

TOPIC	COURSE NAME	DURATION	Investment per delegate (AED)	July	August	September	October	November	December	
MANAGEMENT										
	The Evolving Supervisor - Foundation skills	3 full days	3300	5, 12, 19		13, 20, 27	4, 11, 18		7, 14, 21	
	Step Up Supervisor - Supervisory skills & KPI's	1 full day	1100	6	9	14	5	22	8	
	Learning to Lead - Advance program for emerging Managers	2 full days	2200	13, 14		21, 22	12, 13	23, 24	15, 16	
	Front Line Business Management - Modules 1 & 2	2 full days	6600	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	5500				4th October to 1st November			
	NEW!!!!!!!!!!!!!! Building Effective Teams	2 full days	2200							
	NEW!!!!!!!!!!!!!! Behavioural Style Interviewing Skills	1 full day	1100	5	15, 16	20	18	22	13	
	Professional Training Techniques (will be scheduled on request)	2 full days	2200							
	Effective Meetings	1 full day	1100	11		14		14		
	Finance For Non-Finance / Business Acumen Training (Zodiak® – Business Finance and Strategy)	1 full day	1990		3	14	12	9	14	
	Fundamentals of Project Management - Countdown Strategy Game	1 full day	1990	14	8	15	5	9	8	
SALES										
	A Basic guide for Selling	2 full days	2200	18, 19		19, 20	31, 1			
	Increased Retail Selling Power - Process that make sales happen	2 full days	2200	13, 14		26, 27		23, 24		
	Making the best deal - A guide to negotiation	2 full days	2200	25, 26			3, 4		14, 15	
	Developing a Customer Satisfaction Mindset	2 full days	2200	11, 12	15, 16, 17, 18	15, 16	10, 11	2, 3	12, 13	
	Highly Effective Presentations	2 full days	2200	18, 21		14, 15		9, 10		
PERSONAL DEVELOPMENT										
	Time Management - Getting Organised for Peak Performance	1 & a half day	1650	4, 5	8, 9	19, 20	19, 20	24, 25	20, 21	
	Problem Resolution Skills	1 full day	1100		10, 11		13		22	
	Managing Conflicts - Handling Differences	1 full day	1100	7	8	15	17	10	12	
	Professional Development Programme for Exec Assts & Admn.	3 full days	3300	4, 11, 18		5, 12, 19		14, 21, 28		
LANGUAGE & COMMUNICATION										
	NEW!!!!!!!!!!!!!! Basic English (Level 1 to 3)	20, 2 hour sessions	2400	To be Advised						
	NEW!!!!!!!!!!!!!! Business English (Level 4 to 13)	Online Self Paced Course	TBA	1			1			
	Spoken Arabic for Beginners	20, 2 hour sessions	2400	25th July to 7th September						
	Spoken Arabic - Intermediate	20, 2 hour sessions	2400	3rd October to 23rd November						
	Basic Telephone Etiquettes	1 full day	1100	14		29		7		
	Advance Telephone Skills	1 full day	1100		9		4		7	
	Business Correspondence	2 full days	2200				10, 11		13, 14	
	Effective Communication & Interpersonal Skills	2 full days	2200	14, 15		12, 13	17, 18	29, 30		
TECHNICAL & SAFETY										
	Medic First Aid	1 full day	650	20		21	19	16	21	
	Fire Warden Training	1 full day	650	28		29	27	24	29	
INFORMATION TECHNOLOGY										
	IT SKILLS									
	Spreadsheets									
	Upgrading to MS Office Excel 2007	1 half day	375							
	Getting Started in MS Excel 2007	2 half days	750							
	Professional level in MS Excel	4 half days	1500	11,12,13,14	22,23,24,25	12,13,14,15	10,11,12,13	7,8,9,10	12,13,14,15	
	Presentations									
	Upgrading to MS PowerPoint 2007	1 half day	375							
	Powerful Presentations thru PowerPoint	2 half days	750							
	Communication									
	Upgrading to MS Outlook 2007	1 half day	375							
	Email Etiquettes & Organising yourself thru MS Outlook	2 half days	750		29, 30	21, 22	18, 19	22, 23	19, 20	
	Word Processing									
	Upgrading to MS Word	1 half day	375							
	Getting Started in MS Word 2007	2 half days	750							
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

- * Nominations will be accepted only through Training Nomination Forms
- * Training Handouts, Participation Certificates and Lunch will be provided during the Training
- * Advance payment needs to be made to register for the above courses
- * 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. Refreshment are not allowed in the class/ conference rooms.
5. Participants failing to attend the courses will be invoiced. Cancellations will be accepted only 7 days prior to the commencement of the course.

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