



# 2026 INTERNATIONAL BROCHURE



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**BROCHURE**

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# Table of Contents

## Public Sector Management And Public Affairs

- 10 Corporate Governance & Risk Management For Public Sector Organization
- 12 Customer Service For The Public Sector
- 13 Developing Effective Public Policy & Policy Delivery
- 14 E-Government, Digital Transformation In Government, Innovating Public Policy & Service: How To Provide Government Services At Citizen's Fingertips
- 16 Improving Public Sector Performance In The 21st Century: Acquiring Critical Skills For The Latest Techniques In Public Sector Management

## Office Administration

- 20 Administrative Excellence For Secretaries And Administrators: Competence Development Tools
- 21 Advanced Office Management & Effective Administration Skills: Managing And Supporting Your Organization
- 22 Developing Core Skills For Administrators & Secretaries: Effective Approaches to Handling Information And Inter-Personal Communications
- 23 Info-Graphics: Data Analysis And Reporting Techniques
- 24 Information & Documentation Compliance

## Audit, Compliance And Governance

- 28 Compliance Regulatory Professionals: Perform Better By Protecting The Firm From Compliance Risk
- 30 Corporate Governance & Risk Management For Public Sector Organisations
- 32 Fraud And Forensic Auditing: Identification, Detection & Prevention

## Risk Management

- 36 Advanced Business Resilience: Developing Creative And Adaptive Resilience Strategies
- 37 Advanced Energy Finance Analytics: Markets, Instruments & Risk Management
- 39 Advanced Oil & Gas Project Economics, Risk & Decision Analysis

## Finance & Budgeting

- 44 Advanced Budgeting & Cost Management: Estimating, Budgeting & Cost Control
- 45 Advanced Enterprise Risk Management: Fully Embedding The ERM Process
- 46 Advanced Finance & Accounting Strategies In The Oil & Gas Industry: Financial Strategies Relevant For The 21st Century

## Human Resource Management

- 50 Organisations And Relationships Systems In The Workplace: Exploring The Changing Nature Of Teams, Organisations And People
- 51 Advanced Selection, Interviewing & Recruitment Skills: Proven Techniques For Dramatically Transforming Your Ability To Hire Effectively
- 52 HR Analytics: Using Data To Drive Results
- 53 HR Master Class On The Future Changes In Human Resources: The Artificial Intelligence Changes That Will Transform HR, As We Know It

## Logistics, Supply Chain And Contract Management

- 58 Big Data Analytics For Supply Chain Optimization
- 59 Data Management, Security And Warehousing
- 61 Effective Contractor Management In Maintenance & Technical Projects

## Data Management & Analytics

- 64 Advanced Data Analysis Techniques
- 65 Advanced Data Management For Oil And Gas Professionals
- 66 Advanced Reporting Analytics
- 67 Data Analytics For Bank Regulators

## Management And Leadership

- 70 Achieving Leadership Excellence: Empowering Proactive Leadership Dynamics
- 71 Developing Excellence In People Leadership: Achieving Breakthrough Performance To Better Lead & Manage Teams
- 72 Essential Core Skills Of A 21st Century Leader: Dynamics Of Leadership
- 73 Improving Business Leadership Through Technology: Leveraging Digital Transformation For Performance Excellence

## Strategy & Strategic Planning

- 78 Creative Strategic Planning & Leadership: Developing Innovative, Visioning And Strategic Thinking Skills
- 79 Developing Strategic Partnerships, Joint Ventures, And Consortia: Prospects, Analysis And Execution
- 80 Evaluating Collaborative Development Opportunities: Due Diligence In Appraising Potential Investors And Partners
- 81 Improving Business Leadership Through Technology: Leveraging Digital Transformation For Digital Excellence
- 83 Leadership & Strategic Thinking In The Oil, Gas & Petrochemicals Industry: Sustaining Profitable Growth In A Changing Global Business

## Corporate Communications

- 86 Advanced Public Speaking And Presentation Skills: Present With Confidence Whatever The Condition
- 88 Advanced Social Media Training
- 89 Developing Leadership Presence And Power: Learn To Speak Like A Leader
- 90 Guiding Change Through Corporate Communications
- 91 Incident & Crisis Response Communication Skills

## Sales And Marketing

- 94 Achieving Marketing Excellence In Service Organizations
- 96 Client Management Strategies For Retention & Growth
- 97 Digital Marketing Strategy And Analytics

## Leadership And Interpersonal Skills

- 100 Interpersonal Effectiveness & Leadership Excellence
- 101 Advanced Interpersonal Communication Skills for Leaders
- 102 Advanced Leadership Skills & Communication
- 103 Advanced Communication & Interpersonal Skills for Management & Leadership
- 104 Advanced Leadership Skills for the 21st Century

## Specialized Technical Skills

- 108 Advanced Data Science & Machine Learning
- 109 Cybersecurity Engineering & Ethical Hacking
- 110 Advanced Database Design & Data Engineering

## Digital Currencies

- 114 Central Bank Digital Currency
- 115 Digital Currency Adoption for Economic Growth
- 116 Cryptocurrency and Blockchain

## Artificial Intelligence

- 120 Artificial Intelligence for Sustainability
- 121 Generative Artificial Intelligence Beyond Chatbot
- 122 Rise of Agentic Artificial Intelligence
- 123 Machine Learning



# Public Sector Management And Public Affairs

## TABLE OF CONTENT

- 10** CORPORATE GOVERNANCE & RISK MANAGEMENT FOR PUBLIC SECTOR ORGANIZATION
- 12** CUSTOMER SERVICE FOR THE PUBLIC SECTOR
- 13** DEVELOPING EFFECTIVE PUBLIC POLICY & POLICY DELIVERY
- 14** E-GOVERNMENT, DIGITAL TRANSFORMATION IN GOVERNMENT, INNOVATING PUBLIC POLICY & SERVICE: HOW TO PROVIDE GOVERNMENT SERVICES AT CITIZEN'S FINGERTIPS
- 16** IMPROVING PUBLIC SECTOR PERFORMANCE IN THE 21ST CENTURY: ACQUIRING CRITICAL SKILLS FOR THE LATEST TECHNIQUES IN PUBLIC SECTOR MANAGEMENT

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Corporate Governance & Risk Management For Public Sector Organisation	USA		2-6	23-27		18-22		27-31		14-18		2-6	
Customer Service For The Public Sector	London	12-16			20-24		22-26		10-14		26-30		14-18
Developing Effective Public Policy & Policy Delivery	Morocco			16-20		11-15		13-17		21-25		16-20	
E-Government, Digital Transformation In Government, Innovating Public Policy & Service: How To Provide Government Services At Citizen's Fingertips	Rwanda		9-13		13-17		15-19		17-21		19-23		7-11
Improving Public Sector Performance In The 21st Century: Acquiring Critical Skills For The Latest Techniques In Public Sector Management	UAE	26-30		9-13		25-29		20-24		7-11		9-13	

# Corporate Governance & Risk Management For State & Public Sector Organizations

## Course Overview

This training course provides you with the latest tools & techniques to apply the corporate governance fundamentals in the public sector. It will assist your organization to have appropriate systems and structures to achieve a high level organizational performance.

This exciting training course is designed to present, discuss and provide guidance on key governance principles, rules, best practice recommendations and various issues, pertinent to public-sector organizations. It will provide you with a guide of good governance, focusing on accountability, compliance, risk assessment, disclosure and transparency requirements, to ensure that administration and reporting obligations impacting on your organization are identified and addressed. As well, It is also designed to develop and enhance your skills and knowledge of risk management for state & public sector.

This training course will equip the board of directors, senior executive, managers and head of departments to effectively discharge their staff and collective governance roles, responsibilities and accountabilities, and lead the organization to mitigate their risk and ensure the success and sustainability through governance excellence and efficient risk management. It will support to implement them effectively and achieve critical stakeholder outcomes by acting appropriately and fairly. As effective management of risk is now recognized as a critical element of good governance and assurance arrangements in public service organizations and state agencies.

## Expected Outcomes

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

- Define the nature, important components and importance of governance and how to achieve it for the state and public sectors
- Identify the requirements of good governance with relevant roles, responsibilities and accountabilities within the state and public sector
- Establish, lead and manage the specialist functions to meet the requirements of current corporate governance codes and standards, and manage the required change and development effectively for the state and public sector
- The role and responsibilities of the Board and those with whom they interact, and Management in implementing good governance principles
- Identify the types of risk for the state and public sectors with a potential impact on corporate governance
- Appreciate the role of risk management in the governance and management of organization
- Conduct Monitor program of risk management policy obligations and risk registers

## Expected Delegates

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

- Managers, state and local government and other key Stakeholders within the public sector
- Business Consultants and professional advisers to the public sector
- Members of Audit and Advisory Committees for public-sector organizations
- Risk and Compliance Managers
- Middle managers who require a more in-depth understanding of the concept of governance & Risk Management for state & Public Sector
- Senior Officials in national, provincial and local government
- Staff who support the Board or with a responsibility for governance
- New or aspiring Board members
- Heads of Departments, Directors, Senior Managers, Managers, Company Secretaries, accountants and Finance Professionals responsible for Governance & Risk Management
- Executives and Senior Officials of state-owned companies, and as well listed, non-listed organizations



# Customer Service For The Public Sector

## Course Overview

The benefits of a customer-centric strategy aren't limited to private sector businesses. Government agencies at every level can gain by putting the needs and wants of citizens first. Consumer expectations are only increasing as technological advances such as smartphones and apps open new frontiers of convenience, speed, and transparency for private sector customers. At the same time, tightening government budgets are making it difficult for the public sector to deliver services of a similarly high quality. With consumer expectations only increasing, it's perhaps no surprise that interactions with government agencies frustrate and disappoint many people.

This training course is designed to give participants the communication skills, negotiation strategies, and public-sector customer service best practices they require to significantly improve customer service while lowering costs and increasing employee satisfaction. Delegates will walk away from this programme with the ability to measure customer satisfaction and apply the design elements necessary to structure their organization in a customer-centric manner to respond effectively as customer service needs and conditions change.

This training seminar will:

- Evaluate public sector customer service best practices
- Improve communication effectiveness by developing nonverbal, listening and questioning skills
- Measure and monitor public sector customer service satisfaction
- Enhance persuasion, negotiation, and conflict resolution skills
- Utilize Social Media to increase public sector customer service engagement

## Expected Outcomes

At the end of this training seminar, you will learn to:

- Develop proactive customer service policies and procedures
- Successfully handle working with the four types of customer personalities
- Calm upset or difficult customers over the phone and in person
- Manage your emotions in stressful situations
- Enhance listening and questioning skills to better understand your customer's real needs
- Set SMART goals to continuously improve customer service satisfaction

## Expected Delegates

Specifically designed for public services and government agencies, this training course uses real-world examples to train public employees how to increase customer satisfaction.

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

- Service Personnel at all levels of federal, state and local government agencies
- Public Sector Employees
- Department Managers and Customer Service Supervisors
- Nonprofit Organisation Employees
- Public Transportation and utilities employees

# Developing Effective Public Policy & Policy Delivery

## Course Overview

Delivering effective public policy is one of the central functions of government but is rarely straightforward. Public officials have to reconcile competing points of view and interests, manage with limited budgets, persuade a wide range of stakeholders and ensure attention in a crowded political agenda. At the same time, stakeholders expect ever higher standards of public policy delivery.

The performance of public officials is also under closer scrutiny due to the wider availability of information and the role of social media. Developing and implementing effective policies and engagement with a wide range of stakeholders are essential skills for government officials at all levels, whether appointed or elected.

This training course will provide strategies and tools to enhance the development and delivery of effective public policies.

This training course will highlight:

- Ethics and values of public policy
- The elements of effective policies
- The policy development process
- Effective policy delivery
- Measuring impact and success
- Stakeholder management

## Expected Outcomes

By the end of this training course, participants will learn:

- Global trends and developments in policy development and delivery
- The importance of human rights, transparency and accountability
- How to ensure high ethical standards
- Effective strategies and tools for developing and delivering high quality policy
- How to measure impact and success
- Effective stakeholder management

## Expected Delegates

This training course is suitable to a wide range of government professionals who are interested in developing their strategic leadership capability:

- Senior Government Officials
- Aspiring Government Leaders
- State-owned Company Executives
- Parliamentarians
- Civil Servants
- Regulatory Officials
- Officials from Public Bodies and Committees
- Non-executive Directors of Government Agencies
- Officials from Government Agencies

# E-Government, Digital Transformation In Government, Innovating Public Policy & Service: How To Provide Government Services At Citizen Fingertips

## Course Overview

Technology has brought about unprecedented opportunities to drive efficiencies, enable automation and change how society interacts and engages in all facets of life. The pace of change is advancing, as are citizen expectations, and globally Governments are, and need to, transform their operations to be more accessible, transparent and accountable. Apart from aligning to the global trend to move to E-Government, countries need a clear and defined agenda and supporting process to drive change and leverage technology, as a global exemplar.

E-Government is ultimately about realizing the benefits of technology for transforming the way services are delivered to citizens and improving their experience through a 'Citizen Centric' model. This has created a pressure to e-enable, transform and innovate in an environment filled with buzzwords Artificial Intelligence, Blockchain, Big Data, Machine Learning, Virtual Reality, Robotics....etc. Yet, Governments are mired in legacy and are not 'start up' businesses, and are obligated to deliver policies and serve all citizens, including those not ready to embrace technology.

Technology must be applied as an 'enabler' at the right time for the right reasons and not just because it is available or the latest trend – the question in mind must always be 'why are we investing in technology?'

This training seminar will highlight:

- **E-Government** –What is E-Government and how governments can adapt and deliver e-services, and encourage a shift to new services to improve the citizen's experiences and how to define suitable Key Performance Indicators
- **Digital Transformation** – What digital transformation really means, the benefits it can deliver and how to prioritize opportunities for automation, making use of the most appropriate delivery methodologies and seeking opportunities to share services
- **Technological Developments** – All too often people use technological buzz words or feel obliged to apply them when they don't necessarily understand the value and applicability. We will provide a brief overview of the current key buzzwords and how the technologies are being applied
- **A Citizen Centric Approach** – How are citizens expectations changing and how can we best meet their requirements by applying appropriate technology to the delivery of services
- **Innovating Public Policy & Services** – What is the role of Government and how can it better develop policies to deliver outcomes and create a structure and environment for innovation that delivers efficiency and improved services to Citizens. Benchmarking and learning from others – successes and failures
- **Excellence, Tools & Awards** – Countries with a long-term vision for Public services, typically operate various tools, guidelines and awards to drive change

## Expected Outcomes

At the end of this training seminar, you will learn to:

- Recognize the opportunities e-government can bring and Identify and prioritize where technology can be best applied to drive efficiencies, enable change and improve service delivery for Citizens
- Understand, analyze and where to apply technologies appropriately, to enable a digital transformation that serves the Department and citizens
- Develop and implement a 'Channel Shift' strategy to encourage Citizens to take up and move to the most efficient e-enabled services
- Ask the right questions and have the confidence to engage in conversations when seeking support to deliver policies, e-enable existing services or seek to improve the citizens experience
- Recognize the needs of the 'Citizen' in all areas of work whether writing policy, creating a communications plan or creating or improving a service
- Understand the meaning of a Key Performance Indicator, how to create them and ensure that they align to the outcomes sought from the application of technology
- Have insight and basic understanding of the latest 'buzzword' technologies and their application

## Expected Delegates

This training course is about enhancing participants' knowledge and their role in supporting the delivery of E-Government and Digital Transformation to drive efficiencies and deliver Citizen Centric services.

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

- Technologist New to Government
- Business Process and Quality Employees
- Finance Managers
- Customer Service Managers
- Policy Writers
- Marketing & Communications Delivers
- Excellence Employees Understand the meaning of a Key Performance Indicator, how to create them and ensure that they align to the outcomes sought from the application of technology
- Have insight and basic understanding of the latest 'buzzword' technologies and their application

## Improving Public Sector Performance In The 21st Century: Acquiring Critical Skills For The Latest Techniques In Public Sector Management

### Course Overview

This new training seminar is specifically aimed at those in the Public Sector who want to make improvements within the constraints of Government Control and existing Labor - Laws. This practical training course will explore a number of solutions, offering you new techniques and tools, which will aid your organization to produce measurable added value.

This will be a very practical training course and will go through all the key processes that can make a difference to public sector organizations; such a Competency, Performance, Employee attendance, Performance Appraisal and building better Organizational Capability. New techniques in employee motivation will also form part of this innovative course

This training seminar will highlight:

- How to maximise working within Government and Labour law constraints
- Building a stronger and more capable organization through a competence approach
- A new look at performance management and improving effectiveness
- How to improve and show the value of getting employee commitment
- Maximising established processes to aid with long term motivation

### Expected Outcomes

At the end of this training seminar, you will learn to:

- Be able to show others how to significantly improve on your existing investment in competencies
- Analyse and demonstrate how performance can be improved in the Public Sector
- Take action and demonstrate financially how improving reliability will add value
- Understand and be able to significantly improve any existing Performance appraisal system and explain the benefit to Management
- Learn techniques to apply to motivate staff, specifically in the Public Sector

### Expected Delegates

This course has a wide appeal and is suitable for anyone in the Public Sector who is looking to do things better. Also for those who want to show value the Public Sector can create.

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

- Department Heads
- Managers and Supervisors
- HR Personnel
- Organizational Development Specialists
- Those on Management Development Programs



# Office Administration

## TABLE OF CONTENT

- 20** ADMINISTRATIVE EXCELLENCE FOR SECRETARIES AND ADMINISTRATORS: COMPETENCE DEVELOPMENT TOOLS
- 21** ADVANCED OFFICE MANAGEMENT & EFFECTIVE ADMINISTRATION SKILLS: MANAGING AND SUPPORTING YOUR ORGANIZATION
- 22** DEVELOPING CORE SKILLS FOR ADMINISTRATORS & SECRETARIES: EFFECTIVE APPROACHES TO HANDLING INFORMATION AND INTERPERSONAL COMMUNICATIONS
- 23** INFO-GRAPHICS: DATA ANALYSIS AND REPORTING TECHNIQUES
- 24** INFORMATION & DOCUMENTATION COMPLIANCE

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# Administrative Excellence For Secretaries And Administrators: Competence Development Tools

## Course Overview

This training seminar is designed to give delegates a better understanding of the 'people skills' and 'individual skills' which are needed in a business environment and which can help them develop their existing competencies into superior skills.

This training seminar focuses on:

- The 'HOW?' - using critical skills and behaviour to develop personal competencies
- The 'WHAT?' - developing task competencies needed to achieve successful process delivery
- Building on your existing personal knowledge and skills-set
- Giving you a better understanding of how you and your colleagues might work together more effectively in any office environment
- The production of a follow-up action plan which can help you implement new skills back at work

## Expected Outcomes

Attendance on this unique training seminar will enable delegates to:

- Identify, develop and improve key competencies necessary for superior performance
- Improve creative thinking, problem solving and decision-making skills
- Develop reading skills and note-making effectiveness
- Learn to use and apply simple memory systems
- Be better able to understand personality and behavioural characteristics in order to achieve what they want from other people
- Develop a plan and approach for self-development

## Expected Delegates

This course is designed for:

- Anyone involved in the operational supervision of an office environment
- Secretaries and Administrative Support Personnel needing to develop superior performance in their working environment
- Senior Personal Assistants
- Senior Secretaries

# Advanced Office Management & Effective Administration Skills: Managing And Supporting Your Organization

## Course Overview

This training seminar will help you to develop and refine the skills needed to excel as an Office Manager, Administrator or Executive Secretary. It will explore in depth the interpersonal and behavioral skills necessary to ensure you are well prepared for the challenges of working with a variety of management styles. On this training course, you will also learn how to stay in control whilst dealing with conflicting priorities.

Becoming more effective as an Office manager will definitely make your job easier and make you more valuable in the eyes of your managers and the company stakeholders. Office Managers need to be expert multi-taskers – even if you're doing more than four things at once, that's probably still not enough! You need to be indispensable – to know exactly who to call to fix that pesky problem your boss has. And to be truly indispensable you need to be organised, be an excellent communicator, and be able to deal with whatever challenging situation your working life presents you with. This training seminar will help you to do that.

This training seminar will highlight:

- Effective communication and interpersonal skills
- The importance of time management and streamlining work flow
- Developing the skills to successfully build relationships and to network effectively
- Building personal resilience and an ability to handle stress in a challenging work environment
- Using techniques to help you think creatively, solve problems, plan and make decisions

## Expected Outcomes

At the end of this training seminar you will:

- Recognise how to prioritise and cope with multiple tasks
- Develop the skills necessary to plan, make effective decisions and solve problems, and handle pressure
- Apply practical techniques to improve communications skills
- Understand how to manage challenging behaviours
- Apply assertiveness to be more effective in the workplace

## Expected Delegates

This course is designed for:

- Office Managers
- Team Leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff
- PA's

# Developing Core Skills For Administrators & Secretaries: Effective Approaches To Handling Information And Inter-Personal Communications

## Course Overview

This training seminar aims to help you develop skills needed to be really effective at work. It teaches powerful approaches to handling information (including techniques for quickly finding key points in what you are reading) and gives great tips on how to organise your thoughts and get your point across in emails, meetings, interviews and presentations. You'll also learn strategies for dealing with difficult people and organising your time to better achieve results.

This training seminar will highlight:

- Techniques for handling information and getting your point across
- How to improve communications with "difficult" people
- How to deal with "time stealers"
- The concept of results-oriented time management
- How you can be more effective in your reading, note-making and memory skills
- Analyzing and developing commercially viable business models that can transform an idea into a value-creating venture.
- The need to differentiate between a good and bad strategy, and to create plans that effectively achieve goals.

## Expected Outcomes

This training seminar aims to:

- Give easy-to-learn tips for improving your effectiveness at work
- Take you to the next stage in efficient reading and note-making techniques
- Update your thinking about managing time and planning for results
- Build your confidence in your ability to remember things
- Help you improve inter-personal communications and team working skills

## Expected Delegates

This course is designed for:

- Anyone wanting to raise personal efficiency levels and improve effectiveness
- People who want to succeed in an office environment
- All staff working in groups and project teams
- Anyone wanting ideas for handling information overload in daily life

# Info-Graphics: Data Analysis And Reporting Techniques

## Course Overview

This training seminar in Info-Graphics aims to provide those involved in analysing numerical data with the understanding and practical capabilities needed to convert data into information via appropriate analysis, and then to represent these results in ways that can be readily communicated to others in the organisation.

Corporate ethos which demands continual improvement in work place efficiencies and reduced operating, maintenance, support service and administration costs means that managers, analysts and their advisors are faced with ever-challenging analytical problems and performance targets. To make decisions which result in improved business performance it is vital to base decision making on appropriate analysis and interpretation of numerical data.

## Expected Outcomes

This programme will afford the delegates an opportunity:

- To provide delegates with both understanding and practical experience of a range more common to analytical techniques and representation methods for numerical data
- To give delegates the ability to recognize which types of analysis are best suited to particular types of problems
- To give delegates sufficient background and theoretical knowledge to be able to judge when an applied technique will likely lead to incorrect conclusions
- To provide delegates with a working vocabulary of analytical terms that will enable them to converse with people who are experts in the areas of data analysis, statistics and probability, and to be able to read and comprehend common textbooks and journal articles in this field
- To introduce some basic statistical methods
- To explore the use of Excel 2010 or 2013 for Data Analysis and the capabilities of the Data Analysis Tool

## Expected Delegates

This training course has been designed for project management professionals whose jobs involve the manipulation, representation, interpretation and/or analysis of data. Familiarity with a PC and in particular with Microsoft Excel (2003, 2007, 2010 or 2013) is assumed.

This training course involves extensive computer-based data analysis using Excel 2010 and therefore delegates will be expected to be numerate and to enjoy working with numerical data on a computer.

## Information & Documentation Compliance

### Course Overview

This training seminar covers advanced strategies, tools, and technologies used to capture, categorize, manage, store, preserve (archive), and deliver vital information and documentation compliance in support of business processes, in accordance to key ISO standards such as ISO9001, ISO15489 (Records Management) and ISO27001 (Information Security). As the companies and institutions face the ever-growing amount of documents, records and files they are dealing with, and more and more the documents are records are only considered in their electronic form, the data management, compliance and security become a vital element of the enterprise content management system (ECM).

There are growing legal, audit and compliance requirements and issues for managing vital business documentation, records and information. Business documentation like contracts, financial records, project information and signed paper hardcopy documents are growing massively each year for all businesses and organizations.

In this training seminar, you will learn how to:

- Understand advanced information and documentation management policies
- Understand procedures and standards including ISO15489, ISO9001 and ISO27001
- Develop key strategies for meeting compliance, legal and audit requirements
- Create records management business tools like electronic file plan, retention and disposal rules, security rules, archiving, confidentiality and privacy
- Link hardcopy and electronic documentation systems and records management systems and implement across your organization
- Explore the implications of an Enterprise Content Management (ECM) strategy in conjunction with records management and information security

### Expected Outcomes

At the end of this training seminar, you will learn how to:

- Understand information and documentation compliance
- Understand regulations, standards and best practice
- Create information and documentation policies, procedures
- Create standards including information security standards
- Create an information and documentation action plan to implement in their organization
- Learn from best practice implementations and case studies
- Learn advanced concepts for managing information and documentation
- Review industry leading solutions and vendors in this marketplace
- Use metadata, business classification scheme, taxonomy and setting retention plan
- Learn how to implement legislation, standards and regulation
- Create advanced policies and procedures
- Set up access controls and security procedures
- Develop storage models, audit trail and storage technologies
- Understand the Data Management Body of Knowledge principles

### Expected Delegates

This training seminar will greatly benefit all individuals who wish to improve their leadership skills and develop their personal power and effectiveness:

- Secretaries and Administrators wanting to raise their efficiency levels, improve their effectiveness and develop skills that will help their career-development
- People working in an office role supporting management and/or working in project teams
- Anyone wanting to develop their practical skills and personal strengths to help them succeed in an office environment



# Audit, Compliance And Governance

## TABLE OF CONTENT

- 28** COMPLIANCE REGULATORY PROFESSIONALS:  
PEFORM BETTER BY PROTECTING THE  
FIRM FROM COMPLAINE RISK
- 30** CORPORATE GOVERNANCE &  
RISK MANAGEMENT FOR PUBLIC  
SECTOR ORGANIZATIONS
- 32** FRAUD AND FORENSIC AUDITING:  
IDENTIFICATION, DETECTION & PREVENTION

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Compliance Regulatory Professionals: Peform Better By Protecting The Firm From Complaine Risk	RWANDA		2-6	23-27		18-22		27-31		14-18		2-6	
Corporate Governance & Risk Management For Public Sector Organisations	UAE	12-16			20-24		22-26		10-14		26-30		14-18
Fraud And Forensic Auditing: Identification, Detection & Prevention	KENYA			16-20		11-15		13-17		21-25		16-20	

# Compliance Regulatory Professionals: Perform Better By Protecting The Firm From Compliance Risk

## Course Overview

This training course is designed to provide the knowledge and skills needed to understand and support regulatory compliance and enterprise wide risk management. Also, to know how to deal with the rules, the markets, products and transactions, to promote best practices and international standards that align with business and regulatory requirements.

This is an intensive and highly practical training program qualifying you to become proficient in compliance. It provides the necessary skills to build right relation with your regulators, your board of directors and to deal with individuals at all levels of your organization.

This training course also covers several topics regarding the regulatory bodies for all firms to establish and maintain effective systems and controls, to develop effective compliance monitoring program and to build a risk based Customer Due Diligence (CDD) process. It provides you with the best techniques to manage effectively and responsibly in compliance with all applicable laws and regulations. As well the advanced tools to protect your business from compliance risk and support you with professional standards and internal policies in corporate governance and risk management.

## Expected Outcomes

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

- Understand the objectives & roles of regulation
- Understand the responsibilities of compliance
- Develop a good understanding of compliance principles
- Understand the concept of Compliance and the efforts being made to manage the risk related to it
- Have the skills required to approach compliance and its related functions with confidence
- Identify and understand compliance risks, and the consequences of noncompliance, to mitigate effectively the risk of compliance breaches
- Develop an appropriate Compliance Manual
- Create a compliance culture
- Protect the organization's reputation
- The relationship between Compliance and Corporate Governance
- Develop compliance programs to fight money laundering practices, and to apply Corporate Governance rules
- Develop best strategies to help managers and prevent risk within your firm

## Expected Delegates

This training course is designed to deliver the knowledge and skills, providing details of the latest policies and procedures to:

- Compliance Officers/Managers and their Deputies
- Managers with responsibility for internal compliance controls
- Legal, Audit, Risk, Operations and IT Specialists
- Risk Managers
- Staff working in risk functions
- Internal & External Audit Staff
- Regulatory Representatives
- AML Officers
- Accountants
- Lawyers
- All Staff working in or aspiring to work in the compliance area



# Corporate Governance & Risk Management For Public Sector Organisations

## Course Overview

This training course provides you with the latest tools & techniques to apply the corporate governance fundamentals in the public sector. It will assist your organization to have appropriate systems and structures to achieve a high level of organizational performance. It also provides all the participants with a valuable to the implications, and the benefits, which arise from good governance standards and practices.

This exciting training course is designed to present, discuss and provide guidance on key governance principles, rules, best practice recommendations and various issues, pertinent to public-sector organizations. It will provide you with a guide of good governance, focusing on accountability, compliance, risk assessment, disclosure and transparency requirements, to ensure that administration and reporting obligations impacting on your organization are identified and addressed. As well It also designed to develop and enhance your skills and knowledge of risk management for state & public sector.

This training course will equip the board of directors, senior executives' managers and head of departments to effectively discharge their staff and collective governance roles, responsibilities and accountabilities, and lead the organization to mitigate their risk and ensure the success and sustainability through governance excellence and efficient risk management. It will support to implement them effectively and achieve critical stakeholder outcomes by acting appropriately and fairly. As effective management of risk is now recognized as a critical element of good governance and assurance arrangements in public service organizations and state agencies.

## Expected Outcomes

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

- Define the nature, important components and importance of governance and how to achieve it for the state and public sectors
- Identify the requirements of good governance with relevant roles, responsibilities and accountabilities within the state and public sector
- Establish, lead and manage the specialist functions to meet the requirements of current corporate governance codes and standards, and manage the required change and development effectively for the state and public sector
- Identify the role and responsibilities of the Board and those with whom they interact, and Management in implementing good governance principles
- Identify the types of risk for the state and public sectors with a potential impact on corporate governance
- Appreciate the role of risk management in the governance and management of organization
- Conduct Monitor program of risk management policy obligations and risk registers

## Expected Delegates

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

- Managers in the regulators, state and local government and other key Stakeholders within the public sector
- Business Consultants and professional advisers to the public sector
- Members of Audit and Advisory Committees for public-sector organizations
- Risk and Compliance Managers
- Middle managers who require a more in-depth understanding the concept of governance & Risk Management for state & Public Sector
- Senior Officials in national, provincial and local government
- Staff who support the Board or with a responsibility for governance
- New or aspiring Board members
- Heads of Departments, Directors, Senior Managers, Managers, Company Secretaries, accountants and Finance Professionals responsible for Governance & Risk Management
- Executives and Senior Officials of state-owned companies, and as well listed, non-listed organizations



# Fraud And Forensic Auditing: Identification, Detection & Prevention

## Course Overview

This training seminar is designed for those who wish to learn about the most common white collar crime in business – fraud. Fraud is a phenomenon encompassing the fraud triangle – opportunity, rationalization and pressure – which includes many human psychological components. This training course is designed to dive deep into the why, the how and the who, as we discuss what the typical fraudster ‘looks like’ and why they decide to perpetuate a crime against a company.

Upon studying the various ways in which white collar criminals do their work, the course reviews, with real examples, the ways in which companies combat fraud, in both preventive and detective ways. Further, we explore some of the more common types of fraud discovery, including the use of big data and analytics tools, through case study. Finally, we look at ways in which internal controls can help or hinder fraud prevention via the use of hands on exercises where YOU design the fraud control. Come learn about how to protect your company’s assets against white collar crime!

This training seminar will highlight:

- The History and Psychology of Fraud in the Workplace
- Key Traits and Triggers that may suggest Fraud is or could take place
- Internal Controls Discussions that, if absent, can open the door to white collar crime
- Preventive and Detective Controls that combat Fraudulent Behaviors
- Case Studies of Companies who experienced Fraud, as well as those who have implemented actionable internal controls

## Expected Outcomes

At the end of this training seminar, you will learn to:

- Identify the signs of possible fraud within the workplace
- Select the appropriate audit procedures to be followed in conducting a fraud audit
- Select and explaining the areas of risk and exposure to fraud in a company situation
- Describe the various remedies available to those who suffer a loss through fraud
- Utilize cutting-edge tools in fraud discovery and prevention

## Expected Delegates

All people, all ages, all places around the globe and at all levels within an organization can benefit from fraud training. Fraudulent behavior favors no single type or size of organization and as such, fraud a topic important to anyone with an association to a business, not-for-profit or organization that has assets. That being the case, these people tend to have the most interest in fraud topics: Identify the signs of possible fraud within the workplace

- Middle-level and Upper Management within small, medium and large companies
- Internal Auditors
- Compliance/Security Officers & Staff
- Front-line Staff at any organization

# Risk Management

## TABLE OF CONTENT

- 36** ADVANCED BUSINESS RESILIENCE:  
DEVELOPING CREATIVE AND ADAPTIVE  
RESILIENCE STRATEGIES
- 37** ADVANCED ENERGY FINANCE ANALYTICS:  
MARKETS, INSTRUMENTS & RISK MANAGEMENT
- 39** ADVANCED OIL & GAS PROJECT  
ECONOMICS, RISK & DECISION ANALYSIS

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Advanced Business Resilience: Developing Creative And Adaptive Resilience Strategies	KENYA		2-6	23-27		18-22		27-31		14-18		2-6	
Advanced Energy Finance Analytics: Markets, Instruments & Risk Manage	UK	12-16			20-24		22-26		10-14		26-30		14-18
Advanced Oil & Gas Project Economics, Risk & Decision Analysis	SINGAPORE			16-20		11-15		13-17		21-25		16-20	

## Advanced Business Resilience: Developing Creative And Adaptive Resilience Strategies

### Course Overview

Organizations today are presented with an ever-growing number of challenges, compounded by the speed of technological change and evolution, all of which act together to increase business risk. Evidence indicates that resilient organisations are successfully proactive; they can foresee relevant scenarios that may have damaging effects on business operations. Therefore, if you have, or could have, a key role to play in the resilience of your organisation, then this course is for you.

Business Resilience as a corporate goal is the ability to anticipate, avoid, protect, withstand, mitigate, respond and recover from the effects of change or adversity. This training course explores these and other concepts of resilience to understand key mechanisms that organisations should develop to best cope with continuous change and to swiftly recover from hardship.

This training seminar will highlight:

- Understanding the features of BSI 65000
- Guidance on achieving enhanced Business Resilience
- Identification and investigation of 13 indicators that assesses the resilience of an organisation
- How pro-active individuals in resilient organisations improve the reliability of operations
- How to recover and bounce back from trauma, quickly restoring business capabilities
- How to demonstrate a clear focus on developing confidence and leadership capabilities

### Expected Outcomes

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

- Understand risk, security, safety, preparedness, resilience, response & reliability
- Design policy and controls for you to manage Change as well as Risk
- Apply concepts and innovative solutions to achieve business resilience
- Determine how to monitor the performance of your Resilience system
- Draw on an extensive knowledge base of organisational resilience

### Expected Delegates

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

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

## Advanced Energy Finance Analytics: Markets, Instruments & Risk Management

### Course Overview

Corporations involved in the energy sector need executives who understand the extreme volatility of global energy markets and how to manage the financial risks created by changing energy prices.

This training course is designed to give participants an in-depth understanding of energy finance by addressing three areas of finance in an energy context: Pricing, asset valuation and risk management. This training course will increase your comprehension of the energy markets, as well as demonstrate how to model and forecast energy and forward / futures prices.

This training course will build knowledge of energy-related derivatives, including the different derivative products and how to apply them in the energy markets to develop hedging and risk management strategies.

This training course will develop an understanding of pricing, risk management, asset valuation and derivatives within the energy markets:

- Learn to use financial models to analyze and forecast energy prices; extrapolate forward prices beyond the liquidity tenor
- Understand the risk of and return from futures and options contracts on energy commodities
- Manage and optimize your organization's energy risk exposure
- Learn to estimate and calculate volatility in energy prices
- Utilize real options theory to value energy assets; use information from futures / option prices to make optimal production decisions: Optimal timing for extraction, optimal rate at which to extract oil (gas) from a field; value oil fields, pipelines and storage facilities, power plants

### Expected Outcomes

The objectives of this training course are to give an introduction into the basics of energy trading as well as price formation mechanism in the oil and gas industry and to introduce delegates to the manner by which energy corporations manage their business risk (esp. price) exposures, and the derivative securities which can be utilized for this purpose:

- General Overview about Trading (terminology, tools, etc.)
- Overview of Energy Markets
- Principles of Risk Management: Objectives and Tools
- Proper Role of Derivatives in Firms' Risk Management
- Differences between exchange and OTC Markets

## Expected Delegates

This training course on Advanced Energy Finance Analytics is designed for individuals working in financial analysis, valuation, trading, marketing, risk management or quantitative analysis positions with oil and gas exploration companies; investment and commercial banking, consulting, and financial services firms working in the energy sector; production and distribution companies; energy trading firms; and corporations outside the energy industry with a significant cost exposure to energy prices, such as energy-intensive manufacturing industries, transportation including air, coal companies and oil-field services.

In terms of job titles, these individuals include:

- Financial Analysts
- Quantitative Analysts or Researchers
- Energy Traders dealing with commodities
- Risk Managers dealing with commodities
- Commercial and Investment Bankers dealing with commodities
- Consultants in the commodity arena
- Government and Regulatory Officials, especially those with responsibilities for the energy sector



## RISK MANAGEMENT

# Advanced Oil & Gas Project Economics, Risk & Decision Analysis

## Course Overview

The petroleum industry is one of the most important, highly capital intensive and risky businesses. Global exploration and production spending in 2013 was \$644 billion, up 7% from \$604 billion the year before. In 2014, the exploration budgets reached \$654 billion but this fell to \$521 billion in 2015 and in the following year, 2016, there was a further decline of 27%. This year's global exploration and production spending is expected to increase 7%.

The upstream sector's profit margins are under real pressure from many factors such as higher costs of developing new reserves, less oil and gas found per foot of exploration drilling, rising inflation, global oversupply and price volatility. Competition for investments, for acreage/concessions, aging of existing reservoirs, the use of unconventional oil and gas revolution all contribute business risk and uncertainty.

Petroleum industry projects are by their very nature risky, the challenge however is in assessing, managing, and mitigating this risk proactively. The three biggest planning challenges are predicting costs, assessing profitability, and risk management. All these tasks occur in the early stages of capital planning and failure to adequately evaluate these elements can lead to heavy losses.

This training seminar will highlight:

- Identification of the stages required in the risk analysis process, i.e., preparing, modeling, and running risk analysis
- Development of the risk model, assessing probabilities to various variables, risk analysis, and explore the impact of uncertain variables
- Enable the participants to create reports such as, tornadoes diagrams, scatter plots and cumulative probability functions, using excel
- Application of decision trees and Monte Carlo-based simulations to generate profitability indicators
- Enable the participants to develop probabilistic cashflow reports along with probabilistic profitability indicators for decision-making

## Expected Outcomes

The primary objectives of this training seminar are to:

- Learn how to handle uncertainty in petroleum projects
- Understand different economic terms used in the oil & gas industry
- Understand the expected value concept and learn its impact on decision tree analysis
- Learn expected theory concepts and attitudes towards risk, risk evasion and risk premium
- Acquire spreadsheet skills including simulation software @RISK
- Carry out cashflow analysis, for petroleum related project and use common economic indicators to evaluate between competing alternatives
- Carry out a comprehensive economic study evaluating petroleum related projects using risk and sensitivity analysis by means of spreadsheets

## Expected Delegates

This training seminar is designed to provide technical and practical approaches to executing a petroleum related project in the upstream sector.

This training seminar is suitable to a wide range of professionals but will greatly benefit:

- Planning Managers
- Oil & Gas Engineers
- Project Managers
- Analysts
- Commercial Managers
- Economists
- Government Officials
- Geologists
- Business Advisors
- Asset Managers
- E&P Managers
- Product Managers
- Project Management Professionals

# Finance & Budgeting

## TABLE OF CONTENT

- 44** ADVANCED BUDGETING & COST MANAGEMENT: ESTIMATING, BUDGETING & COST CONTROL
- 45** ADVANCED ENTERPRISE RISK MANAGEMENT: FULLY EMBEDDING THE ERM PROCESS
- 46** ADVANCED FINANCE & ACCOUNTING STRATEGIES IN THE OIL & GAS INDUSTRY: FINANCIAL STRATEGIES RELEVANT FOR THE 21ST CENTURY



COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Advanced Budgeting & Cost Management: Estimating, Budgeting & Cost Control	MALAYSIA		23-27		20-24		22-26		3-7		19-23		7-11
Advanced Enterprise Risk Management: Fully Embedding The ERM Process	SINGAPORE	12-16		9-13		11-15		20-24		7-11		26-30	
Advanced Finance & Accounting Strategies In The Oil & Gas Industry: Financial Strategies Relevant For The 21st Century	LONDON		9-13		13-17		1-5		17-21		26-30		14-18

## Advanced Budgeting & Cost Management: Estimating, Budgeting & Cost Control

### Course Overview

This training seminar provides participants with key cost awareness and budgetary skills, which are essential for managing and controlling resources in times of increasing global competition where the budgets are inextricably linked with both the achievement of strategic objectives as well as with evaluation of future plans and initiatives.

Budgeting and cost analysis are crucial elements for the management of contemporary organizations. Nowadays, if companies want to stay competitive, they are urged to link their strategies with accurate systems of resource allocation and performance measurement. Along this line, budgeting, as well as tracking, controlling & reducing cost represent essential activities to be performed and monitored by organizations as they implement their key processes, activities and operations. In addressing these issues, this training course is relevant for those professionals & analysts facing the difficult challenge of improving performance while reducing costs of those processes for which there are accountable.

In particular, this training seminar enables participants to:

- Link budgeting and costing with strategy execution
- Understand the critical factors which have an impact on business processes
- Discuss about modern system of cost analysis for budgeting purposes
- Master the budgeting and financial skills required for better decision-making
- Identify sources of financial and operational data to support the budgeting process
- Explore the best practices required to manage the multiple organizational performances

### Expected Outcomes

This course is expected to help participants to:

- Refine costing and budgeting terminology used in business
- Understand the importance of a well-defined costing and budgeting process
- Determine full costs of outputs for the goods and services provided
- Master traditional techniques and recent best practices on budgeting / cost management
- Link finance and operation for budgeting purposes and strategy execution
- Learn how to build a comprehensive performance measurement system

### Expected Delegates

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

- The staff person who will be responsible for entering data into the budget system or training others how to enter information
- Those who want to gain control of the firm's financial standing and obtain a firm grasp on the numbers side of their job
- Financial Professional, Professional R&D, Sales / Marketing Professional, General Accounting Professional, Business Unit Professional
- Anyone who wants to refine and advance the budgeting and costing knowledge

## Advanced Enterprise Risk Management: Fully Embedding The ERM Process

### Course Overview

The turmoil in the world is continuing – with increasing public unrest fluctuating oil prices, natural disasters of a scale thought unimaginable, volatile stock markets and world economic uncertainty.

In this time of global uncertainty how do you steer a course through these difficult waters?

Thankfully many organisations have realized that an Enterprise Risk Management (ERM) approach was needed. This has ensured that risks that were previously managed in isolation can be aggregated and prioritized across the entire business.

However, stopping here is like driving a plane on a highway – it might go faster than the cars but it hasn't reached its full potential.

Advanced ERM goes one step further. Risks are evaluated based on business materiality. A new understanding of the risks then emerges, and efficient controls can be implemented to tackle what really matters to the business. In short, the focus becomes strategic value creation instead of risk avoidance.

This training seminar will provide the opportunity to:

- Take Enterprise Risk Management (ERM) to a strategic level
- Learn lessons from Global risk events
- Determine a clear risk attitude and appetite process
- Identify the key emerging risks
- Link risk clearly with decision making

### Expected Outcomes

After completing this training course you will be able to:

- Implement appropriate and varied techniques for the identification and assessment of risks
- Generate measurable value by aligning the Enterprise Risk Management (ERM) framework with corporate performance expectations
- Engage the Board in the analysis of enterprise risk scenarios
- Foster a culture that reinforces appropriate risk-taking to balance value creation and value protection
- Clarify Enterprise Risk Management (ERM) accountabilities of all employees from executives to the front line
- Implement Key Risk Indicators (KRI's) for each line of business
- Enhance achievement of corporate objectives by linking performance targets, and risk management actions

### Expected Delegates:

This course is specially designed for

- Chief Risk Officers
- Risk Managers
- Managers and Directors responsible for the risk management function or process
- Heads of Internal Audit
- Heads of Assurance Functions
- Senior Finance Professionals

# Advanced Finance & Accounting Strategies In The Oil & Gas Industry: Financial Strategies Relevant For The 21st Century

## Course Overview

This training seminar focuses on the essential skills and techniques required to enable the participants to make appropriate strategic decisions to maximize profit, reduce costs and financial risks. Given the substantial capital costs, long lead times from exploration to sale and pressure to meet reserve replacement ratios, implementing and managing strategies in Oil & Gas finance and accounting are critical success factors.

In today's competitive Oil and Gas industry, with volatile oil prices, demand and supply uncertainties, the need to reduce operating costs, whilst maintaining quality and safety, improving returns for investors and company stakeholders, what strategies should companies adopt to ensure sustainable growth?

This training seminar will feature:

- The current and future challenges within the sector
- The strategic decisions facing companies in this challenging environment & the techniques to enable informed strategic decision making
- Financing strategies to determine the optimum capital structure & undertake capital investment appraisal to maximizing shareholder wealth
- Strategies to reduce and/or eliminate financial risk
- Strategies to manage new initiatives to ensure companies met their Strategic Aims & Objectives

## Expected Outcomes

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

- Identify & evaluate the challenges facing the Oil & Gas sector now & in the future
- Use skills & techniques to assist with key strategic decisions facing their company
- Recommend appropriate financing decisions & make capital investment decisions
- Advise on methods to eliminate or reduce financial risks facing Oil & Gas companies
- Manage new projects / initiatives effectively, meeting Strategic Aims & Objectives

## Expected Delegates

This training programme is suitable to a wide range of professionals but will greatly benefit:

- Key Personnel in the Oil and Gas Industry
- Accountants & Finance Professionals responsible for financial accounting, treasury, budget preparation and management reporting
- Process and Non-technical professionals who require a more in-depth understanding of strategic issues facing the Oil & Gas sector now and in the future
- Managers involved in making CAPEX decisions
- Bankers and Professionals who work in Energy Lending



# Human Resource Management

## TABLE OF CONTENT

- 50** ORGANIZATIONS AND RELATIONSHIPS SYSTEMS IN THE WORKPLACE: EXPLORING THE CHANGING NATURE OF TEAMS, ORGANISATIONS AND PEOPLE
- 51** ADVANCED SELECTION, INTERVIEWING & RECRUITMENT SKILLS: PROVEN TECHNIQUES FOR DRAMATICALLY TRANSFORMING YOUR ABILITY TO HIRE EFFECTIVELY
- 52** HR ANALYTICS: USING DATA TO DRIVE RESULTS
- 53** HR MASTER CLASS ON THE FUTURE CHANGES IN HUMAN RESOURCES: THE ARTIFICIAL INTELLIGENCE CHANGES THAT WILL TRANSFORM HR, AS WE KNOW IT

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Organisations And Relationships Systems In The Workplace: Exploring The Changing Nature Of Teams, Organisations And People	UK		23-27		20-24		22-26		3-7		19-23		7-11
Advanced Selection, Interviewing & Recruitment Skills: Proven Techniques For Dramatically Transforming Your Ability To Hire Effectively	KENYA	12-16		9-13		11-15		20-24		7-11		9-13	
HR Analytics: Using Data To Drive Results	MALAYSIA	26-30		16-20		25-29		13-17		21-25		16-20	
HR Master Class On The Future Changes In Human Resources: The Artificial Intelligence Changes That Will Transform Hr, As We Know It	SINGAPORE		16-20		6-10		8-12		24-28		5-9		

## Organisation And Relationship Systems In The Workplace: Exploring The Changing Nature Of Teams, Organizations And People

### Course Overview

The workplace is changing at an increasingly faster rate. The Internet, technology, job design, forms of work, employee attitudes and behaviour, technology, even artificial intelligence (AI) are changing the very meaning of work. The structure, content, and process of work have changed. Work is no more team-based and collaborative, more cognitively complex and facing change at speed never before witnessed. If an organisation is going to prosper over the next decade, it is vital that leaders or all disciplines understand the need to redesign and improve organisation and relationship systems in their workplace.

This training course will provide a focus on issues about the changing work environment, leading the next generation of workers, and improving workplace relationships and teams. This is a very innovative training course that will add value to the participants, their teams and their organizations.

### Expected Outcomes

Upon the successful completion of this course, participants will be able to:

- Understand the key drivers for change
- Identify changes in organizational structure and relationships
- Improve communication in any organization
- Manage and lead change in the workplace
- Understand team dynamics and high-performance teams
- Describe the significant changes impacting on the workplace
- Discuss 'best practices' in teamwork and organisational design
- Apply knowledge to increase worker retention
- Differentiate between change management and change leadership
- Design communication systems to enhance organizational systems

### Expected Delegates

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

- All Leaders and Managers in any organisation
- Those working in organizations wanting to increase their people and leadership skills
- Human Resources (HR) personnel at all levels
- Technical professionals who need better people management skills
- Anyone responsible for the management or leadership of change in their organization

## Advanced Selection, Interviewing & Recruitment Skills: Proven Techniques For Dramatically Transforming Your Ability To Hire Effectively

### Course Overview

In this training you will learn the latest process and techniques covering all critical steps of interviewing. This is a very practical training program with numbers being limited so you can learn, practice and build confidence. When you finish this engaging and enjoyable program you will be in a position to put the techniques into practice immediately upon return to work. This program is compliant with HR Analysis best practice.

Recruitment and the selection process is one of the key management tools. The cost of making a mistake is often concealed, but its massive and avoidable do it right – that's the theme for this international program. It's not by chance that Intel, Google and Apple are all successful – they all have outstanding recruitment processes, which are never compromised.

Here are some reasons why you should attend this training programme:

- Everyone in their career will have to do some form of interview, for recruitment, appraisal or discipline – learn the right way and it will always help you
- Master the entire process of the interview cycle with the latest techniques & to improve on boarding procedures after recruitment
- Find out how to master interpreting body language and detect when candidates are not telling the truth – a vital skill
- Be able to pre-write score, competency knowledge-based questions that get straight to the point

### Expected Outcomes

Participants attending this course will be able to:

- Memorise and master the new recruitment process and be able to explain it to others
- Demonstrate that you are able to write recruitment criteria and write precise score able interview questions
- Evaluate and be able to explain to others the value of using different types of testing
- Appreciate having used a personality profile and be able to explain to others their value for recruiting development and succession planning
- Analyse and be able to decode different types of body language, specifically when people are not telling the truth
- Prepare having practiced interviewing to ensure the theory is put into practice and be able immediately upon returning to work be able carry out or lead a professional interview

### Expected Delegates:

This training program is specifically targeted for anyone who interviews or takes part in the interviewing process. It is particularly suited to those who have not been trained yet as this is due to the new advances in interview psychology back up by new research. The techniques can also be used for appraisal, and where disciplinary interviews are used. Anyone involved in talent selection and development would also benefit.

- HR and Training Personnel
- Line Managers and Supervisors
- Succession Planners & Developers
- CEO's and Directors
- Department Heads

## HR Analytics: Using Data To Drive Results

### Course Overview

HR Analytics is the use of people-data in analytical processes to drive organisational success by evaluating and designing better systems and solving business problems. Critically, it enables evidence-based decisions to be made using data collected and synthesized from a variety of sources both within and outside the organisation. HR analytics uses people-data, collected by HR systems and business information systems within the context of the operating environment. At its core, HR analytics enables HR professionals and the organisation to gain insights into the performance of the workforce so that the investment in the 'Human Capital' brings improved performance, higher productivity and guarantees the organisation is ahead of the competition.

HR analytics enables HR and the major stakeholders to measure and report on workforce performance, well-being, productivity, innovation and alignment. Additionally, analytics allows HR teams to demonstrate the impact that HR policies and processes have on workforce and organisational performance and used to demonstrate ROI and SROI investment for HR activity. Line managers are increasingly interested in how to manage their teams more effectively; HR concepts and analytics demonstrate how to evaluate and improve people and business performance

This training seminar will highlight:

- The HR's role in corporate strategy
- Problem analysis and decision-making
- Technological advances in workforce analytics
- Successful change management
- Using data for improved daily people management
- Analytics role in Learning & Development

### Expected Outcomes

At the end of this training seminar, participants will learn to:

- Understand the fundamental changes in the operating environment
- Conduct analysis of data for predictive and corrective planning
- Define the principles of organisational change
- Use a range of HR assessment tools to improve organisational performance
- Develop HR metrics, apply them and align them with organisational strategy

### Expected Delegates

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

- Those charged with implementing HR Analytics
- HR Professionals interested in using data to determine better outcomes
- Data Analysts interested in maximizing the return on human capital investments
- Line Managers wishing to understand how data can improve human performance
- Any HR Professional wishing to broaden their skills and adaptability
- Those new to HR and who wish to specialise in the growing field of analytics
- Executives/Managers/Advisors
- Business/Investment Analysts & Managers
- Regulatory Compliance Officers
- Commercial Analysts, Executives & Manager

## HR Master Class On The Future Changes In Human Resources: The Artificial Intelligence Changes That Will Transform HR, As We Know It

### Course Overview

This training seminar will share with you the latest research from Stanford, Harvard and Cambridge Universities and how that will impact on employment and businesses processes. If you want to be ahead of the wave of change, this informative and interactive program is for you.

CHANGE, massive change is coming; this advanced program explains how radical change will impact on the world of work and the structure of organisations. Breakthroughs in Artificial Intelligence in late 2017 will change the world of work forever; find out what's changing and how it will affect everyone connected with the Human Resource.

During this training programme you will:

- Master key strategies for change
- Be able to maximise on existing processes
- Upgrade Appraisal systems
- Design automated seamless pay and rewards systems
- Calculate the optimum size for your current organisation

### Expected Outcomes

Participants will gain the following upon the completion of this programme:

- Gather information and create a strategic framework for change
- Analyse and produce the right size of the organisation that best suits future needs (Organisational design)
- Maximise and take steps to automate or significantly improve recruitment and selection processes and demonstrate the value to others
- Examine, test and master how to design a seamless bonus and reward system and explain it to others
- Maximise your existing HR and produce strategies to capture the value of Generation Z (iGen)
- Learn how to; and be able to implement automated training needs analysis and training evaluation
- Examine, review and be able to upgrade processes within the organisation and demonstrate and explain their value, including succession planning

### Expected Delegates:

All but the most junior levels of the HR, Workforce Planning and OD functions. Senior Management responsible for the change, productivity or organisational efficiency.

Anyone who wants to see what the future holds for organisations and the impact of Artificial Intelligence:

- Senior Training Managers
- Senior HR Staff
- Workforce Planning Managers
- Recruiters and Staff Developers
- Organisational Design Managers
- Board Directors



# Logistics, Supply Chain And Contract Management

## TABLE OF CONTENT

- 58** BIG DATA ANALYTICS FOR SUPPLY CHAIN OPTIMIZATION
- 59** DATA MANAGEMENT, SECURITY AND WAREHOUSING
- 61** EFFECTIVE CONTRACTOR MANAGEMENT IN MAINTENANCE & TECHNICAL PROJECTS

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Big Data Analytics For Supply Chain Optimization	MOROCCO		2-6	23-27		18-22		27-31		14-18		2-6	
Data Management, Security And Warehousing	UK	19-23			20-24		22-26		10-14		26-30		14-18
Effective Contractor Management In Maintenance & Technical Projects	KENYA			16-20		11-15		13-17		21-25		16-20	

# Big Data Analytics For Supply Chain Optimization

## Course Overview

As the Industry 4.0 appears the lifeblood of it will continue to be the Supply Chain and Logistics, and the clogs and interruptions in the flow can choke the life out of the Industry 4.0 and reduce the benefits from the improvements in the industry, as these improvements will not be able to reach the customers in time. Therefore, the Supply Chain and Logistics 4.0 is needed to carry all the goods and information that the industry is creating and enable the final product to reach the customers.

Even if we consider the 3D printing technology as a new way of manufacturing, entities and companies will still need to transport the same 3D printers to the place where they will perform the printing. As the availability of the data grows so that the opportunity to move away from the previously used techniques of forecasting and transfer into the realm of Big Data and Artificial intelligence. Data Analysis, planning and real time reaction to the changes in supply chain become the “must haves”, and with the use of the tools available for the Big Data analysis and dynamic simulation we are able now to have a glimpse into the future and make a decision based on the dynamic simulation of agent and processes behavior.

This training seminar will highlight:

- What are the Big Data sources in Supply Chain and Logistics?
- Methods for Big Data analysis and its use for forecasting
- Using a Big Data analysis results for a dynamic simulation basis
- Market share and profit as well as cost reduction
- Improving the decision making in real time, by forecasting the events based on complex behavior

## Expected Outcomes

At the end of this training seminar, attendees will learn to:

- Use Big Data analysis tools and techniques to identify patterns in Supply Chain behavior
- Create virtual models of Supply Chains and choose between alternatives with highest profits
- Identify the sources of Big Data in their Supply Chain and Logistics and streamline their use
- Create a customer behavior patterns and recognize possible changes in these patterns
- Plan for the improvement in their Supply Chain with existing facilities and workforce
- Prepare for the incoming Supply Chain 4.0 as integral part of Industry 4.0

## Expected Delegates

This training seminar designed for any professionals within industries and entities which are heavily dependent on Supply Chain and Logistics as well as production, mass services, etc.

This training course is suitable to a wide range of professionals within many industries but will greatly benefit:

- Business Improvement Specialists
- Industry 4.0 Pioneers and Practitioners
- Supply Chain Managers
- Operation Managers
- Project Managers
- Finance Managers
- IT Managers
- Consultants

# Data Management, Security And Warehousing

## Course Overview

This training seminar is designed for professionals and companies that want to take the full advantage of Big Data thrive. As the Big Data phenomenon appeared the companies are relying more and more on adequate Data Analytics and Data Science to properly plan, prepare, react to the business challenges, as well as to innovate the way they are conducting their business and increase the level of service to their customers while at the same time reduce costs and streamline their processes. It has become so widespread that the term Industrial Revolution 4.0 becomes a household name.

With Big Data comes the challenge of data management, as just having the data does not suffice, the Data Management is defined as an administrative process that includes acquiring, validating, storing, protecting, and processing required data to ensure the accessibility, reliability, and timeliness of the data for its users. This training course focuses on the need to properly warehouse the data as in the era of big data, a wide variety of data warehousing and security solutions exist, and choosing the right approach is the most difficult decision the companies need to make.

This training seminar will highlight:

- Operational vs. Decision Support Systems
- Strategic Information from the Data Warehouse
- Significance of Data Management in Big Data era
- Data Security Strategies for Next Generation Data Warehouses
- Extract-Transform-Load (ETL) Process

## Expected Outcomes

This training course focuses on presenting the delegates with the opportunity to learn how to plan and prepare a data warehousing project, data warehouse architecture and how to safely store, communicate and use the company data.

At the end of this training seminar, you will:

- Learn how to plan the steps in data warehousing project
- Acquire the knowledge to determine why there is an escalating need for strategic information
- Get acquainted with the fundamental problem of data management and data warehousing
- Learn the strategies of data security
- Be able to determine what methods and tactics you should use in Big Data era
- Appreciate the behavior of costs and identify the costing methods that may best be used in financial planning, budgeting and budgetary control
- Use best practice to develop operating budgets, capital expenditure budgets, and cash flow budgets and forecasts in line with organizational strategic objectives

### Expected Delegates

This training seminar has been designed for professionals whose jobs involve the data gathering, data analysis, decision making.

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

- Systems Analysts
- Programmers
- Data Analysts
- Database Administrators
- Project Leaders
- Software Engineers
- Managers
- Any Professional involved in Data Analytics



## Effective Contractor Management In Maintenance & Technical Projects

### Course Overview

This highly interactive training seminar will ensure that delegates understand how contractor management will fit in the Asset Management context - how to select the right contractor and contract type which suits your sourcing strategy and how to manage and monitor the results. Further, topics such as risk management, safety-health-environment aspects, partnerships, negotiating, people management (winning the hearts of the people) and applying contracts in a complex project environment (Turnkey contracts, Public Private Partnerships PPP) will be considered in this training seminar.

Delegates will have the opportunity to discuss the existing contracts used in the organization. Through a combination of formal lectures and group work, delegates will leave the training course with the tools to make contracts and contract management highly effective.

This training seminar will highlight:

- Sourcing Strategy within Asset Management
- Contract types inclusive Service Level Agreements (SLA's) and Design & Construct (D&C)
- Selecting the Best Contractor – procurement aspects
- Risk Management & SHE
- Monitoring & Managing Performance with Key Performance Indicators (KPI's)
- Negotiating the Contract
- Contractor Management in a Project Environment – Turnkey, PPP Contracts
- Managing the Behaviour of People to Get Sustainable Results
- Continuous Improvement Aspects

### Expected Outcomes

At the end of this training course, you will learn to:

- Explain the basic elements of effective contractor management and its position within asset management
- Evaluate bids and proposals and choose the right contractor
- Identify, evaluate and manage the risks involved (SHE, performance)
- Manage & monitor the contractor performance in an innovative way
- Develop and negotiate contracts

### Expected Delegates

This training programme is suitable to a wide range of professionals but will greatly benefit:

- Project Management Professionals
- Operations & Maintenance Professionals
- Reliability, Asset & Plant Professionals
- All Professionals involved in Contractor Management
- Production & Continuous Improvement Professionals
- Contract Management Teams
- Facility Management Teams
- Shutdown and Turnaround Management Teams
- Anyone who wishes to update themselves on Contractor Management
- All Professionals negotiating, managing and verifying contracts in maintenance & technical projects

# Data Management & Analytics

## TABLE OF CONTENT

- 64** ADVANCED DATA ANALYSIS TECHNIQUES
- 65** ADVANCED DATA MANAGEMENT FOR OIL AND GAS PROFESSIONALS
- 66** ADVANCED REPORTING ANALYTICS
- 67** DATA ANALYTICS FOR BANK REGULATORS

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Advanced Data Analysis Techniques	RWANDA	12-16		9-13		11-15		20-24		7-11		9-13	
Advanced Data Management For Oil And Gas Professionals	SINGAPORE		9-13		13-17		1-5		17-21		26-30		14-18
Advanced Reporting Analytics	MALAYSIA	26-30		16-20		25-29		13-17		21-25		16-20	
Data Analytics For Bank Regulators	USA		16-20		6-10		8-12		24-28		5-9		

## Advanced Data Analysis Techniques

### Course Overview

The Statistical Analysis of Numerical Information is proven to be a powerful tool, providing everyday insight into matters like corporate finance, production processes and quality control.

However, the advent of the Internet of Things, the consequential growth in Big Data, and the ever-increasing requirements to model and predict, mean that many of the analytical opportunities and needs of a modern, high performing company cannot be met using conventional statistical methods alone.

More and more companies are wrestling with complex modelling and simulation problems, addressing matters like trying to optimise production systems, to maximise performance efficiency, to minimise operating costs, to combat risk, to detect fraud and to predict future behaviour and outcomes.

### Expected Outcomes

This Analytics training seminar on Advanced Data Analysis aims to provide those involved in analysing numerical data with the understanding and practical capabilities needed to convert data into meaningful information via the use of a range of very powerful modelling, simulation and predictive analytical methods.

The specific objectives are as follows:

- To teach delegates how to solve a wide range of business problems which require modelling, simulation and predictive analytical approaches
- To show delegates how to implement a wide range of the more common modelling, simulation and predictive analytical methods using Microsoft Excel 2010 (or higher) and in particular the Solver tool
- To provide delegates with both a conceptual understanding and practical experience of a range of the more common modelling, simulation and predictive analytical, including Bayesian models, conventional and genetic optimisation methods, Monte Carlo models, Markov models, What If analysis, Time Series models, Linear Programming, and more
- To give delegates the ability to recognize which modelling, simulation and predictive analysis methods are best suited to which types of problems
- To give delegates sufficient background and situation experience to be able to judge when an applied technique will likely lead to incorrect conclusions
- To provide a clear understanding of why the best companies in the world see modelling, simulation and predictive analytics as being essential to delivering the right quality products and optimised services at the lowest possible costs

### Expected Delegates

This Analytics training seminar on advanced data analysis techniques has been designed for professionals whose jobs involve the manipulation, representation, interpretation and/or analysis of data. This training seminar involves extensive modelling and analysis using Excel 2010 (or higher) and therefore delegates must not only be numerate, but must enjoy detailed working with numerical data to solve complex problems.

Full familiarity with Microsoft Excel (version 2007 or higher), and the ability to analyse data using common statistical methods, are fundamental prerequisites for attendance on this Advanced Data Analysis training seminar. Only delegates who have attended the Data Analysis training will be eligible to attend this training course with the reason of, without mastery of the capabilities taught in the aforementioned training, a delegate will not be able to succeed on this training course.

## Advanced Data Management For Oil And Gas Professionals

### Course Overview

This training seminar is designed for professionals and companies that want to take the full advantage of the data as an important asset of the company. The data revolution and the benefits as well as risks arising from it have propelled the data into the status of the lifeblood of today industry.

As the project management becomes standardized, the Data Management is becoming more and more standardized, and the data that the oil and gas companies gather and use needs to be properly valued, acquired, stored, managed and used in analysis in a way that will fully utilize the data as the very valuable enterprise asset.

With Big Data comes the challenge of data management, as just having the data does not suffice, the Data Management is defined as an administrative process that includes acquiring, validating, storing, protecting, and processing required data to ensure the accessibility, reliability, and timeliness of the data for its users. This training course comprises the full scope of the master data management of the spatial-geophysical and well data for the oil and gas industry.

### Expected Outcomes

This training course focuses on presenting the delegates with the opportunity to learn the essentials of data governance, ensuring the data quality, how to gather and maintain the well data, how are wells identified and classified, geospatial data collection and management, data security, record retention and data transfer and results communication. The whole course helps delegates prepare for the role of Petroleum Data Analyst, and can help delegates in their certification as data analysts.

At the end of this training seminar, you will:

- Learn to identify the impact of data governance on the enterprise
- Acquire the knowledge about data vendors and data domains
- Get acquainted with the legal requirements for well identification
- Learn how to prepare and implement the strategies of data security
- Be able to determine data retention schedule
- Identify the legal documents defining the master data management
- Learn how to gather, transform and use the spatial data
- Identify the relations between the master data management and Exploration and Production

### Expected Delegates

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

- Petroleum Data Analysts
- Systems Analysts
- Programmers
- Data Analysts
- Database Administrators
- Project Leaders
- Software Engineers
- Managers
- Any Professional involved in Data Analytics

## Advanced Reporting Analytics

### Course Overview

The Advanced Reporting Analytics course is designed to equip professionals with the knowledge and technical expertise required to develop, interpret, and optimize data-driven reports for strategic decision-making. This program goes beyond basic reporting to focus on advanced analytical methods, visualization techniques, automation, and storytelling with data.

Participants will explore modern reporting tools, data integration strategies, and performance metrics to enhance business intelligence (BI) capabilities and improve data accuracy, timeliness, and impact across organizational functions.

### Expected Outcomes

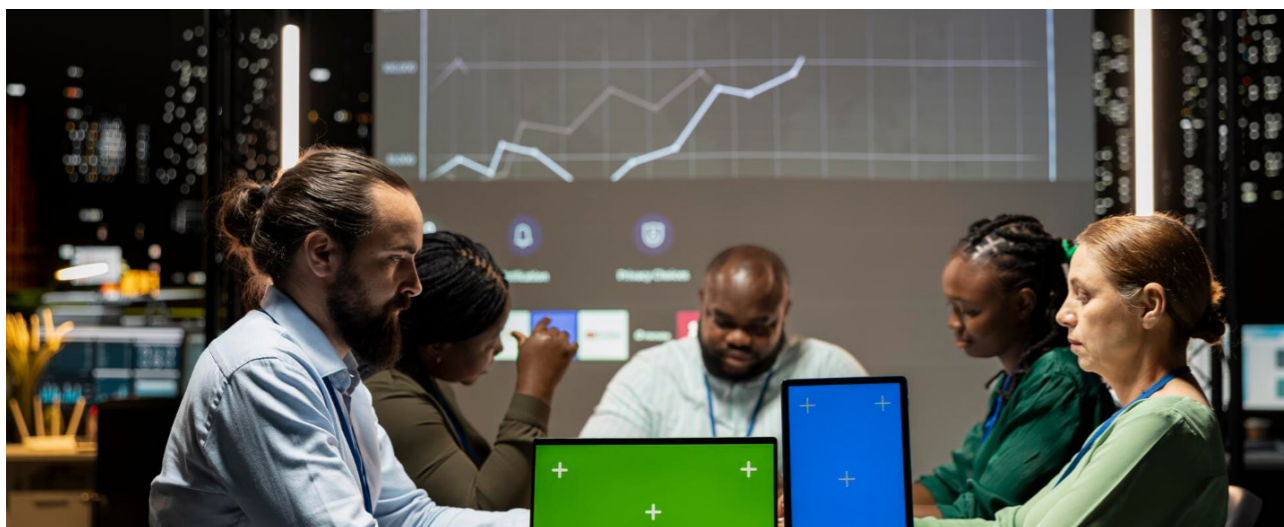
By the end of the course, participants will be able to:

- Design and implement advanced, automated reporting systems using modern BI tools.
- Apply statistical and analytical techniques to extract actionable insights from complex datasets.
- Develop dynamic dashboards that communicate key performance indicators effectively.
- Integrate data from multiple sources for comprehensive performance analysis.
- Translate analytical findings into clear, data-driven business recommendations.
- Establish best practices for data governance, visualization standards, and reporting consistency.

### Expected Delegates

This course is suitable for:

- Business Analysts and Data Analysts seeking to enhance analytical and visualization skills.
- Reporting Specialists and BI Professionals aiming to automate and optimize reporting workflows.
- Financial, Marketing, and Operations Managers responsible for data-driven decision-making.
- IT and Data Professionals involved in database management and data integration.
- Strategy and Performance Management Teams interested in advanced analytics applications.



## Data Analytics for Bank Regulators

### Course Overview

This course is designed to equip banking regulators and supervisory authorities with the knowledge and practical skills to leverage data analytics in regulatory oversight and decision-making. It introduces participants to modern data-driven techniques used to enhance regulatory compliance, risk assessment, fraud detection, and policy evaluation. Through a combination of conceptual learning and practical demonstrations, the course focuses on how analytics can improve efficiency, transparency, and predictive capability within the banking supervision process.

Participants will gain insights into the use of structured and unstructured data, dashboarding and visualization tools, statistical and machine learning models, and the integration of analytics into regulatory frameworks. Case studies will highlight best practices from leading central banks and financial regulators globally.

### Expected Outcomes

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

- Understand the role and value of data analytics in regulatory and supervisory functions.
- Apply descriptive, diagnostic, and predictive analytics techniques to banking data.
- Develop and interpret dashboards and visualizations for monitoring key risk indicators.
- Utilize data analytics for detecting anomalies, money laundering, and emerging systemic risks.
- Formulate strategies for implementing data governance, data quality, and privacy standards within regulatory bodies.
- Foster a data-driven culture for evidence-based regulatory decisions and policy interventions.

### Expected Delegates

The course is intended for:

- Senior officers and analysts from central banks and financial regulatory authorities.
- Supervisors and inspectors responsible for bank performance and compliance monitoring.
- Risk management and policy development professionals in regulatory institutions.
- Data scientists, economists, and IT specialists supporting regulatory analytics functions.
- Members of financial stability, prudential regulation, and financial intelligence units.

# Management And Leadership

## TABLE OF CONTENT

- 70** ACHIEVING LEADERSHIP EXCELLENCE: EMPOWERING PROACTIVE LEADERSHIP DYNAMICS
- 71** DEVELOPING EXCELLENCE IN PEOPLE LEADERSHIP: ACHIEVING BREAKTHROUGH PERFORMANCE TO BETTER LEAD & MANAGE TEAMS
- 72** ESSENTIAL CORE SKILLS OF A 21ST CENTURY LEADER: DYNAMICS OF LEADERSHIP
- 73** IMPROVING BUSINESS LEADERSHIP THROUGH TECHNOLOGY: LEVERAGING DIGITAL TRANSFORMATION FOR PERFORMANCE EXCELLENCE



COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Achieving Leadership Excellence: Empowering Proactive Leadership Dynamics	KENYA		23-27		20-24		22-26		3-7		19-23		7-11
Developing Excellence In People Leadership: Achieving Breakthrough Performance To Better Lead & Manage Teams	SINGAPORE	12-16		9-13		11-15		20-24		7-11		9-13	
Essential Core Skills Of A 21st Century Leader: Dynamics Of Leadership	MALAYSIA	26-30		16-20		25-29		13-17		21-25		16-20	
Essential Core Skills Of A 21st Century Leader: Dynamics Of Leadership	SOUTH AFRICA		16-20		6-10		8-12		24-28		5-9		

## Achieving Leadership Excellence: Empowering Proactive Leadership Dynamics

### Course Overview

This training seminar focuses on the leader's role in developing and motivating excellent teams. Rather than trying to define one 'right' way to lead, it will introduce a range of complementary approaches which delegates will have the opportunity to practise, combine and adapt to suit their personal preferences and organisational needs.

By exploring the leadership role from a number of different perspectives, this Achieving Leadership Excellence training seminar allows delegates to experiment with innovative ways to empower and enthuse their team and influence positively their organisational climate and culture. The benefits to the organisation will be leaders better able to focus on organisational goals and better equipped to develop their team towards sustainable performance improvement.

In this training course, we will cover:

- Fundamentals of High Performance Teams
- Giving and receiving effective feedback
- Group Dynamics and Team Decision Making
- Power Tools of Leadership
- Performance Management
- Leadership Strategies

### Expected Outcomes

Upon the successful completion of this course, participants will be able to:

- Study effective team operations
- Analyze effective communications strategies
- Understand how to give and receive effective feedback
- Consider tools for motivating and delegating
- Explore leadership styles
- Examine construction of a learning environment

### Expected Delegates

This training seminar is intended for all individuals who have a stake in building successful teams and providing effective leadership:

- All Leaders and Professionals
- Management Professionals
- Team Leaders
- Supervisors
- Technical Staff

## Developing Excellence In People Leadership: Achieving Breakthrough Performance To Better Lead & Manage Teams

### Course Overview

This comprehensive training seminar incorporates a number of the most difficult leadership skills - the ones that deal with other people - into a two-week intensive program of people leadership with a focus on communication, interpersonal skills, motivation and organisational culture.

This training seminar will focus on:

- Self-awareness, Self-development and Self-mastery
- Advanced Communication and Interpersonal skills
- Empowering Delegation Skills
- Giving Constructive Feedback
- Presentation Skills
- Understanding Employees' Personal Needs and Wants
- How to apply Individual Differences to Motivate Others
- Increase motivation by removing self-limiting beliefs
- Develop people and teams to self-perpetuate continual motivation
- Motivate innovative and creative thinking into their employees

### Expected Outcomes

This course will enable participants to:

- Study effective management of our thoughts, beliefs, focus and action
- Consider how to build confidence, enthusiasm and courage
- Explore methods of improving communication
- Analyze the public face of the leader
- Gain insights into their own strengths and weaknesses and leadership styles
- Be able to understand the emotional makeup of their teams, colleagues and customers
- Be able to harness their employees' emotional intelligence to release creativity in the workplace
- Understand and practice key people skills to motivate towards excellence

### Expected Delegates

This course is designed for:

- Managers, leaders and professionals who want to discover new ways to lead their teams
- Those who want a better understanding of the psychology of leadership and workplace behaviour
- Those interested in developing their skills in motivating and leading teams to achieve the organizational mission
- Managers who are making the transition to leadership

## Essential Core Skills Of A 21st Century Leader: Dynamics Of Leadership

### Course Overview

This training seminar will help you define and implement the vision you have for yourself, your team and your organisation. Working from an initial understanding of your own capabilities, motivators and resources, it will build an action plan for moving you and those around you towards a shared perception of the future, able to respond to an ever-changing world.

Highlights include:

- Understanding the leader's dynamic context
- Self-awareness and self-belief as drivers of leadership behaviours
- Adopting the appropriate 'altitude' as a leader
- Developing a robust and engaging vision
- Building key alliances inside and outside the team
- Maximising returns on investment in the team

### Expected Outcomes

This course will enable delegates to:

- Examine personal style and drivers of behaviour
- Analyze the interpersonal forces at work in your team and organisation
- Develop a vision for realizing your personal and organisational goals
- Inspire your team with a dynamic and aligned statement of purpose
- Identify and develop key partners in achieving your shared vision
- Link personal, team and organisational goals for sustainable performance

### Expected Delegates

Managers and senior professionals who would like to take a wider perspective on their organisation, their role and themselves, and prepare for a move into strategic positions.



## Improving Business Leadership Through Technology: Leveraging Digital Transformation For Performance Excellence

### Course Overview

This training seminar will help develop your understanding of digital leadership and learn how to apply it to help transform your organisation. As new digital technologies rapidly change, the demand for digital leaders is growing exponentially. Regardless of your background, this training course will give you opportunities to explore and learn how digital leaders can leverage and exploit new technologies for innovation and growth, and provides you with a further insight into the digital landscape.

Information Technology (IT) is fast changing the world around us. This course will also provide you with an understanding of IT-enabled changes in the business environment, and how insightful executives leverage Information Technology (IT) to create value and win competitive battles.

This training seminar will highlight:

- Impacts of technological innovation on the industry
- Explorations of competition and business models in the high-tech industry (e.g. Google, Apple and Facebook)
- Competitive dynamics of industries that consume significant technology with emphasis on how technology has disrupted some industries
- How IT transforms cost structures of firms by helping them build information capabilities that significantly increase value chain efficiency
- Impacts of IT on innovation and decision-making within firms that ultimately impacts revenue growth

### Expected Outcomes

At the end of this training seminar, you will learn to:

- Identify how a business can increase sales and return on investment with new technology
- Construct a matrix of necessary organisational competences to effectively use new technologies in business practice
- Enhance the management and strategy of a business through digital technologies such as: mobile apps, Internet of Things, Cloud computing and data analytics
- Align business and Information Technology (IT) strategies and apply within the workplace, overcoming the constraints and challenges of using Information Technology (IT)
- Benchmark your organisation against other industrial players and identify the key features for superior than industry-average performance

### Expected Delegates

Although this course is open to all and assumes no prior requirements, it is primarily aimed at senior and middle management with an Information Technology (IT) and business focus.

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

- Functional Managers
- Project Managers
- Senior Managers
- General Managers
- Heads of Department
- Aspiring Managers who wish to develop their skills in Business Leadership



# Strategy & Strategic Planning

## TABLE OF CONTENT

- 78** CREATIVE STRATEGIC PLANNING & LEADERSHIP: DEVELOPING INNOVATIVE, VISIONING AND STRATEGIC THINKING SKILLS
- 79** DEVELOPING STRATEGIC PARTNERSHIPS, JOINT VENTURES, AND CONSORTIA: PROSPECTS, ANALYSIS AND EXECUTION
- 80** EVALUATING COLLABORATIVE DEVELOPMENT OPPORTUNITIES: DUE DILIGENCE IN APPRAISING POTENTIAL INVESTORS AND PARTNERS
- 81** IMPROVING BUSINESS LEADERSHIP THROUGH TECHNOLOGY: LEVERAGING DIGITAL TRANSFORMATION FOR DIGITAL EXCELLENCE
- 83** LEADERSHIP & STRATEGIC THINKING IN THE OIL, GAS & PETROCHEMICALS INDUSTRY: SUSTAINING PROFITABLE GROWTH IN A CHANGING GLOBAL BUSINESS

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Creative Strategic Planning & Leadership: Developing Innovative, Visioning And Strategic Thinking Skills	USA		2-6	23-27		18-22		27-31		14-18		2-6	
Developing Strategic Partnerships, Joint Ventures, And Consortia: Prospects, Analysis And Execution	KENYA	19-23			20-24		22-26		10-14		26-30		14-18
Developing Strategic Partnerships, Joint Ventures, And Consortia: Prospects, Analysis And Execution	MOROCCO			16-20		11-15		13-17		21-25		16-20	
Improving Business Leadership Through Technology: Leveraging Digital Transformation For Digital Excellence	SINGAPORE		9-13		13-17		15-19		17-21		19-23		7-11
Leadership & Strategic Thinking In The Oil, Gas & Petrochemicals Industry: Sustaining Profitable Growth In A Changing Global Business	UK	26-30		9-13		25-29		20-24		7-11		9-13	

## Creative Strategic Planning & Leadership: Developing Innovative, Visioning And Strategic Thinking Skills

### Course Overview

This Creative Strategic Planning & Leadership training seminar is designed to provide leaders and professionals with a set of transformational tools and techniques to help them maximise their own and their team's creative potential in a strategic context. Its starting-point is self-discovery: participants will work on the inside first and then focus outwards to impact on the world of business.

The focus of the Management & Leadership training seminar will be on thinking in different ways. Participants should be prepared to move out of their comfort zone and experiment with new ways of creating and communicating an inspiring leadership vision.

This will help demystify the frequently-misunderstood concept of 'strategy'. Whilst focusing on the analytical disciplines on which successful strategy is based, it centres on strategic planning as a value-adding process which harnesses the leader's and the team's ability to combine analysis with creative thinking and enables ideas and plans to be nurtured through to reality.

The highlights of training course are as follows:

- Demonstrating how to balance analytical and creative thinking in plans and decisions
- Understanding how to discover and focus the creative capabilities of teams and individuals
- Understanding the linkage between operational and strategic management
- Aligning your own responsibilities and objectives with the strategy of your organisation
- Improving personal leadership and management competencies

### Expected Outcomes

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

- Demonstrate innovative methods for harnessing others' creative potential
- Communicate your vision in refreshing and engaging ways
- Define the concepts of 'strategy' and 'strategic plans'
- Understand and explain visionary thinking as part of the strategic process and apply strategic planning to your own management issues
- Place your own part of the organisation within the overall context of corporate strategy
- Gain confidence in managing your own contribution to strategic implementation

### Expected Delegates

- Senior Management Professionals, Team Leaders, Supervisors and All Professionals who are responsible for driving company growth by creating or eliciting new ideas and paradigms. Alternatively, you may be stuck with your own 'logical' career journey and seeking an opportunity to explore beyond its boundaries
- Anyone who wants to forge innovative approaches to communications, or to human resource and training managers searching for breakthrough ideas and tools they can use to harness the creativity in others within their organisation

## Developing Strategic Partnerships, Joint Ventures, And Consortia: Prospects, Analysis, And Execution

### Course Overview

This Developing Strategic Partnerships, Joint Ventures, and Consortia training seminar focuses on how to proactively develop all the key components for either a Strategic Partnership [SP], Joint Venture [JV], or Consortium – completing a formal scenario analysis of each potential opportunity with a detailed plan for execution.

When firms/organizations need to develop new functional capabilities to stay competitive, these require time, talent, and capital. Access to these resources can be achieved through a SP, JV, or Consortium with those who already have these requisite functionalities. Learn the comprehensive development and analysis process-flow and apply these to contemporary firms in several leading industries.

Then do the same for your own firm/organization – while developing a detailed proactive rubric to screen and approach potential allies, negotiate the key contractual terms, lead the execution/launch, and monitor-assess a SP, JV, or Consortium.

This training seminar will highlight:

- Strategic mapping of external sectors, industries, markets, and segments
- Assessing your firm's functional capabilities alongside strategic needs and offerings
- Benefits and costs between: 1) strategic partnerships, 2) joint ventures, and 3) consortia
- How to approach another firm? How to respond if approached by another firm?
- Case examples of successful and poorly structured-executed alliances
- Team projects to develop an alliance proposal for your firm/organization

### Expected Outcomes

At the end of this training seminar, you will learn to:

- Produce a strategic map of prospective allies and potential arrangements
- Analyze and rank-order "best" opportunities
- Design a compelling value proposition for a proposed arrangement
- Explain the benefits and costs of different deal-alliance structures
- Develop an execution plan for an arrangement, including monitoring-assessing success

### Expected Delegates:

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

- Anyone looking to strategically leverage and enhance the value of company assets and resources
- Anyone looking to develop new revenue sources across product-services and markets
- Anyone looking to enhance strategic options for the shareholders/stakeholders
- R+D/Product Development Teams looking to enhance/broaden the scope/scale of the portfolio
- Business Development Professionals looking to proactively open up new opportunities

## Evaluating Collaborative Development Opportunities: Due Diligence In Appraising Potential Investors And Partners

### Course Overview

This training seminar is concerned with one of the most important activities in the development of business – critical analysis and evaluation of potential investors and partners. All businesses are becoming more complex in structure, technology, competition and strategic choice. Consequently, a company's relationships with potential investors and partners now require a significantly higher standard of appraisal and focus than has been the case in the past.

This training seminar will concentrate on the application of leading-edge tools and techniques of due diligence in evaluating opportunities for creating effective relationships with these two strategically significant stakeholder categories.

Due diligence is multi-dimensional. It is based on an understanding of needs and objectives of potential investors and partners; their decision criteria; their compatibility with the strategic and operational objectives of our own company; and finally it requires a structured process by which attraction and integration of new investors and partners can be accomplished effectively in order to sustain continuous improvement in the profitable growth of the company.

This training seminar will highlight the following key topics:

- The changing dynamics of global business
- Due diligence in financial appraisal of potential investors and partners
- Due diligence in non-financial appraisal of potential investors and partners
- The specific risks and rewards of development by alliances and joint ventures
- Integrating collaborative relationships into your business strategy

### Expected Outcomes

At the end of this training seminar on Evaluating Collaborative Development Opportunities, you will learn how to:

- Identify the required characteristics of new investors and partners
- Evaluate the past performance and future potential of new investors and partners
- Select and engage with new investors and partners
- Anticipate and deal with the challenges of integrating new investors and partners
- Measure the strategic impact of adding the new relationships

### Expected Delegates

This training seminar is designed to be relevant for a wide range of experienced professionals - for example the following categories of managers:

- Corporate Finance Officers
- Strategic Planners and Investment Analysts
- Internal Auditors and Management Accountants
- Operations and Supply Chain Managers
- Merger and Acquisition Specialists
- Organisational Development Specialists

## Improving Business Leadership Through Technology: Leveraging Digital Transformation For Performance Excellence

### Course Overview

This training seminar will help develop your understanding of digital leadership and learn how to apply it to help transform your organisation. As new digital technologies rapidly change, the demand for digital leaders is growing exponentially.

Regardless of your background, this training course will give you opportunities to explore and learn how digital leaders can leverage and exploit new technologies for innovation and growth, and provides you with a further insight into the digital landscape.

Information Technology (IT) is fast changing the world around us.

This course will also provide you with an understanding of IT-enabled changes in the business environment, and how insightful executives leverage Information Technology (IT) to create value and win competitive battles.

This training seminar will highlight:

- Impacts of technological innovation on the industry
- Explorations of competition and business models in the high-tech industry (e.g. Google, Apple and Facebook)
- Competitive dynamics of industries that consume significant technology with emphasis on how technology has disrupted some industries
- How IT transforms cost structures of firms by helping them build information capabilities that significantly increase value chain efficiency
- Impacts of IT on innovation and decision-making within firms that ultimately impacts revenue growth

### Expected Outcomes

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

- Functional Managers
- Project Managers
- Senior Managers
- General Managers
- Heads of Department
- Aspiring Managers who wish to develop their skills in Business Leadership

### Expected Delegates:

At the end of this training seminar, you will learn to:

- Identify how a business can increase sales and return on investment with new technology
- Construct a matrix of necessary organisational competences to effectively use new technologies in business practice
- Enhance the management and strategy of a business through digital technologies such as: mobile apps, Internet of Things, Cloud computing and data analytics
- Align business and Information Technology (IT) strategies and apply within the workplace, overcoming the constraints and challenges of using Information Technology (IT)
- Benchmark your organisation against other industrial players and identify the key features for superior than industry-average performance.



### STRATEGY & STRATEGIC PLANNING

## Leadership & Strategic Thinking In The Oil, Gas & Petrochemicals Industry: Sustaining Profitable Growth In A Changing Global Business

### Course Overview

This training seminar has been specifically designed for experienced individuals wanting to develop their leadership and strategic thinking skills within the increasingly complex and fast changing oil, gas & petrochemical industry.

The elements of this training seminar provide a structured and coherent framework for identifying and responding to new opportunities. It enables participants to respond to the challenge of linking strategies to profitable growth objectives within these 3 sectors.

The global oil, gas & petrochemical business is undergoing significant change in all dimensions – supply/demand balance, competition, technologies, organisational structures, government policies. It is therefore imperative for business leaders to be able to identify new opportunities and successfully navigate the evolving risk landscape to become the top performers of tomorrow.

This training seminar will highlight:

- The Changing Dynamics of the Oil, Gas and Petrochemical Industry
- Best Practice in Analysing Requirements for Sustained Success
- Latest Thinking in Theory and Practice of Leadership
- Driving and Leading Strategic Change in this Business
- Guidelines on the Practical Application of the Seminar

### Expected Outcomes

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

- Appreciate and understand each of the 3 dimensions of the seminar – (i) oil, gas and petrochemical trends, (ii) leadership, (iii) strategic thinking
- Develop strategies and recognise the linkage of strategy to achieving and sustaining profitable growth
- Evaluate and apply key strategic planning frameworks
- Improve leadership skills to create a systematic approach to business analysis
- Identify priorities for continued personal and team development

### Expected Delegates:

This Leadership & Strategic Thinking in the Oil, Gas & Petrochemicals Industry training seminar will benefit professionals from any specialisation in the organisation who desire to improve their leadership skills and/or are involved in creating and maximising profitable growth.

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

- Strategic and Operational Planning Specialists
- Financial Managers and Financial Analysts
- Business Development Specialists
- Sales and Marketing Staff
- Logistics and Supply Chain Specialists
- Human Resource Specialists

# Corporate Communications

## TABLE OF CONTENT

- 86** ADVANCED PUBLIC SPEAKING AND PRESENTATION SKILLS: PRESENT WITH CONFIDENCE WHATEVER THE CONDITION
- 88** ADVANCED SOCIAL MEDIA TRAINING
- 89** DEVELOPING LEADERSHIP PRESENCE AND POWER: LEARN TO SPEAK LIKE A LEADER
- 90** GUIDING CHANGE THROUGH CORPORATE COMMUNICATIONS
- 91** INCIDENT & CRISIS RESPONSE COMMUNICATION SKILLS

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Advanced Public Speaking And Presentation Skills: Present With Confidence Whatever The Condition	SOUTH AFRICA		2-6	23-27		18-22		27-31		14-18		2-6	
Advanced Social Media Training	UAE	19-23			20-24		22-26		10-14		26-30		14-18
Developing Leadership Presence And Power: Learn To Speak Like A Leader	RWANDA			16-20		11-15		13-17		21-25		16-20	
Guiding Change Through Corporate Communications	MALAYSIA		9-13		13-17		15-19		17-21		19-23		7-11
Incident & Crisis Response Communication Skills	UK	26-30		9-13		25-29		20-24		7-11		9-13	

# Advanced Public Speaking And Presentation Skills: Present With Confidence Whatever The Occasion

## Course Overview

This training course will enable you to deliver amazing presentations. After completing the course, you will be able to plan, structure and deliver professional presentations.

You will learn how to deliver engaging content to your audience and will learn how to be persuasive.

This training course will teach you how to: overcome fear of presenting, plan an unforgettable presentation, use your body language to appear confident and convincing and to focus on your audience and their needs.

Delivering a first-class presentation is a skill that anyone can be taught. Creating a presentation is a process and we are going to explore the steps together to make a winning presentation. This training course is hands on and provides you with opportunities to practice and refine the skills that you will be taught. Together we will be able to create the perfect presentation for every business occasion.

This training seminar will highlight:

- How to Overcome Nerves and Stage Fright
- How to Analyse Your Audience and Tailor Your Presentation Accordingly
- How to Plan a Concise, Persuasive, Professional Presentation
- Venue Generalship: How to Command the Room, Build Rapport and Convince the Audience
- Speaking to the Public with Confidence
- Learn How to Captivate Your Audience and Keep Them Engaged

## Expected Outcomes

At the end of this training seminar, you will learn to:

- Master your nerves and remain calm throughout
- Design a world class presentation
- Command the room and captivate your audience
- Deliver a convincing presentation
- Persuade the audience that your message is valuable



## Expected Delegates

Managers, executives or any professionals who need to be able to inform, convince or persuade clients or work colleagues. This Advanced Public Speaking and Presentation Skills training course is essential for anyone who has to speak in front of groups, sales people and for any employees who have to deal with the press.

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

- Business Analysts
- Account Managers
- Client Relationship Professionals
- Middle and Senior Manager
- Human Resource Professionals
- Salespeople



## Advanced Social Media Training

### Course Overview

This training is designed to bring you up to speed on the latest techniques that are guaranteed to improve social media activities. This will focus on understanding what will get audiences to engage with and share their social media content.

We spend lots of time practising content creation and social interaction skills in a fun and accessible way, so delegates leave confident in their own abilities and able to apply new skills the moment they return to their desks.

This training seminar on Advanced Social Media Training highlights:

- Using social media effectively for marketing, public relations, HR, sales and customer service
- Social media planning that meets audience needs and delivers business objectives
- Building audience relationships via social media that strengthen brand and reputation
- Creating engaging content audiences pay attention to and share with others
- Staying up-to-date with emerging topics, trends and technologies on social media
- Objectives

### Expected Outcomes

- Advising leaders on social media strategy and plans
- Using Facebook, Twitter, Instagram, Snapchat, et al for business
- Finding and connecting with target audiences
- Confidence in responding to audiences online to shape opinions
- Creating and optimising words and images that go viral
- Writing that grabs attention and creates conversations
- Researching online trends to stay relevant

### Expected Delegates:

- Professionals who use social media for business and wish to improve their performance as well as understanding of the latest techniques.
- This Advanced Social Media Training course is ideal for journalists and practitioners working in marketing, public relations, customer service, customer relations, HR, employee communications, media relations, community relations and public affairs.

## Developing Leadership Presence And Power: Learn To Speak Like A Leader

### Course Overview

The ability to communicate effectively is an essential skill for all senior leaders in modern day business, politics, or academic world and yet it is a skill that is rarely taught. This Developing Senior Leadership Presence and Power training seminar has been specifically designed to develop the communication competencies of senior personnel who need to deliver powerful, memorable and engaging messages to individuals or groups. Power relies not on hierarchy but in a person's ability to persuade others ethically to buy-in and implement concepts, methodology and outcomes.

Delegates will learn about the importance of: behavioural leadership; versatility; powerful public speaking, and platform skills; creating charisma through powerful persuasion techniques; pitch perfect planning; meetings management and advanced communication techniques. This training course on Developing Senior Leadership Presence and Power is essential development for senior leaders who want to influence others with integrity and legitimacy.

This training course will feature:

- Influencing with integrity
- Advanced behavioural leadership techniques
- Powerful public speaking and platform skills
- Crystal clear communication models
- Perfect presentation planning processes
- Using media to enhance your message

### Expected Outcomes

- Recognise the importance of behavioural versatility in leadership
- Create powerful and memorable messages
- Harness nerves to present in a professional and persuasive manner
- Plan and execute the perfect presentation
- Handle media and the media
- Recognise the skills that create charisma and model them

### Expected Outcomes

This training on Developing Senior Leadership Presence and Power is designed to improve the confidence of individuals who, as part of their corporate responsibilities, have to make presentations, influence or build legitimate power with individuals, groups or conferences.

## Guiding Change Through Corporate Communications

### Course Overview

This training seminar on Guiding Change Through Corporate Communications Seminar provides an opportunity for the Communications Practitioner to re-calibrate and define a different path towards achieving effective corporate communications in a world of rapid change. It forces a rethink of how to align purpose with outcome using the myriad channels available in this connected world.

Module One, Mastering Corporate Communications is designed to renew the Practitioner's tool kit and upgrade the range of skills needed to win the communications battle. The worlds of Public Relations, Corporate Communications and Marketing have collided to create new and different operating norms with new rules and roles. It is therefore imperative that practitioners in the communications space rethink their approach to Public Relations, Corporate Communications and Marketing.

Module Two, Corporate Communications Redefined! will help practitioners align communications strategy to organizational imperatives and move from focussing on tactics to developing and implementation communications strategy. It will take the practitioner along the journey from research and planning to programme implementation while recognizing the importance of corporate communications in delivering on corporate objectives.

The highlights are as follows:

- The New Rules of Marketing and Communications
- The Use of Social Media to Reach Specific Target Audiences
- How to Create Content that Sticks
- Aligning Communications and Organizational Goals
- Identifying and Strengthening Internal Gaps
- Measurement and Evaluation
- Designing the Next Iteration

### Expected Outcomes

- To provide participants with the tools to align audiences with media and messages
- To help participants seamlessly merge traditional and new media strategies and tactics
- To sharpen the focus on Strategic Communications as a corporate enabler
- To help participants tweak their "Big Picture" strategies.
- To help participants re-position their Future Strategy and Implementation

### Expected Delegates:

This training course is suitable to a wide range of professionals in communication and marketing but will greatly benefit:

- Public Relations / Public Affairs / Marketing Officers &or Managers
- Corporate Communications Practitioners &or Managers &/or Team Leads
- Communications Champions / Activators

## Incident & Crisis Response Communication Skills

### Course Overview

This training seminar will provide the key steps every organization must take to avoid being irreparably damaged by a crisis. Packed with practical advice, useful materials and case studies, participants will learn how communication and operational response together are integral to an effective incident response and protecting reputation.

Every sensible organization recognizes the risks they face and that disaster could potentially strike at any time. The learning contained within this Corporate Communication training seminar might make the difference between demonstrating strength and resilience to your stakeholders or humiliating public failure. This training seminar takes a step by step approach to all the learning necessary to pre-empt crises and respond to major incidents should one occur.

The media can be very unforgiving organisations who they perceive to have made mistakes and effective communication when under the media spotlight will be vital to coming through unscathed. This Corporate Communication training seminar on Incident & Crisis Response Communication Skills provides the skills and confidence to understand the communication environment and what you must do in order to succeed when disaster strikes.

This training on Incident & Crisis Response Communication Skills will highlight:

- An awareness of the media and communication environment at the time of a crisis
- The available media platforms and practical guidance on how to use them
- How communication is integral to effective operational response
- How to create an incident communications plan alongside a range of useful planning tools
- Practical skills for media communication and supporting case studies

### Expected Outcomes

At the end of this training, participants are expected to:

- Develop practical skills enabling effective communication at the time of an incident
- Familiarize students with both techniques & technologies involved in crisis communication
- Provide a health-check for your personal & organizational readiness
- Provide the confidence to know that your response strategies are appropriate and effective
- Build relevant knowledge through exploring relevant case studies and practical exercises
- Develop flexible creative and well-motivated teams

### Expected Outcomes

- Health, Safety & Environment Professionals
- Management team tasked with the direct delivery of internal and external communication activities or oversight of specialist sub-contractors with this responsibility in a time of crisis
- Senior operations personnel with responsibility for managing teams whose role includes public relations and or internal communication during a time of crisis
- Those holding responsibility for the strategic use of Public Relations and with responsibilities for business resilience

# Sales And Marketing



## TABLE OF CONTENT

- 94** ACHIEVING MARKETING EXCELLENCE IN SERVICE ORGANIZATIONS
- 96** CLIENT MANAGEMENT STRATEGIES FOR RETENTION & GROWTH
- 97** DIGITAL MARKETING STRATEGY AND ANALYTICS

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Achieving Marketing Excellence In Service Organizations	UAE		23-27		20-24		22-26		3-7		19-23		7-11
Client Management Strategies For Retention & Growth	RWANDA	12-16		9-13		11-15		20-24		7-11		9-13	
Digital Marketing Strategy And Analytics	SINGAPORE		9-13		13-17		1-5		17-21		26-30		14-18

# Achieving Marketing Excellence In Service Organizations

## Course Overview

Globally, high performing and reputable services organizations rely increasingly on people not product for their success, and pay unprecedented attention to marketing. This unique, specialized Sales & Marketing training seminar on Achieving Marketing Excellence in Service Organizations presents participants with a first-hand opportunity to gain robust, in-depth skills and insights specific to the marketing of a professional service.

Professional service organizations are different to other organizations. Nowhere is this more evident than in marketing. What are the aspects of marketing that professional service staff, managers and operators need to know to build an organization wide market orientation, and engage successfully with customers and other stakeholders? What are the specific marketing approaches that work in a professional services environment to build its most valuable asset-reputation?

This training seminar on Achieving Marketing Excellence in Service Organizations draws on a range of fields to provide a holistic approach including tools and sector best practices that drive successful marketing in professional service organizations – including strategy, reputation management, and organizational culture. This training seminar enables participants to get to the heart of marketing as it should be applied to professional service organizations. Delegates will take away from this training the most effective ways to market the people centric professional services sector, a significant void when it comes to general marketing seminars.

## Expected Outcomes

This training seminar will highlight:

- Professional services marketing approaches for reputational and performance success
- Informed insights, concepts, strategies and tools to achieve market excellence
- Practical frameworks to design, implement and evaluate marketing specific to a professional service organization
- Leadership skills to build a whole organization marketing culture
- Techniques to build reputation, word of mouth and referral
- A comprehensive understanding of people centric marketing concepts and tactics
- Best practice metrics and benchmarks for professional services marketing



## Expected Delegates

This training seminar will be of particular professional benefit to all those working in:

- Government Ministries
- Education Sector - government systems, universities, colleges and schools
- Lawyers
- Hospitality
- Tourism and Leisure
- Medical and Health
- Logistics
- Insurance
- Finance



## Client Management Strategies For Retention & Growth

### Course Overview

The rationale for this training seminar centers on putting the client first in everything you do. In an increasingly competitive world, retaining clients is smart business. It has been estimated that it costs five times more to get a new customer than to retain an existing one. It is essential that you have a client management strategy for retention & growth.

Clients expect their suppliers to become trusted advisers. This training seminar shows how putting the client rather than services first can yield improved results in terms of client retention. It stresses the importance of having highly engaged employees and applying best marketing and business development practices in a highly competitive and dynamic marketplace. This training seminar will also introduce you to our unique 'Client Management Model' which has been designed to suit the specific needs of organisations in the Middle East, Europe and Africa (EMEA).

This training seminar will highlight:

- An Effective Client Management Model
- How to retain clients?
- Steps Necessary to Retain Your Clients
- What to do (and what not to do) when a client leaves?
- Cross-cultural Communication and Why it matters

### Expected Outcomes

At the end of this training seminar, you will learn to:

- Describe the Client Management Model
- Discuss the Reasons for Clients Leaving
- Apply Continual Improvement Strategies to increase Customer Retention
- Differentiate between the Ways to Best Influence Others
- Design a Strategy for Client Retention and Growth

### Expected Delegates:

This training seminar is suitable to a wide range of professionals but will greatly benefit:

- Any Manager responsible for Client Management and/or Customer Retention
- Project Managers and Engineers
- Anyone working in Customer Service type roles
- Marketing and Sales Staff
- Internal Consultants (Marketing, Finance, IT, HR, Strategy)
- Senior Managers needed to develop their skills in Client Management and Communication

## Digital Marketing Strategy and Analytics

### Course Overview

The Digital Marketing Strategy and Analytics course is designed to provide participants with a strategic and data-driven understanding of how digital channels can be leveraged to achieve business objectives. This program combines marketing fundamentals with advanced analytical tools and techniques, enabling professionals to create, implement, and measure effective digital marketing campaigns.

Participants will explore core areas such as digital strategy formulation, content marketing, SEO/SEM, social media marketing, email automation, data analytics, and performance measurement. Practical exercises and case studies will help learners translate insights into actionable strategies for business growth.

### Expected Outcomes

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

- Develop comprehensive digital marketing strategies aligned with organizational goals.
- Analyze customer behavior and digital trends to optimize marketing performance.
- Utilize key digital analytics tools (e.g., Google Analytics, social media insights, dashboards) for data-driven decision-making.
- Design and execute multi-channel marketing campaigns with measurable ROI.
- Interpret campaign data to refine marketing tactics and improve engagement and conversion rates.
- Integrate analytics into overall marketing planning and reporting frameworks.

### Expected Delegates

This course is ideal for:

- Marketing and communications professionals seeking to enhance their digital capabilities.
- Business owners and entrepreneurs aiming to strengthen their online presence.
- Digital marketing managers and analysts responsible for campaign performance.
- Brand strategists and product managers looking to leverage data for decision-making.
- Graduates and professionals aspiring to build a career in digital marketing or analytics.



# Leadership And Interpersonal Skills

## TABLE OF CONTENT

- 100** INTERPERSONAL EFFECTIVENESS & LEADERSHIP EXCELLENCE
- 101** ADVANCED INTERPERSONAL COMMUNICATION SKILLS FOR LEADERS
- 102** ADVANCED LEADERSHIP SKILLS & COMMUNICATION
- 103** ADVANCED COMMUNICATION & INTERPERSONAL SKILLS FOR MANAGEMENT & LEADERSHIP
- 104** ADVANCED LEADERSHIP SKILLS FOR THE 21ST CENTURY

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Interpersonal Effectiveness & Leadership Excellence	MALAYSIA		2-6	23-27		18-22		27-31		14-18		2-6	
Advanced Interpersonal Communication Skills for Leaders	UAE	19-23			20-24		22-26		10-14		26-30		14-18
Advanced Leadership Skills & Communication	RWANDA			16-20		11-15		13-17		21-25		16-20	
Advanced Communication & Interpersonal Skills for Management & Leadership	GHANA		9-13		13-17		15-19		17-21		19-23		7-11
Advanced Leadership Skills for the 21st Century	SINGAPORE	26-30		9-13		25-29		20-24		7-11		9-13	

## Interpersonal Effectiveness & Leadership Excellence

### Course Overview

In today's complex and fast-paced professional environment, leaders are expected to inspire, influence, and communicate with clarity and empathy. Interpersonal Effectiveness & Leadership Excellence is a transformative training program designed to enhance participants' ability to lead with authenticity, build high-performing teams, and navigate challenging interpersonal dynamics with confidence.

This program blends evidence-based leadership models, emotional intelligence development, and practical interpersonal communication strategies. Through experiential learning, role plays, and self-assessment tools, participants will cultivate the emotional and social competencies essential for sustainable leadership success.

### Expected Outcomes

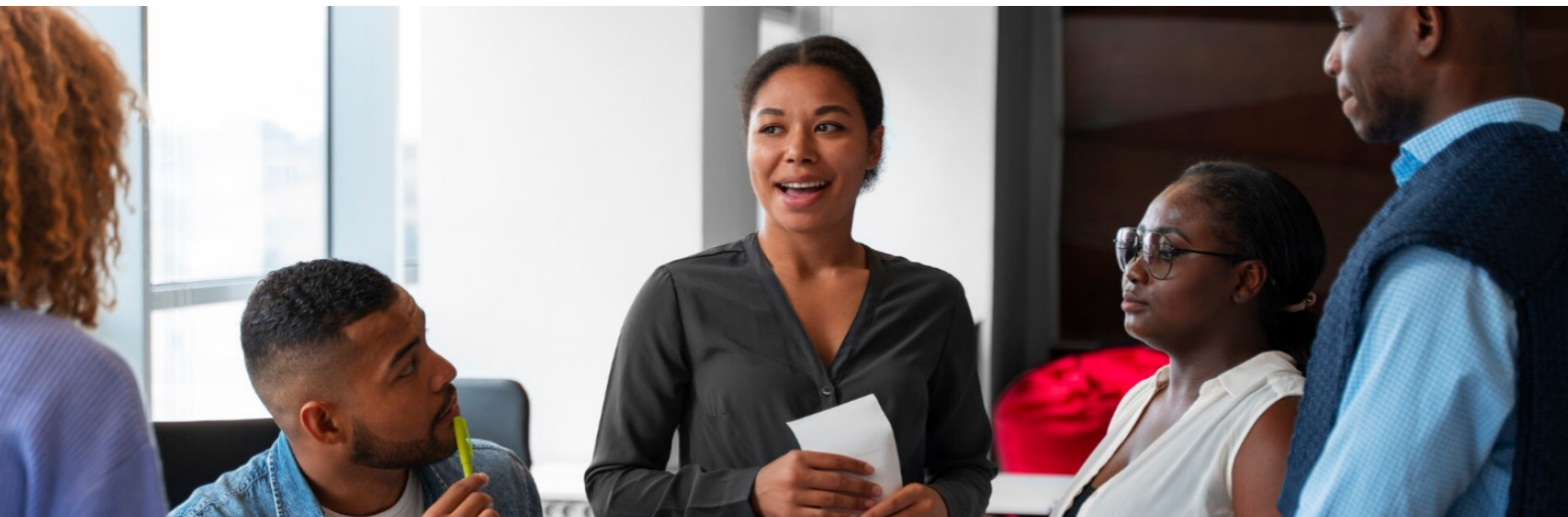
Upon completion, participants will be able to:

- Communicate with greater clarity, confidence, and empathy.
- Demonstrate improved self-awareness and emotional regulation.
- Foster trust and collaboration within diverse teams.
- Handle conflicts constructively and negotiate effectively.
- Exhibit leadership behaviors that inspire, influence, and drive performance.
- Build a personal leadership action plan aligned with long-term goals.

### Expected Delegates

This program is ideal for:

- Mid- to senior-level managers and team leaders
- Emerging leaders preparing for higher responsibilities
- Project managers and functional heads
- HR and L&D professionals
- Professionals seeking to strengthen leadership presence and interpersonal influence



## Advanced Interpersonal Communication Skills for Leaders

### Course Overview

Effective leadership is deeply rooted in the ability to communicate clearly, empathetically, and persuasively. In today's complex organizational environments, leaders must navigate diverse communication challenges—ranging from cross-functional collaboration and conflict management to motivating teams and influencing stakeholders.

This Advanced Interpersonal Communication Skills for Leaders course is designed to equip leaders and senior professionals with the advanced communication tools necessary to enhance influence, foster trust, and strengthen relationships across all levels of the organization.

Through interactive workshops, experiential exercises, and real-world simulations, participants will refine their interpersonal effectiveness, emotional intelligence, and strategic communication approaches to lead with clarity and authenticity.

### Expected Outcomes

Upon completion, participants will:

- Exhibit greater emotional intelligence and self-awareness in interpersonal interactions.
- Communicate with clarity, empathy, and confidence, even under pressure.
- Demonstrate enhanced influence and persuasion across multiple stakeholder groups.
- Lead difficult or high-stakes conversations with professionalism and composure.
- Build stronger, trust-based relationships with teams and peers.
- Create and articulate compelling messages that align with organizational values and goals.

### Expected Delegates

This course is designed for:

- Senior and mid-level leaders seeking to refine their interpersonal effectiveness.
- Department heads, team leaders, and project managers responsible for cross-functional collaboration.
- Emerging leaders preparing for higher leadership responsibilities.
- Executives and professionals in roles requiring frequent negotiation, stakeholder engagement, or change leadership.

## Advanced Leadership Skills & Communication

### Course Overview

In today's rapidly evolving business environment, leaders must go beyond traditional management practices to inspire, influence, and drive performance. Advanced Leadership Skills & Communication is an intensive, interactive program designed to strengthen leadership presence, emotional intelligence, and strategic communication capabilities.

This course combines evidence-based leadership frameworks, experiential learning, and real-world simulations to help participants lead with authenticity, agility, and clarity. It addresses the intersection of strategic thinking, interpersonal dynamics, and persuasive communication — essential traits for high-performing leaders in complex organizations.

### Expected Outcomes

After completing the course, participants will:

- Exhibit enhanced confidence and clarity in leadership communication.
- Strengthen their ability to motivate and align teams under pressure.
- Manage conflicts constructively and foster a culture of collaboration.
- Demonstrate authentic leadership presence in formal and informal settings.
- Translate strategic goals into compelling messages that drive action.
- Build stronger relationships across departments and stakeholder groups.

### Expected Delegates

This program is ideal for:

- Senior Managers and Directors seeking to refine their leadership presence.
- Team Leaders and Project Managers transitioning into higher leadership roles.
- Executives and Department Heads responsible for strategic communication and organizational performance.
- Emerging Leaders identified in succession planning programs.
- Entrepreneurs and Business Owners leading multi-functional teams.



## Advanced Communication & Interpersonal Skills for Management & Leadership

### Course Overview

In today's dynamic organizational environment, effective communication and interpersonal skills are essential competencies for leaders and managers. This intensive, interactive program is designed to enhance participants' ability to communicate with clarity, confidence, and impact. It focuses on practical strategies for influencing others, managing conflict, building trust, and fostering collaboration across teams and departments.

The course combines proven communication frameworks with real-world leadership scenarios, equipping participants with tools to strengthen relationships, motivate teams, and navigate complex interpersonal dynamics. Through experiential learning, role-plays, self-assessments, and feedback sessions, delegates will refine their leadership presence and communication versatility.

### Expected Outcomes

Upon completion, delegates will:

- Exhibit greater confidence and professionalism in all communication contexts.
- Build stronger, trust-based relationships with peers, subordinates, and stakeholders.
- Handle challenging interpersonal situations with tact and diplomacy.
- Increase their ability to motivate, engage, and influence teams effectively.
- Strengthen their executive presence and credibility as leaders.
- Contribute to a culture of open communication, collaboration, and high performance.

### Expected Delegates

This program is ideal for:

- Mid- to senior-level managers and team leaders
- Department heads and project managers
- Emerging leaders identified for succession planning
- Executives seeking to refine their interpersonal and communication effectiveness
- Professionals in leadership roles across corporate, public, and non-profit sectors



# Advanced Leadership Skills for the 21st Century

## Course Overview

The 21st century presents leaders with unprecedented challenges and opportunities — from rapid technological change and digital transformation to global interconnectivity, hybrid work, and evolving social values. This intensive program equips leaders with the advanced competencies, emotional intelligence, strategic foresight, and adaptive mindset required to lead effectively in this dynamic environment.

Participants will explore the latest leadership models and practices, emphasizing innovation, inclusivity, resilience, ethical decision-making, and sustainability. The course blends strategic insight, practical tools, and self-reflective exercises, empowering leaders to inspire teams, drive organizational transformation, and navigate complexity with confidence.

## Expected Outcomes

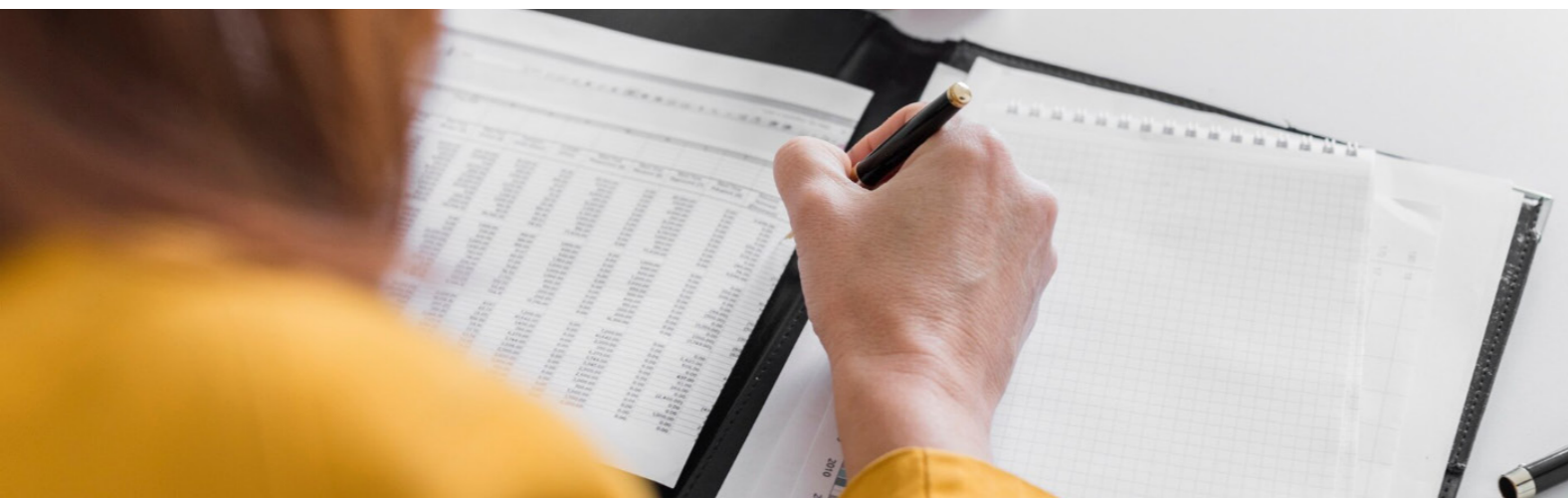
Upon completion, participants will:

- Demonstrate enhanced strategic, adaptive, and ethical leadership capacity.
- Exhibit stronger emotional intelligence and team-building skills.
- Be able to lead innovation and manage complex organizational transformations.
- Utilize technology and data effectively for decision-making and engagement.
- Cultivate resilience, self-awareness, and mindful leadership practices.
- Contribute to creating inclusive, sustainable, and future-ready organizations.

## Expected Delegates

This course is designed for:

- Senior executives and directors seeking to refresh leadership approaches.
- Middle managers and emerging leaders transitioning to higher leadership roles.
- Entrepreneurs and business owners managing growth and innovation.
- Public sector and NGO leaders driving organizational or policy change.
- HR and organizational development professionals responsible for leadership pipelines.
- Team leaders and project managers leading diverse or hybrid teams.



# Specialized Technical Skills

## TABLE OF CONTENT

- 108** ADVANCED DATA SCIENCE & MACHINE LEARNING
- 109** CYBERSECURITY ENGINEERING & ETHICAL HACKING
- 110** ADVANCED DATABASE DESIGN & DATA ENGINEERING

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Advanced Data Science & Machine Learning	UAE		23-27		20-24		22-26		3-7		19-23		7-11
Cybersecurity Engineering & Ethical Hacking	RWANDA	12-16		9-13		11-15		20-24		7-11		9-13	
Advanced Database Design & Data Engineering	SINGAPORE		9-13		13-17		1-5		17-21		26-30		14-18

# Advanced Data Science & Machine Learning Program

## Course Overview

The Advanced Data Science & Machine Learning program is designed to equip participants with in-depth technical knowledge, analytical thinking, and practical skills to design, develop, and deploy sophisticated data-driven models and intelligent systems.

This program bridges the gap between theoretical understanding and real-world implementation, focusing on modern machine learning (ML) techniques, big data analytics, deep learning, and AI-driven decision systems. Participants will engage in hands-on projects using Python, TensorFlow, PyTorch, and industry-grade data pipelines.

## Expected Outcomes

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

- Design and optimize advanced machine learning models for complex data scenarios.
- Apply deep learning architectures to solve real-world problems in computer vision, NLP, and forecasting.
- Engineer scalable data pipelines and automate workflows using modern tools and frameworks.
- Deploy ML models into production using containerization and cloud services.
- Interpret and communicate insights effectively to technical and non-technical audiences.
- Implement ethical and explainable AI practices in data-driven decision-making.

## Expected Delegates

This course is designed for professionals, researchers, and students who aim to advance their expertise in data science and machine learning, including:

- Data Scientists & Analysts seeking to advance into deep learning and AI.
- Software Engineers / Developers looking to transition into data-centric roles.
- AI Researchers & Academics focusing on advanced modeling techniques.
- Technical Managers & Data Leaders aiming to understand the ML lifecycle for project supervision.
- Graduate Students (STEM disciplines) pursuing careers in applied machine learning and AI innovation.
- Entrepreneurs and Business Owners leading multi-functional teams.

# Cybersecurity Engineering & Ethical Hacking

## Course Overview

The Cybersecurity Engineering & Ethical Hacking program is an intensive, hands-on course designed to equip participants with advanced knowledge and technical skills to protect, defend, and ethically test information systems and networks. The course bridges theoretical foundations of cybersecurity with practical offensive and defensive techniques, preparing delegates to anticipate, detect, and mitigate cyber threats in real-world environments.

Participants will learn to identify system vulnerabilities, design secure network infrastructures, conduct penetration tests, and adhere to global cybersecurity and ethical standards. Through real-world simulations and labs, participants gain experience in threat analysis, digital forensics, malware analysis, and incident response.

## Expected Outcomes

Upon completion, participants will be able to:

- Demonstrate a solid understanding of cybersecurity principles and frameworks.
- Perform professional vulnerability assessments and penetration tests.
- Design and implement secure network and application architectures.
- Respond effectively to cyber incidents and conduct digital forensics investigations.
- Adhere to ethical, legal, and compliance standards in cybersecurity practices.
- Apply for globally recognized certifications (e.g., CEH, CompTIA Security+, CISSP, OSCP).

## Expected Delegates

The course is designed for professionals and students seeking to enhance their cybersecurity expertise, including:

- IT and Network Administrators
- Security Analysts and Engineers
- Penetration Testers and Ethical Hackers
- System Administrators and Software Developers
- Digital Forensics Experts
- Risk and Compliance Officers
- Students in Computer Science, Information Security, or related fields
- Military, Law Enforcement, and Government Personnel responsible for cybersecurity operations

# Advanced Database Design & Data Engineering

## Course Overview

The Advanced Database Design & Data Engineering program is designed to provide participants with an in-depth understanding of modern data management, advanced database architectures, and data engineering principles that underpin scalable, high-performance systems.

As data-driven decision-making becomes central to business and technology innovation, the course blends theoretical foundations, practical design techniques, and hands-on implementation with modern tools and cloud-based environments.

Participants will gain expertise in database design optimization, data modeling for analytics, ETL pipeline development, and data warehousing — all aligned with current industry best practices and technologies such as SQL/NoSQL databases, Big Data frameworks, and DataOps pipelines.

## Expected Outcomes

Upon successful completion, delegates will be able to:

- Architect scalable databases for complex enterprise applications.
- Implement robust ETL/ELT processes for structured and unstructured data.
- Integrate diverse data sources using APIs and streaming frameworks.
- Analyze and visualize data efficiently with warehouse and BI integration.
- Ensure data integrity, security, and compliance across systems.
- Leverage automation and CI/CD in data workflows.
- Collaborate effectively across data, development, and analytics teams.

## Expected Delegates

This course is designed for professionals and students seeking advanced expertise in database and data engineering systems, including:

- Database Administrators (DBAs) transitioning to modern data architectures.
- Data Engineers & ETL Developers seeking advanced design and optimization skills.
- Software Engineers / Developers responsible for backend or data-intensive systems.
- Data Scientists & Analysts aiming to strengthen data pipeline and modeling skills.
- IT Managers & System Architects overseeing data-driven projects or infrastructure.
- Graduate Students / Researchers in computer science, information systems, or related fields.

# Digital Currencies



## TABLE OF CONTENT

- 114** CENTRAL BANK DIGITAL CURRENCY
- 115** DIGITAL CURRENCY ADOPTION FOR ECONOMIC GROWTH
- 116** CRYPTOCURRENCY AND BLOCKCHAIN

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Central Bank Digital Currency	GHAHA		2-6	23-27		18-22		27-31		14-18		2-6	
Digital Currency Adoption for Economic Growth	USA	19-23			20-24		22-26		10-14		26-30		14-18
Cryptocurrency and Blockchain	KENYA			16-20		11-15		13-17		21-25		16-20	

## Central Bank Digital Currency (CBDC)

### Course Overview

The rapid evolution of financial technologies and the increasing digitization of money have brought Central Bank Digital Currencies (CBDCs) to the forefront of monetary policy discussions worldwide. This course provides a comprehensive examination of CBDCs, their design principles, regulatory frameworks, technological considerations, and socio-economic implications. Participants will gain a robust understanding of how CBDCs function, the opportunities they present for financial inclusion and efficiency, as well as the risks and challenges they pose to traditional banking systems and monetary policy.

The course combines theoretical insights with practical case studies from countries that have piloted or implemented CBDCs, including China, Sweden, Nigeria, and the Bahamas, giving participants a global perspective on this emerging phenomenon.

### Expected Outcomes

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

- Explain the concept, design, and types of CBDCs and differentiate them from other digital currencies.
- Assess the technological options and security considerations for implementing a CBDC.
- Analyze the legal, regulatory, and monetary policy implications of CBDC adoption.
- Evaluate the potential socio-economic impacts, including financial inclusion and economic stability.
- Draw lessons from global case studies and design preliminary strategies for CBDC implementation.

### Expected Delegates

This course is suitable for professionals and stakeholders involved in the financial sector, technology, and policymaking, including:

- Central bank officials and monetary policymakers
- Commercial bank executives and payment service providers
- FinTech professionals and blockchain developers
- Regulatory and compliance officers
- Economists and financial analysts
- Consultants in digital finance and economic development

## Digital Currency Adoption for Economic Growth

### Course Overview

The “Digital Currency Adoption for Economic Growth” course is designed to equip policymakers, business leaders, and financial professionals with a comprehensive understanding of digital currencies and their potential to drive economic development. The course explores the strategic, regulatory, and technological aspects of digital currency implementation, focusing on both national and business-level adoption. Participants will examine the impact of digital currencies on financial inclusion, transactional efficiency, and economic competitiveness, while also addressing challenges such as cybersecurity, regulatory compliance, and market volatility. Through case studies, practical frameworks, and interactive discussions, the course prepares delegates to make informed decisions regarding digital currency adoption as a tool for sustainable economic growth.

### Expected Outcomes

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

- Understand the fundamentals of digital currencies, including cryptocurrencies and central bank digital currencies (CBDCs).
- Evaluate the economic benefits and potential risks associated with digital currency adoption.
- Formulate strategies for integrating digital currencies into national and organizational economic systems.
- Assess regulatory and legal frameworks for digital currency implementation.
- Identify opportunities for digital currencies to enhance financial inclusion and economic development.
- Develop actionable recommendations for policymakers and business leaders on promoting digital currency adoption.

### Expected Delegates

The course is ideal for:

- Government policymakers and regulators in finance and economic planning.
- Financial institution executives and banking professionals.
- Business leaders exploring digital payment solutions.
- Technology professionals in fintech and blockchain sectors.
- Academics, researchers, and consultants focused on economic development and digital finance.

# Cryptocurrency and Blockchain Course

## Course Overview

This course provides a comprehensive introduction to the world of cryptocurrency and blockchain technology, exploring its principles, applications, and emerging trends. Participants will gain a strong understanding of how blockchain works, the fundamentals of cryptocurrencies, and the broader implications for finance, business, and technology. Through practical insights and case studies, the course will equip delegates with the knowledge to navigate, evaluate, and engage with blockchain and crypto assets effectively.

Key topics include:

- Introduction to Blockchain Technology: Concepts, types, and architecture
- Cryptocurrencies: Overview, history, and functionality
- Blockchain Applications: Beyond cryptocurrency (supply chain, finance, healthcare)
- Security, Privacy, and Regulatory Considerations
- Smart Contracts and Decentralized Finance (DeFi)
- Future Trends in Blockchain and Cryptocurrencies

## Expected Outcomes

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

- Explain the fundamental principles of blockchain technology and cryptocurrencies.
- Evaluate the potential and limitations of blockchain applications across industries.
- Analyze key security, privacy, and regulatory considerations in blockchain systems.
- Understand the mechanisms behind smart contracts and decentralized finance.
- Identify emerging trends and opportunities within the cryptocurrency ecosystem.

## Expected Delegates

This course is designed for:

- Professionals in finance, banking, and investment sectors
- Technology and IT specialists interested in blockchain applications
- Entrepreneurs and business leaders exploring digital innovation
- Policy makers and regulators seeking to understand the crypto landscape
- Students and individuals aiming to build foundational knowledge in blockchain and cryptocurrency

# Artificial Intelligence



## TABLE OF CONTENT

**120** ARTIFICIAL INTELLIGENCE  
FOR SUSTAINABILITY

**121** GENERATIVE ARTIFICIAL INTELLIGENCE  
BEYOND CHATBOT

**122** RISE OF AGENTIC ARTIFICIAL INTELLIGENCE

**123** MACHINE LEARNING

COURSES	LOCATION	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Artificial Intelligence for Sustainability	KENYA		23-27		20-24		22-26		3-7		19-23		7-11
Generative Artificial Intelligence Beyond Chatbot	SINGAPORE	12-16		9-13		11-15		20-24		7-11		9-13	
Rise of Agentic Artificial Intelligence	MOROCCO		9-13		13-17		1-5		17-21		26-30		14-18
Generative Artificial Intelligence Beyond Chatbot	MALAYSIA	26-30		16-20		25-29		13-17		21-25		16-20	

## Artificial Intelligence for Sustainability

### Course Overview

This course explores the intersection of Artificial Intelligence (AI) and Sustainable Development, focusing on how intelligent systems can address global environmental, social, and economic challenges. Participants will gain insight into AI-driven tools and methodologies that promote efficient resource management, climate action, responsible production, and sustainable urban development. Through real-world examples and interactive discussions, the course highlights best practices in leveraging data, machine learning, and automation for sustainability impact across sectors such as energy, agriculture, water, waste management, and transportation.

### Expected Outcomes

Upon completion, participants will be able to:

- Understand the role and potential of AI in advancing the UN Sustainable Development Goals (SDGs).
- Identify and evaluate AI applications that enhance environmental sustainability and social equity.
- Develop strategies for integrating AI technologies into sustainability initiatives and policy frameworks.
- Assess ethical, governance, and data-related considerations in sustainable AI deployment.
- Design concept-level AI-driven sustainability projects relevant to their organizational or community context.

### Expected Delegates

This course is designed for:

- Sustainability and environmental professionals
- Data scientists and AI practitioners
- Policymakers and government officials in sustainability sectors
- Corporate sustainability managers and innovation leaders
- NGO and development organization representatives
- Academics and researchers in AI, environment, and sustainability fields

## Generative Artificial Intelligence Beyond Chatbots

### Course Overview

The rapid advancement of Generative Artificial Intelligence (GenAI) has transformed industries far beyond conversational systems. While chatbots have popularized AI's interactive capabilities, GenAI now drives innovation in creative design, content generation, software development, research, and business intelligence.

This course explores the broader landscape of Generative AI—its technologies, methodologies, and applications across various domains. Participants will gain practical insights into how GenAI can automate complex tasks, enhance creativity, optimize workflows, and generate value across sectors such as healthcare, education, entertainment, marketing, finance, and product design.

Through real-world examples and interactive sessions, the course demystifies the underlying models (e.g., diffusion models, transformers, multimodal architectures) and provides frameworks for integrating GenAI responsibly, ethically, and effectively within organizations.

### Expected Outcomes

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

- Understand the foundational concepts and evolution of Generative AI beyond conversational systems.
- Identify key GenAI models and their applications in diverse industries.
- Apply GenAI tools to create text, image, audio, video, and code outputs.
- Evaluate ethical considerations, data privacy, and governance frameworks related to GenAI deployment.
- Design strategic approaches for integrating Generative AI into business and innovation processes.
- Forecast future trends and opportunities in the expanding GenAI ecosystem.

### Expected Delegates

This program is designed for professionals, innovators, and leaders seeking to harness GenAI's transformative potential, including:

- Technology managers and digital transformation leaders
- Data scientists, AI engineers, and product developers
- Business strategists and innovation officers
- Educators, researchers, and academic leaders
- Creative professionals in media, design, and marketing
- Policymakers and organizational decision-makers

# Rise of Agentic Artificial Intelligence

## Course Overview

The Rise of Agentic Artificial Intelligence course explores the emerging paradigm of AI systems capable of autonomous decision-making, goal formulation, and adaptive reasoning beyond traditional algorithmic models. This program examines how agentic AI differs from predictive or assistive AI, its applications across industries, and its implications for ethics, governance, and workforce transformation.

Through case studies, discussions, and scenario-based learning, participants will gain a deep understanding of agentic architectures (such as multi-agent systems, large language model agents, and self-directed AI frameworks) and their potential to reshape digital ecosystems, business processes, and human-machine collaboration.

## Expected Outcomes

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

- Define and differentiate between traditional, generative, and agentic AI models.
- Understand key architectures behind autonomous and goal-oriented AI systems.
- Evaluate real-world applications of agentic AI across sectors (finance, healthcare, defense, education, etc.).
- Assess ethical, regulatory, and societal implications of self-directed AI agents.
- Develop strategic insights for integrating agentic AI capabilities into organizational workflows.
- Anticipate future trends shaping the evolution of intelligent, self-governing digital systems.

## Expected Delegates

This course is designed for:

- Senior executives and innovation leaders exploring AI-driven transformation.
- Policy-makers and regulators seeking to understand governance needs around autonomous systems.
- AI researchers, data scientists, and technologists working on advanced AI architectures.
- Business strategists and consultants evaluating next-generation AI integration.
- Ethicists, sociologists, and educators concerned with human-AI co-evolution and responsible adoption.

# Machine Learning

## Course Overview

This course provides an in-depth introduction to the principles, algorithms, and applications of Machine Learning (ML). Participants will explore both supervised and unsupervised learning techniques, develop models using popular ML frameworks, and understand how to evaluate, optimize, and deploy these models in real-world contexts.

The program blends theoretical foundations with hands-on practice, enabling learners to grasp key concepts such as data preprocessing, model training, performance assessment, and responsible AI practices.

By the end of the course, participants will be able to build intelligent systems capable of learning from data and improving over time.

## Expected Outcomes

Upon completion of this course, participants will be able to:

- Understand core concepts and terminologies of Machine Learning.
- Distinguish between various learning paradigms (supervised, unsupervised, reinforcement).
- Apply ML algorithms such as regression, decision trees, clustering, and neural networks.
- Utilize Python and libraries such as scikit-learn, TensorFlow, or PyTorch for model development.
- Perform data preprocessing, feature selection, and model evaluation effectively.
- Interpret model performance metrics and fine-tune parameters for improved accuracy.
- Understand ethical and practical considerations in deploying ML systems.

## Expected Delegates

This course is designed for:

- Data Analysts and Software Engineers seeking to enhance their analytical and technical skills.
- Researchers and Academics aiming to apply ML techniques to data-driven projects.
- IT Professionals and Developers transitioning into data science or AI-focused roles.
- Business and Technical Managers who need to understand ML concepts for strategic decision-making.
- Students and Graduates in computer science, engineering, statistics, or related fields.

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