Skillful Academy

SKILLFUL ACADEMY
Corporate Profile

TABLE OF CONTENT

Skillful Academy

Who We Are

Skillful Academy is a leading provider of comprehensive business solutions in the GCC region. We offer an array of services focused on cultivating a thriving organizational culture while enhancing competencies at every level. Our global experience, subject matter expertise, and data insights place us a step above the rest, empowering organizations with learning and development needs of today and the future

Our Key Value Propositions

Customized Interventions: Your business is unique. Our solutions are too.

Subject Matter Experts: Benefit from our unrivaled expertise.

Global Experience: World-class solutions, tailored for local nuances.

Data Insights: Decision-making backed by analytics and evidence.

Future Driven: Empowering businesses with the skills of tomorrow

Why Choose Us?

✸ **Personalized Approach**: We don't offer one-size-fits-all solutions.

✸ **Quality Over Quantity**: With a team of 45 Corporate Trainers and 27 HR SMEs, we focus on the value we can add to each individual learner.

✸ **Global Standards, Local Understanding**: Global best practices adapted to meet the needs of the GCC region.

✸ **Data-Driven**: Our solutions are backed by actionable insights.

![Skillful Academy logo]

Our Services

Learning & Development
- **Assessments**: Evaluate skill gaps and employee performance
- **Structured Programs**: Management & Leadership, Graduate Programs, Digital Transformation
- **In-House Training**: Behavioral, Leadership, Banking and Finance, Digital Skills

HR Advisory
- **HR Transformation**: Elevate your HR practices to global standards.
- **HR Policies**: Customized solutions for your organizational needs.
- **Competency Frameworks**: Skill mappings to propel your workforce forward.
- **Talent Management**: Retaining and nurturing top talent.

EdTech Consulting
- E-Learning Content Development
- Customized Talent Management Solutions

A BLENDED TRAINING APPROACH

At Skillful Academy, we always aim to incorporate **a blended learning approach** in all of our learning and development experiences to maximize participants' learning outcomes and engagement.

Among the many tools and techniques we utilize to ensure that our clients and their learners enjoy a fulfilling learning experience are the following:

E-Learning
Self-paced e-learning modules on all the topics of interest

Virtual Classroom
Weekly/Bi-Weekly virtual classroom sessions to recap key learnings (up to 4 hours)

In-Class Training
In-class training to deep dive learning concepts and skills with participants

Assignments
Practical on-the-job assignments to practice new skills and approaches

Assessments
Competency-based assessments to continuously assess and improve performance

Coaching
One-to-one coaching sessions to develop individual and professional development plans

COURSE CATALOGUE

TAKE A LOOK AT SOME OF OUR COURSE OFFERINGS ACROSS BEHAVIORAL, LEADERSHIP, BANKING & FINTECH AND DIGITAL SKILLS COURSES

IN-HOUSE TRAINING COURSES

A collection of some of today's most in-demand certifications, soft skills, management/leadership skills and financial skills courses available in both Arabic and English, delivered on site or at one of our many training facilities in the region.

PROFESSIONAL QUALIFICATIONS

Agile Project Management PMI-ACP

Certified Project Management Professional

Certified Risk Management Professional

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AGILE PROJECT MANAGEMENT
PMI-ACP
5 Days

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Course Overview

This 5 day program (30 PDUs) aims to take participants through the Agile Project Management Methodology as outlined by the Project Management Institute. The PMI has recently adopted the Agile methodology which will inevitably lead to faster global acceptance, growth, and demands. Gartner predicts that 80% of all Software projects will be using Agile in the next couple of years as this methodology becomes increasingly synonymous with lean, effective and adaptive project management geared towards a fast-changing competitive project landscape in today's economy.

COURSE OBJECTIVES

BY THE END OF THE COURSE PARTICIPANTS WILL:

- Learn the values, principles, and practices of Agile approach
- Understand Agile methodologies (roles, practices, artefacts, events)
- Walk through the entire Agile project lifecycle
- Live, feel, and taste the real world of Agile practitioners
- Gain the required tools, techniques, knowledge, and skills to pass PMI-ACP exam from the 1st trail

WHO SHOULD ATTEND?

This course is targeted at Senior and middle management who involved in project management, project/ program/ portfolio managers, senior PM practitioners, PMO staff, managers of PMs, PM teams, Individuals who want to start their career in Agile project management, and others who want to master Agile project management

Main Topics Covered

- Agile Foundation
- Agile Project Implementation
- Agile Team and Leadership
- Agile Revolution (Agile Manifesto)
- Agile Methods
- Agile Advanced Topics and Wrap Up

CERTIFIED PROJECT MANAGEMENT PROFESSIONAL
5 Days, 35 Contact Hours

Course Overview

The course is designed for professionals seeking to build or refresh their Project Management knowledge based on the latest PMBOK® Guide Fifth Edition, get prepared to pass the PMP® Exam and hence achieve one big milestone by becoming PMP® certified.

COURSE OBJECTIVES

BY THE END OF THE COURSE PARTICIPANTS WILL:

- Understand project pre-requisites in the context of your particular organisation's operations.
- Learn the essential foundations of effective project management and to elevate the current understanding and skills of project managers with some experience to a higher level.
- Be able to deliver world's best practice in applying cutting edge project management skills and techniques within a methodological framework guaranteed to deliver results consistently.
- Experience completing the full set of project templates in the context of the course project.

WHO SHOULD ATTEND?

The PMP® exam preparation course recognizes demonstrated competence in leading and directing project teams. If you're an experienced project manager or have been involved in projects and are looking to solidify your skills, stand out to employers and maximize your earning potential, hence, the PMP® credential is the right choice for you.

Main Topics Covered

- Introduction, Processes & Integration Management
- Scope & Time Management
- Cost, Communication and Stakeholder Management
- Quality & HR Management
- Risk Management & Procurement

CERTIFIED RISK MANAGEMENT PROFESSIONAL
5 Days

Course Overview

This course prepares delegated to obtain the PMI Risk Management Professional certification. Additionally, the course should enable participants to understand and learn how to apply risk management concepts, processes, tools and technique. Participants will also learn how to identify, analyze, respond and control project risks using best practice tools and techniques.

WHO SHOULD ATTEND?

The PMP® exam preparation course recognizes demonstrated competence in leading and directing enterprise risk management teams. If you're an experienced project or risk manager or have been involved in projects and are looking to solidify your skills, stand out to employers and maximize your earning potential, hence, the PMP® credential is the right choice for you.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Understand the principles and concepts of risk management and how to apply them to projects
➢ Understand how to plan risk management and formulate risk management strategies
➢ Learn how to identify risk through various risk identification techniques
➢ Learn how to perform qualitative and quantitative risk analysis
➢ Be able to apply best practice techniques and tools for risk management

Main Topics Covered

Introduction to Risk Management

Principles and Concepts of Risk Management

Introduction to PMI Risk Management Processes

Risk management planning

Risk Identification

Qualitative Risk analysis

Quantitative Risk analysis

BEHAVIOURAL AND WORKPLACE SKILLS

Delivering Professional Presentations

Interpersonal Communication

Effective Time Management

Effective Business Writing Skills
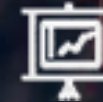
Problem Solving and Decision Making

Effective Sales and Negotiation Skills

Essential Customer Service Skills

Interpersonal Communication Skills

Presentation and Public Speaking Skills

Managing Multiple Tasks, Priorities, and Deadlines

Strategic Thinking and Innovation

Design Thinking Skills

Finance for Non-Financial Professionals

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DELIVERING PROFESSIONAL PRESENTATIONS

2-3 Days

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Course Overview

The aim of the workshop is to provide participants with the techniques for making more effective presentations, focusing on how to prepare, write and present persuasive arguments. Participants will be required to make a business presentation during the course to assess their capabilities and improvements throughout the course with feedback provided from the instructor.

COURSE OBJECTIVES

By the end of the course participants will:

➤ Utilise a structured approach to planning presentations
➤ Tailor your presentations more effectively to suit objectives and the audience
➤ Identify your own strengths and limitations in presentational style and approach
➤ Develop the ability to read and respond to non-verbal signals
➤ Influence client and internal management behaviour using more persuasive language and visual aids
➤ Recognise and handle questions and objections when under the pressure

WHO SHOULD ATTEND?

This course is targeted at employees at all levels who are often required to deliver presentations or public speaking engagements in front of public audiences, clients, colleagues, or managers.

Main Topics Covered

Preparation Steps & Practise

How to Structure a Persuasive Presentation

Use of PowerPoint

The Secrets of the Great Presenters

How to use body language and your voice to deliver great presentations

How to deal with Questions and Overcoming Nerves

INTERPERSONAL COMMUNICATION

2 Days

Course Overview

This workshop offers delegates the opportunity to explore how they can be more impactful within the workplace by understanding that how a message is received is more important than the words you use. In a fast paced workplace there are so many silent conversations that go on. Employees do get frustrated and make assumptions based on what they said instead of how the message was received. This master class provides the building blocks for great conversations: confidence, mindset, empathy and assertiveness. No conversation is that difficult to have if you present it well and your intentions are honourable.

COURSE OBJECTIVES

By the end of the course participants will:

➤ Use advanced communication skills and techniques to engage more effectively in and across their workplace
➤ Adapt their communication styles based on the situation, purpose and differing styles of their audience
➤ Understand the theory and practical application of the behavioural triangle: Mindset, Behaviour and Voice
➤ Have a greater insight into self, neuroscience and how we can be our best self more often at work, especially when put under pressure
➤ Be confident and effective when holding difficult day-to-day conversations
➤ Understand the importance of listening to hear and not to respond

WHO SHOULD ATTEND?

This course is targeted at employees at all levels who are often required to deliver presentations or public speaking engagements in front of public audiences, clients, colleagues, or managers.

Main Topics Covered

Effective communication

Communication across cultures

Active listening

Communication behavior and conflict management

Constructive feedback and criticism

EFFECTIVE
TIME MANAGEMENT

2 Days

Course Overview

The aim of this two day course is to help trainees become more efficient and effective in managing their work and personal lives. Participants on this course will explore various time management skills to get better control and have a more positive impact on their life at the professional and social levels. Participants will learn how to prioritize and schedule tasks using simple and effective tools and techniques that will enable them to perform in their assigned work roles.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Set well-defined goals for yourself and your team

➢ Prioritise your workload to create a dynamic, focused and effective workflow

➢ Deal with interruptions, distractions and challenges assertively

➢ Recognise how different people respond differently to time pressures and use this knowledge to improve your communication skills with them

➢ Delegate effectively, when appropriate, improving efficiency and motivation throughout the firm

➢ Identify and amplify your own strengths and turn the insights you gain from your colleagues into a practical and personal Commitment to Change

WHO SHOULD ATTEND?

This courses is designed for employees and professionals at all levels who wish to learn simple and effective techniques on how to maximize their time efficiency and productivity throughout their day to be able to accomplish tasks on time

Main Topics Covered

Overview of Time Management

Time management challenges and assessment

Effective Time Management components

Global guides on personal effectiveness

ADVANCED BUSINESS
WRITING SKILLS

2 Days

Course Overview

This advanced business writing skills course is aimed at emphasizing how a clear and concise message is the key to having a powerful impact in today's busy and demanding business world. In this course, we begin by outlining the leading practices in business writing. We then experiment with writing to address complex business scenarios and deal with difficult people. We explore the elements and risks associated with business writing for social media platforms as well as other business writing channels. Finally, we describe the interplay between the technical, emotional and political elements of a message.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Write effective emails, memos, letters, and online posts

➢ Organize content in a clear and concise manner

➢ Match writing complexity to the business environment and situation

➢ Apply advanced techniques in writing that yields a desirable response

➢ Identify and talk to their reader's interests

WHO SHOULD ATTEND?

This course is targeted at all individuals with responsibilities requiring significant business writing in the form of emails, memos, letters, and social media channels.

Main Topics Covered

Advanced techniques for effective writing

Organizing content

Writing style

Logical sequencing of ideas

Responding to complex situations through writing

Effectively handing difficult individuals

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PROBLEM SOLVING AND DECISION MAKING

2 Days

Course Overview

We are continuously confronted with problems that require us to take decisions. Most decisions are reached without requiring any complex decision making process. At the workplace however, employees are often challenged with situations that require more complex decision making and problem solving skills.

In this course, participants will learn all these important thinking approaches. After understanding the these mechanisms, trainees will be provided with methods and tools that you will practice during the sessions and that can help you at work or in life, and from the most mundane situations to the most difficult or unusual ones.

COURSE OBJECTIVES

By the end of the course participants will:

➢ thinking and creative problem solving skills
➢ Apply logical and creative approaches to solving problems and making decisions
➢ Use traditional and creative tools for identifying causes and generating solutions
➢ Employ creativity and lateral thinking as business tools
➢ Analyze and solve actual problems facing them at work
➢ Gain confidence in asking the 'right questions' and overcoming the stress of making complex decisions
➢ Demonstrate and build credibility with upper management
➢ Develop strategic approaches to problem solving and decision making

WHO SHOULD ATTEND?

This course is targeted at employees, supervisors, middle managers and senior managers seeking to improve their daily problem solving and decision making skills in order to improve their effectiveness at the workplace and their roles.

Main Topics Covered

Problem solving and decision making

The rational approach to problem solving (Kepner-Tregoe)

Problem analysis supplementary tools

Decision making supplementary tools

Creativity and Problem solving

Applications of techniques

EFFECTIVE SALES AND NEGOTIATION SKILLS

2-3 Days

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Course Overview

This practical workshop aims to provide participants with the advanced skills they need to identify, develop and solve clients' business needs. It focuses on techniques for building, maintaining and extending the relationship of trust and mutual benefit with clients from the moment you plan for initial contact through to long-standing accounts.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Identify and enhance personal selling and negotiation style
➢ Improve prospecting and initial client calling techniques
➢ Utilise a questioning structure to develop opportunities during sales interviews
➢ Match products to client needs using "benefit" language
➢ Use an effective objection-handling structure to turn 'no' into 'yes'
➢ Make use of persuasive, non-manipulative closing techniques to gain client commitment
➢ Prepare for negotiations more effectively
➢ Understand the crucial relationship between perceived power and perceived need at the negotiating table

WHO SHOULD ATTEND?

This course is targeted at any manager responsible for Client Management and/or Customer Retention, anyone in customer service roles, marketing and sales staff, and senior managers looking to develop their skills in sales and negotiations

Main Topics Covered

Selling and Negotiation Styles

Prospective and Calling Techniques

How to qualify leads to develop real opportunities

Client Centric Selling Techniques

How to prepare and deliver effective negotiations

ESSENTIAL CUSTOMER SERVICE SKILLS

3 Days

Course Overview

In this course, participants will learn the essential behavioral, social and interactive aspects of customer service. The course focuses on the importance of good customer service, about what customers expect and the ability of anyone to change their own behavior. This course focuses heavily on communication skills and the ability to understand and use all aspects of behavior and body language to ensure that all customer interactions remain positive and end successfully.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Understand the importance of great customer service in any situation and in any environment

➢ Be able to use simple communication techniques to maximize their overall effectiveness

➢ Learn how to perform their duties in such a way that customers will remember the encounter positively

➢ Be able to apply the proper behavior and communication skills in any customer facing situation

➢ Learn how to apply practical methods to turn upset customers around, win their thanks and gain their respect

WHO SHOULD ATTEND?

This course is targeted at employees at all levels who are often required to deliver presentations or public speaking engagements in front of public audiences, clients, colleagues, or managers.

Main Topics Covered

Definition of customer service

Global customer service models

Emotional Intelligence for customer service

Customer Service Communication Skills

Handling customer service situations and difficulties

INTERPERSONAL COMMUNICATION SKILLS

3 Days

Course Overview

This three-day workshop is fully interactive and is based on self-awareness, social interaction and mindset. Delegates will be put under pressure in a safe, fun and interactive learning environment. They will have time to reflect, participate and provide meaningful feedback to each other.Scenarios will be developed reflecting difficult situations so that delegates can practice, review and build on the tools and techniques provided in a supportive environment. Video, games and scenarios will be used to bring to life the importance of effective communication and how minor habitual changes, can have a more effective impact within and across the workplace.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Use advanced communication skills and techniques to engage more effectively in and across their workplace

➢ Adapt communication styles based on the situation, purpose and differing styles of their audience;

➢ Understand the theory and practical application of the behavioural triangle: Mindset, Behaviour and Voice

➢ Explore how the mind can lead the body and the body can lead the mind

➢ Have a greater insight into self, neuroscience and how we can be our best self more often at work, especially when put under pressure

➢ Be confident and effective when holding difficult day-to-day conversations

➢ Understand the importance of listening to hear and not to respond

WHO SHOULD ATTEND?

This course is targeted at employees, supervisors, middle managers and senior managers seeking to improve their communication skills to the next level by developing advanced communication techniques and strategies to communicate more effectively.

Main Topics Covered

Defining Effective Communication

Developing an adaptive communication style

Theory and Application of the behavioural triangle

The Art of Listening

Neuroscience and psychology of effective communication

Mastering body language

PRESENTATION AND PUBLIC SPEAKING SKILLS

2 Days

Course Overview

The aim of the workshop is to provide participants with the techniques for making more effective presentations, focusing on how to prepare, write and present persuasive arguments. Participants will be required to make a business presentation during the course.

COURSE OBJECTIVES

By the end of the course participants will:

➤ Understand Charisma and strive for it to improve your presentation skills

➤ Understand what makes an effective presentation

➤ Understand and practice all the stages of the speech-making process

➤ Evaluate your own strengths and weaknesses in presenting

➤ Understand the importance of tailoring your communication to adapt to the audience

➤ Speak with greater control and confidence in front of your audience

➤ Look forward to presenting at work and in public a variety of speeches

WHO SHOULD ATTEND?

This course is targeted at employees at all levels who are often required to deliver presentations or public speaking engagements in front of public audiences, clients, colleagues, or managers.

Main Topics Covered

Introduction to presenting and public speaking

Preparing for a presentation

Effective presentations

Body language

Public Speaking Anxiety (PSA)

Visual aids

MANAGING MULTIPLE TASKS, PRIORITIES AND DEADLINES

2-3 Days

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Course Overview

Visions and goals are achieved when tasks are understood, priorities are established and deadlines are properly set. This course is designed to help participants develop the right capabilities to manage tasks, evaluate and establish the right priorities, and schedule activities based on clearly established schedules. The course covers different methods and techniques to encourage task ownership while coordinating with other team members; it also covers how to influence those around us by properly setting expectations and seeing tasks through to successful completion.

COURSE OBJECTIVES

By the end of the course participants will:

➤ Apply the right skills necessary to complete work effectively and efficiently

➤ Overcome procrastination and use their time wisely

➤ Plan and schedule work-related tasks by using basic project planning tools

➤ Prioritize work-related tasks and schedule their time more effectively

➤ Use positive communication and influencing techniques to get things done

➤ Explain how to gain team commitment and support through appreciation and engagement

WHO SHOULD ATTEND?

This course targets professionals who want to acquire the skills to create and develop an effective and efficient workplace environment.

It is designed for employees who are interested in improving their personal productivity or that of the people they manage or work with, whether on a project or within a department. The course also serves as a solid foundation for those who are keen on assuming a supervisory or managerial role as the next step in their career.

Main Topics Covered

Introduction to time management at the workplace

Goal Setting and Planning

Setting priorities and deadlines

Planning wisely

Tackling Procrastination and Crisis Management

Organizing your workspace

Delegating made easy

STRATEGIC THINKING AND INNOVATION

2-3 Days

Course Overview

This course provides participants with a practical framework to formulate, develop, and implement plans for achieving strategic goals and realising your vision. It shows you how to break out of responding to day -to-day problems so you can build a team or organization that is more proactive and resilient to change.The comprehensive, step-by-step method shows you how to develop the right strategy then translate it into a business plan that provides the foundation for achieving strategic alignment of operational plans and individual objective

COURSE OBJECTIVES

By the end of the course participants will:

➢ Learn how to develop a plan to achieve the goals you want for you and your organization
➢ Be able to develop strategic thinking in your organization
➢ Learn how to develop a strategic plan for your organization and for yourself
➢ Identify the principles and mechanisms that drive successful implementation
➢ Be able to develop measurable action plans that result in success.
➢ Understand and assess their potential for creativity and innovation
➢ Practice out of the box ways by thinking using creative tools and techniques such as mind mapping, brainstorming and other methods

WHO SHOULD ATTEND?

This course is targeted at any professional who is seeking to improve their strategic thinking and innovation skills to take their career to the next level.

WHO SHOULD ATTEND?

This course is targeted at employees at all levels who are often required to deliver presentations or public speaking engagements in front of public audiences, clients, colleagues, or managers.

Main Topics Covered

Definition of customer service

Global customer service models

Emotional Intelligence for customer service

Customer Service Communication Skills

Handling customer service situations and difficulties

DESIGN THINKING SKILLS

2-3 Days

Course Overview

Design thinking, an approach to both innovation and creative problem solving is becoming the go to approach for forward thinking organizations. What is design thinking? Design thinking is an iterative approach to solving problems with cross-functional teams led by facilitators. This course presents an introduction to the design thinking approach and mindset using highly interactive exercises that give the participants a flavor for some of the techniques and methods of design thinking that waken the innovative and problem-solving abilities within each of us.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Understand the concepts of design thinking approaches
➢ Create design thinking teams and conduct design thinking sessions
➢ Apply both critical thinking and design thinking in parallel to solve problems
➢ Apply some design thinking concepts to their daily work
➢ Use a problem resolution approach that incorporates empathy, ideation, prototyping, and testing in a fun and challenging atmosphere
➢ Apply design thinking to real business problems and produce innovative, user-focused solutions

WHO SHOULD ATTEND?

This course is targeted at employees, supervisors, middle managers and senior managers seeking to learn how to apply a design thinking approach to product and service design and delivery processes

Main Topics Covered

Design Thinking overview

Empathy and the people factor

Defining and designing the challenge

Ideating

Prototyping and testing

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EXCEL FOUNDATIONS
3 Days

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Course Overview

In this introductory course to Excel, participants will explore Excel activities that go beyond the basic. After successful completion of this session, participants can expect to have the skills required to work efficiently in an existing worksheet and to also create new worksheets from a template and from scratch

COURSE OBJECTIVES

By the end of the course participants will:

➢ Create a basic worksheet by entering text, values, and formulas
➢ Change the appearance of worksheet data by using a variety of formatting techniques
➢ Create formulas by using some of Excel's built-in functions
➢ Filter and sort Excel data
➢ Plan, create and modify charts
➢ Prepare a document for printing by using a variety of printing options
➢ Develop charts and other data visualization outputs

WHO SHOULD ATTEND?

This course is targeted at any professional who is seeking to improve their excel skills and learn how to develop useful and practical spreadsheets, data charts and reports

Main Topics Covered

Navigate the Excel User Interface

Functions and Formulas

Modifying a Worksheet

Formatting a Worksheet

Working with Data and Pivot Tables

Charts and Data Visualization

FINANCE FOR NON-FINANCIAL PROFESSIONALS
3 Days

Course Overview

This three-day course will focus on practical financial basics and how to apply them to your organization, especially in today's economic environment. No prior knowledge of Finance is required.

Participants will learn how to interpret basic financial data into intelligible business insights and be able to make more informed decisions based on a good fundamental understanding of financial statements, ratios, and cost concepts for decision making and budgeting

COURSE OBJECTIVES

By the end of the course participants will:

➢ Understand and analyze the impact of various decisions on a company's performance.
➢ Enhance their role as decision-maker to better grasp the implications of finance on corporate activities.
➢ Develop the ability to resolve financial issues within an organization.
➢ Learn how to interpret financial statements, key financial ratios, and cost concepts

WHO SHOULD ATTEND?

This course has been developed for professionals from senior executives down to line managers and executives who deal with financial documents in their day-to-day activities and are looking to improve their financial acumen.

Main Topics Covered

Financial Statements

Working Capital Management

Capital budgeting for decision making

Cost concepts for decision making

Key Financial Analysis Ratios and Techniques

ADAPTIVE LEADERSHIP SKILLS

3-4 Days

Course Overview

The overall aim of this course is to provide participants with the competencies required to make their organizations thrive in a changing world. Participants on this interactive course will have the opportunity to strengthen their practice of adaptive leadership no matter what role they play in their organizations. This course also presents tools and techniques to help participants lead and mobilize people and tackle tough problems while reaching their organizational objectives.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Apply the right skills necessary to complete work leadership and adapting your leadership communication and engagement;
➢ Understand adaptive leadership and the attributes of an adaptive leader;
➢ Understand systems thinking and have a way of measuring current vs. desired states
➢ Lead, manage and implement change successfully;
➢ Recognise adaptive v.s. technical problems and how to solve each;
➢ Create a learning organisation;
➢ Understand the emotional elements of change and how to manage.

WHO SHOULD ATTEND?

Managers, business professionals, and individuals who have decided to master the tools and tactics of adaptive leadership in a world where change has become the only constant.

Main Topics Covered

Analyzing and Diagnosing the system

Understanding Adaptive Leadership

How to effectively lead change

Leadership Communication and Emotional Intelligence

How to create a learning organization

ESSENTIAL LEADERSHIP SKILLS

2-4 Days

Course Overview

This course is designed for senior managers, directors and business owners who wish to enhance their ability to lead, motivate and inspire their people. A practical, hands on workshop that explores what leadership styles work for different organizations and circumstances, how to handle change and motivate others to common goals, and how to be more effective in communicating decisions, delegating tasks, and handling conflict.

COURSE OBJECTIVES

By the end of the course participants will:

➢ styles most appropriate in your organisation
➢ Handle change and the impact it has on behaviour
➢ Understand how to motivate others
➢ Delegate more effectively
➢ Become more effective in leading and inspiring others in the team
➢ Be able to handle conflict and difficult conversations with confidence
➢ Communicate decisions with authority and conviction
➢ Persuade and influence others to operate with enhanced "client focus"

WHO SHOULD ATTEND?

This course is targeted at managers who want to develop their leadership and communication capabilities

Main Topics Covered

Leadership Styles for different situations

Effective leadership for managing change

Leadership and Motivation Theory

How to delegate tasks effectively

Leadership Communication Essentials

Handling Conflict and Difficult Situations

Persuasion and Influence

STRATEGIC THINKING AND PLANNING

3 Days

Course Overview

This three day course gives you a practical framework to formulate, develop, and implement plans for achieving strategic goals and realising your vision. It shows you how to break out of responding to day -to-day problems so you can build a team or organization that is more proactive and resilient to change.

The comprehensive, step-by-step method shows you how to develop the right strategy then translate it into a business plan that provides the foundation for achieving strategic alignment of operational plans and individual objectives.

COURSE OBJECTIVES

By the end of the course participants will:

- achieve the goals you want for you and your organization
- Be able to develop strategic thinking in your organization
- Learn how to develop a strategic plan for your organization and for yourself
- Identify the principles and mechanisms that drive successful implementation
- Be able to develop measurable action plans that result in success.
- Understand how to Identify, measure, and track critical success factor

WHO SHOULD ATTEND?

This course provides a vital knowledge base to prepare for greater responsibility and moving into more senior roles. It will benefit managers who are about to take on strategic responsibility; those who have recently done so and more established senior managers who want to update their knowledge, including Business Managers,Team Leaders, Project Managers and Newly-appointed senior managers

Main Topics Covered

Strategic Thinking and Making Things Happen

Strategic Planning and Business Analysis

Strategy Development and Operationalisation

Embedding strategy in the organization

Bringing it all together

LEADING BUSINESS GROWTH

3 Days

Course Overview

This 3 day program will explore and create dialogue on how to embrace change with a growth mindset. Small mental shifts make the difference between a good and great life and corporate culture. The program will help you rethink and refresh your perspective as a leader of your own professional journey and as an agent of change and innovation supporting a growth mindset for your teams, and the businesses in which you serve.

COURSE OBJECTIVES

By the end of the course participants will:

- Develop the mindset, skills and attitudes needed to become increasingly successful leaders
- Understand and effectively use power and influence in organizations
- Fully understand each stage of the transition curve and the underlying behaviours associated with each one.
- Develop leadership strategies designed to move team members through the transition whilst maintaining performance.
- Learn tools and techniques to foster an innovative work culture and environment
- Initiate mental shifts and begin a personal development plan for a growth mindset

WHO SHOULD ATTEND?

This course is targeted at managers and corporate leaders at all organizational levels who are charged with leading their teams through change with a growth and innovation mindset.

Main Topics Covered

Introduction to change management

Leadership in change

Leading strategic growth

Entrepreneurial Thinking

Creativity as a business tool

Creative thinking and problem solving strategies

TRANSFORMATIONAL LEADER PROGRAMME

3-4 Days

Course Overview

Transformational Leaders have a huge impact on organizational success and growth. They can empower teams to grow and work together, envision the future, embrace change, and maximize performance. This course aims to help participants learn and develop authentic leadership styles and qualities that motivate and drive others to reach their full potential, and become the transformational leaders of the future.

COURSE OBJECTIVES

By the end of the course participants will:

➤ Bring about valuable and positive change in those you lead

➤ Increase engagement, motivation and morale in your team

➤ Enhance performance of individuals and the team

➤ Provide an authentic role model that inspires followership and develop others into leaders

WHO SHOULD ATTEND?

This course is targeted at managers, directors, executives, and others responsible for leading teams, overseeing projects, and developing new leaders.

Main Topics Covered

Introduction to transformative leadership

Adapting your leadership style

Leading with emotional intelligence

Building engagement and motivation

Optimizing employee performance

Leading change

MIDDLE MANAGEMENT SKILLS

2-3days

Course Overview

This training course provides participants with strategies for effective supervision, and the skills and knowledge required to lead a team or work group in a business environment. The course includes developing plans, providing leadership and supervising the performance of a work team.

COURSE OBJECTIVES

By the end of the course participants will:

➤ Use a relationship based management process that supports achieving improved business results

➤ Focus efforts on issues they can control or influence and away from issues where they have no control

➤ Understand how attitude affects the personal productivity of employees

➤ Recognize how the behaviours of effective managers help with the achievement of effective business results.

➤ Understand different employee behavioural and learning styles

➤ Practice sharing power, resulting in power becoming a multiplier within the company

➤ Examine and align their expectations, the company's and the employee's

➤ Gain employee trust through the use of respect and recognition

WHO SHOULD ATTEND?

This course is targeted at all level 1 and level 2 managers with supervisory responsibilities over a team of employees.

Main Topics Covered

Defining Supervisory Management

Effective Leadership Attitudes

Effective Supervisory Communication

Achieving effective results with your team

Adjusting communication styles to achieve results

Providing performance feedback

Motivating through empowerment

Skillful Academy

LEADING WITH EMOTIONAL INTELLIGENCE
2-3 Days

Course Overview

Emotionally intelligent management embraces and draws from numerous other branches of behavioral, emotional and communications strategies to develop more productive and successful leaders. Understanding and raising your Emotional Intelligence is essential to your success and leadership potential. This course has been designed to provide participants with a thorough understanding of the EI leadership model and a practical approach to help them develop an adaptive leadership style that caters to their stakeholders' needs.

WHO SHOULD ATTEND?

This course is targeted at business leaders and senior managers from all business areas, who wish to develop a strategic roadmap for digital business transformation in their organizations.

COURSE OBJECTIVES

By the end of the course participants will:

➤ Understand the difference between emotional intelligence (EQ) and Intelligence as we know it (IQ)
➤ Better understand and manage the emotions of others
➤ Apply emotional and social intelligence principles to improve their relationships with stakeholders
➤ Improve their working relationships by applying effective influencing and persuasion techniques
➤ Develop interpersonal skills such as self-awareness, which is the ability of an individual to recognize and understand one's moods, emotions and drives as well as their impact on others
➤ Cultivate empathy or the ability to understand the emotional makeup of other people and skill in responding according to their emotional reactions
➤ Develop interpersonal skills which indicate the individual's proficiency in managing relationships and building networks
➤ Develop skills in responding to criticisms & adversity
➤ Leadership strategies for working with others towards shared goals

Main Topics Covered

Emotional Intelligence Explained

The EI Leadership Model

Adapting your Leadership Styles

Relationships and Emotional Intelligence

Influencing and Persuasion

FINANCE AND FINTECH COURSES

- FInTech Fundamentals
- Blockchain Fundamentals
- Enterprise Innovation for Banks
- Fundamentals of Banking & Finance
- Portfolio Management & Asset Allocation
- Introduction to Fund Management
- Introduction to Equities
- Introduction to Bond, Money Markets & Credit Markets

PORTFOLIO MANAGEMENT AND ASSET ALLOCATION

2-4 Days

Course Overview

This course will help you gain a practical understanding of portfolio creation and management. You will learn to analyse pros and cons of investing in bonds, equities and alternative instruments, explore methods for measuring risk and returns as well as how to build an optimal portfolio for your clients.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Upon completion, participants will:

➢ Understand modern portfolio theory and how to apply it

➢ Learn how to use different methods for measuring returns

➢ Have a clear understanding of asset class selection criteria and factors to consider when investing

➢ Learn how to apply effective portfolio construction methods,

➢ optimization, and risk management strategies

WHO SHOULD ATTEND?

Finance and Banking professionals interested in a career in portfolio management, asset allocation and private banking and investments

Main Topics Covered

Overview of the current market trends

Modern Portfolio Theory and application of behavioural finance

Methods for measuring returns

Implementing Betas and Alphas

Investing in bonds and equities – selection criteria and factors to consider

Investing in private equity, hedge funds, commodities and FX overlay

Passive vs active investing and Portfolio construction methods

Risk management and portfolio optimisation strategies

INTRODUCTION TO FUND MANAGEMENT

1-3 Days

Course Overview

This practical course offers an introduction to the asset and fund management sector. You will learn about different types of investors and asset classes, how to build a diversified portfolio and assess the performance of bond and equity funds. You will also get familiar with the language and the buzz words used in the sector.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Understand the different types of investor styles and suitable asset classes

➢ Learn about portfolios and different investment and diversification strategies

➢ Gain a clear understanding of how to evaluate fund performance

➢ Understand how to use derivatives as an investment and risk

➢ management tool

➢ Understand the fundamentals of managing bond portfolios

WHO SHOULD ATTEND?

Financial services professionals interested in learning more about asset and fund management sector and entry level employees to fund management departments

Main Topics Covered

Investor styles and asset classes

Portfolios and diversification effect

Active vs passive investments

Collective Investment Schemes

What to look at in an equity fund

Use of derivatives

Skillful Academy

INTRODUCTION TO EQUITIES

2 days

Course Overview

This introductory course enables delegates with little or no prior knowledge of this asset class to gain a good understanding of the various types of equities and equity markets and why and how they are issued by companies.

COURSE OBJECTIVES

By the end of the course participants will:

➤ Identify the different types of equities

➤ Differentiate primary and secondary markets

➤ Understand the difference between equity and debt instruments

➤ Assess the role of dividends

➤ Examine how securities are issued including the IPO process

➤ Understand equities trading on the secondary market

➤ Apply the main valuation methods including relative valuation

➤ techniques, dividend valuation model and discounted cash flow

WHO SHOULD ATTEND?

Anyone who is interested in learning about equity markets, stocks and stock trading with little to no prior experience in the sector

Main Topics Covered

Overview of the Equity Market- The main players: issuers,

intermediaries and investors

Types of Equities

Primary and Secondary Markets

Equity vs. Debt Instruments

Securities Issuance and trading mechanisms

Equity Valuation Models

INTRODUCTION TO BOND AND MONEY MARKETS

2-4 Days

Course Overview

This courses provides participants with a great introduction to bond and money markets. You will be taken through the fundamental bond concepts, their structures and uses by the government and corporates. The strategies for bond pricing and quantifying risk will help you understand the main market mechanisms. Finally, other money market and inflation linked securities will be explained in detail.

COURSE OBJECTIVES

By the end of the course participants will:

➤ Have a sound understanding of bonds, their types and structures

➤ Gain a solid understanding of pricing mechanisms and yield curves

➤ Learn to estimate interest rate risks

➤ Examine government bills and other money market and inflation

➤ linked instruments

WHO SHOULD ATTEND?

Finance and Banking professionals interested in a career in portfolio management, asset allocation and private banking and investments

Main Topics Covered

Overview of Fixed Income Market

Types of bonds and their structures

Bond Pricing and Yield Curves

Interest Rate Risk

Money Markets

Government Bonds and Bills

Skillful Academy

FUNDAMENTALS OF CREDIT MARKETS
2-3days

Course Overview

This two day course aims to introduce participants to the key concepts and fundamental mechanisms of the credit markets (corporate and sovereign bonds, credit derivatives) and an overview of the most recent developments concerning these markets.

WHO SHOULD ATTEND?

This practical course is designed for everyone who wants to explore and learn more about today's global credit market and products.

COURSE OBJECTIVES

By the end of the course participants will:

➤ Understand how the corporate and sovereign credit market operates

➤ Gain a thorough understanding of the wide array of credit products

➤ Learn about the different types of structured credit and derivative

➤ products and how they work

➤ Understand credit risk and risk management tools used in the market

Main Topics Covered

Overview of credit markets and key players

Corporate credit bond market

Sovereign bond market

Introduction to credit derivatives and structured products

Credit Risk

Skillful Academy

FINTECH FUNDAMENTALS

2 Days

Skillful Academy

Course Overview

This 2 day course is aimed at learning how Fintech fits in to the financial services sector and the world at large. Participants will learn what comprises FinTech, the ecosystem and subsectors, the technologies and applications that are driving FinTech, and how to drive FinTech strategies at their own organizations.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Understand what FinTech is and the subsectors that comprise it

➢ Learn about how the FinTech ecosystem works, who the players are and the current trends

➢ Have a clear understanding of key technologies and frameworks

➢ behind FinTech, including blockchain, machine learning, and artificial intelligence principles

➢ Be able to adopt an innovative FinTech strategy within their own organization to lead a digital transformation project

WHO SHOULD ATTEND?

All financial and non-financial professionals interested in learning more about Fintech and Digital Banking

Main Topics Covered

- Overview of the FinTech sector and subsectors
- FinTech Ecosystem, key players, and trends
- Blockchain and cryptocurrencies
- InsurTech, RegTech, and WealthTech
- Opportunities and Trends in the FinTech Space
- Risks and Government Interventions
- Case Studies: Regional FinTech Projects
- Adopting an Innovative FinTech Strategy

BLOCKCHAIN FUNDAMENTALS

DURATION: 2 DAYS

Course Overview

This 2 day course takes participants through the fundamentals of blockchain technology and its application using a top down approach. Participants will learn about the different type of blockchain approaches, design and infrastructure.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Understand Blockchain infrastructure & design

➢ Learn about the Blockchain ecosystem and global industry consortiums such as R3

➢ Understand the different types of Blockchain approaches

➢ Learn about the role of smart contracts

WHO SHOULD ATTEND?

Entry level financial services professionals, non-financial banking employees and anyone who is interested in learning more about the world of banking and finance

Main Topics Covered

- Overview of Blockchain
- Blockchain applications
- Blockchain Approaches
- Cryptography & Cryptocurrency
- Blockchain Applications across the Banking and Finance Sector
- Bitcoin
- Smart Contracts

ENTERPRISE INNOVATION FOR BANKS

Duration: 2 days

Course Overview

In the is 2 day courses, participants will learn how to create and sustain forward thinking enterprise innovation programmes. During this course, participants will learn the key elements of building an innovation ecosystem, innovation frameworks and tools, as well as the implications and challenges involved in creating and sustaining a culture of innovation within an organization.

COURSE OBJECTIVES

By the end of the course participants will:

➤ Understand what FinTech is and the subsectors that comprise it

➤ Learn about how the FinTech ecosystem works, who the players are and the current trends

➤ Have a clear understanding of key technologies and frameworks

➤ behind FinTech, including blockchain, machine learning, and artificial intelligence principles

➤ Be able to adopt an innovative FinTech strategy within their own organization to lead a digital transformation project

WHO SHOULD ATTEND?

All financial and non-financial professionals interested in learning more about Fintech and Digital Banking

Main Topics Covered

Overview of the FinTech sector and subsectors

FinTech Ecosystem, key players, and trends

Blockchain and cryptocurrencies

InsurTech, RegTech, and WealthTech

Opportunities and Trends in the FinTech Space

Risks and Government Interventions

Case Studies: Regional FinTech Projects

Adopting an Innovative FinTech Strategy

FUNDAMENTALS OF BANKING & FINANCE

4 days

Course Overview

This four day course is designed to allow participants to gain a greater understanding of financial markets, the instruments they comprise, the users, the banks and other intermediaries, the role of Central Banks, Governments and Regulators.

COURSE OBJECTIVES

By the end of the course participants

will:

➤ Improve understanding of financial markets

➤ Learn about all the major financial instruments and how they are used

➤ Understand who the key market players are and how they operate

➤ Gain a firm understanding of the financial services regulatory Framework

WHO SHOULD ATTEND?

Entry level financial services professionals, non-financial banking employees and anyone who is interested in learning more about the world of banking and finance

Main Topics Covered

Equity Markets

Derivatives

Role of the Bank, Government, and Intermediaries

Structured Products

Market Regulations and Compliance

Skillful Academy

DIGITAL SKILLS COURSES

Digital Transformation Leadership

Digital Transformation and Emerging Technology

Phyton Fundamentals

DevOps Fundamentals

Introduction to Data Analytics

Introduction to Artificial Intelligence

INTRODUCTION TO DIGITAL TRANSFORMATION AND EMERGING TECHNOLOGIES

3 Days

Course Overview

In this course, attendees will build up their knowledge and skills in futures studies in a visionary and futures-oriented way. They will also learn to conceptualize reality and events using a systematic approach to analyse developments and decision-making processes in the light of global change for digital transformation.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Understand the key concepts of applying digital transformation in your organization
➢ Properly design IT Architecture to incorporate future needs
➢ Integrate Internet of Things to properly collect data for better data analysis
➢ Learn how to use Artificial Intelligence in the organization and to ameliorate efficiency
➢ Understand how blockchain and cryptocurrency works and may be applied for their business needs
➢ Understanding the fundamentals of machine learning and data analytics

WHO SHOULD ATTEND?

This course is targeted at all professionals who which to gain a deeper understanding and appreciation of digital transformation and emerging technologies with the ultimate aim of transforming their businesses

Main Topics Covered

Introduction to Digital Transformation

Key components of a successful digital transformation?

Digital Transformation Challenges

AI and Emerging Tech Use cases

IT Strategy and its Architecture

IoT, Sensors, AI, Machine Learning and Deep Learning

Data Analytics

LEADING DIGITAL TRANSFORMATION

3-4 Days

Course Overview

Digital innovations such as big data and analytics, cloud and mobile solutions, social media, and the Internet of Things are changing the dynamics of competition across industries. Business leaders know they must transform their organizations in response, but they do not know how. This program aims to equip participants with a clear understanding of digital technologies, a visionary digital strategy, appropriate organizational change, and extensive capability building skills and competencies.

COURSE OBJECTIVES

By the end of the course participants

will:

➢ Develop a digital strategy that leverages your competitive advantage and preserves it for the future
➢ Adapt your structures and processes to take advantage of digital opportunities and reduce digital threats
➢ Recognize new digital technologies that will impact your business
➢ Identify new products and markets that can be accessed through digital technologies
➢ Apply adaptive leadership styles

WHO SHOULD ATTEND?

This course is targeted at business leaders and senior managers from all business areas, who wish to develop a strategic roadmap for digital business transformation in their organizations.

Main Topics Covered

Introduction to digital transformation

Digital Disruption

Technologies here to stay and embrace

Building a digital transformation ecosystem

Transformational Leadership Skills and Styles

Entrepreneurial Thinking

Change Management strategies and Communication

Skillful Academy

PYTHON FUNDAMENTALS
Duration: 3 days

Skillful Academy

Course Overview

Whether you have launched your small shop recently or have a big business, having a software that manages all your transactions has become a must. Using software, you can track the arrival time of your employees, track all money due to a certain company or generate the latest reports for this month. Readymade software may not be customized the way you want them so the best thing you can do is develop your own software from scratch. In this course, we will learn how to create professional software for our company using Python.

COURSE OBJECTIVES

By the end of the course participants will:
- Understand the key functions, setups and variables in python
- Develop powerful Python programs
- Be in a position to apply for jobs requiring good Python knowledge
- Understand the basics of computer programming, including Object Orientation
- Create their own customized software to start using them in their own work

WHO SHOULD ATTEND?

This course has been developed for those with little experience in programming who are keen to learn how to code and develop scripts and software with today's leading computer and data analytics language

Main Topics Covered

Introduction to Python and setup

Login, Print, Inputs and Variables in Python

If-Else Statements, Logical and Relational Operators

Basic and advanced Loops, Statements and Arrays

Memory Representations, Arrays and Functions in Python

Classes in Python

Principles of object-oriented programming

DEVOPS FUNDAMENTALS
3 days

Course Overview

DevOps Fundamentals course provides an extensive introduction to the core Agile DevOps principles covering the essential knowledge and skill competences that have been defined by the DevOps Agile Skills Association (DASA). This course is designed to provide the core education necessary to build your DevOps vocabulary and to understand its principles and practices.

COURSE OBJECTIVES

By the end of the course participants

will:
- Know the core concepts and principles of DevOps
- Understand the key elements of a DevOps culture
- Know the Operational models of DevOps
- Understand Agile, Scrum and Kanban and how these practices relate to one another
- Know how to provide a Value Stream Map for a given process
- Know the impact of automation on Software Delivery processes
- Understand core principles of Continuous Delivery

WHO SHOULD ATTEND?

This course is designed for IT professionals looking to step into an IT/ DevOps team leadership or execution role by learning the leading practices in IT project management.

Main Topics Covered

DevOps Introduction

DevOps Culture

DevOps Organization

DevOps Processes

Automation

Measure and Improvement

INTRODUCTION TO DATA ANALYTICS
Duration: 3-4 days

Skillful Academy

Course Overview

Data Analytics is challenging the way traditional business make decisions. This introductory course provides participants with the knowledge and skills to articulate big data architectures to support analytics driven solutions within their organizations. Participants will learn how big data can be structured and organized into appropriate data sets that can be manipulated to provide actionable, data driven insights. The course also provides practical experience with using critical big data technologies used to deploy data applications.

COURSE OBJECTIVES

By the end of the course participants will:

➢ Understand how to design data analytics project plans and create strategies for data driven solutions

➢ Be able to explain the challenges of big data and traditional technologies like Excel

➢ Understand the main challenges and advantages of Hadoop ecosystem and other big data architectures

➢ Be able to discuss key technologies associated with data analytics like – Cloud Computing and Machine Learning in Cloud

WHO SHOULD ATTEND?

IT Professionals and those with a minimum understanding of data structures and databases who would like to learn how to apply data analytics techniques to empower their business and operations

Main Topics Covered

Data Analytics Life Cycle from Discovery till Operationalization

Introduction to Analytical Concepts & Data Science Algorithms

Concepts of test and train data

Supervised and Unsupervised Learning

Deriving Insights from Data (Hands- on Exercises)

Case Study Implementation – Data Analytics Life Cycle

Cloud Computing and Artificial Intelligence

INTRODUCTION TO ARTIFICIAL INTELLIGENCE
2-3 days

Course Overview

This course will provide a broad understanding of the basic techniques for building intelligent computer systems and an understanding of how Artificial Intelligence is applied to problems. You will learn about the history of AI, intelligent agents, state-space problem representations, uninformed and heuristic search, game playing, logical agents, and constraint satisfaction problems.

COURSE OBJECTIVES

By the end of the course participants

will:

➢ Understand the basic concepts and models of Artificial Intelligence

➢ Learn about Artificial Intelligence applications and use cases

➢ Understand the impact of Artificial Intelligence

➢ Learn about the current state of AI and most important use cases

➢ Learn about the Industry growth and Opportunities

WHO SHOULD ATTEND?

Entry level financial services professionals, non-financial banking employees and anyone who is interested in learning more about the world of banking and finance

Main Topics Covered

Introduction to Artificial Intelligence

Types of Artificial Intelligence

Machine Learning, Deep Learning and AI Explained

Artificial Intelligence Use Cases and Applications

Challenges and Future of Artificial Intelligence

Developing Artificial Intelligence Strategies and Plans

SELECTION OF CLIENTS

Skillful Academy

CLIENT SUCCESS STORIES

A short collection of successful, customized programs delivered to our clients

SELECTION OF CLIENTS

TAQA GRADUATE DEVELOPMENT PROGRAM HIGHLIGHTS

Participants

90

Graduates

Courses

21

Courses + EDF Training Week

Satisfaction

94%

Overall Participant Satisfaction

Sector Visits

4

Sector Visit Rotations

Project Work

29

Project Teams

29

Business Cases & Presentations

Coaching Sessions

10

Individual Coaching Sessions

Guest Speaker

3

Industry Guest Speaker Events

Industry Events

2

- World Future Energy Summit
- Utility Congress

Panel Presentations

2

End of Semester Panel Presentations

17

SME Visit Days

14

OpCo SME Meetings

MINISTRY OF FOREIGN AFFAIRS: SUPPORT SERVICES PROGRAM

7 Training Modules

- HR
- Finance
- Procurement
- Facilities Management
- IT
- Project Management
- Excel

2-Day Panel Presentation Event

- 12 Presentations
- 6 Judges

On-The-Job Training

- 4 Weeks
- 4-5 Functions

One-to-One Coaching

- Feedback and Coaching
- Individual Development Plans

2-Day Competency-based Interviews

- 12 Interviews
- 2 Interviewers

DEPARTMENT OF TRANSPORT

We were approached by the Department of Transport Abu Dhabi for a complete leadership assessment and development program. The objectives were 3 fold: 1. Assess current leaders, from middle management to Executive Director level and develop leadership development plans
Develop a succession plan based of high performers identified
Coaching and Development.

How did we do?

We ran a comprehensive, organization-wide 360 Leadership Assessment to identify top leadership performers, in addition to developing individualized leadership development plans for 54 leaders across the company.

We developed a succession plan for the organization based on the data and created a future leader program for high potential leaders identified.

We ran one-to-one coaching sessions with all leaders in addition to group training sessions
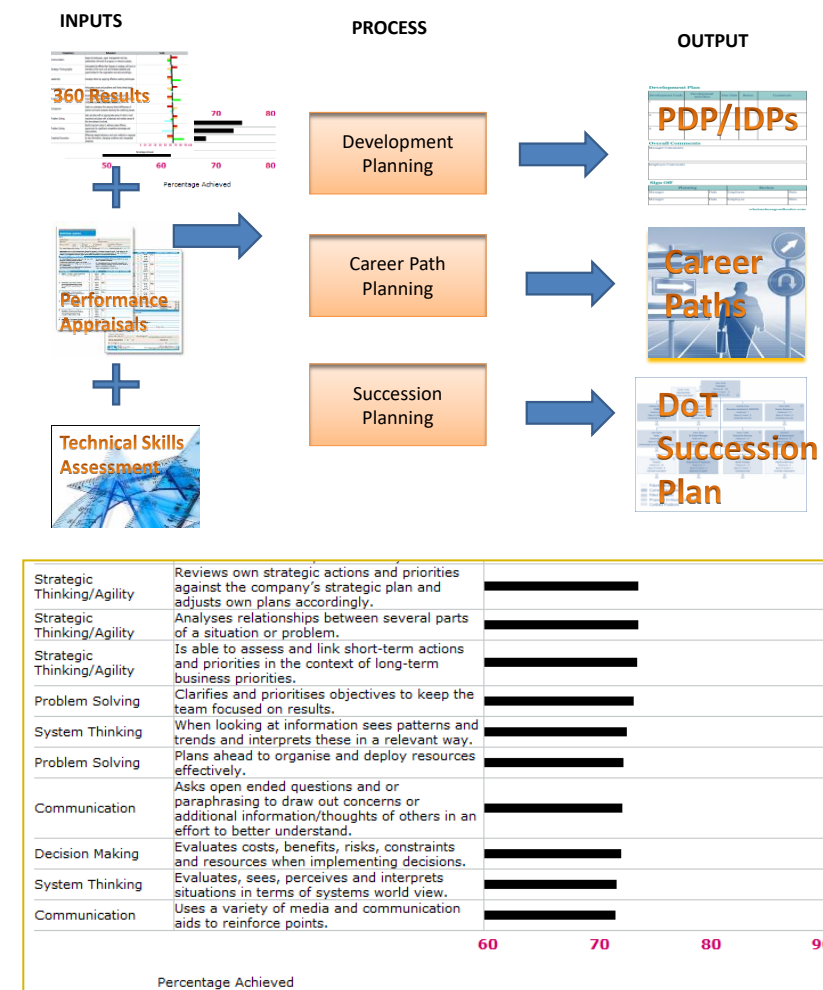
ABU DHABI POWER CORPORATION

In collaboration with ADGM Academy, Abu Dhabi Power Corporation entrusted us with the design and delivery of a strategic, 6-month graduate development program.

How did it go?

We designed and developed a state of the art graduate development program which made local and regional headlines.

The program comprised of behavioral and technical training on power and water industry, including an international training component with global leaders, EDF.

We also packed in experiential and hands-on learning through site visits, labs, and team-based projects where participants tackled real-world industry challenges and developed business cases that were showcased to a panel of company leaders.

ADGM ACADEMY

Having worked closely with Abu Dhabi Global Markets at the onset of their launch in 2015, the team entrusted us with supporting the establishment of ADGM Academy, a training and development centre set to become the centre of excellence for banking and finance in Abu Dhabi.

Works we've done:

Design and development of several schools including the School of Personal Development, School of Professional Development, School of FinTech, and the School of Digital

Supported the development of a Human Resources advisory arm for the Academy

Entrusted as a delivery partner for strategic training and development programs for various Abu Dhabi government and banking clients (ongoing...)

School of Banking and Finance

School of Entrepreneurship

School of Personal Development

School of Sustainable Finance

School of Professional Development

School of Digital and FinTech

EGYPTIAN CENTRAL BANK

With ambitious plans on developing a new, international financial centre in Cairo, the Egyptian Central Bank approached us to gain global insights into best practices on the design and development of a robust financial centre.

Program Highlights:

- Over 20 Interactive Workshops with industry and city leaders covering Finance Districts, Design and Engineering, Building Information Modelling, Operations and Facilities Management, Smart Building Technology, and Co-Working Place Design
- 2 Cities: London-Canary Wharf and The City, Abu Dhabi-Abu Dhabi Global Markets
- 6 Site Visits and Walking Tours
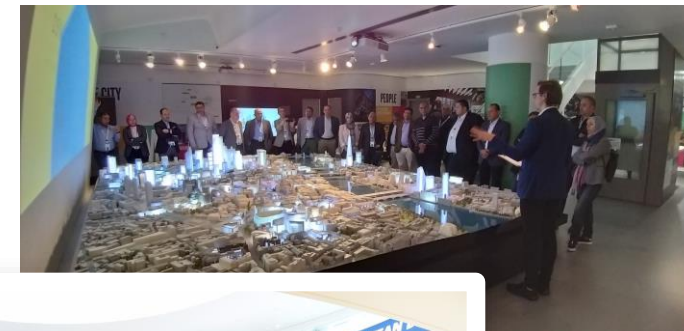
PUBLIC SECTOR PUBLISHING

A turnkey operation for a new publishing business based in the UAE. Our team led the design and development of a 5-year business plan for a print publication geared towards educating employees in the public sector on government excellence.

Results:

Developed the business to over 1.5 Million AED Revenue by end of year 2, with brands including Mercedes, Mubadala, Abu Dhabi Digital Authority, Healthpoint Hospital, Hilton Hotels and more advertising through the magazine.

Print and distribution of over 15,000 monthly copies to 75+ government entities, airport lounges, and business centres across Abu Dhabi.

The monthly publication became the leading local resource on public sector excellence across Abu Dhabi government

GET IN TOUCH

Skillful Academy

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