THE EVOLVING SUPERVISOR – FOUNDATION SKILLS

WHO WILL BENEFIT (*Nomination Criteria*)

This programme is recommended to POTENTIAL and NEWLY APPOINTED SUPERVISORS who execute daily operations and coordinate staff to translate the organisation's goals into successful people and profit outcomes at the front line.

WHAT THEY WILL GAIN

DAY 1

- Becoming a Supervisor… Making The Transition
  - Managing Change
  - The Transition to a New Skill Set
- Importance Of First Line Supervisor
  - Task and People Coordination on the Day to Day Operation
- Role Of The Supervisor
  - Understanding Responsibilities And Accountabilities
  - Identifying Competencies Needed To Be An Effective Supervisor
  - Understanding Operational Measures of Performance
  - Practical Application To Meet And Exceed Customer Satisfaction
- Supervisory Style
  - Developing Behavioural Style in Communicating and Engaging with the Team
  - Implementing Actions through Effective Communication
- Supervising In a Changing Environment….
  - Getting The Work Done …
    > Engaging with the team
    > How Engagement Improves Results & Benefits the Organization
    > Dealing With De-motivation – Signs & Symptoms
  - Tactics For Maximising Motivation

Day 2

- Planning & Goal Setting
  - Steps To Effective Planning
  - Setting Smart Goals on Key Performance Behaviours

- Time Management
  - Identifying Time Wasters
  - Being An Effective Time Manager in delivering results
  - Determining Priorities.. Choosing The Right Time To Do The Right Work

Day 3

- Building Self-Awareness
  - Managing Emotions

- Positive Attitude
- Personal Values And Integrity Aligning Self To Corporate Values

- Ensuring Your Success
  - Implementing S.O.Ps, Company Policies
  - Delivering High level of Service according to recognised best practice
  - Plan Of Action To Achieve Customer Service Excellence And Business Goals

WHAT THE COURSE WILL COVER:

As a first-line supervisor, the initial objective will be to make the transition from highly skilled worker to the added techniques of supervision, assuming the responsibilities of motivating, coaching, and coordinating the staff, aligning with the corporate plan and creating impact to business. By the end of the programme, the candidate will be able to:

- Identify the requirements for making the transition from team member to first-line supervisor.
- Enable participants to effectively supervise their staff by understanding key principles of Management and Motivation
- Develop personal qualities of an effective supervisor
- Build a strong team, and master techniques for getting the work done.
- Focus on developing the key competencies required for success in a changing business environment
- Give delegates greater self-awareness to enable them to improve their relationship with both those who manage them, and with their subordinates
- Develop a strategy for achieving business goals and reaching the highest point of customer satisfaction

PRE-COURSE REQUIREMENT

- 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 ASSIGNMENT

- Participants will report on their learning personal strengths, areas of development, what they will continue to do, stop doing, start doing, as well as the next steps in their personal learning plan

DURATION : 3 Full Days

STEP UP SUPERVISORS

WHO WILL BENEFIT (*Nomination Criteria*)

New/Existing Supervisors previously attended The Evolving Supervisor Program.

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.
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WHAT THE COURSE WILL COVER:

- Review of Personal Action Plans submitted at the end of The Evolving Supervisor Program.
- Discussion on Goals achieved in the last 3 months.
- Sharing of experiences, challenges and Successes.
- Designing and defining a strategy for continuous improvement.
- Looking at ways to sustain growth and profitability in their respective business

PRE-COURSE REQUIREMENTS = **Completion of the Evolving Supervisor Program**

COURSE ASSESSMENTS = Supervisor Performance Observation form will be given to the participant's Line Mangers for future observation and continuous feedback.

DURATION : **1 full day**

LEARNING TO LEAD – The Emerging Manager

(2 full days)

WHO WILL BENEFIT

This program will benefit experienced supervisors who are preparing to move into management positions or new managers who would benefit from learning or refreshing on the fundamentals. Line Managers who want their employee to take the next step in management development by learning foundation knowledge of Planning & Organising, basic Business Analysis and Performance Management capabilities.

WHAT THE COURSE WILL COVER:

DAY 1

LEADERSHIP AND LEADERSHIP THEORIES

- Understanding Leadership in Business operations
- Difference between Leader/Manager
- Understanding individual leadership preferred style
- Leadership Traits and qualities required for effective functioning

PUTTING EMOTIONAL INTELLIGENCE TO WORK

- Broaden your awareness of the role of emotional intelligence at work and in your profession
- Understanding the difference between IQ and EQ.
- Discover individual Emotional intelligence level
- Learn how to improve and strengthen your Self-Awareness, Self-Management, Social Awareness, and Relationship Management skills.
- Application of Emotional Intelligence in Managing people

DELEGATION: THE POWER OF LETTING GO

- Clearly identify how delegation fits into their job and how it can make them more successful.
- Identify different ways of delegating tasks- communicating effectively for task completion
- Give better instructions for better delegation results.
- Ask better questions and listen more effectively.
- Understanding the process for effective delegation.
- Recognize common delegation pitfalls and failures to delegate
- Test their delegation skills

DAY 2

THE BUSINESS BY NUMBERS – Analyzing Performance

- Knowing how to measure a business operation
- Giving Business presentations
- Historical data, statistics, ROI and interpretation
- Working with numbers and business and financial terminologies

MOTIVATING PEOPLE AND TEAM

- Understanding employee's condition and motivational theory within the business framework
- Practical guidelines for motivating a diverse workforce
- Recognizing individual contribution and team

COACHING AND COUNSELLING- IMPORTANT LEADERSHIP FUNCTION

- Introduction to managerial coaching for performance improvement
- Understanding the difference between coaching and counselling
- Assess your team for gap between potential and current performance
- Understand application of the GROW model in coaching.
- Practise through case study

END OF SESSION BUSINESS PRESENTATION AND ASSESSMENT

WHAT THEY WILL GAIN

The session is designed to be highly practical with one main goal of showing participants how to "think differently" about their role in the overall growth and improvement of the organization. The program covers skills that managers need to master, including leadership behaviors, delegation, motivation, counseling and coaching, analysis and the understanding of motivational theory and making business presentations.

PRE-COURSE REQUIREMENTS = Completion of Evolving Supervisor and Step Up Supervisor.

COURSE ASSESSMENTS = In class knowledge assessment

DURATION : 2 full days

Al-Futtaim training centre

FRONTLINE BUSINESS MANAGEMENT (FBM)

(Days 1-2)

WHO WILL BENEFIT (Nomination Criteria)

This program is an introduction into the 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. Participants should have completed the relevant Supervisory training courses and have a significant amount of managerial experience as defined by their organisation (probably grades 12 -16). 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 complete the required assessment activities. This course is considered an obligatory requirement for all Managers who fall within the nomination criteria.

WHAT THE COURSE WILL COVER:

(Day 1)
Expectations of an AFG Manager
Philosophies & standards
Stakeholder expectations
Application of fundamental Management theory/practices
Defining Management at AFG and job role analysis
Identifying individual management styles & the "Al-Futtaim Way" behaviors

(Day 2)
Conducting a SWOT analysis and identifying key business drivers
Fundamentals of a P&L statement and taking appropriate actions
Key drivers of bottom line success – How to measure them
Customer Relations/Expectations and quality standards
Diagnose operational issues
How to measure them
Design interventions

WHAT THEY WILL GAIN

Understanding of attitudes/behaviours required to succeed within AFG culture
Knowledge of the key responsibilities of an AFG manager
A recognition of what the management role is
Be able to identify the different styles of management and discerning the appropriate style for the situation
Appreciation for the benefit of delegation
Understand the need for Key Performance Indicators (KPI)
Introduction to Kaizen philosophy
An initiation into Moments of Truth – How to use information
How to read and interpret a P&L statement
Learn how to conduct a SWOT analysis

PRE-COURSE REQUIREMENTS

- Line manager to assess participant suitability and brief them on the course content and any personal or business outcomes required from course attendance
- Participant to attain a copy of their position description or one that is similar to their role.
- Participant to attain a copy of their business P&L and discuss with their line manager key business drivers and performance gaps
- Required reading of Management materials

COURSE ASSESSMENTS

1. Formally undertaking & reporting on a SWOT analysis with recommended actions

DURATION : 2 full days

Al-Futtaim training centre

Frontline Business Manager – Module 3 & 4

WHO WILL BENEFIT (Nomination Criteria)

This is a follow-on to the Frontline Business Management modules 1 & 2. The criteria for attending these modules is the handing a first draft in of the SWOT Assignment. The focus of these modules is people. It will cover the importance of communication and how to influence the people reporting to you. It will also consider the manager's role in developing a team and maintaining the balance of that team. Managing conflict and diversity.

WHAT THE COURSE WILL COVER:

(Day 1)

- Demonstrate Effective Communication
  - Influencing style (self-assessment)
  - Practice the use of "flexing" to other people's styles
  - Applying the correct communication channels

- Identifying Barriers to Communication
  - Developing methods to avoid communication errors

- Developing an Effective Questioning Process

- Practise Managing Conflict to Resolution
  - Identify own preferred style
  - Demonstrate how to apply a co-operative approach

(Day 2)

- Learn how to set-up a team
  - Understanding different roles – Belbin
    - Demonstrate understanding through own team at work

- Become skilled at improving team efficiency
- Recognise diversity and how to manage it
  - Learn about the Emiratisation situation

WHAT THEY WILL GAIN

A way of identifying their own interaction styles and the styles of others
Develop techniques in flexing to another party's style in-order to gain maximum from any interaction
Expand their communication skills through the use of questioning, listening and probing
Learn techniques to overcome conflict
Gain knowledge of forming a team
The process
Different roles – which are essential
An opportunity to understand the role of Emiratisation – Q/A

PRE-COURSE REQUIREMENTS

- First draft of SWOT Assignment handed-in

COURSE ASSESSMENTS

2. Emiratisation Business Plan – PowerPoint Presentation

DURATION : 2 full days

Al-Futtaim training centre

Frontline

Business Manager – Module 5 & 6

These are the final class-based modules of Frontline Business Management. They follow-on from Module 3 & 4. The criteria for acceptance onto these modules are the successful completion of SWOT and the first draft handed-in of the Emiratisation Business Plan. Module 5 focuses on Performance Management and how to improve underperformers. Module 6 gives a brief insight into skills that may help a manager.

WHAT THE COURSE WILL COVER:

(Day 1)

- Processes and procedures for Performance Management
  - Demonstrate an understanding by producing a flow-chart
- Identifying Processes and Structures for Counselling
- Demonstrate how to manage performance through counselling
  - Managing poor performance
  - Managing conflict
  - Setting SMART objectives
- Managing Priorities

(Day 2)

- Learn how to use IT functions
  - Excel
  - Outlook
  - PowerPoint
- Discover guidelines to develop a business presentation
- Demonstrate ability to give a presentation

WHAT THEY WILL GAIN

Opportunity to learn the performance management process/procedures
Demonstrate the ability to counsel under-performing staff
How to manage conflict in these situations
What to do next – Setting objectives to measure performance
Learn how to prioritize to maximize effectiveness
Opportunity to practice different IT functions – chance to discover short cuts that will save time
Develop techniques to improve business presentation style

PRE-COURSE REQUIREMENTS

- Successful completion of SWOT Assignment and first draft of Emiratisation Business Plan

COURSE ASSESSMENTS

3. Formal Business Presentation one month after these modules

DURATION : 2 full days

Al-Futtaim training centre

2009 – 2010 Performance Development Review Workshops

WHO WILL BENEFIT

All managers and supervisors with direct reports.

This workshop is designed for you to successfully execute the process and activities for completing the 2009 year-end performance appraisals and prepare for the 2010 performance objective and development plans.

As a result of attending this workshop you will:
be able to successfully complete the process, activities and meet the deadlines for completing the 2009 year-end performance development reviews (PDR) and 2010 performance objective settings.

WHAT THE WORKSHOP WILL COVER

- Review the 2009 year-end process and timelines for completing appraisals
- How to review a full year's performance
- How to prepare yourself and your employees for a review
    - How to deliver constructive feedback
- Guidelines on how decide an individual's rating and align to the distribution curve

Opening Reviews for 2010

- Review the 2010 annual Objective Setting process and timelines
- How to communicate cascaded objectives to your employees so that they can build their own annual performance objectives and development plans
- Design through practice your own Performance Objectives and Development Plans (PDR) that are SMART and meet quality guidelines.
- Review how to enter the Performance objectives and Development Plans in HCM.

CLASS PRE-WORK REQUIRED

Participants are required to bring their Organisational Business Objectives set by their Group Director for 2010.

DURATION : 1 half day (4 hours)

Al-Futtaim training centre

Zodiak® – Business Finance and Strategy

Finance for Non-Finance / Business Acumen Training

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

Target Audience

Managers, supervisors, individual contributors and employees

Duration

One 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 behavioural 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
COURSE LEADER : Dr John Mathew/Brett Preston

Management Category

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 learnings 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

DURATION : 2 full days

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

DURATION : 1 full day

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 days (1 full day, each one week apart)

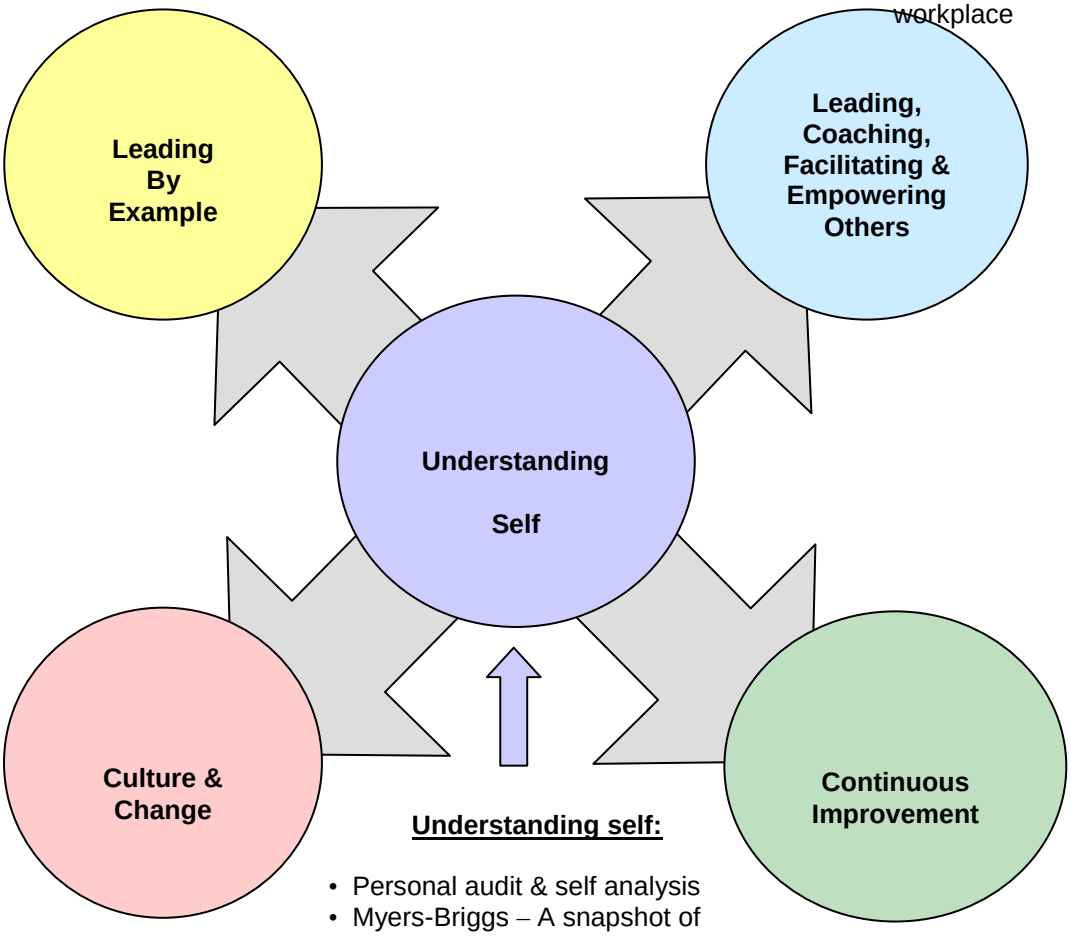
Al-Futtaim training centre

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



Understanding self:

- 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

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 learning

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

THE MODEL

Al-Futtaim training centre

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.

DURATION : 1 full day

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

SALES & MARKETING

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

DURATION : 2 full days

Al-Futtaim training centre

INCREASED RETAIL SELLING POWER
Processes that Make Sales Happen

WHO WILL BENEFIT

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.

OUTCOMES

- **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

Al-Futtaim training centre

Negotiation Skills – Reaching an effective agreement

Who will benefit:

This is a highly interactive workshop including a variety of discussions, role plays and case studies. It is suitable for anyone involved in meetings where one or more attendees have conflicting requirements. This workshop focuses on the process of achieving a resolved outcome.

Course Outcomes:

- Appreciate the benefits of planning & preparation for negotiations
- Demonstrate effective communication whilst negotiating
- Identify & use different negotiation strategies
- Acknowledging the limits of negotiation – Developing settlement ranges
- Negotiation across the cultures – What are the considerstions
- Recognising when to close the deal

What the course will cover:

- **What is negotiation**

- **What makes a successful negotiator**
  - Skills, qualities & actions

- **A self-assessment of there own skills as a negotiator**
  - Open discussion regarding strengths and areas for development

- **Stages of Negotiation**

- **Planning for negotiation**
  - Who are you negotiating with
  - What is their knowledge level

- **Understanding effective communication**
  - Using productive questioning to open people up (Open, Probing, Closed questions)
  - Use of effective listening skills – Awareness of emotional/mental filters
  - Observing Non-Verbal Communication

- **Negotiation Styles**
  - Understanding the five different styles – when/when not to use them
  - Handling difficult negotiators

- **The tactics required to take control of negotiations**
  - Maximising value of your concession
  - Watching for deadlock

- **A variety of case studies to emphasise negotiation points**

- **A review of a current negotiation being carried out by participants**

Course Duration: 2 Days

Al-Futtaim training centre

SALES

DEVELOPING CUSTOMER SATISFACTION MINDSET

WHO WILL BENEFIT (*Nomination Criteria*)

This workshop is recommended for customer service professionals, service agents, front-line staff dealing with internal and external customers and their aim is to provide satisfaction for customer retention.

WHAT THEY WILL GAIN

- Understand what is customer service and how they can personally make a difference
- Understand and demonstrate effective communication skills while providing service
- Demonstrate service oriented behavior
- Handle and effectively solve customer related issues/complaints

WHAT THE COURSE WILL COVER:

- What is Customer Service?
- Who are customers and how to customise service
- Attitude and behaviour
- Moments of Truth
- Effective Communication Skills
- Handling Difficult Customers
- Managing expectations for customer retention
- Pre and Post Assessment included

DURATION : 2 full days or 4 half days

Al-Futtaim training centre

SALES & MARKETING

HIGHLY EFFECTIVE PRESENTATION SKILLS

WHO WILL BENEFIT (*Nomination Criteria*)

All employees who need to captivate and convince an audience through the ability to communicate facts, ideas and information in a concise and logical way. This course is also suitable for those wishing to improve confidence in communication.

WHAT THEY WILL GAIN

- Gain confidence in their own presentation ability
  - Find preparation and delivery easier and more enjoyable
- Developing tools for preparation
- Structuring a presentation
  - Identify a presentation style that suits the presenter
  - Develop ways of injecting impact and personality into presentations
- 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:

- Verbal skills and techniques
- Planning and structuring a presentation
- Thinking about your audience
  - Control
  - Handling questions
  - Engaging the audience
- Considering your needs
- Communication
  - The value of the voice
  - Questioning / Listening
  - Body language in presentations
- How to use notes effectively
- The use of visual aids
- Staging a presentation
  - Working the room
  - Room layout

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

DURATION : 3 half days or 1 ½ Day

PROBLEM RESOLUTION SKILLS

WHO WILL BENEFIT (*Nomination Criteria*)

- Supervisors and 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.

DURATION : 1 Full day

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

PROFESSIONALS DEVELOPMENT PROGRAMME
EXECUTIVE/ PERSONAL ASSISTANTS AND OFFICE

WHO WILL BENEFIT (*Nomination Criteria*)

All new and old executive /personal assistants and office professionals requiring from time to time to refresh their existing skills.

WHAT THEY WILL GAIN

This unique programme will give the participants a deep insight into the significance of their role within the management team and the organisation.

It will help to ….

- **Clarify** their key relationships and the critical elements of their role within the organisation
- **Define** the specific details of each of these elements and how they influence outcomes
- **Commit** to implement identified steps and strategies required to achieve top performance
- **Integrate** tools, models and strategies to develop self and role

By the end of the programme, the participants must be able to …..

- Focus on the overall impact of their role and their influence within the organisation
- Feel confident in implementing success strategies to their business priorities
- Increase the ability to support management and staff in the organization in delivering products and services
- Increase the ability to achieve organisational goals and objectives

WHAT THE COURSE WILL COVER:

Day 1 **Developing an Effective Management Style**

- Defining your role and the competency to perform your role at its best
- Defining and balancing personal and corporate objectives
- What do managers do/what do they want
- Identifying your managerial qualities – recognizing areas for development
- Projecting a professional and credible image
- Positive internal and external customer relationships
- Managing change

Communicating and Achieving Personal Effectiveness

- The importance of good communication with your manager/team
- Assertiveness and Interpersonal skills

- Face to face communication
- Multi-cultural society
- Non-verbal communication
- Listening skills
- Questioning
- Improving telephone techniques
- Giving instructions
- Following up

Day 2 Identifying and Managing Stress

- How it affects you
- Identifying your stress
- How to deal with stress

Developing Strategies for Effective Time Management

- Setting clear achievable goals and objectives
- Taking control – being proactive not reactive
- Managing the paperwork
- Handling information
- Identifying 'time stealers'
- Systems and procedures for efficiency and performance
- Practical Tools for Organising and Coordinating

Managing Workload

- Coordinating staff with confidence
- Control and effective delegation techniques
- Managing team meetings

Day 3

Building the Team

- Identifying/defining your own and your manager's/team objectives – working as a partnership
- Building a successful working relationship with your manager and other team members

Motivation

- Building self esteem in people
- What motivates people at work
- How to motivate teams
- Setting achievable goals

Action Planning

- Identifying personal action plan to develop & contribute to management's team's success

DURATION : 3 full days

Al-Futtaim training centre

Basic Spoken Arabic Language Course

Objectives

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

- Converse in Basic Gulf Arabic with confidence using the vocabulary learned.
- Use language appropriate for meeting and greeting people.
- Use language appropriate to their workplace.
- Use language appropriate for selecting information in general.
- Identify and use basic grammatical structures of all verb patterns in the Present Tense form.

Course Contents

- The course will cover:
- Greetings and other useful expressions.
- Days of the week, months of the year.
- The use of 'this/that' with masculine and feminine nouns.
- Possessives: my, your, his, her, its, our, their plus noun.
- The major pattern of the verb in the Present and Future Form.
- Telling the time, arranging appointments.
- Numerals, quantity.
- The Definite Article, Assimilation, Adjectives.
- The verb form 'there is/are 'fee / maa fee.
- The verb form 'to have' '9andee'
- Personal pronouns I, you, he, she, it, we, they.
- The second form pattern of the verb, Verb patterns with object pronouns.
- Summary.

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-Arabic language speakers -- 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- 40 hours (20, 2 Hour sessions)

SPOKEN ARABIC – INTERMEDIATE

WHO WILL BENEFIT

This course follows on from the Beginners' Course but is also appropriate for those with a basic grasp of Spoken Arabic.

WHAT THEY WILL GAIN

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

- Converse more confidently in Arabic
- Consolidate the grammar learned in the Beginners course

WHAT THE COURSE WILL COVER

- Continuations of the Beginners' course further developing both the vocabulary lists and the fluency of conversation, with particular emphasis on business usage.
- The use the Past Simple and Past Continuous Tenses of All verb patterns in Arabic as well as Plurals and Numbers
- Teaching is supplemented by the self study course Spoken Arabic Step-by-Step.

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 focussed

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:

- Achieve high level of proficiency in dealing with difficult situations
- Make professional outgoing calls
- Able to multi task (calls & operational duties)

WHAT THE COURSE WILL COVER:

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

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

DURATION : 1 full day

EFFECTIVE COMMUNICATION & INTERPERSONAL SKILLS

WHO WILL BENEFIT (*Nomination Criteria*)

All employees up to a Supervisory Level.

WHAT THEY WILL GAIN

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

- Identify those principles & methods of communication by which all employees can work together effectively without confusion or dispute.
- Understand how we behave, how other people perceive us, recognize how we respond to others, being sensitive to our attitudes, feelings, emotions, intents and general communication style at any given moment and being able to accurately disclose this awareness to others.

WHAT THE COURSE WILL COVER:

- **Introduction to the communication challenge**

  Accepting the challenge causes of failure, getting the balance right. Understanding the impact of your own and other people's assumptions. Understanding the barriers to effectiveness.

- **Emotional Intelligence (EQ) principles**
  Why it can matter more than IQ? Understanding the role of emotions in intelligence.

- **Transactional Analysis**
  How we function, behave and communicate with others. Understanding life' positions.

- **Assertiveness Techniques and self-confidence**
  Grasp what assertiveness is…and what it isn't. Understanding yourself & others better, changing the way you think & behave.

- **Managing communication challenges**
  The spoken word, the written word, tips for success, visual & non-verbal communication, usage of technology.

DURATION : 2 Full Days
x

Al-Futtaim training centre

Business Correspondence

Who will benefit from this course?

The Business Correspondence course is designed for those who use email to correspond at their workplace. Those who need to increase accuracy through a better understanding of writing styles. The course assumes good knowledge of the English Language as a pre requisite to the course.

What are the benefits of this course?

Participants will learn how to organize data, write outlines, write various types of business-related correspondence, and respond to letters and electronic correspondence. Participants will also learn to recognize clear and concise writing styles for business.

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

- Plan their business correspondence by analyzing its purpose, audience needs, and content
- Understand the purpose and limitations email correspondence
- Understand and demonstrate the basic principles of acceptable business writing
- Format a business letter
- Demonstrate appropriate email writing etiquette and technique

Training Methodology

The course is conducted in a highly interactive format, with activities led by the trainer, group and pair work, individual projects, case situations and self-assessment. The participant workbook is designed both as a learning tool to develop participant skills and knowledge during the training, and as a resource guide that includes learning objectives, participant action plans and individual exercises. It combines commercial procedures with practical exercises in written language typical of business people. It enables participants to express themselves, their activities, their ideas, and their environment, in clear concise written English. Particular attention is paid to documentation, to the correspondence needed to accomplish a business goal.

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Business Correspondence

Course Outline

- **Planning Business Correspondence**
  - the writing process
  - considering the purpose
  - considering the readers
  - considering the context

- **Language and Style**
  - communication criteria – the 7 C's
  - Inverted pyramid – how to arrange information
  - Delivering bad news and flaming - Learn to use the 'caution sign' format to give bad news
  - Arrowhead - writing persuasive messages

- **E Mail and other mediums**
  - components of effective e-mails
  - organizing and formatting e-mails
  - e-mail etiquette – Do's & Don'ts
  - Limitations of Email
  - Instant Messaging and SMS'ing

- **Learning Technology**
  - Learning Technology and Tools
  - Glossaries and Dictionaries

COURSE DURATION: Two Full Days

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.

DURATION : 1 full day

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

Al-Futtaim training centre

MANUAL HANDLING

COURSE OBJECTIVE

To enable participants to assess and undertake manual handling procedures safely.

COURSE CONTENT:

What is Manual Handling?

Regulations that cover Manual Handling

Identifying the principles of Manual Handling

Relate potential injuries due to poor Manual Handling

Identify criteria to use when making risk assessment

Identify the ways to reduce the risk

Conduct Manual Handling assessment of the work place

DURATION: One half day

NOTE : This is a customised programme and will be delivered at client's premises.

EMAIL ETIQUETTES & ORGANISING YOURSELF WITH MS OUTLOOK

WHO WILL BENEFIT

All PC users who are and would like to use Outlook in business or at home for sending and receiving email and the desktop information manager functions for scheduling appointments & meetings, creating contacts, assigning tasks etc which will help in organising self..

WHAT THEY WILL GAIN

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

- Understand and use Outlook for
  - Send and receive emails
  - Email Etiquettes
  - Resend or Recall an email message
  - Use calendar for scheduling appointments, meetings etc.
  - Create and assign tasks
  - Create personal contact list in contacts

WHAT THE COURSE WILL COVER

Outlook Screen elements
Email
Creating a new mail message
Sending a mail message with various send options
Receiving a mail message
Email Etiquettes while using Outlook for Sending & Receiving Emails
View options
Recalling or Resending a message
Out of Office Assistant
Calendar
Appointment – Single / Recurring
Events – Single / Recurring
Scheduling a Meeting
View options
Tasks
Creating and updating a task
Assigning a task
Contacts
Creating a contact
Grouping contacts in different views

DURATION : 2 half days

Refresher courses on the above classroom based training is available online for all employees of Al Futtaim Group who have a valid alfuttaim.ae email-id via Microsoft E-Learning Courses namely
Course 5437 - Getting Started with Microsoft® Office Outlook® 2007
Course 5438 - Working with E-mail Messages in Microsoft® Office Outlook® 2007
Course 5439 - Managing Mail and Contact Information in Microsoft® Office Outlook® 2007
Course 5440 - Managing the Calendar in Microsoft® Office Outlook® 2007
Course 5441 - Working with Tasks and Notes in Microsoft® Office Outlook® 2007

GETTING STARTED IN MICROSOFT EXCEL

WHO WILL BENEFIT

All PC users who like to gain skills on basic spreadsheet functions. This course is primarily for all PC users.

WHAT THEY WILL GAIN

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

- Understand the screen components
- Navigate in a worksheet and select ranges
- Enter and edit formulas, labels and values
- Format a worksheet
- Print a worksheet

WHAT THE COURSE WILL COVER

Screen Components
Ribbon, Quick Access Toolbar, Formula bar, etc
Navigating in a worksheet
Selecting ranges
Enter and edit labels and values
AutoFill
Enter formulas
Using arithmetic operators
Use functions like sum, average etc
Formatting
Using Cell styles
Changing row height and column width
Inserting and deleting cells, rows or columns
Copying or moving values, labels or formulas
Alignment
Number formats
Borders
Printing
Define the page setup options
Difference between normal view and page layout view

DURATION : 2 half days

The above course which is classroom based can also done online by employees of Al Futtaim Group who have a valid alfuttaim.ae email-id via Microsoft E-Learning Courses namely
Course 5425 - Getting Started with Microsoft® Office Excel® 2007
Course 5426 - Performing Calculations on Data in Microsoft® Office Excel® 2007
Course 5427 - Formatting and Printing Worksheets in Microsoft® Office Excel®

GETTING STARTED IN MICROSOFT WORD

WHO WILL BENEFIT

All PC users who like to gain skills on word processing. This course is primarily for secretarial staff, admin staffs etc. involved in routine word-processing jobs.

WHAT THEY WILL GAIN

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

- Understand and use the basic features of Word
- Create or open a document
- Save a document for future use
- Format a document
- Print a document

WHAT THE COURSE WILL COVER

Understanding Word screen
Using the Ribbon, Quick Access Tool bar, Contextual Tab etc.
Working with a document
Creating, Opening and Saving document
Working with text
Entering/ Inserting/ Selecting Text
Copying, Moving & Deleting text
Formatting text
Font size/ appearance
Text alignment indentation and animation
Work with page and paragraph borders
Line & Paragraph spacing options
Date & Time options
Spelling/ Grammar checking
Printing a document
Setting Margins
Using the Print Preview
Printing options

DURATION : 2 half days

The above course which is classroom based can also done online by employees of Al Futtaim Group who have a valid alfuttaim.ae email-id via Microsoft E-Learning Courses namely
Course 5420 - Editing and Proofreading Documents in Microsoft Office Word 2007
Course 5421 - Formatting Documents in Microsoft Office Word 2007
Course 5422 - Working with Columns and Tables in Microsoft Office Word 2007

POWERFUL PRESENTATION THRU POWERPOINT

WHO WILL BENEFIT

This course is primarily for users who are involved in presentations in their day-to-day operations. PowerPoint will help them create an on-screen presentation and present it electronically.

WHAT THEY WILL GAIN

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

- Understand the PowerPoint screen components
- Create presentation using templates and different slide layouts
- Format a slide
- Insert clipart, graphs etc. in a slide
- Work with SmartArt Graphics, WordArt etc.
- Use the different types of slide views
- Use slide transitions and animated effects in a slide show
- Save and close a presentation
- Print a presentation

WHAT THE COURSE WILL COVER

PowerPoint Screen components
Tool bars, types of view etc.
Creating a presentation
Opening, Saving and closing a presentation
Working with Presentation
Slide layouts
Creating Master templates
Customising Slide Layouts
Inserting Smart Art, clipart, scanned images, graphs & Org Charts
Changing text styles
Running a slide show
Animating Charts, Text and Adding sound and Video clips to slide
Applying slide transitions
Printing a presentation
Tools in PowerPoint
Packaging a Presentation
Presenters Mode

DURATION : 2 half days

The above course which is classroom based can also done online by employees of Al Futtaim Group who have a valid alfuttaim.ae email-id via Microsoft E-Learning Courses namely
Course 5431 - Getting Started with Microsoft Office PowerPoint 2007
Course 5432 - Working with Slides in Microsoft Office PowerPoint 2007
Course 5433 - Working with the Slide Layout and Themes in Microsoft Office PowerPoint 2007®
Course 5434 - Working with Tables, Charts, and Diagrams in Microsoft Office PowerPoint 2007
Course 5435 - Enhancing the Slides with Multimedia Elements in Microsoft Office PowerPoint 2007
Course 5436 - Delivering Presentations Using Microsoft Office PowerPoint 2007

PROFESSIONAL LEVEL IN MICROSOFT EXCEL

WHO WILL BENEFIT

This course is primarily for all back office staffs in finance, accounts, admin, secretarial etc who like to gain additional spreadsheet functions like creating charts, use of absolute references in formulas, use of IF functions, sorting, linking worksheets using formulas etc.

WHAT THEY WILL GAIN

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

- Understand and work with worksheets and workbooks in terms of copying, moving, deleting, grouping, freezing, linking, sorting or adding worksheet panes
- Use absolute and mixed references in formulas & use the IF function & nested IF statement, VLOOKUP/HLOOKUP, TEXT functions
- Use the Conditional Formatting with formulas
- Use named ranges in a worksheet, protect & share worksheets/ workbooks
- Create and print charts
- Create a data sheet using the data form
- Filter data in a worksheet
- Use automatic subtotal function
- Group and consolidate data
- Use the Pivot table & Charts
- Record macros for automation of repeated tasks

WHAT THE COURSE WILL COVER

- Working with worksheets and workbooks
  - Inserting, deleting, renaming, copying or moving sheets from one workbook to another or within the same workbook, linking and sorting worksheets/ workbooks
- Naming cell ranges
- Formulas and functions
  - Absolute and mixed referencing
  - IF, nested IFs, VLOOKUP and TEXT functions
- Various Conditional formatting including formatting using formulas
- Creating and printing charts
  - Formatting charts
  - Printing charts
- Using the form command to insert data in a worksheet
- Filtering data
- Subtotal & Consolidate command
- Pivot Table & Pivot Charts
- Recording Macros
- Cell and worksheet protection
- Sharing workbook with other users

DURATION : 4 half days

Refresher courses on few above topics of the above classroom based training are available online for all employees of Al Futtaim Group who have a valid alfuttaim.ae email-id via Microsoft E-Learning Courses namely:

Course 5428 - Filtering and Summarizing Data in Microsoft® Office Excel® 2007

Course 5429 - Working with Pivot Tables and Charts in Microsoft® Office Excel® 2007

Course 6789 - Analyzing Data and Working with Macros in Microsoft Office Excel 2007

PROFESSIONAL LEVEL IN MICROSOFT WORD

WHO WILL BENEFIT

This course is primarily for all secretarial and admin staffs who would like to enhance their word processing skills using the additional features of Word.

WHAT THEY WILL GAIN

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

- Use document layout
- Create and work with tables, styles & indexes
- Create and using Templates & Forms
- Mail Merge & Macros
- Use the column options
- Track changes, Review & Protect a document

WHAT THE COURSE WILL COVER

Paper setup options
Setting Tabs
Headers, Footers & Page numbering
Finding & Replacing text and formatting
Creating and using Tables
Creating and using Styles
Mail Merge
Form Letters, Labels & Envelopes
Importing Data source
Creating own templates and using it
Forms
Using different type fields
Publish the form and use it
Tracking changes
Macros
Recording a macro
Executing a macro
Assigning a macro to a toolbar for ease of use
Columns
Indexes and table of contents
Protecting a document

DURATION : 2 half days

Refresher course on few above topics of the above classroom based training is available online for all employees of Al Futtaim Group who have a valid alfuttaim.ae email-id via Microsoft E-Learning Courses namely
Course 6788 - Working with Advanced Features of Microsoft Office Word 2007

Al-Futtaim training centre

Information Technology

UPGRADE TO MICROSOFT WORD 2007

WHO WILL BENEFIT (*Nomination Criteria*)

This course is designed to cover the new features of Word 2007 and is suitable for users that are looking for training to help them migrate from Word 2003 to Word 2007 with the least amount of unproductive time.

PREREQUISTES

Participants should have a good knowledge of a previous version of Microsoft Word.

WHAT THEY WILL GAIN

By the end of this course participants should be able to:Use the New Interface

- Work with the Documents
- Use Styles, Themes & Graphics
- Work with Files

WHAT THE COURSE WILL COVER:

Using the New Interface

- Getting Acquainted
- The Quick Access Toolbar
- Tabs & Groups
- The Home Tab
- The Insert Tab
- The View Tab

Working with Documents

- Working with Pages
- Creating Headers & Footers
- Using the Language Tools
- Using the Building Blocks
- Using Quick Parts

Using the Styles, Themes & Graphics

- Making your Document Consistent
- Creating Smart Art
- Using the Text Boxes
- Using the Quick Style Gallery
- Changing your Styles
- Doing more with Styles

Working with Files

- Saving your Files
- Finishing your Files
- Making Word work backwards

What's included?

- **Pre & Post Assessment**
- **Instruction by an expert facilitator**
- **Interactive learning through videos**
- **Specialized Training manuals**

DURATION : 1 half day

The above course which is classroom based can also done online by employees of Al Futtaim Group who has a valid alfuttaim.ae email-id via Microsoft E-Learning Courses namely

Course 5449 - What's New in Microsoft Office Word 2007

UPGRADE TO MICROSOFT OUTLOOK 2007

WHO WILL BENEFIT (*Nomination Criteria*)

The course is designed for experienced Outlook users who have worked with earlier versions of Microsoft Outlook, and who have upgraded to Microsoft Outlook 2007. Ideally delegates should be using Microsoft Outlook not just for sending/ receiving emails but also for organising and planning their time. This course covers the commonly used new features for an existing user who has been using the older version of Microsoft Outlook.

WHAT THEY WILL GAIN

By the end of this course participants should be able to:

- Explore the New Outlook Interface
- Work with the new mail features in Outlook 2007
- Organising Outlook Items
- Use the new Outlook 2007 Calendar Features
- Use the new Outlook 2007 Contact Features
- Explore the Security & Junk mail
- Use the Internet features in Outlook 2007

WHAT THE COURSE WILL COVER:

Exploring the New Outlook Interface

- Viewing the Navigation Pane
- Viewing the To-Do Bar
- Viewing the Ribbon
- Viewing the Office button
- Viewing the Quick Access Toolbar

Working with Mail Features New in Outlook 2007

- Using the Attachment Previewer

Organizing Outlook Items

- Using the To-Do Bar
- Using Instant Search
- Using the Query Builder
- Customizing Instant Search
- Using Colour categories
- Editing Colour categories
- Setting a Quick Click category
- Applying a Quick Click category

Using Calendar Features New in Outlook 2007

- Using Calendar Overlay mode
- Using the Daily Task list
- E-mailing your Calendar as a snapshot
- Viewing a Calendar snapshot

Using Contact Features New in Outlook 2007

- Using electronic Business Cards
- E-mailing an electronic Business Card
- Receiving an electronic Business Card

Exploring Security and Junk Mail

- Viewing the Trust Centre
- Setting Junk E-mail filtering

Using Internet Features New in Outlook 2007

- Adding Really Simple Syndication (RSS) Feeds

What's included?

- Pre & Post Assessment
- Instruction by an expert facilitator
- Interactive learning through videos
- Specialized Training manuals

DURATION : 1 half day

The above course which is classroom based can also done online by employees of Al Futtaim Group who has a valid alfuttaim.ae email-id via Microsoft E-Learning Courses namely

Course 5447 - What's New in Microsoft Office Outlook 2007

UPGRADE TO MICROSOFT POWERPOINT 2007

WHO WILL BENEFIT (*Nomination Criteria*)

This course is designed for PowerPoint users who want to get up to speed with the many changes and improvements in PowerPoint 2007. The course is meant for experienced PowerPoint users (with knowledge of PowerPoint at the Intermediate or higher level).

PREREQUISTES

Participants should have a good knowledge of a previous version of Microsoft PowerPoint.

WHAT THEY WILL GAIN

By the end of this course participants should be able to:

- Using the Office 2007 Interface
- Use Smart Art
- Insert a Photo Album
- Enhance Slide Layouts
- Enhance Graphic Images
- Enhance Typography
- Enhance Tables
- Enhance Charts
- Sharing your Presentation

WHAT THE COURSE WILL COVER:

Using the Office 2007 Interface

- Using the Microsoft Office Button
- Using the Ribbon
- Working with Groups
- Working with the Contextual Tabs
- Working with the Galleries
- Working with Quick Styles
- Using the Quick Access Toolbar
- Customizing the Quick Access Toolbar
- Using the Mini Toolbar
- Using Live Preview
- Navigating PowerPoint

Using SmartArt

- Inserting a SmartArt Object
- Formatting a SmartArt Object Colour
- Resizing/Repositioning a SmartArt Object
- Inserting Text into a SmartArt Object
- Formatting Text Within a SmartArt Object
- Adding Shapes to a SmartArt Object
- Grouping SmartArt Objects

Inserting a Photo Album

- Inserting Pictures from a File
- Adding Captions
- Applying a Theme to your Album
- Customizing the Album Layout

Enhancing Slide Layouts

- Creating a Custom Layout
- Applying a Theme
- Applying a Background Style
- Changing Slide Orientation

Enhancing Graphic Images

- Applying a Picture Style
- Applying a Shape
- Adding Effects
- Adding a Border

Enhancing Typography

- Selecting a Shape Style
- Customizing a Shape Style
- Applying Effects to a Text Placeholder
- Selecting a WordArt Style
- Editing Text Outline Colour
- Editing Text Fill Colour
- Applying Text Effects.

Enhancing Tables

- Applying a Table Style
- Editing the Table Colour
- Adding Table Effects
- Formatting Table Text Using Quick Styles
- Adding Table Borders
- Enhancing Tables

Enhancing Charts

- Inserting a Chart
- Applying a Chart Style & Layout
- Displaying Chart Analysis
- Inserting Pictures
- Formatting your Chart Background

Sharing Your Presentation

- Inspecting the Document
- Creating a Custom Show
- Encrypting the Presentation
- Adding a Digital Signature
- Granting Permissions
- Compressing Pictures

What's included?

- Pre & Post Assessment
- Instruction by an expert facilitator
- Interactive learning through videos
- Specialized Training manuals

DURATION : 1 half day

The above course which is classroom based can also done online by employees of Al Futtaim Group who has a valid alfuttaim.ae email-id via Microsoft E-Learning Courses namely

Course 5448 - What's New in Microsoft Office PowerPoint 2007

UPGRADE TO MICROSOFT EXCEL 2007

WHO WILL BENEFIT (*Nomination Criteria*)

This course is a must for users of Excel who want to get up to speed with the many changes and improvements in Excel 2007. The course is designed for experienced Excel users (with knowledge of Excel at the Intermediate or higher level).

PREREQUISTES

Participants should already have Intermediate/ Advanced skills in Excel 2002 or 2003 and also have been upgraded to Excel 2007.

WHAT THEY WILL GAIN

By the end of this course participants should be able to:

- Use new File features
- Use new Conditional Formatting features
- Use new Pivot Table features
- Use new Table features
- Use new Formula features in Excel
- Use the new Sort & Filter features
- Use the new Graphics features
- Use new File format features

WHAT THE COURSE WILL COVER:

Exploring New Excel Features

- Hiding the Ribbon Tab
- Using KeyTips
- Inserting a New Worksheet
- Freezing the Panes
- Exploring Excel Options
- Customizing the Status Bar
- Using Page Layout View
- Using the Zoom Slider

Using New Conditional Formatting Features

- Using Highlight Cell Rules
- Using Manage Rules
- Using Clear Rules
- Using Data Bars

Using New PivotTable Features

- Creating a PivotTable Report
- Adding PivotTable Report Fields
- Using Expand & Collapse Buttons

Using New Table Features

- Creating a Table
- Removing Duplicates from a Table

Using New Formula Features

- Using Formula AutoComplete

Using New Sort & Filtering Features

- Sorting Records by Multiple Fields
- Filtering Data to find Above Average

Using New Graphic Features

- Using New Chart Features
- Using SmartArt

Using New File Format Features

- Using the Document Inspector
- Marking a Workbook as Final
- Saving to a PDF Format
- Using the Compatibility Checker
- Converting a File to Excel 2007 Format

What's included?

- Pre & Post Assessment
- Instruction by an expert facilitator
- Interactive learning through videos
- Specialized Training manuals

DURATION : 1 half day

The above course which is classroom based can also done online by employees of Al Futtaim Group who has a valid alfuttaim.ae email-id via Microsoft E-Learning Courses namely

Course-5444 What's new in Microsoft Office Excel 2007

SAP NAVIGATION & OVERVIEW
(FOR AL FUTTAIM EMPLOYEES ONLY)

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