

# TRAINING '19 CATALOG





















**New Partnership**

**New Success Story**

We are delighted to announce that  
Pitman Training Center Kuwait  
is now a part of Automated Systems - ASC

# Index

 <b>General Management</b>	 <b>Project Management</b>	 <b>Sales, Marketing &amp; Customer Service</b>
 <b>Human Resources – HR</b>	 <b>Administrative &amp; Secretary</b>	 <b>Business Writing</b>
 <b>Soft Skills</b>	 <b>Microsoft</b>	 <b>Cisco</b>
 <b>Oracle</b>	 <b>CompTIA</b>	 <b>Security &amp; Virtualization</b>
 <b>Graphics &amp; Social Media</b>	 <b>English</b>	 <b>Finance &amp; Accounting</b>
 <b>Mini Master Business Administration – Mini MBA</b>	 <b>Workshops</b>	 <b>Seminars</b>

# Pitman's Success Story in 2018



In 2018, Pitman made a great success...  
 We trained more than 1000 trainees.  
 We delivered training courses for more  
 than 60 governmental authorities and  
 corporate companies.

Dear customers,  
 Thank you for being a part during our progress  
 and for your trust in Pitman Training Center.



## Mission

Pitman Training aims to achieve and sustain excellence in every area of its involvement in learning, thereby maintaining and developing its historical position as a world-class provider of workplace skills education, and enriching national and regional communities in GCC through the success of its methods and the skills of its learners.

## Vision

Our vision serves as a “Roadmap” and guides every aspect of our business by describing what we need to accomplish in order to continue achieving sustainable, quality growth.

P – Provide outstanding affordable training services to our customers

I – Invest in our staff for the sake of training services.

T – Take the main share in Kuwait market

M – Maintain a close relationship with our customers during and after delivering our services.

A – Always be ahead of the competition by providing the most up-to-date training courses.

N – Never fail to meet or even exceed our customers’ expectations

## Partners and International Accreditation



## Worldwide

In 1870, Sir Pitman introduced the concept of “shorthand” and provided training on it. Ever since, over 90 Pitman Training Centers have been launched all around the world (UK, Ireland, New Zealand, and other countries).

Pitman training has now become a trademark associated with quality education and made Pitman occupy its international commendable position. Pitman is considered the first training center in the UK for IT and modern management training.

Pitman trains more people than any other training company, thanks to applying the international total quality

system according to ISO 9002, which includes premium courseware content, attention to all training implementation details and following up on the training output.

Such international total quality criteria are the cornerstone in Pitman’s highly advanced training centers network, which conducts over 250 courses spread over 700,000 training hours and 500,000 trainees each year.



## In Kuwait

Founded in 2001 as a Kuwaiti shareholding company with an incorporated capital investment of KD 10m, Gulf Franchising Company (GFC) is a master franchisee and sub-franchising organization operating across the Gulf countries of Kuwait, UAE, Saudi Arabia, Oman, Qatar, and Iran. GFC is the first company in the region to specialize in bringing together the world’s best service sector franchise brands and connecting them to the consumers and aspiring business owners of the Gulf. GFC requested one of the top researches in the region to do a detailed study on the market training requirements.

Pan Arab Research Centre confirmed the farsighted view of GFC that training is one of the most important issues in the Arab countries.

## Past Experience

### Industry

- ACICO Industries
- al kout insdustrial prolects
- Al Yesra Food
- Alghanim Industries
- Alshaya Group
- Behbehani Motors Company
- Carrier Kuwait Air Conditioning
- KFMB
- Majdi Food Co.
- National Company for Consumer Industries
- Nouri Industrial Est. Co.
- OTIS
- Siemens

### Finance, Insurance & Brokerage

- Al Mazaya Holding Co.
- Credit Information Network CO.
- First Investment Company (FIC)
- GAMCO
- Global Clearing House
- Gulf Financial Company (GFC)
- Gulf Investment House
- Kuwait Baharin INTL. Exchange
- Kuwait Finance and Investment Company (KFIC)
- Kuwait Finance House (KFH)
- KuwaitFinancialCentre-Markaz
- Kuwait Investment Co.(S.A.K)
- Kuwait Investment Company (KIC)
- National Investments Company
- National Leasing and Financing
- NBK Capital
- Wethaq Takaful Insurance Company
- Zakat House
- ousla Wasata
- watania wasata
- warba insurance
- Gulf insurance Group – GIG
- Noor Capital

### Governmental

- Al Diwan Al Amiri
- Civil Service Court
- Court of Audit
- Dicrectorate Genersl of Civil Aviation
- General Authority for Investment
- General Authority for Manpower
- General Authority to take care of printing and publication of the Holy Quran and Sunnah and sciences (QSA)
- Kuwait AWQAF Public Foundation
- Kuwait Fund for Arab Economic Development
- KUWAIT NATIONAL GUARD
- Ministry of Commerce and Industry
- Ministry of Defense
- Ministry of Education
- Ministry of Finance
- Ministry of Information
- Ministry of Interior
- Ministry of Justice
- Ministry of Public Works
- Ministry of Transportation
- Oil Ministry
- Parliament
- Public Authority for Applied Education and Training
- Public Authority for Minors Affairs
- The General Secretariat of the Supreme Council for Planning and Development
- The Ministry of Awqaf and Islamic Affairs
- The Ministry of Planning

## Past Experience

### Bank

- Al Ahli Bank (ABK)
- Central Bank Of Kuwait (CBK)
- kuwait international bank (KIB)
- Kuwait Finance House (KFH)
- National Bank of Kuwait (NBK)
- BOUBYAN Bank
- Warba Bank (WB)
- Burgan Bank

### Real State

- Ajial Real Estate
- Combined Group
- Mena Real Estate Co.
- Mezzan holding company
- Munshaat
- National Real Estate Co
- Saudi Holding Projects Group K.S.C.
- T-MAS
- Wafra Real Estate
- GULF NATIONAL DRILLING COMPANY - GNDC
- Kuwait Company for Building Factories and Contracting – KCPC
- Kuwait Steel Company
- Salhia Real Estate Company
- Altijaria
- Combined Group Contracting Company (K.S.C.C)
- Kuwaiti European Holding Company – KEH
- Ream real state
- United Projects Co. - UPAC
- General Control Group Company – GCG
- United Facilities Management Company (UFMCO)

### logistics

- Agility Logistics
- Al Ahlea Circle Cleaning Co
- Al- Rai Logistica Co.
- AlDelma For Contracting And Training Services
- Ali Abdulwahab Sons & CO
- Anotah
- Asfoor & Khatib Trading Co.
- Habchi & Chalhoub
- Hamad S. Alghanim & Sons
- KDD
- Mayadeen Al Arabiya General Trading and Contracting Co
- Sabah Al Ahmed Center for Giftedness & Crativity
- Tabco Food
- Naif Chicken Restaurants
- EQUATE
- Dar Hamad Restaurant
- Cramello
- Arwa Gulf

### oil & Gaz

- Action Drilling & Maintenance co.
- Al-Khafji Joint Operation
- Fawares Petroleum Services
- Gas & Oil Field servces " GOFSCO "
- Kuwait Oil Company (KOC)
- Kuwait Petroleum Company (KPC)
- Kuwait Drilling Fluids & Oil Services
- Kuwait Energy
- Kuwait Shell Limited
- Oula Fuel
- Petroleum Coke Industries Company (PCIC)
- SOOR Fuel Marketing Company S.A.K



# Past Experience

## Services



- Advisers for Management Consultations
- Al Nouri
- Alghanim Wormold
- American Express
- Araba Al Mulla
- Arabia Insurance
- Automated System Company
- City Group Company
- Costa Del Sol Hotel
- Direct Aid
- DLA PIPER
- Evet Mear
- Flex company
- KISR
- Kuwait Wheelchair Power Lift
- Lulua Publishing
- Procapita
- Safir International Hotel
- Shoneez Trading Co
- Tamdeen Group
- Touristic Enterprises Company
- Union Trading Company
- Universal Media
- Australian College of Kuwait (ACK)
- Kuwait University
- Faculty of National Security
- Al Ahmadi International Medical Supplies Co
- ALMowasat hospital
- Diet Care
- I-Medica Healthcare
- Taiba Hospital
- Yiacco Company
- Jassim Transport Company – JTC
- White Stores Co
- PBK-advisory
- United Kuwait Land

## IT & Telecommunication



- Al Alamiyah Group Technology
- Advanced Technology Company (ATC)
- Axis solution
- Diyar united Company
- International Turnkey Systems (ITS)
- Link Systems
- Microsoft Kuwait
- Unisys International
- National Information Technology Center - NITC
- CINET
- Gulfnet
- Ooredoo
- Wataniya Telecom
- Zajil



# General Management

## TB Team Building



### COURSE OBJECTIVES

- Identify different types of teams.
- Build teamwork by recognizing and tapping into the twelve characteristics of an effective team.
- Promote trust and rapport by exploring your team player style and how it impacts group dynamics.
- Recognize the key elements that move a team from involvement to empowerment and how to give these elements to your team.
- Develop strategies for dealing with team conflict and common problems.
- Understand how action planning and analysis tools can help your team perform better.

Date		
4 Feb 2019	13 May 2019	26 Aug 2019
9 Dec 2019		

## CM Crisis Management



### COURSE OBJECTIVES

- Assign people to an appropriate crisis team role
- Conduct a crisis audit
- Establish the means for business continuity
- Determine how to manage incidents
- Help teams recover from a crisis
- Apply the crisis management process

Date		
11 Feb 2019	24 Jun 2019	11 Nov 2019

## LS Leadership Skills

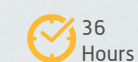


### COURSE OBJECTIVES

- Learn ways to prioritize, plan, and manage your time.
- Identify your primary leadership style.
- Develop some flexibility to use other leadership styles.
- Determine ways you can meet the needs of employees and co-workers through communication and coaching.
- Explore ways to make conflict a powerful force for creative, well-rounded solutions to problems.

Date		
7 Jan 2019	18 Mar 2019	7 May 2019
15 Jul 2019	2 Sep 2019	25 Nov 2019

## RMP Risk Management Professional



### COURSE OBJECTIVES

- Define risk and risk management
- Describe the COSO ERM cube and ISO 31000
- Establish a risk management context
- Describe the 7 R's and 4 T's that form the framework of risk management activities
- Design and complete a basic risk assessment
- Determine the appropriate response to risks and create a plan for those responses
- Describe the key components of reporting, monitoring, and evaluation of a risk management program

Date	
11 Feb 2019	11 Nov 2019

BPM Business Process Management

15 Hours

COURSE OBJECTIVES

- Define business process management and related concepts
- Recognize the vital role processes play in a business
- Appreciate the role of technology in process management
- Develop a vision to guide process improvement
- Understand how to design or enhance an existing process using the business process life cycle
- Construct a process map
- Perform what-if analysis
- Implement and monitor process changes
- Identify how Lean and Six Sigma methods can assist in managing and improving processes
- Use a variety of tools and techniques to eliminate waste and redundancies

Date		
22 Apr 2019	29 Jul 2019	14 Oct 2019

CEM Conference and Event Management

15 Hours

COURSE OBJECTIVES

- Plan a complete corporate event, including an agenda, budget, goals, venue, audience, food, and whatever else your client needs
- Keep your event on budget
- Design an advertising and marketing plan that includes a comprehensive use of media, take-aways, and/or swag bags
- Determine whether partners, sponsors, and volunteers can help to make your event unforgettable
- Create an atmosphere of service that delegates will remember
- Select speakers and a master of ceremonies to add impact to your event
- Create a diversity plan
- Evaluate the process once it's all wrapped up

Date	
1 Jul 2019	

BSP Business Succession Planning

15 Hours

COURSE OBJECTIVES

- Demonstrate an understanding of the value of succession planning for successful businesses.
- Demonstrate expertise with the key elements of a succession plan.
- Create and discuss aspects of a succession plan.
- Discuss the elements of a succession plan in terms of roles, responsibility, function, scope, and evaluation.

Date		
21 Jan 2019	29 Apr 2019	12 Aug 2019
30 Nov 2019		

QM Quality Management

40 Hours

COURSE OBJECTIVES

- To perform your specialty competitiveness and improve your professional reputation as well as form a solid foundation for future career.
- To build-up self-confidence as well as personal occupation competitiveness through mastering the professional quality management and advanced conception and skills.

Date	
11 Feb 2019	11 Nov 2019

SP Strategic Planning

15 Hours

COURSE OBJECTIVES

- Identify the values that support their company
- Define the vision for their company
- Write a mission statement that explains what the company's purpose is
- Complete meaningful SWOT analyses
- Apply tools and techniques to create a strategic plan that directs the organization from the executive to the front line
- Implement, evaluate, and review a strategic plan
- Identify how related tools, such as the strategy map and balanced scorecard, can help them develop a strategic plan

Date		
28 Jan 2019	1 Jul 2019	25 Nov 2019

SS Supervisor Skills

15 Hours

COURSE OBJECTIVES

- Clarify the scope and nature of a supervisory position.
- Learn some ways to deal with the challenges of the role.
- Recognize the responsibilities you have as a supervisor, to yourself, your team, and your organization.
- Learn key techniques to help you plan and prioritize effectively.
- Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision.
- Develop strategies for motivating your team, giving feedback, and resolving conflict.

Date		
1 Apr 2019	1 Jul 2019	18 Nov 2019

CM Coaching and Mentoring

15 Hours

COURSE OBJECTIVES

- How coaching can be used to develop a team
- The coaching and mentoring skills that help improve individual performance
- The behaviors and practices of an effective coach
- How to recognize employees' strengths and give them the feedback they need to succeed
- How to identify employee problems and ways that they can help correct them

Date		
7 Jan 2019	18 Mar 2019	27 May 2019
9 Sep 2019	9 Dec 2019	

TM Time Management

15 Hours

COURSE OBJECTIVES

- Better organize yourself and your workspace for peak efficiency.
- Understand the importance of, and the most useful techniques for, setting and achieving goals.
- Identify the right things to be doing and develop plans for doing them.
- Learn what to delegate and how to delegate well.
- Take control of things that can derail your workplace productivity.

Date		
18 Feb 2019	6 May 2019	26 Aug 2019
4 Nov 2019		



SM Stress Management

15 Hours

COURSE OBJECTIVES

- Understand that stress is an unavoidable part of everybody's life
- Recognize the symptoms that tell you when you have chronic stress overload
- Change the situations and actions that can be changed
- Deal better with situations and actions that can't be changed
- Create an action plan for work, home, and play to help reduce and manage stress

Date		
29 Apr 2019	8 Jul 2019	11 Nov 2019

MP Managing Pressure and Maintaining Balance

15 Hours

COURSE OBJECTIVES

- Apply a direct understanding of pressure points and their costs and payoffs
- Speak in terms related to emotional intelligence, optimism, and resilience
- Create a personalized toolkit for managing stressors and anger
- Work on priorities and achieve defined goals

Date		
11 Feb 2019	3 June 2019	21 Oct 2019

MEP Managing Employee Performance

15 Hours

COURSE OBJECTIVES

- Tools to help employees set and achieve goals.
- A three-phase model that will help participants prepare employees for peak performance, activate their inner motivation, and evaluate their skills.
- Motivational tools and techniques.
- Coaching methods and skills.

Date		
11 Feb 2019	2019 May 7	12 Aug 2019
23 Dec 2019		

AM Anger Management

15 Hours

COURSE OBJECTIVES

- Recognize how anger affects your body, your mind, and your behavior.
- Use the five-step method to break old patterns and replace them with a model for assertive anger.
- Use an anger log to identify your hot buttons and triggers.
- Control your own emotions when faced with other peoples' anger.
- Identify ways to help other people safely manage some of their repressed or expressed anger.
- Communicate with others in a constructive, assertive manner.

Date	
6 May 2019	5 Aug 2019

PM Purchasing Management

40 Hours

COURSE OBJECTIVES

- The newest purchasing methods, including e-procurement
- The concept of supplier partnering
- Implementing Supply Chain Management
- Examples of purchasing success
- Measuring and Improving Purchasing Performance
- Re-engineering Purchasing Operations
- Providing better outcomes from contracts
- Reviewing contract administration techniques
- Exploring contract monitoring techniques
- Learning how to get fair treatment in contract changes
- Discussing contract termination issues
- Preparing for claims and disputes
- Reviewing acceptance and contract close out issues

Date	
20 May 2019	23 Dec 2019

SYB Lean Six Sigma Yellow Belt

15 Hours

COURSE OBJECTIVES

- Complete understanding of Six Sigma
- Ability to improve processes for enhanced product quality
- Understanding of the tactical and strategic aspects of Lean Six Sigma
- Understanding of process capability
- Skill to Define, Measure, Analyse, Improve and Control (DMAIC) processes
- Understanding of process discovery
- An accurate system of predicting outcomes, measurable and quantifiable
- Clear understanding of goals
- A highly effective methodology to improve processes drastically
- Methods to minimise variability in processes
- Capability to maximise production by fully utilising the potential of processes
- Ability to reduce waste through the identification and removal of present and potential errors
- Control over defects for their effective prevention
- Means to build strong managers and leaders
- A highly effective quality management system
- Smoother, faster and error-free processes

Date	
18 Feb 2019	12 Aug 2019

SBB Lean Six Sigma Black Belt

15 Hours

COURSE OBJECTIVES

- Achieve significant improvements in critical business processes.
- Apply statistical and problem solving tools to an improvement project brought to class on the first day.
- Reduce process variation.
- Eliminate waste and defects by applying lean and Six Sigma.
- Collect, analyze, and quantify data that enable process improvements.
- -Learn how to execute the Six Sigma methodology.
- Establish and define process capability.
- Identify and eliminate dominant process variation sources.
- Characterize and optimize processes by computing and applying statistical techniques.
- Design, simulate, and execute designed experiments that depict validated improvement.
- Learn how to plan and implement process control to hold project gains.

Date	
18 Feb 2019	12 Aug 2019

SGB Lean Six Sigma Green Belt

15 Hours

COURSE OBJECTIVES

- Possess a complete understanding of Lean and Six Sigma
- Ability to apply standardized problem solving and root cause analysis tools
- Ability to map, analyze and improve work processes
- Ability to facilitate meetings and other improvement events (Kaizen)
- Ability to develop and implement proven process improvement strategies
- Ability to effectively present project results and document project details
- Posses high degree of confidence to pass Lean Six Sigma certification exam

Date	
18 Feb 2019	12 Aug 2019

IM Inventory Management

15 Hours

COURSE OBJECTIVES

- Understand terms that are frequently used in warehouse management
- Identify the goals and objectives of inventory management and measure your process against these goals
- Calculate safety stock, reorder points, and order quantities
- Evaluate inventory management systems
- Identify the parts of the inventory cycle
- Better maintain inventory accuracy

Date	
22 Apr 2019	2 Sep 2019

MM Meeting Management

15 Hours

COURSE OBJECTIVES

- Understand the value of meetings as a management tool
- Recognize the critical planning step that makes meeting time more effective
- Identify process tools that can help create an open and safe forum for discussion
- Develop and practice techniques for handling counterproductive behaviors

Date	
16 Apr 2019	23 Sep 2019

PMP Project Management Professional

36 Hours

COURSE OBJECTIVES

- Describe professional project management
- Initiate a project.
- Plan project work.
- Develop project schedules
- Develop cost estimates, and budgets.
- Plan project quality, staffing, and communications.
- Analyze project risks.
- Plan project procurement.
- Manage project procurement
- Execute project work.
- Monitor and control project work.
- Monitor and control project schedule and costs.
- Monitor and control project quality, staffing, and communications.
- Monitor and control project risks and contracts.
- Close the project.

Date		
4 Mar 2019	20 May 2019	26 Aug 2019
25 Nov 2019		

CAPM Certified Associate in Project Management

40 Hours

COURSE OBJECTIVES

Regardless of your career stage, the Certified Associate in Project Management (CAPM)® is an asset that will distinguish you in the job market and enhance your credibility and effectiveness working on — or with — project teams. Organizations with standardized practices attain better results, as shown in our 2015 Pulse of the Profession® report. Because the CAPM® recognizes your knowledge of the profession’s preeminent global standard, you’ll stand out to employers and be poised to move ahead.

Date	
4 Mar 2019	21 Oct 2019

TOGAF

40 Hours

COURSE OBJECTIVES

- TOGAF Foundation
- TOGAF Practitioner
- TOGAF Foundation and Practitioner

Date	
1 Apr 2019	16 Sep 2019

PgMP Program Management Professional

40 Hours

COURSE OBJECTIVES

- Understand terms, acronyms, and formulas specific to PgMP®
- Learn the risk processes and knowledge areas specific to the Program Management Standard
- Recognize inputs, tools and techniques and outputs for program management
- Comprehend test taking strategies
- Understand PMI’s specific methods, processes and expectations for managing programs
- Relate program delivery to business / strategic objectives
- Initiate a large-scale program to implement organizational strategy
- Manage, plan, execute and control a successful program consisting of multiple, related projects
- Ensure the realization of project and program benefits
- Effectively manage stakeholder relationships
- Report and control of programs in an effective manner that utilize best practice reporting tools
- Analyze methods essential for PgMP® exam success
- Align your program management experience with PgMP® terminology and definitions

Date	
24 Jun 2019	25 Nov 2019

CPCM Certified Professional Contracts Manager

20 Hours

COURSE OBJECTIVES

Contract professionals who have mastered the majority of the contract management competencies in the Contract Management Body of Knowledge (CMBOK), extensive business education and training, and a minimum of 5 years of experience can apply for the CPCM certification.

Date	
28 Jan 2019	28 Oct 2019

BI Business Analytics using Power BI

20 Hours

COURSE OBJECTIVES

- Describe key features of a self-service BI solution
- Describe Power BI and its data sources
- Model, shape, and combine data
- Describe Power BI data visualizations

Date	
18 Feb 2019	5 Aug 2019

P2 Prince 2

40 Hours

COURSE OBJECTIVES

Gain First Class Project Management Skills PRINCE2 certification will give you the skills to feel confident in managing projects successfully within the workforce. To Improve Employment Prospects a PRINCE2 qualification is a great asset for your resume.

Date		
14 Jan 2019	8 Jul 2019	9 Dec 2019

IF ITIL Foundation

32 Hours

COURSE OBJECTIVES

- To understand the main concepts, processes, functions, roles, benefits and challenges of ITIL 2011.
- To gain insight into the holistic service Lifecycle framework at the heart of ITIL 2011 and its close connection with business strategy
- To know how the ITSM processes, roles, functions can help achieve business excellence
- To prepare candidates for the ITIL 2011 Foundation certificate examination.
- Introduces learners to the lifecycle of managing IT services to deliver to business expectations.
- Engaging case study-based samples to learning the core disciplines of the ITIL best practice.
- Positions the learners to successfully complete the associated exam, required for entry into the future ITIL Version 2011 intermediate level training courses.
- Become more conscious of the techniques, processes and roles, functions in the core ITIL® disciplines of Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

Date		
11 Feb 2019	10 Jun 2019	7 Oct 2019

CM Change Management

24 Hours

COURSE OBJECTIVES

- Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are.
- See change not as something to be feared and resisted but as an essential element of the world to be accepted.
- Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are.
- Recognize that before we can embrace the way things will be, we must go through a process of grieving, and of letting go of the way things used to be.
- See change as an opportunity for self-motivation and innovation.
- Identify strategies for helping change be accepted and implemented in the workplace.

Date	
25 Mar 2019	2 Sep 2019

AF Agile Fundamentals

20 Hours

COURSE OBJECTIVES

- Agile manifesto
- Waterfall comparisons
- Agile roles – Product Owner, Scrum Master, and others
- New skills for team members
- When value is delivered
- Estimating techniques
- Product Backlog
- Sprint Backlog
- Burndowns
- Retrospectives
- Apply agile practices on specific project situations
- Understand the agile approach, during the requirement, analysis, design, development, tests and deployment phases
- Understand the challenges of the agile approach in project management
- Determine if the agile approach is an option considering the project situation and environment
- Adapt the agile approach

Date	
18 Mar 2019	11 Nov 2019



SCC Sales and Customer Service Training for Call Center Agents

15 Hours

COURSE OBJECTIVES

- The nuances of body language and verbal skills
- Aspects of verbal communication such as tone, cadence, and pitch
- Questioning and listening skills
- How to deliver bad news and say “no”
- Effective ways to negotiate
- The importance of creating and delivering meaningful messages
- Tools to facilitate their communication
- The value of personalizing their interactions and developing relationships
- Vocal techniques that will enhance their speech and communication ability
- Personalized techniques for managing stress

Date		
21 Jan 2019	29 Apr 2019	5 Aug 2019
2 Dec 2019		

RST Retail Sales Training

15 Hours

COURSE OBJECTIVES

- Learn to greet constructively & create a personal connection
- Develop rapport & create warmth & openness
- Master active listening techniques
- Learn to control the sale & lead a customer to becoming a buyer
- Learn an amazingly simple and professional way of handling price shoppers
- Learn 4 effective techniques for minimising & negating the need to discount
- Understand sales psychology such as the “The Power of YES when selling”
- Learn how to simply ask for the sale
- Learn to identify cross selling and upselling opportunities
- Master effective techniques for closing without being pushy

Date		
25 Mar 2019	22 Jul 2019	28 Oct 2019

SS Selling Smarter

15 Hours

COURSE OBJECTIVES

- Explain and apply concepts of customer focused selling.
- Use goal-setting techniques as a way to focus on what you want to accomplish and develop strategies for getting there.
- Apply success techniques to get the most out of your work.
- Understand productivity techniques to maximize your use of time.
- Identify ways to find new clients and network effectively.

Date		
7 Jan 2019	8 Apr 2019	12 Aug 2019
9 Dec 2019		

CECS Critical Elements of Customer Service

15 Hours

COURSE OBJECTIVES

- Demonstrate a customer service approach
- Understand how your own behavior affects the behavior of others
- Demonstrate confidence and skill as a problem solver
- Apply techniques to deal with difficult customers
- Make a choice to provide customer service

Date		
4 Feb 2019	20 May 2019	5 Aug 2019
25 Nov 2019		

DSP Dynamite Sales Presentations

15 Hours

COURSE OBJECTIVES

- Identify the key elements of a quality proposal
- Perfect your first impression, including your dress and your handshake
- Feel more comfortable and professional in face-to-face presentations
- Write a winning proposal
- Feel more comfortable and professional in face-to-face presentations

Date		
18 Feb 2019	10 Jun 2019	25 Nov 2019

CHC Customer Hospitality course

15 Hours

COURSE OBJECTIVES

- At the program’s conclusion, participants should be able to:
- Describe exceptional customer services.
  - Identify its benefits on personal and professional level.
  - Recognize barriers to its delivery.
  - Demonstrate how to measure customer satisfaction levels and take corrective action if needed
  - Understand different customer behavior styles and know how to adjust to each.
  - Use and explain techniques for dealing with angry, upset or disappointed customers.
  - Practice stress-reduction tactics for their customer-service skills.
  - Develop a personal action plan to improve their customer-service skills

Date		
8 Apr 2019	12 Aug 2019	18 Nov 2019

CPRM Certified Public Relations Manager

40 Hours

COURSE OBJECTIVES

- The tools and techniques required to manage reputation in a complex media environment
- How to manage knowledge within the business for effective media management
- How to shape external perceptions of your organisation by first class corporate internal communications
- How to develop a strategic approach and a clear plan of action
- To set Corporate Affairs in strategic anticipatory and effective context
- To develop an understanding of stakeholder programmes for regular, focused communication
- Examine the development of Corporate Affairs tools
- Understanding the development of strategy/plans/tactics and co-ordinating these
- Evaluation and the use of research

Date	
4 Feb 2019	12 Aug 2019

Telemarketing

15 Hours

COURSE OBJECTIVES

- Build trust and respect with customers and colleagues.
- Warm up your sales approach to improve success with cold calling.
- Identify ways to make a positive impression.
- Identify negotiation strategies that will make you a stronger seller.
- Create a script to maximize your efficiency on the phone.
- Learn what to say and what to ask to create interest, handle objections, and close the sale.

Date		
4 Feb 2019	3 Jun 2019	7 Oct 2019

CMM Certified Marketing Manager

40 Hours

COURSE OBJECTIVES

- Analyze your market, your competitors and your own organization’s strengths and weaknesses
- Write and implement a results-oriented marketing strategy and plan
- Ensure and measure the effectiveness of the plans you make.

Date	
11 Feb 2019	2 Sep 2019

MSB Marketing for Small Businesses


15 Hours

COURSE OBJECTIVES

- Describe the essential elements of a marketing plan, no matter the size of the business
- Apply tools and strategy to create a marketing plan that supports the growth of your small business
- Use six steps to create, implement, and review a marketing plan
- Leverage the best of Internet and social media marketing

Date		
1 Apr 2019	1 Jul 2019	14 Oct 2019


# VTC Video Call Training for call center

 15 Hours

- COURSE OBJECTIVES
- Customer services through Video Call technique.
  - Review the ins and outs of good video call technique.
  - Highlight words and phrases to avoid suggest substitutes.
  - Understand how your own behavior affects the behavior of others
  - How to control your communication skills and body language
  - Use vocal techniques that will enhance their speech and communication ability.
  - Personalize your interactions with callers.
  - Deliver bad news and say No politely.
  - Apply techniques to deal with difficult customers
  - Demonstrate confidence and skill as a problem solver
  - Dealing with stress

Date		
25 Mar 2019	1 Jul 2019	

# MPR Marketing and Public Relation Diploma

 245 Hours

- COURSE OBJECTIVES
- Business Writing That Works
  - Critical Elements of Customer Service
  - Selling Smarter
  - Marketing for Small Businesses
  - Certified Marketing Specialist (CMS)
  - Business English Language
  - Microsoft Office 2016
  - Communication Strategies
  - Building Your Self Esteem & Assertiveness Skills
  - Managing Pressure and Maintaining Balance

Date		
7 Jan 2019	25 Mar 2019	24 Jun 2019
5 Aug 2019	28 Oct 2019	23 Dec 2019


# CMS Certified Marketing Specialist

 40 Hours

- COURSE OBJECTIVES
- Offers experiential analysis to understand the challenges of CMOs and Marketing Managers.
  - Focuses on marketing management best practices, tools and models to implement an effective marketing and sales management system.
  - Emphasizes planning and executing strategic marketing programs.
  - Provides insights on how to develop marketing strategies, initiatives and programs to build and sustain a competitive market advantage.
  - Provides a practical framework for planning and controlling of marketing communication programs.

Date		
7 Jan 2019	24 June 2019	21 Oct 2019

# CSM Certified Sales Manager

 40 Hours

- COURSE OBJECTIVES
- Understand Sales Force Management.
  - Developing , Delivering and Reinforcing a Sales Training Program.
  - Motivating a Sales Force.
  - Understand the difference between visions, goals and targets.
  - Dictate the focus of the sales team by planning for the short, medium and long-term.
  - Recognize the importance of setting specific objectives for both the team and individuals.
  - Maintain high levels of motivation within the team.
  - Develop a realistic and workable sales plan.

Date	
25 Mar 2019	28 Oct 2019


# BHR Basic Human Resources Training

 15 Hours

- COURSE OBJECTIVES
- Identify current issues in the human resource field and the changing role of supervisors and managers in terms of HR functions.
  - Write job specifications and identify core competencies.
  - Apply methods of finding, selecting, and keeping the best people using behavioral description interviewing techniques.
  - Get new employees off to a good start.
  - Understand compensation and benefits.
  - Maintain healthy employee relations.
  - Make performance appraisals a cooperative process.

Date		
7 Jan 2019	8 Apr 2019	12 Aug 2019
9 Dec 2019		

# HS Hiring for Success

 15 Hours

- COURSE OBJECTIVES
- Recognize the costs incurred by an organization when a wrong hiring decision is made.
  - Develop a fair and consistent interviewing process for selecting employees.
  - Prepare better job advertisements and use a variety of markets.
  - Be able to develop a job analysis and position profile.
  - Use traditional, behavioral, achievement oriented, holistic, and situational (critical incident) interview questions.
  - Enhance communication skills that are essential for a skilled recruiter.
  - Effectively interview difficult applicants.
  - Check references more effectively.
  - Understand the basic employment and human rights laws that can affect the hiring process.

Date		
4 Feb 2019	27 May 2019	5 Aug 2019
2 Dec 2019		

# CTS Certified Training Specialist

 40 Hours

- COURSE OBJECTIVES
- Write learning objectives and be able to do specifications for internal and external use
  - Know how to prioritise training and be able to convincingly explain the process to others
  - Know how to identify competency gaps and to measure training results from competency based training
  - Know what to look for when sourcing external suppliers and how to get best value
  - Understand the role responsibilities of the 4 key jobs in training and be able to explain this to others
  - Explain to others how training adds value and show practical examples in both Public and Private Sectors.

Date		
22 Apr 2019	29 Jul 2019	16 Nov 2019

# CHRS Certified Human Resource Specialist

 40 Hours

- COURSE OBJECTIVES
- Describe the role or purpose of the HR function and the contribution the HR function makes to the achievement of organisational goals
  - Explain the key principles and practices involved in
    - HR strategy
    - Recruitment and Selection
    - Induction
    - Retention
    - Employee Relations
  - Apply an effective performance management process
  - Understand and use Competencies
  - Know how to handle disciplinary issue
  - Apply some of the key personal skills needed to succeed in HR

Date		
7 Jan 2019	24 Jun 2019	21 Oct 2019



CHRM Certified Human Resource Manager

40 Hours

COURSE OBJECTIVES

- Know and be able to explain the activities now expected to get the maximum from the Human Resource
- To use a strategic model and to be able to create business plans
- To improve on HRM processes by being able to use business process mapping
- Improve performance management, training, personal development, succession planning, and recruitment effectiveness in HR by applying the latest thinking and approaches
- Learn about the new structure of effective HR departments

Date		
8 Apr 2019	12 Aug 2019	18 Nov 2019

CRM Certified Recruitment Manager

40 Hours

COURSE OBJECTIVES

- Part One: The Nature of Staffing
- Part Two: Support Activities
- Part Three: Staffing Activities: Recruitment
- Part Four: Staffing Activities: Selection
- Part Five: Staffing Activities: Employment
- Part Six: Staffing System and Retention Management

Date	
18 Feb 2019	3 Jun 2019

MP Manual Payroll

15 Hours

COURSE OBJECTIVES

- Understand methods of payment
- Understand the labour of law in the private sector
- Calculate the payroll

Date		
1 Apr 2019	15 Jul 2019	4 Nov 2019

CCPS Certified Compensation and Payroll Specialist

40 Hours

COURSE OBJECTIVES

- Discuss the concepts of reward systems
- State the elements of reward systems
- State the purpose of reward systems from the organizational and employee perspectives
- Compare different types of salary and pay structures
- Consider the impact of performance related pay
- State the uses of different types of benefits and allowances
- List factors impacting on International pay and expatriate rewards

Date	
29 Apr 2019	16 Sep 2019

CRS Certified Recruitment Specialist

40 Hours

COURSE OBJECTIVES

- To examine numerous interviewing techniques and practice the process of behavioral or targeted interviewing.
- Discuss potential outcomes when using a variety of approaches to recruitment and selection
- Consider a variety of techniques and methodologies to differentiate the excellent from 'the average' candidate using Competency frameworks
- Explore the appropriate use of various psychometric tests including general ability and attributes tests.
- Experience the use of Myers Briggs (MBTI) and review SHL's OPQ 32 reporting material including feedback on personality questionnaires
- Understand the benefits of developing an assessment centre to test candidates against future job requirements
- Examine various Emotional Intelligence (EI) tools to test the potential of the candidate(s) including Daniel Goleman's research and theory
- Develop your influencing skills by making persuasive presentations of key requirements in planning recruitment/selection campaigns

Date	
6 May 2019	2 Dec 2019

CTM Certified Training Manager

40 Hours

COURSE OBJECTIVES

- Identify and be able to use the 4 level model for doing training needs analysis
- Master how competencies are constructed and know which are the best to train to get good results
- Be able to use the new priority process (2009) to be able to prioritise all training requests
- Master training evaluation using the 10 step model
- Know what training is suitable for evaluation and which is not
- Have practiced evaluating a series of training courses
- Know how unit costs work and how to use them to make evaluation easy

Date	
3 Jun 2019	14 Oct 2019

HR Human Resources Diploma

245 Hours

COURSE OUTLINE

- Human Resource Training
- Hiring for Success
- Managing Employee Performance
- Manual Payroll Studies
- Certified Human Resource Specialist (CHRS)
- Business English Language
- Microsoft Office 2016
- Communication Strategies
- Building Your Self Esteem & Assertiveness Skills
- Managing Pressure and Maintaining Balance

Date		
7 Jan 2019	25 Mar 2019	24 Jun 2019
5 Aug 2019	28 Oct 2019	12 Dec 2019



BW Business Writing

15 Hours

COURSE OBJECTIVES

- The value of good written communication.
- How to write and proofread your work so it is clear, concise, complete, and correct.
- How to apply these skills in real world situations.
- Understanding the proper format for memos, letters, and e-mails.

Date		
11 Feb 2019	20 May 2019	5 Aug 2019
18 Nov 2019		

WBP Writing a Business Plan

15 Hours

COURSE OBJECTIVES

- Research and analyze the individual components needed for a business plan
- Apply skills to create a business plan for different audiences, including investors, banks, and other stakeholders
- Explain the purpose and future of their business in easy to understand terms
- Use accounting terms to describe the future for their business
- Describe their marketing, sales, and planning strategies

Date		
7 Jan 2019	1 Apr 2019	22 Jul 2019
21 Oct 2019		

WRP Writing Reports and Proposals

15 Hours

COURSE OBJECTIVES

- Prepare reports and proposals that inform, persuade, and provide information.
- Review your work so that it is clear, concise, complete, and correct.
- Apply these skills in real work applications.

Date		
21 Jan 2019	29 Apr 2019	3 Jun 2019
16 Sep 2019	16 Dec 2019	

SBW Social Business Writing for Customer Services

15 Hours

COURSE OBJECTIVES

- Make their writing clear, complete, concise, and correct.
- Improve sentence construction and paragraph development.
- Deal with specific business requests.
- Create effective business cases, proposals, and reports.
- Thoroughly document sources that they use in their writing.

Date	
20 May 2019	21 Oct 2019

SAA Skills for the Administrative Assistant

15 Hours

COURSE OBJECTIVES

- Understand the importance of professional presence on the job.
- Learn how to self-manage to become more effective and efficient.
- Improve your communications skills, including listening, questioning, and being more assertive.
- Increase your effectiveness in recognizing and managing conflict, and dealing with difficult people.

Date		
7 Jan 2019	8 Apr 2019	12 Aug 2019
9 Dec 2019		

PR Public Relations

15 Hours

COURSE OBJECTIVES

- Apply the different purposes to strategic vs. tactical PR
- Design a PR strategy
- Develop strong relationships with reporters and journalists
- Take their communication skills to a higher level

Date		
28 Jan 2019	27 May 2019	12 Aug 2019
25 Nov 2019		

CES Certifies Executive Secretary

40 Hours

COURSE OBJECTIVES

- Define the responsibilities and authority of the participants Role.
- Developing the managerial aspects of the secretary role.
- Improve the communication skills.
- Developing Problem Solving & Decision Making Tools.
- Improve confidence and assertiveness.

Date		
7 Jan 2019	24 Jun 2019	21 Oct 2019

BBM Basic Business Management

15 Hours

COURSE OBJECTIVES

- Apply the best methods for creating, leading, and managing their own business
- Establish an organizational framework through operations, finance, and leadership
- Set up an effective and efficient system for hiring, retaining, and succession planning
- Start researching and designing their strategic plan
- Describe the essential elements of marketing, sales, and their company brand
- Apply financial and accounting terms correctly

Date		
4 Feb 2019	27 May 2019	26 Aug 2019
16 Dec 2019		

CCSM Certified Customer Service Manager

40 Hours

COURSE OBJECTIVES

- The art of building lasting rapport and lasting relationships with colleagues, customers and friends
- How to modify your own behaviour to match other's
- The model for establishing good working relationships
- An ability to influence with integrity
- An ability to use influencing skills and techniques to build ongoing and long term relationships with key customers
- To be able to create and adapt crystal clear models for communication between your organisation and it's customers
- How to build co-operation and commitment
- A greater understanding of your customers' needs and how to satisfy them
- An ability to tailor services to meet your customers needs
- Long term relationships between your organisation and it's customers
- An ability to be more versatile in every customer facing situation
- The ability to recognise behaviours that may cause conflict in the future, enabling you to defuse awkward, and sometimes critical, confrontations with colleagues and customers alike

Date	
27 May 2019	18 NOV 2019



# COM Certified Office Manager

40 Hours

## COURSE OBJECTIVES

- Learn how to prioritise and cope with multiple tasks
- Learn how to think as a manager – planning, making decisions and solving problems
- Learn how to improve their communication skills to enhance their relationships
- Learn to manage your thoughts and feelings and improve self-confidence
- Learn how to be assertive and therefore more effective in the workplace
- Understand and develop intrapersonal and interpersonal skills

Date		
7 Jan 2019	24 Jun 2019	21 Oct 2019

# OMD Office Management Diploma

250 Hours

## COURSE OUTLINE

- Skills for the Administrative Assistant
- Basic Business Management
- Writing Reports and Proposals
- Getting Stuff Done
- Certified Human Executive Secretary(CES)
- Business English Language
- Microsoft Office 2016
- Communication Strategies
- Building Your Self Esteem & Assertiveness Skills
- Managing Pressure and Maintaining Balance

Date		
7 Jan 2019	25 Mar 2019	6 Jun 2019
5 Aug 2019	10 Oct 2019	12 Dec 2019

# CCSS Certified Customers Service Specialist

40 Hours

## COURSE OUTLINE

- Describe how to use Quality Management tools and methods
- Build strong customer relationships
- Help influence and set customer expectations
- Measure their own degree of customer focus and be able to apply a variety of methods to get closer to the customer
- Implement improved people skills to enhance customer service
- Improve service to internal customers as well as external customers
- Use skills to build effective relationships

Date		
11 Feb 2019	3 Jun 2019	25 Nov 2019

# GSD Getting Stuff Done

15 Hours

## COURSE OBJECTIVES

- Identify what personal efficiency is, what skill sets can improve your personal productivity, and what attitudes we should cultivate
- Explain why multi-tasking is a myth
- Describe what role long-term goals play in short-term efficiency
- Share a personal vision and develop dreams and goals from it
- Apply the 80/20 rule and learn how it should affect planning
- Identify the characteristics of a good organizational system
- Develop a plan for an efficient workspace, including a customized information center and a filing system
- Apply a system that will allow you to process any type of information that crosses your desk, including e-mail, electronic files, paper files, voice mail, text messages, and drop-in visitors
- Use the Eisenhower principle to prioritize work
- Say no
- Use routines to simplify your life
- Understand why you procrastinate and develop methods for tackling tasks
- Apply ideas and tools to make your household more productive and efficient

Date		
25 Mar 2019	24 Jun 2019	23 Sep 2019
9 Dec 2019		

# SC Communication Strategies

15 Hours

## COURSE OBJECTIVES

- Identify common communication problems that may be holding them back
- Develop skills to ask questions
- Learn what their non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Enhance their ability to handle difficult situations
- Deal with situations assertively

Date		
4 Mar 2019	24 Jun 2019	16 Sep 2019
9 Dec 2019		

# PSDM Problem solving and decision making

15 Hours

## COURSE OBJECTIVES

- Apply problem solving steps and tools
- Analyze information to clearly describe problems
- Identify appropriate solutions
- Think creatively and be a contributing member of a problem solving team
- Select the best approach for making decisions
- Create a plan for implementing, evaluating, and following up on decisions
- Avoid common decision-making mistakes

Date		
11 Feb 2019	1 Jul 2019	18 Nov 2019

# NS Negotiating Skills

15 Hours

## COURSE OBJECTIVES

- How often we all negotiate and the benefits of good negotiation skills.
- The importance of preparing for the negotiation process, regardless of the circumstances.
- The various negotiation styles and their advantages and disadvantages.
- Strategies for dealing with tough or unfair tactics.
- Skills in developing alternatives and recognizing options.
- Basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

Date		
25 Mar 2019	8 Jul 2019	7 Oct 2019

# CT Critical Thinking

15 Hours

## COURSE OBJECTIVES

- Define critical and non-critical thinking
- Identify your critical thinking style(s), including areas of strength and improvement
- Describe other thinking styles, including left/right brain thinking and whole-brain thinking
- Work through the critical thinking process to build or analyze arguments
- Develop and evaluate explanations
- Improve key critical thinking skills, including active listening and questioning
- Use analytical thought systems and creative thinking techniques
- Prepare and present powerful arguments

Date		
1 Apr 2019	5 Aug 2019	

CTI Creative Thinking and Innovation

15 Hours

COURSE OBJECTIVES

- Identify the difference between creativity and innovation
- Recognize their own creativity
- Build their own creative environment
- Explain the importance of creativity and innovation in business
- Apply problem-solving steps and tools
- Use individual and group techniques to help generate creative ideas
- Implement creative ideas

Date		
7 Jan 2019	29 Apr 2019	22 Jul 2019
18 Nov 2019		

EPS Effective Planning and scheduling

15 Hours

COURSE OBJECTIVES

- Define and create a Work Breakdown Structure
- Identify and understand task relationships
- Estimate task durations and determine project duration
- Construct a network diagram
- Calculate the critical path of a project
- Use the Program Evaluation and Review Technique (PERT) to create estimates
- Plan for risks
- Create a communication plan
- Effectively allocate project resources
- Update and monitor the project schedule

Date		
25 Mar 2019	22 Jul 2019	4 Nov 2019

MW Motivating Your Work force

15 Hours

COURSE OBJECTIVES

- Identify what motivation is
- Describe common motivational theories and how to apply them
- Learn when to use different kinds of motivators
- Create a motivational climate
- Design a motivating job

Date		
18 Feb 2019	10 Jun 2019	28 Oct 2019

BEO Business Ethics for the office

15 Hours

COURSE OBJECTIVES

- Understand the difference between ethics and morals
- Understand the value of ethics
- Identify some of your values and moral principles
- Be familiar with some philosophical approaches to ethical decisions
- Identify some ways to improve ethics in your office
- Know what is required to start developing an office code of ethics
- Know some ways to avoid ethical dilemmas
- Have some tools to help you make better decisions
- Be familiar with some common ethical dilemmas

Date		
21 Jan 2019	27 May 2019	2 Sep 2019

AD Disability Awareness

15 Hours

COURSE OBJECTIVES

- Prepare to welcome people with disabilities into their workplace
- Interact with people with disabilities
- Identify and overcome barriers in the workplace
- Use respectful, appropriate, acceptable language in any circumstance
- Understand what their company can do during hiring and interviewing
- Understand what job accommodation is and how it applies in their workplace

Date		
25 Mar 2019	12 Aug 2019	9 Dec 2019



EI Emotional Intelligence

15 Hours

COURSE OBJECTIVES

- Understand what emotional intelligence means
- Recognize how our emotional health and physical health are related
- Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
- Understand the different emotions and how to manage them
- Create a personal vision statement
- Understand the difference between optimism and pessimism
- Validate emotions in others

Date		
22 Apr 2019	5 Aug 2019	23 Dec 2019

LPI Lean Process Improvement

15 Hours

COURSE OBJECTIVES

- Define Lean and its key terms
- Describe the Toyota Production System and the TPS house
- Describe the five critical improvement concepts
- Use the Kano model to understand, describe, analyze, and improve value
- Identify and reduce various types of waste
- Create a plan for a more environmentally Lean organization
- Use the PDSA and R-DMAIC-S models to plan, execute, and evaluate Lean changes
- Use Lean thinking frameworks, including 5W-2H, Genchi Genbutsu and Gemba
- Prepare for and complete a basic 5-S
- Describe the key elements of Kaizen events, particularly a Kaizen blitz
- Gather, analyze, and interpret data using flow charts, Ishikawa (fishbone) diagrams, SIPOC diagrams, and value stream maps
- Go back to their organization with a plan to begin incorporating Lean into their corporate culture

Date		
6 May 2019	28 Oct 2019	

BSA Building Your Self Esteem and Assertiveness Skills

15 Hours

COURSE OBJECTIVES

- Recognize that you have worth and are worthy of happiness
- Develop techniques for eliminating unhealthy thought patterns and replacing them with supportive patterns
- Learn how to turn negative thoughts into positive thoughts
- Learn how to make requests so that you get what you want
- Set goals that reflect your dreams and desires and reinforce healthy patterns

Date		
21 Jan 2019	11 Mar 2019	16 Sep 2019

SW Safety in the Workplace

15 Hours

COURSE OBJECTIVES

- Understand the difference between a safety program and a safety culture
- Use resources to help you understand the regulations in your area
- Launch a safety committee
- Identify hazards and reduce them
- Apply hiring measures that can improve safety
- Explain what a safety training program will involve
- Identify groups particularly at risk for injury and know how to protect them
- Help your organization write, implement, and review a safety plan
- Respond to incidents and near misses
- Understand the basics of accident investigation and documentation

Date		
4 Feb 2019	8 Jul 2019	18 Nov 2019



## MO Microsoft Office 2016

60 Hours

### COURSE OBJECTIVES

- Windows (8)
- Ms Office Word 2013
- Ms Office Excel 2013
- Ms Office Outlook 2013
- Ms Office PowerPoint 2013
- Ms Office Access 2013

Date		
7 Jan 2019	25 Mar 2019	26 Jul 2019
28 Oct 2019		

## MVS Microsoft Visual Studio – ASP .Net

160 Hours

### COURSE OBJECTIVES

- 20483 - Programming in C#
- 20480 - Programming in HTML5 with JavaScript and CSS3
- 20486 - Developing ASP.NET MVC Web Applications
- 20487 - Developing Microsoft Azure and Web Services

Date	
14 Jan 2019	12 Aug 2019

## SS SQL Server 2014

120 Hours

### COURSE OBJECTIVES

- 20461 -Querying Microsoft SQL Server 2014
- 20462 - Administering Microsoft SQL Server 2014 Database
- 20463 -Implementing a Data Warehouse with Microsoft SQL Server 2014

Date		
21 Jan 2019	22 Apr 2019	16 Sep 2019

## MCSE Microsoft Certified Solutions Expert – Server infrastructure

200 Hours

### COURSE OBJECTIVES

- 20410 - Installing and Configuring Windows Server® 2012
- 20411 - Administering Windows Server 2012
- 20412 - Configuring Advanced Windows Server 2012 Services
- 20413 - Designing and Implementing a Server Infrastructure
- 20414 - Implementing an Advanced Server Infrastructure

Date		
18 Feb 2019	24 Jun 2019	21 Oct 2019

## MCSE Microsoft Certified Solutions Expert – Communication

200 Hours

### COURSE OBJECTIVES

- 20410 - Installing and Configuring Windows Server® 2012
- 20411 - Administering Windows Server 2012
- 20412 - Configuring Advanced Windows Server 2012 Services
- 204333 - Deploying Enterprise Voice with Skype for Business 2015
- 204334 - Core Solutions of Microsoft Skype for Business 2015

Date		
18 Feb 2019	24 Jun 2019	21 Oct 2019

## MCSE Microsoft Certified Solutions Expert – Private Cloud

200 Hours

### COURSE OBJECTIVES

- 20410 - Installing and Configuring Windows Server® 2012
- 20411 - Administering Windows Server 2012
- 20412 - Configuring Advanced Windows Server 2012 Services
- 2046 - Monitoring and Operating a Private Cloud
- 2047 - Configuring and Deploying a Private Cloud

Date		
18 Feb 2019	24 Jun 2019	21 Oct 2019

## SA SharePoint Administration 2013

80 Hours

### COURSE OBJECTIVES

- 20331 - Core Solutions of Microsoft SharePoint Server 2013
- 20332 - Advanced Solutions of Microsoft SharePoint Server 2013

Date	
25 Mar 2019	16 Sep 2019

## ES Exchange Server 2013

80 Hours

### COURSE OBJECTIVES

- 20341 - Core Solutions of Microsoft Exchange Server 2013
- 20342 - Advanced Solutions of Microsoft Exchange Server 2013

Date		
11 Feb 2019	3 Jun 2019	4 Nov 2019

## SD SharePoint Developer 2013

80 Hours

### COURSE OBJECTIVES

- 20488 - Developing Microsoft SharePoint Server 2013 Core Solutions
- 20489 - Developing Microsoft SharePoint Server 2013 Advanced Solutions

Date	
27 May 2019	28 Oct 2019





CCNA Cisco Certified Network Associate

80 Hours

COURSE OBJECTIVES

- Interconnecting Cisco Networking Devices Part 1 (ICND1)
- Interconnecting Cisco Networking Devices Part 2 (ICND2)

Date		
11 Feb 2019	24 Jun 2019	21 Oct 2019

CW Cisco Wireless

200 Hours

COURSE OBJECTIVES

- Implementing Cisco Wireless Network Fundamentals (WIFUND)
- Designing Cisco Wireless Enterprise Networks (WIDESIGN)
- Deploying Cisco Wireless Enterprise Networks (WIDEPLOY)
- Troubleshooting Cisco Wireless Enterprise Networks (WITSHOOT)
- Securing Cisco Wireless Enterprise Networks (WISECURE)

Date	
18 Apr 2019	26 Aug 2019

CCNP Cisco Certified Network Professional

120 Hours

COURSE OBJECTIVES

- Implementing Cisco IP Routing (ROUTE)
- Implementing Cisco IP Switched Networks (SWITCH)
- Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)

Date	
20 May 2019	18 Nov 2019

CDC Cisco Data Center

320 Hours

COURSE OBJECTIVES

- Introducing Cisco Data Center Networking (DCICN)
- Introducing Cisco Data Center Technologies (DCICT)
- Implementing Cisco Data Center Unified Computing (DCUCI)
- Implementing Cisco Data Center Unified Fabric (DCUFI)
- Designing Cisco Data Center Unified Computing (DCUCD)
- Designing Cisco Data Center Unified Fabric (DCUFD)
- Troubleshooting Cisco Data Center Unified Computing (DCUCT)
- Troubleshooting Cisco Data Center Unified Fabric (DCUFT)

Date
9 Sep 2019

CC Cisco Collaboration

280 Hours

COURSE OBJECTIVES

- Implementing Cisco Collaboration Devices (CICD)
- Implementing Cisco Video Network Devices, Part 1 (CIVND1)
- Implementing Cisco Video Network Devices, Part 2 (CIVND2)
- Implementing Cisco IP Telephony and Video, Part 1 (CIPTV1)
- Implementing Cisco IP Telephony and Video, Part 2 (CIPTV2)
- Troubleshooting Cisco IP Telephony and Video (CTCOLLAB)
- Implementing Cisco Collaboration Applications (CAPPS)

Date
27 May 2019

CS Cisco Security

200 Hours

COURSE OBJECTIVES

- Implementing Cisco Network Security (IINS)
- Implementing Cisco Secure Access Solutions (SISAS)
- Implementing Cisco Edge Network Security Solutions (SENSS)
- Implementing Cisco Secure Mobility Solutions (SIMOS)
- Implementing Cisco Threat Control Solutions (SITCS)

Date	
25 Mar 2019	18 Nov 2019

CCIE Cisco Certified Internetwork Expert

40 Hours

COURSE OBJECTIVES

Cisco Certified Internetwork Expert Routing and Switching (CCIE Routing and Switching) certifies the skills required of expert-level network engineers to plan, operate and troubleshoot complex, converged network infrastructure.

Date
15 Jul 2019

ASA Cisco Adaptive Security Appliance

40 Hours

COURSE OBJECTIVES

- Practice password recovery techniques for the Cisco ASA security appliance
- Practice two techniques for building a basic firewall configuration from scratch
- Gain an understanding of logging configurations and practice using syslog with the security appliance
- Practice two methods of backing up and restoring device's configurations
- Practice two methods of backing up and restoring your device's software image (operating system), including how to recover the software in a catastrophic fault condition
- Practice configuring and using three methods of remote management
- Gain an understanding of Network Address Translation and Port Address Translation on the ASA Security Appliance and practice using them in your configurations
- Practice configuring three types of banners
- Gain an understanding of Cisco privilege levels and practice configuring local usernames and privilege levels
- Practice configuring your security appliance to authenticate via Windows Active Directory using RADIUS
- Practice building and troubleshooting a DHCP server
- Practice building three types of VPNs including site-to-site, remote access, and a clientless Web VPN
- Gain an understanding of DMZs and practice building one with a Web server
- Practice testing security configurations with a port scanner
- Gain an understanding of filtering techniques and practice blocking Java applets
- Practice building a transparent (layer 2) firewall

Date	
25 Mar 2019	18 Nov 2019





# OFD Oracle Forms Developer

120 Hours

## COURSE OBJECTIVES

Oracle Database: Introduction to SQL  
Oracle Database: Program with PL/SQL  
Oracle Fusion Middleware 11g: Build Application with Oracle Forms

Date		
18 Feb 2019	10 Jun 2019	18 Nov 2019

# OCA Oracle DBA - Database 12c Administrator Certified Associate

120 Hours

## COURSE OBJECTIVES

Oracle Database: Introduction to SQL  
Oracle Database 12c: Administration Workshop  
Oracle Database 12c: Install and Upgrade Workshop

Date		
18 Feb 2019	10 Jun 2019	18 Nov 2019

# Java Oracle Java Application Development

120 Hours

## COURSE OBJECTIVES

Java SE 8 Fundamentals  
Java SE 8 Programming  
Oracle Middleware 12c: Build Rich Client Applications with ADF

Date	
11 Mar 2019	23 Sep 2019

# DBA Oracle DBA IIg Database Administrator

120 Hours

## COURSE OBJECTIVES

Oracle Database: Introduction to SQL  
Oracle Database 11g: Administration Workshop I  
Oracle Database 11g: Administration Workshop II

Date		
18 Feb 2019	10 Jun 2019	18 Nov 2019

# OCP Oracle DBA - Database 12c Administrator Certified Professional

80 Hours

## COURSE OBJECTIVES

Oracle Database 12c: Backup and Recovery Workshop  
Oracle Database 12c: Managing Multitenant Architecture

Date	
8 Apr 2019	12 Aug 2019



# A +

40 Hours

## COURSE OBJECTIVES

In this course, you will learn to install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

Date		
28 Jan 2019	10 Jun 2019	14 Oct 2019

# Security +

40 Hours

## COURSE OBJECTIVES

- identify the fundamental concepts of computer security.
- identify security threats and vulnerabilities.
- examine network security.
- manage application, data and host security.
- identify access control and account management security measures.
- manage certificates.
- identify compliance and operational security measures.
- manage risk.
- manage security incidents.
- develop business continuity and disaster recovery plans.

Date	
11 Feb 2019	16 Sep 2019

# Server +

40 Hours

## COURSE OBJECTIVES

- Manage server hardware.
- Install server hardware and operating systems.
- Configure networking hardware and protocols.
- Perform basic server configuration tasks.
- Create a virtual server environment.
- Administer servers.
- Implement server storage solutions.
- Secure the server. - Plan and test disaster recovery. - Troubleshoot server issues. This course can also benefit you if you are preparing to take the CompTIA Server+ examination [Exam SK0-004].

Date	
15 Jul 2019	

# Project +

40 Hours

## COURSE OBJECTIVES

- identify the fundamentals of project management.
- perform the pre-project setup.
- initiate a project.
- plan project strategies.
- develop project schedules.
- plan project staffing, communication, and quality.
- plan project risk management.
- plan project costs.
- plan project procurements.
- plan for change management and transitions.
- manage project execution.
- manage project procurement.
- control project performance.
- monitor and control the triple constraints.
- monitor project risks and procurements.
- perform the project closure processes.

Date	
22 Apr 2019	21 Oct 2019

# Network +

40 Hours

## COURSE OBJECTIVES

- Identify the basic network theory concepts.
- Identify the major network communications methods.
- Describe network media and hardware components.
- Identify the major types of network implementations.
- Identify the components of a TCP/IP network implementation.
- Identify TCP/IP addressing and data delivery methods.
- Identify the major services deployed on TCP/IP networks.
- Identify the components of a LAN implementation.
- Identify the infrastructure of a WAN implementation.
- Identify the components of a remote network implementation.
- Identify the major issues and methods to secure systems on a network.
- Identify the major issues and technologies in network security.
- Identify network security threats and attacks.
- Identify the tools, methods, and techniques used in managing a network.
- Describe troubleshooting of issues on a network.

Date		
25 Mar 2019	12 Aug 2019	16 Dec 2019

CEH Certified Ethical Hacker

40 Hours

COURSE OBJECTIVES

- INTRODUCTION TO ETHICAL HACKING
- FOOTPRINTING AND RECONNAISSANCE
- SCANNING NETWORKS
- ENUMERATION
- SYSTEM HACKING
- MALWARE THREATS
- SNIFFING
- SOCIAL ENGINEERING
- DENIAL-OF-SERVICE
- SESSION HIJACKING
- HACKING WEBSERVERS
- HACKING WEB APPLICATIONS
- SQL INJECTION
- HACKING WIRELESS NETWORKS
- HACKING MOBILE PLATFORMS
- EVADING IDS, FIREWALLS, AND HONEYPOTS
- CLOUD COMPUTING
- CRYPTOGRAPHY

Date	
18 Feb 2019	9 Sep 2019



VMware

40 Hours

COURSE OBJECTIVES

- Install and configure ESX Server
- Install and configure vCenter Server
- Configure and manage ESX networking and storage using vCenter Server
- Deploy and manage virtual machines
- Manager user access to the VMware infrastructure
- Increase scalability using vCenter Server
- Monitor resources usage using vCenter Server
- Apply patches using VMware vCenter Update Manager
- Manage higher availability and data protection using vCenter Server

Date		
21 Jan 2019	3 Jun 2019	18 Nov 2019

CISSP Certified Information Systems Security Professional

40 Hours

COURSE OUTLINE

- Analyze components of the Security and Risk Management domain.
- Analyze components of the Asset Security domain.
- Analyze components of the Security Engineering domain.
- Analyze components of the Communications and Network Security domain.
- Analyze components of the Identity and Access Management domain.
- Analyze components of the Security Assessment and Testing domain.
- Analyze components of the Security Operations domain.
- Analyze components of the Software Development Security domain.

Date	
4 Mar 2019	5 Aug 2019

GD Graphic Design Courses

100 Hours

COURSE OBJECTIVES

- Adobe Photoshop CS6
- Adobe Illustrator CS6
- Adobe InDesign CS6
- Adobe Flash CS6
- Adobe Dreamweaver CS6
- HTML & CSS
- Adobe Photoshop for Web
- Adobe After Effects CS6
- AdobePremiere Pro
- iOS & Android
- Auto Desk 3Ds Max
- Adobe Photoshop Lightroom

Date		
1 Jan 2019	24 Jun 2019	28 Oct 2019

GDD Graphic Design Diploma

250 Hours

COURSE OUTLINE

- Business English Language
- Microsoft Office 2016
- Adobe Photoshop 1 & 2
- Photoshop Light Room
- Adobe Illustrator 1 & 2
- Adobe InDesign 1 & 2
- Adobe Flash Pro. 1 & 2
- Adobe After Effects
- Adobe Premiere Pro
- Autodesk 3Ds Max
- Graphic Design Thinking
- Shooting Photos & Videos Technique
- Creating a Dynamic Job Portfolio

Date		
1 Jan 2019	24 Jun 2019	28 Oct 2019

SO Social Media & Online Marketing

40 Hours

COURSE OBJECTIVES

- Creating website using Godady
- Search Engine Optimization – SEO (on page)
- Search Engine Optimization – SEO (off page)
- Google Analytics
- Video Marketing
- E-Mail Marketing
- Google AdWords
- Facebook Ads

Date		
18 Mar 2019	3 Jun 2019	7 Oct 2019





CMA Certified Management Accountant

250 Hours

COURSE OBJECTIVES

PARTI–FinancialPlanning,PerformanceandControl

- Planning,budgeting,andforecasting
- Performancemanagement
- Costmanagement
- Internalcontrols
- Professionalethics

PARTII–FinancialDecisionMaking

- Financialstatementanalysis
- Corporatefinance
- Decisionanalysisandriskmanagement
- Investmentdecisions
- Professionalethics

Date		
11 Feb 2019	6 May 2019	29 Jul 2019
21 Oct 2019		

FNF Financial for non-Finance

40 Hours

COURSE OBJECTIVES

- Define the four key financial statements: balance sheet, income statement, cash flow and changes in owner equity as well as key financial terms such as profit, margins and leverage used in organizations
- Interpret the financial health and condition of a company, division or responsibility center and use financial information for management and evaluation
- Distinguish between accounting and finance and explain the finance role in running businesses
- Prepare a company’s operating budget and relate it to the organization’s strategic objectives
- Apply capital budgeting techniques and cost-volume-profit analysis to enhance decision making

Date		
7 Jan 2019	3 Jun 2019	25 Nov 2019

CPA Certified Public Accountant

320 Hours

COURSE OBJECTIVES

The CPA review Course is designed to measure the professional skills required to be an effective member an accounting teams within your organizations and to create value in today’s complex and challenging business environment.

Date	
18 Mar 2019	2 Sep 2019

IFRS International Financial Reporting Standards

40 Hours

COURSE OBJECTIVES

- Understand the current and potential future requirements of IFRS, including the final prospects and timetable for the convergence of GAAP and IFRS
- Apply standards in accordance with their requirements in terms of preparing IFRS compliant financial statements, including the selection of appropriate accounting policies and related footnote disclosures
- Understand the recognition and measurement principles as delineated within the IASB’s Framework and comprehending their application within each accounting standard
- Define and apply the transition process to IFRS and identify the first-time exemptions that are applicable to the financial statements of a transitioning organization
- Examine accounting standards that either require or permit the use of fair value measurement (including comparisons to U.S. Financial Accounting Standards), determining fair value measurements and financial statement recognition issues and presentation

Date		
4 Mar 2019	10 Jun 2019	11 Nov 2019

CIA Certified Internal Auditor

120 Hours

COURSE OBJECTIVES

The CIA journey begins with a focus on The IIA’s International Standards for the Professional Practice of Internal Auditing (Standards) and aspects of mandatory guidance under the IPPF. The journey continues with a focus on managing an internal audit project and culminates with concepts related to internal control, risk, governance, and technology. The CIA is a 3-part process for establishing your foundational core and starting point for career growth to:

- Distinguish you from your peers.
- Demonstrate your proficiency with internal staff and external clients.
- Develop your knowledge of best practices in the industry.
- Demonstrate your proficiency and professionalism.
- Lay a foundation for continued improvement and advancement.

Date	
8 Apr 2019	5 Aug 2019

TCM Treasury, Capital Markets and Risk

20 Hours

COURSE OBJECTIVES

- Risks in derivatives
- Fixed income and swaps
- Treasury risk management
- Asset and liability management
- Credit derivatives
- Asset securitization and CDOs
- Commodity derivatives
- Fraud and money laundering
- Basel II
- Measuring and managing VaR
- Treasury products
- Risk & compliance awareness
- Marketing treasury products
- FX & money markets
- Operational risk management
- Anti money laundering

Date	
9 Sep 2019	

IBF Introduction to Islamic Banking and Finance

20 Hours

COURSE OBJECTIVES

- Riba
- Haram activities
- Gharar/Maysir
- Zakat
- Takaful
- Murabaha
- Ijara
- Istisna
- Mudaraba
- Musharaka
- Salam
- Qard Hasan
- Evolution & Definition
- Sukuk

Date		
4 Feb 2019	10 Jun 2019	16 Sep 2019

FM Financial Modeling

20 Hours

COURSE OBJECTIVES

- Apply time value of money concepts
- Perform and interpret financial analysis
- Apply cost of capital calculation techniques
- Prepare effective financial statement models using Excel different modeling techniques
- Use the free cash flow technique in determining the value of a project or a company
- Develop financial models using Excel different modeling techniques
- Stress test the risk of developed financial models by performing sensitivity analysis
- Recognize special modeling and valuation considerations and best practices

Date	
13 May 2019	25 Nov 2019

GE General English

40 Hours

COURSE OBJECTIVES

- Starter Level
- Elementary Level
- Pre-intermediate Level
- Intermediate Level
- Upper Intermediate Level
- Advanced Level

Date		
28 Jan 2019	25 Mar 2019	13 May 2019
22 Jul 2019	16 Sep 2019	25 Nov 2019

CE Conversation English

40 Hours

COURSE OBJECTIVES

- Level 1
- Level 2
- Level 3

Date		
18 Feb 2019	13 May 2019	26 Aug 2019
11 Nov 2019		

BE Business English

40 Hours

COURSE OBJECTIVES

- Business English Elementary
- Business English Pre-Intermediate
- Business English Intermediate
- Business English Upper Intermediate

Date		
7 Jan 2019	1 Apr 2019	29 Jul 2019
14 Oct 2019		

ESB English Steps Brogram

40 Hours

COURSE OBJECTIVES

- General English Level 1
- General English Level 2
- Conversation English
- General English Level 3
- Summit 1

Date		
28 Jan 2019	25 Mar 2019	13 May 2019
22 Jul 2019	16 Sep 2019	25 Nov 2019

MBA Mini MBA General Management

80 Hours

COURSE OBJECTIVES

- Review their personal management style
- Investigate the differences between management and leadership
- Be able to build and develop high performing teams
- Analyze and put into action the latest research in employee motivation
- Learn simple but effective tools to manage performance
- Develop flexibility in influencing style to be able to handle different situations
- Learn to think and plan strategically
- Be able to generate commitment and confidence
- Manage change proactively and positively
- Take charge of their own continuing development

Date		
14 Jan 2019	1 Apr 2019	22 Jul 2019
21 Oct 2019		

PM Mini MBA Project Management

140 Hours

COURSE OBJECTIVES

The course offers a practical approach to managing projects, focusing on organizing, planning, and controlling the efforts of the project. Students participate in structured workshops where simulated project plans are designed and implemented. The course is based on the best and most current thinking in the field, particularly the Project Management Institute's (PMI®) approach described in A Guide to the Project (PMBOK® Guide). Case studies, active participation in team exercises, and practical information reinforce learning. At the end of the course, attendees will understand why project management requires a high degree of professionalism, and how to achieve that end in future projects.

Date		
4 Mar 2019	10 Jun 2019	14 Oct 2019

HRM Mini MBA Human Resources Management

80 Hours

COURSE OBJECTIVES

- Understand Strategic HRM approaches (SHRM)
- Describe the role and functions of the Personnel/HR Department
- Demonstrate a thorough understanding of employee resourcing , recruitment & reward
- Describe best practice in working with employees with problems
- Understand performance management in a multi-cultural environment

Date		
14 Jan 2019	1 Apr 2019	22 Jul 2019
21 Oct 2019		





## Workshops

- Sales Professional
- Assertiveness Skills
- Dealing With Difficult People
- Communication Skills
- Successful Time Management
- The power of the body language
- Dealing With Stress
- Leader Ship Skills
- Professional Customer Service
- Professional Call Center
- Accelerate group connection
- Advanced Presentation Skills
- Creative Problem Solving
- Creativity and innovation
- Dealing With Conflict
- Develop The Leader In You
- Diversity - Understanding The Power Of Difference
- Effective Appraisal Interviewing
- Effective Coaching Skills
- Effective Customer Care
- Effective Meeting Skills
- Facilitation Skills
- How To Build High Performance Teams
- Innovation and Change Leadership
- Introduction To Project Management
- Leading Interactive Project Teams
- Realizing Your Potential
- Selection Interviewing
- Selling Skills - Helping The Buyers To Buy
- Successful Negotiating
- The Manager As Coach
- Tools That Create Powerful Communication
- Train The Trainer
- Training Skills
- Working In Teams For Better Results

## Seminars

- The professionalism of dialogue, Delivering a speech and effective discussion
- Talent Management in government services (motivation)
- Modern strategies in the development of governmental bodies
- Preparing and writing Administrative reports
- The Japanese Experience in the administration (Kaizen)
- The Strategic Planning For Sustainable Development
- Functional strengthening and jurisdiction delegation
- Advantage of time management and specification of priorities
- Secretary and modern office management
- Work is proficiency and distinguishing
- Distinguishing Team Work
- Legal rules for illegal persons
- Legal skills to make legal administrative contracts
- Construct and leading Team Work
- Forming teamwork groups and supervising it
- Setting new Employees, First Settlement
- Employee Tasks and rights
- Decision Making and its effect on institutional distinguishing
- The art of negotiation and persuasion
- Protecting Public Money Law
- Writing notes reports And Effective Messages
- Skills Of Dealing With Others

## Years 180

Our heritage and longevity as the leading, British training provider, has enabled us to provide vocational training since 1837

## Centres +92

local training centers +92 With over 92 in Ireland and further afield, we help people advance in their careers over 30,000 over each year

## Courses +250

self-paced, +250 We offer over 250 flexible courses, which you can start at any time, to ensure you can find training to suit your lifestyle

## Passes %98

Because our unique training is based on practical activity using live software, we uphold a pass rate of 98% for our Diploma range

 + 965 22408069

 Eghali@pitman-training.com.kw

 State Of Kuwait, 20 Ahmad Al Jaber St.,  
Ahmad Al Jaber tower, 4<sup>th</sup> floor.

[www.Pitman-training.com.kw](http://www.Pitman-training.com.kw)