



# Advanced Studies and Training Centre

## SOFT SKILLS TRAINING SCHEDULE - 2018

### SALES AND MARKETING | CUSTOMER SERVICE

NO.	TITLE	TRAINING DATE <sub>S</sub>	DURATION	LOCATION
1	Improving Your Sales Skills	Jul 03 -05   Oct 02-04	3 DAYS	Dubai
2	Advanced Selling Technique For Difficult Product Services	Jul 08-10   Dec 09-11	3 DAYS	Dubai
3	Customer Service Excellence	July 10-12   Oct 16-18	3 DAYS	Dubai
4	***Successful Telephone Sales & Productive Customer Service	July 15-17   Nov 11-13	<b>3 DAYS</b>	<b>Dubai</b>
5	Digital Marketing Leadership	Jul 17-19   Oct 09-11	3 DAYS	Dubai
6	Advanced Negotiation Skills	Jul 18-19	2 DAYS	Dubai
7	Effective Tele Sales- Mastering the Art of Telesales	Jul 24-26   Nov 27-29	3 DAYS	Dubai
8	International Marketing and Globalization	Jul 24-26   Dec 11-13	3 DAYS	Dubai
9	Strategic Marketing Workshop	Aug 26-28   Nov 11-13	3 DAYS	Dubai
10	Business Networking & Communicating with stake holders	Aug 29-30   Dec 12-13	2 DAYS	Dubai
11	Face to Face and Retail Sales Techniques	Sept 02-05	4 DAYS	Dubai
12	Strategic Market Analysis	Sep 04-06	3 DAYS	Dubai
13	Selling Treasury Products to Corporate & Institutional Clients	Sep 06   Dec 13	1 DAY	Dubai
14	Selling to Private/High Net Worth Clients	Sep 06   Dec 13	1 DAY	Dubai
15	Acquiring Sales & Business Opportunities	Sep 19-20	2 DAYS	Dubai
16	How to Grow your Business	Sep 25-27	3 DAYS	Dubai
17	Analyzing Customers Needs and Meeting Customer Expectations	Oct 02-04	3 DAYS	Dubai
18	Relationship Management & Selling Skills	Oct 09-11	3 DAYS	Dubai
19	Social Media Marketing-SMM	Oct 09-11	3 DAYS	Dubai
20	The Successful Salesperson	Oct 14-16	3 DAYS	Dubai

### MANAGEMENT AND LEADERSHIP TRAINING

NO.	TITLE	TRAINING DATE <sub>S</sub>	DURATION	LOCATION
1	Team Leadership Qualities & Fundamentals of Supervision	May 07-11   Nov 19-23	5 DAYS	Dubai
2	<b>Facility Planning &amp; Management</b>	May 07-09   22-24	3 DAYS	Dubai
3	Productivity and Time Management	May 09-10   Oct	3 DAYS	Dubai
4	Personal Development for Executive Secretaries	May 21-25   Oct 29-Nov 02	5 DAYS	Dubai

NO.	TITLE	TRAINING DATE <sub>S</sub>	DURATION	LOCATION
5	Developing Management Skills	May 23-25	3 DAYS	Dubai
6	Advanced Decision Making Skills	May 28-Jun 01   Nov 05-09	5 DAYS	Dubai
7	What makes you a Good Manager?	Sep 05-07	3 DAYS	Dubai
8	Structured Thinking and Decision Making	Sept 10-14   Dec 10-14	5 DAYS	Dubai
9	Team Leadership Qualities	Sep 18- 20	3 DAYS	Dubai
10	Change Management	Sep 26-28	3 DAYS	Dubai
11	Fundamentals of Supervision	Oct 03-05	3 DAYS	Dubai
12	Time and Stress Management	Oct 08-10	3 DAYS	Dubai
13	<b>The Balanced Scorecard</b>	Oct 08-09	2 DAYS	Dubai
14	Managing People	Oct 10-12	3 DAYS	Dubai
15	Advance Leadership Skills for Executives	Oct 15-19	5 DAYS	Dubai
16	Effective Leadership and Team Management	Oct 22-26	5 DAYS	Dubai
17	<b>Project Management Professional</b>	Oct 22-26	5 DAYS	Dubai
18	Managing People & What makes you a Good Manager?	Dec 24-28	5 DAYS	Dubai

### SKILLS AND DEVELOPMENT TRAINING

NO.	TITLE	TRAINING DATE <sub>S</sub>	DURATION	LOCATION
1	Business Intelligence: Data Analysis & Reporting Techniques	May 21-23   Oct 15-17	3 DAYS	Dubai
2	Building your Meeting Skills	Jul 17-19   Dec 05-07	3 DAYS	Dubai
3	Public Speaking and Presentations Skills	Aug 22-24	3 DAYS	Dubai
4	Emotional Intelligence	Sep 12-14	3 DAYS	Dubai
5	Advanced Excel	Oct 09-10	2 DAYS	Dubai
6	Business Communication	Oct 10-12	3 DAYS	Dubai
7	Basic Excel	Oct 11-12	2 DAYS	Dubai
8	Advanced Presentation & Power Point Techniques	Oct 22-23	2 DAYS	Dubai
9	*Effective Branch Management	Nov 14-16	3 DAYS	Dubai
10	The Aggressive or Assertive Executive	Nov 07-09	3 DAYS	Dubai
11	Strategic Administration and Office Management Skills	Nov 07-09	3 DAYS	Dubai
12	Coping with Pressure, Change and Setbacks	Nov 14-16	3 DAYS	Dubai

## HUMAN RESOURCE AND TRAINING

NO.	TITLE	TRAINING DATE <sub>S</sub>	DURATION	LOCATION
1	Train the Trainer	Aug 01-03   Nov 14 -14	3 DAYS	Dubai
2	Interviewing Skills	Aug 22-24   Dec 12-14	3 DAYS	Dubai
3	Employee Incentive Schemes	Aug 28-30	3 DAYS	Dubai
4	Coaching and Counseling	Sep 18-20	3 DAYS	Dubai
5	Training Needs Analysis	Nov 14-16	3 DAYS	Dubai
6	Conducting Performance Appraisals	Dec 12-14	3 DAYS	Dubai

### *Training Program in Other Countries*

#### SALES AND MARKETING | CUSTOMER SERVICE

NO.	TITLE	TRAINING DATE <sub>S</sub>	DURATION	LOCATION
1	Relationship Management & Selling Skills	May 30-Jun01	3 DAYS	Amsterdam
2	Strategic Market Analysis	Jul 18-20	3 DAYS	Malaysia
3	The Successful Salesperson	Jul 25-27	3 DAYS	Malaysia
4	Face to Face and Retail Sales Techniques	Jul 30-Aug 02	4 DAYS	Malaysia
5	Advanced Negotiation Skills	Nov 12-14	3 DAYS	Kuala Lumpur

#### MANAGEMENT AND LEADERSHIP TRAINING

6	Managing People & What makes you a Good Manager?	Jun 18-22	5 DAYS	London
7	Effective Leadership and Team Management	Jul 02-06	5 DAYS	London
8	Team Leadership Qualities & Fundamentals of Supervision	Jul 09-13	5 DAYS	London
9	Developing Management Skills	Sep 25-28	3 DAYS	Istanbul
10	What makes you a Good Manager?	Sep 26-28	3 DAYS	Istanbul

#### HUMAN RESOURCE TRAINING

11	Training Needs Analysis	Jun 20-22	3 DAYS	Kuala Lumpur
12	Conducting Performance Appraisals	Jun 04-06	3 DAYS	Kuala Lumpur