



CORPORATE TRAINING CATALOGUE - 2024



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2024 Corporate Training Catalogue

Background

PNG IBBM is the first NTC registered training institution with Reg No 001. It has evolved over time as a leader in providing capacity building programs to PNG workforce through Corporate Training programmes. The programmes are customized to cater for various levels of corporate entities including government and private organizations.

2024 Corporate Training Catalogue

The training Catalogue provides an overview of the learning units IBBM can offer to the workforce at various levels of the organization.

Careful deliberation was taken to ensure learning objectives are relevant and are applicable to the targeted skills-sets in the workforce.

The list of programmes in the Catalogue is not exhaustive. There are more existing training programmes IBBM can offer upon request. We tailor programme units to suit the identified skills-sets upon requests of the organization.

Target Audience (s) classified by skills sets in the workforce

The Catalogue has carefully arranged the training programmes into main target groupings of-

- ◆ Accounts & Finance Management.
- ◆ Banking & Finance lending.
- ◆ Digital & Media Management.
- ◆ HR Management, Business Management.
- ◆ Leadership & Governance.
- ◆ Microsoft Office.
- ◆ Office Management.
- ◆ Quality Management Systems – ISO Certification.
- ◆ Workplace Health & Safety.

Training methodology

Implementation of the catalogue can take blended approach depending on the organization's need.

- ◆ Workshop/classroom oriented, with group work and assimilated role plays.
- ◆ Outside participants may dial in through Microsoft Teams (Google Meet) – only where required/suitable.

Course duration

- ◆ All Corporate Trainings are conducted within 2 – 5 days span.

Certification

Certificate of Participation is issued.

- ◆ job-oriented projects can be arranged to monitor implementation and application of the training success.

Target Audience: DIRECTORS - LEADERSHIP & GOVERNANCE

Training Program	Overview	Topics
Business Ethics	Learn business ethics and develop the implementation abilities and management skills of managing business ethics and behaviours in the organization. Duration: 2 days	<ul style="list-style-type: none"> ⇒ What is ethics. ⇒ Implementing ethics in the workplace. ⇒ Employer/Employee rights. ⇒ Business and social responsibilities. ⇒ Ethical decision. ⇒ Whistle blowing. ⇒ Managerial ethics. ⇒ Unethical behavior. ⇒ Ethics in the business
Business Succession Planning	Outline the difference between succession and replacement planning, build your knowledge and how to prepare people to take on the responsibilities of leadership so that the company thrives in the transition. Duration: 2 days	<ul style="list-style-type: none"> ⇒ Succession planning vs. Replacement planning. ⇒ Preparing for the planning process ⇒ Initiating process. ⇒ The SWOT analysis process. ⇒ Developing the succession plan. ⇒ Executing the plan. ⇒ Gaining support. ⇒ Managing the change. ⇒ Overcoming roadblocks. ⇒ Reaching the end.
Change Management	Gain an understanding of how change is Implemented. Develop the change implementation and management tools. Duration: 2 days	<ul style="list-style-type: none"> ⇒ What is change? ⇒ Identifying what is in it for me. ⇒ Understanding change. ⇒ Leading and managing the change. ⇒ Making it all worthwhile. ⇒ Using appreciative inquiry. ⇒ Bringing people to your side. ⇒ Building resilience. ⇒ Building flexibility.
Contract Management	Discover the specifics of how contract management works and how to effectively manage contracts within the scope of the projects and the organizations. Duration: 2 days	<ul style="list-style-type: none"> ⇒ Defining contract management. ⇒ Legal and ethical contract management. ⇒ Contract management requests. ⇒ How to create a contract. ⇒ Contract negotiations. ⇒ Assess performance. ⇒ Relationships. ⇒ Amending contracts. ⇒ Conducting audits. ⇒ Renewing contracts.
Company Law	Build your knowledge of the laws and requirements of establishing and operating a company in PNG. Training scenes are centered on applying PNG's Company Act 1997, discussing company incorporation, Issue/ transfer of shares. Also covering the roles and duties of the company Directors and Shareholders and areas of managing company operations. Duration: 5 days	<ul style="list-style-type: none"> ⇒ Incorporation ⇒ Shares ⇒ The Company ⇒ Directors ⇒ Shareholders ⇒ Distributions ⇒ Amalgamation ⇒ Compromises with Creditors ⇒ Receivership ⇒ Liquidation ⇒ Miscellaneous Matters
Conflict Resolution	Learn the steps and processes of conflict resolution and use that to help you modify resolutions for conflicts and disputes of any size. Duration: 2 days	<ul style="list-style-type: none"> ⇒ An introduction to conflict resolution. ⇒ Conflict resolution style with the Thomas-Killman instrument. ⇒ Creating an effective atmosphere. ⇒ Creating a mutual understanding. ⇒ Focusing on individual and shared needs. ⇒ Getting to the root cause. ⇒ Generating options. ⇒ Building a solution. ⇒ The short version of the process. ⇒ The additional tool.

Critical Thinking	<p>Develop your rational thinking ability and become a disciplined thinker. Build the skills to evaluate, identify, and distinguish between relevant and irrelevant information, leading to being more productive in your career and work life.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Components of critical thinking. ⇒ Non-linear thinking. ⇒ Logical thinking, ⇒ Critical thinker. ⇒ Critical thinking' ⇒ Evaluate the information. ⇒ Benefits of critical thinking. ⇒ Changing your perspective. ⇒ Problem solving
Developing Corporate Behavior	<p>Get to see the benefits of developing corporate behaviors in the organization, how to build successful plans and improve team building, better communication, and trust.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ The signs of behavior. ⇒ Benefits of corporate behavior ⇒ Most common categories of corporate behavior. ⇒ Managerial structure. ⇒ Company values and ethics. ⇒ Employee accountability. ⇒ Workplace incidents. ⇒ Designing and implementing. ⇒ Corporate team behavior. ⇒ Auditing corporate behavior.
Developing New Managers	<p>Appreciate the development strategies in building capacities of the new manager in setting clear management tracks, determining core roles and competencies for continuous development of the new manager.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Managers are Made, Not Born ⇒ Create a Management Track ⇒ Define and Build Competencies ⇒ Managers Learn by Being Managed Well ⇒ Provide Tools ⇒ Provide Support ⇒ Identify Strong Candidates Early ⇒ Clearly Define the Management Track ⇒ Empower New Managers ⇒ Provide Growth Opportunities
Essential Skills for Directors	<p>Gain the fundamental knowledge and skills essential to performing your role as the company Director and be able to provide informed financial information on the company's financial status and operations.</p> <p>Duration: 2 days.</p>	<ul style="list-style-type: none"> ⇒ Understanding Corporate ⇒ Governance Directors and Board Members Responsibilities ⇒ Chairperson -Person and Role ⇒ Guidelines for Board Meetings ⇒ Shareholders ⇒ Companies Act 1997 & Constitution ⇒ Understanding Financial Statements and basic ratios -Accounting cycle ⇒ Profit & Loss Statement ⇒ Balance Sheet ⇒ Cash Flow Statement ⇒ Basic Financial Ratios
Leadership and Influence	<p>Learn the techniques of true leadership and be able to build your confidence to lead and manage people effectively.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ The evolution of leadership. ⇒ Situational Leadership ⇒ Personal inventory. ⇒ Modelling the way. ⇒ Inspiring a shared vision. ⇒ Challenging the process. ⇒ Enabling others to act. ⇒ Encouraging the heart. ⇒ Basic influencing skills. ⇒ Setting goals.

Media And Public Relations	<p>Build your confidence in public relations and media presentations. Learn the loops of networking and communicating to grow your presence and attract more business opportunities.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Networking for success. ⇒ Meet and greet. ⇒ Dressing for success. ⇒ Writing. ⇒ Setting goals. ⇒ Media relations. ⇒ Issue and crisis communication planning. ⇒ Social media (the PR toolkit) ⇒ Employee communications.
Project Management	<p>Gain an overview of the entire project management process from initiation through implementation and closing. Deliberate on the use of project planning and execution tools, documentation and communication controls, and the ability to maintain and control management of the project.</p> <p>Duration: 5 days</p>	<ul style="list-style-type: none"> ⇒ Key concepts. ⇒ Initiation ⇒ Planning ⇒ Planning tools ⇒ Executing the project. ⇒ Maintaining and controlling the project ⇒ Closing out.
Proposal Writing	<p>Build your confidence in proposal writing. Be guided with the steps involved, drafting the proposal outline, finding correct information, and proofreading to present a professional written proposal.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Understanding proposals ⇒ Beginning the proposal writing. ⇒ Preparing an outline. ⇒ Finding facts. ⇒ Writing skills. ⇒ Writing the proposal ⇒ Checking for readability. ⇒ Proofreading and editing. ⇒ Adding the final touches
Public Speaking	<p>Learn the art of advance preparation to develop your public speaking confidence. Assimilation of the art is covered through discussions on overcoming nervousness in delivering your speech.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Identifying your audience. ⇒ Creating a basic outline ⇒ Organizing the program. ⇒ Flashing it out. ⇒ Outing it all together ⇒ Being prepared ⇒ Overcoming nervousness ⇒ Delivering your speech ⇒ Question and answer.
Women in Leadership	<p>With the Women in Leadership workshop, your participants will learn how women are changing the workforce. Through this workshop, your participants will gain a new perspective on the workforce, and what benefits can come from hiring and promoting women to higher positions.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Women and the workforce. ⇒ The leadership gaps. ⇒ Barriers to women's leadership ⇒ Traits of women management. ⇒ Benefits of women's leadership ⇒ Nature women's leadership. ⇒ Actively recruit women. ⇒ Encourage networking opportunities. ⇒ Pair women with mentors. ⇒ Create educational opportunities.
Stress Management	<p>Manage your stress level through exploring toolbox of personal skills, using routines, relaxation techniques, and a stress log system. Building your knowledge on the three-option method utilized in addressing any stressful situation and be informed of various lifestyle elements that can change or reduce the stress.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Understanding stress. ⇒ Creating a stress reducing lifestyle. ⇒ Altering the situation. ⇒ Avoiding the situation. ⇒ Accepting the situation ⇒ Using routines to reduce stress. ⇒ Environmental relaxation techniques. ⇒ Physical relaxation techniques. ⇒ Coping with major events. ⇒ Our challenge to you.

Supervisory Skills	<p>Become more efficient and proficient in delegating responsibilities, managing time, setting goals and expectations for yourself and others, providing feedback, resolving conflicts, and administering discipline.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Setting Expectations ⇒ Define requirements for particular tasks. ⇒ Set expectations for your staff. ⇒ Set SMART goals for yourself. ⇒ Help your staff set SMART goals. ⇒ Assign work and delegate appropriately. ⇒ Degrees of Delegation ⇒ Implementing Delegation ⇒ Providing effective, appropriate feedback ⇒ Manage your time more efficiently. ⇒ Help your team resolve conflicts. ⇒ Manage effectively in particular situations. ⇒ A survival guide for the New Supervisor.
Strategic Planning	<p>Build your strategic planning acumen in providing directions and goals for the organization, ensuring all members of the organization are working toward the same goals. Learn how to assess and adjust an organization's direction in response to the changing environment, manage objectives and crisis in implementation the strategic plans.</p> <p>Duration: 5 days</p>	<ul style="list-style-type: none"> ⇒ Introduction to Planning ⇒ Strategic planning Analysis ⇒ Situation and competitive Analysis ⇒ Strategic Funds Programming ⇒ Strategic Financial Models ⇒ Developing a strategic plan ⇒ Developing an annual operating plan ⇒ Increasing chances of implementing strategic plans ⇒ Developing the Change Environment ⇒ KPIs and the Balanced Scorecards and Action Plan.
Target Audience: HUMAN RESOURCE		
Training Program	Overview	Topics
Conducting Annual Employee Reviews	<p>Discover the methods and techniques of conducting employee reviews, design the review categories for an annual review to apply how it affects employee compensation and performance.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ How to conduct annual reviews. ⇒ Categories of annual reviews. ⇒ Common Mistakes employers make when conducting annual reviews. ⇒ Successful tip for concept of pay for Performance. ⇒ How to tie employee compensation to firm-wide returns. ⇒ How to communicate employee expectations effectively. ⇒ Meaningful questions to gauge employee happiness.
Diversity and Inclusion	<p>Experiencing diversity is a part of living in a civilized society. Differences do not equal a right way or a wrong way; it is variety that can lead to a common goal. Understanding the various forms of diversity makes for a better company and world in general.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Understanding Diversity ⇒ Racial Diversity ⇒ Employees with Disabilities ⇒ Pregnant Employees ⇒ Lactating Mothers ⇒ Sexual Harassment ⇒ Employees over age 40 ⇒ LGBTQ ⇒ Sensitivity Training ⇒ Handling Diversity Complaints.
Employee Motivation	<p>Learn to identify the right motivating tool that suits your goals, gain your influencing tools, and become a great motivator.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Psychological approach. ⇒ Object oriented theory. ⇒ Using reinforcement theory. ⇒ Using expectant theory. ⇒ Personality's role in motivation. ⇒ Setting goals. ⇒ A personal toolbox. ⇒ Motivation on the job. ⇒ Keeping yourself motivated.

Employee Termination Processes	<p>Gain the skills and knowledge to tailor your employee termination process and the skills sets to execute the process accordingly.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Putting an employee on the performance improvement plan before firing. ⇒ Employees who should be terminated. ⇒ Things to consider when setting up the termination meeting. ⇒ The correct way to fire an employee. ⇒ What an employment termination checklist should contain. ⇒ The 'don'ts' of firing an employee. ⇒ Conduct effective exit interviews.
Employee Relations & Industrial Relations	<p>Develop an understanding of the difference between employee and industrial relations in the context of managing human resource issues in PNG.</p> <p>Duration: 1 day</p>	<ul style="list-style-type: none"> ⇒ Keys to successful Employee Relations ⇒ Managing Industrial Relations ⇒ Negotiation techniques ⇒ PNG Employee legislation ⇒ Organizational culture and values ⇒ Attitude, morale, communications ⇒ Conflict resolution ⇒ HR policies and practices ⇒ Terms of Employments ⇒ Employee contracts ⇒ Workplace rules and regulations ⇒ Absenteeism ⇒ Discipline
Hiring Strategies	<p>Obtain the necessary tools required in finding that diamond in the rough. Prepare to seek out that great candidate and make sure they are a fit for your company.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Defining and knowing the position. ⇒ Hiring strategy. ⇒ Lure in great candidates. ⇒ Filtering applicants to interview. ⇒ The interview. ⇒ Selection process. ⇒ Making an offer. ⇒ Onboarding.
Performance Management	<p>Be equipped in designing your performance management goals and plans, setting competency assessment benchmarks. Learn the importance of keeping performance journals in identifying skills and knowledge gaps.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ The basics. ⇒ Goal setting. ⇒ Establishing performance goals ⇒ 360-degree feedback. ⇒ Competency assessment. ⇒ Kolb's learning cycle ⇒ Journal. ⇒ The performance journals. ⇒ Creating a performance plan.
Workplace Harassment	<p>Build resiliency in developing anti-harassment policy. Develop the ability to recognize various forms of harassment and application of responsible laws in resolving arising conflicts, creating training awareness programs for employees to identify and exercise anti-harassment practices.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ The background. ⇒ Develop anti-harassment policy. ⇒ Policies in the workplace. ⇒ Proper procedures in the workplace. ⇒ False allegations, ⇒ Other options. ⇒ Sexual harassment ⇒ Mediation ⇒ Conflict resolution. ⇒ The outcome.
Train The Trainer	<p>Be the confident trainer in utilizing the training tools to deliver engaging trainings. Learn the skills of a trainer in facilitating training, planning lessons, utilizing various activities in line with participant's needs, keeping trainings interactive and how to deal with difficult topics and participants.</p> <p>Duration: 4 days</p>	<ul style="list-style-type: none"> ⇒ Understanding training facilitation. ⇒ Gathering materials. ⇒ Creating a lesson plan ⇒ Choosing activities. ⇒ Preparing for the workshop. ⇒ Getting off on the right foot. ⇒ Delivery tricks and tips. ⇒ Keeping it interactive. ⇒ Dealing with difficult participants. ⇒ Tackling tough topics

Target Audience: BUSINESS MANAGEMENT

Training Program	Overview	Topics
Business Basics	<p>Equip your business knowledge in developing business plans, identifying the legal structures and types of business. Explore the different markets of business operations, build insights into sales revenue and cost planning, cash flow planning, maintaining cash book and financial reports, manage risks, inventory controls and staffing Implications.</p> <p>Duration: 5 days</p>	<ul style="list-style-type: none">⇒ Understanding Business⇒ Developing a Business Plan⇒ Types of Business⇒ Structure and legal form.⇒ knowing the market⇒ Costing, Pricing and Estimating Revenue⇒ Sales Revenue and Cost Planning⇒ Cash Flow Planning⇒ Basic Records / Source Documents⇒ Day Book / Cash Book⇒ Income Statement / Profit & Loss Statement⇒ Balance Sheet⇒ Managing Capital⇒ Risk Management⇒ Controlling Inventory⇒ Staffing Implications
Business Communication	<p>Identify the different methods of communication and how to maximize them in business communications. Learn the essential skills of communicating appropriately and effectively both in personal and commercial communications.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none">⇒ Principles of Business Communication⇒ Introduction to Business Organization⇒ Business English & Grammar⇒ Effective listening & Reading Skills⇒ Non- Verbal Communication⇒ Letter Writing Skills⇒ Report Writing Skills⇒ Presentation Skills⇒ Meeting Skills⇒ Resolving Customer Complaints⇒ Dealing with difficult people⇒ Telephone Techniques⇒ Self-Awareness⇒ Assertiveness⇒ Interview Techniques⇒ Effective Speaking⇒ Public Speaking & Impromptu Speeches
Business Writing	<p>Gives you a refresher on basic writing concepts such as spelling, grammar, and punctuation. It will also provide an overview of the most common business documents such as proposals, reports, and agenda. All of this will provide that extra edge in the workplace.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none">⇒ Working with Words⇒ Constructing sentences.⇒ Creating paragraphs.⇒ Writing meeting agendas.⇒ Writing emails.⇒ Writing business letters.⇒ Writing proposals.⇒ Writing reports.⇒ Other types of documents.⇒ Proofreading and finishing.
Creative Problem Solving	<p>Get an overview of the creative problem-solving process and the appropriate tools of problem-solving in everyday setting.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none">⇒ The problem-solving method.⇒ Information Gathering⇒ Problem definition.⇒ Preparing for Brainstorming⇒ Analyzing solution.⇒ Selecting a Solutions⇒ Planning your next steps.⇒ Recording lessons learned.

Crisis Management	<p>Develop your potential in identifying and managing indicators of workplace crisis. Learn the strategies of assessing a crisis situation, and how to respond appropriately to avoid serious repercussions.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Crisis ⇒ Workplace violence ⇒ Myths ⇒ Escalation ⇒ Concerning behaviours ⇒ Domestic violence indicators ⇒ Triggers of workplace violence ⇒ Conflict dangers ⇒ Response ⇒ Strategies
Customer Support	<p>Discover new opportunities in providing virtual customer support services using e-communication channels. Build "non-telephone customer support" skills and gain the benefits out of these.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ What is customer service? ⇒ The challenge. ⇒ The email. ⇒ SMS ⇒ Webchat ⇒ Multi-channel apps. ⇒ Support ticket apps. ⇒ Documentations. ⇒ Feedback, ⇒ Be proactive.
Customer Service	<p>Study various types of customers and look at approaches to serve the customers better and at the same time improve oneself in the process.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Who Are Customers? (internal /external) ⇒ What is Customer Service? ⇒ Quality Customer Service ⇒ Establishing Your Attitude ⇒ Identifying and Addressing Customer's needs ⇒ Going the Extra Mile ⇒ In-Person Customer Service ⇒ Generating Return Business ⇒ Turning Difficult Customers Around ⇒ Telephone Etiquette ⇒ Providing Electronic Customer Service ⇒ Understanding Netiquette ⇒ Recovering Difficult Customers
Entrepreneurship	<p>Learn the basics of entrepreneurship through drafting business plans, identifying your market and competition, financing and growing your business.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Decide on the type of business. ⇒ What is the market/competition like? ⇒ Basics of starting a business. ⇒ Creating a business plan. ⇒ Get financing. ⇒ Hire employees. ⇒ Training employees. ⇒ Market the business. ⇒ Run the business. ⇒ Grow the business.
Emotional Intelligence	<p>Develop the ability to understand one's own feelings and be informed on how these can influence motivation and behavior. Your emotional intelligence can matter more than your intellectual intelligence, when used appropriately.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ What is emotional intelligence? ⇒ Skills in emotional intelligence. ⇒ Verbal communication skills. ⇒ Nonverbal communication skills. ⇒ Social management and responsibilities. ⇒ Tools to regulate your emotions. ⇒ Business practice. ⇒ Making an impact.

Handling Difficult Customer	<p>Develop your ability to handle difficult customers ethically. Gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ The right attitude starts with you. ⇒ Stress management (Internal and External Stressors) ⇒ Transactional analysis. ⇒ Why are some customers difficult. ⇒ Dealing with customers over the phone. ⇒ Dealing with customers in person. ⇒ Sensitivity in dealing with customers. ⇒ Scenarios of dealing with difficult customers. ⇒ Following up on customers once you have addressed their issue.
High Performance Teams Inside the Company	<p>Appreciate the benefits of having high performing teams in the organization and develop the skills set you need to manage the team's performance for great success.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Benefits of high performance teams. ⇒ Challenges of high performance teams. ⇒ How to build and lead high performance team. ⇒ Characteristics of high performance team. ⇒ Roles of an effective team leader. ⇒ Leading high-performance teams. ⇒ Ideas for motivating high performance team. ⇒ Steps to retaining high performers. ⇒ Augmenting team performance
Introduction to Supervision	<p>Gain the essential knowledge and skills of performing effective supervisory duties. Learn the importance of building your ability in team management and supervision, being able to identify the specifics of supervisory roles and responsibilities. Use this opportunity to demonstrate your skills and talents in performing supervisory functions.</p> <p>Duration: 5 days</p>	<ul style="list-style-type: none"> ⇒ The Management Process ⇒ Supervisor's Job ⇒ Communication (Network and Reporting Lines) ⇒ Objectives and Performance Standards (Principles +) ⇒ Performance Management (Standards & Results) ⇒ Managing Conflict ⇒ Leadership (Linkage to Supervision) ⇒ Motivation ⇒ Managing and Controlling Costs ⇒ Counseling ⇒ Time Management ⇒ Delegation
Meeting Management	<p>Improve your meeting management skills. Learn the proper process and the roles and responsibilities of conducting a meeting.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Meeting skills. ⇒ Planning and preparing meetings. ⇒ Organizing meetings. ⇒ Setting up meeting space. ⇒ Running the meeting. ⇒ Meeting roles and responsibilities. ⇒ Chairing a meeting. ⇒ Dealing with disruptions. ⇒ Taking minutes. ⇒ Making the most of your meetings
Negotiation Skills	<p>Develop your negotiation skills and techniques to be a better negotiator. Get ahead with preparation for discussions dealing with the pressing issue, understand your opponent, and build your confidence for a fair and respectable settlement.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Understanding negotiation. ⇒ Getting prepared. ⇒ Laying the groundwork. ⇒ Phase one -Exchanging information. ⇒ Phase two -Bargaining. ⇒ About mutual gain. ⇒ Phase three- closing. ⇒ Dealing with difficult issues. ⇒ Negotiating outside the boardroom. ⇒ Negotiating on behalf of someone else.

Networking (Outside the Company)	<p>Appreciate values gained from networking outside the company and build your networking skills. Discuss how to identify and eliminate obstacles, developing your interpersonal relations, managing your time well in establishing professional networks.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Benefits of networking (outside) ⇒ Networking obstacles. ⇒ Networking principles, ⇒ Why network. ⇒ How to build networks. ⇒ Online networking tools. ⇒ Develop interpersonal relations. ⇒ Common networking mistakes. ⇒ Time management. ⇒ Manage personal and professional networks.
Sales Fundamentals	<p>Gain the fundamental skills in sales covering target audience identification, preparing the sales pitch and how to seal the deal. Learn the importance of conducting follow-ups, setting sales goals, and managing sales data.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Understanding the talk. ⇒ Getting prepared to make the call. ⇒ Creative openings ⇒ Making your pitch ⇒ Handling objections ⇒ Sealing the deal ⇒ Following up ⇒ Setting goals ⇒ Managing data ⇒ Using a prospect board.
Team Building for Managers	<p>Appreciate the benefits of utilizing team building activities. Walk through the activities and identify valuable team members who can fit into any team they are placed. Develop ideas to create a positive atmosphere in managing a team.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ What are the benefits of team building? ⇒ Types of teams building activities. ⇒ Games. ⇒ More team building games. ⇒ Activity. ⇒ More team building activities. ⇒ Social gathering. ⇒ Common mistakes when team building. ⇒ Formatting a team building plan. ⇒ Evaluate.
Teamwork & Team Building	<p>Build your leadership skills in instilling teamwork and team building. Explore the different stages of building a team and factors of encouraging teamwork. Learn how to resolve team related issues and motivate team members for success.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Defining success ⇒ Types of teams. ⇒ The first stages of team development – forming. ⇒ The second stage of team development – storming. ⇒ The third stage of team development – norming. ⇒ The fourth stage of team development – performing. ⇒ Team building activities. ⇒ Making the most of team meetings. ⇒ Solving problems as a team. ⇒ Encouraging teamwork.
Time Management	<p>Discover strategies to help you manage your time well through smart goal setting, develop personal motivation and delegation skills, create organizational tools, and learn how to manage operational activities.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Setting smart goals, ⇒ Prioritize your time. ⇒ Planning wisely. ⇒ Tackling procrastination. ⇒ Crisis management. ⇒ Organizing your workplace. ⇒ Delegating made easy. ⇒ Setting rituals. ⇒ Meeting management ⇒ Alternatives to meetings.

Target Audience: Office Management Skills

Training Program	Overview	Topics
Admin Office Procedures	<p>Demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Why does your office need administrative procedures? ⇒ Gathering the right tools ⇒ Identifying procedures to include ⇒ Top five procedures to record. ⇒ What not to include in your binder ⇒ Organizing your binder. ⇒ Share office procedure guide. ⇒ Successfully executing the guide.
Administrative Support	<p>Learn the core skills to help you use the existing resources within your reach efficiently, manage time wisely, communicate effectively and collaborating with others skillfully.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Getting Organized ⇒ Managing time. ⇒ Getting it all done on time. ⇒ Special Tasks, ⇒ Verbal Communication Skills ⇒ Non-Verbal Communication Skills ⇒ Empowering Yourself ⇒ The team of two. ⇒ Taking Care of Yourself is a priority.
Assertiveness & Self Confidence	<p>Gain an understanding of what assertiveness and self-confidence mean and learn how to develop them in day-to-day living.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ What does self-confidence mean to you? ⇒ Obstacle to our goals. ⇒ Communication skills. ⇒ The importance of goal setting. ⇒ Feeling the part. ⇒ Looking the part. ⇒ Sounding the part. ⇒ Powerful presentations. ⇒ Coping techniques. ⇒ Dealing with difficult behavior.
Archiving and Records Management	<p>Discover the basic concepts and elements of records management, and the different ways to manage records.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Understanding records. ⇒ Management of records. ⇒ Contents. ⇒ Classification. ⇒ Paper based systems. ⇒ Electronic records. ⇒ Hybrid systems. ⇒ Appraisals & systems. ⇒ Record maintenance.
Communication Skills	<p>Master the art of communication from an advanced level. Appreciate the factors of communication and take action to mitigate the barriers, discuss the impacts of different communication methods. Develop probing questioning skills, conducting appreciative enquiries, and conversing using the STAR method.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ What is communication? ⇒ Factors in Communication. ⇒ Understanding communication barriers ⇒ Non-verbal Communication Skills ⇒ Para-verbal communication skills ⇒ Use the STAR method to speak on the spot. ⇒ Listen actively and effectively. ⇒ Use appreciative inquiry as a communication tool. ⇒ Mastering the art of conversation ⇒ Advanced communication skills ⇒ Identify and mitigate precipitating factors. ⇒ Establish common ground with others. ⇒ Use "I" messages.

Developing Creativity	<p>Develop your brainstorming and mind mapping capability. Be imaginative, think differently, and be creative in removing barriers that block your creativity. Learn how to have mental flexibility, recognize, and look for what inspires you to be more creative.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ What is creativity? ⇒ Getting inspired. ⇒ Beating procrastination. ⇒ Improving your creative mindset. ⇒ Curiosity. ⇒ Take risks. ⇒ Think like a child. ⇒ Environmental factors. ⇒ Individual brainstorming.
Executive & Personal Assistants	<p>Develop your confidence, be good at executing the best executive and personal assistant roles who can manage a schedule, organize meetings and special events, maintain confidentiality, and do the gatekeeping.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Working with your manager. ⇒ Administrative soft skills, ⇒ Effective time management. ⇒ Meeting management ⇒ Tools of the trade. ⇒ Being an effective gatekeeper. ⇒ Organizational skills. ⇒ Confidentiality guidelines. ⇒ Special tasks.
Goal Setting & Getting Things Done	<p>Learn from the characteristics of successful people to develop your strategic skills of goal setting, getting things done and increasing productivity.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Overcoming procrastination. ⇒ Four 'P's of goal setting. ⇒ Improving motivation. ⇒ Wise time management. ⇒ Tips for completing tasks. ⇒ Increase your productivity. ⇒ To do list characteristics. ⇒ Smart goals ⇒ Mistakes will happen.
Interpersonal Skills	<p>Be enabled to identify the essential skills and techniques required for self-improvement.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Verbal Communication Skills ⇒ Non-verbal communication Skills - Body Language ⇒ Making Small Talk and Moving Beyond – Conversation ⇒ Skills needed in starting and progressing to higher levels of conversation. ⇒ Creating a powerful introduction, remembering names. ⇒ Influencing Skills ⇒ Bringing people to your side ⇒ Sharing one's opinions constructively. ⇒ Negotiation Basics ⇒ Impact through powerful first impressions
Organizational Skills	<p>Encounter improved productivity, better management, and increased professional growth through the organizational tips and tools. Learn the basics of staying organized.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Remove the clutter. ⇒ Prioritize ⇒ Scheduling your time. ⇒ To do list ⇒ Paper and paperless storage. ⇒ Organization in your work area. ⇒ Tools to fight procrastination. ⇒ Organizing your inbox. ⇒ Avoid the causes of disorganization. ⇒ Discipline is the key to staying organized.

Personal Productivity	<p>Learn setting SMART goal tactics, build your personal productivity using the power of routines, staying ahead of tasks, tackling new tasks, and using project management tools. Build your schedules, be on the right track in achieving that goal. Learn the tips of managing your workspace and tackling procrastination.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Setting SMART goal ⇒ The power of routines. ⇒ Scheduling yourself. ⇒ Keeping yourself on top of tasks. ⇒ Tackling new tasks and projects. ⇒ Using project management techniques. ⇒ Creating a workspace. ⇒ Organizing files and folders. ⇒ Managing e-mail. ⇒ Tackling procrastination.
Presentation Skills	<p>Build your presentation skills through utilization of various communication skills. Appreciate the use of various types of visual aids in engaging with the audience. Learn to create compelling power point presentations.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Creating the program ⇒ Choosing your delivery methods ⇒ Verbal communication skills ⇒ Nonverbal communication skills ⇒ Overcoming nervousness ⇒ Creating fantastic flip charts. ⇒ Creating compelling power point presentation. ⇒ Wow 'them with the whiteboard.
Telephone Etiquette	<p>Build rapport through telephone manners and etiquette in different scenarios. Learn how to use proper language, handle calls from all walks of life, build employee training program and improvements on poor telephone etiquettes.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Aspects of phone etiquette. ⇒ Using proper phone language. ⇒ Eliminate phone distractions. ⇒ Inbound calls. ⇒ Outbound calls. ⇒ Handling rude or difficult callers. ⇒ Handling interoffice calls. ⇒ Handling voice mail messages. ⇒ Method of training employees. ⇒ Correcting poor telephone etiquette.

Target Audience: Banking & Finance Lending.

Training Program	Overview	Topics
Credit Management & Debt Collection	<p>Construct your credit and debt management processes and policies. Learn how to design your credits terms and processes of tracking credits and debts. Harness cash flow management and liquidity sufficiency acumen in managing debts and credits.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ What is management? ⇒ Credit consideration. ⇒ Credit policy SME Credit Terms ⇒ Credit terms. ⇒ Debtors' ledger. ⇒ Collection procedure ⇒ Credit application. ⇒ Authorization ⇒ Acceptance letter ⇒ Cost of credit collection alternatives
Financial Analysis for Lending	<p>Harness your Financial Analysis skills through ratio calculations and interpretations. Develop the mechanics of making calculated financial decisions through Variance analysis, Trend analysis and Ratio analysis.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Variance analysis ⇒ Trend analysis ⇒ Ratio analysis
Savings and Loans Societies	<p>Explore the fundamentals of establishing a savings & loans society with insights into their roles and responsibilities, codes of conduct and regulatory legislation. Develop your ability to manage loans, liquidity, reserves and budgets and account records. Gain the opportunity to delve into society's financial statements and records.</p> <p>Duration: 5 days</p>	<ul style="list-style-type: none"> ⇒ Define Savings & Loans Society? ⇒ Operational Policies ⇒ Federation of S/L Societies ⇒ Introduction to Corporate Governance ⇒ Role of Registrar & Role of S/L officials ⇒ Introduction to Fit & Proper person requirement. ⇒ Record keeping & Bookkeeping. ⇒ Understanding Financial Statements ⇒ Insurance ⇒ Loans Management ⇒ Liquidity Management ⇒ Reserves ⇒ Budget ⇒ Savings & Loans Society Legislation ⇒ Code of Conduct

SME Credit and Lending	<p>Discover the credit appraisal systems and guidelines in funding small and medium sized enterprises. Build your knowledge of establishing major functions of the general business in finance market and capital markets for different types of firms. Know how they are supplied, acquired, and costed or priced.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Credit Appraisal Systems and Guidelines ⇒ Working Capital ⇒ Term Loan ⇒ Composite Loan ⇒ Ratios ⇒ Borrower appraisal ⇒ Collateral and Securities ⇒ Credit Monitoring ⇒ SME Credit terms ⇒ Problems, flexibility, marketing, and terms ⇒ Credit risk assessment tools. ⇒ Writing of Credit Proposals
Target Audience: ACCOUNTS and FINANCE Management		
Training Program	Overview	Topics
Accounting for Non Accountants	<p>Develop the skills of identifying and classifying financial transactions and recording accounts according to the General Accepted Accounting Practice. Learn how to record transactions appropriately and ledger postings for financial reports. Be equipped to identify errors, make the corrections & adjustments, and reconcile your bank accounts. Be able to establish your Accounts Management Process.</p> <p>Duration: 3 days</p>	<ul style="list-style-type: none"> ⇒ Definition and Role of Accounting ⇒ Transaction and Source Documents ⇒ Journals and Journal Entries ⇒ Ledgers and Ledger Postings ⇒ Trial Balance ⇒ End of Period Adjustments ⇒ Introduction to Financial Reports ⇒ Bank Reconciliation ⇒ Overview of Management Accounting Process (Costing of products & services)
Budgets and Cash Flow	<p>Secure your basic understanding of budgets and cash flow reports. Gain confidence in rendering financially informed discussions and decisions with regard to budgets and cash flow management.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Understanding Financial Statements. ⇒ Analyzing Financial Statements. ⇒ Understanding Budgets. ⇒ Budgeting Made Easy. ⇒ Advanced Forecasting Techniques. ⇒ Managing the Budget. ⇒ Making smart purchasing decisions. ⇒ A glimpse into the legal world.
Financial Analysis & Management	<p>Gain insights into the frameworks of accounting, classifying reports, calculating depreciations and financial ratios, projecting cashflows and structure of the balance sheet to understand financial strengths and risks. Building your Financial Analysis acumen to better manage funds and investments.</p> <p>Duration: 5 days</p>	<ul style="list-style-type: none"> ⇒ The Accounting Framework ⇒ Classification and presentation of reports ⇒ Profit and Loss Statement ⇒ Balance Sheet ⇒ Cash Flow Statement ⇒ depreciation and accruals ⇒ The Cash Flow Projection ⇒ Structure and Analysis of Balance Sheet ⇒ Operating and Performance Ratios ⇒ Liquidity Analysis ⇒ Financial Strengths Analysis ⇒ Cash Flow Analysis ⇒ How to influence financial performance ⇒ Fund Management ⇒ Evaluation of Capital Investment
Understanding Financial Statements	<p>Learn the financial language to read the financial statements, budgets, forecasting, purchasing decisions, and laws that regulate the handling of financial information. Establish your understanding of the financial reports to hold relevant discussions and render decisions based on financial data.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ What is Finance? ⇒ Identify financial terminology. ⇒ Understand financial statements. ⇒ Identify how to analyze financial statements. ⇒ Understand budgets. ⇒ How to make budgeting easy? ⇒ Understand advanced forecasting techniques. ⇒ Understand how to manage the budget.

Target Audience: Safety & Health at Workplace

Training Program	Overview	Topics
Risk Management for Supervisors and Managers	<p>Build your strength in managing risks and safety hazards, implementing risk identification and analysis tools, developing safety awareness, tracking control measures and develop abilities to establish disaster recovery plan. Invest in limiting and removing potential dangers and hazards.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Identifying hazards and risks ⇒ Seeking out problem before they happen ⇒ Everyone's responsibility. ⇒ Tracking and updating control measures. ⇒ Risk management techniques. ⇒ General office safety and reporting. ⇒ Business impact analysis ⇒ Disaster recovery plan ⇒ Summary of risk assessment.
Safety in Workplace	<p>Be equipped to identify common hazards and safety issues in the workplace. Learn the techniques used in identifying anticipated hazards and developing the tools to help create a Safety policy for your workplace. Learn how to develop and manage implementation of the safety plan and keeping employees safe.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ An overview ⇒ Types of hazards. ⇒ Manager's role. ⇒ Training. ⇒ Stress management. ⇒ Workplace violence. ⇒ Identifying your company hazards ⇒ Drug and alcohol abuse. ⇒ Writing the safety plan ⇒ Implement the plan.
Safety Officer Level 1	<p>Become aware of common hazards in the workplace and identify appropriate safety measures and precautions that should be implemented to promote a safe working environment.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Introduction to Health and Safety ⇒ Workplace Hazards and Risks: Part One ⇒ Workplace Hazards and Risks: Part Two ⇒ Workplace Conditions
Safety Officer Level 2	<p>Building on from the Safety Officer Level 1, advance into understanding the hierarchy of risk observation, assessments and controlling measures.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Job Safety Observation ⇒ Job Safety Analysis ⇒ Formal Risk Assessments ⇒ Risk Management ⇒ Hierarchy of Controls and Control Evaluation ⇒ Personal Protective Equipment (PPE) ⇒ Workplace Incidents and Accidents ⇒ Emergency and Disaster Response ⇒ Fire Awareness ⇒ First Aid & Injury Management ⇒ Workplace rehabilitation program ⇒ Safety guiding and signs ⇒ Workplace exposure Standard ⇒ Hazardous Substances ⇒ Manual Handling
Safety Officer Level 3	<p>Become a competent and qualified safety officer who can manage health and safety issues at the workplace effectively. Target Audience: Safety Officers and supervisors. Participants completing this program must have completed Safety Officer Level I & II. This is a pre-requisite to Certificate IV in WHS.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Incident Reporting & Investigation ⇒ WHS Legislation ⇒ Working at Heights ⇒ Confined Space ⇒ Isolation and Tag out. ⇒ Electrical Safety ⇒ Noise and Vibration ⇒ Barricades & Fatigue Management ⇒ WHS Plan & WHS Management System ⇒ WHS Consultation & Workplace Safety Audit ⇒ Contractor Management ⇒ Workplace Exposure Standards, Airborne Contaminants, Load ⇒ Shifting ⇒ Emergency Planning, Fire emergency evacuation ⇒ Fire extinguishers and firefighting.

Universal Safety Practices	<p>Gain the overview knowledge on the applying the universal safety practices and discover how this can be translated within the organization.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ The importance of safety. ⇒ Fire risk. ⇒ Sound. ⇒ Chemical and electrical hazards ⇒ Ergonomics ⇒ Workplace violence ⇒ Transportation. ⇒ Machinery. ⇒ Safety program ⇒ Monitoring.
Target Audience: DIGITAL & MEDIA TECHNOLOGY		
Training Program	Overview	Topics
Cyber Security	<p>The ability to protect information systems from impairment and theft is essential. Learn the fundamentals of cybersecurity and the methods that should be implemented to make sure your computer systems are protected.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Cyber security fundamentals. ⇒ Types of malwares. ⇒ Cybersecurity breaches. ⇒ Types of cyber-attacks. ⇒ Prevention tips. ⇒ Mobile protection. ⇒ Social network security. ⇒ Prevention software. ⇒ Critical cyber threats. ⇒ Defense against hackers.
Social Media Marketing	<p>With our "Social Media and Marketing" workshop, your participants will discover the specifics of how to effectively use social media marketing and its pros and cons.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Facebook. ⇒ YouTube. ⇒ Twitter ⇒ LinkedIn ⇒ Google + ⇒ Pinterest. ⇒ Tumblr. ⇒ Flickr ⇒ Snapchat ⇒ Instagram.
The Cloud & Business	<p>The cloud has become a vital component for business as technology becomes embedded in modern life. Every leader needs to understand the cloud and how it operates as well as the potential dangers and pitfalls associated with cloud computing. Knowledgeable monitoring and maintenance can be the difference between the success and failure of the technology's use.</p> <p>With our "The Cloud and Business" workshop, your participants will discover the specifics of how the cloud can be a successful business tool.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ The clouds. ⇒ Models for business. ⇒ Advantages. ⇒ Address risk. ⇒ Security. ⇒ Device management. ⇒ Service oriented architecture. ⇒ Business process. ⇒ Standards. ⇒ Monitoring.
Social media in the Workplace	<p>Understanding social media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication, and your participants will realize how social media and the Workplace can work together.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ What is social media? ⇒ Defining your social media policy ⇒ Creating a living document. ⇒ Rules to follow when posting. ⇒ Benefits of social media. ⇒ Pitfalls of social media. ⇒ Listen to your customer.

Virtual Team Building and Management	<p>With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give you participants the knowledge to work with these challenges and succeed in a growing global workforce.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Setting up your virtual team. ⇒ Virtual team meetings. ⇒ Communication ⇒ Building trust. ⇒ Cultural issues. ⇒ To succeed with a virtual team. ⇒ Dealing with poor team players. ⇒ Choosing the right tools.
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Target Audience: MICROSOFT OFFICE Skills

Training Program	Overview	Topics
MS Word (Essential)	<p>Gain the essential skills required in creating professional documents with texts, tables, graphic images, and formatting.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Create and Manage Documents ⇒ Format Text, Paragraphs, and Sections ⇒ Working with Tables ⇒ Create Lists and Tables ⇒ Insert and Format Graphic Elements ⇒ Markers
MS Word (Advanced)	<p>Elevate your basic knowledge in creating documents with advanced design, effective references, and custom elements.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Design Advanced Documents ⇒ Create Advanced References ⇒ Manage Forms and Fields ⇒ Create Custom Style Sets and Templates ⇒ Manage Document Options and Settings ⇒ Work with Templates ⇒ Use Version Control ⇒ Manage Document Reviews and Changes
MS Word (Expert)	<p>Establish your expertise in Microsoft office in creating documents with advanced design, effective references, and custom elements.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Design Advanced Documents ⇒ Create Advanced References ⇒ Create Custom Word Elements ⇒ Manage Document Options and Settings
MS Excel (Essentials)	<p>Acquire the essential skills in creating excel worksheets and workbooks, working with data cell, performing excel functions and data analysis basics.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Create and Manage Worksheets and Workbooks ⇒ Add a Tool to the Quick Access Toolbar ⇒ Manage Data Cells and Ranges ⇒ Create Tables ⇒ Perform Operations with Formulas and Functions ⇒ Use Quick Analysis, Charts and Objects
MS Excel (Advanced)	<p>Expand your essential skills, create more productive workbooks with advanced formulas and function techniques. Learn advanced formatting and charting features in data manipulation.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Use the fill operations to fill a data series. ⇒ Use a range of techniques to work with worksheets. ⇒ Apply variety of page setup techniques. ⇒ Apply borders to cells and ranges in a worksheet. ⇒ Use common worksheet functions. ⇒ Create more complex formulas and functions. ⇒ Create and use defined names in a workbook. ⇒ Apply a range of number formatting techniques to worksheet cells. ⇒ Apply conditional formatting to ranges in a worksheet. ⇒ Use goal seeking to determine the values required to reach a desired result. ⇒ Understand and use Excel's Quick Analysis tools. ⇒ Create and work with tables. ⇒ Use a range of elements and features to enhance charts. ⇒ Select and change the format of objects in a chart.

MS Excel <i>(Expert)</i>	<p>Build your expertise in worksheet data protection, performing advanced data operations using summarizing, data consolidations, filters and PivotTables, macros and more.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Working with Permissions and Options ⇒ Sharing Workbooks ⇒ Performing Advanced Formula and Function ⇒ Tasks · Working with Array Formulas ⇒ Working With Macros ⇒ Working With Forms ⇒ Applying Advanced Chart Features ⇒ Working With Slicers and Timelines ⇒ Working With Multiple Tables, Relationships and External Data
MS PowerPoint <i>(Essential)</i>	<p>Learn the essentials of using PowerPoint 2016. Harness your presentation with animated and transitioning features in.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Create and Manage Presentations ⇒ Insert and Format Text, Shapes, and Images ⇒ Insert Tables, Charts, SmartArt, and Media ⇒ Apply Transitions and Animations ⇒ View Slideshows and Work with Multiple Presentations. ⇒ create a new presentation. ⇒ work with the various slide layouts. ⇒ create and work with SmartArt graphics. ⇒ draw and format shapes. ⇒ navigate a slide show in PowerPoint. ⇒ use a range of printing techniques. ⇒ obtain help for PowerPoint whenever you need it. ⇒ create brilliant presentations.
MS PowerPoint <i>(Advanced)</i>	<p>Microsoft PowerPoint 2016 – Level 2 is designed for users who are keen to extend their understanding and knowledge of the software beyond creating basic presentations.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ create and work effectively with themes. ⇒ view and modify slide masters. ⇒ create and use custom templates. ⇒ create and work with tables. ⇒ create and work with charts. ⇒ insert and edit images. ⇒ edit inserted images. ⇒ insert and work with different types of media. ⇒ create animations in a presentation. ⇒ set up a presentation for the required presentation mode. ⇒ save and share your presentations in other formats. ⇒ use the features of PowerPoint to work collaboratively with others.
MS PowerPoint <i>(Expert)</i>	<p>Welcome to the Microsoft PowerPoint Expert workshop. This workshop is designed to get into the more advanced features of PowerPoint. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in PowerPoint.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Modify the PowerPoint environment and use multiple presentation windows ⇒ Use sections and other tools for organizing the presentation ⇒ Use headers, footers, and slide background options ⇒ Use advanced formatting options for shapes and text boxes ⇒ Create a photo album ⇒ Use advanced selection and shape manipulation techniques ⇒ Use advanced audio and video options ⇒ Use advanced transition and animation techniques ⇒ Collaborate on presentations

Target Audience: MYOB

Training Program	Overview	Topics
MYOB (Basics)	<p>Acquire the skills and Knowledge how to setup and operate MYOB software. Extend your understanding and let MYOB do the accounting for your business.</p> <p>Duration: 5 days</p>	<ul style="list-style-type: none">⇒ Start, navigate around, and exit from MYOB.⇒ create a new company file in MYOB.⇒ modify a chart of accounts to suit specific business needs.⇒ enter account opening balances into a new company file.⇒ enter historical balances for customers and suppliers.⇒ enter customer and supplier details into MYOB's card file.⇒ setup inventory for a new company file⇒ use the purchasing features of MYOB.⇒ pay for purchases that have been made by suppliers.⇒ make sales to customers.⇒ deal with more complex invoicing matters.⇒ record customer payments.⇒ work with inventory on a day-to-day basis.⇒ Write cheques to make payments.⇒ perform a bank reconciliation.⇒ produce a variety of business-related reports.⇒ understand how MYOB is used to track GST.⇒ use MYOB's BASlink to produce a Business Activity Statement.
MYOB (Advanced)	<p>This course is intended for people who have basics skills in MYOB and who would like to extend their knowledge of this product. This course aims to increase your productivity by providing the skills and knowledge to use MYOB effectively.</p> <p>Duration: 5 days</p>	<ul style="list-style-type: none">⇒ Customize MYOB to operate in a number of ways.⇒ Perform a number of file operations in MYOB⇒ Secure your MYOB File and the data in it⇒ File Management⇒ Work with custom lists, custom fields and identifiers to mine data⇒ Security in MYOB⇒ Use MYOB to manage a petty cash drawer⇒ Point of sales⇒ Fixed Assets⇒ Manage credit cards in a business⇒ Use MYOB to manage point of sale transactions⇒ Track fixed assets in MYOB⇒ Track specific jobs using MYOB⇒ MYOB and Word processing⇒ Export MYOB Data to Spreadsheet program⇒ Complete end of month transactions⇒ Complete end of year transactions and roll over into new year⇒ Customize MYOB forms to suit your own business

Target Audience: Quality Management Systems—ISO Certification		
Training Program	Overview	Topics
Management Systems ISO 9001:2016 Foundation course	<p>Helps you & your organization to understand the purpose of a quality management system, of quality management systems standards and the business benefits of improved quality performance.</p> <p>Duration:1 day</p>	<ul style="list-style-type: none"> ⇒ Evolution of Management System (MS) standards. ⇒ Reasons behind the changes in ISO 9001:2015. ⇒ Introduction to ISO HLS* - Common framework for ISO management system standards. ⇒ An overview of all the requirements of the ISO 9001:2015.
Risk Management Foundation (ISO 31000)	<p>This Foundation training course is designed to enable participants to gain basic knowledge of the requirements of ISO 31000:2018 standard.</p> <p>Duration: 1 day</p>	<ul style="list-style-type: none"> ⇒ To become familiar with the key elements of ISO 31000 as the basis for good risk management practice. ⇒ To understand how it can be applied to a variety of organizations / sectors.
Quality Management System Internal Auditor (ISO 9001:2015)	<p>This course has been registered and certificated by the CQI IRCA Governing Body and satisfies the formal training requirements for individuals seeking registration under CQI IRCA or other Auditor Certification Schemes.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Management systems and the need for audits. ⇒ Brief overview of the aim, structure and uses of the ISO9001, including the requirements for risk-based thinking ⇒ Establish an internal audit programme. ⇒ Planning, preparation, performing and reporting of internal audits. ⇒ Verifying corrective actions and dealing with difficult audit situation.
Quality Management System Lead Auditor (ISO 9001:2015)	<p>This course is designed to provide participants with the knowledge and skills required to perform first, second- and third-party audits of management systems against the requirements of the ISO 9001:2015, in accordance with the guidance given in the ISO 19011 for first- and second-party audits as well as the requirements of the ISO 17021 for third party audits.</p> <p>Duration: 5 days</p>	<ul style="list-style-type: none"> ⇒ Management systems – What and why, including the HLS ⇒ What is an audit and why are they necessary ⇒ Risk based thinking process ⇒ ISO 9001:2015 purpose and requirements from an auditing perspective. ⇒ How to plan & conduct audits ⇒ Audit communication ⇒ Value added audit reporting and follow-up
Occupational Health & Safety Management Systems Internal Auditor (ISO 45001: 2018)	<p>This course provides you an understanding of the audit process and how to realize its true potential based on the requirements of the ISO 19011 International Audit Guidelines and ISO 45001:2018 standard.</p> <p>Duration: 2 days</p>	<ul style="list-style-type: none"> ⇒ Provide an understanding on the principles and benefits of OHSMS management. ⇒ Facilitate the identification of OHSMS processes within an organization. ⇒ Ensure the correct application of accepted audit protocols. ⇒ Provide participants with the skills necessary to plan and execute OHSMS internal audits. ⇒ Facilitate value-added auditing and reporting to aid enhanced system performance.