



TEACHING PROGRAMMES CATALOGUE



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COLLEGE

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Introduction

Welcome to the IDEA Consulting Training Courses Catalogue, designed to provide a range of training opportunities tailored to the diverse needs of professionals at different career stages. Our catalogue is structured into four distinct sections, ensuring targeted learning for a variety of roles:

1. Occupational (Skills) Oriented Portfolio

Target Group: Operational/Support Staff and Skilled Technical Staff

This section focuses on practical, skills-based training aimed at improving specific occupational competencies needed for day-to-day tasks and technical operations.

2. Enhancing Your Management Toolkit

Target Group: Middle Management Staff

These courses are designed to equip middle managers with essential tools and strategies to enhance their leadership and management abilities, helping them excel in their current roles and prepare for future challenges.

3. Higher Level Competences

Target Group: Senior Management

Aimed at senior leaders, this section focuses on advanced competencies such as strategic decision-making, leadership, and organisational growth, providing critical insights for those overseeing complex operations.

4. Emerging Needs

Target Group: All Management Levels

This section addresses the evolving landscape of business and leadership, offering cutting-edge training in areas like innovation, change management, and digital transformation, suitable for all levels of management.



Learning Methods

At IDEA Consulting, we emphasise a dynamic and engaging learning experience that combines theoretical knowledge with real-world application. Our courses are delivered through a blend of lectures, group discussions, case studies, hands-on activities, and interactive learning tools. This ensures participants not only grasp the concepts but can also apply them directly in their work environments. Whether delivered in person or virtually, all courses are designed to be highly interactive, providing opportunities for networking, peer learning, and professional growth.

Trainers

All our trainers at IDEA Consulting are highly experienced professionals, bringing both industry expertise and academic knowledge to the classroom. With backgrounds in a variety of sectors, they ensure that our training content is both practical and relevant to current industry standards. This blend of hands-on experience and academic insight allows our participants to benefit from a well-rounded learning experience that is applicable to their careers.

Training Facilities

Our state-of-the-art training facilities are fully accessible and equipped with the latest technology to enhance the learning environment. With modern lecture rooms and advanced audiovisual equipment, IDEA Consulting provides a comfortable and engaging atmosphere for all learners. Our commitment to accessibility ensures that our facilities are designed to accommodate the needs of all participants, ensuring an inclusive learning experience for everyone.



A. Occupational (Skills) Oriented Portfolio

Target Group: Operational/Support
Staff and Skilled Technical Staff



1. Sales Techniques and Retail

Scope of Training

This programme provides participants with the fundamentals of sales techniques and management, incorporating structured theories and practical learning experiences. It is designed to reduce the uncertainty of the selling process and provides robust skills for selling effectively across a range of business situations. Participants will learn how to identify prospective customers, engage the customer, deliver the sales proposition by focusing on features and benefits, overcome objections and then close the sale. Time management principles and theories of motivation and self-efficacy will be covered to increase participants' confidence.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Target Group

- Sales Representatives
- Sales Supervisors
- Professionals who are interested in sales careers

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Appreciate what a customer-friendly organisation is
- Critically assess processes of dealing with difficult clients
- Demonstrate an understanding of different sales techniques
- Critically analyse the role of the salesperson in the 21st Century



2. Supervisory Skills

Scope of Training

The aim of this training programme is to provide first line supervisors and team leaders with the correct tools to ensure adequate and effective management and supervision of employees.

The course will look at the primary skills required to manage people within the organisation whilst enabling supervisors to understand how their role and their style impacts their team's ability to meet the organisation's standards and expectations.

Target Group

- First Line Supervisors
- Team Leaders

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand the key concept of Supervisory role
- Gain insight on how to manage resources
- Acquire knowledge on team management
- Be aware of team motivation skills
- Understand the importance of time management

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



3. Negotiation Techniques

Scope of Training

We all negotiate daily. On a personal level, we negotiate with friends, family, landlords, car sellers and employers, among others. Negotiation is also the key to business success; no business can survive without profitable contracts. Within a company, negotiation skills can lead to your career advancement. In this course, you'll learn about best negotiation practices and how to apply them in real life.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Target Group

- Section Leaders
- Middle Managers
- Team leaders
- Those whose success depends on their ability to negotiate

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand negotiation opportunities and risks
- Use negotiation skills to generate a 'win-win' outcome
- Improve existing negotiating skills
- Prepare for the negotiation and negotiate with confidence
- Employ appropriate and relevant strategies and tactics



4. Customer Service Excellence

Scope of Training

The aim of this training course is to show that customer care is a new science in the field of Management. Today's businesses truly depend on the quality of service that members of the organisation offer to each other and to the external client. Through this training, participants will look at the different scenarios and approaches to providing excellent customer service at different levels of the organisation.

Target Group

- All participants who are in direct contact with customers.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand the concept of Customer Care as a critical field within management.
- Recognise the Impact of Internal and External Service Quality both for internal and external customer service.
- Analyse customer service scenarios by equipping participants with the tools to assess and respond to various customer service scenarios.
- Enhance Communication and Service Skills by developing key communication strategies and service techniques.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



5. Effective Communication Skills

Scope of Training

The aim of this course is to develop participants' ability to focus on the outcome they want to achieve through communicating with a specific person/group of people. Whether communicating one to one or with an audience, conveying messages effectively is one of the most powerful skills for achieving your objectives.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Target Group

- Section Leaders
- Middle Managers
- Team leaders
- Professionals who would like to improve their communication skills

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Define goals for more effective communication
- Create an open environment for communication
- Build stronger relationships through powerful communication
- Understand others' communication styles and needs
- Facilitate effective team and meeting communications
- Use Emotional Intelligence to deal with difficult situations



6. Time Management

Scope of Training

The training programme explains the fundamentals of time management; it will enable participants to gain an understanding of the value of time, proven ways to get the most out of the day, how to balance work and home, techniques for eliminating time wasters and how to conquer procrastination.

Target Group

- Professionals of any level whose success depends on their ability to manage time effectively.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Develop an action plan for better use of time
- Understand and demonstrate the use of to-do lists and ABC prioritisation techniques
- Explain the benefits and drawbacks of various calendar systems
- Formulate SMART objectives and explain their benefits
- List barriers to successful time management
- Describe the benefits of being organised

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



7. Teamwork and Collaboration

Scope of Training

This training programme introduces participants to the skills of co-operation, communication and knowledge sharing as imperative factors for effective results and creative and productive teamwork.

Target Group

- First Line Supervisors
- Team Leaders
- Team Members

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand the benefits of working in a team environment
- Identify how the team can work towards introducing change
- Define the value of communication within the team environment
- Comprehend that any person within the team can become an essential contributor towards reaching goals more effectively and efficiently



8. Presentation and Public Speaking Skills

Scope of Training

The aim of this course is to help participants build up their confidence and skills to best express their natural creativity and enthusiasm through presentations and public speaking.

Continual discovery, professional feedback, along with constant practice form part of this powerful course. Public speaking and presentation tools will be covered. By the end of the course participants should be on their way to becoming more confident presenters and public speakers.

Target Group

- Professionals from every industry and level who need or will need to use their presentation and public speaking skills at work.
- Anyone who wants to improve presentation skills for personal satisfaction.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Fully understand the different audiences and their needs
- Select an appropriate outline which allows listeners to easily follow and understand a speech/presentation
- Use appropriate transitions between one idea and another
- Select the appropriate style and language to communicate ideas clearly, accurately and vividly
- Use visual aids which are appropriate and relevant to different audiences.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



9. Business Writing

Scope of Training

The aim of this course is to help participants understand the main components of a business report, exposing them to good writing practices as well as practical ways to avoid common language and grammatical inaccuracies.

Target Group

- Professionals who would like to improve business writing skills
- Supervisors
- Middle and Functional managers

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand the importance of writing as a communication tool in business
- Structure different business reports appropriately
- Differentiate between clear findings, conclusions and recommendations
- Become aware of common language and writing misconceptions and errors
- Improve business writing style and skills.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



10. Fashion Retail Excellence

Scope of Training

This course is designed to equip participants with the knowledge and skills necessary to enhance customer experiences in the fashion retail industry. Emphasis will be placed on understanding consumer behaviour, developing effective retail strategies, and implementing innovative approaches to meet the evolving needs of fashion customers.

Target Group

- Front-line and Customer Service Representatives
- Visual Merchandisers
- Store Supervisors/Team Leaders
- Merchandise Planners
- Marketing and Branding Professionals

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand the fundamentals of fashion retail management.
- Learn strategies to improve customer experience and engagement.
- Explore visual merchandising techniques to attract and retain customers.
- Master personalized customer service approaches.
- Gain insights into the latest trends and technologies in fashion retail.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



B. Enhancing Your Management Toolkit

Target Group: Middle Management Staff



1. Project Management (Principles and Competencies)

Scope of Training

This programme offers an introductory practical approach to Project Management, covering the theoretical basics as well as focusing on organising, planning and controlling the efforts of the project. It is designed for participants with little or no experience in managing projects, and non-formal training. It is also suitable for experienced project managers who lack knowledge of structured processes.

Target Group

- Aspiring Project Managers
- Project Managers
- Project Coordinators
- Professionals who are interested in managing projects

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Identify the key characteristics of a project and Project Manager
- Identify primary project constraints
- Define the role and responsibilities of the Project Manager
- Identify Project Organisational Structure
- Define the purpose of using a project charter
- Identify the different stages involved in project planning
- Plan the project for successful outcomes

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



2. Training Needs Analysis

Scope of Training

The Conducting a Training Needs Analysis short course is designed to equip participants with the skills and knowledge to effectively identify training gaps within an organisation. Participants will learn how to assess current performance levels, define skill gaps, and align training programmes with organisational goals. This course also provides a step-by-step approach to conducting a thorough Training Needs Analysis (TNA), enabling participants to design targeted training solutions that enhance employee performance and support business objectives.

Target Group

- Human Resources professionals
- Learning and Development (L&D) managers
- Department managers and team leaders
- Training coordinators or facilitators

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Learn the key concepts and steps involved in conducting a comprehensive TNA.
- Gain the ability to assess current employee performance and identify specific skill gaps that hinder organisational success.
- Ensure that training initiatives are strategically designed to support the overall business objectives and improve productivity.
- Discover how to gather data using surveys, interviews, focus groups, and performance reviews to accurately assess training needs.



3. Introduction to Train-the-Trainer

Scope of Training

The Introduction to Train-the-Trainer short course is designed to prepare individuals to become effective trainers within their organisations. Participants will learn foundational skills in adult learning principles, instructional design, and facilitation techniques. This course provides the essential tools needed to deliver engaging and impactful training sessions, whether in-person or online.

Target Group

- New trainers or facilitators who are just beginning their training careers.
- Team leaders or supervisors responsible for on-the-job training.
- Human Resources and Learning & Development personnel.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Gain insight into the key responsibilities of an effective trainer.
- Understand how adults learn best and how to tailor training approach.
- Learn how to create structured, clear, and interactive training materials that support learning objectives.
- Acquire basic practical skills in delivering engaging and interactive training sessions.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



4. Preparing and Conducting Performance Appraisals

Scope of Training

The primary objective of this training is to enable participants to create the right environment for effective appraisals. Participants will learn how to plan, formulate and conduct an appraisal interview, co-align appraisal results with training and development as well as identify the organisational factors leading to future success. Additionally, participants will learn about objective measures in performance management.

Target Group

- Middle HR Managers
- Supervisors
- Personnel already in the Human Resources Management field
- Professionals who would like to enter the HR field to gain more insight on current Human Resources practices.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Create the right environment for effective appraisals
- Plan, formulate and conduct an appraisal interview
- Identify the organisational factors leading to future success
- Establish and communicate the organisation's values, objectives to be reached, motives and strategy
- Ensure objective measures in performance management



5. HR Recruitment and Profiling

Scope of Training

This training focuses on aligning reward programmes with talent and business strategies as well as how to enhance controls for human capital processes and mitigating risk around HR. Participants will also learn how to improve HR operations through workforce analytics and to enhance transaction value through human capital programmes. Global Mobility and diverse workforce will be covered as well.

Target Group

- Middle HR Managers
- Supervisors
- Personnel currently in the Human Resources Management field
- Professionals who would like to enter the HR field to gain more insight on current Human Resources practices

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand key contemporary labour market trends and their significance for different organisations and in different countries.
- Undertake core talent-planning activities
- Contribute to the development of resourcing strategies
- Manage recruitment and selection activities effectively and within the expectations of the law and good practice
- Understand how to maximise employee retention
- Manage dismissal, redundancy and retirement effectively and lawfully

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



6. Motivating Employees

Scope of Training

Participants of this programme will explore the meaning of motivation as well as evaluate main theories of motivation and their link to job satisfaction and employee engagement. It will help participants to create a more dynamic, loyal and energised workplace.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Target Group

- Middle HR Managers
- Supervisors
- Personnel currently in the Human Resources Management field
- Professionals who would like to enter the HR field to gain more insight on current Human Resources practices.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Define motivation and its impact on performance
- Recognise how values impact employees' behaviour
- Incorporate motivational techniques to create a positive motivational climate
- Describe the relationship between motivational and job satisfaction
- Develop a motivational strategy



7. Preparing a Business Plan

Scope of Training

This short course on Preparing a Business Plan will provide participants with an understanding of the essential components of a successful business plan. Participants will learn how to develop a clear vision for their business, conduct market analysis, outline operational strategies, and create financial projections. By the end of the course, participants will have the knowledge and tools needed to create a professional and actionable business plan.

Target Group

- Aspiring individuals looking to start their own business.
- Small business owners seeking to expand or refine their business model.
- Students and graduates interested in entrepreneurship and business development

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Learn the essential sections of a business plan, including executive summaries, market analysis, operational strategies, and financial forecasting.
- Gain the skills to assess market opportunities, analyse competition, and understand customer needs.
- Improve your ability to present a convincing business plan to investors, lenders, and other stakeholders.
- Develop a solid business plan that increases the chances of attracting investment or securing loans

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



8. Finance for Non-Finance Management

Scope of Training

The aim of this training is to provide non-financial professionals such as supervisors and managers with some tools, knowledge and skills to help them gain the confidence in reading, interpreting and using financial information. Course will cover technical terms related to finance and accounting, financial statements and accounting ratios. Trainees will further learn about cash management and credit control techniques.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Target Group

- Non-Financial Professionals (non-accountants) such as supervisors and managers in every functional area of responsibility who would like to grasp the financial concepts.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Gain greater confidence with a working knowledge of business financials
- Generate forecasts and budgets
- Contribute more effectively to budgeting negotiations
- Communicate effectively with finance professionals
- Understand and differentiate between different financial statements



9. Change Management

Scope of Training

This programme provides participants with effective change management tools; participants will be able to recognise and furthermore, own, the process of change within their own environment and within their cultural contextual framework. Furthermore, they will learn how to respond to change by changing their own attitude to risk as well as to adopt strategies to implement and manage change effectively.

Target Group

- Leaders
- Middle Management

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Engage best practices in leading change
- Describe reactions to change
- Identify strategies for helping change to be accepted and implemented in the workplace
- Make a persuasive case for change to engage your team and stakeholders
- Overcome resistance for change with effective communication tools
- Use tools to measure and monitor change

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



C. Higher Level Competencies

Target Group: Senior Management



1. Knowledge Management and Learning Organisations

Scope of Training

This course introduces participants to the principles and practices of knowledge management and learning organisations. It explores how organisations can effectively create, capture, share, and utilise knowledge to enhance performance, innovation, and competitiveness. Participants will also learn how to foster a culture of continuous learning within their organisations.

Target Group

- Leaders
- Middle Management

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand key concepts of knowledge management and organisational learning
- Identify tools and techniques for capturing and sharing knowledge
- Promote a knowledge-sharing culture within organisations
- Apply learning organisation principles to improve performance
- Align knowledge management strategies with organisationa goals

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



2. Performance Management

Scope of Training

This short course is designed to equip participants with the tools and techniques needed to effectively manage and improve employee performance. It covers key elements of performance management, including goal setting, continuous feedback, performance appraisals, and development plans. Participants will learn how to foster a high-performance culture by aligning individual goals with organisational objectives and driving employee engagement through clear expectations and constructive feedback.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand the Performance Management Cycle
- Set Clear and Achievable Goals
- Conduct Effective Performance Appraisals and provide continuous feedback
- Identify and Address Performance Issues
- Foster Employee Development and Growth and enhance Motivation and Engagement

Target Group

- HR professionals
- Team leaders
- Business owners and entrepreneurs
- Learning and Development professionals
- Consultants working on staff development

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



3. Corporate Governance and Board Effectiveness

Scope of Training

This short course is designed to provide participants with a deep understanding of the principles and practices that drive good governance and effective board performance. It covers essential topics such as the roles and responsibilities of boards, legal and regulatory frameworks, and risk management.

Target Group

- Board members and directors
- Senior executives
- Company secretaries
- Aspiring directors or individuals
- Governance professionals

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand the Role of the Board in Corporate Governance and explore Legal and Regulatory Frameworks.
- Enhance Board Dynamics and Decision-Making
- Develop Risk Management Strategies and improve Accountability and Transparency
- Foster Ethical Leadership
- Boost Board Effectiveness and align Board Activities with Organisational Goals

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



4. Innovation and Change Management

Scope of Training

This short course is designed to help participants understand the dynamic relationship between innovation and effective change management. This course explores how organisations can foster innovation, embrace new ideas, and manage change in a structured and sustainable way.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Target Group

- Managers and team leaders responsible for driving innovation and leading change.
- HR and Learning & Development professionals.
- Change managers and project leaders involved in large-scale change initiatives.
- Consultants who advise organisations on change management and innovation strategies.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand the Link Between Innovation and Change
- Foster a Culture of Innovation and creating an environment where new ideas and creativity are encouraged.
- Master Change Management Techniques and adaptability and competitiveness.
- Overcome Resistance to Change
- Align Innovation with Business Goals and Promote Continuous Improvement.



5. Globalisation and International Business Management

Scope of Training

The Globalisation and International Business Management short course is designed to provide participants with a full understanding of how businesses operate in a globalised world. This course covers essential aspects of international trade, market entry strategies, cross-cultural management, and global business trends.

Target Group

- Managers and executives responsible for international business units or global strategy.
- International business development professionals focused on global expansion and market entry.
- Consultants advising organizations on international trade and global business practices.
- Marketing professionals targeting international markets and managing global campaigns.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand the Impact of Globalisation on Business
- Develop International Market Entry Strategies and manage Cross-Cultural Teams and Diversity
- Navigate Global Trade Regulations and Compliance and Analyse Global Economic Trends
- Mitigate Risks in International Business

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



6. Advanced Strategic Management

Scope of Training

The Advanced Strategic Management short course is designed to equip experienced leaders with the tools and frameworks to formulate, implement, and evaluate complex strategies in a rapidly changing business environment.

Target Group

- Strategic planning professionals and consultants providing strategic advice and business transformation services to clients.
- Department heads and functional leaders looking to align their departments with broader organisational strategy.
- Project managers responsible for strategic initiatives within the organisation.
- Aspiring leaders seeking to deepen their understanding of strategic management at an advanced level.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Learn to apply advanced tools and models for strategic planning, such as SWOT, PESTLE, Porter's Five Forces, and Blue Ocean Strategy.
- Gain skills in evaluating competitors, market trends, and industry dynamics to inform strategic decision-making.
- Explore how to foster innovation within your organization to create new growth opportunities and remain competitive in evolving markets.
- Learn how to ensure that strategic initiatives are aligned with your organization's mission, vision, and long-term goals.



7. Retention Strategies

Scope of Training

The Retention Strategies short course is designed to provide participants with practical insights and tools to enhance employee retention in their organisations. This course will cover the key factors that influence employee retention, including organisational culture, career development, recognition, and employee engagement.

Target Group

- HR professionals and managers
- Team leaders and supervisors
- Learning and Development professionals

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Understand Key Drivers of Employee Retention
- Develop Effective Retention Strategies
- Foster Employee Engagement and Loyalty
- Promote Career Development and Growth
- Improve Employee Recognition and Reward Programs
- Identify and Address Turnover Risks
- Create a Culture of Retention

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



8. Advanced Project Management

Scope of Training

The Advanced Project Management short course is designed to provide experienced project managers with the advanced skills and techniques required to lead complex projects successfully. This course focuses on advanced project planning, risk management, stakeholder engagement, resource allocation, and agile project management methodologies.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Target Group

- Experienced project managers
- Senior managers and executives
- Project Management professionals
- Team leaders and department heads
- Consultants and contractors

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Master Advanced Project Planning
- Enhance Risk Management Skills
- Optimise Resource Management
- Improve Stakeholder Engagement
- Lead and Motivate High-Performing Teams
- Ensure Project Delivery on Time and Budget
- Achieve Better Project Outcomes



D. Emerging Needs

Target Group: All Management Levels



1. Waste Management

Scope of Training

The Waste Management short course is designed to provide participants with a comprehensive understanding of modern waste management practices, focusing on sustainability, regulatory compliance, and resource optimisation. This course covers key topics such as waste reduction strategies, recycling programs, waste treatment technologies, and the environmental and economic impacts of improper waste management.

Target Group

- Facility managers responsible for overseeing waste disposal and recycling programs.
- Environmental officers and sustainability managers in both public and private sectors.
- Operations managers looking to optimise resource use and reduce waste in production processes.
- Health and safety officers managing hazardous and industrial waste.
- Corporate social responsibility (CSR) professionals focusing on sustainability goals and environmental impact.
- Waste management professionals and consultants advising organisations on waste reduction and recycling.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Learn about the different types of waste and key concepts in waste management, such as waste hierarchy (reduce, reuse, recycle).
- Discover practical methods to reduce waste generation in organisations and improve resource efficiency.
- Understand national and international regulations related to waste management and how to ensure compliance within your organization.
- Learn how effective waste management contributes to sustainability goals and reduces environmental impact.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



2. Essential AI for the Modern Manager

Scope of Training

The Essential AI for the Modern Manager short course is designed to provide managers with a practical understanding of artificial intelligence (AI) and its applications in business. This course focuses on how AI can be leveraged to drive innovation, enhance decision-making, and optimise operations.

Target Group

- Middle and senior managers and project managers overseeing AI or digital transformation projects.
- Department heads responsible for process optimisation and data-driven decision-making.
- HR managers exploring AI tools for recruitment, employee engagement, and workforce analytics.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Learn basic AI concepts, including machine learning, natural language processing, and data analytics, tailored for non-technical managers.
- Discover real-world examples of AI in areas such as marketing, customer service, operations, and human resources.
- Learn how AI can support better data-driven decision-making by providing insights, forecasts, and trend analysis.
- Create a roadmap for implementing AI in your department or organization based on your unique business needs.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



3. Preparing and Implementing a Digitalisation Strategy

Scope of Training

The Preparing and Implementing a Digitalisation Strategy short course is designed to equip participants with the knowledge and tools necessary to develop and execute a holistic digital transformation strategy for their organisations. This course will cover key aspects of digitalisation, including identifying technology trends and integrating digital tools to enhance business processes.

Target Group

- Business leaders and executives aiming to drive digital transformation within their organisations.
- IT managers and digital officers responsible for implementing technology solutions and digital strategies.
- Operations and project managers seeking to improve efficiency and productivity through digital tools.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Gain a clear understanding of what digitalisation entails and its role in driving organisational change and innovation.
- Learn how to evaluate organisation's current level of digital readiness and identify gaps in processes, technologies, and skills.
- Acquire the tools and frameworks needed to design a tailored digitalisation strategy that aligns with the business objectives and market demands.
- Discover how digitalisation can improve operational efficiency, customer engagement, and product innovation.



4. Cyber Security

Scope of Training

The Cyber Security short course is designed to equip participants with foundational knowledge and practical skills to protect their organisations from cyber threats. This course covers essential cyber security concepts, including threat detection, risk management, data protection, and regulatory compliance.

Target Group

- IT managers and system administrators responsible for securing organisational networks and systems.
- Business leaders and executives seeking to understand the strategic importance of cyber security.
- Risk management and compliance officers aiming to ensure data protection and regulatory adherence.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Learn the fundamentals of cyber security, including key terms, types of threats, and how cyber-attacks can impact businesses.
- Gain skills to recognise and mitigate common cyber threats such as phishing, malware, ransomware, and social engineering.
- Learn practical techniques for securing networks, systems, and data through strong passwords, encryption, firewalls, and multi-factor authentication.
- Understand how to assess and manage cyber risks, developing strategies to reduce vulnerabilities and protect sensitive information.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance



5. Introduction to Mentoring and Coaching in the workplace

Scope of Training

The Introduction to Mentoring and Coaching in the Workplace short course is designed to provide participants with the knowledge and skills needed to implement effective mentoring and coaching practices within their organizations. This course will cover the fundamental principles of mentoring and coaching, the role of both mentor and coach, and the benefits these practices offer for personal and professional development.

Target Group

- Managers and team leaders responsible for employee development and performance management.
- HR professionals tasked with designing and implementing mentoring and coaching programs.
- Senior employees looking to take on mentoring roles within their organisation.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Gain a clear understanding of the differences and similarities between mentoring and coaching, and how each can be applied in a professional context.
- Learn how to guide, inspire, and support colleagues and direct reports through effective mentoring and coaching techniques.
- Learn how to structure and maintain successful mentoring relationships that encourage growth, confidence, and career progression.



6. ESG Awareness for Business

Scope of Training

The ESG Awareness for Business short course is designed to introduce participants to the core concepts of Environmental, Social, and Governance (ESG) criteria and their growing importance in modern business practices. This course provides insights into how businesses can integrate ESG factors into their strategy, operations, and decision-making processes.

Target Group

- Business leaders and executives looking to integrate ESG into their corporate strategy.
- Sustainability officers and managers tasked with driving ESG initiatives within their organisations.
- HR professionals interested in the social aspects of ESG, such as diversity and employee well-being.
- Corporate governance professionals seeking to strengthen governance structures in line with ESG expectations.

Course objectives & Benefits

By the end of the training programme, participants should be able to:

- Gain a clear understanding of the Environmental, Social, and Governance pillars and how they impact business sustainability and stakeholder expectations.
- Learn how to align ESG considerations with your organisation's strategic goals, enhancing both social impact and business outcomes.
- Stay informed about evolving ESG regulations, investor requirements, and best practices for compliance and transparency.
- Identify how ESG factors can mitigate risks related to environmental challenges, social issues, and governance weaknesses.

Course Details

- Duration: 1 week
- Contact hours: 12 hours
- The course consists of 3 sessions of 4 hours each
- Sessions will be held either morning or afternoon
- Successful candidates will be awarded a Certificate of Attendance





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