

TOPIC	COURSE NAME	DURATION	January	February	March	April	May	June
MANAGEMENT								
	The Evolving Supervisor - Foundation skills	3 full days		9, 16, 23	2, 16, 23	12, 13, 14	17, 18, 19	14, 15, 16
	Step Up Supervisor - Supervisory skills & KPI's	1 full day				20	25	22
	Learning to Lead - Advance program for emerging Managers	2 full days	25, 26		17, 18	21, 22	26, 27	23, 24
	Front Line Business Management - Modules 1 & 2	2 full days	6, 7	1, 2	2, 3	5, 6	3, 4	2, 3
	Front Line Business Management - Modules 3 & 4	2 full days	13, 14	17, 18	15, 16	19, 20	24, 25	14, 15
	Front Line Business Management - Modules 5 & 6	2 full days		22, 23		26, 27		21, 22
	Personal Leadership Programme	5 full days			15, 22, 29	5, 12	11, 18, 25	1, 18
NEW!!!!!!!!!!!!	Building Effective Teams	2 full days			8,9		5,6	7, 8
	The Performance Management Process - Performance Review & Objective Setting	1 half day	13					
	The Performance Management Process - Coaching, Counselling & Discipline	1 full day				22		
NEW!!!!!!!!!!!!	Behavioural Style Interviewing Skills	1 half day				15	16	17
	Professional Training Techniques	2 full days			2, 3		3,4	
NEW!!!!!!!!!!!!	Cultural Awareness & the Value of Diversity	1 half day					To be advised	
	Habits of Effective Management	1 full day	27	25	24	29	20	24
	Stress Management	1 full day				8		10
	Effective Meetings	1 full day			11	11	6	
NEW!!!!!!!!!!!!	Fundamentals of Project Management	2 full days			23, 24	27, 28	25, 26	21, 22
SALES								
	A Basic guide for Selling	2 full days			29, 30		24, 25	
	Increased Retail Selling Power - Process that make sales happen	2 full days		16, 17				
	Corporate Sales Skills - Selling to Cos, Institutes & Dealers	2 full days		23, 24				
	Making the best deal - A guide to negotiation	2 full days				12, 13		7, 8
	Developing a Customer Satisfaction Mindset	2 full days	27, 28	16,17	9,10	19,20	11, 12	16,17
	Highly Effective Presentations	2 full days				5, 6	10, 11	7, 8
PERSONAL DEVELOPMENT								
	Time Management - Getting Organised for Peak Performance	1 & a half day		9,10	15, 16		5, 6	
	Problem Resolution Skills	1 full day		24		6		10
	Managing Conflicts - Handling Differences	1 full day				7	12	9
	Professional Development Programme for PAs, Exec Assts & Admn.	3 full days						14, 15
LANGUAGE & COMMUNICATION								
NEW!!!!!!!!!!!!	English - Basic, Intermediate or Business	Online Self Paced Course						
	Spoken Arabic - Beginners or Intermediate	20, 2 hour sessions	17 Jan to 2 March		23 March to 5th May			
	Basic Telephone Etiquettes	1 Half day		10		8		3
	Advance Telephone Skills	1 full day		25		21		15
NEW!!!!!!!!!!!!	Business Correspondence	2 full days			15, 16			15, 16
	Effective Communication & Interpersonal Skills	2 full days		16, 17	23, 24	13, 14	10, 11	9, 10
TECHNICAL & SAFETY								
	First Aid & Emergency Life Support for Adults	1 full day		17	17	21	18	16
	Manual Handling - on site of company / warehouse	3 hours						
	Fire Safety Awareness	Half day						
	Fire Marshals Training	1 full day			To be advised		To be advised	
INDUCTION								
	Corporate Induction Programme - Individual Contributors	1 full day	28		29	26	26	28
NEW!!!!!!!!!!!!	Corporate Induction Programme - Supervisors & Managers	2 full days				To be advised	To be advised	To be advised
INFORMATION TECHNOLOGY								
ONLINE COURSES ARE FOR AL FUTTAIM STAFF ONLY								
	IT SKILLS							
	Spreadsheets							
	Upgrading to MS Office Excel 2007 - Course 5444 (Whats new in MS Excel 2007)	E Learning Self Paced Course						
	Getting Started in MS Excel 2007	2 half days						
NEW!!!!!!!!!!!!	a. Course 5425 - Getting Started with Microsoft Office Excel 2007	E Learning Self Paced Course						
Equivalent to Getting Started in MS Excel Classroom training	b. Course 5426 - Performing Calculations on Data in Microsoft Excel 2007	E Learning Self Paced Course						
	c. Course 5427 - Formatting and Printing Worksheets in Microsoft Excel 2007	E Learning Self Paced Course						
	Professional level in MS Excel	4 half days		15, 16, 17, 18	8, 9, 10, 11	12, 13, 14, 15	17, 18, 19, 20	14, 15, 16, 17
NEW!!!!!!!!!!!!	a. Course 5428 - Filtering & Summarising Data in Excel 2007	E Learning Self Paced Course						
Refresher courses after completing the Professional Level in MS Excel Training	b. Course 5429 - Working with Pivot Tables & Charts in Excel 2007	E Learning Self Paced Course						
	c. Course 6789 - Analysing Data & Work with Macros in MS Excel 2007	E Learning Self Paced Course						
	Presentations	E Learning Self Paced Course						
	Upgrading to MS PowerPoint 2007 - Course 5448 (Whats New in MS PowerPoint 2007)	E Learning Self Paced Course						
	Powerful Presentations thru PowerPoint	2 half days						
NEW!!!!!!!!!!!!	a. Course 5431 - Getting Started with Microsoft Office PowerPoint 2007	E Learning Self Paced Course						
Equivalent to Powerful Presentation thru MS PowerPoint Classroom Training	b. Course 5432 - Working with Slides in Microsoft Office PowerPoint 2007	E Learning Self Paced Course						
	c. Course 5433 - Working with the Slide Layout and Themes in Microsoft PowerPoint 2007	E Learning Self Paced Course						
	d. Course 5434 - Working with Tables, Charts and Diagrams in Microsoft PowerPoint 2007	E Learning Self Paced Course						
	e. Course 5435 - Enhancing the Slides with Multimedia Elements in Microsoft Office PowerPoint 2007	E Learning Self Paced Course						
	f. Course 5436 - Delivering Presentations using Microsoft Office PowerPoint 2007	E Learning Self Paced Course						

TOPIC	COURSE NAME	DURATION	January	February	March	April	May	June
	Communication							
	* Upgrading to MS Outlook 2007 - Course 5447 (Whats new in MS Outlook 2007)	E Learning Self Paced Course						
	Email Etiquettes & Organising yourself thru MS Outlook	2 half days			17, 18	21, 22	26, 27	23, 24
NEW!!!!!!! Refresher courses after completing the Email Etiquettes & Organising yourself with MS Outlook Classroom Training	a. Course 5437 - Getting Started with Microsoft Office Outlook 2007	E Learning Self Paced Course						
	b. Course 5438 - Working with E mail messages in Microsoft Outlook 2007	E Learning Self Paced Course						
	c. Course 5439 - Managing Mail and Contact Information in Microsoft Outlook 2007	E Learning Self Paced Course						
	d. Course 5440 - Managing the Calendar in Microsoft Office Outlook 2007	E Learning Self Paced Course						
	e. Course 5441 - Working with Tasks and Notes in Microsoft Outlook 2007	E Learning Self Paced Course						
	Word Processing							
	Upgrading to MS Word - Course 5449 (Whats new in MS Word 2007)	E Learning Self Paced Course						
	Getting Started in MS Word 2007	2 half days						
NEW!!!!!!! Equivalent to Getting Started with MS Word Classroom Training	a. Course 5420 - Editing and Proofreading Documents in MS Office Word 2007	E Learning Self Paced Course						
	b. Course 5421 - Formatting Documents in Microsoft Office Word 2007	E Learning Self Paced Course						
	c. Course 5422 - Working with Columns and Tables in MS Office Word 2007	E Learning Self Paced Course						
	Microsoft Project							
	NEW!!!!!!! Course 5457 - Getting Started with MS Project 2007	E Learning Self Paced Course						
	NEW!!!!!!! Course 5458 - Working with resources with MS Project 2007	E Learning Self Paced Course						
	NEW!!!!!!! Course 5459 - Formatting & Printing your Project Plan with MS Project 2007	E Learning Self Paced Course						
	SAP							
	Sap Overview and Navigation	1 Half day		25	25	27	24	22
	NEW!!!!!!! Employee Self Service (ESS)	3 hours		23	23	26	25	22
	NEW!!!!!!! Manager Self Service (MSS) for New Managers	4 hours		24	24	28	26	23
	NEW!!!!!!! Manager Self Service (MSS) Refresher + New Features	2.5 hours		25	25	29	27	24
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, 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