

THE EVOLVING SUPERVISOR – FOUNDATION SKILLS

Who will benefit

This program is designed for people on Supervisory and Team Lead positions. With a host of challenges and responsibilities to tackle, supervisors need training like never before. Learning how to supervise employees on a trial and error basis can lead to discouragement. This three-day workshop will coach participants to overcome many of the problems a supervisor may encounter. Evolving Supervisor Training program is focused on the responsibilities of **effective supervisors** in the organization.

This is the 1st program in the First – line Management pathway; Second being the Step Up Supervisor Program.

Learning Outcomes

- Participants will demonstrate clarification and understanding of the scope and nature of a supervisory position-roles and responsibilities
- Participants will learn to manage Transition- Adjust to the new role with confidence and an assurance they can handle the position;
- Participants will understand application of some fundamentals skills of
 - Leadership,
 - team building,
 - communication,
 - and motivation;
 And what part they play in effective supervision
- Participants will learn to provide constructive feedback and follow up on goals and workgroup targets with people they supervise.
- Participants will learn key techniques to plan and prioritize effectively.
- Participants will learn to write SMART goals for themselves and others
- Participants will learn strategies to work effectively through coordination, cooperation and collaboration.
- Participants will learn to impact business growth/ profitability through application of the learnt skills
- Participants will develop an action plan to improve supervision skills.

Course Outlines:

Element	Course Highlights
Elearning Study	Completion of the Elearning study on - Understand the Role of a Supervisor
	Completion of the Self assessment
DAY-1	Participants to undergo an in-class Knowledge baseline assessment
Introduction	Introduction and Course overview



Supervision-Role Understanding	Identifying the main challenges and gaps in effective Supervision
	Making the Transition- Dealing with the different stages of change
	Understanding why people resist change
	Difference between individual worker and Supervisor' Key result areas
	Revisit-Supervisor competencies and skills
	Case Studies- To understand the role effectively
	Building personal credibility in leadership/ Supervision
	Good Supervisor/Bad Supervisor-what do you want to be?
	Adjust to the new role with confidence and an assurance they can handle the position- how to be successful in their role?
	<i>Offsite activity- Identify your personality style- (online test)</i>
Development and Implementation of Fundamental skills	Communication skills
	Develop their communication skills in listening, asking questions, giving instructions and giving feedback to employees
	Communicating during difficult times
	<i>Simulation- Team interpersonal Communication skills</i>
	<i>Offsite activity- Seeking feedback from Managers on Supervisory Functions and report results in the next session.</i>
DAY-2	Effective utilization of Time and manpower
	Learn to Plan, allocate, monitor work of a team
	Learn key elements of effective Time Management from a Supervision perspective- Goal setting, Planning, Scheduling, prioritizing, organizing and dealing with Time wasters
	Calculate the cost of ineffective usage of time
	Learn to write SMART goals for themselves and others
	Get a grip of time by POSEC method
	Organizing your employees- Difference between Delegation and empowerment
	Dealing with time wasters
	<i>Offsite Activity- example of a business goal set for a team member</i>
	<i>Offsite activity- Consider you have a process which needs re-engineering, calculate the cost of the process, and explore re-engineering possibilities demonstrating savings in cost.</i>
	Motivation
	Identifying the root causes of de-motivation- root cause analysis
	Learning the Fish – bone analysis as a tool for future application
	Brainstorming ideas to create an environment of motivation for generating business results
DAY-3	Team Building
	Understanding Diversity and its dimensions
	Difference between effective and ineffective teams
	Creating effective teams by dealing with obstacles
	Emirati colleagues - Cultural sensitivity and effective Supervision
	Dealing with difficult people- following the SOP for dealing with bad behaviour
	Developing an Effective Relationship with Your Manager
	Understanding ways to create a high performing team

	Simulation- Moving into the Management Role
Strategies to work effectively through coordination, cooperation and collaboration	Understanding the deliverables - "Alfuttaim way of behaviour" Designing and creating SOPs around functional areas Identifying the expectations - Team' expectations, Manager's expectations and Organization expectations
	Assessment: In class knowledge based assessment
Workshop Wrap-up	Team members are actively encouraged to reflect on activities and opportunities for improvement and innovation. Create a development plan

PRE-COURSE REQUIREMENT

- Completion of the Elearning content with Self Assessment
- Completion of the research as instructed in the e-learning content.
- Line Manager to brief the employee on the outcome and expectation on the course
- Participant to bring with them a copy of their job description with set objectives to achieve
- SOPs awareness

COURSE ASSESSMENTS =

In class knowledge-based assessment

To pass and qualify for the next level, participants need to attain minimum 80% score in their assessment.

DURATION

: 3 Full Days

STEP UP SUPERVISORS

WHO WILL BENEFIT (*Nomination Criteria*)

New/Existing Supervisors previously attended The Evolving Supervisor Workshop.
Nomination is based on invitation.

WHAT THEY WILL GAIN

- This program will provide an opportunity to the participants to share individual experiences, challenges and successes post The Evolving Supervisor Program. The workshop format of this day will assist the participants in providing evidence and business examples of the application of the newly acquired skills, knowledge and attitude.

WHAT THE COURSE WILL COVER:

WORKSHOP ON ACHIEVEMENTS AND FAILURES

Review of the Personal Action plans submitted at the end of the Evolving Supervisor Program
Discussion on goals achieved in the last 3 months
Sharing experiences, challenges and successes in application of the new skills
Designing and defining a strategy for continuous improvement
Looking at ways to sustain growth and profitability in their respective business

CREATING AN ENVIRONMENT OF OPEN COMMUNICATION

Introduction to Johari Window
Learning Techniques to increase the open area or Arena
Practical application of Johari window principles

ADDITIONAL SKILLS TO WORK ON AS A SUPERVISOR

Influencing skills
How good a motivator are you?
Dealing with difficult situations
SWOT on self abilities and competencies

WORKSHOP OUTCOMES

Submission of :

Individual Business Progress Report
And Team assessment forms

PRE-COURSE REQUIREMENTS = Completion of the Evolving Supervisor Program (Invitation Program)

COURSE ASSESSMENTS = Post this workshop, Managers feedback will be sought on employees performance

DURATION : 1 full day

LEARNING TO LEAD – The Emerging Manager

(2 full days)

Who will benefit

This program will benefit Experienced Supervisors/Emerging Managers who are preparing to move or are into management positions. This program has been specifically designed to help managers develop practical techniques for tackling managerial challenges and improving management and Leadership capabilities.

Learning Outcomes

- Participants will understand the importance of leadership in business operations
- Participants will learn to make a Strategic change - Thinking like a business Manager
- Participants will learn ways to create business plan presentations
- Participants will learn application of the key functions of a leader in organization-Delegation, Motivation and Coaching

Course Outlines:

Element	Course Highlights
Introduction	Introduction and Course overview
Pre-assignment	Participants will be given a pre-assignment to be delivered in groups
Leadership	Introduction to Leadership
	Understanding the importance of Leadership coaching in achieving effective business results
	Understanding the difference between conventional and modern leadership
	Leaders are born or made??
	Introduction to various leadership traits- understanding traits and skills
	Understanding difference between Leader and Manager
	Understanding Leadership in business operations
	Understanding leadership preferred style- Situational leadership model



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	Key Leadership traits to develop in managing business
	Simulation- Leadership and Management Simulation
Development and Implementation of Strategic plans	Transition from thinking like sales Managers to business Managers
	Collecting analysing and organising information
	Tracking, monitoring and interpreting data
	Developing commercial acumen
	Working with numbers in business and understanding financial terminologies
	Review and develop business plans
	Working on the required elements for creating a Business Plan
Leadership Functions critical to Business	Understanding the key Leadership Functions critical to business operations- Delegation, Motivation and Coaching
	<i>Delegation</i>
	Delegation pitfalls and failures, why delegate? benefits to the delegator, delegates and organization, tasks that can be delegated and when not to delegate
	How to delegate- Understanding a defined process of effective delegation
	Test individual delegation skills
	Case study- practical application of effective delegation
	<i>Motivation</i>
	Understand Maslow's hierarchy of needs model in the business framework
	Practical application- creating an environment of motivation. Exploring ideas for motivation of staff based on their hierarchy of needs
	Understanding areas where Leaders can motivate-motivate to improve business results
	<i>Coaching</i>
	Introduction to managerial coaching for performance improvement
	Understanding the difference between coaching and counselling
	Role plays to identify the current gap in coaching skills
	Understanding the application of the GROW model in coaching
	Practical application of the model in coaching for performance improvement
Review and Evaluate	Final Business plan presentation

FRONTLINE BUSINESS MANAGEMENT (FBM)

(Days 1-2) Managing Business Operations

Frontline Business Management and has a strong focus on being highly practical and relevant to business in its application. It is designed to deliver “Core” management practices as recognised by the Institute of Leadership & Management (ILM) and will be appropriate to all AFG Managers regardless of fields or industries. This module focuses on the business operations including practical elements on how to organise themselves and the use of finance & performance data to help measure the efficiency and success of their business

Course Objectives:

- **Review stakeholder expectations**
 - Review of on-line module – Group Presentation
- **Discover attitudes/behaviours required to succeed within AFG culture**
 - Explore the right and wrong attitudes and agree on the right attitude
- **Learn the benefits of Organising & Planning**
 - How to utilise technology
 - Identifying resources
 - Case Study – Problem situation
- **Identifying individual management styles**
 - Behavioural Styles
 - Situational Leadership Style
 - Identify own styles of management and discerning the appropriate changes for the situation
 - Case Study relating to Situational Leadership
- **Display an understanding for the benefit of delegation**
 - Practical Application using Virtual Simulation
 - Case Study
- **Learn how to use financial information to improve decision making**
 - How to read and interpret a P&L and Income statements
 - Review Monthly statements
 - Case Study & Questionnaire on a real-life Income Statement
- **Identifying drivers of Bottom-line success**
 - Demonstrate the need for Key Performance Indicators (KPI)
 - Identifying Hidden Costs on a Financial Statement
- **Practice diagnosing operational issues**
 - How to measure them



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- Design interventions
- Use of the Kaizen Philosophy
- **An initiation into Moments of Truth – How to use information**
 - Identify Moments of Truth in own business – Group Presentation
- **Study how to produce a SWOT analysis**
 - AFG SWOT – Group Case StudyProduce a SWOT Analysis on your own business (including recommendations) – Work based assignment

Methodology:

Business Operations Module of Frontline Business Manager will use the following methods in facilitating the learning:

- Class Discussion involving Q/A Session
- Case Studies to put theory into a practical application
- Use of a Finance Subject Matter Expert (SME) to explain how to read finance statements
- Use of Virtual simulation/role-play to help participants learn through experiencing in a safe environment
- Teach-back through Group Presentation
- Pre/Post-Course Questionnaire (20 Questions) - Evaluated
- Producing a work-based assignment (1 month deadline) - Evaluated
- Post-assignment individual coaching session (30 minutes each)

DURATION : 2 full days

FRONTLINE BUSINESS MANAGEMENT (FBM)

Day (3 & 4) – Engaging the Employee & Managing Your Team

Frontline Business Management and has a strong focus on being highly practical and relevant to business in its application. It is designed to deliver “Core” management practices as recognised by the Institute of Leadership & Management (ILM) and will be appropriate to all AFG Managers regardless of fields or industries. The module focuses on how to engage and motivate your staff and get the best performance from your team

COURSE OBJECTIVES:

Demonstrate Effective Communication

- Identify interaction styles
- Practice the use of “flexing” to other people’s interaction style
- Develop an Effective Questioning Process
- Applying the correct communication channels
- Identify barriers to communication - Virtual Simulation

Identify What Motivates Your Staff

- Discover motivating factors
- Review motivation theory – Herzberg & Maslow
- Evaluate the measurable benefit of motivation – Case Study
- Discover Elements of Employee Engagement

- Allowing your staff to work to their strengths – Case Study
- Having the Right Tools – Case Study
- Letting your staff have a voice – Case Study

Learn how to set-up a team

- Understanding different roles – Belbin
- Demonstrate understanding through own team at work

Practise Managing Conflict to Resolution

- Identify own preferred style
- Demonstrate how to apply a co-operative approach
- Live Role-Play

Become Skilled at Improving Team Efficiency

Making the team work – Virtual Simulation

Benefit of Diversity and How to Manage It

Explore Emiratisation situation

Produce an Emiratisation Business Plan – Work Based Assignment

METHODOLOGY:

Business Operations Module of Frontline Business Manager will use the following methods in facilitating the learning:

- Class Discussion involving Q/A Session
- Case Studies to put theory into a practical application
- Member of Emiratisation Team - Subject Matter Expert (SME) to explain considerations in employing Emiratis
- Use of Virtual simulation/role-play to help participants learn through experiencing in a safe environment
- Teach-back through Group Presentation
- Pre/Post Questionnaire (20 Questions) - **Evaluated**
- Producing a work-based assignment (1 month deadline) - **Evaluated**

DURATION : 2 full days

FRONTLINE BUSINESS MANAGEMENT (FBM)

Day (5 & 6) - Managing Performance

Frontline Business Management and has a strong focus on being highly practical and relevant to business in its application. It is designed to deliver “Core” management practices as recognised by the Institute of Leadership & Management (ILM) and will be appropriate to all AFG Managers regardless of fields or industries. This module focuses on the managing of performance of the staff that report to a manager including coaching & counselling for peak performance

COURSE OBJECTIVE

➤ **Learn processes and procedures for Performance Management**

Demonstrate an understanding by producing a flow-chart
Review AI Futtaim SOP's

➤ **Identify Challenges Faced Managing Poor Performance**

HR Business Partner (SME) to present

➤ **Study Processes and Structures for Counselling**

Practice Questioning Techniques

➤ **Demonstrate how to manage performance through counselling**

Managing performance issues – Virtual Simulation

Managing poor performance

Managing conflict

Practice setting SMART objectives

➤ **Exhibit how to Manage Own Performance**

Learn use of IT functions – Outlook

Demonstrate how to Manage Priorities – Individual activity

Manage the time-wasters

➤ **Practice a Holding a Performance Development Review**

Review of a Case Study

Produce Notes that demonstrate an organized approach to
the meeting

Hold a PDR meeting (Videoed Role-Play) – Work-based assignment

METHODOLOGY:

Business Operations Module of Frontline Business Manager will use the following methods in facilitating the learning:

- Class Discussion involving Q/A Session
- Case Studies to put theory into a practical application
- Use of a Finance Subject Matter Expert (SME) to explain the challenges faced in managing poor performance
- Use of Virtual simulation/role-play to help participants learn through experiencing in a safe environment
- Teach-back through Group Presentation
- Pre/ Post Questionnaire (20 Questions) - **Evaluated**
- Producing a work-based assignment (2 week Preparation) - **Evaluated**
- Post-assignment individual coaching session (30 minutes each)

DURATION : 2 full days

PERSONAL LEADERSHIP

(Days 1-5)

WHO WILL BENEFIT (Nomination Criteria)

This program has a strong focus on psychology of behaviour and how leaders need to understand self, how they impact on others performance and taking personal responsibility for both.

It is designed to promote emotional and cognitive intelligence. The course content is recognised by the Institute of Leadership & Management (ILM) and will be appropriate to all Managers regardless of fields or industries. Line Managers can nominate participants who have completed the relevant management training courses and have a significant amount of managerial experience as defined by their organisation. If they do not have this experience or have completed FBM then Learning to Lead is required.

Please check the course contents to ensure that your nominated candidate will be able to understand and apply the topics to a level that will enable them to participate, contribute and complete the program.

WHAT THE COURSE WILL COVER:

(Day 1)

- Expectations of Leadership
- Identifying what influences who we are - Values, beliefs and attitudes
- Exploring personal paradigms – analyzing “Reality?”
- Optimism, Pessimism, & explanatory styles analysis – Motivating self & others

(Day 2)

- Myers Briggs Type Indicator questionnaire – Self Assessment
- Personality types theory – identifying personality traits, communication & diversity
- How use knowledge of personality type to influence & build relationships

(Day 3)

- Characteristics of Effective teams
- Situational Leadership theory and leadership styles
- Coaching, Counseling & Discipline methodologies & techniques
- Leading Presentation that influence thought, feelings & drive the desired behaviors & outcomes – INTROA Model

(Day 4)

- Personal vision – Goal setting – action planning templates & tools
- FISH philosophy – “Building & Living a personal & business Vision”

Coaching & motivating performance – the GROW model
Leading change – winning hearts and minds
(Day 5 = Half Day)

Delivery of individual presentations on personal learning's & goals
Individual feedback
Program review and close

WHAT THEY WILL GAIN

- A theoretical, practical and experiential understanding of their psychological selves
- Opportunities to complete a range of self-assessment tools and activities that will challenge their current thinking & beliefs and assist in discovery of self and others behaviors
- Time to workshop new ideas and analyse current self-management & people management situations
- Processes to investigate, plan and lead a range of change initiatives for the individual – team – business
- Understanding of performance of individual – team – business
- Knowledge on how to create purpose, goals and action plans that drive success
-

PRE-COURSE REQUIREMENTS = NIL (Overseas locations will require pre-course reading & self assessment tool completion)

COURSE ASSESSMENTS =

1. Spot quizzes to test participants are acquiring program knowledge
2. Mini employee feedback survey and interpretation
3. Post course submission of a Goal setting and measured action plan document to Line Manager & program facilitator
4. **Post course feedback to participant Line Manager**

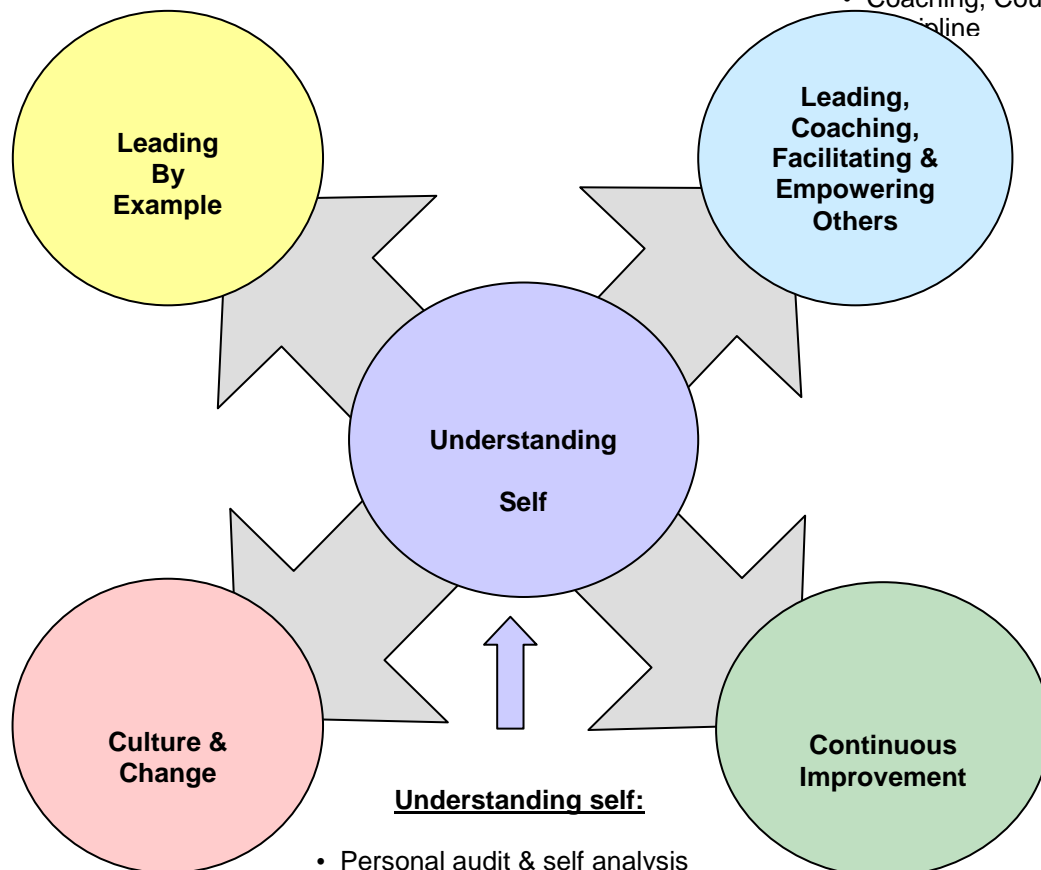
DURATION : 5 full days (3 days + 2 days)

Leading by example:

- The changing role of Leadership
- What is my preferred Leadership style? How have I learnt or adopted it?
- How does this impact on Others?
- Leadership practices
- What areas could I work on to strengthen my Leadership practice?

Leading, coaching, facilitating and empowering others:

- Keeping the vision alive
- What makes an effective team?
- Evaluate your team's effectiveness
- What motivates people?
- How do you and the team communicate?
- Conflict Management
- Managing Change at the workplace
- Coaching, Counselling & Mentoring



Culture & Change:

- Participate in planning the introduction of change
- Understand the elements of change & emotional impacts
- Lead and manage emerging challenges and flexible approaches and solutions
- Develop a culture of openness in which people take calculated risks
- Facilitate and promote

- Personal audit & self analysis
- Myers-Briggs – A snapshot of innate preferences
- What things have determined who we are?
- What are my interpersonal and communication skills like?
- What makes an effective/successful person?
- Clarifying my values
- The role of perception in judging self and others

Continuous Improvement:

- Developing and maintaining a customer focused business
- Coaching
- Performance management
- Individual development and workforce planning
- Implementing and evaluating our systems
- How to create the workplace environment you desire
- Key performance measures

PROBLEM RESOLUTION SKILLS

WHO WILL BENEFIT (*Nomination Criteria*)

- Managers involved in solving operational related issues

WHAT THEY WILL GAIN

By the end of this session the Trainee will be able to:

- Identify kinds of problems
- Understand Steps of Problem Solving
- Learn about the various techniques of analysing causes of problem.
- Evaluate options / Solutions and select the best solution
- Able to monitor and review techniques to evaluate outcomes

WHAT THE COURSE WILL COVER:

- Recognise existence, nature and scope of problem. Simple ways to recognise investigate and analyse problems.
- How to set objectives in relation to problem identification.
- Identify options for resolving the problem.
- Root Cause Analysis Techniques.
- Simple decision making techniques.
- Effective presentation of a case – i.e. providing facts and evidences, not just opinion.
- Monitoring and review techniques to evaluate outcomes of problem solving activities.

COURSE ASSESSMENT:

- The participants will need to attain a ***minimum of 80%*** on the post course assessment to demonstrate understanding of the learning outcomes.

DURATION : 1 Full day

RECRUIT THE BEST! – INTERVIEWS THAT WORK

WHO WILL BENEFIT (*Nomination Criteria*)

Beneficial for all managers who have had experience or are currently part of the recruitment and selection process in their current role.

WHAT THEY WILL GAIN

Managers and recruitment practitioners will gain the knowledge of a systematic approach to best practice interviewing skills and techniques that will ensure the recruitment of the most capable and talented applicants.

The Interviewing skills program is designed:

- To raise the capability of the organization by improving the quality of people through effective selection processes.
- To align recruitment with other talent management initiatives.
- To identify and select those candidates that will enable us to deliver the strategic plan, commercial outcomes & growth objectives.
- To allow us to standardize best practice interviewing across all businesses.

WHAT THE COURSE WILL COVER:

- Conduct cost-benefit analysis of the selection process.
- Follow Pre-Interview planning and preparation practices.
- Understand and apply behavioral interviewing techniques and practices.
- Formulate scoring tools to equitably measure suitability of candidate vs. candidate.
- Adopt a holistic candidate evaluation to enable the selection of the best fit applicant.

DURATION : 1 Full Day

RUNNING EFFECTIVE MEETINGS

WHO WILL BENEFIT (*Nomination Criteria*)

The training programme is aimed at anyone in an organisation who plans, runs, or attends meetings. They can use the ideas and tools presented in this training session to improve effectiveness and efficiency by having shorter, yet more productive meetings.

WHAT THEY WILL GAIN

At the end of the course participant will:

- be introduced to the effective methods of planning, conducting or attending a productive meeting.
- Learn to appreciate the benefits of keeping structure and control in a meeting.
- be presented to techniques for high quality, spontaneous decision making.
- be offered an opportunity for generating creative alternatives and solutions.

WHAT THE COURSE WILL COVER:

- Effective meetings
 - What is a meeting and what makes one effective?
 - Problems with meeting
- Planning a Meeting
 - Developing Agenda
 - Meeting Logistics
 - Arranging Facilities
 - Preparing for appropriate minutes
- Conducting Meeting
 - The Leaders role
 - Generating alternatives
 - Stimulating Discussion
 - Handling difficult situation
 - Managing conflicts & Confrontation
- Improving Meeting
 - Meeting evaluation
 - Setting meeting ground rules

COURSE ASSESSMENT:

- The participants will need to attain a ***minimum of 80%*** on the post course assessment to demonstrate understanding of the learning outcomes.

DURATION : 1 full day

Zodiak® – Business Finance and Strategy



Finance for Non-Finance / Business Acumen Training Day 1: 8:30 - 5:30

The Business Simulation

Zodiak® is a one day business simulation that quickly immerses participants in the world of business. As the new owners of a struggling 40 million-dollar company, participants engage in selling products and services, collecting receivables, tackling problems, investing in new products and fielding shareholders' questions. Over the period of three 'game years', participants realise the importance of critical business fundamentals, such as **making a profit, generating cash and increasing shareholder value.**

Consider using Zodiak® to:

- Boost your current leadership curriculum
- Teach finance to non-financial managers
- Help employees understand how they impact the company's financial health
- Accelerate major change efforts
- Establish a common foundation of business understanding
- Improve employee ownership and/or profit-sharing programs
- Enhance a business literacy "event"

Aims of the Programme:

At the conclusion of Zodiak®: The Game of Business Finance and Strategy Simulation, participants will be able to:

- Define and use common financial terms such as assets, liabilities, equity, depreciation, cash flow and others
- Construct and interpret two basic financial statements (Income Statement, Balance Sheet)
- Explain the relationship and differences between profit and cash
- Describe the importance of monitoring cash flow and demonstrate the ability to interpret a basic Cash Flow Statement
- Compute and analyse key financial measures/ ratios (Return on Equity, Return on Assets, Return on Sales, Gross Profit Margin)
- Explain how strategic issues such as lean production techniques, quality/ process improvement, accounts receivable and payable changes, and debt strategies impact the success of an organisation
- Describe the importance of critical investments for the future, including research and development, balanced with the often competing need to reduce expenses and maximise profits
- Explain the impact of product discounting and/ or price increases on profitability
- Describe the term 'shareholder value' and explain its importance for an organisation

Day 2: 8:30 – 12:30

- Welcome Day 2 + Recap of Day 1
- Cash flow exercise to make delegates realize the importance of this important financial tool
- "What If" exercises to provide extra insight and help delegates control financial figures in different scenarios:
- Exercise A) What if a major competitor had launched an aggressive pricing strategy in Year 3 of the simulation
- Exercise B) What if you had the chance to either increase sales or decrease expenses in Year 3 as a strategy to increase profits?

- Exercise C) What if you had an unplanned expense, but wanted to maintain your ROS goals?
- Exercise D) What if a scenario unfolded where your department heads have submitted several proposals given the increased sales forecast. Nevertheless, the tightening economy means that you must extend longer payment terms to your clients. What would you consider before approving each request?
- Exercise E) What if, in Year 4, your investors ask you to consider selling off or discontinuing one of your two produce lines in order to increase internal efficiencies and present clearer brand imaging in the marketplace?
- Tailored Connections exercises to relate the Zodiac® terminology and learnings to the AI Futtain businesses:
- **Similarities and Differences** in relation to Zodiac® / AI Futtain
- **The Numbers.** As delegates will now be familiar with Zodiac's financial terminology and key ratios, they are now asked to review AI Futtain's terms, measures and ratios over a two year period. [e.g. Total Sales/Revenue, Total Gross Profit, Operating Profit, Profit/Earnings before Interest and Tax], Net Profit, Total Assets, Total Equity, ROE, ROA, GPM, ROS]
- **The Story Behind the Numbers** – While it is important to understand the numbers, it is equally important to know “the story behind the numbers”. Working in teams, delegates investigate **why** the numbers have changed over the two year period.
- **Business Strategies.** Working with a pad of self-stick removable notes, teams brainstorm specific strategies that have been taken (or are being taken) in AI Futtain to impact profitability and overall success. Delegates write each strategy on a separate note and place it on the game board in the area where they believe that strategy has had (or is having) the greatest impact. Teams are also asked to indicate whether the strategy is designed to increase sales of decrease expenses.
- **You and Your Department.** Delegates write their name and department on a self stick note and place it on the board in the area they feel they impact the most. Delegates discuss in teams the reasons for this placement and are then asked to complete a statement and discuss in their teams the following:



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- How their department impacts company profitability and success
 - How they personally impact profitability and success
 - Strategies and actions their department should consider
 - Personalized Action plans to clearly illustrate what is expected from the delegates when they go back to work and how they can use the Zodiac® learning including three actions that they personally will take in the next 90 days to impact AI Futtaim's success
- Test to Verify understanding
 - Jeopardy Quiz [recap of learning]
 - Evaluations
 - Close

Target Audience

Business Finance and Strategy, Zodiac® training programme is designed for managers with Profit/Loss responsibility (Band G and above). Employees who are eligible for Frontline Business Management and Learning to Lead programmes can attend.

Duration

One and a half day

COUNTDOWN® Strategy game for project teams

COUNTDOWN is a one day business game that will allow you to experience, within a simulated project environment the key tools, concepts, processes and behaviors of successful project teams. A Project Success Model, is introduced at the conclusion of the simulation to help visually pull all these elements together and help to understand how to assess a project's ultimate success.

Specifically, after experiencing Countdown, participants will be able to:

- Define the five key processes of project management (as described in the PMBOK): Initiating, Planning, Executing, Controlling and Closing.
- Explain the triple constraints of time, cost and requirements that form the Trade-off Triangle” of project management decision making.
- Explain how a project kickoff meeting and project scope statement are used to learn what project sponsors expect from the team.
- Complete a risk evaluation and contingency plan and explain the importance of risk management
- Explain the purpose and importance of the following project management tools:
 - Work Breakdown Structure
 - Gantt chart
 - Responsibility Matrix
 - Risk Profile
 - Resource Allocation Grid
 - Critical Path Diagram
 - Project Control Reports to Sponsors
- Complete a resource constraints evaluation considering available time, people, workspace and money, and explain the importance of effective resource allocation.
- Explain effective team responses to project changes, including scope creep and changing expectations.
- Describe a project's critical path, which determines the earliest completion of the project.
- Describe effective team behaviors for managing and controlling a project — communicating effectively, gaining and managing commitment, and resolving conflict — and explain the use of these behaviors within the team, within the organization and outside the organization.

Pre-requisite – Prepared to discuss and apply learning to current or future project you are leading or are a member of.

DURATION : 1 full day

BASIC GUIDE FOR SELLING

WHO WILL BENEFIT (*Nomination Criteria*)

This is a basic primer course for more junior personnel who are starting out on a selling career. The course is ideal for anyone who is directly involved in basic sales.

WHAT THEY WILL GAIN

- Understanding of the skills needed in sales.
- Confidence in dealing with customer.
- Knowledge of the 5 steps of effective selling.
- The ability to conduct themselves in a manner which will match or exceed customer expectation.

WHAT THE COURSE WILL COVER:

- The Definition of Selling
- Attitude and Skills in Selling
- The Consultative Approach
- Approaching the Customer
- Qualifying Customer's Needs
- Product Presentation and Demonstration
- Closing a Sale
- Overcoming Objections
- Owning the Customer

COURSE ASSESSMENT:

- The participants will need to attain a *minimum of 80%* on the post course assessment to demonstrate understanding of the learning outcomes.

DURATION : 2 full days

INCREASED RETAIL SELLING POWER
Processes that Make Sales Happen**WHO WILL BENEFIT (*Nomination Criteria*)**

This is a full retail sales course for those who are pursuing a professional retail career. The course is ideal for those already working within the retail environment, directly involved in serving customers. It is a follow-on from the basic sales training workshop.

WHAT THEY WILL GAIN

- **Review basic elements of selling**
 - ✓ Skills, Qualities & Actions of Successful Sales people
 - ✓ Your current level (What do wish to develop)
- **Learn a structured approach to selling in the retail environment – 5 steps**
 - ✓ Importance of developing good customer relations
 - ✓ Demonstrate an ability to meet customer needs & expectations
 - ✓ Presenting the product from the customers point of view – Selling the benefits
 - ✓ Study what an objection is & why its raised (develop techniques to overcome)
 - ✓ Discover closing techniques and how to apply
- **How to manage conflict in the store**

WHAT THE COURSE WILL COVER:

The Retail Environment
5 Step approach to selling in a retail establishment
Approach the Customer – Develop Rapport
Questioning to establish and clarify the customer's needs
Matching the product to the customer's needs
Closing the sale and overcoming objections
Owning the customer
Customer Types
What Customer Service means
Handling difficult customers / situations

DURATION : 2 days

KEY ACCOUNT MANAGEMENT

WHO WILL BENEFIT (*Nomination Criteria*)

This course is for experienced salespeople who are managing key accounts. It is important that those attending have already completed professional sales training, as this course is focused on developing relationships and strategies to support existing sales techniques.

COURSE OBJECTIVES

- To consider the changing role of the Key Account Manager
- To examine proven practice in the development of sales that depends upon creating effective business partnerships
- To be able to use techniques for achieving account goals and objectives
- To understand the strategic processes and operational objectives which lead to increased account penetration and maximum profit opportunities
- To develop a broader understanding of how people behave and the impact on buying decisions
- To know how to handle an account meeting and the negotiations within it

WHAT THEY WILL GAIN

- A clearly defined, timely, and dynamic approach to the planning process, not just for the present, but especially for the future
- An insight into the key strategic and operational processes, as well as the marketing principles, that will enable delegates to understand the importance of getting the strategy right
- Techniques for building the best relationships with Key Accounts

WHAT THE COURSE WILL COVER:

DAY ONE

- ❖ What Is Key Account Management?
- ❖ The Ladder Of Goodwill
 - Strategies
 - Situational Analysis
 - Developing Major Account Strategies
 - Strategy Matrix

- ❖ Planning GAP Analysis
- ❖ Situational Analysis Overview
 - SWOT
 - PESTLE
 - Analysing Where You Are Now
 - Where You Want To Be: Positioning Statement
 - Who Are The People You Need To Influence?

DAY TWO

- ❖ Understanding Customer Needs
 - Knowing Our Key Accounts
 - The Client Needs Pyramid
 - Hierarchy Of Client Needs
 - Defining Customer Needs
 - Asking The Right Questions
 - Ways To Identify Customer Needs & Expectations
 - Managing Expectations
 - Taking Ownership
- ❖ Customer Needs & Marketing
 - What Is Marketing?
 - Marketing & Selling
 - The Marketing Mix Framework
 - Product Life Cycle
 - Bringing It All Together
 - Unique Selling Points (USPs)
- ❖ Building Best Relationships
 - Building A Partnership
 - Knowing How To Develop Relationships

DAY THREE

- ❖ Building Best Relationships (continued)
 - Celebrating Success
- ❖ Meetings With Clients
 - Preparing For Meetings
 - Using The Agenda To Your Advantage
 - Key Items To Be Covered In Account Meetings
- ❖ Principles Of Negotiation
 - Preparation
 - Key Phases
 - Trading Variables
 - Rules For Successful Negotiation
- ❖ Proposals
 - Designing & Presenting Winning Proposals



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- ❖ Staying Motivated
- ❖ Your Way Forward
 - Developing Your Potential
 - The Right Mental Attitude

Before the course each delegate will be asked to complete a Pre-Course Briefing Form to determine their individual objectives for attending the course. These objectives will be used by the Tutor to give on-target training that is focused on the individual delegates.

At the end of the course each delegate will be asked to complete a Personal Development Plan that can be used as part of future appraisals and that will also be an important tool for management reference.

DURATION : 3 full days

DEVELOPING CUSTOMER SATISFACTION MINDSET

WHO WILL BENEFIT (*Nomination Criteria*)

This workshop is recommended for customer service professionals, service agents, front-line staff who want to specialise in customer service business segment while dealing with internal and external customers.

WHAT THEY WILL GAIN

- Meet customer service objectives
- Find ways to exceed customer expectations
- Understand and achieve high levels of customer satisfaction
- Achieve organization's financial and marketing objectives
- Consistently provide positive "Moments of Truth" to internal and external customers

WHAT THE COURSE WILL COVER:

- Understanding of Who are your customers and their importance
- What is Customer Service?
- Developing a Customer centric Mindset - Attitude
- Moments of truth
- Managing Customer Expectations
- Effective Communication Skills
- Handling Difficult Customers

DURATION : 2 full days or 4 half days

HIGHLY EFFECTIVE BUSINESS PRESENTATION SKILLS

WHO WILL BENEFIT (*Nomination Criteria*)

Employees who want to captivate and convince an audience through the ability to communicate/present facts, ideas and information in a business-like manner. Ideally suited to those who have to perform business presentations on a regular basis or for those preparing for their first opportunity to present

WHAT THEY WILL GAIN

- Developing a strategy for preparation & delivery
 - Finding the process easier and more enjoyable
- Developing tools for preparation
- Structuring a presentation
 - Identifying a presentation style that suits the presenter
 - Develop ways of injecting impact/personality into presentations to help influence the audience
- Combine tone, clarity and visual effects to encourage greater audience involvement and acceptance.
- Ability to handle audience questions and objections
- Use the techniques learned to present effectively.

WHAT THE COURSE WILL COVER:

- Presentation Fundamentals
 - Dealing with nerves
- Key elements of presentations
 - Body language
 - Voice Control
 - Displaying Confidence
 - Audience Management
- Planning and structuring a presentation
- Audience Profiling
 - Their wants & expectations
 - Ways to engage them
- How to use notes effectively
- The use of visual aids
- Staging a presentation
 - Working the room

COURSE ASSESSMENT:

- The participants will need to attain a *minimum of 80%* on the post course written knowledge assessment to demonstrate understanding of the learning outcomes.

DURATION : 2 full days

TIME MANAGEMENT – GETTING ORGANISED FOR PEAK PERFORMANCE

WHO WILL BENEFIT (*Nomination Criteria*)

Anyone who needs to master the principles and practices of effective time management. From senior managers/directors to administrative and technical staff, in fact anyone who needs to find solutions to the following challenges:

- I don't always feel in control
- I need to increase my productivity
- I have to juggle a multitude of tasks
- I'm always being interrupted
- I'd love to have more time for the things I enjoy but never get the time

WHAT THEY WILL GAIN

Delegates will learn skills which will improve planning, assertiveness, setting priorities, decision making, desk and paper management and communication skills. They will have the skills to manage their priorities; manage themselves to get things done on time; be assertive with colleagues and managers and learn how to say 'no'; gain sufficient time to complete their most important tasks; effective daily planning; prioritise and schedule tasks; learn to allocate time to each task in its order of priority; deal with interruptions and make effective decisions which affect your time positively.

Use the software application of MS Outlook as valuable tool in time management

WHAT THE COURSE WILL COVER:

- The uniqueness of time as a manageable resource.
- Basic concepts in time management.
- Symptoms of poor time use.
- Time analysis.
- Tactical time savers.
- Strategic time savers.
- Self organization for effective time management.
- Delegation for effective time management.
- MS Outlook – practical application for effective time management



COURSE ASSESSMENT:

The participants will need to attain a *minimum of 80%* on the post course assessment to demonstrate understanding of the learning outcomes.

DURATION : 1 full day

PROFESSIONAL TRAINING TECHNIQUES

Trainer Training is vital to a learning organization and a cornerstone in the improvement process. It imparts the skills and knowledge that people need in order to address business opportunities, solve problems and improve processes. It is designed to provide trainers with the skills and knowledge to plan and present effective and interactive training sessions.

WHO WILL BENEFIT (*Nomination Criteria*)

Candidates with coaching or training responsibilities. Those who have little or no previous experience with training and would like to develop skills to deliver effective training sessions.

WHAT THEY WILL GAIN

The learning's in this Training will show participants how to plan and implement a successful skills Training system through **the 'tell, show and do cycle'**. At the end of the workshop participants should be able to:

- Recognize the importance of considering the participants and their training needs, including the different learning styles and adult learning principles
- Develop an effective training style, using the training aids and techniques that are appropriate
- Understand the importance of an Facilitator' guide to help a trainer prepare and deliver effectively and consistently
- Conduct a short group training session that incorporates these training concepts

WHAT THE COURSE WILL COVER:

- Principles of training & development
- Understanding different training styles
- Understanding different learning styles
- Balance Beam impact
- Planning learning sessions
- Experiential Learning Methodology
- Audience Engagement
- Visual Self learning - Mini-Training sessions- individual Projects

COURSE ASSESSMENT:

- The participants will need to attain a ***minimum of 80%*** on the post course assessment to demonstrate understanding of the learning outcomes.

DURATION : 2 full days

Post Training Support (Optional)

Examples of how we can help to reinforce application of new skills after the Training:

- Individual phone or e-mail consultation
- Instructional design or re-design
- Personalized coaching
- Post-Training Reports
- Evaluation tools
- Attending participant conducted workshops for observation and evaluation

★ For Post Training support option, please inform our Administration.

MANAGING CONFLICT – HANDLING DIFFERENCES

The most intense conflicts, if overcome, leave behind a sense of security and calm that is not easily disturbed. It is just these intense conflicts and their conflagration which are needed to produce valuable and lasting results.

Carl Gustav Jung (1875-1961) *Swiss psychologist and psychiatrist.*

WHO WILL BENEFIT (*Nomination Criteria*)

All employees

WHAT THEY WILL GAIN

By the end of the conflict management training course participants will have an understanding of

- The different strategies for dealing with conflict
- The importance of managing individual behaviour and communication during conflict
- The process of managing conflict
- Calculate the financial cost of particular conflicts

WHAT THE COURSE WILL COVER:

- The nature of conflict
- How conflict can be both constructive and destructive. Recognize the signs of conflict. Understand conflict as negative and Positive.
- Main approaches to conflict resolution. Using the same in varied situations.
- The alternative dispute resolution techniques.
- Understand calculating the financial cost of conflict at workplace
- Manage individual behaviour and communication during Conflict Management.
- Conflict and psychological difficulties. Personality types and conflict Management.

DURATION : 1 full day

Assertiveness Skills (& Dealing With Difficult Situations)

Who Should Attend?

This course is essential for supervisors, managers, sales executives, secretarial staff, customer service staff, telephone operators, and all who have to deal with different personalities and difficult situations in the workplace – whether it is customers or colleagues.

About The Programme

Assertiveness is a communication skill in much the same way that 'negotiating', 'delegating', and other identifiable business skills are. It is a communication skill that enables people to be more confident and develop the appropriate interpersonal skills for dealing with people. The course teaches you how to say the right thing at the right time – especially when interacting with aggressive or difficult people. Assertiveness increases the chance of success in any human transaction.

Course Objectives

- ✓ To increase self-esteem and confidence when dealing with difficult situations
- ✓ To be able to identify your own behavioural style and that of others
- ✓ To learn the difference between aggressive, passive, and assertive behaviours
- ✓ To learn a variety of assertiveness techniques
- ✓ To improve communication skills and interpersonal skills
- ✓ To have the opportunity to practise new behaviours in a safe and supportive environment

What You Will Gain

- ✓ Increased self-esteem and confidence in your ability to deal with a variety of situations
- ✓ The ability to deal with passive or aggressive people in a positive manner
- ✓ An awareness of effective assertiveness techniques
 - ✓ The communication skills necessary to be more assertive
- ✓ An opportunity to practise new behaviours in a safe and supportive environment

Programme Content

- ✓ What Is Assertiveness?
 - What It Is Not
 - Why We Need It
- ✓ Behavioural Styles
- ✓ Communicating Effectively



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- First Impressions
- Body Language
- Verbal Communication
- Listening Skills
- Assertiveness In Communication
- How To Be Assertive
- ✓ Assertiveness Techniques
 - Positive Inner Dialogue
 - Fogging
 - The 'Broken Record' Technique
 - Discrepancy Assertion
 - Negative Feelings Assertion
 - Saying "No" Constructively
 - The D.E.S.C. Script (Describe, Explain, Say, Commitment)
- ✓ Workable Compromise
 - 'Win:Win'
- ✓ Choosing Different Techniques To Handle Difficult Situations
- ✓ Interactive Role Plays
 - Role Plays Will Be Conducted As Part Of This Course

Before the course each delegate will be asked to complete a Pre-Course Briefing Form to determine their individual objectives for attending the course. These objectives will be used by the Tutor to give on-target training that is focused on the individual delegates.

At the end of the course each delegate will be asked to complete a Personal Development Plan that can be used as part of future appraisals and that will also be an important tool for management reference.

DURATION : 1 full day

ENGLISH COURSE LEVEL 1**Contents:**

- Lesson 1: Getting to know our colleagues
- Lesson 2: Greetings, and Polite expressions
- Lesson 3: Who, When, Where, How, Why, Which?
- Lesson 4: What time is it, please?
- Lesson 5: Working in the office
- Lesson 6: Working in the showroom
- Lesson 7: Working in the workshop
- Lesson 8: What's going on?
- Lesson 9: Where are you going on Friday?
- Lesson 10: When will I see you again? Don't be late!

This course covers how to speak to colleagues and customers/clients in the most acceptable way. It also covers the Present Simple Tense for everyday usage and the Present Continuous Tense for now and for a defined Future occasion. The Future form is also introduced and the Imperative for giving orders. Telling the time in English for Arabs is difficult as the form is 'opposite' to the one in Arabic.

Participants are put into 'real-life' relevant situations in the office, the showroom and the workshop and will listen, speak, read and write at the appropriate level.

I work in the Toyota workshop on the Sheikh Zayed Road.
I am working now - in fact, I'm working today until 8 o'clock.
I'll see you tomorrow.
Put the files on the top shelf. Don't put them in the bottom of the cupboard.
'It's ten past five' is often confused by Arab speaking beginners as 'It's five past ten.'

COURSE DURATION: 40 hours



ENGLISH COURSE LEVEL 2

Contents:

- Lesson 1: Getting to know our colleagues
- Lesson 2: Greetings, and Polite expressions
- Lesson 3: What time is it, please?
- Lesson 4: Working in the office
- Lesson 5: Working in the showroom
- Lesson 6: Working in the workshop
- Lesson 7: What's going on? Where are you going next Friday?
- Lesson 8: Did you go to the Head Office yesterday?
- Lesson 9: Have you been to the Head Office this week?
- Lesson 10: What happened in the meeting?

This course includes how to speak to colleagues and customers/clients in the most acceptable way. Telling the time in English for Arabs is difficult as the form is 'opposite' to the one in Arabic.

Level 2 introduces the Past Simple Tense and the Present Perfect. It develops the difference between the two which does not exist in Arabic speech.

Participants are put into 'real-life' relevant situations in the office, the showroom and the workshop and will listen, speak, read and write at the appropriate level.

I am working in the showroom in DFC now.

I worked in the Toyota workshop on the Sheikh Zayed Road last year.

I have worked for AlFuttaim for six years. I started in 2004.

Have you seen the boss today? No, I haven't seen him since yesterday afternoon.

I saw him about two O' clock in the car park.

'It's not ten past five' It's five past ten.' You always mix these up.

Have you seen Ali this morning? Yes, I have.

When did you see him? During the break.

COURSE DURATION: 40 hours

ENGLISH COURSE LEVEL 3**Contents:**

- Lesson 1: Getting to know our colleagues
- Lesson 2: Greetings, and Polite expressions
- Lesson 3: What time is it, please?
- Lesson 4: Working in the office
- Lesson 5: Working in the showroom
- Lesson 6: Working in the workshop
- Lesson 7: What's going on?
- Lesson 8: Where are you going on Friday?
- Lesson 9: When will you go on leave?
- Lesson 10: If you work hard, you will be promoted. (insh allah)

This course includes how to speak to colleagues and customers/clients in the most acceptable way. Telling the time in English for Arabs is difficult as the form is 'opposite' to the one in Arabic. It progresses through the Past Simple Tense and the Present Perfect to the Past Perfect and the Past Continuous. All the Tenses learnt at the two previous levels are used in this one in all their forms.

Participants are put into 'real-life' relevant situations in the office, the showroom and the workshop and will listen, speak, read and write at the appropriate level.

I work in the Toyota workshop on the Sheikh Zayed Road.
I am working now - in fact, I'm working today until 8 o'clock.
'It's ten past five' not 'Five past ten.'
Have you seen the manager? I have but Mohammad hasn't.
Did you hear what they said about Emiratization? I did but Mohammad didn't.
I used to work in Sharjah but now I am working in DFC.
As I was coming to work today, I saw a terrible accident on Emirates Road near Ajman.

COURSE DURATION: 40 hours

NOTE : English level 4 and above will be offered online Business English Training

SPOKEN ARABIC – BEGINNERS

WHO WILL BENEFIT (*Nomination Criteria*)

Anyone with little or no prior knowledge of Arabic

WHAT THEY WILL GAIN

At the end of the course participants should be able to:

- Use language appropriate for meeting and greeting people
- Use language appropriate for seeking information
- Identify and use basic Grammar structures

WHAT THE COURSE WILL COVER:

The course covers the basic spoken grammar of the area including greetings, and useful vocabulary for everyday conversation.

By the end of the course, the student will have learnt All patterns for All Verbs in the Present and Future Tenses and the use of nouns, adjectives and basic numbers.

The teaching is supplemented by two course books and four cassettes entitled Spoken Arabic step-by-step published by Motivate Publishing.

DURATION : 20 – 2 hour sessions (Total 40 hours)

SPOKEN ARABIC - INTERMEDIATE**OBJECTIVES**

By the end of the programme participants should be able to:-

- Converse in Intermediate Gulf Arabic with confidence using the new vocabulary learned.
- Use language appropriate for meeting and greeting people and using the telephone.
- Use language appropriate to their workplace with colleagues and customers.
- Use language appropriate for selecting information in general.
- Identify and classify all grammatical structures of all verb patterns in the Present Tenses and the Past Tense forms

COURSE CONTENTS

The course will cover:

- Greetings and other useful expressions.
- Days of the week, months of the year.
- Plurals of nouns - sound and broken.
- Adjectives – singular and plural
- Agreement of adjectives with plural nouns for people/things
- Numerals and noun combinations – masculine number + / with feminine noun -
- feminine number – with masculine noun. // Polarity.
- Numerals: Singular; Dual; 3 – 10 Plural; 11 – 99 Singular
- Cardinal Numbers first, second etc.
- Colour changes e.g. ‘aHmar – Hamra’
- Prepositions with dependent verbs: Before I go; After she comes; Just as you like
- Comparatives and Superlatives
- Completion of all verb patterns in all forms:
- Strong, hollow, weak verbs in positive and negative forms
- Present Perfect and Past Simple: I worked, I have worked
- Past Continuous: I was working
- Past Imperfect: I used to work
- Imperative: Work now! Don’t work now!
- All of the above verb patterns with object pronouns.
- Appendices covering common situations

Methodology

This course is taught in transliteration so the participants do not have to learn Arabic script. Oral work with individual and choral participation supported by course books and handouts.

Target Audience

Non-Arab nationals with basic knowledge of Arabic -- Managers / Supervisory staff having Arabic customer / clients / Ministry interaction.

Faculty

The course leader is John Kirkbright who is the author of “Spoken Arabic Step-by-Step” and has been teaching Arabic for many years here in the UAE.

DURATION : 20 – 2 hour sessions (Total 40 hours)

BASIC TELEPHONE ETIQUETTES

WHO WILL BENEFIT (*Nomination Criteria*)

The training programme is aimed at all those who have to answer the telephone in business. It is for both new and existing staff and is designed to improve telephone competency at every level for better internal as well as external communication.

WHAT THEY WILL GAIN

To help participants gain confidence and be competent on handling the telephone. At the end of the course participant will:

- Be better communicators, quality of voice and language.
- Be able to answer calls effectively
- Be able to transfer calls effectively
- Be able to take and give messages accurately
- Be customer focused

WHAT THE COURSE WILL COVER:

- Understanding the importance of the telephone to a business
- Communication over the phone
- Answering the calls
- Transferring the calls
- Taking a message
- Ending the Call
- Quality of voice during interaction with customer on the phone

DURATION : 1 full day

ADVANCED TELEPHONE SKILLS

WHO WILL BENEFIT (*Nomination Criteria*)

The training programme is aimed at all those who are responsible for answering the telephone in business professionally. It is especially designed for telephone operators, receptionists, secretaries, administrators, personal assistants, telemarketing officers, customer service staff, etc who are in constant contact with internal and external customers.

WHAT THEY WILL GAIN

To help the participants become confident and competent on the telephone. At the end of the course participant will:

- Understand & implement the process of outgoing calls
- Handle/solve difficult situations in a commercially beneficial way (Win Win)
- Able to multi task (calls & operational duties)

WHAT THE COURSE WILL COVER:

- Pre - assessment
- Making professional outgoing calls (SOP's followed in business)
- Understanding of difficult callers and situations
- Handling difficult situations (Role plays)
- Understanding multi tasking and practical application through simulations.
- Post - assessment

CRITERIA : **Must complete the Basic Telephone Etiquettes Training**

DURATION : **1 full day**

Report Writing - How to Structure A Report For Maximum Effect

Who Should Attend?

For managers, supervisors, sales personnel, office staff, etc., who are responsible for preparing reports as part of their job.

About The Programme

This two-day course is the ideal way to learn the skills of how to write effective reports that are easy to understand, and show consistency and professionalism.

Course Objectives

- ✓ To improve the level of English in writing your reports
- ✓ To study the appropriate use of language in reports
- ✓ To develop a positive report style
- ✓ To effectively plan the layout and structure of a report
- ✓ To identify and obtain the right information
- ✓ To present well analysed results in a report
- ✓ To understand how to present information attractively
- ✓ Using the above skills, to prepare a well-structured report at the end of the course

What You Will Gain

- ✓ A clear understanding of building the introduction, the main body, and the conclusion of an effective report
- ✓ To understand the logical sequence of compiling a report
- ✓ A guide to help recognise common errors in report writing
- ✓ The ability to maintain clarity in preparing your reports

Programme Content

DAY ONE

- ✓ Skills Needed To Write Business Reports
- ✓ The Purpose Of Business Reports
- ✓ Setting Clear Objectives
- ✓ Analysing Your Audience
- ✓ Obtaining The Information
- ✓ Designing Your Structure: Beginning, Middle, End
- ✓ Selecting Your information
- ✓ Developing Your Style: Language Choice – Accuracy, Brevity, Clarity

DAY TWO

- ✓ Drafting The Text
- The Process
- Emphasising Good News
- Minimising Negatives
- Headings, Lists, Tables, Diagrams
- ✓ When & How To Use Graphics
- ✓ Editing The Draft
- ✓ Writing The Text
- ✓ Proofreading
- ✓ Writing Meaningful Conclusions & Recommendations
- ✓ Writing An Effective Executive Summary
- ✓ Getting The Most Out Of Microsoft® Word
- ✓ Transfer Of Learning To The Workplace

Part of the course will involve each delegate structuring and developing a report that is relevant to their own company, or organization.

Before the course each delegate will be asked to complete a Pre-Course Briefing Form to determine their individual objectives for attending the course. These objectives will be used by the Tutor to give on-target training that is focused on the individual delegates.

At the end of the course each delegate will be asked to complete a Personal Development Plan that can be used as part of future appraisals and that will also be an important tool for management reference.

DURATION : 2 full days

Professional Business Writing Skills – Part 1

Who Should Attend?

If you have basic written English skills, and want to improve and develop your business writing skills, this is the course for you. This two-day programme is the ideal way to learn the basic skills of good written communication. It is both informative and practical, with excellent back-up course notes that form a valuable reference source for the future. It is a course that is completely up-to-date and suitable for everyone in business who has to communicate using the written word.

About The Programme

This two-day programme is an excellent introduction to Professional Business Writing Skills. The course will give you clear guidelines and practice in how to write better business letters, e-mails, and faxes. You will learn how to plan your writing carefully, and how to professionally structure these different forms of business correspondence.

Course Objectives

- ✓ To ensure your written English communication is short, simple, and to the point
 - ✓ To learn the basic structure of business letters, e-mails, and faxes
 - ✓ To examine real examples of how (and how not to) communicate a message in the written form
 - ✓ To recognise the difference between formal and informal language
 - ✓ To learn to use punctuation and abbreviations correctly
 - ✓ To gain confidence in your spelling, grammar, and writing

What You Will Gain

- ✓ Knowledge of the principles of effective business writing
- ✓ A clear understanding of formal business language
- ✓ Confidence in communicating using the written word
- ✓ Practical, 'hands-on' experience and Tutor feedback

Programme Content

- ✓ Principles Of Business Writing
 - The 4 Stages Of Writing
- ✓ Guidelines To Follow When Producing Written Work
 - ✓ A Framework for Business Communication
 - ✓ The Mechanics Of Good Business Letters
 - ✓ Using The Correct Salutation & Complimentary Close
 - ✓ Producing A Letter
 - ✓ Writing Effective Beginnings & Endings

- ✓ Correct Use Of Punctuation
- ✓ The Use Of Common Abbreviations
- ✓ Using Straightforward English

- ✓ Writing Business E-Mails & Faxes
 - When & When Not To Use Them
 - Creating The Right Impression
 - The Structure & Layout
 - What Essential Information Should Be Included
- ✓ E-mail & Fax Etiquette
- ✓ Formal & Informal Language - Knowing The Difference & When To Use Them
- ✓ Commonly Used Vocabulary, Expressions & Phrases
- ✓ Techniques To Help Spell Words Correctly
- ✓ The Road To Successful Business Writing
- ✓ Tutor Coaching & Feedback Sessions *

Before the course each delegate will also be asked to complete a Pre-Course Briefing Form to determine their individual objectives for attending the course. These objectives will be used by the Tutor to give on-target training that is focused on the individual delegates.

At the end of the course each delegate will be asked to complete a Personal Development Plan that can be used as part of future appraisals and that will also be an important tool for management reference.

DURATION : 1 full day



Professional Business Writing Skills – Part 2

Who Should Attend?

Staff at all levels who need to be able to express their ideas clearly and effectively to an advanced standard in English. Participants should already have a very good comprehension of Business English, and have ideally completed our Professional Business Writing Skills – Part 1 Programme

About The Programme

This advanced programme has been designed to improve your existing professional business writing skills. You will practise writing professional e-mails and letters, as well as enhancing your accuracy and written fluency skills. This course is an excellent way to ensure you lead the way and set examples for others to follow..

Course Objectives

- ✓ To review the basic principles of Business Writing
- ✓ To improve overall accuracy skills in advanced Business Writing
- ✓ To examine and write professional business e-mails and letters
- ✓ To encourage thinking about the key messages writers intend to convey to their readers
- ✓ To recognise the impact that poor grammar, spelling, and punctuation has on a writer's credibility
- ✓ To develop a range of useful phrases to be used in business correspondence
- ✓ To develop a logical sequence in business writing

What You Will Gain

- ✓ Confidence in writing to an advanced level
- ✓ The ability to write different types of e-mails and letters to suit the correct purpose
- ✓ An in-depth understanding of what essential information to include in business writing
- ✓ Accuracy and fluency in your written communication

Programme Content

DAY ONE

- ✓ Review Of The Principles Of Business Writing
- ✓ Review Of The 4 Stages Of Writing
- ✓ Giving Positive Messages
- ✓ Thinking About Your Audience
- ✓ Developing Logic & Sequence In Your Writing

- Using The Inverted Pyramid Style Of Writing
- Getting To The Point Quickly
- ✓ Further Useful Phrases For E-Mails
- ✓ E-mail Writing Practice Sessions

DAY TWO

- ✓ Advanced Proofreading & Editing Skills
 - Developing Style Sheets & Style Guides To Ensure Consistency
 - Improving Grammar, Spelling & Punctuation
- ✓ Summarising & Précis Skills
 - Extracting The Key Information
 - Passing On Important Information To Your Boss / Colleagues
- ✓ Further Useful Phrases For Business Letters
- ✓ Letter Writing Practice Sessions
- ✓ Tutor Coaching & Feedback

Before the course each delegate will also be asked to complete a Pre-Course Briefing Form to determine their individual objectives for attending the course. These objectives will be used by the Tutor to give on-target training that is focused on the individual delegates.

At the end of the course each delegate will be asked to complete a Personal Development Plan that can be used as part of future appraisals and that will also be an important tool for management reference.

DURATION : 2 full day

Developing Effective Interpersonal & Communication Skills

Who Should Attend?

This course is for those people who want to understand how to communicate more effectively with their customers, their staff, their colleagues, and their bosses.

About The Programme

Surveys conducted both overseas, and in the Gulf region, have shown that managers spend on average about 75% of their time in one-to-one verbal communication, i.e. face-to-face, or on the telephone. Therefore effective interpersonal skills are essential tools for today's modern manager. In the multicultural work environments of the Gulf, good interpersonal skills and cultural sensitivity are essential elements for successful managers, and highly productive employees. It is only now that many organizations are realising that 'people are their greatest asset'. Being able to deal effectively with people from different cultures and backgrounds is vital for success in today's competitive global business environment.

Course Objectives

To set clear guidelines for effective communication

- ✓ To consider the role of good interpersonal skills in the multi-cultural workplace of the Gulf
- ✓ To understand different behavioural styles and learn to modify your behaviour to achieve best results
 - ✓ To understand how to give and receive constructive feedback as a way to build better relationships
 - ✓ To demonstrate assertive behaviour
- ✓ To make use of all of the above skills to ensure effective teamwork
- ✓ To create individual action plans for ongoing personal development

What You Will Gain

- ✓ Increased self-awareness of different behavioural styles
- ✓ Understanding how to adapt your style to interact effectively with others
- ✓ An understanding of communication errors and how to prevent them
- ✓ The ability to develop positive interpersonal relationships through effective communication techniques

Programme Content

DAY ONE

- ✓ What Is Effective Communication?

- ✓ Factors Affecting Communication
 - How Messages Flow
 - Barriers To Communication & How To Overcome Them
- ✓ The Dynamics Of Face-To-Face Communication
 - Body Language - 'The Hidden Communicator'
 - Tone Of Voice
 - The Power Of Language In Communication
- ✓ Ensuring Two-Way Communication
 - Developing Listening Skills
 - Asking The Right Questions
 - Transmitting Your Message Accurately
- ✓ Understanding Different Perspectives & Viewpoints
- ✓ The Effectiveness Of Written Communication

DAY TWO

- Building The Best Relationships By Making Use Of Powerful Communication Techniques
 - The Johari Window
- Know Your Self
- Know How To Build Relationships With Others
- Use Feedback Techniques To Develop Better Relationships
- ✓ Communication Styles & The Use Of Them
 - The Differences Between Aggressive, Assertive, & Non
 - Assertive Behaviour
 - Assertiveness Techniques
- ✓ Behaviour Style Analysis - Amiable, Expressive, Analyst, Driver
 - Knowing Your Style
 - Understanding Others' Styles
 - Adapting Styles To Interact Better With Others
- ✓ Teamwork
 - Being A Team Player - The Impact Of Your Interpersonal Relationships
 - The Stages Of Group Development
 - Communicating For Effective Teamwork

Before the each delegate will be asked to complete a Pre-Course Briefing Form to determine their individual objectives for attending the course. These objectives will be used by the Tutor to give on-target training that is focused on the individual delegates.

At the end of the course each delegate will be asked to complete a Personal Development Plan that can be used as part of future appraisals and that will also be an important tool for management reference.

DURATION : 2 full day

MEDIC FIRST AID

WHO WILL BENEFIT (*Nomination Criteria*)

Individuals who want to learn basic First Aid skills to deal with life-threatening conditions. It is suitable for any students, even without prior knowledge. This course is minimum requirement for First Aiders within the UAE. This course includes Cardio Pulmonary Resuscitation and use of Automated External Defibrillator (AED).

WHAT THEY WILL GAIN

-
- Students gain the basic skills and knowledge to deal with emergencies, to save life as well as casualty care. They will gain confidence to use these skills through practical application on themselves and on manikins.
-

WHAT THE COURSE WILL COVER:

- The Circles of Care Concept
- SETUP
- Initial Assessment
- Clearing the Tongue from Airway
- Clearing Solid Material from the Mouth
- Clearing Fluids from the Airway
- Protecting the Airway – Recovery Position
- Clearing a Foreign body Airway Obstruction
- Rescue Breathing
- One- Rescuer CPR
- Use of Automated External Defibrillator (AED)
- Control of Bleeding
- Managing Shock
- Ongoing Assessment
- Warning Signs of Medical Illness
- Major Mechanism of Injury

Assessment

Written assessment test at the end of course; candidates must show competence to apply learned skills prompt, safe and effective.

Certificate and Validity

Internationally recognised Emergency Life Support Adult certificate from MEDIC FIRST AID, USA, valid for 2 years.

Entry requirement

Participants should have Basic English skills.



Al-Futtaim training centre

DURATION

: 1 full day

COURSE LEADER

: Delivered by Authorized MEDIC First Aid Trainer

FIRE MARSHAL TRAINING

WHO WILL BENEFIT

All staff who have a reasonable command of spoken and written English.

WHAT THEY WILL GAIN

At the end of the course participants should be able to:

- Identify different types of fire extinguishers and how to use.
- Know the different classes of fire and how to extinguish.
- How to inspect fire-fighting equipment.
- Role and responsibilities of the fire marshal
- General fire prevention.
- Company / General evacuation procedures (which is applicable)

Upon completion of the programme participants who attain the level required by the instructor will be awarded a certificate.

WHAT THE COURSE WILL COVER

- Principles of fire
- Classification of fire
- Extinguishing methods
- Fire prevention
- Portable fire equipment inspection
- Role of a Fire Marshal
- Company emergency procedures
- Walk around location to identify exits and equipments (if applicable)
- Practical sessions (if applicable)
- Fire Quiz

This is a classroom based training programme using video, handouts and a practical session to convey the message to the participants. A written and oral assessment will be part of the course.

DURATION : 6 hours
DATES : To be advised

Microsoft Excel 2007 - Level 2**Overview:**

In this course, students use Excel® 2007 to streamline and enhance spreadsheets with templates, charts, graphics, and formulas. They will apply visual elements and advanced formulas to a worksheet to display data in various formats. (Second Edition)

Who Should Attend:

The target students for this course are students who desire to gain the skills necessary to create templates, sort and filter data, import and export data, analyze data, and work with Excel on the web. In addition, this course helps prepare students who desire to take the Microsoft Office Specialist exam in Excel and who already have knowledge of the basics of Excel, including how to create, edit, format, and print basic worksheets.

At Course Completion:

Upon successful completion of this course, students will be able to: - calculate with advanced formulas. - organize worksheet and table data using various techniques. - create and modify charts. - analyze data using PivotTables and PivotCharts. - insert graphic objects. - customize and enhance workbooks and the Microsoft® Office Excel® environment.

Prerequisite(s) or equivalent knowledge:

Excel 2007 - Level 1

Outline:**Lesson 1:** Calculating Data with Advanced Formulas

Manage Cell and Range Names

Calculate Data Across Worksheets

Use Specialized Functions

Analyze Data with Logical and Lookup Functions

Lesson 2: Organizing Worksheet and Table Data

Create and Modify Tables

Format Tables

Sort or Filter Worksheet or Table Data

Calculate Data in a Table or Worksheet

Lesson 3: Presenting Data Using Charts

Create a Chart

Modify Charts

Format Charts

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Lesson 4: Analyzing Data Using PivotTables and PivotCharts

Create a PivotTable Report

Analyze Data Using PivotCharts

Lesson 5: Inserting Graphic Objects

Insert and Modify Pictures and ClipArt

Draw and Modify Shapes

Illustrate Workflow Using SmartArt Graphics

Layer and Group Graphic Objects

Lesson 6: Customizing and Enhancing Workbooks and the Excel Environment

Customize the Excel Environment

Customize Workbooks

Manage Themes

Create and Use Templates

Duration: 1.00 Day(s)

Excel 2007 - Level 3

Overview:

In this course, students will learn how to automate common tasks, apply advanced analysis techniques to more complex data sets, collaborate on worksheets with others, and share Excel data with other applications.

Who Should Attend:

This course was designed for students desiring to gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, create PivotTables and PivotCharts, incorporate multiple data sources, and import and export data. In addition, the course is also for students desiring to prepare for the Microsoft Office Specialist exam in Excel 2003 or Module 2-Key Applications of the Internet and Computing Core Certification (IC3) exam, and who already have knowledge of the basics of Excel, including how to create, edit, format, and print worksheets that include charts and sorted and filtered data.

At Course Completion:

You will automate some common Excel tasks, apply advanced analysis techniques to more complex data sets, collaborate on worksheets with others, and share Excel data with other applications.

Prerequisite(s) or equivalent knowledge:

Excel 2003 - Level 1
Excel 2003 - Level 2

Outline:

Lesson 1: Streamlining Workflow

Create a Macro

Edit a Macro

Customize Access to Excel Commands

Apply Conditional Formatting

Add Data Validation Criteria

Update a Workbook's Properties

Modify Excel's Default Settings

Lesson 2: Collaborating with Others

Protect Files

Share a Workbook

Set Revision Tracking

Review Tracked Revisions

Merge Workbooks

Adjust Macro Settings

Administer Digital Signatures

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Lesson 3: Auditing Worksheets

Trace Cell Precedents
Trace Cell Dependents
Locate Errors in Formulas
Locate Invalid Data and Formulas
Watch and Evaluate Formulas
Group and Outline Data

Lesson 4: Analyzing Data

Create a Trendline
Create Scenarios
Perform What-If Analysis
Develop a PivotTable[©] Report
Develop a PivotChart[©] Report
Perform Statistical Analysis with the Analysis ToolPak

Lesson 5: Working with Multiple Workbooks

Create a Workspace
Consolidate Data
Link Cells in Different Workbooks
Edit Links

Lesson 6: Importing and Exporting Data

Export to Microsoft Word
Import a Word Table
Import Text Files

Lesson 7: Structuring XML Workbooks

Develop XML Maps
Import, Add, and Export XML Data
Manage XML Workbooks
Apply XML View Options.

Duration: 1.00 Day(s)

Outlook 2007 - Level 1

Overview:

In this course, student learn how to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes.

Who Should Attend:

This course is designed for any person with a basic understanding of Microsoft Windows who needs to use Microsoft® Outlook® 2007 to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. In addition, this course helps prepare students who desire to take the Microsoft® Office Specialist certification for Outlook.

At Course Completion:

Upon successful completion of this course, students will be able to: - identify the components of the Outlook environment. You will also perform simple tasks such as sending and responding to email messages. - compose messages. - use folders to organize messages. - manage contacts and contact information. -schedule appointments. - schedule meetings. - create and edit tasks. - create and edit notes.

Prerequisite(s):

Windows XP (New Version) - Level 1

Outline:

Lesson 1: Getting Started with Outlook

Log On to Outlook

Explore the Outlook Interface

Send a Simple Message

Open a Message

Reply to a Message

Print a Message

Delete a Message

Lesson 2: Composing Messages

Address a Message

Format a Message

Check Spelling and Grammar

Attach a File

Forward a Message

Lesson 3: Organizing Messages

Open and Save an Attachment

Flag a Message

Create a Folder

Move Messages to a Folder

Copy Messages to Folders

Move a Folder
Delete a Folder

Lesson 4: Managing Contacts

Add a Contact
Sort Contacts
Find a Contact
Find the Geographical Location of a Contact
Edit a Contact
Send a Contact via Email Delete a Contact
Print Contacts

Lesson 5: Scheduling Appointments

Explore the Outlook Calendar
Schedule an Appointment
Assign a Category to an Appointment
Update Calendar Entries

Lesson 6: Scheduling Meetings

Schedule a Meeting
Reply to a Meeting Request
Propose a New Meeting Time
Track Meeting Responses
Update a Meeting Request
Cancel a Meeting Request
Print the Calendar

Lesson 7: Managing Simple Tasks

Create a Task
Edit a Task
Update a Task

Lesson 8: Using Notes

Create a Note
Edit a Note
Display a Note on the Desktop

Duration: 1.00 Day

Outlook 2007 - Level 2

Overview:

In this course, students learn to customize their environment, calendar, and email messages to meet their specific requirements and wish to track, share, assign, and locate various Outlook items. (Second Edition)

Who Should Attend:

This course is designed for experienced Outlook users who need to customize their environment, Calendar, and email messages to meet their specific requirements and who wish to track, share, assign, and locate various Outlook items.

At Course Completion:

Upon successful completion of this course, students will be able to: - customize the Calendar by setting various Calendar options. - customize message options. - track work activities using the Journal. - assign and track tasks. - share folder information. - customize the Outlook environment. - locate Outlook items. - work with public folders.

Prerequisite(s) or equivalent knowledge:

Windows XP (New Version) - Level 1

Outlook 2007 - Level 1

Outline:

Lesson 1: Setting Calendar Options

Set Work Days and Times

Display an Additional Time Zone

Set Availability Options

Lesson 2: Customizing Message Options

Modify Message Settings

Modify Delivery Options

Change the Message Format

Notify Others That You will be Out of the Office

Create a Distribution List

Insert a Hyperlink

Lesson 3: Tracking Work Activities Using the Journal

Automatically Record a Journal Entry

Manually Record a Journal Entry

Modify a Journal Entry

Lesson 4: Managing Tasks

Assign a Task

Reply to a Task Request

Send a Task Update

Track Assigned Tasks

Lesson 5: Sharing Folder Information

Specify Folder Permissions

Delegate Access to Folders

Access Another User's Folder

Send Calendar Information in an Email Message

Lesson 6: Customizing the Outlook Environment

Customize the Toolbar

Create a New Toolbar

Customize the Menu Bar

Customize the Quick Access Toolbar

Customize the To-Do Bar

Create a Folder Home Page

Lesson 7: Locating Outlook Items

Sort Messages Using Multiple Criteria

Find Messages

Find Outlook Items Using Multiple Criteria

Filter Messages

Organize Messages

Manage Junk Email

Lesson 8: Working with Public Folders

Create a Public Folder

Add Users to a Public Folder

Post Information in a Public Folder

Send an Email Message to a Public Folder

Duration: 1.00 Day(s)

Outlook 2007 - Level 3**Overview:**

This course builds on email and calendaring skills and will provide the skills needed to communicate in real time with other users, personalize mail, organize items, share and link contacts, create forms, and work offline and remotely. (Second Edition)

Who Should Attend:

This course is for persons with an intermediate understanding of Outlook and who need to use Outlook to personalize and organize their email, organize Outlook items, manage Outlook data files, share and link contacts, create forms, and work offline and remotely.

At Course Completion

Upon successful completion of this course, students will be able to: - personalize your email. - organize Outlook items. - manage Outlook data files. - work with contacts. - save and archive email messages. - create a custom form. - work offline and remotely.

Prerequisite(s) or equivalent knowledge:

Outlook 2007 - Level 1
Outlook 2007 - Level 2

Outline:**Lesson 1: Personalizing Your Email**

Apply Stationery and Themes
Create a Custom Theme
Create Signatures
Modify Signatures
Configure Email Message Security Settings

Lesson 2: Organizing Outlook Items

Group Items
Create Search Folders
Apply Conditional Formatting

Lesson 3: Managing Outlook Data Files

Create a Data File
Add Outlook Data Files to a Mail Profile
Change Data File Settings

Lesson 4: Working with Contacts

Forward Contacts
Edit an Electronic Business Card
Export Contacts

Perform a Mail Merge
Link Items to Business Contact Manager

Lesson 5: Saving and Archiving Email
Save Messages in Alternate Formats
Archive Messages
Protect Personal Folders

Lesson 6: Creating a Custom Form
Add Form Fields
Save a Form as a Template
Test a Form

Lesson 7: Working Offline and Remotely
Make Folders Available Offline
Configure RPC Over HTTP
Download Selected Messages
Publish Calendar Information to Office Online

Duration: 1.00 Day(s)

MICROSOFT OFFICE 2007 – ONLINE COURSE CONTENTS

Microsoft Office 2007: Beginning Word

- Getting Started with Word 2007
- Working with Text and Paragraphs in Word 2007
- Structuring, Editing, Saving, and Opening Documents in Word 2007
- Printing, Help, and Automated Formatting in Word 2007
- Working with Documents in Word 2007

Microsoft Office 2007: Advanced Word

- Advanced Formatting in Word 2007
- Advanced Document Navigation and Document Reviews in Word 2007
- Using Tables, Charts, and Graphics in Word 2007

Microsoft Office 2007: Word for the Power User

- Advanced Data Manipulation Features in Word 2007
- Advanced Document Features in Word 2007
- Collaborative Features in Word 2007

Microsoft Office 2007: Beginning Excel

- Getting Started with Excel 2007
- Manipulating and Formatting Data and Worksheets
- Reviewing and Printing in Excel 2007
- Excel 2007 Formulas and Functions
- Excel 2007 Charts, Pictures, Themes, and Styles

Microsoft Office 2007: Advanced Excel

- Advanced Formatting in Excel 2007
- Advanced Data Management in Excel 2007
- Advanced Customization in Excel 2007

Microsoft Office 2007: Excel for the Power User

- Analyzing Data in Excel 2007
- Protecting and Sharing Excel 2007 Workbooks
- Exchanging Data with Excel 2007

Microsoft Office 2007: Beginning PowerPoint

- Getting Started with PowerPoint 2007

- Adding Graphics to Presentations in PowerPoint 2007
- Adding Multimedia and Animations to Presentations in PowerPoint 2007

Microsoft Office 2007: Advanced PowerPoint

- Creating Custom Slide Shows in PowerPoint 2007
- Distributing Presentations in PowerPoint 2007

Microsoft Office 2007: Beginning Outlook

- Getting Started with Outlook 2007
- Formatting and Managing E-mail in Outlook 2007
- Using the Calendar in Outlook 2007
- Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007
- Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007

Microsoft Office 2007: Advanced Outlook

- Customizing Outlook 2007 and Using the Journal
- Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007
- Working with SharePoint, Calendars, and Forms in Outlook 2007

NOTE:

1. The user needs to test the SkillsPort Client System Requirements for SkillsSoft online I.T Courses by accessing the link <http://browser.skillport.com> and completing the system check.
2. Nominations will only be accepted via official Nomination Form and should be forwarded to training@alfuttaim.ae after completion.
3. Please take your Line Managers approval to nominate yourself for the e-learning courses.
4. The participants can access all the above courses once his/her course licence is activated.
5. Accessing Microsoft e-Learning courses allows the participant a limited period of time to complete all the I.T Courses after activation. The time period will be advised with username and password on confirmation of nomination.
6. In order to ensure that the learning goals are met and the licenses are used cost-effectively, it is essential that learners meet the usage targets. If the targets are not met consistently the license will be withdrawn and the respective company will be debited with AED 600 per SkillSoft license. If the employee subsequently needs to learn I.T Skills in the future they do so at their own cost.
7. Cancellations will not be accepted once the courses are assigned to the candidate.

SAP NAVIGATION & OVERVIEW

WHO WILL BENEFIT (*Nomination Criteria*)

All business users who are new to SAP System and use SAP system for their day to day business transactions & reports.

WHAT THEY WILL GAIN

At the end of the course, the participants will be able to

- Understand the use of SAP in the business as a business application platform
- Understand the various modules of SAP used in the business.
- Navigate around the SAP system available to the user
- Manage & Create own user settings in SAP

WHAT THE COURSE WILL COVER:

- Introduction to SAP R/3 System
- SAP R/3 system benefits & Application Modules
- SAP GUI & Starting of SAP system
- First time log on to SAP System
- The SAP Window
- Understand & Navigate through the SAP Menu bar, Status Bar etc.
- SAP Easy Access & Settings
- Navigating in the Tree Structure
- Creating & Managing the Favorites
- Understand & use the various SAP icons
- Understand the Command bar & use of transaction codes
- Creating & Using SAP shortcuts
- Understand the use of multiple sessions in SAP
- Setup own user parameters in SAP for easy navigation & execution of transaction
- Download & transfer reports in MS Excel or Text formats
- Scheduling background jobs

DURATION : 1 half day

Employee Self-Service

Course Objectives

To demonstrate how to view, access and maintain your own information and manage routine HR tasks via hr.connect self-service portal

Target Audience

All Al-Futtaim employees with access to hr.self-service portal

Training Perquisites

HR.self-service portal log-in and password

Course contents

1. HR connect structure and operations
2. Personal Information
 - a. Maintain Addresses
 - b. Maintain Family Member / Dependents
 - c. Maintain Personal Data
 - d. View Personnel File
3. Working Time
 - a. Initiate Leave Request
 - b. Delete Leave Request
 - c. View Leave Balance
4. Travel and Expenses
 - a. Create Travel Request
 - b. Create Expense Report
5. Payment
 - a. View Current Payslip
 - b. View Payslip with in a date range
6. Career and Job
 - a. Set Objectives and Development Plan
 - b. Complete mid-year Performance Development Review (PDR)
 - c. Complete year-end PDR
7. Life and Work Events
 - a. My First Days
8. Open Space

DURATION :3 Hours

Manager Self-Service : For New Managers

Course Objectives

To demonstrate how to view, access and maintain your team information and approve and initiate HR processes via hr.connect Manager Self-Service (MSS) portal

Target Audience

New managers with access to MSS

Training Perquisites

- Hr.connect self-service portal log-in and password
- Employee Self-Service training course

Delivery Type

Blended Learning i.e. instructor-led + Self-service/hand-on training

Course contents

- ❖ Hr.connect Overview
- ❖ Universal Worklist
 - Approve leave requests
 - Approve travel requests
 - Approve problem conformation
 - Approve expense report
 - Approve HCM Forms e.g. salary/position change, transfer
- ❖ Employee Information
 - View individual employee information
- ❖ Performance Mangement
 - Review and approve objectives
 - Complete mid-year review
 - Complete year-end review
- ❖ Organisation
 - View organizational data for your teams
- ❖ HCM Forms and Process
 - Initiate and approve 'Salary/Position Change' form
 - Initiate and approve 'Transfer' form
 - Initiate and approve 'Seperation' form
 - Initiate and approve 'Change Working Time' form
 - Initiate and approve 'Employment Contract' renewal



AI-Futtaim training centre

- ❖ Business Intelligence (BI)
 - Extract standard HR reports
 - Working with BI reports i.e. applying filter, applying filters etc
- ❖ Open Space

DURATION :4 Hours

Manager Self-Service : Refreshers + New Features

Course Objectives

This course is designed for those who desire to refresh their knowledge of Manager Self-Service (MSS) and demonstrate the new features included.

Target Audience

All AI-Futtaim managers with access to MSS who would like a refresher on the features of MSS

Training Prerequisites

- Knowledge of Employee Self-Service
- Basic knowledge of MSS and its features

Delivery Type

Blended Learning i.e. instructor-led + Self-service/hand-on training

Course contents*

***Will be customised based requirements of the audience**

- ❖ Hr.connect Overview
- ❖ Universal Worklist
 - Approve leave requests
 - Approve travel requests
 - Approve expense report
 - Approve HCM Forms e.g. salary/position change, transfer
- ❖ Performance Management
 - Review and approve objectives
 - Complete mid-year review
 - Complete year-end review
- ❖ HCM Forms and Process
 - Initiate and approve 'Salary/Position Change' form
 - Initiate and approve 'Transfer' form
 - Initiate and approve 'Separation' form
 - Initiate and approve 'Change Working Time' form
- ❖ New Features
 - View leave quota for offline employees
 - Probation Conformation
 -



Al-Futtaim training centre

- Renewals : Renew 'Employment Contract' i.e. internal service contract online and receive notification of other expiring documents e.g. labour card, passport etc.
- ❖ Open Space

Offline employees are employees who do not have access to hr.connect self-service portal

DURATION :2-3 Hours (depending on the needs of the audience, the duration may be reduced)