

TOPIC	COURSE NAME	DURATION	January	February	March	April	May	June
MANAGEMENT								
	The Evolving Supervisor - Foundation skills	3 full days		6, 13, 20	6, 13, 20	10, 17, 24	8, 15, 22	12, 19, 26
	Step Up Supervisor - Supervisory skills & KPI's	1 full day	16	14	14	18	18	22
	Learning to Lead - Advance program for emerging Managers	2 full days		8, 9	15, 16	11, 12	16, 17	13, 14
	UPDATED Front Line Business Management - Business Operations	2 full days		13, 14	13, 14	10, 11	15, 16	12, 13
	UPDATED Front Line Business Management - Employee Engagement & Effective teams	2 full days		15, 16		12, 13		14, 15
	UPDATED Front Line Business Management - Building Performanc Culture	2 full days			15, 16		17, 18	
	UPDATED Personal Leadership Programme	3 full days			7, 14, 21		9, 16, 23	
	UPDATED Leading Change	2 full days				25, 26		21, 22
	Problem Resolution Skills	1 full day	30	20	20	17	15	19
	The Performance Management Process - Performance Review & Objective Setting	1 full day					23, 25	19, 21
	Behavioural Style Interviewing Skills	1 full day	24	21	21	25	23	20
	UPDATED Running Effective Meetings	1 full day		1		17		7
	UPDATED Finance For Non-Finance / Business Acumen Training (Zodiak® – Business Finance and Strategy)	1 & half day		2, 3	2, 3	17, 18	4, 5	8, 9
	Fundamentals of Project Management - Countdown Strategy Game	1 full day		8		7		16
SALES								
	A Basic guide for Selling	2 full days	18, 19		15, 16	10, 11	8, 9	12, 13
	Increased Retail Selling Power - Process that make sales happen	2 full days						
	NEW!!!!!!! Key Account Management	3 full days		20, 21, 22		10, 11, 12		12, 13, 14
	Developing a Customer Satisfaction Mindset	2 full days		23, 24	27, 28	12, 13	10, 11	14, 15
	Advanced Customer Service	TBA						
	Highly Effective Presentations	2 full days		8, 9	8, 9	12, 13	8, 9	12, 13
PERSONAL DEVELOPMENT								
	Time Management - Getting Organised for Peak Performance	1 full day		14	3	19	5	14
	Professional Training Techniques (will be scheduled on request)	2 full days						
	Managing Conflicts - Handling Differences	1 full day		21	21	25	23	20
	Assertiveness Skills	1 full day		17		14		16
LANGUAGE & COMMUNICATION								
	Basic English (Level 1 to 3)	20, 2 hour sessions	18th Jan to 1st March			3rd April to 15th May		
	Business English (Level 4 to 13) - CLS Global English	Online Self Paced Course						
	Spoken Arabic for Beginners	20, 2 hour sessions	16th Jan to 22nd March			3rd April to 7th June		
	Spoken Arabic - Intermediate	20, 2 hour sessions						
	Basic Telephone Etiquettes	1 full day	25		17		19	
	Advance Telephone Skills	1 full day		17		25		23
	NEW!!!!!!! Business Report Writing	2 full days		23, 24		20, 21		22, 23
	NEW!!!!!!! Professional Business Writing Skills (Level 1 & 2)	3 full days		20, 21, 22		17, 18, 19		19, 20, 21
	NEW!!!!!!! Effective Communication & Interpersonal Skills	2 full days		20, 21		13, 14		15, 16
TECHNICAL & SAFETY								
	Medic First Aid	1 full day		14	14	11	9	13
	Fire Warden Traning	1 full day		15	15	12	10	14
	(Customised Course Only) New!!! Manual Handling							
INDUCTION								
	Corporate Induction Programme	1 full day	19	22	23	19	23	20
INFORMATION TECHNOLOGY								
	IT SKILLS							
	ONLINE TRAINING							
	Microsoft Office 2007 - Advanced Word	Self Paced online training						
	Microsoft Office 2007 - Word for the Power User	Self Paced online training						
	Microsoft Office 2007 - Beginneing Excel	Self Paced online training						
	Microsoft Office 2007 - Advanced Excel	Self Paced online training						
	Microsoft Office 2007 - Excel for the Power User	Self Paced online training						
	Microsoft Office 2007 - Beginning PowerPoint	Self Paced online training						
	Microsoft Office 2007 - Advanced PowerPoint	Self Paced online training						
	Microsoft Office 2007 - Beginning Outlook	Self Paced online training						
	Microsoft Office 2007 - Advanced Outlook	Self Paced online training						
	CLASSROOM TRAINING							
	Microsoft Office 2007 - Excel Level 2	1 full day						
	Microsoft Office 2007 - Excel Level 3	1 full day						
	Microsoft Office 2007 - Outlook 1	1 full day						
	Microsoft Office 2007 - Outlook 2	1 full day						
	Microsoft Office 2007 - Outlook 3	1 full day						
	SAP							
	SAP Overview and Navigation	1 Half day						
	Employee Self Service (ESS)	3 hours	25	22	29	19	24	21
	Manager Self Service (MSS) for New Managers	4 hours	26	23	30	20	25	22
	Manager Self Service (MSS) Refresher + New Features	2.5 hours		24			26	

TOPIC	COURSE NAME	DURATION	January	February	March	April	May	June
Standard Course Timings	Half day courses		08:30 or 09:00 am to 12:30 or 01:00 pm					
	Full day courses		08:30 or 09:00 am to 05:00 or 05:30 pm					

We believe that "Your Development is a Process not an Event".

Hence we encourage our Group Companies to conduct Customised Courses for their team. The courses mentioned in the above list can be customised as per your requirement. Our trainers and consultants work in partnership with the Businesses to deliver customised training solutions thus maximizing return on training investment and ensuring the information and skills learnt can be fully utilised in a work situation.

For further queries please contact us on 04 2920555

***You can nominate your staff for the open courses once the Course Announcements are circulated**
*** Course Announcements for the above courses will be circulated to HR Business Partners and GM's, or on the intranet nearer to the date.**
*** Nominations will be accepted only through Nomination Forms**
*** Re-scheduling might occur if there are insufficient nominations to conduct the course**

1. Once nominated for any course, the participants need to register 15 minutes before the commencement of the course.
2. In fairness to all participants, anyone arriving more than 15 minutes after the start of the class will not be entertained.
3. The Attendance Register will be available in the Customer Service Desk – the participants need to sign against his/her name as this will be his/her record of attendance. Class location will be mentioned in the Attendance Register.
4. Refreshments are not allowed in the class/ conference rooms.
5. Participants failing to attend the courses will be invoiced @ AED 750/- per delegate per day and AED 500/- per delegate per half day for all the training days. Cancellations will be accepted only 3 days prior to the commencement of the course.
6. Lunch will not be provided for all the courses.
7. Participants need to take their line managers approval to attend any of the above programme

You can book rooms at Al Futtaim Training Centre to conduct your Meetings, Staff SALE, Seminars etc. Kindly contact the Customer Service Representative on 04 2920555 for further Information