





# Training and Personal Improvement



**Courses highlights**  
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# Courses Catalogue

- 1. Master Time Management**
- 2. Basics of Good Email Etiquette**
- 3. Business English Communication**
- 4. Resolve Conflicts with Effective Tactics & negotiation**
- 5. IT Manager Training**
- 6. Art of Effective Communication**
- 7. Effective Leadership**
- 8. Feedback vs Coaching**
- 9. Decision Making for Managers**
- 10. Presentation Skills**

# 1. Master Time Management

## Highlight

The Time Management course is a comprehensive training program that helps employees learn how to organize and prioritize their time, increase productivity, and reach their goals. The course provides participants with practical strategies to help them focus their energy and resources in order reap maximum results.

## Target audience

The course can be beneficial for everyone whether at top management level or entry level employee although more experienced personal have already the basics.

## Available

Online/Offline

## Duration (Hrs.)

Light - 1	Full - 8
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## Pre-requisite

Prerequisites for a Time Management Training program may include basic knowledge of how to manage daily tasks and how to prioritize important tasks, an understanding of the time-management challenges in the workplace

## 2. Basics of Good Email etiquette

### Highlight

Email etiquette courses are designed to help professionals understand the basic rules and best practices of communicating via email. This type of course teaches you not only the technical aspects of sending emails, but also the proper use of language, tone, and salutations in order to establish and maintain professional relationships.

### Target audience

The target audience for Email Etiquette training would be anyone who uses emails in a professional setting.

### Available

Online/Offline

### Duration (Hrs.)

Light - 1

Full - 8

### Pre-requisite

- Ability to communicate effectively in writing
- Familiarity with common email applications (Microsoft Outlook and Gmail)
- A basic understanding of privacy laws and standards pertaining to email communication

# 3. Business English Communication

## Highlight

Business English Communication is a course that helps employees to communicate in English effectively in different professional contexts. This course provides individuals with the knowledge and skills to communicate effectively and efficiently in English within a business setting.

## Target audience

The target audience for a business English communication training course would be any individual working in a professional environment and in need of better English communication skills to help them perform their role.

## Available

Online/Offline

## Duration (Hrs.)

Light - 2

Full - 24

## Pre-requisite

Individuals should possess a basic knowledge of English reading, writing and speaking. Additionally, a certain level of familiarity with computers and other technology, such as the Internet and email, is recommended.

# 4. Conflicts resolution

## Highlight

This training revolves around key concepts like understanding the sources of conflicts, interactive communication strategies, negotiation, and resolution techniques. It is pivotal in sectors like human resources, project management, and administration where professional interactions are prevalent.

## Target audience

The target audience for conflicts resolution training course would be any individual working in a professional environment as conflicts appear at all levels and industries.

## Available

Online/Offline

## Duration (Hrs.)

Light – 1.5 | Full - 16

## Pre-requisite

- Demonstrated strong interpersonal and communication skills
- Understanding of conflict management strategies and theories
- Ability to navigate complex, sensitive situations

# 5. IT Manager

## Highlight

The training provides an individual's expertise in managing, planning, and deploying IT services and infrastructures. It is primarily about underscoring an individual's leadership and technical skills in managing diverse IT projects. It also provides basics for taking the PMP exam.

## Target audience

- IT professionals seeking career advancement
- Individuals aiming for leadership roles in IT
- Current IT managers looking to improve skills
- IT consultants aiming to enhance their managerial skills.

## Available

Offline

## Duration (Hrs.)

Light – 2.5	Full - 40
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## Pre-requisite

- Minimum 5-years work experience in IT
- Proficiency in areas such as project management, IT governance, Information security.

# 6. Art of Effective Communication

## Highlight

Effective Communication is a course that helps employees to communicate in effectively in different professional contexts. This course provides individuals with the knowledge and skills to communicate effectively and efficiently within a business setting.

## Target audience

The target audience for a communication training course would be any individual working in a professional environment and in need of better communication skills to help them perform their role.

## Available

Online/Offline

## Duration (Hrs.)

Light – 1.5    Full - 16

## Pre-requisite

- Basic understanding of communication concepts
- Desire to improve communication skills
- Ability to participate in interactive exercises
- Willingness to learn and apply new techniques



# 7. Effective Leadership

## Highlight

Leadership Skills is a course designed to help individuals develop their leadership capacity. It covers a range of topics such as communication, conflict resolution, decision-making, problem-solving, goal-setting, team building, and motivational techniques.

## Target audience

The target audience for a leadership skills training program could include anyone from entrepreneurs, managers, business owners and executives to healthcare workers, educators and government officials

## Available

Offline

## Duration (Hrs.)

Light – 1.5    Full - 16

## Pre-requisite

- Basic communication skills
- Ability to listen and empathize with others
- Experience in leading and managing teams
- Positive attitude and demeanor in the workplace

# 8. Feedback vs Coaching

## Highlight

Feedback Vs Coaching equips professionals to provide effective coaching with the aim of performance improvement and personal growth. It teaches the difference between providing feedback and coaching, two critical elements in development.

## Target audience

- Managers and team leaders responsible for guiding team performance
- Human Resource professionals managing staff development programs
- Organizations aiming to promote a culture of continuous learning and improvement

## Available

Online/Offline

## Duration (Hrs.)

Light – 1

Full - 8

## Pre-requisite

- Experience in communication, teaching, HR or consulting roles
- Proficiency in English language
- Commitment to ongoing professional development in coaching/feedback methodologies

# 9. Decision making for managers

## Highlight

The Decision Making for Managers course validates an individual's ability to make strategic, tactical, and operational decisions effectively within an organization setting. It is all about equipping professionals with the requisite skills to analyze situations critically, manage risks, and make well-informed decisions that influence the success of a business.

## Target audience

- Mid-level to senior managers seeking to enhance decision-making skills
- Business owners aiming to improve strategic decisions
- Team leaders requiring advanced decision-making ability
- Project managers seeking to handle complex decisions

## Available

Online/Offline

## Duration (Hrs.)

Light – 1.5	Full - 16
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## Pre-requisite

- Basic understanding of management concepts
- Familiarity with data analysis and interpretation
- Capability to think critically and solve complex issues

# 10. Presentation Skills

## Highlight

Presentation Skills course is designed to help individuals develop the necessary skills to successfully and effectively communicate using a variety of presentation techniques, tools and techniques. Participants in the course will learn how to develop and structure a presentation, how to use visual aids, how to engage and communicate to an audience.

## Target audience

Target audience for presentation skills training typically are those who need to give presentations regularly at their jobs or utilize presentations in day-to-day circumstances,

## Available

Offline

## Duration (Hrs.)

Light – 1.5 | Full - 16

## Pre-requisite

Have basic knowledge of computers, strong command of the English language, understanding of the topic to be presented, and some degree of comfort with public speaking

# Additional courses

- 1. Learn How to Write Winning Proposals & Win More Business**
- 2. Gain Control of Your Emotional Intelligence**
- 3. Discover The Keys To Stress Management**
- 4. Hone Your Cognitive Skills with Our Critical Thinking Course**
- 5. POSH - Prevention of Sexual Harassment At Workplace**
- 6. Knowledge Management**
- 7. Soft skill training for Managers**
- 8. Writing winning proposals**
- 9. ...**