Utilise modern coaching techniques in the workplace
- Choose the correct coaching model and techniques to get the results
- Apply motivational coaching techniques
- Prepare a coaching session suitable for use in the Oil & Gas Industry

## Who is this Course for?

This course is suitable for anyone who wishes to develop their skills in coaching others. Participants would be expected to have competence in communication skills, though these will be further developed in this course. In particular this course would suit:

- Managers, Supervisors and Team Leaders in the Oil & Gas Industry
- Human Resource (HR) personnel
- People who need to coach others in their day-to-day work
- Anyone involved in learning & development or talent management

## How will this be Presented?

This Course will be presented in a highly collaborative presentation style. Individual and group activities will intersperse the sessions. Video presentations will highlight the major teaching features. A variety of Practical Sessions and Role Plays and group interaction are programmed into this Course.

## The Course Content

### Daily Topics:

- Coaching Foundation
- Advanced Communication for Coaching
- Co-Creating the Relationship
- Mentoring & Coaching
- Facilitating Learning and Results

# Communication Essentials

Knowing What to Say & How to Say It

13 - 17 Sep 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course increases the confidence of everyone to cope effectively in any communication challenge, including presenting in public, handling difficult people and conflict situations.

We communicate all the time, yet rarely think about it. We often communicate without being fully aware of the messages we are really sending. Success depends on being understood, understanding others and communicating well together. Building healthy working relationships is vital to business success. A major part of this is understanding your own personal communication style, how we can (and do!) influence other people, and how you use your style to create effective and rewarding business relationships.

## What are the Goals?

**After attending this course, delegates will be able to:**

- Introduce a wide range of practical communication skills to the participants
- Deepen participants understanding and awareness of themselves and others and how to manage emotions and habits
- Clarify communication pitfalls and how to avoid them
- Enhance the participants ability to achieve results through working with others
- Provide opportunities for participants to assess their own communication skills

## Who is this Course for?

Any work professional wishing to achieve maximum results from work situations that involve other people would benefit greatly from attending this course.

## How will this be Presented?

This course is highly practical and participative. All theory is backed with interactive exercises, which enable participants to gain confidence in using the methods presented. They also get opportunities to observe and give feedback to other participants about their communication skills, thus reinforcing their own learning experience, plus plenty of coaching feedback from the trainer.

## The Course Content

### Daily Topics:

- Self-Management and Emotional Intelligence
- Communication Basics: Knowing your communication style, listening and communicating assertively
- Building influence: Building rapport, presenting yourself, using voice and body language effectively and utilizing technology
- Overcoming Communication Challenges: Dealing with conflict, difficult people and running effective meetings
- Working with Others: Delegation, Team Work, Leadership and Coaching Skills

# Communication, Coordination & Leadership

11 - 15 May 2015, Kuala Lumpur | 19 - 23 Oct 2015, Vienna

21 - 25 Dec 2015, Kuala Lumpur

**\$4,950** - per participant

## Why Choose this Course?

This highly practical course will aim to equip Leaders of the needed first class communication skills in order to ensure that everyone completes tasks on time and within budget. Excellent communication and leadership skills have always been one of the essential tools in building a more effective workforce. Poor communication is responsible for repeated mis-messaging, lack of understanding, and an increase of stress in the workplace. Charismatic leaders are skilled communicators, and coordinators who lead successful teams. Top Coordinators manage time, people and priorities, with the ability to influence and lead at all levels.

### This course will feature:

- How to comprehensively enrich communication skills that can be used both personally and professionally
- The essential skills necessary to become an effective coordinator
- How to enhance leadership skills
- A greater understanding of their own strengths and challenges
- How to develop skills of an influencer and motivator

## What are the Goals?

### By the end of this course, participants will be able to:

- Increase self-awareness, enabling a greater understanding of strengths & skills gaps as leaders and coordinators
- Demonstrate advanced communication skills, both verbal and non-verbal
- Coordinate people, events and projects with confidence
- Identify motivational traits of people at work and methods of increasing their levels of motivation
- Understand the latest leadership, time and teamwork theories and the practical application in the workplace

## Who is this Course for?

This program is intended to who supervise other people and processes and give them pure communication and leadership skills to enable them to have the capacity to both lead and manage people. Also, this course is designed for anyone who wishes to improve their communication and leadership skills, and is suitable to a wide range of professionals, but will greatly benefit:

- Anyone who wishes to improve the relationship and communication skills
- New members of a Management Team
- Team Leaders interested in further developing their management skills
- Managers/Heads from a variety of departments who, as part of their role, need to perfect crystal clear communication models

## How will this be Presented?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes variety of media and learning techniques to enrich and expand the communication and leadership skills of all of the delegates. Everything the delegates learn will be based on proven principles and leading edge theories drawn from a range of disciplines, including psychology, management and leadership best practice, NLP, anthropology and linguistics while 100% of the techniques and processes on this highly interactive course will be transferable to the workplace.

## The Course Content

### Daily Topics:

- Who do you think you are?
- Enriching your Communication Skills
- The Skills of the Coordinator
- The Modern Leader
- Communicating, Coordinating and Leading

# Competency-Based Management

## Getting the Best from People

25 - 29 May 2015, Istanbul

05 - 09 Oct 2015, Kuala Lumpur

**\$4,950** - per participant

### Why Choose this Course?

This course will show you how to use competencies to deliver real, qualified improvements in terms of productivity gains by using the technique in a practical sense. Competencies are used to define desirable behaviour and then introduce improvements in selection, assessment, talent management and retention, performance management and employee development.

This course will walk you through the integrated process of implementing competency-based HR in your organization by applying the competency framework to basic HR functions, ensuring that the right people are in the right jobs and are developed and motivated in the right way. Competencies can also be key elements in succession planning and the management of values.

#### This course will feature:

- Ideas how to build HR practices that support organisation strategy
- Improvements to processes for selection and assessment
- Practical ways to optimise the contribution of everyone in the organisation
- Processes for talent management and succession planning
- Techniques for motivating and empowering employees

### What are the Goals?

#### By the end of this course, participants will be able to:

- Manage the distinction between competencies, skills and tasks
- Use competencies in public and private organisations
- Differentiate between Leadership, Technical and Behavioural competencies
- Link competencies to organisational objectives and values
- Use competencies for a range of HR processes

### Who is this Course for?

This course is suitable to a wide range of professionals but will greatly benefit varied groups of delegates including those with Managerial or Supervisory responsibility and HR professionals, and this includes:

- Those who want to learn the skills involved in improving relations at work, improving productivity or improving behaviour at work
- Those who are responsible for managing or supervising any type of person, group or team
- HR and Employee Relations professionals who are responsible for the design and delivery of competency-based HR programs

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes a range of interactive activities - group and individual exercises, case studies and discussions.

There will also be presentations from and facilitated discussions with the course leader who is an HR professional and has many years experience of using competencies in a range of applications. Each day will end with each delegate reflecting on the messages from the day and completing a summary of what has been learned that day and how the learning will be transferred back to the workplace.

### The Course Content

#### Daily Topics:

- The Links between HR and Competencies
- Competencies and Recruitment
- Performance Management
- Talent Management
- Shaping Behaviour and Managing Culture

# Continuous Employee Development & Empowerment

04 - 08 May 2015 | 05 - 09 Oct 2015

Kuala Lumpur, Malaysia

**\$4,950** - per participant

## Why Choose this Course?

This course will introduce participants to the important areas of Continuous Employee Development & Empowerment. Continuous Employee Development utilises a wide variety of methods, including individual career planning, classroom training; distance learning; mentoring; coaching; talent management and participation in learning seminars.

Continuous Employee Development & Empowerment is a management practice of sharing information, rewards, and power with employees so that they can take initiative and make decisions to solve problems and improve service and performance.

### This course will feature:

- Understand the importance of empowerment
- What is meant by the terms 'coaching', 'training', 'learning' & 'mentoring' and how they differ
- Learn practical motivational workplace coaching techniques
- Practical skills for career development
- Develop a continuous development culture

## Who is this course for?

This course would suit anyone who is interested in continuous employee development & empowerment. It is suitable to a wide range of professionals but it will greatly benefit:

- Human Resource Professionals
- Managers and Leaders who want to empower their teams
- HR Business Partners
- Learning & development professionals
- Personnel and administration staff
- Talent management staff & practitioners
- Anyone involved in coaching or mentoring
- Nationalisation personnel
- Managers and team leaders involved in staff development

## What are the Goals?

**By the end of this course, delegates will be able to:**

- Examine a variety of techniques and methodologies for continuous employee development
- Understand the concepts of empowerment
- Discuss the case for empowerment in your organisation
- Utilise motivational coaching techniques
- Develop practical mentoring skills

## How will this be Presented?

This Programme will be presented in a with a very interactive presentation style. Individual and group activities, will intersperse the sessions. DVD and case studies will highlight the major teaching features. Role-Play and feedback will also be utilised to ensure goals are achieved.

## The Course Content

### Daily Topics:

- The Learning Organisation & Individual Learning Strategies
- Employee Empowerment
- Coaching for Development
- Mentoring Programmes & Talent Management
- Putting it All Together

# Continuous Innovation & Process Improvement

Harnessing creativity for growth and performance

13 - 17 Sep 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course will provide professionals with the concepts, competencies, and tools they need to innovate on a continuous basis. Executives and other business leaders must be constantly on the lookout for new ways of doing business, improving processes, innovating products and services, and creating novel organisational solutions. This is required in an increasingly competitive business environment. A key goal of the course is to develop the ability to lead others in the steps of deliberate and proactive innovation in all areas. As a result, we don't just cover product or client-service innovation, but also all types of internal production and internal processes.

### This course will feature:

- Appreciation for continuous improvement and innovation
- Skills, knowledge and attitudes to plan, organize, conduct, control, and evaluate planned, deliberate change based on continuous process and product improvements
- Skills to search for changes in the external and internal business environments with a view to finding opportunities for performance improvement or innovation
- Understanding and applying the full process of continuous improvement and innovation
- Appreciation for leadership, focus, learning, trial and error, and adjustment.

## What are the Goals?

By the end of this course, participants will be able to:

- Understand and apply continuous innovation and process improvement methods and techniques
- Analyse problems and plan targeted improvements and innovations.
- Develop and implement the resulting changes and improvements.
- Evaluate initiatives and decide on project continuation/implementation.
- Understand and apply the basic concepts of progress review, performance measurement, and project control.

## Who is this Course for?

Executives, entrepreneurs, and managers who must lead innovation and process improvement on a continuous basis in highly demanding, competitive conditions are encouraged to attend this course.

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Line and functional Managers, Team Leaders and Supervisors in organisations of all sizes
- Professionals responsible for strategy, marketing, business development, operations, HR, product development, and other functional departments within businesses and other organisations
- Project and programme management professionals
- Intermediate and advanced level Managers, Team Leaders and Supervisors within all sectors, private and public, profit and not-for-profit

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes speaker input, facilitated discussion, syndicate work and practical exercises, videos, self-tests, all with an emphasis on delegate involvement throughout.

## The Course Content

### Daily Topics:

- Introduction to Continuous Innovation and Process Improvement
- Problem analysis and targeted improvement and innovation
- Developing and implementing changes and improvements
- Evaluating initiatives and deciding on project continuation
- Adjusting to implementation challenges and standardizing approaches

# Customer Service Management

31 May - 04 Jun 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This highly-interactive training course will give you the tools, resources, and best practices you require to enhance customer relationships and promote customer service within your organisation. In today's customer-oriented business environment, providing customer service management requires a combination of effective communication strategies, persuasion techniques, and conflict resolution skills.

Achieving customer service requires well-trained and motivated customer service professionals who have a passion for providing quality service. It gives an organisation a competitive advantage in the marketplace and keeps customers coming back.

### This course will feature:

- Customer service management best practices and procedures
- Effective communication and interpersonal skills development
- Win-win negotiation principles, service recovery strategies, and conflict resolution skills
- Customer service satisfaction measuring & monitoring standards for continuous improvement
- Leadership development & team building techniques promoting customer service excellence

## What are the Goals?

### By the end of the course, participants will be able to:

- Describe the best practices of a world-class customer service providers
- Identify key components that promote customer retention and loyalty
- Measure and monitor customer service satisfaction standards
- Utilize nonverbal communication gestures to make positive first impression & build rapport
- Use conflict resolution skills to work with difficult or demanding customers

## Who is this Course for?

The course is for Customer Service professionals who have a desire to enhance their communication, conflict resolution, and negotiation skill and is suitable to a wide range of professionals but will greatly benefit:

- Customer Service Representatives (CSR)
- Team Supervisors
- Department Heads/Managers
- Account Managers
- Field Service Representatives

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes delegate participation through a combination of group discussion, practical exercises, videos, role-play sessions, case studies, breakout sessions, and team building activities.

Delegates will utilize best practices and benchmarking to model world-class customer service excellence. The comprehensive course manual has been designed to be practical, easy to use, and facilitate learning.

## The Course Content

### Daily Topics:

- Fundamentals of World-Class Customer Service Management
- Effective Communication and People Skills Development
- Leading the Way to Customer Service Excellence
- Measuring and Monitoring Customer Service Satisfaction
- Action Planning for Improving Customer Service Management



# Data Management, Manipulation and Analysis using Excel®

13 - 17 Sep 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course is aimed at professionals who have, or will soon have, responsibility for managing and manipulating data using MS Excel on a day to day basis. The course assumes zero knowledge, begins with an introduction to the Excel environment and ends with delegates being skilled in using 50+ MS Excel functions, sophisticated data management and charting techniques and advanced data analysis capability.

Do you still think that Excel is a tool that is used only by people in your company's finance department? If so, you are wrong. It does have fantastic financial modeling capability but it offers so much more than that. Excel is not reserved for financial data. Everyone in middle to senior management manages some kind of data and hence the need to attend this course.

### This course will feature:

- Advanced data analysis
- Both textual and numerical data
- Forecasting
- Advanced charting
- Scenario analysis

## What are the Goals?

### By the end of this course, participants will be able to:

- Analyse relationships across information and data using MS Excel.
- Generate data forecasts using MS Excel.
- Organise your company's data in a more structured manner.
- Analyse your data effectively using various MS Excel techniques.
- Select the appropriate chart for your data.

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Administrators using MS Excel at a very basic level
- Administrators with a need to improve data management techniques utilising MS Excel
- New Administrative Staff with no prior knowledge of MS Excel
- HR professionals seeking to use MS Excel to analyse employee data and inventory data
- Oil and Gas, telecommunications and electricity industry employees looking to improve their data management and data representation skills

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The course will be split up into themes with a series of exercises based on each theme. The approach will also be incremental with each session building on prior knowledge. Each delegate will be introduced to practical, hands-on learning using MS Excel.

Delegates can bring their own Windows or Mac OS laptop also to the sessions, for them to be comfortable with the environment and version of MS Excel that they will be working on.

## The Course Content

### Daily Topics:

- An Introduction to the MS Excel Environment
- Using MS Excel Functions for Fundamental Data Analysis
- Intermediate MS Excel Functions
- Carrying out Statistical Analysis using MS Excel
- What if and Scenario Analysis Using MS Excel

# Decisions, Dynamics & Leadership Styles

30 Mar - 03 Apr 2015 | 10 - 14 Aug 2015 | 07 - 11 Dec 2015

Kuala Lumpur, Malaysia

**\$4,950** - per participant

## Why Choose this Course?

This highly participative course will help you to develop your leadership skills to lead others in making effective decisions. In this course you will learn the latest breakthrough methods in the dynamics involved in effective decision making. The course will equip you with creative problem solving skills as you embark on making decisions on difficult situations in the workplace. You will obtain the latest insights into the dynamics of effective decision making and effective leadership skills. By applying these leadership skills to the tasks and challenges you face in your work, you will develop excellent leadership styles which will help your workplace to be more productive.

### This course will feature:

- Gaining insights into your decision making styles
- Developing your decision making skills
- Applying creative problem solving in the workplace
- Overcoming mental blocks to effective decision making
- Effective leadership to develop team problem solving skills

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand how to cultivate key leadership styles
- Develop personal growth as an effective leader
- Display better understanding of how to lead others towards effective decision making
- Develop personal insights on how to cultivate creativity in the organization
- Apply effective leadership styles in different situations

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Professionals who are new Leaders
- Professionals keen on acquiring a Managerial position
- Any person actively involved in the dynamics of making decisions and providing leadership to others in supervisory roles.

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes case studies, interactive activities, exercises and instructional videos.

## The Course Content

### Daily Topics:

- Gaining Insights into your Leadership Styles
- Developing Decision Making Skills
- Applying Effective Decision Making Skills in the Workplace
- Overcoming Mental Blocks to Decision Making
- Effective Leadership to Develop Dynamic Problem Solving in the Team

# Developing Personal Effectiveness with Positive Skills

08 - 12 Jun 2015, Vienna

16 - 20 Nov 2015, London

**\$4,950** - per participant

## Why Choose this Course?

This course encourages delegates to consider their current personal traits, habits and behaviours before enabling them to build a repertoire of skills that, when applied, will help them to become more effective and achieve more through building better relationships at work.

Delegates will understand during this course that what is important is not what happens to them, but what happens inside them, in other words how they learn to respond outwardly to situations through the control of inner reaction and thoughts. Successful people in business are able to apply discipline to their life and their actions. Understanding your interpersonal skills and professional effectiveness is a major key to success.

### This course will feature:

- The importance of thinking patterns and how thought precedes all action
- Self-image empowerment and building higher levels of self-confidence
- The application of personal development theories and practices
- How attitude can affect performance and how to develop a more positive attitude
- How creativity and imagination can be useful in becoming more effective at work

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand and develop personal and interpersonal effectiveness.
- Identify ways to move from negative thought patterns to positive and motivating patterns.
- Understand how to become more disciplined and personally effective
- Demonstrate the factors which may empower or disempower ourselves and others
- Understand how to release new drive and motivation in their lives and working environment

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Delegates who want to achieve more through becoming more effective
- Managers who are being prepared for promotion or higher levels of responsibility
- Delegates who may be considering new projects or additional assignments
- Managers who are looking to refresh their skills when working with others
- Leaders who need to communicate vision more effectively for better results

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The course provides input based on popular published works. It uses tools and questionnaires to encourage delegates to learn about their own traits and responses to situations before encouraging them to apply new techniques to enhance their effectiveness. It is highly participative with interactive exercises throughout.

## The Course Content

### Daily Topics:

- Mind Empowerment
- Self-Image Empowerment
- Attitude Empowerment
- Word and Appreciation Empowerment
- Motivation Empowerment

# Effective Business Decisions Using Data Analysis

07 - 11 Jun 2015 | 06 - 10 Dec 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This interactive, applications-driven 5-day course will highlight the added value that data analytics can offer a professional as a decision support tool in management decision making. It will show the use of data analytics to support strategic initiatives; to inform on policy information; and to direct operational decision making. The course will emphasize applications of data analytics in management practice; focus on the valid interpretation of data analytics findings; and create a clearer understanding of how to integrate quantitative reasoning into management decision making. Exposure to the discipline of data analytics will ultimately promote greater confidence in the use of evidence-based information to support management decision making.

### This course will feature:

- Discussions on applications of data analytics in management
- The importance of data in data analytics
- Applying data analytical methods through worked examples
- Focusing on management interpretation of statistical evidence
- How to integrate statistical thinking into the work domain

## What are the Goals?

### By the end of this course, participants will be able to:

- Appreciate data analytics in a decision support role.
- Explain the scope and structure of data analytics.
- Apply a cross-section of useful data analytics.
- Interpret meaningfully and critically assess statistical evidence.
- Identify relevant applications of data analytics in practice.

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Professionals in management support roles
- Analysts who typically encounter data / analytical information regularly in their work environment
- Those who seek to derive greater decision making value from data analytics

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The daily workshops will be highly interactive and participative. This involves regular discussion of applications as well as hands-on exposure to data analytics techniques using Microsoft Excel. Delegates are strongly encouraged to bring and analyse data from their own work domain. This adds greater relevancy to the content. Emphasis is also placed on the valid interpretation of statistical evidence in a management context.

## The Course Content

### Daily Topics:

- Setting the Statistical Scene in Management
- Evidence-based Observational Decision Making
- Statistical Decision Making – Drawing Inferences from Sample Data
- Statistical Decision Making – Drawing Inferences from Hypotheses Testing
- Predictive Decision Making - Statistical Modeling and Data Mining

# Effective Negotiation, Persuasion & Critical Thinking

Negotiate, Influence & Deliver Results

15 - 19 Jun 2015, San Francisco | 27 Sep - 01 Oct 2015, Dubai

13 - 17 Dec 2015, Dubai

**\$4,150** - per participant | **\$6,450** - San Francisco participant

## Why Choose this Course?

This course considers the importance of building alliances and relationships through the application of negotiation and persuasion. Delegates will work on critical thinking processes to enable them to make better planning decisions in order to achieve success when negotiating alliances.

The course will equip delegates with an essential framework for effective negotiation starting with the planning process and understanding why it is essential to consider the critical points in building and maintaining relationships. Delegates will have the opportunity to exercise and improve their influencing and persuasion skills, and build higher-level communication ability in order to deliver results and maintain alliances for the mutual benefit of the parties involved.

### The course will feature:

- Understanding the key issues in forming and maintaining alliances
- Applying critical thinking when planning to negotiate
- Defining the stages within a negotiation process
- Discussing how to defend yourself from aggressive tactics and ploys in negotiation
- Developing higher level communication skills for influencing others
- Applying more influence when negotiating through practical exercises

## What are the Goals?

### By the end of this course, participants will be able to:

- Describe a framework for the analysis of business alliances
- Understand how to apply influencing skills during the negotiation phase
- Recognise and manage difficult negotiators who use aggressive tactics during negotiation
- Understand the key principles of persuasion and its importance to negotiation
- Apply critical thinking when planning to develop business alliances

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Personnel from a wide range of business disciplines
- Delegates wishing to develop negotiation skills in alliance building
- Delegates who regularly work with external suppliers or customers
- Departmental Heads requiring to form interdepartmental alliances to achieve results

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes professional learning techniques combined with presentations, interactive practical exercises, group activities and case studies will help delegates to build a formal framework around their current knowledge and skills.

Delegates will be encouraged to develop both their critical thinking and persuasion skills, applying these to the formation and maintenance of negotiated alliances to increase the value for money provided to their employer.

## The Course Content

### Daily Topics:

- Developing Alliances
- Influence & persuasion skills in managing the alliance
- Strategy in negotiation skills for partners and allies
- Higher level negotiation skills for challenging situations
- Maintaining alliances: critical thinking for decision making

# Effective Office Management

## Administration and Office Management Best Practices

01 - 05 Nov 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

### Why Choose this Course?

To manage an office effectively you need to first manage yourself, and then manage your time, tasks, and others in order to achieve maximum success. This course will help increase your motivation and confidence through understanding of principles and best practices of successful office management.

You will learn to prioritize, plan, and solve problems not just to get your work done on time, but to have continuous improvement in productivity. You will learn to communicate more confidently in public, meetings, and with all levels of staff, including managing difficult behaviours. Finally you will gain self management skills which will help you to cope with stress, keep a 'can do' positive attitude, and enjoy your job each day no matter what the challenges are.

#### This course will feature:

- Best practices for managing your daily responsibilities to achieve maximum output and success.
- Best practices for streamlining your workflow and office environment.
- Best practices for communicating effectively and assertively at all levels.
- Best practices for releasing your personal potential, increasing self-discipline & self-awareness.
- Best practices for creative thinking, problem solving, planning, and decision making.

### What are the Goals?

#### By the end of this course, participants will be able to:

- Prioritise and cope with multiple tasks without missing deadlines
- Think like a Manager – planning, making decisions and solving problems
- Manage their thoughts and feelings to improve self-confidence and self-empowerment
- Communicate effectively and assertively at all levels and in all situations
- Manage paperwork, diaries, meetings, presentations, and phones more effectively

### Who is this Course for?

This course is suitable to anyone who works as office personnel as it will help them become more confident and effective at organising their work and their office to achieve maximum out-put with minimal stress. Further, this is suitable to a wide range of professional, but will greatly benefit:

- Administration Assistants
- Personal Assistants
- Secretaries
- Supervisors/Team Leaders
- Office Managers
- Any individual working in the office support field

### How will this be Presented?

The programme will be interactive and practical with learning methods to suit every kind of learning preference. There will be activities in groups and pairs as well as individual exercises and everyone will get an opportunity to discuss their work challenges in a supportive environment. There will also be opportunity to practice assertive communication skills through role play and to present a presentation towards the end of the week

### The Course Content

#### Daily Topics:

- Taking Control of your Work Life
- Essential Administrative Skills
- Vital Communication Skills
- Developing as a Professional
- Self-Empowerment and Self-Management

# Effective Organisational Leadership

The Key to Succeeding & Growing in a Dynamic & Competitive Environment

16 - 20 Aug 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course will enable professionals to understand and develop the key competencies they require to function efficiently and effectively at the three levels of organisational leadership: strategic, operational, and tactical. There are fundamental principles that apply to leadership, but there are also crucial differences between strategic, operational, and tactical leadership. Leaders at all levels must understand these so they can adapt the substance and style of their leadership to the situation and the people they are leading. They must also know how to integrate these leadership approaches into an integrated whole so the organisation can grow and achieve outstanding success.

### This course will feature:

- The fundamental principles common to all types of leadership, and the characteristics proper to strategic, operational, and tactical leadership.
- Strategic leadership: Formulating and communicating the vision, mission, objectives and strategy of the organisation.
- Operational leadership: Creating and leading the systems, structures, processes, and resources to achieve the strategic goals and create winning conditions for tactical leaders.
- Tactical leadership: Front-line leadership and team influence to achieve the organisation's mission, vision, and goals.
- Selection and maintenance of the aim: Determining and communicating one's vision and mission and their relation to intrinsic motivation, initiative, and transformational leadership at all levels of the business.

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand and apply the leadership system and the leadership development framework.
- Exercise effective front-line leadership to achieve the organisation's vision, mission, and goals.
- Implement strategy by creating winning conditions for tactical leaders.
- Formulate and communicate a compelling vision, mission, objectives and plans for the team or organisation.
- Create a visionary, strategy-based organisation.

## Who is this Course for?

Executives, Entrepreneurs, and Managers who must build and lead dynamic and high-performance teams and organisations in highly demanding, competitive conditions are encouraged to attend this course.

### This course is suitable to a wide range of professionals but will greatly benefit:

- Line and functional managers, team leaders and supervisors in organisations of all sizes.
- Professionals responsible for strategy, marketing, business development, production, operations, HR, and/or product development.
- Intermediate and advanced level managers, team leaders and supervisors within all sectors, private and public, profit and not-for-profit.

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes speaker input, facilitated discussion, syndicate work and practical exercises, videos, self-tests, all with an emphasis on delegate involvement throughout.

### Daily Topics:

- Understanding the Leadership System and Leadership Development Framework
- Tactical leadership: Front-line leadership to achieve the organization's mission, vision, and goals
- Operational leadership: Implementing the strategy by creating winning conditions for tactical leaders
- Strategic leadership: Formulating and communicating vision, mission, objectives, and strategy
- Putting it all together: Creating a visionary and strategy-based organization

# Effective People Skills

## Achieving Superior Interpersonal Effectiveness

12 - 16 Oct 2015

Kuala Lumpur, Malaysia

**\$4,950** - per participant

### Why Choose this Course?

This compelling course teaches delegates on how to build and project a self-confident image, create better relationships with key people, and polish their communication skills to directly influence the rate that their career grows. Today more than ever, personal success comes down to interpersonal effectiveness – the capacity to work with others to get things done. Effective People Skills will arm you with a rich and powerful range of skills and methods to help you gain the full benefits of interpersonal excellence.

#### This course will feature:

- The components of effective communication to one or to many
- Methods for developing strong work relationships
- The impact of group dynamics on teams, departments and organizations
- Key skills and strategies for working in teams
- How to maximize your personal empowerment and productivity

### What are the Goals?

#### By the end of this course, participants will be able to:

- Define the keys to communicating honestly, directly, and professionally
- Employ the interpersonal behaviors that nurture good working relations
- Identify the principle elements of teams, their types and stages of development
- Apply communication skills and strategies to negotiation positive conflict outcomes for all parties
- Demonstrate a higher level of personal power and increased productivity

### Who is this Course for?

This course is for individuals looking to boost their productivity and success by building quality working relationships to better collaborative with peers, employees, supervisors, customers, and other organizational stakeholders, will gain valuable tools and knowledge.

#### This course is suitable to a wide range of professionals but will greatly benefit:

- Professionals who would like to improve their self-management and personal effectiveness
- Professionals who would like to improve their interpersonal relationships, communications and trust-building skills
- Professionals who would like to become a stronger, more confident and respected high performer

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes experiential exercises, self-assessments, video dramatizations, skill practices, case studies, behavior modeling, and group discussion to give delegates the tools to apply the learning back home.

### The Course Content

#### Daily Topics:

- The Core Interpersonal Skill
- Building Winning Working Relationships
- Understanding Groups and Team Dynamics
- Teamwork and Collaboration
- Increasing Personal Productivity



# Effective Performance Review

30 Aug - 03 Sep 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

A properly designed and effective performance appraisal process will require a range of techniques including agreeing objectives, reviewing and monitoring performance, giving feedback, coaching, training and development and of course, the appraisal itself. This cutting-edge course will demonstrate how these techniques link taking into account best practice in appraisal systems and the multi-cultural environment.

This course is focused on both the theoretical and the practical. The course also focuses on effective performance and feedback - integrating this with current Talent Management principles. There will be a practical skills workshop conducted each day where what has been learned will be put into practice:

### This course will feature:

- How to design and introduce an effective performance appraisal scheme
- Develop a checklist for preparing and implementing a formal appraisal scheme
- The skills that managers, supervisors and team leaders need to be effective in performance appraisal
- Making performance appraisal work in a multi-cultural environment
- Evaluation and review of the system

## What are the Goals?

### By the end of this course participants will be able to:

- Define several types of performance appraisal systems
- Describe the purposes of performance appraisal from an individual's and organisation's point-of-view
- Develop a plan for the effective implementation of an appraisal system
- Question the role of performance appraisal in a multi-cultural environment
- Assess the advantages and disadvantages of various appraisal methods

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Any Human Resource (HR) personnel who need to stay up-to-date on current practice in performance appraisal
- Any Leader, manager, team-leader, supervisor who conducts performance reviews and appraisals
- Those who received their training in past years and need to be brought up to date with the new and effective approaches performance appraisal

## How will this be Presented?

Dynamic presentations support each of the topics together with interactive trainer lead sessions of discussion. There will also be numerous practical sessions where participants have the opportunity to participate and experience topics taught. Case studies, DVDs, small group work, exercises and feedback will be used to facilitate learning and provide a fun and energising learning environment.

## The Course Content

### Daily Topics:

- The Role of Assessment & Appraisal
- Implementing a Successful Appraisal Scheme
- Types of Appraisal
- The Appraisal Interview
- Key Issues in Performance Appraisal & Assessment

# Effective Self Management

21 - 25 Dec 2015

Kuala Lumpur, Malaysia

**\$4,950** - per participant

## Why Choose this Course?

This course will aim to encourage individuals to evaluate and monitor their energy, attitude and priority in relation to their personal and organisational visions and goals. It will empower individuals for a more effective self-management and equip them with the knowledge and skills needed to optimise their performances which are essential for personal success and corporate accomplishment.

Effective self-management will enable individuals to develop the needed disciplines that help bridge the gaps between goals and accomplishment. High achievers are people who have learned to effectively manage themselves, tapping on all resources available to motivate themselves toward the fulfilment of their fullest potentials.

### This course will feature:

- Identification of your emotional blind spots to reduce conflict and stress
- How to optimise your health and energy to fulfil your goals
- Achieving a balance between work, family and rest
- Managing emotions, and develop empathic attunement to build strong relationships
- How to consolidate values, strengthen principles, and prioritise your goals

## What are the Goals?

### By the end of this course, participants will be able to:

- Develop a greater sense of integrity and strength to accomplish goals
- Build a healthier self-concept to manage issues and events
- Develop strategy towards a greater time-task productivity
- Manage stress more effectively and efficiently
- Cultivate greater flexibility contributing toward an effective self-managed team

## Who is this Course for?

The course is designed for anyone who desires to optimise the fulfilment of their goals to achieve greater sense of accomplishment and to those who desire to cultivate and incorporate best values in their work and family commitments. Likewise, this course is appropriate for those who wish to employ holistic approach in enhancing self-management for both work accomplishment and satisfaction.

### This course is suitable to a wide range of professionals but will greatly benefit:

- Team members
- Supervisors
- Management professionals
- Delegates of any sector of industry and/or business

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This course is interactive and challenges one to think.

The tutor will guide and facilitate learning, using proven techniques, direct input, discussions, case studies, exercises, and video to enhance learning. It will provide discussion and activities designed to promote skill building via interaction among participants. Activities and work on examples and role-playing will be used to highlight concepts taught and allow participants to practice skills to be learned from this course

## The Course Content

### Daily Topics:

- The Essentials of Self-Integrity
- Towards a Better Self-Concept
- Increasing Your Time-Task Productivity
- Leading with Ease and Competency
- Achieving Cohesiveness in Self-Management

# Effective Time Task & Work Planning

Enhancing Key Skills towards Effective Administration

01 - 05 Jun 2015, Istanbul | 06 - 10 Jul 2015, Orlando

02 - 06 Nov 2015, Kuala Lumpur

**\$4,950** - per participant | **\$6,450** - Orlando participant

## Why Choose this Course?

This course will give you the opportunity to step back and get clear about what you want to achieve in the long and short term. It will then help you assess your present effectiveness and map out a plan to reach your professional and personal goals. This course will focus on concepts essential to effective time, task management and work planning, enabling you to manage yourself effectively within your own time constraints, be better organized and prioritise your work/life tasks, as well as the people you manage.

Being more effective and efficient at work increases your confidence and motivation to achieve continuously higher levels of success. Through learning to leverage your time and tasks to your advantage, you will achieve maximizing the results in the shortest amount of time, with a greater sense of achievement and satisfaction at work.

### This course will feature:

- Streamlining your office, your work flow and work habits for maximum efficiency
- Big picture thinking, short and long term planning, prioritising and scheduling your work
- Working with others to achieve results through teamwork, effective delegation and running productive meetings
- Overcoming common time management mistakes and obstacles
- Mastering yourself and your life through work/life balance, self-awareness and self-discipline

## What are the Goals?

### By the end of this course, participants will be able to:

- Achieve results on time, with less stress, through planning, prioritizing and delegating work
- Organise their work day, work flow and work systems, to have an effective, and efficient office.
- Manage and motivate others around them, to achieve the synergy of a great team
- Analyse situations and habits that hinder their performance and identify techniques to overcome them
- Achieve job success and satisfaction by setting and reaching short and long term goals linked to personal and company aims.

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Line and functional Managers, Team Leaders and Supervisors in organizations of all sizes
- Intermediate and advanced level Managers, Team Leaders and Supervisors within all sectors, private and public, profit and not-for-profit
- Professionals who needs to become more effective and efficient in time management and planning

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes group and individual exercises, case studies, role plays and discussions - along with formal inputs.

## The Course Content

### Daily Topics:

- Setting your Foundation – Organising your Time, Tasks and Office Systems
- Achieving Results through Planning, Prioritizing and Delegation
- Overcoming challenges in Time, Task, Work Planning Effectiveness
- Working with others to Achieve Results
- Managing Yourself to Achieve Life Long Success

# Essential Skills for Oil & Gas Professionals

31 May - 11 Jun 2015 | 06 - 17 Dec 2015

Dubai, United Arab Emirates

**\$9,900** - per participant

## Why Choose this Course?

This seminar provides the skills to build knowledge of the oil and gas industry, as well as the necessary competencies to meet the challenges currently being faced.

The Oil & Gas industry is undergoing the most significant changes that we have seen for many years with new business models, companies and sources emerging. With the international demand for petroleum products reaching record levels hit record high levels so too is the complexity facing the Oil & Gas industry.

## What are the Goals?

**By the end of this course, participants will be able to:**

- Build knowledge as to the nature and challenges facing the oil and gas industry
- Understand the key players and commercial drivers
- Examine the industry structure with specific emphasis on the 'upstream' component
- Understand framing agreements including joint ventures and product sharing contracts
- Examine the importance of effective project planning and execution

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- New entrants to the Oil & Gas industry
- Oil and Gas professionals:
  - » Senior and middle managers
  - » Accountants and finance professionals responsible for financial accounting, treasury, internal audit, budget preparation and management reporting
  - » HR, contracting and procurement and IT professionals
  - » Line managers with strategic planning and operational budgeting responsibility
- Professional advisers and Business Consultants

## How will this be Presented?

This workshop will be highly participatory and your seminar leader will present, guide and facilitate learning, using a range of methods including discussions, case studies and exercises. Where appropriate, these will include real case examples.

By combining analysis, problems and examples with real case studies - lessons learned from the seminar will be applied to your organisation. Key performance indicators (KPIs) for the critical success factors (CSFs) will focus attention on high priority action plans for taking back to your organisation.

## The Course Content

### Daily Topics:

- The Oil and Gas industry overview
- Commercial drivers
- Oil and Gas exploration and production arrangements
- Capital project planning and execution
- Risk management application
- Project economics
- Cost & estimation
- Capital contracting issues
- Measuring and reporting performance
- Oil and Gas Capstone case study

# Event Management Essentials

## Effective Events Management

### Planning, Organising & Delivery

18 - 22 Oct 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

#### Why Choose this Course?

This course helps those people who are organizing and planning an event - it can be an in-house event or a commercial event. The impact of a successful event on a company can be profound. The impact of a poorly organized event so negative that it pulls resources away from real work in dealing with the aftermath. No matter what, this course will fully support your objective of helping to deliver an effective event.

How do you ensure that your event is a great success and that you have achieved everything required? How do you ensure that it is within budget? These and many more questions will be answered on this exciting and stimulating course.

#### This course will feature:

- How to run an effective event based on sound principles of event management
- How to identify and deal with issues before they happen and deal with the unexpected
- Ensuring you have a smooth approach to the planning and running of events
- Building the required skills and the confidence to deliver events effectively
- Selecting and developing the events team

#### What are the Goals?

**By the end of this course, participants will be able to:**

- Use a standardized events planning and management process
- Deal with the pitfalls and ways to overcome them in planning your events
- Deal with the financial and legal implications of holding events wherever they are held
- Use social media and extensive communication networks to communicate to your audience
- Apply a consistent approach to developing events

#### Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Event management professionals
- Administrative support staff working in an events company or department
- Those from various public or private companies
- Those who want to enter the events management world

#### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The course is highly interactive and delegates will be involved in a wide range of activities including individual, paired and group working. Video will also be used and active discussion is encouraged. Personal action planning will be used throughout the course.

#### The Course Content

##### Daily Topics:

- The Basics of Events Management
- Setting up the Event to Succeed
- Event Planning
- Developing a 'Lessons Learned' Approach
- The Day of the Event

# Finance for Non-Financial Professionals in the Oil & Gas Industry

07 - 11 Jun 2015 | 13 - 17 Dec 2015

Dubai, United Arab Emirates

**\$4,950** - per participant

## Why Choose this Course?

This course is aimed at professionals from all areas of business who require a better understanding of how finance works. The course offers insights into the main factors that are essential to the successful financial management of Oil and Gas corporations. In an uncertain economic environment managers need to be aware of the power and importance of key stakeholders – shareholders, bankers, customers and suppliers. Managers need to efficiently allocate resources, whilst recognizing environmental and ethical concerns, controlling risks, and effectively communicating strategy and performance.

This course provides professionals from non-finance backgrounds with a fundamental grasp of the important principles of finance. This gives them the confidence to work alongside financial experts, make informed choices and fully participate in the management process.

### This course will feature:

- The relevance & importance of accounting & finance to the success of your business.
- The unique features of Oil & Gas accounting that impact on reporting & decision making.
- Budgeting and costing techniques & how to apply them.
- The techniques available to determine the most profitable & worthwhile investments for your business.
- Effective ways to control the financial risks of your business.

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand and evaluate corporate financial reports.
- Determine sources of capital, and capital structure.
- Identify and appraise wealth-generating investments.
- Recognise, quantify, and control financial risk.
- Understand & apply accounting & financial techniques in an Oil & Gas corporation.

## Who is this Course for?

This course is suitable for a wide range of professionals, working in the Oil and Gas industry, who wish to expand their financial knowledge, in order to achieve career progress. It will be most relevant to middle and senior managers who have responsibility for divisional or organizational success and will greatly benefit the following:

- Members of the operational management team
- Marketing, sales and administration managers
- Engineers and geologists
- Risk managers
- Executive and non-executive board members

## How will this be Presented?

This programme uses a range of training methods designed to achieve effective learning, and to maintain the interest and enthusiasm of delegates. The presenter will discuss, develop, and build a framework of core knowledge of the programme topics, illustrating these with real-world examples. A range of financial techniques will be presented, explained, and reinforced using exercises and examples. Realistic case studies will provide the opportunity for delegates to participate in teamwork analysis, to explore options, and propose strategies and solutions.

## The Course Content

### Daily Topics:

- Finance and Accounting
- The key elements of Oil and Gas Reporting
- Accounting as an Information System
- Cost of Capital and Investment Appraisal
- Financial Risk Management

# Goal Setting, Planning & Decision Making

16 - 20 Mar 2015, London | 08 - 12 Jun 2015, Istanbul

3 - 17 Jul 2015, Orlando | 09 - 13 Nov 2015, Kuala Lumpur

**\$4,950** - per participant | **\$6,450** - Orlando participant

## Why Choose this Course?

The course will help you understand and utilize several management methods, processes, procedures and practices on several key management techniques. The principles used are easily adapted to an organization's or individual's work assignments. This course presents a methodology of common, standard management techniques using a simple theoretical foundation. Learning is enhanced with practical activities that help develop knowledge and skills.

Businesses and organizations need to find more productive methods of planning, more appropriate goals and effective means of making decisions. This course focuses on using productive practices allowing for effective and efficient management of work and making changes and continuous improvements in the organization.

### This course will feature:

- Techniques for creating effective work plans for individuals and teams
- Time Management principles and practices to plan, establish priorities, set and maintain goals
- Essential communication skills to empower improved performance
- Interpersonal and emotional intelligence to create better team work
- Logical and intuitive decision making and problem solving techniques

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand and develop skills necessary to set goals and complete work on time
- Use basic planning process tools to plan work strategy
- Utilize a variety of methods to improve decision making and problem solving
- Understand how to delegate effectively to achieve goals and build your team
- Develop positive interpersonal techniques for better team relationships

## Who is this Course for?

The course is designed for anyone who desires to learn practical management techniques that will assist them in making good decisions, setting personal and team goals and develop personal and team plans.

### This course is suitable to a wide range of professionals but will greatly benefit:

- Those who need to become more effective in time management and planning
- Team Leaders and Supervisors
- Line and functional Managers
- Managers of all levels

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This course is an interactive mixture of lecture, discussion, activities and practice on several management skills. It provides definitions, examples, discussion and activities designed to promote skill building with interaction and discussion among participants.

## The Course Content

### Daily Topics:

- Current Status of Setting Goals, Planning and Decision Making
- Importance of Goal Setting and Planning Management
- Setting Priorities and Making Decisions in the Planning Process
- Working with Your Team
- Developing Personal and Team Change Action Plans

# High Impact Business Communication

Reports, Proposals, Emails, Letters & Presentations

08 - 12 Mar 2015 | 29 Nov - 03 Dec 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course is about effective communications skills essential for both organisational and personal success. It provides a superb opportunity for professionals to take those skills to a higher level maximising personal impact and achieving business objectives. There is a wealth of practical guidance on improving the effectiveness of various forms of written communication. This course will present how writing and presentation skills can work in tandem to achieve results.

If you want your reports, memos, letters and e-mail to be read with interest and acted upon and if you want to be able to present your ideas with impact and effectiveness, this is the right course for you.

### This course will feature:

- How to adapt your writing to your audience's needs
- Proven ways to improve the effectiveness of various forms of written communication.
- Presentation skills to persuade even the most hostile audience
- Power language to improve persuasiveness and impact
- How to convey a credible message and create concise messages using a structured writing process

## What are the Goals?

### By the end of this course, participants will be able to:

- Improve the effectiveness of your reports, proposals, emails, letters and other communication
- Develop more efficient writing processes, improving project and time management
- Meet the needs of your readerships/audiences enabling them achieve their own objectives
- Develop your presentational skills and the techniques to enhance impact and effectiveness
- Deploy the right techniques, tools and skills for a wide variety of communications challenges

## Who is this Course for?

This course is suitable to a wide range of professionals who would like to improve their business communication skills but will greatly benefit:

- Professionals who have greater communications responsibilities in their evolving roles or who are finding new communications challenges in their careers
- Individuals reporting up to senior executives or the board and want to shine
- Supervisors / Managers/Department Heads with new communication challenges in their careers

## How will this be Presented?

This course uses a wide variety of proven adult learning techniques to ensure effective assimilation and retention of the information presented. The course is highly interactive and will prompt delegates to reflect on their own thinking and communication style and practice. The Tutor will guide and facilitate learning using a wide variety of methods including direct input, discussions, case studies and group and individual exercises to focus on the themes of the course, practice skills and receive feedback.

## The Course Content

### Daily Topics:

- Improving Business Communication & What Makes an Effective Report
- Readability, Writing Style and the Writing Process
- E-mails, Letters and Other Business Writing/What Makes an Effective Presentation
- Presentation Skills
- Making a Case & Influencing Skills



# Improving Productivity & Employee Engagement thru Effective Front Line Leadership

Unleashing Hidden Potential Through Generous Leadership

12 - 16 Oct 2015

London, United Kingdom

**\$4,950** - per participant

## Why Choose this Course?

This programme explores the critical role of front line leaders in creating and sustaining employee engagement as a driver for well being, growth and profitability within the organisation. It examines the evidence of why engagement matters and how to build it into the organisational landscape by offering techniques to create engagement and reconstruct the psychological contract between employee and employer. Delegates are exposed to the leadership competencies, skills and behaviours required to build and maintain successful outcomes. If you are a front line leader of teams, this course offers a compendium of ideas and grounded theory that will impact your practice immediately.

### The programme highlights:

- Awareness and application of the values embedded in employee engagement
- The fundamental cognitive, emotional, and behavioural skills necessary for front line leadership
- The impact of personal management and leadership style on employee engagement
- Tools and techniques enabling delegates to evaluate and measure organisational engagement
- The role of front line leadership at the point of interface between organisation and employees

## What are the Goals?

### After attending this course, delegates will be able to:

- Define engagement and review the compelling business case for its implementation
- Show delegates with techniques to measure, sustain and generate engagement.
- Evaluate how leaderships style may positively or negatively impact employee engagement
- Recognise "the collective power of wisdom" to generate collaborative practice.
- Evaluate and enhance organisational engagement against a theoretical Models

## Who is this Course for?

This programme is designed for professionals across all functions or disciplines, with "front line" leadership responsibilities, who wish to evaluate progressive management practices which engage the "hearts and minds" of those they lead.

## How will this be Presented?

This programme will utilise a combination of presentations, videos, class discussion, group and self reflective exercises to examine all the elements of engagement. Designed to accommodate all styles of learner, the emphasis will be on creating an in-depth understanding of managerial leadership skills that generate "engagement" and to equip each delegate with the tools for future and continued success.

## The Course Content

### Daily Topics:

- Employee Engagement and Business Success
- "Front Line Leadership" to capture "Hearts and Minds"
- Aligning Performance to Create Trust & Engagement
- Harnessing Potential to Create Engagement: Motivation, Commitment and Competence
- Creating a Culture of Engagement through Generous "Front Line" Leadership

# Integrating Strategic, Operational & Tactical Leadership for Outstanding Performance

09 - 20 Aug 2015

Dubai, United Arab Emirates

**\$8,300** - per participant

## Why Choose this Course?

This course provides professionals with the knowledge, skills, and attitudes required to achieve outstanding organisational results. It covers the principle management and leadership concepts and competencies needed to formulate and execute strategy; how to create operational structures, systems, processes, and resources to execute the strategy; how to support front-line managers and employees by creating the conditions to help them succeed; and finally to actually lead and manage tactically on the front-lines. This includes the ability to motivate and inspire people on an individual and collective basis. The course integrates the most effective and efficient methods for building and leading dynamic, adaptable, and highly competitive teams and organisations.

### This course will feature:

- Fundamentals of planning, execution, and progress/results measurement.
- Nested hierarchical planning, mission analysis, and mission leadership.
- The fundamental principles common to all types of leadership, and the characteristics proper to strategic, operational, and tactical leadership.
- Leadership Development Framework: How leaders develop, progress, and grow, and the techniques to foster this evolution.
- Selection and maintenance of the aim: Determining and communicating one's vision and mission and their relation to intrinsic motivation, initiative, and transformational leadership at all levels of the business.

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand the planning and execution framework at all levels of the organisation.
- Recognize and apply the concepts and principles of strategy, operational planning, and tactical execution.
- Create and maintain organisational structures, processes, and systems to ensure tactical, operational, and strategic success.
- Understand and apply the strategic, operational, and tactical leadership framework.
- Identify and assess linkages and interrelations of leadership with strategy, operations, organisation, and tactics.

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes speaker input, facilitated discussion, syndicate work and practical exercises, videos, self-tests, all with an emphasis on delegate involvement throughout.

## Who is this Course for?

Executives, Entrepreneurs, and Managers who must build and lead dynamic and high performing teams and organisations in demanding, competitive conditions are encouraged to attend to this course.

### This course is suitable to a wide range of professionals but will greatly benefit:

- Line and functional Managers, Team Leaders and Supervisors in organisations of all sizes.
- Professionals responsible for strategy, marketing, business development, production, operations, HR, and/or product development.
- Intermediate and advanced level Managers, Team Leaders and Supervisors within all sectors, private and public, profit and not-for-profit.

## The Course Content

### Daily Topics:

#### Module One: Strategy Excellence: From Strategic Vision to Tactical Execution

- From Vision to Results: The Planning and Execution Framework
- Strategy: Setting the Vision and Direction
- Operational Campaign Planning: Turning the Strategy into Actionable Plans
- Operational Systems and Processes: Setting the Conditions for Successful Execution of Strategy
- Tactics: Getting Results and Leading in the Face Competition and Obstacles

#### Module Two: Effective Organisational Leadership

- Understanding the Leadership System and Leadership Development Framework
- Tactical leadership: Front-line leadership to achieve the organization's mission, vision, and goals
- Operational leadership: Implementing the strategy by creating winning conditions for tactical leaders
- Strategic leadership: Formulating and communicating vision, mission, objectives, and strategy
- Putting it all together: Creating a visionary and strategy-based organization

# Key Performance Indicators & Optimisation

Delivering Results by Aligning Measures with Strategy

26 - 30 Apr 2015 | 22 - 26 Nov 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course enables you to implement or upgrade measurement systems in your department or organisation. The course links activity with strategy through success factors and performance measures. The course clarifies the differences and connections between critical success factors (CSFs), key results indicators (KRIs), and key performance Indicators (KPIs) explaining how each should be used and how to pick the vital few measures from the many indicators that most organisations use.

You will discover a powerful method for implementing a successful performance measurement system, exploring a range of proven performance measures, and use Excel to develop useful Dashboard and Scorecard worksheets.

### This course will feature:

- Integrating performance measures in strategic and operational management systems
- How to develop and use performance and result indicators
- Understanding success factors
- Methods for developing and implementing a Performance Measurement System
- Provision of a practical resource kit for implementing performance measurements

## What are the Goals?

### By the end of this course, participants will be able to:

- Realise the benefits of utilising an effective Performance Measurement System
- Deploy a successful methodology for developing and implementing performance metrics
- Address the human factors of implementing a performance measurement system
- Design and develop Dashboards and Scorecards in Excel
- Evaluate and select success factors/CSFs and performance measures/KRIs/KPIs

## Who is the Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- All personnel involved in developing and implementing Performance Measures
- Advisors, planners, and others developing Scorecards and Dashboards
- Functional, Line and Operational Managers
- Process Improvement/Quality managers
- Project / PMO Managers

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes discussions, case studies, presentations and exercises.

Laptops will be provided to allow delegates to develop Dashboard and Scorecard reporting tools. Delegates will receive a useful set of templates, performance measures and success factors as well as a resources kit for implementing a Performance Measurement System.

## The Course Content

### Daily Topics:

- Understanding the current situation and the need for change
- Driving the Mission statement/aims into the organisation through Success Factors
- Planning to implement performance measurement
- Developing and Implementing Success Factors and Performance Measurements
- Post Implementation: Maintenance and Embedding the Performance Measurement System

# Knowledge Management for the Oil & Gas Industry

## Retention, Transfer & New Approaches in Succession Planning

01 - 05 Nov 2015

Dubai, United Arab Emirates

**\$4,950** - per participant

### Why Choose this Course?

Every successful industry is in agreement that attracting, retaining and fully utilising talented staff is a key management function – but how to do it? This practical program will show delegates not only what's needed but also how to make it happen so that you can gain strategic advantage through new approaches in knowledge management.

#### Specifically this course will feature:

- Ways you can significantly improve your recruitment to attract and select higher calibre staff
- Be able to use a differentiation to promote and encourage employees to perform better
- New approaches to achieve retention of high performing staff
- How to demonstrate the value of knowledge management in our industry in financial terms
- Improvement in ways of promoting and managing succession planning

### What are the Goals?

#### At the end of this program delegates will be able to:

- Take action to improve significantly the recruitment and attraction process.
- Analyse & demonstrate how differentiation can significantly improve retention & motivation of high performing employees.
- Explain to others the advantages of profiling, testing & assessment centres for successful succession planning.
- Use a technique to measure & evaluate the best optimal size for any department in the organisation.
- Select through differentiation how training resources should be directed to get maximum organisational benefit.

### Who is this Course for?

This course would be of maximum benefit for anyone who has responsibility for performance through people – specifically:

- Managers responsible for performance through people
- HR Managers
- Those responsible for the motivation of employees
- Succession planners
- Those responsible for organisational change
- Financial controllers

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

These techniques include, use of case studies, use of DVD clips to illustrate key points and extensive use of group work and presentations. All achieved in a friendly and supported environment. A world-class expert in this topic will deliver this program

### The Course Content

#### Daily Topics:

- The Context & Business Need for Quality People
- Processes that Need to be Improved
- Differentiation – What it can do for your Organisation?
- Planning for the Future – How to Identify Potential?
- Succession Planning & Talent Rotation

# Leadership & Decision-Making in Crisis & Emergency Situations

06 - 10 Sep 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course will provide professionals with the knowledge, skills, and attitudes required to manage and lead teams and organisations before, during, and after a crisis or emergency. All leaders are sooner or later confronted with the need to lead and manage their team or organisation during a crisis or emergency. The skills and competencies that are required to lead in these circumstances are much more demanding of the leader than normal everyday leadership. Leaders have to make decisions quickly while accepting significant risk in order to achieve a favourable outcome for their organisation, its members and clients, as well as the public it serves.

### This course will feature:

- Exercising leadership and personnel management under emergency and crisis situations.
- Assessing, prioritizing, and managing risks and threats before, during, and after a crisis or emergency.
- Making decisions quickly and efficiently, and knowing when and how to involve others and to delegate effectively.
- Communicating and collaborating with legal and government authorities, media, and other agencies and organisations.
- Conducting emergency and crisis management operations.

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand individual and collective psychology and organisational dynamics in crises and emergencies
- Analyse and make rational decisions in before, during and after crises and emergencies
- Lead teams and organisations in crises and emergencies
- Solve problems and manage crises and emergencies
- Understand and apply ethical factors in crisis and emergency leadership

## Who is this Course for?

Executives, Entrepreneurs, and Managers who must build and lead dynamic and high performing teams and organisations in risky situations with a high probability of crises or emergencies are encouraged to attend to this course.

### This course is suitable to a wide range of professionals but will greatly benefit:

- Line and functional managers, team leaders and supervisors in organisations of all sizes
- Emergency and crisis management professionals in the public and private sectors
- Project and programme management professionals
- Professionals in health care, public safety, and government agencies

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes speaker input, facilitated discussion, syndicate work and practical exercises, videos, self-tests, all with an emphasis on delegate involvement throughout.

## The Course Content

### Daily Topics:

- Psychology and Dynamics of Crises and Emergencies
- Rational Decision-Making in Crises and Emergencies
- Leading Teams and Organizations
- Solving the Problem: Managing the Crisis or Emergency
- Ethical Factors in Crisis and Emergency Leadership

# Leadership & Strategic Impact

The Intersection of Strategy, Leadership & Communication

11 - 15 Oct 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course will boost you to the next level of strategic management. This highly interactive course will challenge Managers to think about their leadership role and their contribution to strategy development and/or implementation. This course will provide delegates with the information to understand the latest thinking in the field of strategy and will challenge them to use latest thinking methods and tools to gain a deeper understanding of their own organisation's strategic strengths and weaknesses.

In this course, delegates will expand their strategic capability, be agile in responding to both internal and external changes, sharpen their individual leadership skills, and respond to the challenge of balancing operational excellence while keeping a focus on company strategy.

### This course will feature:

- How successful businesses use strategic thinking to dominate their industries
- Understanding of what success measures can be used to test your strategy
- How create a systematic approach to formulate and implement strategy
- The use planning outlines in formulating plans relevant to your work
- How develop your ability to think strategically - a key competency for the 21st century

## What are the Goals?

**By the end of this course, participants will be able to:**

- Examine their higher level of strategic management and thinking
- Know how to develop a dynamic approach to managing strategy
- Understand the difference between strategic planning and strategic thinking
- Practice strategic thinking and analysis at an advanced level
- Learn how to communicate your strategy to engage with your people

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Those with a serious desire to become a better strategic leader
- Those who are just starting to become a strategic thinker
- Those who have been a strategic leader for many years but needs 'refresher'
- Aspiring Senior Management
- Department Heads

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The tutor will guide and facilitate learning and reflection, using direct input, discussions, case studies, exercises and video presentation.

## The Course Content

### Daily Topics:

- Strategic Challenges faced by Leaders
- New Approaches to Strategy Development
- Strategic Leaders: Influence and communication
- What you measure is what you get
- Personal challenge - Plan to Act

# Leadership & Strategic Thinking in the Oil & Gas Industry

02 - 06 Aug 2015

Dubai, United Arab Emirates

**\$4,950** - per participant

## Why Choose this Course?

This course has been specifically designed for those individuals wanting to develop their leadership and strategic thinking skills within this complex and fast evolving Oil & Gas industry. The elements of the course provide a structured and coherent framework for identifying and responding to opportunities and the importance of linking strategies developed to wealth maximization objectives within the Oil & Gas industry context.

The Oil & Gas industry is undergoing significant change with new business models, companies and sources emerging. It is therefore imperative for organizational leaders to be able to identify opportunities and successfully navigate the complex, evolving risk landscape to become the key players of tomorrow.

## What are the Goals?

**By the end of this course, participants will be able to:**

- Appreciate & understand each of the elements of the course – the Oil and Gas industry, Leadership and strategic thinking
- Developing strategies and recognizing the linkage of strategy to wealth maximisation
- Recognise key strategic planning frameworks
- Develop skills needed to master each individual element & understand how elements interact to create a systemic approach to problem identification
- Identify priorities for continued professional development

## Who is this Course for?

The Leadership and Strategic Thinking in the Oil and Gas industry course will benefit professionals who desire to improve their leadership skills and/or involved in creating and maximizing organisational wealth. The course will provide delegates with the understanding and skills to approach challenges, opportunities and issues being faced by the Oil and Gas industry with the awareness, confidence and self-assurance needed to lead and drive action and positive outcomes.

## How will this be Presented?

This workshop will be highly participatory and your seminar leader will present, guide and facilitate learning, using a range of methods including discussions, Oil and Gas specific case studies and exercises

## The Course Content

### Daily Topics:

- Leadership in the Oil and Gas context
- The Oil and Gas industry – challenges and opportunities
- Strategic thinking in the Oil and Gas industry context
- Contributing to an analysis of strategic risk
- Oil and Gas leadership and strategic thinking workshop

# Leadership Best Practices

Enhancing Leadership for Peak Performance

01 - 12 Jun 2015 | 26 Oct - 06 Nov 2015

Kuala Lumpur, Malaysia

**\$9,900** - per participant

## Why Choose this Course?

If you want to improve, enhance and empower your leadership skills, then this course is for you! This 10-day course series will aim to establish what some of the industry leaders do, to improve their organizations' position through effective leadership. This course will study the best practices from industry leaders whose techniques have proven to work in the local and global markets. Each module will include a way in which any potential leader in the market can apply the practices aimed at improving their own environment.

### This course will feature:

- The practices and principles of dynamic leadership
- How to empower your employees
- Powerful interpersonal relationship skills
- Strategies for continuous improvement
- Practical, proactive steps for creating peak performance

## What are the Goals

This course is designed to promote effective leadership and influencing skills among management personnel. By the end of this course, participants will be able to:

- Determine best practices of leaders through history and how to apply them today.
- Delegate and empower employees to maximize results and time management.
- Describe a change management model & the process of planning, communicating, & implementing change.
- Tap into and "inner power" to gain self-confidence and strength.
- Develop strategies for creating a positive work environment that fosters leadership.

## Who is this Course for?

**This course is suitable to a wide range of professional, but will greatly benefit:**

- Those who supervise and manage others
- Those with leadership potential
- Those who desire to be motivated and empowered with dynamic leadership skills
- Those who desire the strategic understanding of interpersonal relationship skills
- Those who are already, in key leadership positions

## How will it be Presented?

This course will utilize a variety of proven adult learning techniques, to ensure maximum understanding, comprehension and retention of the information presented. This will include an interactive mixture of lecture, and team and discussion groups, personal and group exercises, strategic leadership and personal empowerment videos. This course will feature highly visualized computer presentation in a relaxed, interactive learning environment.

## The Course Content

### Daily Topics:

#### Module 1: Leadership, Influence & Trust – Creating Professional Strategies

- Leadership Development and Influence
- The Great Inner Leadership Discovery
- The Flexible, Resilient Change Leader
- Trust or Rust Leadership
- Creating a Winning Leadership Environment

#### Module 2: Leadership, Creativity & Peak Performance

- Creating Vision Impact
- Developing Inner Leadership Strength
- How a Leader Develops and Motivates His People
- How a Leader Maximises Resources more effectively
- How a Leader Builds a Peak Performance Culture



# Leadership Excellence in Handling Pressure & Stress

30 Mar - 03 Apr 2015, Istanbul | 01 - 05 Jun 2015, Kuala Lumpur

16 - 20 Nov 2015, Kuala Lumpur

**\$4,950** - per participant

## Why Choose this Course?

This highly participative course will help you to develop your leadership skills to lead others in times of pressure, stress and crisis. You will become more aware of your strengths and limitations when you experience workplace pressure. Based on the latest research on workplace stress you will gain knowledge to overcome the debilitating effects of stress. In this course you will obtain the latest insights into what make a leader able to manage themselves and others during times of pressure and stress. By applying these leadership skills to the tasks and challenges you face in your work, you will begin to experience breakthroughs you never thought possible.

### This course will feature:

- Leadership Skills for Handling Pressure & Stress
- Enhancing Communication Skills in Times of Stress
- Leading with Confidence During Challenging Times
- Improving Leadership Effectiveness in Managing Crisis
- Developing Your Team to Handle Pressure & Stress

## What are the Goals?

### By the end of this course, participants will be able to:

- Develop leadership skills for handling pressure
- Explain how different personality styles respond to stress and pressure
- Identify your personal style in coping with stress
- Develop leadership skills for managing pressure & stress
- Learn how to lead others during times of crisis

## Who is this Course for?

### This course is suitable to a wide range of professionals but will greatly benefit:

- Individuals with real leadership responsibility
- Individuals being groomed for leadership
- Individuals who have proved greater leadership abilities
- Any person actively involved in interacting with others and involved with managing others in a supervisory role

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes case studies, interactive activities, exercises and instructional videos.

## The Course Content

### Daily Topics:

- Personal Leadership Skills for Handling Pressure & Stress
- Enhancing Communication Skills in Times of Stress
- Leading with Confidence during Challenging Times
- Improving Leadership Effectiveness in Managing Crisis
- Developing & Training Your Team to Handle Pressure, Stress & Crisis

# Leadership, Creativity & Peak Performance

## Implementing Creative Leadership

08 - 12 Jun 2015 | 02 - 06 Nov 2015

Kuala Lumpur, Malaysia

**\$4,950** - per participant

### Why Choose this Course?

If you desire leadership at its best with creativity and peak performance, then you have chosen the right course. This course allows delegates to understand the best strategies and techniques to adopt in various workplace situations. The ability to strategize and convey organizational goals through effective communication is crucial towards achieving peak performance. Long term success relies on strong leadership within the organization.

We are living in an incredible world of change and leadership transitions. As goes the leader, so goes the pack. This is true from the family to the corporate world, as well as the global environment. This course is designed to introduce and focus on the real strategic leadership dynamics that bring peak performance success.

#### This course will feature:

- How to develop effective communication
- Techniques on how to delegate and empower followers
- How to influence and motivate others through exemplary leadership
- Greater understanding of preferred leadership style
- How to building an innovative and proactive culture

### What are the Goals?

#### By the end of the course, participants will be able to:

- Determine best practices of leaders through history and how to apply them today
- Articulate an understanding of what leadership means for in your business
- Explain your leadership capabilities and areas for personal development
- Determine your role as an effective leader in any organization
- Develop strategies for creating a positive work environment that fosters leadership

### Who is this Course for?

This course is intended to take potentially endowed leaders, to their next level. To each person who is teachable, open and proactive, this course will launch them to extend and expand their professional career. This course is suitable to a wide range of professionals but will greatly benefit:

- Those in a leadership role who supervise other people and processes.
- Leaders who aspire to build further their leadership qualities
- The interactive leader who is creative and proactive
- Individuals responsible to shape and groom future dynamic leaders
- Leaders at any level of the organization who wishes to improve their knowledge and skills in leadership styles

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This course will combine presentations with interactive practical exercises so participants can learn the dynamics of leadership styles.

Delegates will be encouraged to participate actively in discussions of the case studies for leadership styles and creativity in the workplace, team exercises to develop innovation and creativity, videos to illustrate key learning points, sharing past experiences with other participants to exchange knowledge, and practicing key concepts through role playing.

### The Course Content

#### Daily Topics:

- Creating Vision Impact
- Developing Inner Leadership Strength
- How a Leader Develops and Motivates His People
- How a Leader Maximises Resources more effectively
- How a Leader Builds a Peak Performance Culture

# Leadership, Influence & Trust

## Creating Professional Strategies

01 - 05 Jun 2015 | 26 - 30 Oct 2015

Kuala Lumpur, Malaysia

**\$4,950** - per participant

### Why Choose this Course?

This course is suitable to those who are keen on developing and increasing their credibility and influence at work. This course offers compelling content for delegates to exhibit impactful leadership, be more productive, and to have dynamic lifestyle influence. An effective leader is someone who sets the right direction and influences people to follow in that direction. This is a course designed to promote effective leadership and influencing skills among management personnel.

This course identifies and presents what creates real leadership empowerment, and how to translate that into an effective and productive work force. In this course, delegates will study the best practices from industry leaders whose techniques have proven to work in the local and global markets.

#### This course will feature:

- How to be personally empowered
- The dynamics of interpersonal relationship skills
- How to develop a winning leadership mindset
- The vital strategy of handling change
- How to build positive trust into your Staff

### What are the Goals?

#### By the end of this course, participants will be able to:

- Determine best practices of leaders through history and how to apply them today
- Determine your role as an effective leader in any organization
- Describe a change management model for management
- Describe how to build and rebuild trust in an organization
- Develop strategies for creating a positive work environment that fosters leadership

### Who is this Course for?

This course is intended to take potentially endowed leaders to their next level. To each person who is teachable, open and proactive, this course will launch them to extend and expand their professional career.

#### This course is suitable to a wide range of professionals, but will greatly benefit:

- All who aspire to build their leadership qualities.
- Potentially endowed Leaders
- Developing proactive Leaders
- Those being groomed for future leadership

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This course is an interactive mixture of lecture, discussion groups, activities and practice on various exercises, and video sequences. It provides the latest instructional technologies to enable the delegate to learn and apply the skills and techniques used in the programs

### The Course Content

#### Daily Topics:

- Leadership Development and Influence
- The Great Inner Leadership Discovery
- The Flexible, Resilient Change Leader
- Trust or Rust Leadership
- Creating a Winning Leadership Environment

# Leadership, Innovation & Enterprise Skills

Shaping the new 21st Century Leader

23 - 27 Mar 2015 | 03 - 07 Aug 2015 | 30 Nov - 04 Dec 2015

Kuala Lumpur, Malaysia

**\$4,950** - per participant

## Why Choose this Course?

This course presents an opportunity for professionals and leaders to learn how to develop the creative edge to meet the challenge of excellent innovative leadership which is essential in all business activities.

This highly interactive and intensive leadership course will help focus on the areas of your job in which successful interpersonal interaction with others is key and at the same time show you how you can develop powerful mind and motivation strategies, which are necessary in improving your people skills, as well as achieve effective leadership skills.

### This course will feature:

- How to examine yourself and your strengths and weaknesses
- Development of your communication skills
- Discover the significance of your interpersonal relationship skills
- How to enhance your leadership abilities to bring about innovation and enterprise skills
- How to enhance your personal, empowerment leadership skills

## What are the Goals?

### By the end of this course, participants will be able to:

- Develop leadership skills
- Share your thinking, communicate your vision, purpose & direction
- Inject passion to motivate people/employees
- Encourage employees to think outside the box
- Cultivate and manage creativity

## Who is this Course for?

This course is designed for all professionals who desire to be better prepared to lead their teams or workforce. The course would benefit delegates who are interested in strengthening and developing their innovative leadership & entrepreneurial skills.

### This course is suitable to wide range of professionals, but will greatly benefit:

- Individuals with real leadership potential
- Individuals being groomed for leadership
- Individuals who have proved greater leadership abilities
- Individuals who can train others
- Individuals who want to sharpen their innovative leadership

## How will this be Presented?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

This will includes interactive practical exercises, video material and case studies, a very impactful visual presentation, group and class team work sessions.

## The Course Content

### Daily Topics:

- Successful Leadership Styles
- Driving Radical Innovation
- Entrepreneurial Leadership
- Accountable Communication
- Developing Emotionally Intelligent Organizations

# Leading & Managing through Strategic Planning & Innovation

## Developing Deliverable Strategies

18 - 29 May 2015, London | 08 - 19 Jun 2015, Munich

17 - 28 Aug 2015, Vienna | 23 Nov - 04 Dec 2015, Amsterdam

**\$9,900** - per participant

### Why Choose this Course?

In this comprehensive two week programme, both strategic leaders and first line professionals will participate in how to develop, implement and structure the changes necessary to make a new strategy, vision or mission work effectively in today's dynamic climate. Week one focuses on the development of the core strategies and plan to make the organization reach its vision or targets, while week two drills deeper into the organization to develop techniques that get the workforce "on-board" with the changes and have them participate in working out the problems and implementing the new strategies. It is strongly suggested that strategic leaders attend both weeks.

Effective strategic leadership is central to the future success of any organisation. This starts with defining a clear strategic vision – setting out the leadership team's strategic intent for the organisation and its various businesses. This then needs to be translated into an agenda for action – not merely a 'strategic plan' but a set of guidelines or a road map clearly setting out where the business needs to go and empowering managers at all levels to make the multitude of decisions that they need to make in the clear understanding of where the business is heading.

### What are the Goals?

**This intensive ten day programme will help you learn how to:**

- Develop the three key strategic agendas for leaders – Intellectual, Managerial and Behavioural.
- Identify the most effective balance of Operational Excellence and Breakthrough Strategic Performance.
- Identify critical strategic issues and opportunities.
- Practice and encourage your people to think differently and workout new initiatives and innovate.
- Change your environment to support your new strategic initiatives.

### Who is this Course for?

The programme is designed for current and potential strategic leaders and first line managers at all levels of medium to large organisations. The content and delivery style are suited to professionals responsible or likely to become responsible for developing and leading strategy for organisations, business units and functional teams in the public or private sector.

### How will this be Presented?

This program includes a wide range of techniques used to teach an understanding on how an organization gains their market edge by developing new ideas that outperform all competitors in their markets. These ideas, often called "Blue Ocean Strategies", together with traditional methods used to develop innovative plans, are facilitated in a combination of team activities, videos, and case studies facilitated by a very experienced strategic planning consultant.

### The Course Content

#### Daily Topics:

#### Module 1: Strategic Planning, Development & Implementation

- Understanding the Strategic Environment
- Understanding Strategic Models and Paradigms
- Effective Strategic Implementation
- Strategic Leadership
- Driving Strategic Performance & Success

#### Module 2: Smart Leadership

- Encouraging a Creative Climate at Work
- Gaining the Participation of the Workforce
- Leading on the creative edge
- Creating a Motivating Climate for Higher Productivity
- Driving Strategic Change

# Leading Under Pressure

## Managing Organisational & Personal Crises

01 - 12 Jun 2015 | 16 - 27 Nov 2015

Kuala Lumpur, Malaysia

**\$9,900** - per participant

### Why Choose this Course?

This highly participative course will help you to develop your leadership skills to lead others in times of pressure, stress and crisis. You will become more aware of your strengths and limitations when you experience workplace pressure. In this course you will obtain the latest insights into what make a leader able to manage themselves and others during times of pressure and stress.

This course covers the best practices and the proven way of successfully dealing with a crisis. Delegates will gain tangible results with up-to-date case studies and exercises to reinforce key learning points for immediate implementation at their workplaces. This course will ensure you do not make the same mistakes of those other Crisis Managers.

#### This course will feature:

- Leadership Skills for Handling Pressure & Stress
- Leading with Confidence During Challenging Times
- Best practice advice drawing on the expertise of crisis researchers, analysts and practitioners
- Getting the maximum from emergency responders and crisis management teams
- How to avoid mis-management and so make a bad situation worse

### What are the Goals?

#### By the end of this course, participants will be able to:

- Develop leadership skills for handling pressure
- Explain how different personality styles respond to stress and pressure
- Acquire an in-depth knowledge of the key aspects of Strategic Crisis Management
- Develop strategies so ensuring you and your organisation responds efficiently and effectively
- Understand the five deadly leadership behaviours and six winning strategies in a crisis

### Who is this Course for?

**This course is suitable to wide range of professionals, but will greatly benefit:**

- Individuals with leadership responsibility
- Security & Fire Management personnel
- Health, Safety and Environment personnel
- Emergency and Crisis Management Responders
- Professionals who have been allocated crisis management tasks yet have had insufficient time to devote to the subject

### How will this be Presented?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes case studies and several group exercises, participative lectures with handout materials, manual, and slides. Syndicate work-shops and reporting back sessions will encourage a fully participative and an enjoyable event.

### The Course Content

#### Daily Topics:

#### Module 1: Leadership Excellence in Handling Pressure & Stress

- Personal Leadership Skills for Handling Pressure & Stress
- Enhancing Communication Skills in Times of Stress
- Leading with Confidence during Challenging Times
- Improving Leadership Effectiveness in Managing Crisis
- Developing & Training Your Team to Handle Pressure, Stress & Crisis

#### Module 2: Strategic Crisis Management

- What Should be in Place Before the Event?
- Pre-planning, who and what else should be Considered?
- Dealing with a Crisis - the 'Communications' Perspective
- Incident Management & Aftermath
- Essential Post Incident Actions

# Leading with Confidence

## Managing & Building Confidence through Communications

27 Apr - 01 May 2015, Barcelona | 22 - 26 Jun 2015, Orlando

23 - 27 Aug 2015, Dubai | 06 - 10 Dec 2015, Dubai

**\$4,950** - per participant | **\$6,450** - Orlando participant

### Why Choose this Course?

This course is designed for delegates who wish to achieve a high level of self confidence and the ability to communicate in a strong, assertive and confident manner. This high level of confidence is needed in a variety of everyday business situations especially when communicating to groups or individuals. It is a proven fact that an individual's level of personal self-confidence will impact greatly on one's business success.

Further, this course is designed for people who wish to boost their confidence and assertiveness so that they can lead people more effectively.

#### This course will feature:

- How to demonstrate assertiveness when necessary
- The application of techniques to win others to your way of thinking
- How to communicate confidently to groups of people
- The application of techniques to get your point across strongly in a meeting
- How to communicate professionally to senior management

### What are the Goals?

#### By the end of this seminar you will be able to:

- Speak to groups in a way that will inspire and motivate them
- Put your message across assertively in business meetings
- Get people to buy into your ideas
- Speak with passion and confidence
- Project confidence and credibility to those you work with

### Who is this Course for?

This course will benefit delegates who want to sell their ideas to others, and communicate with confidence to both groups and individuals. This course is suitable to a wide range of professionals but will greatly benefit:

- Professionals who want to be seen as a strong, assertive and confident leader.
- Professionals who want to improve their communication skills
- Professionals who wish to improve their self-confidence
- Aspiring leaders who want to achieve a high level of confidence

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The course is highly interactive, and will require participation from all that attend, a mixture of lecture, group discussion, practical exercises, people will be taught how to communicate to groups and have the chance to practice speaking in public, and practising communicating in various realistic business situations.

### The Course Content

#### Daily Topics:

- Creating a Confident and Credible Image
- Confident Communication to Groups
- Confident Communicating to Get Results
- Communicating Passion
- Enhancing your Profile Within the Business

# Leading with Excellence

## Successful Models for Planning, Executing & Building Partnerships

15 - 26 Jun 2015, San Francisco | 27 Sep - 08 Oct 2015, Dubai

13 - 24 Dec 2015, Dubai

**\$8,300** - per participant | **\$12,900** - San Francisco participant

### Why Choose this Course?

The environment of current competitive business requires an increased focus on skills in negotiating and communication for building alliances, and new processes such as planning and organizing work tasks to improve productivity. Additional skills such as delegating to empower staff to higher performance, and change management also help today's modern leader create success.

Negotiation is inevitably at the heart of every process to achieve what you want or need to build an alliance, or work with consultants or suppliers. At the end of each negotiation, the goal is to seek a win-win agreement. Negotiation, Persuasion and Critical Thinking are the skills covered in module one of this programme.

Businesses and indeed, all organizations, find themselves needing more productive methods of planning, more appropriate goals and effective means of accomplishing work. A focus on using productive best practices allows for effective and efficient management of work and making changes in the organization. Planning and Organizing work, and Delegating to build a strong team are the skills learned in module 2 of this programme.

### What are the Goals?

- Recognise aims for key alliances – how to develop and manage them
- Develop an effective plan and strategy for negotiations with allies
- Practice and develop skills for influencing others – especially those who are vital to your long-term business development strategy
- Gain confidence as a trusted negotiator who knows which behaviours to adopt for each stage of the negotiation
- Successfully apply the principles of persuasion to key negotiation situations
- Recognize internal and external influences on our daily planning
- Understand and develop skills necessary to complete work on time
- Learn how to organize work and projects to complete them successfully
- Understand the characteristics of colleagues who do work in our teams
- Develop positive interpersonal techniques for better team relationships
- Practice and develop skills for influencing others
- Gain confidence as a negotiator
- Know what behavior to adapt at each stage of the negotiation
- Recognize and counter the most common negotiating ploys

### Who is this Course for?

Those who recognize that improving their negotiation and planning skills is about being able to influence others that a win-win outcome is the key goal. Those who understand that good planning techniques and how to use delegation to improve the motivation of team members and expand the organization's resources are the targets for this comprehensive programme.

### How will this be Presented?

The seminar will combine presentations with interactive practical exercises, supported by activities and case studies. Delegates will be encouraged to participate actively in relating creative leadership strategies to the particular needs of their workplace.

It is an interactive mixture of lecture, discussion, activities and practice on several management skills. It provides definitions, examples, discussion and activities designed to promote skill building with interaction and discussion among participants. Activities and work on practice case studies are used to deliberately highlight the concepts taught and allow participants to practice new skills.

### The Course Content

#### Daily Topics:

#### Module 1: Effective Negotiation, Persuasion & Critical Thinking

- Developing Alliances
- Influence & persuasion skills in managing the alliance
- Strategy in negotiation skills for partners and allies
- Higher level negotiation skills for challenging situations
- Maintaining alliances: critical thinking for decision making

#### Module 2: Successful Planning, Organising & Delegating

- Creating an Attitude to Change How We Plan and Organize Work
- Importance of Planning Management
- Delegation, Personal Organization and Setting Priorities
- Planning Effectively with Your Team
- Developing Personal and Team Change Plans



# Management Skills & Techniques

Effective Goal Setting, Planning & Task Management

01 - 12 Jun 2015, Istanbul | 06 - 17 Jul 2015, Orlando

02 - 13 Nov 2015 Kuala Lumpur

**\$9,900** - per participant | **\$12,900** - Orlando participant

## Why Choose this Course?

This comprehensive 10-day course will enhance the way you manage yourself effectively within your own time constraints, how to better organize and prioritize your work/life tasks, as well as the people you manage. These skills will develop a more efficient and motivated individual, enabling increased outputs and productivity in any business area.

Businesses and organizations need to find more productive methods of planning, more appropriate goals and effective means of making decisions. This course focuses on using productive practices allowing for effective and efficient management of work and making changes and continuous improvements in the organization.

### This course will feature:

- Analysis and understanding change, in all its facets
- Time analysis, delegation, prioritization
- Techniques for creating effective work plans for individuals and teams
- Interpersonal and emotional intelligence to create better team work
- Logical and intuitive decision making and problem solving techniques

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand and develop skills necessary to set goals and complete work on time
- Use basic planning process tools to plan work strategy
- Utilize a variety of methods to improve decision making and problem solving
- Identify tasks that can be eliminated, prioritized, or delegated
- Analyse situations that hinder their performance and identify techniques to overcome them

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This course is an interactive mixture of lecture, discussion, activities and practice on several management skills. It provides definitions, examples, discussion and activities designed to promote skill building with interaction and discussion among participants

## Who is this Course for?

**This course is suitable to wide range of professionals, but will greatly benefit:**

- Anyone who desires to learn practical management techniques that will assist them in making good decisions, setting personal and team goals and develop personal and team plans
- Line and functional Managers, Team Leaders and Supervisors in organizations of all sizes
- Intermediate and advanced level Managers, Team Leaders and Supervisors within all sectors, private and public, profit and not-for-profit
- Professionals who needs to become more effective and efficient in time management and planning

## The Course Content

### Daily Topics:

#### Module 1: Effective Time, Task & Work Planning

- Setting your Foundation – Organising your Time, Tasks and Office Systems
- Achieving Results through Planning, Prioritizing and Delegation
- Overcoming challenges in Time, Task, Work Planning Effectiveness
- Working with others to Achieve Results
- Managing Yourself to Achieve Life Long Success

#### Module 2: Goal Setting, Planning & Decision Making

- Current Status of Setting Goals, Planning and Decision Making
- Importance of Goal Setting and Planning Management
- Setting Priorities and Making Decisions in the Planning Process
- Working with Your Team
- Developing Personal and Team Change Action Plans

# Managing & Leading in a Multi-Cultural Workplace

Essential Steps Leading to Success with Diverse Teams

02 - 06 Aug 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course aims to explore the meaning and psychology of culture; to understand the impact of culture on management and leadership; to identify the areas in which cultural differences present a challenge in managing and leading employees in a multi-cultural workplace; and finally to become more self-aware in cultural understanding, individual biases and assumptions and to understand the implications these have on our work. This is a vital course for any manager or leader working in a multi-cultural workplace.

### This course will feature:

- Develop your multi-cultural leadership & management skills in a fun & informative learning environment
- Discover best-practice in diversity management & multi-cultural communication
- Appreciate current business issues related to managing & leading in a multi-cultural workplace
- Strategies for improving your cross-cultural communication
- Ways to ensure success and limit failure with international assignments

## What are the Goals?

### By the end of this course, participants will be able to:

- List Hofstede's five value dimensions
- Explain the meaning of each of the five value dimensions
- Illustrate examples of stereotypes and stereotyping
- Differentiate between transformational & transactional management
- Formulate a business case for cultural diversity in their workplace

## Who is this Course for?

### This course is suitable to a wide range of professionals but will greatly benefit:

- Expatriates working on global assignments or those who manage expatriates
- Human resource personnel including HR Business Partners
- All supervisors, middle Managers & Department Heads
- Senior Managers in multi-cultural organisations
- All staff interested in developing multi-cultural skills

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes dynamic presentations support each of the topics together with interactive trainer lead sessions of discussion. There will also be numerous practical sessions where participants have the opportunity to participate and experience topics. Case studies, videos, small group work, exercises and feedback will be used to facilitate learning.

## The Course Content

### Daily Topics:

- The Meaning of Culture
- The Psychology of Culture
- Leadership & Management
- Managing diverse employees in a multi-cultural workplace
- Current issues in international business

# Managing Multiple Tasks, Priorities & Deadlines

## Achieving Results through Task Leadership

08 - 12 Mar 2015, Dubai | 04 - 08 May 2015, Barcelona | 01 - 05 Jun 2015, London  
29 Jun - 03 Jul 2015, Orlando | 30 Aug - 03 Sep 2015, Dubai | 18 - 22 Oct 2015, Oman  
13 - 17 Dec 2015, Dubai

**\$4,950** - per participant | **\$6,450** - Orlando participant

### Why Choose this Course?

This well-received course will focus on the use of productive practices that would deliver an effective and efficient management of project work, establishing priorities and meeting deadlines and is an important part of customer service. This is crucial because the level of competition in current business environments requires an emphasis on practices that assist in management of personal and work group tasks, priorities and projects.

All types of organizations need to find more productive means to offer their products and/or services, so goals are established and tasks assigned to better meet customer and stakeholder needs.

#### This course will feature:

- Management principles and concepts which allow participants to learn techniques to better manage assigned tasks
- Techniques to establish priorities for work and be able to meet crucial deadlines
- Management methods, processes and procedures to be more productive when working on projects
- Techniques on how to interact better with others to complete tasks
- Opportunities to practice on several key task and project management techniques

### What are the Goals?

#### By the end of this course participants will be able to:

- Develop skills necessary to get work completed on time
- Apply basic planning project tools to plan work strategy
- Identify how to establish and maintain task deadlines
- Integrate the characteristics of colleagues who assist in our work
- Develop positive interpersonal techniques for better management of work

### Who is this Course for?

The course is designed for persons who desire to learn practical management techniques that will assist them in tasks, establishing priorities and meeting deadlines for work and projects. The course is suitable to a wide range of professionals but will greatly benefit:

- Professional who has an interest in a management position
- Professional who is a new Manager
- Professional who is a new Manager in their department
- Professional who wants to learn techniques to work with other colleagues
- Manager who wants to become a leader in their work role

### How will this be Presented?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes learning with presentations, discussion, practical activities, videos, team practice exercises and case studies.

### The Course Content

#### Daily Topics:

- Introduction of Work Task Concepts
- Importance of Planning in Management of Tasks
- Setting Priorities & Deadlines in our Time Management
- Skills Required to Deal with People in our Work Assignments
- Personally Managing Tasks to Implement Change

# Marine Pollution and Management

01 - 05 Nov 2015

Dubai, United Arab Emirates

**\$4,950** - per participant

## Why Choose this Course?

Marine pollution prevention these days is a serious responsibility for everyone involved in the maritime or offshore industries. This includes offshore and onshore energy production sector, on-shore shipping personnel and shipping transport companies. They all have to fulfil the important duty to protect the marine environment.

This course provides updated information and the knowledge of various aspects of marine pollution and the ways and methods of its prevention. The course will present the detailed analysis of various sources of pollution, best practices and methodologies for pollution clean-up and the measures as a response to emergencies and accidents. The course also includes explanation of marine pollution legal consequences and liabilities.

### The course will feature:

- Marine pollution causes and effects
- Ballast water and other marine pollutants
- Oil pollution and offshore activities
- Surveillance, monitoring, measurement and management systems
- Legal issues, non-compliance with international regulations

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand numerous aspects of the marine pollution problems.
- Develop familiarity with regulations & compliance issues according to requirements of international documents.
- Use available technologies & strategies for marine pollution prevention.
- Plan & implement measures aimed at reducing the risk of serious environmental impact.

## Who is this Course for?

This course is designed to benefit different levels of Technical and Administrative Personnel in the industry and government who deal with and manage problems of marine pollution, marine transport and offshore energy production operations:

- Managers and environment supervisors from oil and gas production industry
- Professionals from oil and gas transport companies
- Administrators from government departments dealing with maritime transport and offshore operations
- Technical professionals in charge of harbour operation & management

## How will this be Presented?

This course will be conducted along workshop principles which will combine lectures with active delegate participation including problem solving and discussions. Several practical examples will be presented, and the focus will be on technical principles and clear technical reasoning.

Workshops will include case studies and will be presented with explanation of technical measures necessary for efficient managing of marine pollution problems. Various examples from real-life technical practice will be included and combined with video animations to help gain the confidence in making right decision regarding efficient emergency response measures in the given situation

## The Course Content

### Daily Topics:

- Marine Pollution
- Ballast Water and Other Marine Pollutants
- Methods of Surveillance
- Management Systems
- Legal Issues, Liability and Insurance

# Mastering Personal & Interpersonal Skills

Key Communication Skills for Building Productive Working Relationship

14 - 18 Sep 2015

Istanbul, Turkey

**\$4,950** - per participant

## Why Choose this Course?

This programme focuses on mastering interpersonal skills and generating the dialogues and behaviours that develop working relationships and personal effectiveness. It will introduce the benefits of being emotionally intelligent and using it to advantage. It will facilitate an understanding of personal style and how this impacts on self and others. The emphasis is on communication techniques through a series of experiential learning activities; an "open mind." is essential for this highly interactive workshop.

### Highlights include:

- Building your unique value proposition for the organisation
- Relation management techniques using Relation Awareness Theory
- Communicating with impact and influence
- Communication skills which motivate and engage others employees
- Building emotional resilience for today's challenging organisational environment

## What are the Goals?

### By the end of this course, participants will be able to:

- Create and develop a sense of personal responsibility which can proactively manage a interpersonal relationships for productive outcomes.
- Evaluate psychological research to construct unique perception of self & relate what value that this "personal brand" brings to organisation.
- Calculate the effectiveness of current work based networks, select and formulate action activities to strengthen professional support systems.
- Appreciate the value of diverse opinion and manage conflict interactions as a tool for generating creative organisational outcomes.
- Analyse and operate strategies that build emotional hardiness and resilience to face daily challenges effectively.

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

Interpersonal and communication skills represent a core competence for all in organisation. Thus this workshop will have universal appeal across all levels and functions to those who wish to improve their personal impact, presence and working relationships. For example:

- Professionals who have to lead in large organisation
- Professionals with functional or regional responsibilities
- Leader of teams who have responsibilities for the effective performance of others
- Professionals seeking to build personal credibility and in their career path

## How will this be Presented?

This programme employs the latest thinking in adult learning principles including experiential exercises, self-assessments, video dramatizations, skill practices, case studies, behavior modelling, and group discussion. The emphasis is on experiential learning and employing good practice through the application rather than theory. It enables participants to learn new competencies and gives tried and tested tools that can be applied in the work place, but will also see contributions from the audience of what constitutes good practice. The learning process is designed to accommodate all styles of learner the activist, the reflector, the theorist and the pragmatist. All activities are focused on making an impact and improvement in practice. Psychometric tools are employed to offer objective feedback on performance and utilised to target future areas of potential improvement.

## The Course Content

### Daily Topics:

- Build your professional reputation and organisational value
- Communication Skills for Today's Professional: Your Message Power
- Make skilful business presentations
- Practical Communication skills for effective management
- Emotional Resilience: Handling Life's Challenges

# Negotiating & Dispute Resolutions

Learn to Recognise Different Negotiation Styles & Counter Tactics

22 - 26 Mar 2015 | 23 - 27 Aug 2015 | 29 Nov - 03 Dec 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course intends to enhance delegates ability to negotiate effectively - a critical competency in both work and life situations. It will equip them with a range of communication, interpersonal skills, and appreciation of the elements of planning and objective setting in negotiations. There will be an opportunity for delegates to carry out a self-assessment of their skills in key areas of negotiation including team negotiations.

This course covers the key stages of negotiation, considers how disputes arise, and provides delegates with the skills to follow a structured process. The delegates will be introduced to different negotiation styles, tactics and at the same time learn how to recognise and counter them.

### The course will feature:

- The key stages in the negotiation process
- The terms associated with the strategy for negotiation
- Tactics and ploys which may be used against you in negotiation
- The importance of team dynamics when negotiating
- Effective negotiation strategies during practical exercises

## What are the Goals?

### By the end of this course, participants will be able to:

- Demonstrate their understanding of the significance of planning and objective setting
- Describe how to achieve 'win-win' outcomes within the bargaining process
- Identify the causes of disagreements & disputes
- Understand the impact dispute may have on relationships over the long term
- Describe the use of strategies to resolve the causes of disputes

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Personnel from a wide range of business disciplines
- Departmental heads with the responsibility to drive change through collaboration
- Those who have a current or planned negotiation with internal as well as external "suppliers or customers"
- Delegates with experience of negotiating but want to improve their knowledge and skills

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

This includes highly interactive tutor-led group discussions, syndicated exercises, case studies and role playing in a realistic dispute resolution scenario. A formal framework is built around the delegates' current knowledge and they are encouraged to re-discover and share their knowledge and experiences. Delegates will be encouraged to develop both their negotiation and communication skills to increase the value for money provided to their employer.

## The Course Content

### Daily Topics:

- Fundamentals of Negotiation
- The Negotiator's Toolbox
- Negotiating Styles, Tactics and Ploys
- Personal Fitness and Dealing with Difficult Negotiations
- Putting it all into practice

## Organizational Resilience

# Capacity of an Organisation to Plan for and Adapt to Change or Disruption

Understanding and managing the unpredictable

13 - 17 Dec 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

### Why Choose this Course?

Organizational Resilience is the ability to anticipate, avoid, protect, withstand, mitigate, respond and recover from the effects of change or adversity. Organisational Resilience as a corporate strategic goal therefore is crucially important. This course explores these and other concepts of resilience to understand key mechanisms that organisations should develop to best cope with continuous change and to recover from hardship. Resilient organisations are proactive; they are able to foresee relevant scenarios that may have damaging effects on the organisation's operations. Therefore if you have, or could have, a key role to play in the resilience of your organisation, then this course is for you.

#### This course will feature:

- Understanding the features of BSI 65000:2014. Guidance on achieving enhanced organizational resilience
- Identification and investigation of 13 indicators that assesses the resilience of an organisation
- How individuals in resilient organisations are able to improve the reliability of operations across the whole organisation
- How resilient organisations can recover and bounce back from trauma, quickly restoring business capabilities
- How to demonstrate a clear focus on developing confidence and leadership capabilities in organisational resilience

### What are the Goals?

#### By the end of this course, participants will be able to:

- Understand your organization's risk, security, safety, preparedness, resilience, response, reliability and recovery requirements
- Design policy and controls for you to manage Change as well as Risk
- Apply concepts and innovative solutions to achieve organisational resilience
- Determine how to monitor the performance of your Resilience system; and
- Continual Organisational Resilient improvement based on objective measurement

### Who is this Course for?

The advanced nature of this event will prove beneficial to those in management and team leadership with responsibility for either planning for or responding to change and crises across the complete management spectrum. This course is suitable therefore to a wide range of professionals but will greatly benefit:

- Designated Incident, Emergency and Crisis Response Managers
- Fire, Safety and Security Professionals
- Risk, Marketing and Insurance Managers
- Operation, Asset, HR and Facility Managers
- Ministry or Government Regulators

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes leadership, management and organisational improvement techniques utilising exercises, syndicate role playing, group discussions, crisis communication skills and team problem solving challenges. A comprehensive hard copy course manual and flash drive, with relevant case studies, videos and realistic exercises will cover all the aspects of the latest standards.

### The Course Content

#### Daily Topics:

- Resilience is a concept rather than a discipline
- Resilience also includes Business Continuity & Disaster Recovery Management
- Communication & Culture, the demands of "Black Swan" thinking
- Five Main Principles of Organizational Resilience
- Safety, Security and High Reliability features and characteristics

# Performance Measurements, Continuous Improvement & Benchmarking

01 - 05 Jun 2015, London

06 - 10 Dec 2015, Dubai

**\$4,950** - per participant

## Why Choose this Course?

This course presents a high level appreciation of the features and benefits of three key Performance areas namely; Performance Measurement, Continuous Improvement and Benchmarking. Originally led by Japanese organizations, many International Companies are now leveling the field as performance measurement is seen as vital to quality process management and therefore Shareholder Value.

### This course will feature:

- Understanding Performance Measurement
- How to instigate, prolong and measure Continuous Improvement
- How to find and decipher the good stuff
- The vital impact of people on process
- Running a Benchmarking Project

## What are the Goals?

### By the end of this course, participants will be able to:

- Explain the benefits of Performance Measurement, Continuous Improvement and Benchmarking.
- Show how these activities play a part in helping their organization perform at a higher level
- Determine methods for generating and implementing effective performance metrics
- Use a process improvement methodology back at work
- Run a benchmarking project more effectively

## Who is this Course for?

This course is applicable to any person actively involved or contemplating performance measurement, improvement and/or benchmarking activities.

### This course is suitable to a wide range of professionals but will greatly benefit:

- Engineers
- Accountants
- Operation Managers/Process Managers
- HSE Leaders
- Middle Managers and Team Leaders involved in process improvement

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

This includes tutor facilitation, direct input, delegate discussions, case studies, reviews, interactive exercises and video.

## The Course Content

### Daily Topics:

- Performance Measurement: The Starting Point for Improvement
- Continuous Improvement
- The Tools of Continuous Improvement
- An Introduction to Benchmarking
- Running a Successful Benchmarking Project



# Simplification of Work Processes & Procedures

Methodologies, Implementation & Monitoring

22 - 26 Mar 2015, Dubai | 04 - 08 Oct 2015, Dubai

06 - 10 Dec 2015, Oman

**\$4,150** - Dubai participant | **\$4,950** - Oman participant

## Why Choose this Course?

This practical and highly engaging course will prepare all participants to design, develop, manage, control, implement, simplify and monitor work processes and procedures and associated management system documents such as work instructions, forms, labels and tags. The course will especially focus on producing and simplifying procedures.

### This course will feature:

- Complete definitions and use of all relevant documents
- A complete approach to Management System documentation structures
- The compelling need for simplicity and clarity and how to achieve it
- Hands-on procedure and other documentation writing
- How to analyse procedures in order to simplify them

## What are the Goals?

### By the end of this course, participants will be able to:

- Describe the purpose, advantages & structure of a documented Management System
- Demonstrate how management documentation is developed
- Identify who needs to be involved in the process of developing such documentation
- Write clearly and simply each type of document emphasizing on procedures
- Explain how to analyse process flow charts with the aim of simplifying the procedure

## Who is this Course for?

This course will prove to be valuable and productive for all those who are interested in writing, reviewing, simplifying or managing work processes and procedures. Participants of all levels will gain valuable knowledge and skills.

### This course is suitable to a wide range of professionals but will greatly benefit:

- All staff involved in writing procedures or other work process related documents
- Those managing the procedures
- Administration and Secretarial Professionals
- Those involved in auditing work procedures/documentation
- Management System Documentation and Quality Professionals

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes a high level of interaction and delegate participation.

The trainer will explain issues using real examples and will then involve the delegates in discussion, practical examples and workshops. A range of methods including discussions, case studies, workshops and videos designed to promote understanding and skill building will be used.

## The Course Content

### Daily Topics:

- Introduction: The Business Need for Procedures
- Designing and Developing Procedures
- Documentation Standards and Control
- Analysing and Simplifying Procedures
- Planning System Development & Ensuring its Integrity

# Smart Leadership: Achieving Strategy through Leadership & Innovation

25 - 29 May 2015, London | 15 - 19 Jun 2015, Munich

24 - 28 Aug 2015, Vienna | 30 Nov - 04 Dec 2015, Amsterdam

**\$4,950** - per participant

## Why Choose this Course?

This course will expose delegates on the concept that innovation and outstanding leadership go hand in hand. Delegates will learn that new ideas can inspire new products, services and systems which can provide a distinct competitive advantage over competitors, and smart leadership brings those ideas to life.

Outstanding leadership does not occur by accident. Great leaders are smart leaders. They understand it is imperative to continuously develop and build upon many key skills. They know that it begins with their thinking and commitment to learning and secondly to foster the creative impulse throughout the organization.

### This course will feature:

- The foundations of smart leadership
- Multiple intelligences to generate ideas
- Creativity and strategy formation
- Leading with creativity and innovation
- Leadership communication

## What are the Goals?

### By the end of this course, participants will be able to:

- Identify the fundamental principles of leadership
- Analyze the common myths and misconceptions about innovation
- Solve any problem or issue with creative methodologies
- Apply multiple intelligences to generate ideas
- Practice a four-step process for team innovation

## Who is this Course for?

This course is intended for those who want to learn how to transform or improve their operations and organizations through the successful application of strategies with greater levels of creativity and innovation.

### This course is suitable to a wide range of professionals but will greatly benefit:

- Supervisors/Line Leaders
- Team Leaders/Unit Heads
- Managers of all Levels

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes experiential exercises, targeted self-assessments, video dramatizations, skill practices, case studies, team activities, and group discussions.

## The Course Content

### Daily Topics:

- Encouraging a Creative Climate at Work
- Gaining the Participation of the Workforce
- Leading on the creative edge
- Creating a Motivating Climate for Higher Productivity
- Driving Strategic Change

# Strategic Crisis Management

## Planning for Unexpected Challenges

08 - 12 Jun 2015 | 23 - 27 Nov 2015

Kuala Lumpur, Malaysia

**\$4,950** - per participant

### Why Choose This Course?

This interactive and participative course will demonstrate that it is possible for an organisation to plan for those 'Unexpected Challenges'. It covers the best practices and the proven way of successfully dealing with a crisis. This course will constructively help delegates to develop those essential crisis management skills and reveal how to effectively use advanced techniques that will improve leadership performance at that critical time.

Delegates will gain tangible results with up-to-date case studies and exercises to reinforce key learning points for immediate implementation at their workplaces. This course will ensure you do not make the same mistakes of those other Crisis Managers. Your organisation must be prepared; without delay it needs to identify all potential vulnerabilities, map out the possible crisis scenarios and mitigate shortcomings.

#### This course will feature:

- Best practice advice drawing on the expertise of crisis researchers, analysts and practitioners
- How to consider the main areas of activity: Preparation, Planning, Response and Recovery
- Getting the maximum from emergency responders and crisis management teams
- How to avoid mis-management and so make a bad situation worse
- Managing yourself and others, make judgements, redefine standards, establish options

### What are the Goals?

#### By the end of this course, participants will be able to:

- Acquire an in-depth knowledge of the key aspects of Strategic Crisis Management
- Develop strategies so ensuring you and your organisation responds efficiently and effectively
- Understand the five deadly leadership behaviours and six winning strategies in a crisis
- Learn the fundamentals of organising and managing Crisis or Emergency Control Centres
- Acquire step-by-step guide on how to plan for more beneficially rewarding multi-agency exercises

### Who is this Course for?

This powerful course will be of benefit to those who find themselves responsible for leading on, or implementing Crisis Management, Emergency Response and Business Continuity/Recovery mechanisms in both the public and the private sector.

#### This course is suitable to a wide range of professionals but will greatly benefit:

- Security & Fire Management
- Health, Safety and Environment personnel
- Emergency and Crisis Management Responders
- Professionals who have been allocated crisis management tasks yet have had insufficient time to devote to the subject

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes case studies and several group exercises, participative lectures with handout materials, manual, and slides. Syndicate work-shops and reporting back sessions will encourage a fully participative and an enjoyable event.

### The Course Content

#### Daily Topics:

- What should be in place before the event?
- Pre-planning, who and what else should be considered?
- Dealing with a crisis - the 'communications' perspective
- Incident Management & Aftermath
- Essential post incident actions

# Strategic Leadership

Integrating Strategy, Governance, Management & Leadership

14 - 18 Dec 2015

London, United Kingdom

**\$4,950** - per participant

## Why Choose this Course?

This lively and engaging course will give delegates the opportunity to develop and enhance both 'hard' and 'soft' skills needed for strategic leadership, while looking at the challenges of moving towards strategic leadership roles and the process of strategic thinking. It offers opportunities to learn about recent leadership theories developed by gurus and business schools, and to review practice based on practitioner experience across the world. This course will explore insights into governance, strategy, and the role of a strategic leader.

Delegates will be encouraged to critically evaluate the importance, relevance and value of different approaches in relation to their own situation and to develop personal action plans to enable them to become more effective leaders.

### This course will feature:

- Understanding of what Good Governance is
- Strategy development: corporate to business unit to individual
- Review of leadership styles and practice – identifying overlaps and differences
- Evaluation of the impact of culture on leaders
- Recognition of how openness and trust enhance innovation

## What are the Goals?

**By the end of this course, participants will be able to:**

- Explain what constitutes good governance practices
- Develop the ability to create aligned strategies from Corporate Vision to Business Objectives to Individual KPI's
- Improve leadership abilities by enhancing self-awareness of management and leadership styles
- Develop an understanding of how organisational behaviours, systems and processes enable or disable innovation
- Understand the roles, responsibilities and characteristics needed for effective management and leadership

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Those who want to develop their strategic skills
- Those who may be moving into supervisory or managerial positions
- Those seeking 'refresher' to enhance their leadership & management skills
- Senior leaders who wish to further develop and enhance their strategic capabilities

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This seminar is interactive and challenges one to think. The tutor will guide and facilitate learning, using direct input, discussions, case studies, exercises and video presentation. The skill sets developed will add value to employees, managers and leaders alike.

## The Course Content

### Daily Topics:

- Advanced Strategic Planning
- The Elements of Good Governance
- Managing for Efficiency & Effectiveness
- Leaders as Change Agents
- Integrating Culture, Climate and Alignment

# Strategic Planning Professional

18 - 22 May 2015, London | 08 - 12 Jun 2015, Munich

17 - 21 Aug 2015, Vienna | 23 - 27 Nov 2015, Amsterdam

**\$5,450** - per participant

## Why Choose this Course?

This course will focus on the strategic thinking and leadership behaviors that a high-performance organization needs for a successful long term future. This course will usher delegates in more strategic visionary leadership that focuses to deliver real value to their constituents and customers. This will enable organizations to strive to improve every aspect of the business, as delegates will understand the process of creating value and the execution to bring that value into reality.

In this course, delegates will discover how to move from transactional management to transformational leadership. Real strategic management requires that managers and leaders at all levels create the mindsets and behaviors that are needed to transform the organization from its existing paradigm to the new strategic paradigm that the vision sets forth.

### This course will feature:

- How to identify critical strategic issues and opportunities
- Enhancing your own & your organization's strategic thinking & ability to envision strategic initiatives
- How to generate and support effective strategic thinking down at all levels in the organization
- Prioritization issues based on their capacity to enable real value creation
- How to lead and motivate teams and businesses in diverse, turbulent and complex environments

## What are the Goals?

### By the end of this course, participants will be able to:

- Interpret the internal and external forces shaping the future
- Develop & follow a strategic roadmap through a clear vision & statement of strategic intent
- Identify the competencies and capabilities of strategically agile and effective organizations
- Recognize your own strategic leadership style, and the styles of others.
- Effectively prepare, motivate and guide your organization, unit or team towards the vision

## Who is this Course for?

The program is designed for current and potential strategic leaders at all levels from medium to large organizations. The content and delivery style are suited to professionals who are responsible or likely to become responsible for developing and leading strategy implementation for organizations, business units and functional teams in the public or private sector.

### This program is suitable to a wide range of professionals but will greatly benefit:

- Current and potential strategic leaders at all levels of medium to large organizations
- The professionals responsible for developing and leading strategy for organizations
- Functional Team Leaders in the public or private sector
- Business unit Managers and Leaders

## How will this be Presented?

This program will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes lectures and experiences from the Instructor, video presentation on strategy experts, interactive learning through exercises, examples and case studies.

## The Course Content

### Daily Topics:

- Understanding the Strategic Environment
- Understanding Strategic Models and Paradigms
- Effective Strategic Implementation
- Strategic Leadership
- Driving Strategic Performance & Success

# Strategic Planning Development & Implementation

Excellence and Innovation in Strategic Planning

18 - 22 May 2015, London | 08 - 12 Jun 2015, Munich

17 - 21 Aug 2015, Vienna | 23 - 27 Nov 2015, Amsterdam

**\$4,950** - per participant

## Why Choose this Course?

This course will focus on the strategic thinking and leadership behaviors that a high-performance organization needs for a successful long term future. This course will usher delegates in more strategic visionary leadership that focuses to deliver real value to their constituents and customers. This will enable organizations to strive to improve every aspect of the business, as delegates will understand the process of creating value and the execution to bring that value into reality.

In this course, delegates will discover how to move from transactional management to transformational leadership. Real strategic management requires that managers and leaders at all levels create the mindsets and behaviors that are needed to transform the organization from its existing paradigm to the new strategic paradigm that the vision sets forth.

### This course will feature:

- How to identify critical strategic issues and opportunities
- Enhancing your own & your organization's strategic thinking & ability to envision strategic initiatives
- How to generate and support effective strategic thinking down at all levels in the organization
- Prioritization issues based on their capacity to enable real value creation
- How to lead and motivate teams and businesses in diverse, turbulent and complex environments

## What are the Goals?

### By the end of this course, participants will be able to:

- Interpret the internal and external forces shaping the future
- Develop & follow a strategic roadmap through a clear vision & statement of strategic intent
- Identify the competencies and capabilities of strategically agile and effective organizations
- Recognize your own strategic leadership style, and the styles of others.
- Effectively prepare, motivate and guide your organization, unit or team towards the vision

## Who is this Course for?

The program is designed for current and potential strategic leaders at all levels from medium to large organizations. The content and delivery style are suited to professionals who are responsible or likely to become responsible for developing and leading strategy implementation for organizations, business units and functional teams in the public or private sector.

### This program is suitable to a wide range of professionals but will greatly benefit:

- Current and potential strategic leaders at all levels of medium to large organizations
- The professionals responsible for developing and leading strategy for organizations
- Functional Team Leaders in the public or private sector
- Business unit Managers and Leaders

## How will this be Presented?

This program will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes lectures and experiences from the Instructor, video presentation on strategy experts, interactive learning through exercises, examples and case studies.

## The Course Content

### Daily Topics:

- Understanding the Strategic Environment
- Understanding Strategic Models and Paradigms
- Effective Strategic Implementation
- Strategic Leadership
- Driving Strategic Performance & Success

# Strategic Planning, Management Control & Effective Budgeting

23 Mar - 03 Apr 2015, London | 01 - 12 Jun 2015, Istanbul

07 - 18 Sep 2015, Kuala Lumpur | 14 - 25 Dec 2015, Kuala Lumpur

**\$9,900** - per participant

## Why Choose this Course?

Developing Strategies, Risk Analysis, Negotiating, Budgeting and Cost Control are the essential skills for those who are dedicated to maximizing their performance and value-added contribution - and that of the people who work for them. As the business environment becomes ever more uncertain and turbulent, the requirement for professional leadership and management throughout organizations is at a premium. Hence, these skills learned in this 10 day course provide a structured and coherent framework for addressing the challenges which professionals face in respect of both their day-to-day and longer-term responsibilities.

### This course will feature:

- Identifying Effective and Proven Strategies
- Managing Strategic and Financial Risks
- Win-Win Negotiating Skills & Strategies
- Financial Analysis
- Budgeting and Cost Control

## What are the Goals?

### By the end of this course, participants will be able to:

- Develop an appreciation & understanding of each of the elements of the course.
- Understand how skills interact creating a systemic approach to mastering the essential tasks of any leader.
- Develop the skills and applications needed to master and integrate each individual element
- Utilize the elements in achieving individual, team and high organizational results
- Identify priorities for continued professional development

## Who is this Course for?

**This course is suitable to wide range of professionals, but will greatly benefit:**

- Current and potential Managers, and business Leaders at all levels
- Those responsible for developing and leading strategic changes
- Procurement and Client Service Managers responsible for negotiation strategies
- Functional Team Leaders in the public or private sector
- Staff Members responsible for budgeting and financial controls
- Non-finance Managers with financial responsibilities

## How will this be Presented?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes mixture of speaker input, facilitated discussion, syndicate work and practical exercises, with an emphasis on delegate involvement at all times. The learning tools include video case studies, team problem solving and analysis tools to uncover core strengths and innovating ideas. Budgeting and costing examples are applied to relevant case studies.

## The Course Content

### Daily Topics:

#### Module 1: Strategy, Risks, Negotiation & Leadership

- Strategy
- Risks
- Negotiation
- Leadership
- Strategic Leadership Workshop

#### Module 2: Effective Budgeting & Operational Cost Control

- Introduction: Building a Common Financial Language
- The Budgeting Process
- Cost Analysis
- Traditional vs. Advanced Techniques in Cost-Control
- Beyond the Budgets: Balanced scorecards and Six-sigma

# Strategic Purchasing & Supply Management

Cost/Price Analysis, Value Analysis, & Total Cost of Ownership Concepts

03 - 07 Aug 2015, Geneva

21 - 25 Dec 2015 Kuala Lumpur

**\$4,950** - per participant

## Why Choose this Course?

This course leads delegates through the development and implementation of carefully crafted strategies for the acquisition of all goods, parts, equipment, and services. This is a critical issue for all organizations wishing to reduce operating cost while improving quality and productivity.

This program explores key concepts of Strategic Cost/Price Analysis, Value Analysis, and Total Cost of Ownership that will move today's supply management organization to the strategic focus needed to achieve world-class performance. Organisations sticking to out-dated procedural and tactical approaches will be outcompeted by leading organisations utilising the latest approaches and techniques to ensure that their supplier base matches their ambitions.

### This course will feature:

- Setting strategies for world class procurement
- Maximising value for money
- Options for International supply chain sourcing
- Improving profitability by controlling total costs
- Understanding and managing supplier pricing models

## What are the Goals?

### By the end of this course delegates will be able to:

- Analyse the elements of cost in supplier's price
- Understand differences in international labor rates
- Evaluate supplier's different pricing models & analyse supplier's price breakdowns
- Understand methods of price and cost analysis
- Create an approach to implementing TCO analysis

## Who is this Course for?

**This course is suitable to a wide range of professionals, but will greatly benefit:**

- Purchasing, Procurement, Contracts, Contract Administration, Projects personnel
- All others who are involved in the planning, evaluation, preparation and management of purchasing and contracts that cover the acquisition of materials, parts, equipment, and services, and who are in organizations whose leadership want high levels of excellence in those involved in these activities.

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

The course is highly interactive and will prompt delegates to reflect on their current practices and goals. The tutor will guide and facilitate learning using a wide range of methods including direct input, discussions, case studies and exercises in groups and pairs.

## The Course Content

### Daily Topics:

- Setting the Strategic Direction
- How do you know that you got a Good Price?
- Getting a Better Price by Analysing Cost
- Using Price, Volume, International Labour, and Value Analysis
- Total Cost of Ownership (TCO)



# Strategy Excellence

## From Strategic Vision to Tactical Execution

04 - 08 May 2015, Houston

09 - 13 Aug 2015, Dubai

**\$4,150** - per participant | **\$6,450** - Houston participant

### Why Choose this Course?

This course will enlighten professionals in finding a way to translate strategic objectives and intentions into operational components, plans, procedures, and systems that enable the successful execution of the strategy by front-line managers and employees. The key is to create the conditions for success.

Coming up with a great strategy is one thing, but actually implementing it to get the expected results is quite another. This is why the real challenge in strategy is in execution. Professionals require the skills and competencies to go from strategy formulation to day-to-day tactical execution while ensuring the achievement of results that align with the strategy.

#### This course will feature:

- The essential differences and commonalities of strategy and tactics
- Operational level campaign planning, the techniques and processes for creating the organisation, structure, systems, human capital, and other resources to support the tactical front-line in achieving success in alignment with the strategy and strategic objectives
- Measuring progress and results and comparing them to objectives at the strategic, operational, and tactical levels
- Fundamentals of planning, execution, and progress/ results measurement
- Nested hierarchical planning, mission analysis, and mission leadership

### What are the Goals?

By the end of this course, participants will be able to:

- Understand and apply the Planning and Execution Framework.
- Develop and communicate strategic vision, mission, and intent.
- Understand how to turn strategy into actionable, operational plans.
- Set the conditions for successful execution of strategy and plans by creating optimal support structures, systems and processes.
- Execute on the plans and lead tactically in the face of obstacles and challenges.

### Who is this Course for?

Executives, Entrepreneurs, and Managers who must develop and execute excellent strategy in highly demanding, competitive conditions are encouraged to attend to this course.

#### This course is suitable to a wide range of professionals but will greatly benefit:

- Line and functional Managers, professionals responsible for strategy, marketing, business development, operations, HR, product development, and other functional departments within businesses and other organisations
- Intermediate and advanced level managers, team leaders and supervisors within all sectors, private and public, profit and not-for-profit

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes speaker input, facilitated discussion, syndicate work and practical exercises, videos, self-tests, all with an emphasis on delegate involvement throughout.

### The Course Content

#### Daily Topics:

- From Vision to Results: The Planning and Execution Framework
- Strategy: Setting the Vision and Direction
- Operational Campaign Planning: Turning the Strategy into Actionable Plans
- Operational Systems and Processes: Setting the Conditions for Successful Execution of Strategy
- Tactics: Getting Results and Leading in the Face Competition and Obstacles

# Strategy, Risks, Negotiation & Leadership

23 - 27 Mar 2015, London | 01 - 05 Jun 2015, Istanbul

07 - 11 Sep 2015, Kuala Lumpur | 14 - 18 Dec 2015, Kuala Lumpur

**\$4,950** - per participant

## Why Choose this Course?

Strategies, Risks, Negotiation and Leadership are the essential skills for those who are dedicated to maximizing their performance and value-added contribution (and that of the people who work for them). As the business environment becomes ever more uncertain and turbulent, the requirement for professional leadership and management throughout organizations is at a premium. Hence, these four elements of the course provide a structured and coherent framework for addressing the challenges for which professionals face in respect of both their day-to-day and longer-term responsibilities.

### This course will feature:

- Identifying effective and proven strategies
- Appraising and Managing Risks
- Practical Win-Win Negotiating Strategies
- Improve Strategic Management Skills
- Getting the most out of the people who work for you

## What are the Goals?

### By the end of this course, participants will be able to:

- Develop an appreciation & understanding of each of the elements of the course.
- Understand how the elements interact to create a systemic approach to mastering the essential tasks of any leader in business today.
- Develop the skills and applications needed to master each individual element
- Utilize the four elements in achieving individual, team and high organizational results
- Identify priorities for continued professional development

## Who is this Course for?

This course will benefit professionals who desire to learn practical high level leadership and management techniques to maximize their effectiveness and contribution at work. The course will give them the understanding and skills to approach strategic and everyday challenges and problems with the awareness, confidence and self-assurance needed to take action and achieve positive results.

### This course is suitable to a wide range of professionals but will greatly benefit:

- Current and potential strategic leaders at all levels
- Those responsible for developing and leading strategy
- Business unit Managers and/or Managers of all Levels
- Functional Team Leaders in the public or private sector
- Supervisors/Line Leaders

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes mixture of speaker input, facilitated discussion, syndicate work and practical exercises, with an emphasis on delegate involvement at all times. The learning tools include video case studies, team problem solving and analysis tools to uncover core strengths and innovating ideas.

## The Course Content

### Daily Topics:

- Strategy
- Risks
- Negotiation
- Leadership
- Strategic Leadership Workshop

# Successful Planning, Organising & Delegating

Enhance our Thinking, our Work Behavior & our Work with Others

22 - 26 Jun 2015, San Francisco | 04 - 08 Oct 2015, Dubai

20 - 24 Dec 2015, Dubai

**\$4,150** - per participant | **\$6,450** - San Francisco participant

## Why Choose this Course?

This course will help delegates to understand the importance of planning and how the most successful organisations are able to achieve high performance outcomes. This course is a must for all professionals as good planning is an essential skill that can be readily applied to any complex and ever-changing environment in which all of today's organisations are having to operate.

The course content addresses organisational issues such as the impact of change on strategic planning and how to manage risks. Furthermore, it helps delegates to explore the impact of individual management behaviours on both developing and implementing plans and to understand themselves better.

### This course will feature:

- How strategic thinking affects the planning process
- Setting goals and addressing risks
- What is prioritization?
- Developing management skills: delegation and assigning work
- Leading teams to deliver results

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand the importance of strategic thinking
- Develop objectives aligned to organisational vision
- Set priorities and prepare plans
- Develop the ability to delegate effectively
- Understand different team leadership styles and their impact

## Who is this Course for?

This course is suited to any professional wanting to learn or refresh their planning skills. It is also suitable to a wide range of professionals but will greatly benefit:

- Anyone who desires to learn practical management techniques that will assist them in developing good planning techniques, using skills to organize themselves and others and developing effective delegation skills.
- Individuals who are responsible for managing any type of group or team or those who want to learn some skills to be able to better manage their work.
- Professionals who would want a refresher in planning techniques.

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes combination of presentations with interactive practical exercises, supported by videos, activities and case studies. Daily reflection supports learning and retention of information.

Exercises are chosen to relate to the work experiences of delegates, so they can make connections between theories and their place of work. A safe atmosphere encourages delegate participation and opportunities to share and learn with others.

## The Course Content

### Daily Topics:

- Creating an Attitude to Change How We Plan and Organize Work
- Importance of Planning Management
- Delegation, Personal Organization and Setting Priorities
- Planning Effectively with Your Team
- Developing Personal and Team Change Plans

# The 360° Leader - Emotional Intelligence in Leadership Pinnacle

14 - 18 Sep 2015

Kuala Lumpur, Malaysia

**\$4,950** - per participant

## Why Choose this Course?

This highly participative course will help you develop your emotional intelligence skills to lead others and provide tips and strategies for success. This course will enable the leader to receive 360° feedback about his strengths and weaknesses. Delegates will obtain the latest insights into mastering their own emotions, developing personal effectiveness and building human relations skills. By applying these leadership skills to the tasks and challenges you face in your work, you will begin to experience breakthroughs you never thought possible.

### This course will feature:

- Your leadership strengths as perceived by others
- Receiving 360° feedback from the supervisor
- Your areas of growth as perceived by others
- Assertiveness to express feelings
- Balancing work and family while under pressure

## What are the Goals?

By the end of this course, participants will be able to:

- Apply self-awareness for personal success in leadership
- Use skills to obtain a 360° feedback on their personality strengths and weaknesses
- Apply key concepts in the practice of emotional intelligence
- Build working relationships with others in the workplace by controlling anger and emotions
- Demonstrate emotionally intelligent leadership for handling crisis and change

## Who is this Course for?

This course is suitable for a wide range of professionals but will greatly benefit:

- Any person actively involved in interacting with others and involved with managing others in a supervisory role
- Individuals being groomed for leadership
- Individuals who have proved greater leadership abilities
- Individuals with real leadership responsibility

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes case studies, interactive activities, exercises and instructional videos.

## The Course Content

### Daily Topics:

- Understanding Emotional Intelligence
- Emotional Intelligence for Relationship Building
- Leading With Emotional Intelligence During Crisis
- Leading Change with Emotional Intelligence
- People Building for an Emotionally Intelligent Workplace

# The Complete Course on Leadership

Perceptions, Practices, People and Passion

20 - 24 Apr 2015, London | 03 - 07 Aug 2015, Geneva

14 - 18 Sep 2015, Barcelona | 14 - 18 Dec 2015, Amsterdam

**\$4,950** - per participant

## Why Choose this Course?

This course presents a high level appreciation of the principles and practice that underpin great leadership. This course through the process of self study, education and reflection on experience will enable delegates to widen their understanding of leadership competence and apply practical strategies that offer immediate impact. A central theme throughout is that 'all can lead successfully' regardless of your level in the organisational hierarchy. By attending this informative and challenging intervention, you will learn to develop your own unique "personalized" leadership style and lead others to extraordinary performance.

### This course will feature:

- An examination of your leadership style and its impact on those you lead
- Practical and empowering techniques that will engage those you lead
- How to harness the power of collaborative diversity to impact efficiency
- Customer focused leadership techniques?
- How to align culture and strategy to generate sustainability and success

## What are the Goals?

### By the end of this course, participants will be able to:

- Appraise their leadership style and build an rational for personal change
- Implement techniques for strategic organisational change
- Utilise communication techniques that engage and empower
- Create a working culture that aligns to the organisations strategic direction
- Implement strategies that foster commitment to continuous improvement

## Who is this Course for?

The course is designed for anyone who occupies and existing leadership role or who aspire to such a position. This course is suitable to a wide range of professionals with some management experience but will greatly benefit:

- Management professionals seeking leadership roles
- High potential delegates "fast tracked" for leadership
- Existing leaders seeking to review and revitalize their performance
- Senior leaders with the challenge of initiating organisational change
- HR professional tasked with supporting and coaching their leaders

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This will include an interactive mixture of lecture-led learning & group discussions. All activities are designed to facilitate the application of theory into "grounded practice". Psychometric tools will be employed to provide personalized feedback of current strengths and to identify potential areas for future development and coaching.

## The Course Content

### Daily Topics:

- Leadership in a Dynamic, Global Environment
- Leadership in Organisational Excellence
- The Communicating Leader
- Leadership and Trusting Relationships
- Leadership Building the innovative responsive environment

# The Complete Course on Management

## Managing People for Peak Performance

13 - 17 Apr 2015, London | 27 - 31 Jul 2015, Geneva

07 - 11 Sep 2015, Barcelona | 07 - 11 Dec 2015, Amsterdam

**\$4,950** - per participant

### Why Choose this Course?

This course presents a high level appreciation of the principles of effective management and the practices that generate commitment and productivity. Through the process of self study, education and reflection on experience, this course will enable delegates to widen their understanding of the Manager's role and apply practical strategies that will deliver immediate impact and improvement.

Good management is the foundation that underpins successful organisations. Become the 'Communicating Manager' who instructs but listens; the 'Managerial Leader' that inspires and the 'People Developer' who generates employee engagement. If people management is important to you, get learn new skills or sharpen your current competence by attending this motivating and energizing course.

#### This course will feature:

- An evaluation of personal management style and its impact on performance
- Techniques to effectively manage conflict in the organisation
- Managing a culture of effective problem solving and continuous improvement
- Tools for effective self management, team management and 'managerial leadership'
- Recognizing individuality, managing diversity and aligning team performance

### What are the Goals?

By the end of this course, participants will be able to:

- Recognise their managerial strengths and set an agenda for development
- Employ a range of interpersonal skills to build engagement
- Deliver constructive feedback that motivates future performance
- Diagnose team performance and identify strategies for improvement
- Select and apply innovative ideas and techniques for problem solving

### Who is this Course for?

This course will be of significant benefit to all professionals who are interested in further enhancing their management skills. It is highly useful for personnel in all functional areas of an organisation and in all types of organisations whether government, private, military or health care.

#### This course is suitable to a wide range of professionals but will greatly benefit:

- Employees about to undertake a line management role
- Technical professionals tasked with supervision of others
- Existing Managers who seek to rejuvenate and energise their practice
- Managers with career aspirations to take a future leadership role
- HR/OD Practitioners who support / coach Managers to improve their practice

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes a combination of presentations, group exercises, videos and class discussions in order to examine in an in depth fashion all the elements of the programme content.

The emphasis will be on creating an in depth appreciation and understanding of the art of management. Activities, hands-on interactions, group participation, videos, role-playing, and case studies are used to highlight concepts taught and allow participants to practice the material.

### The Course Content

#### Daily Topics:

- The Foundation of Management
- Dealing with Workplace Conflict
- Managing Organisational Improvement
- Building and leading the motivated teams
- Managing Problem Solving activity

# The Complete Course on Management & Leadership

## Leading & Managing for Results

13 - 24 Apr 2015, London | 27 Jul - 07 Aug 2015, Geneva

07 - 18 Sep 2015, Barcelona | 07 - 18 Dec 2015, Amsterdam

**\$9,900** - per participant

### Why Choose this Course?

This intensive 10-day course gives a comprehensive overview of the principles and practices of management and leadership. It builds on the tenet that good management is the foundation of organisational success and progresses to consider the transitional skills and competencies that make great leaders. Central to the programme is the belief that we can all lead effectively through a reflection on our personal style and experiences aligned with a commitment engage those we lead. Communication, collaborative practice and customer focus, emerge as key themes but these are underpinned by the essential notion that successful practice requires passion and a commitment to people development.

#### This course will feature:

- Psychometric assessment of personal managerial and leadership style
- Productive and empowering leadership techniques for peak performance
- In-depth examination of the key issues of people leadership and organizational excellence, conflict
- "Managerial Leadership" a concept for career transition and progression
- Building a future personalized agenda for management and leadership excellence

### What are the Goals?

#### By the end of this course, participants will be able to:

- Appraise their managerial/leadership style and its impact on others
- Employ a range of interpersonal skills to engage and empower
- Generate collaborate strategies for team and organisational improvement
- Select and apply innovative techniques for problem solving and continuous improvement
- Articulate the role of management and leadership in one's business

### Who is this Course for?

This course is suitable to wide range of professionals, but will greatly benefit:

- Existing leaders and managers seeking to rejuvenate their practice
- Management professional seeking leadership roles
- High potential and future leaders
- Leaders and managers implementing change programmes
- Technical professionals undertaking managerial/ leadership positions

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes a combination of presentations, group exercises, videos and class discussions in order to examine in an in depth fashion all the elements of the programme content. The emphasis will be on creating an in depth appreciation and understanding of the art of management. Activities, hands-on interactions, group participation, videos, role-playing, and case studies are used to highlight concepts taught and allow participants to practice the material.

### The Course Content

#### Daily Topics:

#### Module 1: The Complete Course on Management

- The Foundation of Management
- Dealing with Workplace Conflict
- Managing Organisational Improvement
- Building and leading the motivated teams
- Managing Problem-Solving activity

#### Module 2: The Complete Course on Leadership

- Leadership in a Dynamic, Global Environment
- Leadership in Organisational Excellence
- The Communicating Leader
- Leadership and Trusting Relationships
- Leadership Building the innovative responsive environment

# The Effective Supervisor

## A Competency Based Approach

15 - 19 Jun 2015, Istanbul

23 - 27 Nov 2015, Kuala Lumpur

**\$4,950** - per participant

### Why Choose this Course?

This dynamic and interactive course will enable you to become a confident, credible and capable supervisor, by focusing on the core competencies needed to manage yourself, your work load and your team.

These competencies include, taking control of your workload through planning and effective time and task management, getting the best out of your team through leadership, team work, and staff development, and ultimately contributing to the success of your organization through setting and achieving of goals to improve you and your team's contribution to its internal and external customers.

Further, you will also learn key self-management strategies, for you to have the character and discipline not just to survive but excel in your role as a supervisor.

#### This course will feature:

- A toolkit of competencies and methods to enhance every area of a supervisor's responsibility;
- Assessments to gauge how well you are doing, and where you can improve your skills and habits;
- Exchanging ideas and perspectives with supervisors from a range of other organisations;
- Practical activities to deepen learning through experiment and feedback;
- Developing of competencies-based strategies to follow through with yourself & your team when you get back to work.

### What are the Goals?

#### By the end of this course, participants will be able to

- Organise workload through effective planning, prioritizing & time management methods;
- Support the output of their team, through team work, delegation, coaching, motivation & staff development strategies;
- Apply communicate techniques to communicate clearly, concisely & consistently with all levels of the company;
- Examine their own leadership style, strengths & weakness & how they affect their team & job success;
- Manage their mind, emotions & stress more effectively in order to not just achieve work goals but to enjoy their work life more.

### Who is this Course for?

The principles and practices shared in this course will greatly benefit a wide range of professionals including:

- New and experienced supervisors
- Team leaders
- Line-managers

### How will this be Presented?

This active, varied and enjoyable course employs a mix of presentations, informal lecture, discussion, self-assessments, case-studies, role plays and other exercises. It provides a great opportunity for participants not only to learn from the tutor but also to exchange views and learn from each other. Participants are encouraged to develop an action plan to put their learning into effect.

### The Course Content

#### Daily Topics:

- Setting the Direction and Focus / The Supervisor's Role
- Planning and Organising Time and Tasks
- Maintaining Effective Working Relationships
- Coaching and Developing the Team
- Measuring and Managing Performance



# The Essentials of Leadership

Vision, Influence & Character

17 - 21 May 2015 | 13 - 17 Dec 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course will aim to encourage effective, collaborative methods of leadership to work in their organizations and leverage the leadership potential of team members. Delegates will be exposed to focus on developing leadership skills, personal influence, as well as explore strategies for building a team of strong professionals who will support each other, deal with tough problems efficiently, and take accountability.

This course focuses on tactful leadership practices that are effective in any business. By developing outstanding leaders and/or empowering leaders at all levels in the organization, they would acquire the inner compass that will guide their daily actions, enabling them to earn the trust of their colleagues and guarantee success of next generation of business practices.

### This program will feature:

- Leadership styles and transformation
- How to build strong collaborative team work
- Group dynamics and group process
- Leverage the knowledge of learning in the organization at all levels
- Develop strategies for using personal leadership power and building strong, mutual influence relationships within organization

## What are the Goals?

### By the end of this course, participants will be able to:

- Provide leaders with a series of strategies, activities, and cases at various levels of change
- Discover the core competencies required for exemplary leadership
- Examine the ethical aspects of leadership and values which drive lasting results
- Enhance others' perception as a leader with integrity
- Build the right culture for people and processes to support strategy

## Who is this Course for?

The content of this course is especially tailored to business leaders of today. Participants that hold leadership positions and who have been identified by their organisation as a key part of the company's succession plan are encouraged to attend.

### This course is suitable to a wide range of professionals but will greatly benefit:

- Supervisors
- Managers
- Team Leaders
- Members of an executive committee

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes highly interactive, hands-on learning style of the Instructor. Many activities will be presented to cause the delegate to engage in and reflect on the information - a large percentage of the time; the course will require interaction and activities.

In addition to trainer-led group discussions, case studies, and learning group exercises, this programme includes experiential learning and other instructional modalities.

## The Course Content

### Daily Topics:

- Developing a Leader
- Interpersonal Leadership Skills
- Developing a Winning Team`
- Organizational Leadership Management
- The Leader's Network

# The Essentials of Leadership & Management

17 - 28 May 2015 | 13 - 24 Dec 2015

Dubai, United Arab Emirates

**\$8,300** - per participant

## Why Choose this Course?

This course aims to encourage effective, collaborative methods of leadership and management. The course helps delegates to work in their organizations and leverage the leadership potential of team members. Delegates will be exposed to focus on developing leadership skills, personal influence, as well as explore strategies for building a team of strong professionals who will support each other, deal with tough problems efficiently, and take accountability. This course focuses on tactful leadership practices that are effective in any business.

This course also offers a comprehensive overview of good management practice for those new to supervision. This course introduces delegates to the variety of skills needed to be successful and offers insights into how to personally manage the transition from being a 'technical expert' to supervision and team management. If you are new to supervision or management this course offers a compendium of ideas which will impact your practice immediately.

### This program will feature:

- Leadership styles and transformation
- How to build strong collaborative team work
- Develop strategies for using personal leadership power and building strong, mutual influence relationships within organization
- Using the performance management process profitably
- The 4D Management model: direct, delegate, develop and deliver

## What are the Goals?

By the end of this course, participants will be able to:

- Discover the core competencies required for exemplary leadership
- Examine the ethical aspects of leadership and values which drive lasting results
- Appraise and select supervision tools that "fast track" performance
- Comprehend and utilise the value of the performance management process
- Create and monitor personalized action plans for self, others and the team

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Employees about to undertake supervisory or management positions
- Current Supervisors who are interested in building their management skills
- Team Leaders, site, operations and production Supervisors
- First time Managers with no formal management training
- Young employees identified as 'high potential' future Managers

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes highly interactive, hands-on learning style of the Instructor. Many activities will be presented to cause the delegate to engage in and reflect on the information - a large percentage of the time; the course will require interaction and activities. The Tutor will utilise a combination of presentations, videos, class discussion, group and self-reflective exercises in order to examine all the elements of content. In a risk free environment delegates can practice skills in a non-threatening environment. The emphasis will be on building the confidence for success.

## The Course Content

### Daily Topics:

#### Module 1: The Essentials of Leadership: Vision, Influence & Character

- Developing a Leader
- Interpersonal Leadership Skill
- Developing a Winning Team
- Organizational Leadership Management
- The Leader's Network

#### Module 2: The Management Essentials: Effectively Communicate, Delegate & Manage Priorities to Achieve Management Success

- The Foundations of Management
- Performance Management
- Building High Performing Teams
- Motivating and engaging your people
- Managing Priorities and Delegating Deliverables

# The HR Essential Skills

## Building the Human Capital Base

07 - 11 Dec 2015

Kuala Lumpur, Malaysia

**\$4,950** - per participant

### Why Choose this Course?

In this intensive five-day course, delegates will be equipped with the necessary skills and knowledge to deliver the HR practices professionally and efficiently whether they are HR Professionals or Line Managers who wish to ensure that their people get the most out of their working experience.

Careers, jobs and the work experience have changed dramatically in the last twenty years. The practice of Human Resource Management has changed as well in order to support managers and employees effectively and efficiently. Human Resources Practice covers a range of key activities which will be examined in this five day programme.

#### This course will feature:

- Stimulating exercises and role plays which are planned carefully to allow delegates to examine and study and resolve real-life situations and experiences.
- Active participation to practice and apply different skills and styles – experience which can be taken back to the workplace.
- Opportunities are available to discuss and deal with situations delegates are experiencing in their workplace.
- Extensive and constructive feedback throughout the course from the tutor, from fellow delegates and from self-review.

### What are the Goals?

#### By the end of this course, participants will be able to:

- Demonstrate & understand the key activities of HR to support the achievement of the organisation's objectives
- Recognise that managing people is a shared activity with Line Managers and HR
- Identify and develop critical skills in crucial areas to ensure the right people in the right place at the right time
- Develop people to their optimum capability
- Illustrate & deal constructively with any performance/behavioural issues at an early stage and ensure maximum contribution from all employees

### Who is this Course for?

#### This course is suitable to a wide range of professionals but will greatly benefit:

- Human Resource Professionals at team leader, supervisory and middle management level wishing to progress
- Managers at all levels who wish to consolidate, refresh and reinforce their knowledge and skills
- It will be ideal for delegates who are intending to move into Human Resource management after a period of experience in line management
- Line Managers wishing to develop a more thorough understanding of the key Human Resource practices so that they can manage their team more effectively

### How will this be Presented?

Course is highly interactive with individual and group activities. A variety of practical sessions including Case Studies, self-report questionnaires, and group interaction are programmed. These sessions are informative, inspiring, enjoyable and presented in a relaxing atmosphere conducive to learning. The success of the course is centred on the needs of delegates.

### The Course Content

#### Daily Topics:

- The Foundation: Effective Recruitment & Selection
- Talent Management & Succession Planning
- Training & Development
- Performance Management
- Motivation, Reward & Incentives

# The Leadership Challenge

Inspire, Enable & Encourage

11 - 15 May 2015, Houston | 08 - 12 Jun 2015, Amsterdam

26 - 30 Oct 2015, Istanbul

**\$4,950** - per participant | **\$6,450** - Houston participant

## Why Choose this Course?

This course has been designed for people who understand that to be a leader we must challenge ourselves at every opportunity. This course will be an out of the comfort zone experience and is aimed to challenge you to be the very best leader you can be, working on your ability to inspire, enable and encourage. You will be coached and given feedback at every opportunity.

This program will challenge many of your assumptions about leadership, and will use advanced level coaching techniques to challenge you to be the best leader that you can be.

### This course will feature:

- Identification of your individual leadership style
- Understanding of what it takes to lead others
- Designing of coaching and engagement strategies
- Demonstrations of techniques to manage teams and individuals
- Apply tools to deal with under performers

## What are the Goals?

### By the end of this course, participants will be able to:

- Understand what it takes to move to a higher level of management/leadership
- Apply Communication in a way to inspire others
- Understand coaching and empowerment at advanced level
- Apply techniques to engage your people
- Design an employee engagement strategy for business results

## Who is this Course for?

The course has been specifically designed for those with a serious desire to become a better leader, whether you are just starting your leadership journey or whether you have been a leader for many years. This course will boost you to the next level of leadership. This course is suitable to a wide range of business professionals but will greatly benefit:

- Supervisors/Team Leaders
- Managers
- Department Heads
- Heads of Divisions

## How will this be Presented?

This course will utilise a variety of proven adult training techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes business case studies from various industries, video, group exercises, peer feedback group discussion and practical demonstrations.

## The Course Content

### Daily Topics:

- The Challenge of Motivating and Inspiring People
- Inspirational Leadership
- Enabling People Utilize their Strengths
- Engaging and Encouraging your People
- Personal Leadership Challenge

# The Leadership Journey

Communication, Innovation and Vision

09 - 13 Mar 2015, Kuala Lumpur | 04 - 08 May 2015, Houston

01 - 05 Jun 2015, Amsterdam | 19 - 23 Oct 2015, Istanbul

**\$4,950** - per participant | **\$6,450**- Houston participant

## Why Choose this Course?

This intensive course offers a unique and personalized dialogue that will challenge, provoke and revitalize your leadership thinking. The journey metaphor will offer an exciting opportunity to reflect on the meaning of leadership and to explore how previous events and critical incidents have shaped your leadership mindset.

This course highlights that mastering leadership is a lifelong quest. It is a journey of experience set against the themes of self-discovery, growth and commitment. By attending this innovative and interactive course, you will learn what it is to be a 'true leader', recognise the importance of building your 'leadership legacy' and acquire skills to engage and influence others more effectively.

### This course will feature:

- How to harness the power of vision and visualization
- Understanding the real meaning of leadership
- How to become a master of communication and influence
- Techniques to motivate and inspire your people
- Tools for innovative practice that generates momentum within self and others

## What are the Goals?

### By the end of this course, participants will be able to:

- Apply the principles of true leadership which can build a worthy legacy
- Create and frame a powerful vision for personal, team and organisational direction
- Evaluate and employ communication techniques that motivate and engage employees
- Create an empowering culture of innovation for organisational improvement
- Employ behavioural techniques which exert influence, ignite passion and generate enthusiasm

## Who is this Course for?

The course has been specifically designed for those with a serious desire to improve their leadership. If you are just commencing your leadership journey or have been in a leadership role for many years, this course will raise your expectations and personal level of leadership.

### This course is suitable to a wide range of professionals but will greatly benefit:

- High potential individuals about to undertake a leadership role
- Leaders wishing to reexamine their understanding of leadership
- Individuals who lead key business initiatives
- Professionals seeking to lead with influence rather than authority

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes delivery in a fun and an inspiring style that will inform, educate and entertain. The emphasis is on experiential learning and applying theory in a practical way to foster good practice.

All activities are focused on making an impact and improvement. The learning process is designed to accommodate all styles of learner. This course will be an exciting journey of discovery the delegates will surely enjoy.

## The Course Content

### Daily Topics:

- Leadership: Setting the moral compass
- Creating the future Vision
- Communicating to Engage
- Sustainability through Innovation
- Influence, Passion and Legacy

# The Management Essentials

Effectively Communicate, Delegate & Manage Priorities  
to Achieve Management Success

24 - 28 May 2015 | 20 - 24 Dec 2015

Dubai, United Arab Emirates

**\$4,150** - per participant

## Why Choose this Course?

This course offers a comprehensive overview of good management practice for those new to supervision. This course introduces delegates to the variety of skills needed to be successful and offers insights into how to personally manage the transition from being a 'technical expert' to supervision and management. If you are new to supervision or management this course offers a compendium of ideas which will impact your practice immediately.

Managing people is not easy, it is challenging and the early experiences of newly appointed managers can be marked with anxiety, stress and insecurity. A good start therefore becomes critical to build confidence in today's increasingly competitive business climate.

### This course will feature:

- The essential tools for effectively managing people
- Using the performance management process profitably
- How to build a high performing team
- The manager as a communicator and coach
- The 4D Management model: direct, delegate, develop and deliver

## What are the Goals?

### By the end of this course, participants will be able to:

- Appraise and select supervision tools that "fast track" performance
- Identify personal strengths and identify areas for potential development
- Comprehend and utilise the value of the performance management process
- Build personal credibility through good communication and influencing skills
- Create and monitor personalized action plans for self, others and the team

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Employees about to undertake supervisory or management positions
- Current Supervisors who are interested in building their management skills
- Team Leaders, site, operations and production Supervisors
- First time Managers with no formal management training
- Young employees identified as 'high potential' future Managers

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The Tutor will utilise a combination of presentations, videos, class discussion, group and self reflective exercises in order to examine all the elements of content. In a risk free environment delegates can practice skills in a non threatening environment. The emphasis will be on building the confidence for success.

## The Course Content

### Daily Topics:

- The Foundations of Management
- Performance Management
- Building High Performing Teams
- Motivating and engaging your people
- Managing Priorities and Delegating Deliverables

# The Professional Negotiator

15 - 19 Jun 2015, San Francisco | 27 Sep - 01 Oct 2015, Dubai

13 - 17 Dec 2015, Dubai

**\$4,650** - per participant | **\$6,950** - San Francisco participant

## Why Choose this Course?

This course considers the importance of building alliances and relationships through the application of negotiation and persuasion. Delegates will work on critical thinking processes to enable them to make better planning decisions in order to achieve success when negotiating alliances.

The course will equip delegates with an essential framework for effective negotiation starting with the planning process and understanding why it is essential to consider the critical points in building and maintaining relationships. Delegates will have the opportunity to exercise and improve their influencing and persuasion skills, and build higher-level communication ability in order to deliver results and maintain alliances for the mutual benefit of the parties involved.

### The course will feature:

- Understanding the key issues in forming and maintaining alliances
- Applying critical thinking when planning to negotiate
- Defining the stages within a negotiation process
- Discussing how to defend yourself from aggressive tactics and ploys in negotiation
- Developing higher level communication skills for influencing others
- Applying more influence when negotiating through practical exercises

## What are the Goals?

### By the end of this course, participants will be able to:

- Describe a framework for the analysis of business alliances
- Understand how to apply influencing skills during the negotiation phase
- Recognise and manage difficult negotiators who use aggressive tactics during negotiation
- Understand the key principles of persuasion and its importance to negotiation
- Apply critical thinking when planning to develop business alliances

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Personnel from a wide range of business disciplines
- Delegates wishing to develop negotiation skills in alliance building
- Delegates who regularly work with external suppliers or customers
- Departmental Heads requiring to form interdepartmental alliances to achieve results

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes professional learning techniques combined with presentations, interactive practical exercises, group activities and case studies will help delegates to build a formal framework around their current knowledge and skills.

Delegates will be encouraged to develop both their critical thinking and persuasion skills, applying these to the formation and maintenance of negotiated alliances to increase the value for money provided to their employer.

## The Course Content

### Daily Topics:

- Developing Alliances
- Influence & persuasion skills in managing the alliance
- Strategy in negotiation skills for partners and allies
- Higher level negotiation skills for challenging situations
- Maintaining alliances: critical thinking for decision making

# The Three-Dimensions of Leadership

Negotiating Your Mission, Resources and Context

27 - 31 Jul 2015, Kuala Lumpur

27 - 31 Dec 2015 Dubai

**\$4,950** - per participant

## Why Choose this Course?

This course provides a way of leading with a 3-pronged vantage point that de-complicates issues to make effective organizational decisions. As Einstein saw the elements of 'E=MC<sup>2</sup>' which already were present, but unrealized by others, so does seeing The Three-Dimensions of Mission, Resources and Context better equip you to plot strategy and direction; design and manage processes; coordinate units, supervise and guide others into greater productivity and teamwork. Author Earl Wallace forged the MRC concepts in operations where people were transformed into goal-focused teams who effectively negotiated people, partners and politics to reduce resistance, inspire high achievers, and overcome obstacles.

### This course will feature:

- How 3-D MRC thinking solves today's challenges in ways that prepare for the organization's future
- How to manage your organization's options by handling its resources to achieve its goals
- How 3-D MRC values help coach, supervise and motivate others to meet organizational needs
- The strategic skills to navigate organizational politics to achieve the missions that matter most
- Practical guidelines for training, delegating and disciplining to move the organization's teams forward

## What are the Goals?

### By the end of this course, participants will be able to:

- Recognize & explain the Three-Dimensions of Leadership.
- Deploy best practices as a supervisor, program manager and/or multi-group leader.
- Implement the 3-M's of Change Management and achieve continuous improvement.
- Distinguish & participate in the good processes that achieve positive organizational outcomes.
- Craft, organize and develop a positive leadership development culture, in an upbeat work environment.

## Who is this Course for?

This course is for those who are tasked to lead both people and processes and will assist a wide range of professionals from every field and greatly will benefit:

- Practicing and aspiring Supervisors at all levels and disciplines
- Practicing and aspiring Managers at all levels and disciplines
- Practicing and aspiring Executives at all levels and disciplines

## How will this be Presented?

This course deploys a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The Instructor jumps starts thinking by presenting his unique concepts that show how to overcome the challenges all leaders face. From the opening exercise camaraderie develops as delegates bond as a team in discussions that move beyond theory into how they will apply the information in their various work settings. All are continually engaged in interactive discourses, exercises and activities. Visual aids illustrate dozens of new concepts and show the practical processes steps of deploying them, and the realistic responses one can expect to them.

## The Course Content

### Daily Topics:

- The Three-Dimensions of Leadership
- Rallying people to provide their potential
- Developing a 3-D MRC Focused Leadership Development Culture
- Leading Change by Getting The Most Mission Focus From Working Relationships
- Developing & self-assessing your 3-D leadership profile



# The Voice of Leadership

How Leaders Communicate, Inspire & Achieve Results

07 - 11 Sep 2015

Istanbul, Turkey

**\$4,950** - per participant

## Why Choose this Course?

This course will strive for high performing individuals who are aiming for significant leadership roles to acquire multiple skills including communications, influencing, persuading and negotiating. It is designed to strengthen your leadership communication skills for being an expert or having knowledge is not enough to be successful in business. Vital ingredients include the ability to communicate with and inspire others through a variety of media; to influence key stakeholders and to succeed in complex negotiations.

In this course, you will learn practical techniques to shape your leadership messages, hone an authentic leadership voice, and engage in powerful conversations that would achieve/bring results. Managers and leaders must develop emotional and social skills to achieve personal and organisational outcomes.

### This course will feature:

- How to influence followers effectively
- The behaviours needed for achieving high performance
- How to manage conflict for successful outcomes
- Constructive criticism: how to provide it and how to receive it
- How to deal with stress and pressure in the workplace

## What are the Goals?

### By the end of this course, participants will be able to:

- Make use of a wide range of communication skills
- Adapt their approach to suit different situations
- Influence and motivate others to accomplish organizational goals
- Develop strategies for successful negotiation
- Learn techniques to help them to manage stress

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Anyone who aspires a leadership position
- Anyone who is expected to provide leadership
- Any individual with line management responsibilities or working in a matrix management organisation either a team leader or supervisor, or working as an expert in a project team

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes participants taking part in activities designed to promote skill building with interaction and discussion among participants. The tutor will guide and facilitate learning, using direct input, discussions, case studies, exercises and video.

## The Course Content

### Daily Topics:

- Developing High Performance Individuals
- Communication Skills for High Performance
- Successful Influencing Skills
- Learn the Art of Persuasion
- Learn High Performance Negotiation Skills

# Training Management & Organisational Learning for Oil & Gas Industries

22 - 26 Nov 2015

Dubai, United Arab Emirates

**\$4,950** - per participant

## Why Choose this Course?

This course will introduce participants to Organisational Learning & Training Management for Oil & Gas Industries. Organisational learning is a characteristic of an organisation that is able to predict changes in signals from its environment (both internal and external) and adapt accordingly.

Organisational learning and the learning organisation has flourished and been defined in a wide range of literature, it is part of the discipline of Organisational Development (OD). Training management is about positioning training at the core of what you do. It is about becoming a 'Learning Organisation'.

- Learn about organisational learning as a key management process
- Understand the application of training management in your organisation
- Becoming a learning organisation
- There will be a practical workshops/exercises each day where what has been learnt will be put into practice
- The programme has been developed to address the special needs of the Oil and Gas environment

## What are the Goals?

By the end of this course participants will be able to:

- Demonstrate an understanding of Organisational Learning theory
- Explain the concept of effective Training Management
- Utilise the skills of OD for Organisational Learning & Training Management
- Apply appropriate skills for developing a learning organisation
- Develop training suitable for the oil and gas sector

## Who is this Course for?

This course is suitable for anyone who wishes to develop their skills in Organisational Learning & Training Management. In particular this course would suit:

- Managers, Supervisors and Leaders in the Oil & Gas Industry
- Anyone involved in learning & development, training or talent management
- Human Resource (HR) personnel at all levels
- Occupational health & safety personnel
- Anyone concerned with organisational learning

## How will this be Presented?

This Course will be presented in a highly collaborative presentation style. Individual and group activities will intersperse the sessions. DVD presentations will highlight the teaching. A variety of Practical Sessions and Role Plays and group interaction are programmed into this Course.

## Your Tablet eManual

The innovative feature of this course is your Tablet eManual. This course utilises the latest technology to offer through the use of a Tablet Computer which you can keep after the course.



Your Tablet eManual is loaded with:

- Course manual
- PowerPoint slides
- Course handouts and exercises
- Interesting articles for further reading
- Short videos and relevant links used in the course
- Photos taken during the course

## The Course Content

Daily Topics:

- Organisational Learning Explored
- Training Management Explored
- Leading Organisation Change
- Organisational Development (OD) Explored
- Becoming a Learning Organisation

# Workplace Innovation & Productivity Skills

## Personal Skills for Professional Excellence

25 - 29 May 2015, Istanbul

19 - 23 Oct 2015, Kuala Lumpur

**\$4,950** - per participant

### Why Choose this Course?

This intensive professional excellence course will focus on the critical skills that will enable delegates to build productive relationships and successfully interact with others in the organisation. The strategies you will learn, aligned with your commitment to personal improvement, will enable you to become the rare high performer that organizations seek to employ, retain, and promote.

Aimed at the driven professional, this course builds an agenda to improve your personal productivity, enhance your professional reputation and enable you to apply innovative work practices. In this course, you will realise your strengths and fulfil your true managerial leadership potential.

#### This course will feature:

- Creating an agenda to take full responsibility for your life and your success
- Creating value to the organisation through increased personal productivity
- Managing conflict constructively and fostering a collaborative culture
- Building a personalised blueprint to enhance your professional reputation
- Being proactive to lead and initiative action

### What are the Goals?

#### By the end of this course, participants will be able to:

- Recognise individual personality traits & apply strategies that will enhance personal & collaborative success
- Appreciate the components of personal & organisational conflict & apply interpersonal strategies that will generate productive outcomes
- Apply basic tools and templates which install basic project management practice skills
- Appraise current team performance & diagnose action to generate improvement
- Appreciate the value that initiative has in the leadership role & synthesise ideas to construct an agenda for future personal leadership development.

### Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Professionals at all levels seeking to improve their personal skills
- Professionals wishing to enhance their reputation and credibility
- Professionals seeking a 'refresher' course to enhance their relationship skills
- Employees identified as 'high potential' or 'fast track' management candidates
- Employees seeking supervisory or managerial positions

### How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This course will use the latest thinking in adult learning principles including experiential exercises, self-assessments, video dramatizations, skill based practices, case studies, and group discussion.

The emphasis will be on applying theory into good practice; all activities will focus on creating personal improvement. Psychometric tools will be employed to offer objective personal feedback and utilised to coach for improvement.

### The Course Content

#### Daily Topics:

- Building personal productivity: the power of self
- Creating value for the organisation
- Adding value through relationship awareness theory
- Harnessing Diversity and Creating Value in the Team
- Leading with Initiative: Being Proactive

# Writing Effective Policies & Procedures

07 - 11 Jun 2015, Dubai | 06 - 10 Sep 2015, Oman

29 Nov - 03 Dec 2015, Dubai

**\$4,150** - Dubai participant | **\$4,950** - Oman participant

## Why Choose this Course?

This course will prepare delegates to develop and write effective policies and procedures, important documents, and other related documents such as Specifications and Standards. The focus of this course will be on making these effective within the organisation and consider issues such as compliance, language, and organisational culture. It is important to enhance this skill set because all business activities (public and private sector organisations) are governed by policies and procedures; hence, in order to perform their job and be competitive - practicing professionals must develop such skills.

### This course will feature:

- How to create professional documents
- Identify the main clauses that appear in them
- Understand real examples of policies and procedures
- Understanding of methods used in drafting effective policies and procedures
- How to avoid ambiguity and uncertainty

## What are the Goals?

### By the end of this course, participants will be able to:

- Use highly effective drafting skills, which will be useful tools in all types of documents
- Analyse the clarity of expression in all documents
- Apply methods to highlight potential problems with existing Policies and Procedures and improve their effectiveness
- Illustrate the impact of non compliance and build fully compliant procedures
- Demonstrate ability to reduce risks

## Who is this Course for?

The course will benefit all those who find themselves responsible for developing, writing or implementing policies and procedures in both the public and private sector organisations.

### This course is suitable to a wide range of professionals but will greatly benefit:

- Process and Procedure Writers
- Administration and Secretarial Professionals
- Quality Professionals
- Document Management Professionals
- Procedural "Job Experts" tasked with documenting Procedures

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

This includes the latest trends in seminar presentations which are made up of interactive practical exercises, supported by audio visual material and case studies. Participants will be encouraged to relate the principles of policy and procedure writing to the specific needs for their own organisation.

## The Course Content

### Daily Topics:

- Introduction to Policy & Procedure Writing
- The Governance and Roles involved in Policy
- How to Implement Policy & Procedures
- Drafting Policy & Procedure
- Case Studies and Workshops

# MANAGEMENT & LEADERSHIP TRAINING SEMINAR SERIES 2015

Complete & send by fax/mail to address given below. Please use BLOCK CAPITALS.

## COURSE TITLE

## DATE

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## REGISTRATION DETAILS

Family Name:

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First Name (Mr./Ms.):

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Position:

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Company:

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Mailing Address:

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Telephone

Mobile

Fax

Email

## AUTHORISATION

Authorised by:

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Position:

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Telephone

Fax

Email

Postal Address:

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## MODE OF PAYMENT

- Please invoice my company
- Please invoice me
- Please find enclosed a cheque payable to AZTECH

## CERTIFICATION

A Certificate of Completion will only be awarded to those delegates who attend the entire programme

## HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue.

Please make your request for accommodation **at least 3 weeks** prior to the commencement of the programme.

## CANCELLATIONS & SUBSTITUTIONS

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a \$250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

## DISCLAIMER

Circumstances beyond the control of AZTech may necessitate postponement, change of venue or substitution of the Instructor. As such, AZTech reserves the right to implement such amendments.

## 4 WAYS TO REGISTER

Tel: **+971 4 427 5400**

Fax: **+971 4 427 5401**

Email: **info@aztech.ae**

Website: **www.aztech.ae**

# ABOUT AZTECH

## TRAINING & CONSULTANCY

A leading international provider of training, seminars, and learning solutions. We offer Strategy, Management & Leadership Development Programs, Functional & Technical Seminars, Customised In-house Programs, and Business Consultancy for Performance Solutions.

## CONTACT US

We will help you find the right programme for your needs with content overviews and information about what to expect

Call us now on: + 971 4 427 5400

Send us a fax: + 971 4 427 5401

Send an e-mail: [info@aztech.ae](mailto:info@aztech.ae)

## VISIT US ONLINE

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## AZTech Training & Consultancy

P.O. Box: 74716, Dubai, United Arab Emirates



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