



July to December 2010

Version May 1.0

TOPIC	COURSE NAME	DURATION	July	August	September	October	November	December	
MANAGEMENT									
	The Evolving Supervisor - Foundation skills	3 full days	5, 12, 19		13, 20, 27	4, 11, 18		7, 14, 21	
	Step Up Supervisor - Supervisory skills & KPI's	1 full day	6	9	14	5	22	8	
	Learning to Lead - Advance program for emerging Managers	2 full days	13, 14		21, 22	12, 13	23, 24	15, 16	
	Front Line Business Management - Modules 1 & 2	2 full days	4, 5	22, 23, 24, 25	12, 13	5, 6	7, 8	12, 13	
	Front Line Business Management - Modules 3 & 4	2 full days			5, 6			7, 8	
	Front Line Business Management - Modules 5 & 6	2 full days			28, 29		21, 22		
	Personal Leadership Programme	5 full days				4th October to 1st November			
	NEW!!!!!!!!!!!!!! Building Effective Teams	2 full days							
	The Performance Management Process - Performance Review & Objective Setting	1 half day					29	9	
	The Performance Management Process - Coaching, Counselling & Discipline	1 full day							
	NEW!!!!!!!!!!!!!! Behavioural Style Interviewing Skills	1 full day	5	15, 16	20	18	22	13	
	Professional Training Techniques (will be scheduled on request)	2 full days							
	Effective Meetings	1 full day	11		14		14		
	Finance For Non-Finance / Business Acumen Training (Zodiak® – Business Finance and Strategy)	1 full day		3	14	12	9	14	
	Strategic Finance Development Program	2 full days				TBA			
	Fundamentals of Project Management - Countdown Strategy Game	1 full day	14	8	15	5	9	8	
SALES									
	A Basic guide for Selling	2 full days	18, 19		19, 20	31, 1			
	Increased Retail Selling Power - Process that make sales happen	2 full days	13, 14		26, 27		23, 24		
	Making the best deal - A guide to negotiation	2 full days	25, 26			3, 4		14, 15	
	Developing a Customer Satisfaction Mindset	2 full days	11, 12	15, 16, 17, 18	15, 16	10, 11	2, 3	12, 13	
	Highly Effective Presentations	2 full days	18, 21		14, 15		9, 10		
PERSONAL DEVELOPMENT									
	Time Management - Getting Organised for Peak Performance	1 & a half day	4, 5	8, 9	19, 20	19, 20	24, 25	20, 21	
	Problem Resolution Skills	1 full day		10, 11		13		22	
	Managing Conflicts - Handling Differences	1 full day	7	8	15	17	10	12	
	Professional Development Programme for Exec Assts & Admn.	3 full days	4, 11, 18		5, 12, 19		14, 21, 28		
LANGUAGE & COMMUNICATION									
	NEW!!!!!!!!!!!!!! Basic English (Level 1 to 3)	20, 2 hour sessions	To be Advised						
	NEW!!!!!!!!!!!!!! Business English (Level 4 to 13)	Online Self Paced Course	1			1			
	Spoken Arabic for Beginners	20, 2 hour sessions	25th July to 7th September						
	Spoken Arabic - Intermediate	20, 2 hour sessions	3rd October to 23rd November						
	Basic Telephone Etiquettes	1 full day	14		29		7		
	Advance Telephone Skills	1 full day		9		4		7	
	Business Correspondence	2 full days				10, 11		13, 14	
	Effective Communication & Interpersonal Skills	2 full days	14, 15		12, 13	17, 18	29, 30		
TECHNICAL & SAFETY									
	Medic First Aid	1 full day	20	17	21	19	16	21	
	Fire Warden Training	1 full day	28	25	29	27	24	29	
INDUCTION									
	Corporate Induction Programme - Individual Contributors	1 full day	12	9	13	11	22	20	
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							
Equivalent to Getting Started in MS Excel Classroom training	a. Course 5425 - Getting Started with Microsoft Office Excel 2007	E Learning Self Paced Course							
	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	11,12,13,14	22,23,24,25	12,13,14,15	10,11,12,13	7,8,9,10	12,13,14,15	
Refresher courses after completing the Professional Level in MS Excel Training	a. Course 5428 - Filtering & Summarising Data in Excel 2007	E Learning Self Paced Course							
	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								
	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							
Equivalent to Powerful Presentation thru MS PowerPoint Classroom Training	a. Course 5431 - Getting Started with Microsoft Office PowerPoint 2007	E Learning Self Paced Course							
	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	July	August	September	October	November	December
	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		29, 30	21, 22	18, 19	22, 23	19, 20
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						
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						
	Professional level in MS Word							
	Course 6788 -Working with Advanced Features of Microsoft Office Word 2007	E Learning Self Paced Course						
	Microsoft Project							
	Course 5457 - Getting Started with MS Project 2007	E Learning Self Paced Course						
	Course 5458 - Working with resources with MS Project 2007	E Learning Self Paced Course						
	Course 5459 - Formatting & Printing your Project Plan with MS Project 2007	E Learning Self Paced Course						
	Course 5460 -Tracking Progress on Tasks with Microsoft Office Project 2007	E Learning Self Paced Course						
	SAP							
	Sap Overview and Navigation	1 Half day						
	Employee Self Service (ESS)	3 hours	27	9	28	26	23	14
	Manager Self Service (MSS) for New Managers	4 hours	28	10	29	27	24	15
	Manager Self Service (MSS) Refresher + New Features	2.5 hours	29	11	30	28	25	16

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