



Our Programme Categories at a Glance

HUMAN RESOURCE MANAGEMENT – ASSOCIATE TRAINING CONTENT (HRMA)

- ◆ Work Ethics: Office Administration & Management
- ◆ Customer Service & Satisfaction
- ◆ Public Speaking / Presentation Skills
- ◆ Marketing Skills

CERTIFIED PROFESSIONAL IN HUMAN RESOURCE MANAGEMENT – (CPHRM)

- ◆ What is Human Resources Management?
- ◆ Aims and Objectives of Human Resource Management
- ◆ Importance of Human Resource Management
- ◆ The Roles and Responsibilities of a Human Resource Management Managers
- ◆ Skills needed for Human Resource Management
- ◆ Today's Human Resource Management Challenges



"The purpose of learning is growth, and our minds, unlike our bodies, can continue growing as we continue to live"

...Mortimer Adler

"It is not hard to learn more. What is hard is to unlearn when you discover yourself wrong"

...Martin H. Fischer

MANAGEMENT DEVELOPMENT

- ◆ Developing Leadership Competencies
- ◆ Critical Thinking: Tools for Problem Solving and Decision Making
- ◆ Building and Developing Productive People
- ◆ Taking on Greater Responsibilities: Becoming a more Effective Supervisor Essential Management Skills

HUMAN CAPITAL MANAGEMENT

- ◆ Performance Management for Managers & Supervisors
- ◆ Developing HR Policies and Auditing Procedures
- ◆ Managing the HR Function
- ◆ Managing the Learning & Development Function
- ◆ Integrated Talent Management
- ◆ Talent Acquisition Strategy
- ◆ Introduction to Compensation and Benefit
- ◆ Competency Based HR Management
- ◆ Designing and Implementing Compensation & Benefit
- ◆ HR Business Partner
- ◆ HR Metrics & Analytics
- ◆ Competency-Based Interviewing Skills
- ◆ Developing And Implementing Strategic HRM Plans: The Value Of Planning



"The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn"

...**Alvin Toffler**

"Practice is the hardest part of learning, and training is the essence of transformation"

...**Ann Voskamp**

"The art of teaching is the art of assisting discovery" ...**Mark Van Doren**



CORPORATE STRATEGY

- ◆ Business Process Mapping and Improvement
- ◆ Building and Sustaining Strategy for Competitive Advantage
- ◆ Execution: Key to Strategy Success
- ◆ Strategic Management

SALES AND CUSTOMER RELATIONSHIP MANAGEMENT

- ◆ Planning and Executing Marketing & Sales Strategies
- ◆ Executive Negotiation Workshop: Bargaining for Advantage
- ◆ Customer Relationship Management: A Digital Approach
- ◆ Delivering Superior Customer Service
- ◆ Social Media: From Engagement to Business Value
- ◆ Strategic Account Management
- ◆ Developing Contact Centre Skills

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" Learning is a treasure that will follow its owner everywhere "

...Chinese Proverb

" Knowing is not enough; we must apply. Willing is not enough we must do "

...Goethe



"I never teach my pupils; I only attempt to provide the conditions in which they can learn"
...**Albert Einstein**

PERSONAL DEVELOPMENT

- ◆ Basic Business Writing Skills for Beginners
- ◆ High Impact Business Communication - Effective Business Writing & Presentation Skills
Personal Effectiveness & Mastery
- ◆ Effective Administration for P.A's and Secretaries
- ◆ Train-the-Trainer
- ◆ Emotional Intelligence for Managers and Team Leads
- ◆ Enhancing Workplace Productivity

HEALTH, SAFETY & ENVIRONMENT

- ◆ HSE Policies, Rules And Regulations
- ◆ Introduction & Importance Of HSE In The Workplace
- ◆ Accident Management, Health Risk Assessment
- ◆ Basic Incident Reporting And The Importance
- ◆ Confined Space Safety, Contingency / Emergency Management
- ◆ Environmental Management System (EMS) And Waste Management
- ◆ Hazard Identification, Analysis and Control
- ◆ Introduction to Occupational Safety & Health Administration (OSHA)
- ◆ Fire Safety and First Aid

PROJECT MANAGEMENT

- ◆ Introduction & definition of Project Management
- ◆ What do you understand project to be?
- ◆ Who is a Project Manager?
- ◆ Project Management Framework
- ◆ Project Integration Management
- ◆ Project Scope Management, Project Time Management
- ◆ Project Cost Management, Project Quality Management