



Strategy Courses

Strategy, Risks, Negotiation & Leadership

Leaders determine strategies and strategy is developed and agreed by leaders. However, as no one can accurately forecast the future, leaders must also manage risks – gauging the probability and impact of different actions. Leaders alone are unable to enact strategies: they must inform and influence employees to carry out their part and deliver desired outcomes. Management, leadership and strategy are all inter-related, requiring ‘hard’ skills of financial forecasting together with ‘soft’ skills of persuasion and negotiation.

Strategic Planning, Management Control & Effective Budgeting

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.

Advanced Strategic Management

In Advanced Strategy Management we take you through the process of effectively designing and implementing a strategy that does what it promises. This program has been developed to put you among the 30% of leaders who know how to implement strategy and can successfully turn this strategy into superior results. We take it one step further than the traditional strategic programs.

Aligning Learning with Business Strategy Seminar & Workshops

In aligning learning with business strategy to ensure competitive sustainable growth. By attending this training course, you will master techniques to understand the strategic importance of organizational development, focus development options in order to add value and demonstrate return on investment, identify and develop your key personnel, as well as increase overall performance in your organization. Having highly developed people in line with a clear business strategy becomes a unique differentiator in the ever competitive market you may operate in.

This training course consists of a combined seminar and workshops format. The training course will function as the grounding of the knowledge and theoretical aspects of the training course and the workshops will involve more practical aspects of the topics covered. This training course is essential for anyone who is responsible for or has an active interest in developing people in line with the business strategy of the organization

Key Performance Indicators & Optimization

Key performance Indicator' (or KPI) is a metric which is one of the most important indicators of the current performance level of an individual, department and/or a company in achieving goals.

The Essentials of Leadership

Successful leadership is about acting and thinking like a leader, activating your best self and unlocking potential in others. So to define purpose, build credibility and exercise influence, start by asking hard questions about who you are and what you stand for.

Leading Strategic HR Transformation

HR professionals how they can contribute to the business at strategic level and become a true strategic partner. It will give delegates the skills and knowledge to make the transition from a service provider to a strategic partner – to make sure the organization meet the general business conditions and achieve stakeholder expectations.

HR Transformation is about driving business results and hence this course will help delegates deliver more than just basic administration but more on transformation efforts designed to improve HR functionality and services that will align to corporate goals and strategies like quality, productivity, internal and external customer satisfaction.

Strategic Planning, Development & Implementation: Strategic Planning Professional

Strategic planning, as it has been practiced, has really been strategic programming, the articulation and elaboration of strategies, or visions, that already exist. When companies understand the difference between planning and strategic thinking, they can get back to what the strategy-making process should be: capturing what the manager learns from all sources (both the soft insights from his or her personal experiences and the experiences of others throughout the organization and the hard data from market research and the like) and then synthesizing that learning into a vision of the direction that the business should pursue.

Strategy Excellence: from Strategic Vision to Tactical Execution

This highly informative training 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.

Leading & Managing through Strategic Planning & Innovation

In this comprehensive two week training course, 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 organization. This starts with defining a clear strategic vision – setting out the leadership team's strategic intent for the organization 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.

Smart Leadership: Achieving Strategy through Leadership & Innovation

Effective strategic leadership practices can help firms enhance performance while competing in turbulent and unpredictable environments. The purpose of this paper is to describe six components of effective strategic leadership. When the activities called for by these components are completed successfully, the firm's strategic leadership practices can become a

source of competitive advantage. In turn, use of this advantage can contribute significantly to achieving strategic competitiveness and earning above-average returns in the next century.

Exploiting Change

Due to changing technology, economic pressures, and evolving demographics, a significant change ahead for business in their organizational strategy and management of employee's .At Strategic Discipline means establishing essential meetings to gather vital information from your customers and employees.

Integrating Strategic, Operational & Tactical Leadership for Outstanding Performance

This course provides professionals with the knowledge, skills, and attitudes required to achieve outstanding organizational 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 organizations.

The Director as a Strategic Leader

The Director as Strategic Leader programmer provides you with knowledge and techniques to determine a clear, strategic direction for your organization and implement strategic actions. It will help you better understand the corporate dynamics of top management teams and allow you to constructively reflect on your personal approach to leadership.

Managing & Measuring Training

This dynamic Managing & Measuring Training course will provide you with the essential knowledge and skills to gain greater strategic value from ROI in training and development. The focus of the training course will be the analysis and alignment of business objectives to create efficient financial budgetary control to achieve the maximum ROI. You will also learn how to produce an effective business case utilizing evaluation data and other sources of business analysis. This is an essential training course for those who wish to be more effective and efficient with the financial control of creating, measuring and managing training budgets and interventions.

Effective Organizational Leadership

Emotional intelligence has become increasingly popular as a measure for identifying potentially effective leaders, and as a tool for developing effective leadership skills. Despite this popularity, however, there is little empirical research that substantiates the efficacy of emotional intelligence in these areas. The aim of the present paper was to explore the relationship between emotional intelligence and effective leadership.

Strategic Crisis Management

Just a few years ago crisis management was a virtually unknown term. Now it is a PR flavor of the month. Much of this new-found popularity resulted from a wave of highly publicized catastrophes in the late 1980s — Bhopal, King's Cross, Piper Alpha, Lockerbie and the Exxon Valdez — followed by a number of public relations firms cashing in on corporate fear ('what if it happened to *you*?...') and adding "crisis management" to their stable of skills.

Leadership & Strategic Impact

Adopting the strategic leadership perspective, we develop a theoretical model of the impact of CEO and top manager leadership styles and practices on organizational learning. We take a fine-grained look at the processes and levels of organizational learning to describe how strategic leaders influence each element of the learning system. Researchers have implicitly assumed transformational leadership approaches to organizational learning. We challenge this conventional wisdom by highlighting the value of transactional leadership as well.

Strategy and Strategic Planning

Strategic planning, as it has been practiced, has really been strategic programming, the articulation and elaboration of strategies, or visions, that already exist. When companies understand the difference between planning and strategic thinking, they can get back to what the strategy-making process should be: capturing what the manager learns from all sources (both the soft insights from his or her personal experiences and the experiences of others throughout the organization and the hard data from market research and the like) and then synthesizing that learning into a vision of the direction that the business should pursue.

Reputation Management & Strategic Communications

Organizations with strong reputations do better financially, attract and keep talent at lower costs, have lower costs of capital, and more easily gain support from stakeholders. Organizations that do not manage their reputation have it managed for them by competitors, critics or others. Reputation is the perceptions of your organization in the minds of stakeholders. In this highly interactive 5-day training course you will learn how reputation management combines elements of strategy, management, marketing, customer service, communications, and human resources. The process of reputation management involves aligning the goals, values and behaviors' of your organization to build credibility and trust among stakeholders.

IT Strategy & Architecture Principles and Practices

Continual rapid evolving changes in technology and increasing pressure from shareholders are causing evolution of top leaders and board members to reflect on their business models and systems. Executives and IT leaders must synchronise their strategies and expectations to achieve the speed and agility required to adapt to market changes and to take advantage of opportunities. Any IT Strategy and Architecture must remain focused on its core objectives and cost efficiencies with the IT initiatives.

Developing & Implementing Strategic Marketing Plans

In this course delegates will learn the structured process of how to build a marketing plan customized for their situation. They will find out how marketing planning works, how they should develop their ideas and document them in a marketing plan.

They will become competent in developing a marketing plan by going through a number of stages of the marketing planning process. They will work with practical checklists at each stage that enables them to formulate the right questions.

They will master the key elements of a complete marketing plan which includes strategies for products, pricing, promotion and distribution channels.

HR Metrics & Analytics

HR metrics is the data used to quantify the **cost** and the impact of talent management programs and HR processes, and measure the success of HR initiatives. Metrics add value to organizations by providing the information required to make the best decisions about their talent.

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The Essentials of Leadership

Leadership doesn't only rest exclusively in the hands of the leader. To get your business going, you have to get your people on board. Your new non-verbal communication skills, such as presence and body language, will motivate and inspire people to achieve their best. You will also create an awareness and expansion of your repertoire as a leader. Connect, inspire and motivate your team by having your message congruent with your body language and voice.

Strategic Leadership

Strategic Leadership is the ability to influence others to voluntarily make decisions that enhance the prospects for the organization's long-term success while maintaining long-term financial stability.

Management & Leadership Courses

Advanced Teamwork & Cooperation Skills

This Management & Leadership training 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.

Goal Setting, Planning & Decision Making

This Management & Leadership training 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 training 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 training course focuses on using productive practices allowing for effective and efficient management of work and making changes and continuous improvements in the organization.

Simplification of Work Processes & Procedure

This training 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.

Negotiating & Dispute Resolutions

This training 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 recognize and counter them.

This training 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
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Strategy, Risks, Negotiation & Leadership

Leaders determine strategies and strategy is developed and agreed by leaders. However, as no one can accurately forecast the future, leaders must also manage risks – gauging the probability and impact of different actions. Leaders alone are unable to enact strategies: they must inform and influence employees to carry out their part and deliver desired outcomes. Management, leadership and strategy are all inter-related, requiring ‘hard’ skills of financial forecasting together with ‘soft’ skills of persuasion and negotiation.

This training course addresses all aspects and is therefore relevant for senior managers and middle managers, all of whom need the support and enthusiasm of colleagues to achieve great results.

Strategic Planning, Management Control & Effective Budgeting

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.

Best Practices in Multisite Operations

Whether you work in the oil & gas industry, process industries, network service providers, hospitals or hotels, what all these have in common is multi-shift operations. For a facility to operate safely and efficiently 24/7, it is necessary to apply best practices to shift working. 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. What are needed are a way of working that fosters common goals and a seamless flow of information, processes and products throughout your operation.

This training course will reveal how the world's most successful companies manage multiple-shift 24-hour operations. In order to succeed in today's highly competitive global

economy; all 24-hour operations must continuously improve to deliver world-class people and process performance. This requires highly motivated and skilled shift supervisors and managers, who are capable of getting the very best from all of the resources available to them, crucially ensuring that the needs of the shift teams are met in terms of personal well-being, the personal development of excellent operators and team development.

Advanced Strategic Management

Advanced Strategic Management expands the theoretical base, established in the Introduction to Strategic Management course, to examine phases two and three of the strategic management process –Strategy Formulation and Strategy Implementation. The Strategy Formulation segment examines the distinction between Business and Corporate level strategy requirements as well as the need to ensure the chosen strategy meets society’s ethical, social responsibility, and environmental sustainability expectations. As part of the Implementation phase, the course stresses that superior strategy execution is another path to gaining competitive advantage. Coupled with this is the need to ensure the strategist develops the confidence to make decisions and develop sound justifications to support one's thinking. To this end the course utilizes a number of case studies and an expanded business simulation that incorporates the development of strategic plans.

The Complete Course on Management

This training course presents an in-depth appreciation of the principles of effective management and the practices that generate employee engagement and team productivity. Through the process of self-study, education and reflection on experience, this training course will enable delegates to widen their understanding of the Manager’s role and apply practical strategies that will deliver immediate impact and improvement.

Masterful management is the foundation that underpins all successful organizations. This interactive training course will enable participants to become the ‘*Communicating Manager*’ who instructs and listens; the ‘*Managerial Leader*’ that directs and inspires, the “*Problem Solving*” manager who generates solutions and the ‘*People Developer*’ who enables and empowers their people to peak performance.

This training course will feature:

- An evaluation of personal management style and its impact on performance
- Techniques to effectively manage conflict in the organization
- Creating a “can-do” ethos and a climate of continuous improvement within the team
- Pragmatic tools to effectively manage self and others to exceptional performance.
- Recognizing and appreciating and harnessing the power of diversity.

The Complete Course on Management & Leadership

This intensive 10-day training 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 organizational success and progresses to consider the transitional skills and competencies that make great leaders. Central to the training course 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 training 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

The Complete Course on Leadership

This dynamic Management and Leadership training course presents a high level appreciation of the principles and practice that underpin great leadership. This training 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 organizational 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 training 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

Aligning Learning with Business Strategy Seminar & Workshops

This training course will greatly improve your knowledge and skills in aligning learning with business strategy to ensure competitive sustainable growth. By attending this training course, you will master techniques to understand the strategic importance of organizational development, focus development options in order to add value and demonstrate return on investment, identify and develop your key personnel, as well as increase overall performance in your organization. Having highly developed people in line with a clear business strategy becomes a unique differentiator in the ever competitive market you may operate in.

This training course consists of a combined seminar and workshops format. The training course will function as the grounding of the knowledge and theoretical aspects of the training course and the workshops will involve more practical aspects of the topics covered. This training course is essential for anyone who is responsible for or has an active interest in developing people in line with the business strategy of the organization.

This training course will feature:

- The strategic role of training in organizational development to ensure competitiveness, business alignment and strategy
- How to develop your personnel, in particular your high performers and talent
- The methods employed to ensure sustainable development whilst ensuring value for money
- Development options and methodologies that can be employed and demonstrated

- The key areas to communicate to ensure business alignment and buy-in are achieved.

Achieving Administrative Excellence

Administrative professionals are highly valued for their ability to wear many hats, cope with high-level responsibilities, and work with both speed and accuracy. Organizing all the pieces and parts of your professional life – from work spaces to meetings to travel plans, as well as keeping executives organized, takes a huge range of skills and attributes.

This interactive training course tackles both the practical know-how you need to give you an edge in a busy multi-faceted role, as well as the mind-set, confidence and calmness to manage yourself, your work and your working relationships.

This training course will feature:

- Managing your time more effectively for increased productivity
- Understanding the secrets and pitfalls of effective communication
- Building a effective working partnership with your boss
- Managing your emotions, stress and motivation levels
- Essential skills for organizing any project, meeting or event

Key Performance Indicators & Optimization

This training course enables you to implement or upgrade measurement systems in your department or organization. The training course links activity with strategy through success factors and performance measures. The training 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 organizations 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 training course will feature:

- Integrating performance measures in strategic and operational management systems
- How to link Strategy to Operational Activities
- 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

New Leaders Development Program

Organizations need leaders – and not just in top executive positions. Leaders are people who have the vision to see what needs to be done, and to motivate and energize people to perform excellently. With strong leadership skills in place at all levels of your organization, it will be much easier to build a strong, respected and prosperous business.

However, developing people with leadership potential is not always easy. To ensure your business's continuing performance, you need to develop these people and nurture their leadership potential – it's a potential that's far too valuable to waste.

Leading with Confidence

This Management and Leadership training 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 training course is designed for people who wish to boost their confidence and assertiveness so that they can lead people more effectively.

This training 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

Building Task Leadership Skills

This training course 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 training 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

Managing Multiple Tasks, Priorities & Deadlines

Are you under pressure from an ever-growing task list, conflicting demands and constantly changing priorities? Productive working practices are valuable skills in today's work environment. Competition is intense and companies need people who can organize their time effectively, collaborate with others to achieve goals, and who constantly strive to better meet customer and stakeholder needs.

This popular training course will support you to develop practices and techniques to manage this pressure proactively, allowing you to meet deadlines and deliver against your objectives. You will also develop skills in working well with others to ensure success.

This training course will feature:

- Managing assigned tasks effectively
- Evaluating and establishing priorities to meet crucial deadlines
- Effective planning and project management techniques
- Task leadership and collaboration skills
- Influencing and stakeholder management skills

The Essentials of Leadership

Leadership doesn't only rest exclusively in the hands of the leader. To get your business going, you have to get your people on board.

You will learn new perspectives and techniques to reach your highest personal and professional potentials as a leader, including how to build trust, manage conflict, use positive emotions for successful decision-making, and implement effective time management. Your new non-verbal communication skills, such as presence and body language, will motivate and inspire people to achieve their best. You will also create an awareness and expansion of your repertoire as a leader. Connect, inspire and motivate your team by having your message congruent with your body language and voice.

The Essentials of Leadership & Management

This Management and Leadership training course aims to encourage effective, collaborative methods of leadership and management. This comprehensive training 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 training course focuses on tactful leadership practices that are effective in any business.

This training course also offers a comprehensive overview of good management practice for those new to supervision. This training 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 training course 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

Leading with Ethics and Compliance

When it comes to organization behavior we should look to our leaders to lead on ethics & compliance and take responsibility for organizational behavior. Philosophers have been discussing this aspect of ethical leadership for centuries but the topic is relatively new in the world of corporate training.

Leaders who lead ethically are role models, communicating the importance of ethical standards, holding their employees accountable to those standards, and crucially designing environments in which others work and live. Ethical leadership has been shown to cause a host of positive outcomes, and to reduce the risk of many negative outcomes. Leadership may therefore be the most important lever in an ethical system designed to support ethical conduct.

So, does Leading with Ethics & Compliance matter?

In major ways.

Followers who rate their leader as ethical have more favorable job attitudes such as job satisfaction and commitment. They are also less likely to leave their organization. This is because followers are attracted to ethical role models who care about them, treat them fairly, and set high ethical standards.

Ethical leadership is also associated with more helpful behavior from employees, perhaps because ethical leaders model helpful behavior. Ethical leadership also reduces deviant or

unethical behavior in followers. Again, ethical leaders are role models, and followers learn how to behave by observing them

When unethical acts do occur in the social environment, employees who have an ethical leader are more likely to report the wrongdoing to management because ethical leaders create a psychologically safe environment and are trusted to handle reports fairly and with care.

Communication, Coordination & Leadership

This highly practical leadership training 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 training 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

The Management Essentials

Management Essentials for Developing Leaders equips new managers and technical experts with the essential management skills and strategic perspectives needed to succeed in today's business world. In one week, Darden's top-ranked faculty impart wisdom on core topics associated within the MBA degree, enabling participants to return to their organizations with a broad, solid base of fundamental knowledge, ideas and approaches

Leadership for Administrative Professionals

Administrative professionals have a unique role in the everyday operations of a company. As an administrator, others will look to you for support. To be successful as an administrative professional you don't just need excellent management skills for handling multiple tasks and meeting deadlines, but the more subtle arts of leadership.

The Leadership for Administrative Professionals training course, will enhance your leadership skills and enable you to influence and benefit those around you with your enthusiasm and personal example, with your clarity and vision and with your clear, confident and considerate communication. No matter what your job description, with honed leadership skills, you can definitely 'do more, be more and achieve more' for yourself and your company.

This training course will feature:

- The inner and outer dimensions of effective leadership
- Building a positive, motivated and focused team
- Communication techniques and strategies for every person and every situation
- Getting results through effective time management and team work
- Creativity, problem solving and decision making tools.

Strategic Planning, Development & Implementation: Strategic Planning Professional

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 and your organization's strategic thinking and 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

Competency-Based Management

Competency- based human resources planning serves as a link between human resources management and the overall strategic plan of an organization. Competencies are defined as observable abilities, skills, knowledge, motivations or traits defined in terms of the behaviors needed for successful job performance.

Competency-based management supports the integration of human resources planning with business planning by allowing organizations to assess the current human resource capacity based on their competencies against the capacity needed to achieve the vision, mission and business goals of the organization. Targeted human resource strategies, plans and programs to address gaps (e.g., hiring and staffing; learning; career development; succession management; etc.) are then designed, developed and implemented to close the gaps.

Behavioral Management and Emotional Intelligence

Have you ever wished that you will be a happier person and a more impactful leader? In this highly interactive management training course, you will develop the art and science of managing yourself and managing others. You will learn the latest scientific breakthroughs on the science of managing your emotions. Leaders who can touch the hearts of their employees will help their organizations achieve the required goals and become more productive managers.

This training course will feature:

- Insights into emotional intelligence
- Importance of behavioral management
- Handling conflicts
- Key leadership skills for workplace success
- Managing pressure in the workplace

Strategy Excellence: from Strategic Vision to Tactical Execution

This highly informative training 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 training course will feature:

- The essential differences and commonalities of strategy and tactics
- Operational level campaign planning, the techniques and processes for creating the organization, 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

Smart Leadership: Achieving Strategy through Leadership & Innovation

This highly popular leadership training 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 training course will feature:

- Learning the foundations of Smart Leadership
- Creating a Culture of Innovation
- Using multiple intelligences to create Innovation
- Identifying and motivating creative people
- Leading a creative process for developing innovation

Leading & Managing through Strategic Planning & Innovation

In this comprehensive two week training course, 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 organization. This starts with defining a clear strategic vision – setting out the leadership team's strategic intent for the organization 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.

This training course is designed for current and potential strategic leaders and first line managers at all levels of medium to large organizations. The content and delivery style are suited

to professionals responsible or likely to become responsible for developing and leading strategy for organizations, business units and functional teams in the public or private sector

Safety Leadership in the Oil and Gas Industry

This training course has been specifically designed to equip technical and supervisory personnel in the oil and gas sectors with the knowledge, skills and understanding to become effective Safety Leaders in this critical, high hazard industry. On the training course, you will learn about utilizing management and leadership techniques to control your team, your work environment; identify and control risks and hazards, as well as create a climate and culture for improved safety, using behavioral safety competencies and techniques. This training course is essential for those operating and working in high hazard and critical safety operations.

This training course will feature:

- Using supervisory, management and leadership criteria applicable to Safety Leadership
- Interpersonal and behavioral safety techniques to improve overall safety
- Risk and hazard analysis to prevent incidents and accidents, and the correct procedures to handling these
- Help create, adapt and improve the safety climate and culture of the organization

Effective Self Management

This management training 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 optimize 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 fulfillment of their fullest potentials.

This training course will feature:

- Identification of your emotional blind spot to reduce conflict and stress
- How to optimize your health and energy to fulfill 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 priorities your goals

Project Appraisal & Analysis

Project appraisal is the process of assessing, in a structured way, the case for proceeding with a project or proposal, or the project's viability. It often involves comparing various options, using economic appraisal or some other decision analysis technique. Workplace Innovation & Productivity Skills 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 organization. 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 realize your strengths and fulfill your true managerial leadership potential.

This training course will feature:

- Creating an agenda to take full responsibility for your life and your success
- Creating value to the organization through increased personal productivity
- Managing conflict constructively and fostering a collaborative culture
- Building a personalized blueprint to enhance your professional reputation
- Being proactive to lead and initiative action

Effective Negotiation, Persuasion & Critical Thinking: The Professional Negotiator

This highly popular training 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 training 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.

This training 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

Leading with Excellence

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 course.

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 course.

Women as Leaders

Women's inclination toward a holistic, self-reflective approach could explain why female employees define leadership differently than some men do. Sixty-five percent of women (versus 56 percent of men) said they view leaders as those who share their knowledge and connect with their colleagues to help the team and the business. When women bring this attitude into managerial roles, it may actually make them stronger, more-effective leaders, He said. However,

despite their advantages, Saba's survey found that only 60 percent of women said they feel that they are leaders based on their participation in their business.

Women may not always realize how poised for success they are in leadership roles, but their potential and abilities are undeniable. Business News Daily asked female leaders to share their thoughts on women in power.

Knowledge Management for the Oil & Gas Industry

Every successful industry is in agreement that attracting, retaining and fully utilizing talented staff is a key management function – but how to do it? This practical training course 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 training course will feature:

- Ways you can significantly improve your recruitment to attract and select higher caliber 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

Effective Time, Task & Work Planning

This Management Training 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 training 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 prioritize 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 training 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

Successful Planning, Organizing & Delegating

This highly beneficial training course will help delegates to understand the importance of planning and how the most successful organizations deliver high performance outcomes. This training course is a must for all professionals as good planning is an essential skill that can be readily applied to the complex and ever-changing environment in which all of today's organizations are operating.

The training course content addresses organizational issues such as the impact of change on strategic planning, how to manage risks and make best use of resources. Furthermore, it helps delegates to explore the impact of individual management behaviors on both developing and implementing plans and to understand themselves better.

This training 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

The Leadership Journey

It isn't always easy to change leadership hats or to alter the way you assess a business problem. Under pressure, most executives fall back on the management style or approach that worked in the last crisis they faced. But old approaches rarely work in new and demanding situations. Just ask Leonard Schaeffer, chairman and CEO of WellPoint Health Networks, one of the country's largest and most successful managed-care companies. In this account, he describes how he consciously adopted three very different styles of leadership at critical points during his 30-year career, depending on the business challenges at hand. Schaeffer headed up the U.S. Health Care Finance Administration during the Carter years--and led the charge toward more efficient work practices at that agency. Then he transformed Blue Cross of California from a floundering bureaucracy losing close to \$1 million each day into a strong public company, WellPoint. The dire circumstances at Blue Cross had dictated that Schaeffer initially be an autocratic leader, which he considers the managerial equivalent of being an emergency room surgeon--forced to do whatever it takes to save a patient's life. But as the company rebounded, the CEO shed that "any decision is better than no decision" style. He has become participative, hands-off leader-setting strategies and goals from above but letting WellPoint's line managers and executives figure out how best to achieve those goals. Most recently, Schaeffer has turned into a reformer--a leader who works with one foot outside the company to spur changes in health care and society. There are pitfalls in switching leadership styles, Schaeffer admits, but this flexibility is necessary for realizing corporate- and personal-success.

Performance Measurements, Continuous Improvement & Benchmarking

This Management & Leadership training 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 training 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

The Effective Shift Team Leader in the Oil, Gas and Petrochemicals Industries

This training course has been developed for the Shift Team Leader working in the hazardous E&P oil, gas and petrochemical industries. Shift Team Leaders play a vital and integral part of the whole operation providing the balance between direct management and the remaining workforce. To ensure that operations run smoothly 24/7, throughout the year, the

operational importance of this critical role should not be underestimated. Personnel undertaking this role need to be developed correctly to ensure that they are equipped with the right skills, competencies and knowledge to make a difference.

On this Petro Knowledge training course, delegates will learn about the importance of their role, how to manage and lead others, problem solve, allocate resources effectively, lead and manage their teams as well as develop team members to achieve their best performance. The training course will be conducted in two parts, with the first three-days focusing on the theory as well as workplace aspects, with the last two-days utilizing leading experiential techniques to ensure practical and real learning is put into practice. In addition, the delegates will undergo two psychometric profiling assessments to further enhance their development and understanding. This course is essential development for any Shift Team Leader in the industry.

This training course will feature:

- The importance of the Team Leader role for organizational success
- Your own self-awareness to manage yourself and others
- The analyzing of risks and problems and providing effective decisions
- How to manage people through excellent interpersonal skills and communication techniques
- Methods developing increased performance management
- Developing people and increasing your team performance

Management Skills & Techniques

This comprehensive 10-day training 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 training course focuses on using productive practices allowing for effective and efficient management of work and making changes and continuous improvements in the organization.

This training 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

Advanced High Performance Leadership

This 10 day intensive training 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 training 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 training course feeling recharged and confident to lead others back in your organization.

This training 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

Exploiting Change

Businesses, organizations and their senior executives need foresight and adaptability to operate successfully in rapidly changing and highly competitive conditions. No sooner are current conditions understood and mastered, that the strategic and competitive situation has evolved and there is a need for new forecasts, strategies, and actions.

This highly engaging training course will provide the concepts, competencies, and tools to conduct strategic forecasting and decision-making on a continuous basis so organizations can exploit change for strategic success, leverage opportunities, and defend against risks and threats. The training course also provides the tools to set up a strategic forecasting and decision-making capability in any type of organization.

This training course will feature:

- Appreciation and understanding of change, uncertainty, risk, threats, and opportunities
- Concepts and methods to assess the internal and external environments of companies and organizations
- Concepts and tools to generate and analyze future scenarios
- Concepts and tools to generate competitors' and opponents' likely strategies and options
- Concepts and tools to create and manage a corporate forecasting and strategic decision-making capability

Writing Effective Policies & Procedures

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 organization and consider issues such as compliance, language, and organizational culture. It is important to enhance this skill set because all business activities (public and private sector organizations) 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

Improving Productivity & Employee Engagement through Effective Frontline Leadership

This comprehensive training course in London 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 organization. It examines the evidence of why engagement matters and how to build it into the organizational 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 behaviors 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 training course will feature:

- Awareness and application of the values embedded in employee engagement
- The fundamental cognitive, emotional, and behavioral 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 organizational engagement
- The role of front line leadership at the point of interface between organization and employees

The Leadership Challenge

The Leadership Challenge is a global campaign to liberate the leader in everyone. We believe that teams, businesses—and even the world—get better when ordinary people enable those around them to achieve extra-ordinary things.

Integrating Strategic, Operational & Tactical Leadership for Outstanding Performance

This course provides professionals with the knowledge, skills, and attitudes required to achieve outstanding organizational 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 organizations.

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

Advanced Communication & Interpersonal Skills

This highly interactive training 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 training course will explore behavior, communication and leadership styles.

Excellent communication is essential for the creation of a highly effective and productive organization. Even though we have sophisticated means of communication with each other, rarely to 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 training course will feature:

- Practical solutions to work related issues through Neuron-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 enhanced leadership skills
- A greater understanding of the behavioral traits of you customers, colleagues and social network

The Director as a Strategic Leader

The Director as Strategic Leader program is designed to provide you with knowledge and techniques which will enable you to determine a clear, strategic direction for your organization and implement strategic actions. It will help you better understand the corporate dynamics of top management teams and allow you to constructively reflect on your personal approach to leadership.

- Strategic thinking at a corporate level
- Gaining and sustaining competitive advantage
- Identifying your organization's development needs
- Strategic leadership in the private, public and not-for-profit context
- Navigating due diligence, corporate finance, private equity, corporate governance and the market for corporate control
 - Assessing the systemic nature of strategic interventions and the management of change
 - Understanding the nature of authority and power in strategic leadership
 - Your leadership journey: how it shapes you and how you can shape it.

Managing & Measuring Training

This dynamic Managing & Measuring Training course will provide you with the essential knowledge and skills to gain greater strategic value from ROI in training and development. The focus of the training course will be the analysis and alignment of business objectives to create efficient financial budgetary control to achieve the maximum ROI. You will also learn how to produce an effective business case utilizing evaluation data and other sources of business analysis. This is an essential training course for those who wish to be more effective and efficient with the financial control of creating, measuring and managing training budgets and interventions.

This training course will feature:

- Dealing with issues related to the management of the training budget and potential compromises impacting on the 'training spend'
- Ensuring that proposed training programmes are relevant and the business case to support planned expenditure can be made
- Budget and financial planning methodologies, systems and processes.
- Monitoring and evaluation metrics and data analysis
- Demonstrating that ROI has been achieved

Advanced Communication & Problem Solving

This highly interactive training 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: behavior; 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 organization; 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 organization to deserved success.

This training course will feature:

- The psychology of personality and how this influences the solutions we select ensuring greater understanding of the behavioral 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

Effective Organizational Leadership

This interactive leadership training course will enable professionals to understand and develop the key competencies they require to function efficiently and effectively at the three levels of organizational 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 organization can grow and achieve outstanding success.

This training 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 organization.
- 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 organization'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.

The Total Leader

Do you need to develop and create essential skills for top quality successful management? During five intensive days, participants will examine in detail their personal style of leadership management through a variety of models, tools and processes. In today's fast-changing environment, moving into leadership at an executive level demands special skills. This training course is designed to equip leaders, and strengthen their leadership skills and establish positive, healthy interpersonal relationships through transformational leadership techniques. This new vitality, together with team empowerment and motivation will ensure you become a dynamic and successful Total Leader.

Training Course Objectives

By attending this training course, you should achieve these goals:

- Analyze 21st Century Management strategies
- Develop dynamic effective inter-personal communication skills
- Apply personal empowerment and team Motivation
- Practice & learn how to be pro-active in every situation
- Create an on-going action plan for success

This training course is suitable for middle and senior managers who have responsibility for divisional or organizational success, as well as consultants and professionals who support them. For example:

- Staff who wish to develop leadership qualities
- Individuals with identifiable leadership potential
- Staff personnel already being groomed through the leadership ranks.
- Individuals who wish to enhance their leadership management skills
- Those who are able to be empowered for top quality leadership management

Advanced Problem Solving & Decision Making

This advanced management and leadership training 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 organization. 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 organization to deserved success.

This training 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

The Three-Dimensions of Leadership

This leadership training 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 ‘ $E=MC^2$ ’ 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 training 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

Leadership, Influence & Trust

This highly popular leadership training 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 impassive 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 training course designed to promote effective leadership and influencing skills among management personnel.

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

This training 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

Effective People Skills

This compelling training 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 training 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

Leadership Best Practices

Almost every employee or team member can remember that one special boss in their career who was the role model of a leader, always commanded respect, and was able to get the most voluntarily from everyone all the time. Every entrepreneur and business executive I know wants to emulate that boss, but most can't even describe the attributes required. They know these exceptional leaders seem to have a way of finding and enticing the best people into the organization, getting exceptional performance out of them, and fast-tracking their careers both inside and outside the organization

Achieving Leadership Success through People & Innovation

Get ready to recharge yourself with new energy to propel your career, increase job satisfaction, and add greater value to your organization. This training course 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.

Managing & Leading in a Multi-Cultural Workplace

This highly participative training 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 training course for any manager or leader working in a multi-cultural workplace.

This training 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

IT Leadership Seminar

This seminar is designed to provide practicing or potential leaders with the knowledge and skills required by the role. This leadership program enables your leaders to critically explore the key idea that the most important function of a leader is to help their people move through the stages of team development.

It will cover all the critical competencies necessary in effective leadership. It runs like a 5 day Leadership master class.

Highlights of this seminar are:

- Communicate effectively throughout the organization
- Balance the conflicting priorities of a leadership role
- Avoiding getting stuck in 'management' functions
- Solve problems and make decisions in a structured way
- Adapt your leadership style to any situation
- Achieve results through your team

Leadership, Innovation & Enterprise Skills

If you desire to be at the cutting edge of the latest Leadership Skills and strategies, and are choosing to empower, inspire and motivate yourself into the top professional zone, then this course is for you! "Will" Smith Jr. the American actor, producer, and songwriter, who was described by Newsweek Magazine, as "the most powerful actor in Hollywood" stated that, "The relationship of talent and skill, is one of the largest misconceptions in modern society. Talent is something you are born with, but skill can only be obtained through hours and hours of hard work, perfecting your talent as a craft. This is why Talent will fail you, without skill."

This Course, Leadership, Innovation & Enterprise Skills, has been especially designed to put this Talent and Skill together, in a very powerful combination! This dynamic 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 training course will feature:

- Incisive ways to examine yourself and your strengths and weaknesses
- Dynamic development of your communication skills
- Discovering the significance of your interpersonal relationship skills
- Expanding your leadership abilities to bring about innovation and enterprise skills
- Enhancing your personal, empowerment leadership skills

The 5-day Mini-MBA Excelling in your Leadership & Business Skills

In today's competitive and volatile environment, it is increasingly necessary for organizations to identify and develop managers and leaders with a broad understanding of the issues necessary to manage effectively over a wide range of operations. This interactive training course is designed to provide managers with the necessary skills and knowledge and to prepare them for more senior responsibilities within their organizations.

While this 'Mini-MBA' does not provide participants with a MBA qualification, it does introduce participants to many of the key areas that would be covered in a formal MBA Program. The training course is designed to stretch delegates, in order to equip them with the knowledge and confidence to lead and manage in a fast moving and complex business environment.

The 5-day min-MBA is a generalist seminar and it takes into account many of the major functions and practices of a business, including:

- Leadership and Management
- Strategy and Strategic Thinking
- Business Finance and Accounting
- International and Business Culture
- Human Resource Management

Developing Personal Effectiveness with Positive Skills

This management training course encourages delegates to consider their current personal traits, habits and behaviors 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.

During this training course, delegates will understand 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 training 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

Leadership Excellence in Handling Pressure & Stress

Leadership excellence in handling pressure and stress. The awareness of the effect of relationships on performance has made organizations to work towards maintaining cordial relationships between employees, so as to remove pressure and stress and ease conversations.

Leadership, Creativity & Peak Performance

If you desire leadership at its best with creativity and peak performance, then you have chosen the right training course. This highly popular 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 training course is designed to introduce and focus on the real strategic leadership dynamics that bring peak performance success.

This training 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

Certificate in Leadership & Management Excellence

This highly interactive Management & Leadership training course 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 behavioral, management and leadership styles. Delegates will develop leadership skills based on the latest scientific findings on how 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 training course presents an opportunity for leaders to learn the management skills and leadership styles to enable them to maximize their own impact and effectiveness in the workplace, as well as giving them the insights and skills necessary to utilize the abilities of those who report to them.

This training 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

Leading Under Pressure

One of the key characteristics of a good leader is ability to deal with unexpected situations, with disappointments and frustrations, with stress and depression, with pressure and anything that the ever changing high velocity business of today brings.

What characteristics you need to have and what behavior you need to exhibit so your team follows you even in the difficult times? It all starts with 3C (Composure, Confidence, and Clarity).

Managing Employee Performance, Behavior & Attitudes

This training course explores the complex area of human behavior and performance. Essentially, Managing Performance is about getting the right things done in the right way by the right people. Accordingly, it involves directing and supporting employees in line with the organization's vision and aims, and ensuring that the organization's strategic goals reflect the needs of the business and are understood by all employees. But it also means that HR Professionals, Business Partners and Leaders need to understand human psychology, human behavior and employee attitudes.

This training course will feature:

- Understanding of human behavior
- Managing good and poor performance
- Understanding talent management & succession planning
- How to make a Performance Appraisal System Work
- Understanding the behavior of others

Decisions, Dynamics & Leadership Styles

This highly participative training course will help you to develop your leadership skills to lead others in making effective decisions. In this training course you will learn the latest breakthrough methods in the dynamics involved in effective decision making. The training 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 training 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

Certificate in World Class Business Sustainability

For the business community, sustainability is more than mere window-dressing, it is transforming the competitive landscape. By adopting sustainable practices, companies can gain competitive edge, increase their market share, and boost shareholder value. What's more, the growing demand for 'green' products has created major new markets in which sharp-eyed eco-entrepreneurs are reaping rewards. The Certificate in World Class Business Sustainability introduces the strategies and tools that companies can use to translate an aspiration for sustainability into practical, effective solutions. The focus will be on practical applications from within business in a global setting with Case Studies from around the world.

This training course will feature:

- Development and definition of Sustainability
- The driving forces behind Sustainability
- Stakeholder Expectations
- Strategies, Tools and Concepts for developing sustainability
- Planning, Strategy Development and Reporting

Strategic Crisis Management

Training leaders is a necessity for efficient strategic crisis management. ... Engaging with the private sector internationally in strategic crisis management exercises is necessary for the development of a shared crisis management culture.

Leadership & Strategic Impact

Human resources must be an equal partner in defining an organization's strategy. But compared to its financial, technology, and customer counterparts, HR strategy can feel vague and disconnected from the core mission. How can HR step up to lead? By focusing on pivotal priorities, asking clarifying questions, and following proven frameworks. In this course, award-winning HR guru, researcher, consultant and coach John Boudreau shows how to drive impact, efficiency, and effectiveness of HR investments using his HC Bridge methodology. He shows how to ask the right questions, avoid the obvious (often wrong) answers, and define the talent, relationships, and pivotal processes that will have the biggest impact on company success. Using this toolkit, you build a sustainable HR strategy that will guide your choices and keep them in line with the rest of the organization. Plus, learn how to use bottlenecks to spot priorities, and measure the impact of your new strategy.

Leadership Under Attack

There seems to be a growing state of entrenched anger around this country and world that is sparking leadership in general, and leaders in specific, to come under increasing, and often indiscriminate, attack. Ignited by competing senses of entitlement and privation since the 2008 financial crisis – as well as a pervasive lack of trust in the institutions they rely upon – consumers, investors, workers, citizens, and students around the world are feeling as if they are no longer getting what is due them. And the more entitled they feel, the louder their sometimes anonymous protests are getting.

Data Management, Manipulation and Analysis using Excel®

This dynamic and interactive training 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 training 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 training course will feature:

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

Leadership & Decision-Making in Crisis & Emergency Situations

This course will provide professionals with the knowledge, skills, and attitudes required to manage and lead teams and organizations 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 organization 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 favorable outcome for their organization, 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 organizations.
- Conducting emergency and crisis management operations

The 360° Leader - Emotional Intelligence in Leadership Pinnacle

This highly participative training course will help you develop your emotional intelligence skills to lead others and provide tips and strategies for success. This training 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 training 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

Time & Self-Management

Outstanding performance is one of the keys to success that I discuss in my book “Straight Talk for Success.” If you want to become an outstanding performer, you need to do three things. 1) Become a lifelong learner. 2) Set and achieve high goals. 3) Organize yourself; manage your time, space and stress well. I found a great article on Success.com by David Allen called “It’s Not About Time.” Mr. Allen suggests that too often we focus on managing our time when we should, in fact, be focused on managing ourselves.

Continuous Innovation & Process Improvement

This highly beneficial training 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 organizational 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 pro-active 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 training 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

Mastering Personal & Interpersonal Skills

This powerful training course focuses on mastering interpersonal skills and generating the dialogues and behaviors 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 training course.

This training course will feature:

- Building your unique value proposition for the organization
- 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 organizational environment

Reputation Management & Strategic Communications

Organizations with strong reputations do better financially, attract and keep talent at lower costs, have lower costs of capital, and more easily gain support from stakeholders. Organizations that do not manage their reputation have it managed for them by competitors, critics or others. Reputation is the perceptions of your organization in the minds of stakeholders. In this highly interactive 5-day training course you will learn how reputation management combines elements of strategy, management, marketing, customer service, communications, and human resources. The process of reputation management involves aligning the goals, values and behaviors of your organization to build credibility and trust among stakeholders.

This training course will feature:

- Discovering the drivers of your corporate reputation
- Critical evaluation of your reputation identifying any gaps in perceptions
- Mapping your desired reputation and test for organizational alignment
- Designing communications tactics to provide reputational levers
- Develop a communications strategy for reputation management

Effective Office Management

There is a need for people with strong office management skills in any business. With business processes, equipment, documentation and communication becoming increasingly complicated, managers and professional administrators need a wide range of skills to run the office effectively.

Event Management Essential

This dynamic management training 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 training course.

This training 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

Marine Pollution and Management

Marine pollution occurs when harmful, or potentially harmful, effects result from the entry into the ocean of chemicals, particles, industrial, agricultural, and residential waste, noise, or the spread of invasive organisms. Eighty percent of marine pollution comes from land. Air pollution is also a contributing factor by carrying off pesticides or dirt into the ocean. Land and air pollution have proven to be harmful to marine life and its habitats.[1]

The pollution often comes from nonpoint sources such as agricultural runoff, wind-blown debris, and dust. Nutrient pollution, a form of water pollution, refers to contamination by excessive inputs of nutrients. It is a primary cause of eutrophication of surface waters, in which excess nutrients, usually nitrates or phosphates, stimulate algae growth. Many potentially toxic chemicals adhere to tiny particles which are then taken up by plankton and benthic animals, most of which are either deposit feeders or filter feeders. In this way, the toxins are upward within ocean food chains. Many particles combine chemically in a manner highly depletive of oxygen, causing estuaries to become anoxic.

When pesticides are incorporated into the marine ecosystem, they quickly become absorbed into marine food webs. Once in the food webs, these pesticides can cause mutations, as well as diseases, which can be harmful to humans as well as the entire food web. Toxic metals can also be introduced into marine food webs. These can cause a change to tissue matter, biochemistry, behavior, reproduction, and suppress growth in marine life. Also, many animal feeds have a high fish meal or fish hydrolysate content. In this way, marine toxins can be transferred to land animals, and appear later in meat and dairy products.

In order to protect the ocean from marine pollution, policies have been developed internationally. There are different ways for the ocean to get polluted, therefore there have been multiple laws, policies, and treaties put into place throughout history.

Managing Customers for Competitive Advantage

The ability to find, satisfy and retain customers is at the very core of business success. Many organizations are skilled at marketing to find and convert new prospects. Far fewer understand how to make their customers loyal and keep them coming back year after year.

In this fast-paced course you will learn how to find and use the right information to understand what your customers want and what will delight them. When you know what drives

loyalty, the key to success is in rigorously providing what they want and looking for any changers in needs and expectations. You will learn advanced tools and techniques to grow and nurture your customer base using the best advertising of all – word of mouth.

This training course will feature:

- Identify and understand the elements of a customer relationship strategy
- Evaluate customers' needs and the triggers and motivators that are important
- Understand how to manage customer data and analyse it
- Plan a customer service programme to ensure customer retention and loyalty
- Deliver consistent service and measure and demonstrate its

Success

The Effective Supervisor

Effective supervisors are necessary in all settings where employees need guidance and supervision to complete tasks, serve customers, and meet deadlines. A skilled supervisor is an effective communicator, problem-solver and employee motivator.

High Impact Business Communication

This intensive 5-day training 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 maximizing 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 training 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

The HR Essential Skills

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 hanged 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 course.

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

Essential Skills for Oil and Gas Professionals

The Oil & Gas industry is undergoing the most significant changes that we have seen for two decades as a result of an increase in oil production and a simultaneous decrease in demand. Sustained low oil prices are changing the geopolitical landscape of the oil and gas business. The shale oil and gas revolution has resulted in the need for new business models, with many mergers in the international oil companies both upstream and downstream of the oil and gas supply chain. With the international demand for petroleum products reaching record levels, so too is the complexity of issues facing the Oil & Gas industry.

This training course provides the essential skills to build a proactive knowledge base of the oil and gas industry, as well as the necessary competencies to meet the challenges it faces.

Data Analytics for Managerial Decision Making

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

Strategic Leadership

Strategic leadership. Strategic Leadership is the ability to influence others to voluntarily make decisions that enhance the prospects for the organisation's long-term success while maintaining long-term financial stability.

The Complete Course in Risk Management

Risk Management is the way the organization balances the inevitability of risk in the pursuit of profit and objectives, with the need to protect its assets. By attending the seminar, you will be able to prepare for, and manage, in circumstances where foreseen and/ or unforeseen risks may be serious or even catastrophic. During the training course you will learn about the common shortfalls and inadequacies in the treatment of risk, as well as how to do it well. Risk management is often conducted poorly, but if applied coherently and rigorously, can contribute extensively to performance and competitiveness of operations, and the whole organization.

Strategic Purchasing & Supply Management

Building a distinctive capability in strategic purchasing is important to the achievement of relational rents. Strategic purchasing is supported by associated supply management practices such as formal socialization processes, supplier integration and supply base flexibility

Sales & Marketing Courses

Measuring Marketing Effectiveness & ROI

The marketing landscape is changing and unlike decades ago, today's marketing activities produce a plethora of metrics that can be measured and analyzed to produce significant strategic insight. This training course aims to equip delegates with practical skills and best practices they need to develop an effective marketing measurement framework for optimum business results. In addition, delegates will discover how to use proven marketing analytics to streamline their marketing efforts. Upon completion of the course, delegates will be able to identify a range of techniques they can use to determine the profitability and overall effectiveness of their marketing initiatives.

Event Management Essentials

Event management as the application of project management to the creation and development of large scale events. Unfortunately, like many things that seem simple creating a successful event requires a lot of hard work and a diverse range of skills and experiences.

Developing & Implementing Strategic Marketing Plans

Marketing strategy implementation requires a purposeful tactical marketing plan aligned with the core business growth strategies. One of the things that make Chief Outsiders unique among strategic marketing consulting firms is that we implement the programs we recommend. Implementation needs a broad perspective, which is one key advantage of working with a seasoned executive from outside.

Managing Customers for Competitive Advantage

Finding and creating a sustainable competitive advantage is the holy grail of every organization. We all ask "How can we make ourselves so different from our competitors that they simply can't compete - now or in the future?"

The problem is that in today's marketplace competition is fierce, with the window for competitive advantage shrinking as competitors quickly match each other's offering. The feature that was new and innovative last year, is old hat today. Against this backdrop some companies are looking long and hard at their customer relationships and how these very relationships may be the sustainable competitive advantage for which they have been looking.

To sustain a competitive advantage it needs to be difficult for your competitors to imitate or substitute, superior to the competitors, valuable and costly for your competitors to achieve. Managed in the right way Customer Relationships can have all these attributes. The best part is that this advantage is available across industries.

In order for an organization to even consider building strong customer relationships, customer retention needs to be a top priority that is acknowledged and supported by everyone within the organization. This will mean the difference between viewing your customers as valuable assets to be nurtured and retained or just anonymous numbers.

International Marketing

International marketing is simply the application of marketing principles to more than one country. However, there is a crossover between what is commonly expressed as international marketing and global marketing, which is a similar term. For the purposes of this lesson on international marketing and those that follow it, international marketing and global marketing are interchangeable.

Finance & Accounting Courses

Strategic Planning, Management Control & Effective Budgeting

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.

Effective Budgeting & Operational Cost Control

The effective management of budgets and operational cost is a key aspect in leading and managing organizations. Nowadays, if contemporary organizations want to stay competitive, they are urged to think, plan and act in terms of value added to customers and shareholders. Along this line, budgeting, as well as tracking, controlling & reducing cost represent essential activities to be performed and monitored as strategies get executed.

In addressing these issues, this Finance and Accounting training course is relevant for those professionals and analysts facing the difficult challenge of improving performance while reducing costs of those processes for which there are accountable.

Feasibility Studies: Preparation, Analysis & Evaluation

This intensive project management course provides professionals a firm basis to determine whether the project has sufficient merit to continue into more detailed phase. This is achieved by means of a feasibility study. A well-developed feasibility study is an essential foundation to allow project analysis and design activities to commence in a focused manner. It either refines a business case by examining the range of possible options and potential issues or forms a basis for its development.

Feasibility studies address issues that could influence the success of a potential project and assess the advantages and disadvantages of each option so they can be ranked. The end product of the study is a clear, concise report which presents the proposed project's objectives, with conclusions and recommendations for the next phase.

The Essentials of Budgeting & Cost Control

Budgeting and Cost Control is simply a must for contemporary organizations. This interesting training course help you master the most widely used internal tools for planning and monitoring activities and sustaining performance over time – Budgeting & Cost Control.

The Budgets are inextricably linked with both strategy formulation and execution. But accurate Budgets depend on Cost Control and analysis. It is essential to understand how costs behave so that realistic plans can be produced, and appropriate financial and non-financial resources can be made available to the business. Management Control builds on the budgets to understand variances and take corrective actions. This training course will allow you to master the traditional tools of budgeting and control as well as new dynamic approaches, which reflect and respond to the current complex business environment.

Spreadsheet Skills for Planning, Forecasting & Budgeting

This hands-on, practical finance & accounting training course will demonstrate how you can develop spreadsheet models to create a forecast, which can then be utilized to generate business plans and operating budgets with the use of Excel® as it is used in practice. The applications will be focused on three crucial aspects of business and financial management - strategic planning, intelligent forecasting and realistic budgeting. Delegates will learn how accessible the power of Excel® is to provide realistic forecasts and prepare flexible budgets. The impact on efficiency in planning and control and therefore return on investment for companies and/or divisions will be startling.

Project Scheduling & Cost Planning Skills

This Project Management training course focuses on how to deliver comprehensive reliable plans with time and cost estimates that gives the owner or sponsor of projects, high levels of confidence for project delivery. In addition, the plans need to be realistic with a full view of any risks faced during and after the project lifecycle.

The decision to proceed with a project is based on early, high level conceptual estimates. However, these can be wide ranging and therefore more detailed estimates need to provide the basis for the cash flow projections and schedule forecasts.

The Complete Course on Budgeting

In a highly competitive world the key to maintaining and improving profit is to increase revenue and control costs. Increasing revenue is often difficult in times of volatile market prices, making budgeting and cost control vital for the success of any organization. This highly interactive training course will provide delegates with the practical tools and techniques to enable them to prepare, manage and control budgets to ensure improved performance.

Project Appraisal & Analysis

Project appraisal is the process of assessing, in a structured way, the case for proceeding with a project or proposal, or the project's viability. It often involves comparing various options, using economic appraisal or some other decision analysis technique.

Integrating Budgeting, Forecasting & Business Planning

This finance & accounting training course will provide not only the theoretical background but also the necessary skills to build world class standards into your planning, budgeting, performance measurement and reporting system. The training course will concentrate on imparting to delegates how to learn the concepts, processes, and techniques of budgeting and business planning in order to be better able to carry out their budgeting and business planning tasks and responsibilities.

By combining techniques analysis, problems and examples with real case studies the training course provides delegates with key cost awareness and budgetary skills, which is essential in managing and controlling processes/projects in times of increasing global competition where the budgets are inextricably linked with both strategy formulation and cost analysis.

Project Scheduling, Cost Planning & Value Engineering Skills

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 highly interactive and presents knowledge through formal and interactive learning methods. The course includes individual exercises, team projects, applicable case studies and group discussions. The

material has been designed to enable delegates to apply all of the material with immediate effect at the office. In addition, the course will take delegates through the systematic step-by-step VE methodology through interactive speaker input, case studies and practice exercises. The exercises will provide participants with hands on experience of applying the techniques to a simple project and will facilitate group discussion.

Financial Boot camp for Non-Financial Professionals

Business professionals and managers in any organization rely upon financial information to enable them to effectively undertake their roles. Financial information can provide a clear picture of events that have occurred, and a sound basis for forecasting future events. It can also show whether activities are cost-effective, whether targets have been met, and can be used to measure comparative performance and profitability.

It is vitally important that managers are able to understand, interpret, and utilize financial information and reports, and can acquire the knowledge and skills to apply financial techniques to financial data, to inform logical and worthwhile decision-making.

The key elements of the course will be:

- The role of the Finance Function, in transaction recording and reporting, management control and decision-making, raising finance, internal control and risk management.
- The basic principles of financial accounting and reporting, the three main financial statements, and how they are prepared and presented.
- Review and analysis of published financial reports, and how they are perceived by various stakeholder groups.
- Management accounting procedures and techniques used in organizations to control operations and inform profitable decision-making.
- The importance of Treasury management for large multi-national organizations, and examples of how these can be used to control and manage risk.

Developing, Improving & Monitoring the Internal Audit Function

Delegates attending this finance & accounting training course will have the desire to set up or improve their own organization's internal audit function. The development, monitoring and continued improvement of a highly-integrated, internal audit function is essential for the continued financial success, stability and growth of world-class organization.

A well designed and effective internal audit system will provide verification and support that accounting and financial policies, procedures and controls are working adequate. An appropriate system of internal controls will be required for the organization to protect itself from the risk of fraud and an effective internal audit function will suggest suitable internal controls, monitor effectiveness of these controls along with other tasks that will lead to greater profitability and lower risk for the organization

Accounting, Decision Making, & Financial Communication

This Finance & Accounting training course will provide a comprehensive illustration of how accounting information is collected, recorded, how it is analyzed and presented both internally and externally, to support effective management, control, and decision making. This is important because key personnel in an organization use accounting information which is often said to be the 'language of business'; hence it is essential to understand and to be able to use this language.

This training course will also introduce delegates to the systems and structures of financial and management accounting and their value in ensuring the success of the business. Delegates will be exposed to, and enjoy an 'MBA Level' experience in terms of content, instruction, discussion, and team exercises.

Mini MBA: Accounting & Finance

The course includes a comprehensive illustration of how accounting information is collected, recorded, analyzed and presented both internally and externally, to support effective management, control, and decision making. The course offers insights into the main factors that are essential to the successful financial management of corporations, including the efficient allocation of resources, within the economic, competitive, and physical environment. The course will also put emphasis on the importance of good quality corporate governance and management of financial risks.

This course will feature:

- The finance function, and financial and management accounting systems
- The income statement, balance sheet, and cash flow statement
- Using budgets to control the business
- The relevance and importance of finance to the success of your business
- Techniques available to determine the most profitable and worthwhile

investments for your business

Certificate in Practical Finance and Accounting

This Finance & Accounting training course is designed to introduce delegates to the principles and techniques, systems and procedures, of accounting systems used by business enterprises. You will learn how financial information is collected, recorded and summarized, and then presented in the form of accounting statements to investors. You will also learn how accounting information can be used in a variety of ways to support the effective control and management of the organization. The training course will further explain how financial markets provide access to investor finance, and the range of financial products that enable business enterprises to fund their daily operations, and to grow, and manage financial risks, in compliance with investor expectations.

Finance, Risk Management & Corporate Governance

The role of risk management and corporate governance as causal factors in the onset of the financial crisis. The boom and bust in the housing market precipitated serious strains in financial markets. These strains resulted in the onset of the financial crisis in August 2007 with the collapse of the asset-backed commercial paper market. This collapse occurred because the solvency of a number of large financial firms was threatened by huge losses in complex structured financial securities. Why did these firms have such high concentrations in mortgage-related securities? Given the information available to firms at the time, these high concentrations in mortgage-related securities violated basic principles of modern risk management. We argue that this failure to apply well-understood risk management principles was a result of principal-agent problems internal to the firms and to breakdowns of corporate governance systems designed to overcome these principal-agent problems.

Project Finance & Financial Analysis Techniques for Infrastructure Projects

Infrastructure projects by their very nature require substantial capital and offer considerable benefits and risks. It is therefore essential to understand the latest techniques to analyze and finance such projects.

This comprehensive training course in London provides you with the essential knowledge and skills to analyze infrastructure projects in order to meet national and Organizational objectives in an effective and sustainable manner.

These skills will be developed through the Analysis of Infrastructure Case Studies relevant to your organization.

Fast Closing Month-End & Year-End Accounts

This finance & accounting training course provides an in-depth overview of the ‘*Fast Close*’ process, which is the ability of a modern, global organization to rapidly close the accounting books, collect, consolidate and, then publish its financial statements. The ability of a company to produce its financial statements quicker has a variety of benefits such as being able to meet strict stock exchange regulations, being able to produce more timely information for strategic decisions, reducing costs, giving more time for review of the financial statements before they are published to reduce errors or strategic information being made available to competitors. This process is an indicator of management’s ability to execute its strategic plan in light of the availability of fast, reliable financial information, and also a proxy for good, well-implemented corporate governance.

Event Management Essentials

This dynamic management training 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 training course.

HR Management

Aligning Learning with Business Strategy Seminar & Workshops

This training course will greatly improve your knowledge and skills in aligning learning with business strategy to ensure competitive sustainable growth. By attending this training course, you will master techniques to understand the strategic importance of organizational development, focus development options in order to add value and demonstrate return on investment, identify and develop your key personnel, as well as increase overall performance in your organization. Having highly developed people in line with a clear business strategy becomes a unique differentiator in the ever competitive market you may operate in.

This training course consists of a combined seminar and workshops format. The training course will function as the grounding of the knowledge and theoretical aspects of the training course and the workshops will involve more practical aspects of the topics covered. This training course is essential for anyone who is responsible for or has an active interest in developing people in line with the business strategy of the organization.

Leading with Ethics and Compliance

When it comes to organization behavior we should look to our leaders to lead on ethics & compliance and take responsibility for organizational behavior. Philosophers have been discussing this aspect of ethical leadership for centuries but the topic is relatively new in the world of corporate training.

Leaders who lead ethically are role models, communicating the importance of ethical standards, holding their employees accountable to those standards, and crucially designing environments in which others work and live. Ethical leadership has been shown to cause a host of positive outcomes, and to reduce the risk of many negative outcomes. Leadership may therefore be the most important lever in an ethical system designed to support ethical conduct.

Ethical leadership is also associated with more helpful behavior from employees, perhaps because ethical leaders model helpful behavior. Ethical leadership also reduces deviant or

unethical behavior in followers. Again, ethical leaders are role models, and followers learn how to behave by observing them

When unethical acts do occur in the social environment, employees who have an ethical leader are more likely to report the wrongdoing to management because ethical leaders create a psychologically safe environment and are trusted to handle reports fairly and with care.

Leading Strategic HR Transformation

All HR Professionals need to contribute to the organization at a strategic level and become a true strategic partner. This training course will show you how to do this and will give you the skills and knowledge to make the transition from a service provider to a strategic partner – to make sure the organization meets stakeholder expectations.

Strategic HRM (SHRM) is about attracting, developing, rewarding, and retaining employees for the benefit of both the employees as individuals and the organization. Thus, the goals of an HR Department should reflect and support the goals of the rest of the organization.

HR Transformation is about driving results, and hence this training course will help delegates deliver more than just necessary administration but more on transformation efforts designed to improve HR functionality and services that will align to corporate goals and strategies like quality, productivity, internal and external customer satisfaction.

Competency-Based Management

Competency-based human resources planning serves as a link between human resources management and the overall strategic plan of an organization. Competencies are defined as observable abilities, skills, knowledge, motivations or traits defined in terms of the behaviors needed for successful job performance.

Competency-based management supports the integration of human resources planning with business planning by allowing organizations to assess the current human resource capacity based on their competencies against the capacity needed to achieve the vision, mission and business goals of the organization. Targeted human resource strategies, plans and programs to address gaps (e.g., hiring and staffing; learning; career development; succession management; etc.) are then designed, developed and implemented to close the gaps.

Certificate in HR Administration

HR administrators often function as the first point of contact for employee enquiries and requests. This course provides a ‘best practice’ approach to the key administrative activities and on the practical application of key HR administrative activities. The course leader will provide you with the insight, knowledge and skills to manage potentially sensitive issues and situations with tact, discretion and confidence.

Gain an overall understanding of human resources as it relates to an organization’s goals and strategic objectives. You will examine the issues of human resources management and its various functions, activities and processes.

This course is especially designed and developed for HR professionals requiring specialized knowledge and skills. The course is intended for individuals who are either new or have little experience in HR, but have a keen interest in developing a career in the human resources profession. HR Administrators and Assistants will certainly benefit from attending the course.

Knowledge Management for the Oil & Gas Industry

Organization are functioning with help of system not machines, in organizational development the machine model describes different inputs for specific process into outputs, may be not accurate or useful in understanding the complexity of the functions. Similar, to eco system

rejuvenate them according to season, organizations can also rejuvenate themselves through knowledge they have already and to be created, the process to pass to others the methods to utilize in exchanging, and the relationship that they foster among them. Organization used to share and have to share knowledge to employees both internally and externally.

Writing Effective Policies & Procedures

All organizations need effectively written and strategically managed business policies. Effective written policies communicate organizational, legal, and regulatory rules to full and part-time employees, executives and board members, independent contractors and consultants, and others working on behalf of your organization.

Effective written policies provide employees with a clear understanding of what constitutes appropriate, acceptable, and lawful business behavior.

Effective written policies help employers demonstrate to courts and regulators, employees and applicants, customers and investors, the media and decision-makers, and other important audiences that the organization is committed to operating a business environment that is civil, compliant, and correct.

Through the strategic implementation of a business policy program that combines written rules with employee education supported by policy management tools, employers in all industries and professions can minimize (and in some cases prevent) potentially costly and protracted risks, while mandating appropriate business behavior, and maximizing compliance with legal, regulatory, and organizational guidelines.

Improving Productivity & Employee Engagement through Effective Frontline Leadership

This comprehensive training course in London 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 organization. It examines the evidence of why engagement matters and how to build it into the organizational 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 behaviors 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.

Managing & Measuring Training

This dynamic Managing & Measuring Training course will provide you with the essential knowledge and skills to gain greater strategic value from ROI in training and development. The focus of the training course will be the analysis and alignment of business objectives to create efficient financial budgetary control to achieve the maximum ROI. You will also learn how to produce an effective business case utilizing evaluation data and other sources of business analysis. This is an essential training course for those who wish to be more effective and efficient with the financial control of creating, measuring and managing training budgets and interventions.

Managing Employee Performance, Behavior & Attitudes

This training course explores the complex area of human behavior and performance. Essentially, Managing Performance is about getting the right things done in the right way by the right people. Accordingly, it involves directing and supporting employees in line with the organization's vision and aims, and ensuring that the organization's strategic goals reflect the needs of the business and are understood by all employees. But it also means that HR Professionals, Business Partners and Leaders need to understand human psychology, human behavior and employee attitudes.

Measuring & Maximizing Training ROI

Delegates will find the learning acquired by attending this Human Resource Management training course invaluable in carrying out their role in planning, implementing, delivering and evaluating training interventions. This Measuring & Maximizing Training ROI training course is designed to demonstrate how organizations can obtain greater value from their investment in training. The focus of the training course will be on the evaluation of training and in particular how to measure and maximize the training ROI. The training course advocates the adoption of a holistic approach to the evaluation and measurement of the effectiveness of training and will provide delegates with sufficient learning to enable them to make a convincing business case for training and the allocation of resources for training.

HR Metrics & Analytics

HR metrics is the data used to quantify the cost and the impact of talent management programs and HR processes, and measure the success of HR initiatives. Metrics add value to organizations by providing the information required to make the best decisions about their talent.

The HR Essential Skills

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 course.

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.

Compensation, Benefit Administration & Reward Management

This exciting and innovative Human Resource Management training course will utilize detailed case studies and the latest research to explain reward strategies from an administrative, strategic and human perspective. Managing reward is directly linked to performance, productivity, turnover, attitude and the overall health of an organization

Compensation, pay, benefits, salary and even praise make up what is called ‘reward’. Reward is an integral and vitally important part of the fabric of any organization, from small to large and from government to private.

Coaching, Mentoring & Career Development for Success

The demands of a competitive business environment, the emergence of a more transformative approach to leadership and the emphasis placed on employee empowerment have all resulted in a growth in the use of coaching, mentoring and other career development activities

in workplaces worldwide. An effective coaching, mentoring and career development process will include a range of techniques from communication skills, counseling techniques, human psychological processes and an understanding of human development. This course will introduce participants to the core skills of Workplace Coaching, Mentoring and Career.

This course will feature:

- Explore best practices in career development
- 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 workplace coach.

HR Skills for HR Administrators

The HR Skills for HR Administrators training course, will provide delegates with the skills and knowledge to make a valuable contribution to the success and continued effectiveness of the HR function. The subjects covered in this training course will enable practitioners to be up-to-date with the latest thinking and approaches. This includes all aspects of a modern employment policy presented from the point of view of the HR function.

This Human Resource training course should cover all aspects of the work of a modern HR unit and is designed to serve as an introduction to HR for newly appointed HR Assistants and/or as a refresher for those who are already in the HR profession.

Negotiating and dispute resolutions training:

This course provides a theoretical and practical introduction to various dispute resolution processes. It will provide an introduction to the principles of dispute management and resolution used by lawyers, with particular emphasis on negotiation, mediation and litigation

Feasibility studies:

This course provides professionals a firm basis to determine whether the project has sufficient merit to continue into more detailed phase. This is achieved by means of a feasibility study. A well-developed feasibility study is an essential foundation to allow project analysis and design activities to commence in a focused manner. It either refines a business case by examining the range of possible options and potential issues or forms a basis for its development.

Building tasks leadership skills:

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.

Project scheduling and cost planning:

This course focuses on how to deliver reliable estimates that can result in significant savings later in the project life. To develop reliable cost and schedule estimates is one of the critical management skills and is addressed in this course.

Managing multiple tasks priorities and deadlines:

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

The complete course on contacts and project management:

This course covers key aspects of project definition, planning, control and handover to ensure relevant quality within time, budget and resource constraints. It explores in detail what a contract does (and does not) require each party to the contract to do, and the consequences for both parties of any failure. It also tackles team leadership, stakeholder management and project communication

Risk Assessment & Risk Management for Oil & Gas Projects:

Because of increased pressure to deliver projects on time, within budget and with the agreed components, the need to identify, manage and control the project-based risks becomes central to success. Project Managers need to use tried and accepted techniques for managing identified risks and have access to practical strategies for dealing with issues as they emerge

Project Appraisal & Analysis:

This training course explores a range of tools and techniques which can be used to support the exploration of risk and uncertainty in the content of projects, their schedule, finances and resources. This is underpinned by consideration of a structured approach to the identification, analysis and management of uncertainty, threats and opportunities

Program Management Professionals (PgMP):

The SimplilearnPgMP training helps you improve your efficiency as a program manager and enables you to advance your organization's strategic goals. You'll learn PMI's five program management performance domains, including program strategy alignment, lifecycle management, stakeholder engagement, benefits management and governance.

Contract Excellence for Non-Legal Professionals:

This course is intended to allow professionals and managers with a background other than law or contracts to better understand the processes and issues involved with contracting, and therefore improve their overall management skills.

Best Practices in Multishift Operations:

Shift working is fundamentally different to normal day working but is essential in order to operate process plants, which are very often high volume and high risk environments. Shift working creates a very unique set of issues and challenges and the impact of any operating error can be serious and, in some cases, fatal.

.The Complete Course on Contracts Management:

Contracts Management Specialist: Certificate programs in contract management are geared towards working professionals who may not have the time or resources to commit to a full-time degree program. These certificate programs focus solely on contract topics and techniques, including contract monitoring and contract problem resolution. Some programs offer separate certificates for commercial and government contract management.

The Complete Course on Contracts & Purchasing Management:

Current and future leaders in Contract and Procurement functions are expected to be experts in world-class buying and contract practices. This two part fast paced program is designed to provide Contract and Purchasing Leadership not only with strategies, concepts, and techniques generally viewed as leading to World-Class performance in contracts and procurement activities but also to provide enthusiasm and guidance in how to "make it happen".

The Complete Course on Contracts & Project Management:

Certificate programs in contract management are geared towards working professionals who may not have the time or resources to commit to a full-time degree program. These certificate programs focus solely on contract topics and techniques, including contract monitoring and contract problem resolution. Some programs offer separate certificates for commercial and government contract management.

Contracts: Reading, Writing & Negotiating:

Contracts should clearly set out and define parties' rights and responsibilities both to each other, and to third parties. Organizations use contracts as the basis of their legal relationship, yet many legal disputes arise over their interpretation due to vague and inconsistent drafting. To meet the challenges of today's commercial environment, the skill of both understanding contracts and being able to draft them clearly and unambiguously is vital to your organization's commercial success.

Leading with Ethics and Compliance:

The Ethical Leadership report relies on information gathered by ECI for their National Business Ethics Survey (NBES) and their Global Business Ethics Survey (GBES), ECI's most rigorous study of American perceptions of ethics in the workplace, along with insights and information from leading global compliance practitioners.

Negotiating, Drafting & Understanding Contracts:

Contracts are the basic structure of all business relationships, whether they be for the construction of a major new facility, or the supply of stationery, the terms and the management of the contract itself are critical to the success of all companies. As such, contracts touch every aspect of business life, and it is important that all staff (whether directly involved in contract management or not) understand how they operate, particularly in an international context.

PPP Project Preparation & Contract Management:

Managing PPP contracts involves monitoring and enforcing the PPP contract requirements; and managing the relationship between the public and private partners. The contract management stage spans the lifetime of the PPP agreement from the effective date of the contract to the end of the contract period.

Public-Private Partnerships (PPP) Contract Management:

PPPs come in a variety of different forms, and with each, their own complexities and risks. Managing PPP contracts can be a daunting, but not insurmountable task; it does however require a breadth and depth of knowledge of the dynamics and key challenges of such contract.

The Essentials of Contracting:

This course will look at how contracts are created, and some of the main clauses that appear in contracts, together with a number of alternative contracting strategies and structures. The course will then consider methods to be used in negotiating contracts, including techniques relating to negotiating on variations and claims

The Essentials of Contracting & Contract Negotiation:

The course will help delegates to develop their ability to negotiate contracts effectively. It will equip them with a range of interpersonal skills, and appreciation of the elements of planning and objective setting in negotiations.

The Complete Course on Contracts Management:

Contracts Management Specialist: This course will help participants to have an awareness of practices in other areas and other industries, which can add significant value to their own situations. Moreover, the course will also give an opportunity to consider matters from the perspective of the other party to a contract.

Contract Excellence for Non-Legal Professionals:

This course is intended to allow professionals and managers with a background other than law or contracts to better understand the processes and issues involved with contracting, and therefore improve their overall management skills.

Leading with Ethics and Compliance:

Reinforcing ethical principles and educating employees about compliance with the law are ongoing and important responsibilities. An organization is only as ethical and compliant as its officers, managers and employees. Ethics and compliance training is helpful for encouraging appropriate behavior, setting expectations, demonstrating the organization's commitment, and informing employees of laws or regulatory principles that may not be common knowledge

Managing Contractual Liabilities:

This training course focuses on principal contractual liabilities, and how risk can be managed through the use of indemnities. It further considers how (and who is best placed to procure) insurance to fund the consequences of various liabilities occurring. It also features the use of contract provisions to reduce the risk of disputes.

Service Level Agreements:

This course highlights the importance of Service Level Agreements to meet the needs of companies that are dependent on long-term partnership arrangements with external suppliers of services in achieving strategic goals

Negotiating, Drafting & Understanding Contracts:

This highly interactive training seminar focuses on how your organization can minimize its exposure to risk, reduce costs and the potential for disputes by discussing the key aspects of understanding, drafting and negotiating contracts. It identifies how clear and concise drafting can produce greater efficiencies in your organization.

Supply Chain Best Practices:

A supply chain is a network of organizations that are involved in the different processes and activities that produce value in the form of services and products through upstream and downstream activities to the ultimate consumer.

The Complete Course on Contracts & Purchasing Management:

This course covers the skills required to lead a procurement team to world class performance. It focuses on the common “gaps” in performance that must be filled in order for Purchasing Management to provide the continuous improvements needed for organizations to meet their strategic objectives.

Warehouse Management: Strategy, Implementation & Control:

This course will enable Supply Chain Professionals to understand how to improve the operations of any warehouse by implementing lean operating processes, by intelligently managing inventory, and by establishing a performance management program that ensures continuous improvement. An effective warehousing strategy can be a powerful competitive weapon

The Complete Course on Purchasing Management:

Purchasing Management Specialist: The training course focuses on proactive management of the supply base, and how to deliver cost reduction and value improvements at the same time. It looks at methods to promote creativity and flexibility to utilize supply market knowledge and how Procurement can become a core organizational competency. It has practical action planning for implementation back in the workplace.

Tendering, Procurement, & Negotiation Skills:

This course equips you with the right tools for sourcing and procurement which are crucial in supply chain management to meet customer demand more efficiently. It explores an integrated approach incorporating spend analysis, strategic sourcing, supplier management as well as procurement optimization.

The Complete Course on Inventory Management:

This course examines the renewed emphasis on running organizations leaner, effectively and efficiently. The renewed pressure to reduce cost as well as investment, while maintaining customer service levels is essential in world-class performance. Inventory Management is still one of the least understood practices in many companies and managers often fail to see the causal link between Inventory Management and good business results

Tendering, Procurement, & Negotiation Skills:

This course explores the process of identifying, selection and negotiating with the suppliers that will help your organization to be successful. No organization can be successful without appointing the best suppliers, and ensuring that contractual agreements maximize value for money

Strategic Purchasing & Supply Management:

This training course 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. Organizations sticking to out-dated procedural and tactical approaches will be out competed by leading organizations utilizing the latest approaches and techniques to ensure that their supplier base matches their ambitions.

Warehouse Management: Strategy, Implementation & Control:

This course will enable Supply Chain Professionals to understand how to improve the operations of any warehouse by implementing lean operating processes, by intelligently managing inventory, and by establishing a performance management program that ensures continuous improvement. An effective warehousing strategy can be a powerful competitive weapon.

Technical Engineering Courses

Corrosion Control in Gas, Oil & Water:

This intensive training course examines the types of corrosion and corrosion control in the gas, oil and water industry and provides an overview of specific process descriptions, and focuses on the examination and identification of metallurgical problems in process units and methods of corrosion monitoring, control and damage reduction.

Pipeline Operations and Maintenance:

This course will provide participants with the necessary knowledge to demonstrate the principles of pipeline operation and maintenance in a mechanical and technological environment. This course has been designed to provide participants with a basic understanding of maintenance procedures, as well as the related operations of pipelines and their associated equipment

Process Plant Troubleshooting & Engineering Problem Solving:

This intensive training course is a must if your company's goals include reducing costs and preserving the lives of your employees because it delivers a wide range of pro-active, efficient troubleshooting skills. It has been proven that technical competence alone is no longer enough to ensure consistent operational performance. Excellent troubleshooting skills are considered a core competency for 'Best-in-Class' modern industrial companies

Mechanical Equipment:

Compressors, Pumps, Seals, Motors, and Variable - Speed Drives: This course will provide a comprehensive understanding of equipment operating characteristics. It will introduce delegates to essential types of mechanical equipment, including positive displacement and dynamic pumps and compressors, motors and drives and their associated systems and components.

Process Plant Optimization & Energy Conservation:

This course will provide a comprehensive review of the various aspects of process plant integrity as the essential foundation for sustainable plant profitability and optimization, and practical approach to effective energy management.

Process Equipment & Piping Systems:

This Process Equipment & Piping Systems training course is designed to provide practical aspects of the mechanical design of pressure vessels, storage tanks, thermal equipment, piping systems and fluid transport machinery. This training course will discuss the performance of these components under various operating conditions including in-depth explanation on the process of material degradation such as corrosion, erosion, fatigue and others that may lead to component failure.

Heat Exchangers:

Types & Application, Design, And Operation & Maintenance: This training course will feature the importance and relevance of the important and expensive items of equipment known as heat exchangers that are used in a wide variety of industries. It will familiarize engineers and technicians with the various standards and practices used for design, manufacture, operation and maintenance of heat exchangers.

Applied Coring and Well Logging for Enhanced Reservoir Characterization:

This intermediate course will reflect on the collection and integration of data that is required for formation evaluation and building a model of the reservoir. The key objectives of core and log

calibration will be covered to include porosity, litho logy, saturation, and petro physical rock types

Process Engineering Essentials:

This combined course focuses on the central areas of Process and Mechanical Engineering and guides the delegates in developing both fundamental and practical understandings of key issues. Process engineering is at the heart of much of the chemical, oil, gas, and petrochemical industries.

Process & Mechanical Engineering Essentials:

This intensive and combined training course focuses on the central areas of Process and Mechanical Engineering and guides the delegates in developing both fundamental and practical understandings of key issues. Process engineering is at the heart of much of the chemical, oil, gas, and petrochemical industries.

Mechanical Engineering Essentials:

The Mechanical Engineering Essentials training course will enable Technical personnel to familiarize not only with sound engineering principles, but also with other engineering techniques including inspection; monitoring and condition evaluation. This intensive training course is designed to allow individuals working in fields such as mechanical, process and petrochemical engineering, and other related fields, an opportunity to update their skills and improve their basic knowledge of modern Mechanical Engineering skills.

Rotating Equipment: Start-up, Operation, Maintenance, & Troubleshooting:

This intensive training course will introduce delegates to different types of pumps, compressors, turbines and associated equipment, such as bearings, seals, filters, separators, etc. The focus of the training course will be on the start-up and operation of these machines and their optimal maintenance, diagnostics and troubleshooting techniques.

Process Plant Troubleshooting & Engineering Problem Solving:

It has been proven that technical competence alone is no longer enough to ensure consistent operational performance. Excellent troubleshooting skills are considered a core competency for 'Best-in-Class' modern industrial companies. In the competitive world that we are living in, it is essential that we optimize our efforts to secure the desired outcomes, and this course will equip the delegate with the basic tools and understanding to make that happen

TEMA & HTRI Heat Exchanger Design & Cost Saving Management:

This training course provides in depth practical understanding of major proven heat exchanger technologies and “state of art” fouling mitigation technologies. Pro’s and Con’s of several heat exchanger types are presented explained with life operational examples. This intensive training course provides a good mix of theory and common practices using highly interactive case studies where attendees are encouraged to use in-house heat exchanger type selection software and rigorous design/rating world-class software from HTRI

Process Plant Optimization & Energy Conservation:

This intensive training course will feature the importance and relevance of the constant need to monitor and adjust Process Plant operation to maintain the optimum mode that produces the most efficient results, consistent with safe and reliable operation.

Process Control Valves and Actuators:

The training course focuses on applications and examples deemed to be relevant to your industry and is cognizant of your working environment. At least 50% of the workshop is devoted to practical exercises and discussions, to keep attention spans at optimal levels.

Process Control Valves and Actuators :

This training course has been designed to take all plant employees (regardless of their background knowledge), and build them up to be versatile and proficient in the use and operation of the various control valves, as well as the devices that are used to operate the control valves, themselves.

Electrical Faults:

Causes, Analysis, and Detection & Remedies: The course is concerned with the calculation of fault currents in practical electrical power systems. Short-circuit currents are associated with large amounts of very destructive energy and therefore calculations must be made to ensure that the short-circuit ratings of equipment are adequate to cater for these high currents. In addition, an accurate assessment of these currents is also essential for determining the settings of the system protection devices.

Safe Operations & Maintenance of Circuit Breakers & Switchgears:

This training course will provide delegates a solid understanding on the safe use of circuit breakers, switchgears and associated equipment that requires correct initial selection, operation and maintenance. Strong emphasis on detailed understanding of how these devices should be installed, the local substation and system ratings, and how the various breakers operate; in order to enable accurate troubleshooting and subsequent repair.

LV Motors:

The aim of this training is to provide in-depth knowledge of various aspects of HV and LV Motors. It will range from basic principles of operation to selection and performance related issues. It thoroughly introduces the concept of how to maintain a motor effectively and ensure reliability of the motor at all times.

AC Electrical Motors & Drives:

This maintenance training course covers electromechanical systems, their terminology, and how the components function together. It examines the magnetic and electromagnetic properties of dc motor components, motor operation and classification, the creation of mechanical energy by ac motors and how electromagnetism and induction produce rotation.

Process Control Valves and Actuators:

The training course focuses on applications and examples deemed to be relevant to your industry and are cognizant of your working environment. At least 50% of the workshop is devoted to practical exercises and discussions, to keep attention spans at optimal levels.

Medium Voltage & High Voltage Switchgear Operations & Maintenance:

This training course will present a comprehensive capsule of all the knowledge essential for the medium voltage and high voltage switchgear operations and walk the participants through the switchgear design process using a set of interlinked case studies. The training course focuses mainly on the operation and maintenance of distribution equipment namely transformers, circuit breakers, contactors, isolators and disconnections

Process Control Valves and Actuators:

This training course has been designed to take all plant employees (regardless of their background knowledge), and build them up to be versatile and proficient in the use and operation of the various control valves, as well as the devices that are used to operate the control valves, themselves.

Power Plant Operations & Control:

This training course provides an intermediate to advanced level of knowledge about the operation, control, construction, assemblies, and configuration of the most common types of fossil-fueled power plants, in particular thermal, gas, and diesel power stations. The training course also provides an insight into the concepts of electrical and mechanical engineering, electrical machines and electrical drives, thermodynamics, etc. to make the delegates well prepared for the subject.

Power System Analysis:

This course is mainly for undergraduate third-year Electrical Engineering students, which will introduce and explain the fundamental concepts in the field of electrical power system engineering.

Renewable Energy Integration:

Renewable Energy Integration focuses on incorporating renewable energy, distributed generation, energy storage, thermally activated technologies, and demand response into the electric distribution and transmission system. A systems approach is being used to conduct integration development and demonstrations to address technical, economic, regulatory, and institutional barriers for using renewable and distributed systems.

Effective Financial modeling in the Power Industry:

This comprehensive training course is designed to develop your financial modeling skills through the evaluation and analysis of real-life case studies in the Power Industry. It will also develop your knowledge and understanding of finance enabling you to make financial decisions which will, reduce costs, increase profit and minimize risk. The training course will examine the latest tools and techniques modeling risk management and performance of Energy related projects using sensitivity and scenario analysis, simulating world events, such as oil price volatility and demand/supply changes.

Power & Electricity Master class:

The course is designed especially for non-technical people, new entrants, senior managers needing a big-picture refresher and professional advisors to the sector

Electrical Faults:

Causes, Analysis, Detection & Remedies: The course is concerned with the calculation of fault currents in practical electrical power systems. Short-circuit currents are associated with large amounts of very destructive energy and therefore calculations must be made to ensure that the short-circuit ratings of equipment are adequate to cater for these high currents. In addition, an accurate assessment of these currents is also essential for determining the settings of the system protection devices

Smart Grid:

Commercial, Technical & Market Drivers: This course seeks to provide an understanding of why Smart Grids are critical to the sustainability and growth of India's electricity network, and what technologies as well as business and commercial frameworks are available/will be available, to enable a shift from today's situation to the intelligent, profitable, efficient, reliable, consumer orientated grid required to meet the challenges of the future with minimum impact to the environment.

Electric Power Transmission and Distribution Engineering:

The training course will also look into the micro grid which is a discrete energy system consisting of distributed energy sources including demand management, storage, and generation and loads capable of operating in parallel with, or independently from, the main power grid.

Electrical Power Systems for Non-Engineers:

Power Systems for non-engineers is a training course and seminar intended for the non-engineers, non-power system engineers, managers and others. Power Systems for non-engineers training is developed for anyone who wants to develop a good understanding of power systems, its architecture and building blocks, their components, products and services and its integration.

Smart Grid for Non-Engineers:

Smart Grid Training for Non-Engineers is developed to address the fundamentals of smart grid for non-engineers. Smart Grid Training for Non-Engineers provides fundamental Smart Grid concepts, functions, planning, design criteria and the tools and techniques and technology needed for building smart grid

Safe Operations & Maintenance of Circuit Breakers & Switchgears:

This training course will provide delegates a solid understanding on the safe use of circuit breakers, switchgears and associated equipment that requires correct initial selection, operation and maintenance. Strong emphasis on detailed understanding of how these devices should be installed, the local substation and system ratings, and how the various breakers operate; in order to enable accurate troubleshooting and subsequent repair

Power Distribution Equipment:

Electric power distribution system plays an important role in the efficient operation of a modern industrial plant. Such a system includes high voltage circuit breakers, switchgear, transformers, motor control centers, electric motors, variable speed drives, etc

Water Industry Fundamentals:

This course will provide a new or relatively new participant in the water and wastewater field with a clear understanding of the fundamental structure, technical components and operation of the sector together with the key issues facing the industry

Medium Voltage & High Voltage Switchgear Operations & Maintenance:

This training course will present a comprehensive capsule of all the knowledge essential for the medium voltage and high voltage switchgear operations and walk the participants through the switchgear design process using a set of interlinked case studies. The training course focuses mainly on the operation and maintenance of distribution equipment namely transformers, circuit breakers, contactors, isolators and disconnections (this will also include the auxiliary peripherals and control circuits)

Corrosion Control in Gas, Oil & Water:

This intensive training course examines the types of corrosion and corrosion control in the gas, oil and water industry and provides an overview of specific process descriptions, and focuses on the examination and identification of metallurgical problems in process units and methods of corrosion monitoring, control and damage reduction

Pipeline Operations and Maintenance:

Pipeline systems for oil and gas industry play important role in modern industrial operations. The purpose of this training course is to present basic characteristics of efficient operation of pipelines in various engineering applications. This training course will cover the interaction of pipelines with flow moving equipment, i.e. pumps and compressors and technical characteristics of operation of pump and compressor stations.

The Complete Course on Facilities Management:

Facilities Management Specialist This training course is designed to develop delegate's skills in managing facility staff and corporate assets while minimizing risk exposure in the workplace. As the Facilities Management (FM) function continues to evolve, this training course offers the latest thinking in the profession, right balance between asset performance (functionality, availability, reliability, safety), and will tackle specific issues encountered on the ground and apply best practices in discussing real solutions.

Asset Management & ISO 55000 Series:

Asset Management is vitally important for all capital intensive industries which rely on cost effective and trouble free operation of their plant and equipment. Getting the right dialogue taking place between cross functional groups such as new project, commissioning, operations & maintenance is necessary, so that joined up thinking takes place, the life cycle costs of assets are minimized and the returns from Capital Investments are maximized. This intensive training course will help to give focus on the drive to improve management practices by presenting ISO 55000 as the international standard on Asset Management, methodologies and guidance how to set up good Asset Management.

Risk Assessment & Risk Management for Oil & Gas Projects:

The course focuses as well on many other international standards and management systems, supporting risks related to asset damage, business interruption, pollution, injuries to people, and damage to properties are intrinsic in normal oil and gas activities. This is a hand on training, so delegates will go through a series of workshops about how to create, manage and sustain a risk management program in your facilities.

Decision Analysis for Operation & Maintenance Professionals:

This course examines techniques for decision analysis with emphasis on prioritization and the decision making process to be carried out by Operation & Maintenance Professionals. Decision-making is the most central human activity, intrinsic in our biology and done both consciously and unconsciously.

Maintenance Management Best Practices:

Maintenance Management Best Practices are critical for every successful individual and company. This comprehensive training course has been designed to benefit both qualified new professionals as well as experienced professionals who might need to refresh their skills. It covers all the fundamentals of Maintenance Management that a suitably qualified professional

would be expected to carry out during his duty starting with the first steps and building up in a stair case fashion to a fully functional maintenance organization.

Maintenance Management & Technology A to Z of Best Practices:

Maintenance Best Practices are critical for every successful individual and company. This comprehensive training course has been designed to benefit both qualified new professionals as well as experienced professionals who might need to refresh their skills. It covers all the fundamentals of Maintenance that a suitably qualified professional would be expected to carry out during his duty starting with the first steps and building up in a stair case fashion to a fully functional maintenance organization

Operational Excellence in the Process Industry:

This training course presents the best practices from High Reliability Organizations (HROs) with respect to both excellence and safety. HRO is a term that refers to industries such as oil and gas, process, nuclear and aviation, where they possess a high degree of reliability despite their hazardous environment. It shows how organizations can learn from failures and near misses, as well as from other industries

Asset Integrity Management for the Petroleum Industry:

The understanding of Asset Management (AM) is vital in managing corporate assets effectively to gain maximum value, profitability and returns while safeguarding personnel, the community, and the environment

Risk Reliability Management:

This intensive training course aims to equip delegates with skills to commission, appraise, review and apply risk-based approach so that organizations can improve the reliability of the assets, reduce maintenance costs and achieve higher levels of safety and environmental integrity over the life cycle of their systems. Risk management has become the central function of a utility professional and organizations are being held to a higher standard by their shareholders to improve return on investment, by their customers to produce better quality, and by society to improve safety and environmental integrity. Traditional maintenance tactics are unlikely to meet the demands that are placed on the modern organization and for this reason progressive organization are changing to a risk-based approach.

Decision Analysis for Operation & Maintenance Professionals:

This comprehensive training course examines techniques for decision analysis with emphasis on prioritization and the decision making process to be carried out by Operation & Maintenance Professionals. Decision-making is the most central human activity, intrinsic in our biology and done both consciously and unconsciously. We need it to survive. Taking a decision is not just a question of selecting the best alternative

ISO 17025 & Laboratory Information Management Systems (LIMS) for analytical laboratories:

This comprehensive training course will illustrate the ISO17025 requirements for testing laboratories, relevant to the operation of their management system, technical competency, validity of analytical results, and the use of Laboratory Information Management Systems (LIMS) as a tool in satisfying the above. In particular, the importance of LIMS implementation in meeting the traceability requirements of ISO 17025 will be addressed.

Best Practices of Enhanced Oil Recovery (EOR) Projects:

This training course presents basics, applications, problems, uncertainties and field development of each EOR method. Reservoir characterization techniques required for EOR will be explained and compared. Detailed EOR methods will be covered with many actual field cases worldwide will be presented and discussed. The course is designed as an interactive learning environment of lecturing, industry videos, and screening field cases.

A - Z of the Petroleum Industry:

This comprehensive oil & gas training course recognizes the need for professionals to have a comprehensive and broad understanding of the Petroleum Industry from A to Z - from upstream to downstream. Oil and gas are the world's most important energy resources driving the global economy. The processes and systems required for oil and gas production, refining and distribution are highly complex, capital-intensive and require state-of-the-art technology. This training course will serve as an introduction to the petroleum industry and will greatly assist those who need to progress to a detailed knowledge of the industry.

Best Practices in Multisite Operations:

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.

Crisis Management & Emergency Response for the Oil and Gas Industry:

This course will enhance your leadership capabilities through assessment, syndicate role play, group discussions. You will enhance your crisis communication skills and develop team problem solving techniques and methods through various challenges. Participants will be given a full student manual with industry standards, audits, plans and checklists which are easily adapted to your own site specific needs, and a full electronic Crisis Response Manual and a video of how to use it.

Risk Assessment & Risk Management for Oil & Gas Projects:

This course introduces delegates (project managers, sponsors, project engineers and the project team) to Risk Management best practices as dictated by the Project Management Institute and their Risk Management Standards to the Oil & Gas Industry. The course focuses as well on many other international standards and management systems, supporting risks related to asset damage, business interruption, pollution, injuries to people, and damage to properties are intrinsic in normal oil and gas activities. This is a hands-on training, so delegates will go through a series of workshops about how to create, manage and sustain a risk management program in your facilities.

Safety Leadership in the Oil and Gas Industry:

This training course has been specifically designed to equip technical and supervisory personnel in the oil and gas sectors with the knowledge, skills and understanding to become effective Safety Leaders in this critical, high hazard industry. On the training course, you will learn about utilizing management and leadership techniques to control your team, your work environment; identify and control risks and hazards, as well as create a climate and culture for improved safety, using behavioral safety competencies and techniques. This training course is essential for those operating and working in high hazard and critical safety operations.

Knowledge Management for the Oil & Gas Industry:

Every successful industry is in agreement that attracting, retaining and fully utilizing 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.

The Effective Shift Team Leader in the Oil, Gas and Petrochemicals Industries:

This training course has been developed for the Shift Team Leader working in the hazardous E&P oil, gas and petrochemical industries. Shift Team Leaders play a vital and integral part of the whole operation providing the balance between direct management and the remaining workforce.

Process Equipment & Piping Systems:

This Process Equipment & Piping Systems training course is designed to provide practical aspects of the mechanical design of pressure vessels, storage tanks, thermal equipment, piping systems and fluid transport machinery. This training course will discuss the performance of these components under various operating conditions including in-depth explanation on the process of material degradation such as corrosion, erosion, fatigue and others that may lead to component failure.

Applied Water Technology in Oil and Gas Production:

This course provides an overview of the main water handling systems typically encountered in upstream (E&P) production operations, both onshore and offshore

Asset Integrity Management for the Petroleum Industry:

This asset integrity management training course is designed to address the main challenges in asset management and to help you effectively manage your equipment so that you achieve long term plant reliability, efficiency, safety and profitability.

Applied Coring and Well Logging for Enhanced Reservoir Characterization:

This unique training course is designed to provide deep understanding of core analysis and well logging for better reservoir characterization. Accurate measurements of routine and special (RCAL&SCAL) rock properties using core analysis and well logging reveal good evidence of hydrocarbon presence, reservoir storage capacity and flow capability. Coring and well logging offer the most tangible and direct means of determining critical reservoir parameters for making important and critical decisions about reservoir management and/or development plus enhanced oil recovery projects.

Process Engineering Essentials:

This intensive and combined training course focuses on the central areas of Process and Mechanical Engineering and guides the delegates in developing both fundamental and practical understandings of key issues. Process engineering is at the heart of much of the chemical, oil, gas, and petrochemical industries.

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Marine Pollution and Management:

This course provides a convenient solution and delivers a current, comprehensive knowledge of the overall framework governing marine pollution, including applicable regulations, compliance requirements and related management strategies.

Amine Gas Sweetening & Sculpture Recovery:

The removal of acidic components (primarily H₂S and CO₂) from hydrocarbon streams can be broadly categorized as those depending on chemical reaction, or adsorption. Processes employing each of these techniques are covered in the course. The principle process stream is the removal of the acid gases by counter flowing contact with an amine solution, commonly known as Amine Gas Sweetening. The acidic components removed are termed acid gas streams (containing H₂S,) and may be flared, incinerated, or converted to elemental sculpture in a Sculpture Recovery Unit. Various Sculpture Recovery processes (primarily The Modified Claus Process) are discussed.

Process Utility Systems:

This training course will feature the importance and relevance of process utilities used in today industrial operations. It will familiarize the delegates with the various practices used for selection, operation and maintenance of various equipment used in process utilities. It will be demonstrated how these utility systems are efficiently integrated into oil and gas facilities. This training course will also cover important practical aspects useful for engineers and operators in dealing with their basic utilities, including maintenance and troubleshooting of equipment and components.

Essential Skills for Oil and Gas Professionals:

The Oil & Gas industry is undergoing the most significant changes that we have seen for two decades as a result of an increase in oil production and a simultaneous decrease in demand. Sustained low oil prices are changing the geopolitical landscape of the oil and gas business. The shale oil and gas revolution has resulted in the need for new business models, with many mergers in the international oil companies both upstream and downstream of the oil and gas supply chain. With the international demand for petroleum products reaching record levels, so too is the complexity of issues facing the Oil & Gas industry. This training course in provides the essential skills to build a proactive knowledge base of the oil and gas industry, as well as the necessary competencies to meet the challenges it faces.

Next Generation Wireless Networks:

Next Generation Wireless Networks Crash Course is an innovative training program covering trends in today's rapidly changing Wireless Industry. Topics including current and next generation 802.11 and 5G technologies, concepts, standardization activities, regulation, products and services.

Advanced TCP/IP Networking:

TCP/IP is the globally accepted group of protocols at the core of the Internet and organizational intranets. A solid understanding of each of these protocols and how they work will give you the ability to deploy the most effective network for your organization. In this course, you will gain the essential knowledge and skills required to set up, configure, support, and troubleshoot your TCP/IP-based network.

IT Security:

The IT security training helps IT professionals to protect organizations by building their knowledge of risks and the practical skills that can help mitigate risk.

The Complete Course on Cloud Management and Security:

This training course will provide a practitioner approach to Information Security Management and how to address the commercial risks and realities with current best practice guidance in line with international standards. It will detail how to be proactive in your defense solutions, and have counter measures in place to deal with any appropriate security breach.

IT Leadership Seminar:

The purpose of the Leadership Skills seminar is to strengthen your current management skills with a powerful, more distinguished dimension. In other words, Leadership Skills has been designed to enhance and build on your current leadership abilities. It is understood by most leaders that effective management is a prerequisite to being viewed as a great leader. And, because of the dynamics of the American market within the last several years, the focus on leadership has intensified from an interest to a need

Business Continuity & Disaster Recovery Architecture:

This course teaches you the methods in identifying vulnerabilities and takes appropriate countermeasures to prevent and mitigate failure risks for an organization. It also provides the networking professional with a foundation in disaster recovery principles, including preparation of a disaster recovery plan, assessment of risks in the enterprise, development of policies, and procedures, and understanding of the roles and relationships of various members of an organization, implementation of the plan, and recovering from a disaster

Information Security Management:

This course encompasses all new developments in the held of IT security with focus on threats and risks, compliance and regulations, strategic alignment with business needs, security frameworks, architecture, effective policies and effective integration of standards and metrics.

Data Management, Manipulation and Analysis using Excel®:

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.

IT Strategy & Architecture Principles and Practices:

This training will help leaders face the challenge of fusing technology with business. In particular, to identify gaps between IT function in strategy, structure, people, process and technology and your future anticipated organizational direction. It will further focus on how to establish a blueprint operation model and key deliverables in a roadmap, to achieve these goals

The Complete Course on Data Science and Big Data Analytics:

This information technology training course will provide a practitioner approach to identify requirements for the application of data science, how these can be adopted, technologies available, which analytical models may be appropriate to provide valuable data, and how to make sense of Big Data and Analytics.

IT Project Management:

The concepts and use of project management tools, techniques and methodologies are becoming all pervasive. This course addresses project management in the context of IT projects, including software projects. Using the framework of project life cycle, the course covers various aspects pertaining to (i) project initiation, (ii) project planning and scheduling, (iii) project monitoring and control, and (iv) project termination. For planning and scheduling of projects, the use of project network and estimation of time

A Complete Guide to IT Quality Management:

This IT Quality Management training course will help leaders face the challenge of fusing technology with business to ensure the customer interaction is the best it can be in terms of experience and commercial revenue outcomes. It will assess the quality framework, practicality and suitability for quality controls within the enterprise, whilst guiding practitioners on models and best management practices.

Data Analytics for Managerial Decision Making:

This interactive Data Analytics for Managerial Decision Making training 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 training 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.

IT Demand Management in the Modern Environment:

This training will assist organizations understand how to predict customer demand for services effectively, with elasticity of demand. It will further review the best models for understanding patterns of business activity in relation to the services, in line with international frameworks.

Advanced Teamwork & Cooperation Skills:

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.

Advanced Strategic Management:

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 organization's internal capabilities to unpredictable external factors, which is crucial for success.

Advanced High Performance Leadership:

This lively and engaging training course will give emphasis to the management's key role of setting the organization's strategic direction. This training 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 organization's internal capabilities to

unpredictable external factors, crucial for success. This training 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 organization's performance for the future.

Advanced Communication & Interpersonal Skills:

This intensive course is aimed at improving the skills of the Procurement Professional and Buyers in organizations. The course examines the strategic importance of procurement within departments by using concepts and ideas in order to maximize the procurement department's effectiveness and thereby reducing costs throughout the supply chain.

The Director as a Strategic Leader:

The Director as Strategic Leader program is designed to provide you with knowledge and techniques which will enable you to determine a clear, strategic direction for your organization and implement strategic actions. It will help you better understand the corporate dynamics of top management teams and allow you to constructively reflect on your personal approach to leadership.

Advanced Communication & Problem Solving:

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: behavior; communication; leadership styles; problem identification to solution generation; evaluating creative techniques; how to challenge more 'outcomes thinking'.

Advanced Problem Solving & Decision Making:

Decision making is one of if not the most important skills of leadership and represents a crucial task for all managers. It is, essentially, the core of all change management practice. Creative ideas do not suddenly appear in people's minds for no apparent reason, they are the outcome of analysis, synthesis, and sound judgment and where necessary, the appropriate level of risk. This training course systematically evaluates traditional, rational and creative tools for problem solving.

Advanced Procurement Skills:

This intensive course is aimed at improving the skills of the Procurement Professional and Buyers in organizations. The course examines the strategic importance of procurement within departments by using concepts and ideas in order to maximize the procurement department's effectiveness and thereby reducing costs throughout the supply chain.

The Essentials of Budgeting & Cost Control:

Budgeting and Cost Control are fundamental for contemporary organizations. This training course will help you master the most widely used internal tools for planning and monitoring activities and sustaining performance over time – Budgeting & Cost Control. The Budgets are inextricably linked with both strategy formulation and execution. But accurate Budgets depend on Cost Control and their accurate analysis.

The Essentials of Leadership:

This Management and Leadership training course aims to encourage effective, collaborative methods of leadership and management. This comprehensive training 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 training course focuses on tactful leadership practices that are effective in any business.

The Essentials of Leadership & Management:

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.

The Management Essentials:

This course covers the critical elements of management and leadership and provides the best practices and behaviors of effective managers and leaders. The course is fast paced, comprehensive and covers areas ranging from motivation to goal-setting to recruiting and retention strategies.

Certificate in HR Administration:

This course provides a 'best practice' approach to the key administrative activities and on the practical application of key HR administrative activities. The course leader will provide you with the insight, knowledge and skills to manage potentially sensitive issues and situations with tact, discretion and confidence.

Project Management Essentials:

This ILT Series course teaches the fundamentals of project management. Students learn how to identify project participants, goals, objectives, activities, and constraints. Course activities also cover activity dependencies, activity analysis, project schedules and budgets, network diagrams, Gantt charts, CPM scheduling, and activity duration compression. Students will also learn how to optimize project activities, estimate costs, control project changes, measure project performance, use project performance reports, accommodate change, control the project schedule and budget, and close a project.

Managing & Leading in a Multi-Cultural Workplace:

This highly participative training 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 training course for any manager or leader working in a multi-cultural workplace.

The Essentials of Contracting:

This course will look at how contracts are created, and some of the main clauses that appear in contracts, together with a number of alternative contracting strategies and structures. The course will then consider methods to be used in negotiating contracts, including techniques relating to negotiating on variations and claims. Moreover, the course will deal with day to day commercial issues arising from business agreements written in the English language. Also, the course will use techniques which have wide application to many types of contract in many countries.

The Essentials of Contracting & Contract Negotiation:

The course will help delegates to develop their ability to negotiate contracts effectively. It will equip them with a range of 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.

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Mechanical Engineering Essentials:

This intensive and combined training course focuses on the central areas of Process and Mechanical Engineering and guides the delegates in developing both fundamental and practical understandings of key issues. Process engineering is at the heart of much of the chemical, oil, gas, and petrochemical industries.