

2018 COURSE CATALOG



ExecuTrain - 2018 Course Catalog

All rights reserved. No part of this catalog shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording, or otherwise, without written permission from the publisher. No patent liability is assumed with respect to the use of the information contained herein.

Trademarks: All terms mentioned in this catalog that are known to be trademarks or service marks are the property of their respective owners. Use of a term in this catalog should not be regarded as affecting the validity of any trademark or service mark.

Warning and Disclaimer: Every effort has been made to make this catalog as complete and as accurate as possible, but no warranty or fitness is implied. The information provided is on an “as is” basis. The compiler shall have neither liability nor responsibility to any person or entity with respect to any loss or damages arising from the information contained in this catalog.

For more information, please contact us on:

courses@executrain.ae

Copyright © ExecuTrain LLC - Dubai (1997 -2018)

This document and its contents are the confidential property of ExecuTrain of Dubai. This document is prepared for the sole and exclusive use of ExecuTrain of Dubai and therefore, is considered to be proprietary. It may not be copied, reproduced, modified, altered, or circulated to any third party, in any form or media, without the prior written consent of ExecuTrain of Dubai. All rights are reserved.



Contents

IT Skills	6
Microsoft Excel.....	7
Excel Beyond Basic	8
Excel Advanced	10
Excel Macros: The Programming Way.....	12
Business Intelligence: Creating Interactive Dashboard using Excel	14
Interactive HR Dashboard using Excel	15
Microsoft Power BI	17
Excel Dashboard using MS Power BI	18
Microsoft PowerPoint.....	20
PowerPoint Basic	21
PowerPoint My Way	22
Microsoft Outlook	24
Outlook My Way.....	25
Microsoft Project	26
Microsoft Project - The Practical Way.....	27
Microsoft Word.....	28
Word Basic.....	29
Word Intermediate.....	30
Word Advanced	31
Microsoft Access	32
Access Basic	33
Access Intermediate	34
Access Advanced	35
Microsoft Visio	36
Visio Basic	37
Visio Advanced.....	38
Microsoft OneNote	39
OneNote.....	40



Courses to be released in Q2.....	41
Demand Projection.....	42
Power Query.....	43
Power Pivots	44
Soft Skills	45
Life Skills.....	46
Assertiveness Skills.....	47
Effective Business Communication Skills.....	48
Advanced Interpersonal Communication Skills.....	49
Critical Thinking.....	50
Problem Solving Skills	51
Time Management.....	52
Stress Management.....	53
Business Writing	54
Negotiation Skills	55
Presentation Skills.....	56
Corporate Management	58
Effective Management Skills	59
Leadership Skills and Managing Conflict	60
Emotional Intelligence	61
People Management	62
Change and Innovation	63
Team Building.....	64
Coaching Skills	65
Sales and Customer Service	66
Sales Skills.....	67
Emotionally Intelligent Customer Service.....	68
Design & Media	69
Adobe Photoshop.....	70
Photoshop Basic	71
Photoshop Advanced.....	72
Adobe InDesign	73
InDesign Basic.....	74
InDesign Advanced	75



Adobe Illustrator..... 76
 Illustrator Basic 77
 Illustrator Advanced 78

Adobe Flash 79
 Flash Basic 80
 Flash Advanced 81

About ExecuTrain 82
 A brief 83
 ExecuTrain Social Media Links 83
 Training Center Location..... 83
 Partial List of ExecuTrain Customers 84

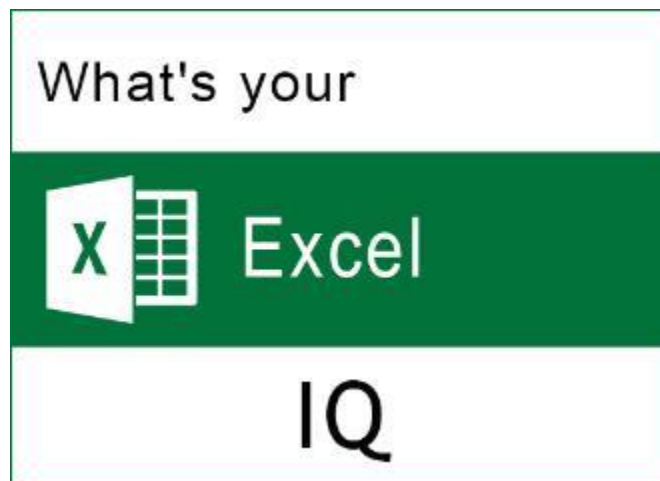


IT Skills





Microsoft Excel



Excel Beyond Basic

1 Day

Course Outline

◆ Data - Numbers and Text in Excel

- Entering Numbers and Text
 - Overflowing Numbers and Text
 - Editing Numbers and Text
 - Selecting Multiple Cells
- Autofill: Numbers, Months, Days of Week, Dates
- Removing Duplicates

◆ Calculations Concept

- Relative and Absolute Reference
 - Use of F4 Key
- Entering Formulas
- Using The Mouse to Enter Cell References in Formulas
- Editing Formulas - Using F2 Key
- The Order of Evaluation: BODMAS
- Using Parentheses to Change the Order
- Entering Functions
- The Structure of Functions
- The =SUM() Function
- Using the Mouse to Enter Range References
- Entering Functions in the Formula Bar
- Inserting Functions
- Applying AutoSum

◆ Formatting Numbers, Text, Reports

- Number Formatting
- Dates Formatting
- Text Formatting
- Row and Column Formatting
- Additional Formatting Options: Styles
- Other Advanced Formatting
- Merging Cells
- Wrapping Text
- Transposing Data
- Using Paste Special Operations

◆ Multiple Worksheets and Workbooks

- Viewing Large Worksheets
 - Locking Row and Columns Heading in Place
- Hiding and Unhiding Worksheets

- Minimizing the Ribbon to see more of the Worksheet
- Using Multiple Worksheets
- Inserting Worksheets
- Moving and Copying Worksheets
- Deleting Worksheets
- Naming Worksheets
- Coloring Worksheets Tab
- Linking Worksheets
- Linking Workbooks
- Workspace

◆ Printing

- Preparing to Print
 - Using the Spelling Checker
 - Using Page Break Preview
- Page Setup Options
 - Page Orientation
 - Page Size
 - Scaling
 - Margins
 - Custom Headers and Footers
 - Print Titles: Rows or Column to Repeat
- Printing Worksheets

◆ Power of IF and VLOOKUP - a Teaser

- =IF() Function
- =VLOOKUP() Function

◆ Conditional Formatting - the Basics

- Bars
- Highlight Cell Rule
- Top-Bottom Rule
- Finding Duplicate

◆ Intro - Pivot Tables

- Reports with ZERO Errors & ZERO Formulas
- Using Styles to Format Pivot Reports

◆ Intro - Charts

- Creating Charts with One Key Press!
- The FOUR Critical Steps
- Pie and Column Charts



- ◆ Relevant Shortcuts
- ◆ Demonstration: The Power of Macros



Excel Advanced

2 Days

Course Outline

◆ PivotTables

The Four Critical Pivot Table Options
 Format Numbers (Not Cells)
 Extracting Months, Quarters, and Years from a Date
 Style and Design Components to Format a Report
 The Report: Sum, Count
 The Report: Concept Of Data Cubes
 The Problem Of Pivot Report not taking New Data
 Creating Pivot Tables With Dynamic Named Range
 The Analytics:
 Show Amount as % Of Total
 Year-To-Date Totals
 Slicers: One Sheet, Multiple Reports (*only for 2010 & 2013*)
 Create One Sheet Per Region With One Click: Use Report Filter

◆ Named Range

Static Named Range
 Constant Named Range
 Dynamic Named Range (with formulas)

◆ The Seven Critical Functions (Use with Named Range)

=IF() Function; =IF(IF(IF(IF))) [Nested IFs]
 =AND() Function
 =OR() Function
 =VLOOKUP() Function
 =IFERROR() Function
 =MATCH() & =INDEX() Functions: for Reverse VLOOKUP, from Left to Right Lookup

◆ Dates

Harmonizing Date Data
 Static & Dynamic Date: Use of =TODAY() Function
 Date Calculations
 Using Advance Date Functions
 = EDATE()
 = NETWORKDAYS.INTL ()

= DATEDIF()
 Using “&” Function in Dates

◆ Protection

Sheet Protection Superior to PDF: NO Right Click, NO Left Click. NO Copying Allowed!!
 Pivot Table Sheet: NO Copy-Paste, but Allowing Slicers to Work
 Hiding Formulas
 Protecting Parts of a Worksheet
 Protecting Hidden Worksheets
 Protecting a Workbook

◆ Data Validation

Concept of Master Data
 Data Validation using Named Range
 A Drop-down List
 Number & Dates Validation
 Which Cell Have Data Validation - How To Find?

◆ Excel Collaboration

Merging Workbooks: Let Excel Copy-Paste the Reports Sent by all Managers on a Standard Format
 Sharing Workbooks: More than One Person Working on the Same File Simultaneously!!

◆ Macros

Why You Should NOT Write a Macro?
 Difference Between .XLSX and .XLSM Files
 Macro in a File or Macro inside Excel Program
 Recording a Macro
 Using Pre-Written Macros

◆ Conditional Formatting

The Power of Data Bars in a Cell
 The Constraints of Icons and Color Scales?
 Highlighting Duplicates
 Multiple Conditions to Format Same Range:
 Top 3 and Bottom 3 Condition in One Range



Conditional Formatting Using Formulas: Changing Cell Colors with Change in Date
Conditional Formatting a Pivot Table
Which Cell have Conditional Formatting - How To Find?

◆ Charts

Creating Chart With One Key Press!
The FOUR Critical Steps
Beyond Standard Charts
 “Others” In “Pie Of Pie” Charts
 Country Flags In Column Charts
 Trend Line In Line Charts
 Combination Charts

◆ Relevant Shortcuts

◆ Demonstration: Interactive Dashboards without Macros



Excel Macros: The Programming Way

2 Days

Course Outline

◆ Introduction to Visual Basic for Applications

Introduction to Visual Basic for Applications
 Running a Procedure
 Running a Procedure Using the Visual Basic Toolbar
 Running a Procedure Using the Tools Menu
 Running a Procedure Using a Keyboard Shortcut

◆ Recording and Editing Basic Procedures

Recording a Procedure
 Understanding Visual Basic Modules
 The Project Explorer
 Understanding Syntax
 How Excel Displays Code
 How This Manual Displays Syntax
 Editing a Procedure
 Calling a Procedure
 Understanding Variables
 Using Parameters in a Procedure
 Using Multiple Parameters
 Passing by Reference or Passing by Value
 Adding Steps into a Procedure
 Selecting the Recording Mode
 Absolute and Relative References
 Selecting the Recording Mode

◆ Debugging Visual Basic Code

Stepping Through a Procedure
 Responding to the Microsoft Visual Basic Error Dialog Box
 Using the Break Mode and Watch Expressions
 Entering Break Mode Manually
 Using Breakpoints to Enter Break Mode
 Watch Expressions

◆ Assigning Procedures to Menus, Objects, and Keyboard Shortcuts

Assigning a Procedure to a Keyboard Shortcut
 Assigning a Procedure to an Excel Menu
 Assigning a Procedure to a Toolbar

Assigning a Procedure to a Graphic

◆ Using Function Procedures

Function Procedure Syntax
 Creating and Calling a Function Procedure
 Creating a Function Procedure
 Calling a Function Procedure
 Inserting a User-defined Function
 Using the Paste Function Button
 Typing a User-defined Function

◆ Using Objects, Properties, and Methods

Using Objects, Properties, and Methods
 Understanding Objects, Properties, and Methods
 Looking at Recorded Procedures
 Using Visual Basic Help
 Using the Object Browser
 Setting an Object's Property
 Property Value Syntax
 Using the With Statement
 Manipulating Ranges and Cells
 The Range Object
 The Cells Property
 The Offset Method
 Using the Formula Property
 Using the Select and Activate Methods
 The Select Method
 The Activate Method
 Using the Close Method

◆ Using Interactive Procedures

Displaying Excel's Built-In Dialog Boxes
 Displaying a Customized Dialog Box
 Using the StatusBar Property
 Using the Beep Statement
 Creating a Message Box

◆ Controlling Procedures

Using the If...Then Statement
 Using the Elself Statement
 Using the If...Then...Else Statement
 Using the Do...Loop Statement
 The Do While...Loop Statement



The Do Until...Loop Statement
Using the For...Next Statement

◆ Automating Procedures

Using Automatic Procedures
Recording an Automatic Procedure
Writing an Automatic Procedure
Working with Add-in Applications
Creating an Add-in Application
Loading an Add-in Application
Using the Personal Macro Workbook
Recording a Procedure into the Personal Macro Workbook
Saving a Workbook as the Personal Macro Workbook

◆ Customizing Menus and Command Bars

Creating a Custom Menu
Creating Command Bars
Creating a Command Bar
Adding Buttons to a Command Bar
Adding Menus to a Command Bar
Deleting a Command Bar

◆ Creating User Forms

Creating a User Form
Inserting a User Form
Adding Controls to the User Form
Adding Controls to the User Form
Modifying User Form Controls
Control Properties
Assigning a Procedure to a Control
Event Procedures
Assigning an Existing Procedure to a Control
Using Control Methods and Properties in Code
Assigning a New Procedure to a Control
The Unload and End Methods
Displaying a User Form
Defining Initial User Form Settings



Business Intelligence: Creating Interactive Dashboard using Excel

2 Days

Course Outline

- ◆ **What is a Dashboard?**
 Dashboard Types & Examples
 Overview: Dashboard Creating Process
- ◆ **Defining The Purpose Of The Dashboard**
 Requirement of End Users
 Scope: Domain /Department
 Frequency
 Appropriate Metrics or KPIs as per Domain/Department
- ◆ **Data for Dashboards**
 Excel Files
 Text Import Utility
 Web Data
 Using Access Databases for BIG data
 Power Query
 Tables
 Raw Data Dimensions
- ◆ **Pivot Tables & Power Pivot Tables**
 Beyond SUMIF & COUNTIF
 Calculating % of Total, YTD, Variance & Growth Rates
 Converting a Pivot to a Range
 Using "Table" to Create Pivot Table
- ◆ **Named Ranges**
 Static Named Range
 Constant Named Range
 Dynamic Named Range (with Formulas)
- ◆ **Macros - The Copy-Paste Way**
 To Create Dynamic Named Range
- ◆ **Formulas & Functions**
 CHOOSE() MATCH() SUBSTITUTE()
 CONCATENATE() MAX() TEXT()
 FIND() MID() TRIM()
- ◆ **INDEX()** **OFFSET()** **LEN()**
LEFT() **RIGHT()** **VLOOKUP()**
- ◆ **Charts and Sparklines**
 WaterFall Charts
 Sparklines
 Thermometer Charts
 Speedometer Charts
 Combination Charts
- ◆ **Conditional Formatting**
 Visualization without Charts
- ◆ **Interactivity - Giving Life To Dashboard**
 Radio Buttons
 Check Boxes
 Scrollbar
 Slicers
- ◆ **Dashboard Design Tips & Tricks**
 Layouts
 Color, Fonts and other Design Elements
 Dashboard Message
 Using Right Charts According to the Message
- ◆ **Getting Hands On : Making Sample Dashboards**
 Finance Dashboard
 Sales Dashboard
 Inventory Dashboard
- ◆ **Securing Your Dashboards**
 Protecting Dashboard
- ◆ **Bonus: Other BI Tools Demo**
 Demo: Dashboard with Power BI



Interactive HR Dashboard using Excel

2 Days

Course Outline

- ◆ Manpower Planning**
 Area Chart - Planned Vs Actual HC
- ◆ Recruitment**
 New Hires
 Mode of Hiring
 Days Taken to Hire
 Resume to Interview to offer to Acceptance
- ◆ Demographic Head Count**
 BY Age group
 By Marital Status
 BY Nationality
 BY Nationality Groups
 By Education Level
 By Work Experience
 By Gender: Gender split in respective departments
- ◆ Workforce Analysis**
 Headcount by months and year
 Headcount by department
 Headcount by Division
 HeadCount by Grade and Levels
 Ratio: Executive vs Manager
 By Tenure in Company
- ◆ Employee Leaves**
 Sick Leave Day of the week: Weekend
 Proclivity
- ◆ Compensation Analysis**
 Base Monthly cost vs Actual Cost incurred
 Average Cost per employe by various department
 Average cost per employe by Various Grade across Dept
 Contribution of Department in total cost
 Average Salary by Nationalities and Grade/Level
 Last month Cost details
 Revenue/Employee
- ◆ Training**
- ◆ Performance Management**
 Score trend over FIVE years
 Bell Curve
 Scatter Chart - Two competencies
- ◆ Talent Management**
 Competence Vs Potential
- ◆ Attrition**
 Outgoing Employees: Voluntary vs Involuntary
 Reason of Departure
 Outgoing Emp by Department
 Attrition Scorecard
- ◆ HR Survey**
 Employee Satisfaction
- ◆ Table Master**
 Manpower Planning
 Period (mmm-yy)
 Planned
 Actual
 Recruitment
 Candi_ID
 Source of CV
 DO First Int
 DO Offer
 Offer Outcome
 DOJ
 Demographics
 EID
 Full Name
 DOB
 Gender
 Nationality
 Marital Status
 DOJ
 LWD
 Dept
 Grade
 RO
 Hiring Source
 Payroll_Table
 EID
 WEF: MMM-YYYY
 Parameter (Basic, HRA)

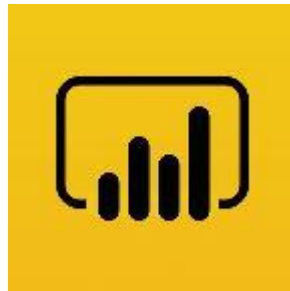


- Amount
- Leaves
 - Leave Type - Sick Leave
 - LT Entitlement
 - EID
 - LT Leave Taken From
 - LT Leave Taken To
- Performance Management
 - EID
 - Period of PM
 - KPIs / KRAs
 - Scores
- Exit
 - EID
 - Exit Type
 - Exit Reason
- Survey
 - EID
 - Parameter
 - Score

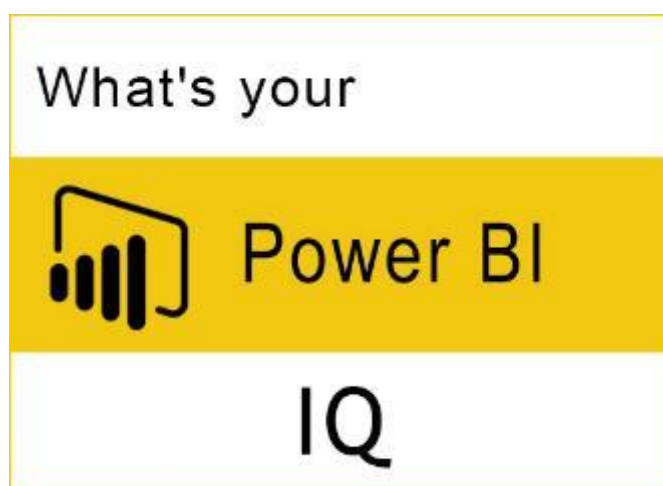
◆ **Excel Skills Used**

- Pivot Table
- Pivot Chart
- Slicers
- =VLOOKUP () Function





Microsoft Power BI



Excel Dashboard using MS Power BI

2 Days

Course Outline

◆ My Data in Excel/SQL

◆ Microsoft Power BI - the Journey

◆ Power BI

On my Desktop (to use Excel files)

◆ Power BI on Desktop

Bringing Excel Files to Power BI
 Getting Excel Data into Power BI
 Excel Data - Dos and Donts / Best Practices
 Naming of Table
 Naming of columns
 Date format only - No columns for Month / Qtr/ Year
 Data type:
 Using multiple sheets or multiple files for data.

◆ Making Charts on Power BI Desktop

Type of Visualizations

Default visuals

- Bar
- Column
- Line
- Combo
- Card
- Donut
- Pie
- Table
- Matrix
- Slicers
- Line
- Funnel
- Text Box
- Bubble/Scattered Chart
- Map
- Filled Map
- Tree Map
- Gauge Chart
- Area Chart
- Waterfall

Custom Visuals

See the Dashboard

◆ Frequently Used Formatting in Visuals

Data Labels
 Title
 Font size
 Showing in Millions or Thousands - how to
 Seeing data not visualized - hovering - tool tip
 Using your Corporate Colors
 Legend
 Color
 Tooltip
 Axes
 Title
 Border
 Data Color
 Axis title and scale
 Category Width: Column Width
 Multiple Dimensions: Drill Down
 Conditional Formatting in Tables

◆ Interactivity in Power BI Reports / Interactivity amongst Charts

Use of Slicers - Page Level only
 Use of Filters
 Chart Level
 Page Level
 Report level

◆ Combination of Charts Makes a Report

Saving your Report - the file type ".PBIX"

◆ Sharing the Dashboard

Within same organization
 Across organizations
 Need to create Power BI account

◆ Steps to Change Dashboard from Previous Month to Current Month

Adding new (Jan 2017) data -In Excel copy paste
 In Reports - use SLICER for Jan 2017
 In Reports - PIN the month level chart



◆ **Good Practices**

Make all changes in either on Desktop Power BI or Power BI web only
Do not move the location of Excel data file





Microsoft PowerPoint



PowerPoint Basic

1 Day

Course Outline

● Getting started

The PowerPoint window
Getting help

● New presentations

Creating presentations
Saving presentations
Rearranging and deleting slides
Using slides from other presentations

● Formatting slides

Formatting text
Modifying text
Formatting paragraphs

● Using drawing objects

Adding shapes
Modifying objects
Using text in objects

● Working with graphics

WordArt
Pictures
Clip art

● Using tables and charts

Tables
Charts
Diagrams

● Modifying presentations

Templates and themes
Slide masters
Transitions and timings
Speaker notes
Slide shows

● Proofing and delivering presentations

Proofing presentations
Running presentations
Printing presentations



PowerPoint My Way

1 Day

Course Outline

● Making Life Easy: Keyboard Shortcuts

PowerPoint 2013

- General Shortcuts
- Rehearse/Record Shortcuts
- Media Shortcuts
- Ink/Laser Pointer Shortcuts
- Touch Shortcuts

PowerPoint 2010

- General Shortcut
- Media Shortcuts

PowerPoint 2007

- General Shortcuts

● The Starting Point

Creating Presentations

- Using Backstage view to create presentations
- New blank presentations
- Using Slides from Other Presentations
- Reusing slides
- Slide Libraries

● The PowerPoint File

Templates

- Using templates
- Sections

Themes

- Using themes
- Using modified themes
- Creating themes

Slides Masters

- Working with slide masters
- Elements of a slide master
- Header and footer elements
- Graphical elements
- Changing the font and font size on a slide master
- Modifying bullets on a slide master
- Inserting slide masters
- Slide master backgrounds
- Slide master placeholders
- Applying multiple slide masters
- Deleting slide masters
- The handout master and notes master

● On A Slide

Text

Formatting Text

- Character and paragraph formatting
- The Font group and the Mini toolbar
- Changing the font, size, and color of text
- The Format Painter
- Changing the bullet styles
- Numbered lists

Modifying Text

- Editing efficiently
- The Find and Replace commands
- The Cut and Paste commands
- The Copy command
- The Clipboard pane

Formatting Paragraphs

- Text alignment
- Line spacing
- Indentation

Smart Diagram

Customizing SmartArt Graphics

- Using SmartArt to communicate a message
 - Converting text to a SmartArt graphic
 - Converting an object to a SmartArt graphic
 - Converting a SmartArt graphic to text or shapes
 - Applying a different layout
 - Resizing individual shapes in a SmartArt graphic
 - Changing associate shapes
- Diagrams
- Creating and modifying SmartArt
 - Creating a hierarchy chart
 - Modifying diagrams

Charts

- Creating and modifying charts
- Inserting charts
- Changing the chart type
- Formatting charts

Tables

- Using tables
- Adding tables
- Modifying tables
- Formatting tables
- Cell fill options

Pictures

Pictures

- Using images in a presentation
- Working with pictures
- The Adjust group
- The Picture Styles, Arrange, and Size groups
- Arranging and grouping items



- Photo Albums
 - Creating photo album presentations
- Video and Audio
 - Working with video and audio clips
 - Video Tools
 - Audio clips
 - Audio Tools
 - Compressing media
- Animations
 - Working with animation
 - The Animations tab
 - The Animation group
 - The Advanced Animation group
 - The Timing group
 - Working with the Animation pane
 - Customizing an animation effect
 - The Animation Painter
- Embedding and Linking Content
 - Embedding and linking Office files
 - Linking documents
 - Linking specific content
- Speaker Notes
 - Working with speaker notes
 - Adding headers and footers to notes pages
- Adding Narration
 - Recording a slide show
 - Using a laser pointer
 - Playing narrations
 - Removing timings & narration

● On All Slides

- Rearranging and Deleting Slides
 - Reordering and removing slides
 - Moving slides in Normal view
 - Using slides Sorter view
 - Deleting and duplicating slides
- Transitions and Timings
 - Working with transitions
 - Transition effects fro individual slides
 - Applying transition effects to the entire presentation
 - Applying transition effects to selected slides
 - Setting timings for a slide show
 - Rehearsing slide show timings
 - Adding narration
- Custom Navigation
 - Working with Hyperlinks
 - Interactive Elements
- Custom Slides Shows
 - Working with the Custom Shows feature
 - Editing custom slide shows

● Using the File

- Running Presentations
 - Previewing and running presentations in Slide Show view

- Reading view
 - Hiding and unhiding slides
- Printing Presentations
 - Previewing slides in black and white
 - Changing the page setup
 - Printing presentations
 - Printing individual slides
 - Print output options
- Creating PDF, PowerPoint Show
- Creating Videos
- Broadcasting a Slide Show Online
 - Showing your presentation online
 - Using the Broadcast Slide Show feature





Microsoft Outlook



Outlook My Way

1 Day

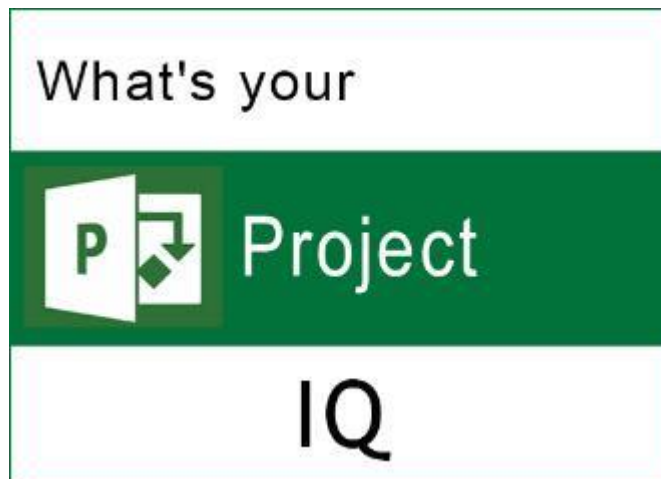
Course Outline

- ◆ **Outlook Interface**
- ◆ **Conditional Formatting**
 - Mails
 - Contacts
 - Calendars
 - Tasks
- ◆ **Creating Rules to Auto Organize**
- ◆ **Outlook Search**
 - Conversation View
 - People Pane
 - Windows Search
 - Folder Search
- ◆ **Quick Steps**
 - Send, Reply, Store the Sent and Received Emails
- ◆ **Quick Parts**
 - Create Standard Email/Quotations Using One Button
- ◆ **Creating Signatures as per the Situation**
- ◆ **Contacts**
 - Manage Contacts Across Outlook and Mobiles
 - Share Contacts
- ◆ **Calendar**
 - Manage and Share Calendar
- ◆ **Task**
 - Create Tasks to Achieve What is Planned
 - Share Tasks
- ◆ **Mail Merge**
 - Write Customized Emails to your Contacts
- ◆ **Archive and Backup**
 - Archive Emails
 - Create Back-up of Contacts





Microsoft Project



Microsoft Project - The Practical Way

2 Days

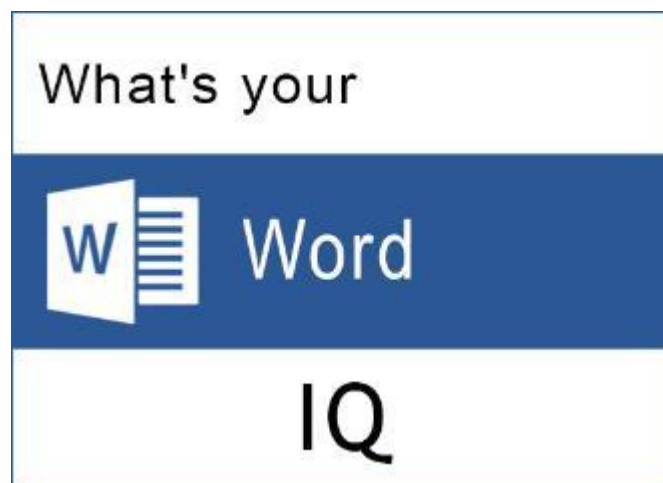
Course Outline

- Review WBS (Creating WBS is not part of the course)
- Identifying Work Packages
- Listing all activities for each work package (The practice files should contain a couple of examples Lists)
- Estimating Duration (The practice files should contain a couple of examples of task duration)
- Creating a network Diagram by Linking Tasks
- Adding Resources to the Project Pool
- Adding Resources to Tasks
- Building resource constraints
- Setting Task Deadlines
- Setting Working Time (Project / Resource / Task calendars)
- Refining the Plans (Reworking Task Types/ Resource Assignments / Resource Levelling)
- Critical Path Analysis
- Schedule Compression Techniques (Fast Tracking / Crashing)
- Setting the Base Line
- Tracking Project Progress (Daily / weekly / Ad hoc)
- Reviewing Project Status
- Identifying Slipping Tasks
- Earned Value Analysis (SV / CV / SPI / CPI)
- Trouble Shooting (Time / Cost / Work Issues)
- Closing the Project (Close out tasks / Template creation / OPA)





Microsoft Word



Word Basic

1 Day

Course Outline

◆ Getting started

The Word window
New documents
Word Help

◆ Navigation and selection techniques

Document navigation
Selection techniques

◆ Editing text

Working with text
The Undo and Redo commands
Cutting, copying, and pasting text

◆ Formatting text

Character formatting
Tab settings
Paragraph formatting
Paragraph spacing and indents
Automatic formatting

◆ Tables

Creating tables
Working with table content
Changing table structure

◆ Page layout

Headers and footers
Margins
Page breaks

◆ Proofing and printing documents

Checking spelling and grammar
Using AutoCorrect
Finding and replacing text
Printing documents

◆ Graphics

Adding graphics and clip art
Working with graphics



Word Intermediate

1 Day

Course Outline

◆ **Styles and Outlines**

Examining formatting
Creating styles
Modifying styles
Working with outlines

◆ **Sections and Columns**

Creating and formatting sections
Working with columns

◆ **Formatting Tables**

Table formatting basics
Borders and shading
Table data
Table styles

◆ **Printing Labels and Envelopes**

Labels
Envelopes

◆ **Templates and Building Blocks**

Template basics
Building blocks
Document properties

◆ **Graphics**

Creating diagrams
Using the Drawing tools
Formatting text graphically

◆ **Managing Document Revisions**

Tracking changes
Working with comments

◆ **Web Features**

Web pages
Hyperlinks



Word Advanced

1 Day

Course Outline

- **Using Mail Merge**
 - Form letters
 - Data sources for the recipient list
 - Mailing labels and envelopes

- **Objects and backgrounds**
 - Inserting content from other applications
 - Changing the document background

- **Using macros**
 - Recording and running macros
 - Modifying and deleting macros

- **Working with forms**
 - Creating forms
 - Protecting forms
 - Sharing and securing documents

- **Customizing Word**
 - Customizing the Ribbon
 - Customizing the Quick Access toolbar
 - Customizing keyboard shortcuts

- **Long documents**
 - Master documents
 - Tables of contents and figures
 - Indexes, bibliographies, and other references
 - Bookmarks and cross-references
 - Web frames

- **XML features**
 - Working with XML





Microsoft Access



Access Basic

1 Day

Course Outline

- **Getting started**
 - Database concepts
 - Exploring the Access environment
 - Getting help

- **Databases and tables**
 - Planning and designing databases
 - Exploring tables
 - Creating tables

- **Fields and records**
 - Changing the design of a table
 - Finding and editing records
 - Organizing records

- **Data entry rules**
 - Setting field properties**
 - Working with input masks
 - Setting validation rules

- **Basic queries**
 - Creating and using queries
 - Modifying query results and queries
 - Performing operations in queries

- **Using forms**
 - Creating forms
 - Using Design view
 - Sorting and filtering records

- **Working with reports**
 - Creating reports
 - Modifying and printing reports



Access Intermediate

1 Day

Course Outline

- ◆ **Relational databases**
 - Database normalization
 - Table relationships
 - Referential integrity

- ◆ **Related tables**
 - Creating lookup fields
 - Modifying lookup fields
 - Subdatasheets

- ◆ **Complex queries**
 - Joining tables in queries
 - Using calculated fields
 - Summarizing and grouping values

- ◆ **Advanced form design**
 - Adding unbound controls
 - Graphics
 - Adding calculated values
 - Adding combo boxes
 - Advanced form types

- ◆ **Reports and printing**
 - Customized headers and footers**
 - Calculated values
 - Printing
 - Labels

- ◆ **Charts**
 - Charts in forms
 - Charts in reports

- ◆ **PivotTables and PivotCharts**
 - PivotTables
 - Modifying PivotTables
 - Pivot Charts
 - PivotTable form



Access Advanced

1 Day

Course Outline

- **Querying with SQL**
 - SQL and Access
 - Writing SQL statements
 - Attaching SQL queries to controls

- **Advanced queries**
 - Creating crosstab queries
 - Creating parameter queries
 - Using action queries

- **Macros**
 - Creating, running, and modifying macros
 - Attaching macros to the events of database objects

- **Advanced macros**
 - Creating macros to provide user interaction
 - Creating macros that require user input
 - Creating AutoKeys and AutoExec macros
 - Creating macros for data transfer

- **Importing, exporting, and linking objects**
 - Importing objects
 - Exporting objects
 - Working with XML documents
 - Linking Access objects
 - Using hyperlink fields

- **Database management**
 - Optimizing resources
 - Protecting databases
 - Setting options and properties





Microsoft Visio



Visio Basic

1 Day

Course Outline

- **Getting Started**
 - The Visio 2010 interface
 - Windows, stencils, and objects
- **Drawing Tools**
 - Basic shapes and lines
 - Compound lines
 - Editing objects
- **Basic Diagrams**
 - Planning a diagram
 - Creating a basic diagram
 - Organization charts
- **Formatting Drawings**
 - Formatting text
 - Formatting shapes and lines
- **Working with Pages**
 - File and print properties
 - Working with background pages
 - Working with links
- **Network and Brainstorming Diagrams**
 - Network diagrams
 - Rack diagrams
 - Brainstorming diagrams
- **Customization and Reporting**
 - Layout and connection techniques
 - Shape properties
 - Reporting



Visio Advanced

1 Day

Course Outline

- **Creating Technical Layouts**
 - Layers
 - Drawing scales
 - Displaying shape dimensions
- **Custom Themes and Templates**
 - Custom themes
 - Custom templates
- **Custom Shapes and Stencils**
 - Special drawing operations
 - Shape behaviors
 - Custom stencils
- **Business Diagrams and Web Site Mapping**
 - Block, tree, and onion diagrams
 - Flowcharts
 - Organization charts
 - Project management diagrams
 - Web site maps
- **Integrating Visio with other Programs**
 - Integration with Microsoft Word
 - Integration with PowerPoint
 - Integration with Microsoft Outlook
 - Working with Web-enabling features
- **Software and Database Diagrams**
 - Documenting software systems
 - Database model diagrams





Microsoft OneNote



OneNote

1 Day

Course Outline

- **Exploring Notebook Structure**
 - Navigate the OneNote Environment
 - Use Predesigned Template for OneNote Notebooks
 - Customize the User Interface within OneNote

- **Adding Content and Formats to a OneNote Notebook**
 - Modify Formatting in a Notebook
 - Add Audio and Video to a Notebook
 - Add Quick Notes and Links
 - Use Tags, Symbols, Drawing Tools and Pen Options

- **Managing OneNote Notebooks, History, and Backups**
 - Save and Export Content and Use Alternate File Types
 - Manage Notebook Recycle Bins and Backups

- **Working with Excel Spreadsheets and Embedded Files**
 - Work with Excel Worksheets
 - Work with Embedded Files

- **Sharing and Collaborating with Notebooks**
 - Send a Notebook
 - Share and Collaborate on Notebooks

- **Finalizing a Notebook**
 - Finalize a Notebook using Proofing and Print Settings
 - Configure Notebook Settings, Properties and Security
 - Organize and Search Notebooks



Courses to be released in Q2



Demand Projection

TBD

Course Outline

- ◆ To be finalized



Power Query

TBD

Course Outline

- ◆ To be finalized



Power Pivots

TBD

Course Outline

◆ To be finalized



Soft Skills





Life Skills

Assertiveness Skills

1 Day

Course Description

This training course involves participants in realizing their own rights and the right of others in the workplace. Practical activities allow delegate to practice expressing their views, opinions and ideas and to listen to the views, opinions and ideas of others.

Outline

Assertiveness - What It Is and Why It Matters

Assertiveness Defined

Progress Begins with Self-Awareness

Your Assertiveness Profile
The Role Of Attitude
Self-Esteem and Self-Confidence
Aids to Self-Esteem

Building Your Assertiveness

Your Needs, Wants, Interests, Values, and Goals
Your Goals
Speaking Up For What Matters To You At Work

Assertive Nonverbal Communication

The Power Of Nonverbal Communication
Five Dimensions Of Nonverbal Communication
Align Your Verbal And Nonverbal Communication

Assertiveness Opportunities at Work

Developing Positive Visibility At Work

Addressing the Needs and Interests of Others

Evaluating Your Listening Skills: A Self-Assessment
Three Levels Of Listening
Cultural Barriers To Communicating Needs And Interests

Assertiveness and Dealing with Difficult People

Four Techniques For Dealing With Difficult People
Disarming The Workplace Bully



Effective Business Communication Skills

1 Day

Description

This course familiarizes participants with the importance of good communication skills relative to the types of positions they hold. Key points include: the communication process, required listening skills, recognizing non-verbal communication, understanding factors that influence communication, delivery techniques, and etiquette. During the workshop, participants will be exposed to a variety of different communication media, as well as different tools and techniques to help them make their messages more meaningful and powerful. Participants will also learn the basics of grammar and proofreading, complaint resolution, and verbal professionalism by participating in a wide range of different activities, role plays, and discussions.

Outline

Understanding the Communication Process

The Goal of Effective Communication
 The Importance of Effective Communication
 How Communication Works
 The Process
 Communication Networks
 Eliminating Barriers

Communicating in the Workplace

Writing Effective Sentences
 Using Active Voice
 Combining Sentences
 Proofreading
 Proofreading Suggestions
 Using Telephone Etiquette
 Placing Calls
 Answering Calls
 Using E-mail Etiquette
 Understanding E-mail Guidelines

Listening Skills

Introducing Listening Skills
 Examining Your Listening Skills

Active Listening
 Re-examining Your Listening Skills
 Empathetic Listening
 Using Questions
 The Role of Silence
 Interpreting Responses
 Recognizing Individual Sensory Modes

Understanding Influencing Factors

Identifying Influencing Factors
 Minimizing Assumptions and Preconceptions
 Minimizing Prejudices
 Understanding the Situation or Environment

Using Communication Tools

Understanding Delivery Methods
 Selecting Words
 Using Tone and Sincerity
 Using Body Language
 Selecting the Correct Channel

Dealing with Difficult People

Four Techniques for Dealing with Difficult People
 Disarming the Workplace Bully



Advanced Interpersonal Communication Skills

1 Day

Outline

Communication Styles and Methods

Communication Styles
 Communication Styles: Primary
 Communication Styles: Secondary
 Verbal and Nonverbal Communication
 Using Verbal Communication
 Using Nonverbal Methods

First Impression and Building Rapport

The Importance of First Impression
 Identifying Elements of First Impression
 Communicating to Build Rapport
 Building Rapport
 Establishing Credibility
 Building Positive Relationships
 Asking Questions

Building Relationships through Feedback

Importance of Providing Feedback
 Using Paraphrasing
 Providing Feedback
 Providing Positive Feedback
 Providing Constructive Feedback

Supervisors

Understanding Supervisor Styles
 Handling Ineffective Supervisors
 Promoting an Idea

Handling Human Resource Issues
 Negotiating a Raise
 Handling Resignation

Colleagues and Subordinates

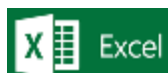
Communicating With Colleagues
 Responding to a Colleague's Idea
 Communicating With Subordinates
 Refusing a Subordinate's Request
 Handling Dismissal

Customers and Vendors

Communicating With Customers
 Responding to Complaints
 Communicating With Vendors
 Rejecting a Vendor's Proposal
 Complaining to a Vendor

Organizational Culture

Understanding Organizational Cultures
 Socializing to the Culture
 Organizational Culture Elements
 Identifying Organizational Culture
 Cultural Networks
 Using Cultural Networks
 Roles in Cultural Networks
 Managing Physical Culture
 Arranging Meeting Space
 Managing Emotional Culture
 Using Positive Language
 Encouraging Initiative



Critical Thinking

1 Day

Outline

Components of Critical Thinking

Applying Reason
Open Mindedness
Analysis
Logic

Non-Linear Thinking

Step Out of your Comfort Zone
Don't Jump to Conclusions
Expect and Initiate Change
Being Ready to Adapt

Critical Thinkers

Active Listening
Be Curious
Be Disciplined
Be Humble

Critical Thinking

Seeing the Big Picture
Objectivity
Using Your Emotions
Being Self-Aware

Benefits of Critical Thinking

Being More Persuasive
Better Communication
Better Problem Solving
Increased Emotional Intelligence



Problem Solving Skills

1 Day

Outline

Starting to Solve Problems

- The Problem-Solving Process
 - Steps in Problem Solving
 - Individuals as Problem Solvers
 - Groups as Problem Solvers
 - Problem-Solving Business Trends
 - Attain the Right State of Mind
- The Nature of Groups
 - Problem-Solving Groups
 - Group Dynamics
 - Group Roles
 - Process Review
- Problem Solving Approaches
 - Analytical and Creative Thinking
 - Barriers to Creative Thinking

Identifying the Problem

- Determine the Problem
 - Problem
 - Symptom
 - Pitfalls in Stating the Problem
 - Problem Analysis
- Investigate the Problem

Determining the Solution

- Analyze Problems Creatively
- Consider Alternate Solutions
- Solutions to Group Problems
 - Solve External Group Problems
 - Solve Internal Group Problems
 - Solve Critical Group Problems

Accepting a Decision

- Sell your Solution
 - Prepare to Succeed
 - Prepare to Present
 - Convince Decision Makers
- Implement Decisions
 - Acceptance and Rejection
 - Dealing with Acceptance
 - Dealing with Rejection
 - Monitor and Evaluate



Time Management

1 Day

Description

Effective time management is a fundamental personal and professional skill. Those who manage their time successfully can contribute more effectively and with a clearer direction. In this course, you will learn to evaluate your own time challenges, establish realistic work and life goals, delegate successfully and manage stress to retain a healthy balance in your personal and professional life.

Outline

Why Take Time to Manage Your Time

Your Time Challenges
 What Learning To Manage Your Time Will Do For You

Evaluating Your Use of Time

Auditing Your Time
 What Is A Time Audit?
 Pinpoint Your Time Wasters

Prioritizing your Workload

Deciding What your Priorities Should Be and Why
 Begin with your Job Description
 Open the Time Window
 What Have you Learned?

Managing External Time Wasters

Controlling the Telephone
 Managing Drop-In Visitors
 Managing Information
 Management by Crisis

Managing Internal Time Wasters

Reducing the Tendency to Attempt Too Much
 Communicating More Effectively
 Improving Your Personal Organization
 Breaking the Procrastination Habit
 Planning & Scheduling Your Time

Time Pressures in the “Wired” Workplace

Technology Rules
 Get to Know the Tools
 Common Technological Time Wasters
 How to Reduce “Wired” Stress

Coping with Stress & Pressure

Warning Signs of Stress
 How to Manage Stress
 Balance Your Work & Personal Life



Stress Management

1 Day

Description

This training focus attention on stress management, specifically how to find a level of stress that is not only manageable, but useful for you, and how to avoid stress beyond that level. You will also learn the basics of good emotional health, how to improve your self-image and become more self-aware, and how your emotional health ties in to your physical health.

Outline

Understanding Stress

- The Effects of Stress on Emotional Health
- Recognizing Stress
- Testing Your Stress Level
- Identifying Behavior Patterns
- The Three Stages of Stress
- Identifying the Symptoms of Stress
- The Effect of Stress on the Physical Self
- Examining Workplace Stress
- Finding the Right Amount of Stress

Taking Responsibility for Your Own Stress

- Identifying the Stress in Your Life
- Coping with Stress
- Alleviating Stress at Work
- Expressing Your Feelings
- Using Stress Releases and Safety Valves

Reducing Stress Through Biofeedback, Mindfulness, and Meditation

- Understanding Biofeedback
- Developing Mindfulness
- Practicing Meditation

Improving Relationships with Self and Others

- Accepting Yourself as a Unique Individual
- Sorting Realistic from Unrealistic Expectations
- Assessing Your Strengths
- Acknowledging Universal Human Needs
- Building Better Relationships
- Recognizing Negative Relationship Patterns

Enhancing Your Emotional Health

- Understanding Emotional Maturity
- Exploring Your Own Emotional Fitness
- Building Self-Confidence
- Solving Problems Openly
- Ten Tips for Maintaining Emotional Fitness
- Setting Personal Goals
- Reviewing Your Personal Goals



Business Writing

1 Day

Outline

Writing Skills

Basic Writing Skills
Common Pitfalls
The Writing Process

Written Exercise

Writing Specific Messages

Brief Communication Messages
Writing an Effective Email Message

Solving Problems with Email

Common Problems Associated with Email
Do's and Don'ts
Writing Skills for Emails

Written Exercise

Business Letters and Reports

Business Reports
Business Letters

Written Exercise

Appendix: Additional Guidelines



Negotiation Skills

1 day

Description

This course covers fundamentals of negotiation. Students learn to establish agreements, research the other party, prepare for an agreement, conduct a negotiation, and apply advanced negotiation tactics.

Outline

Understanding Negotiation Objectives

Types of Objectives
Strength and Weaknesses

Guidelines for Positive Contribution

Researching the Other Party

Information Gathering

Preparing for an Agreement

The Agreement Plan
The Negotiation Environment

Addressing the Needs & Interests of Others

Evaluating your Listening Skills: A Self-Assessment
Three Levels of Listening
Cultural Barriers to Communicating Needs & Interests

Conducting Negotiation

Understanding the Negotiation Process
Guidelines for a Successful Negotiation
Challenging Negotiation Situations
Guidelines for Challenging Negotiation Situations
Pitfalls to Negotiation

Control in Negotiations

Steps in Gaining Control
Types of Questions
Specific Questions
Protect your Interests



Presentation Skills

2 Days

Description

This course offers a step-by-step approach to planning, preparing, and delivering presentations to both large and small groups. Practical tools include a planning worksheet where you'll evaluate your audience, define your objectives, choose the right format, select and organize information, and identify where and how to use presentation aids. A preparation worksheet will lead you through each step of your presentation, from preparing your opening and writing transitions to planning your questions and answers (Q&A) and troubleshooting possible problems. You'll learn strategies for effective delivery, including tips on using body language, communicating and listening successfully, and obtaining feedback. In-text exercises enable you to pull the pieces together and practice the skills you need.

Outline

Chapter 1: Get Ready to Make Successful Presentations

- Elements of A Successful Presentation
 - Matching Subject and Audience
 - Organizing Information Effectively
 - Choosing the Right Amount of Information
 - Starting and Ending on Time
 - Speaking to Be Heard and Understood
 - Choosing the Right Presentation Aids
 - Communicating Confidently
- Benefits of Learning to Give Successful Presentations
- Key Actions for Making Successful Presentations
 - Planning the Presentation
 - Preparing the Presentation
 - Delivering the Presentation

Chapter 2: Reducing Presentation Fear

- Reasons for Presentation Fear
- Reducing Fear
 - Reducing Anxiety before a Presentation
 - Controlling Symptoms of Nervousness

Chapter 3: Planning a Presentation

- Plan for Success
- The Planning Steps
 - Evaluate the Audience
 - Define the Presentation Objectives
 - Determine What Presentation Methods to Use
- Select the Information to Include and Organize It Effectively
- Identify Where to Use Presentation Aids

Chapter 4: Preparing the Presentation

- Script or Notes?
 - From Outline to Script or Notes
 - Preparing the Opening
 - Preparing Transitions
 - Preparing the Closing
 - Adding Detail
 - Incorporate Presentation Aids
- The Presentation Environment
 - Distractions and Interruptions
 - To Improve the Environment
- Prepare for Questions and Answers (Q&A)
 - Let the Audience Know Right Away How You Plan to Handle Questions
 - Anticipate Questions and Prepare Responses
 - Leave Enough Time
 - Questions You Can't—or Don't Want to—Answer
 - Anticipate Problems
 - Avoiding Problems

Chapter 5: Delivering the Presentation

- Practice Makes Perfect
 - How to Practice
 - Reread Your Notes
 - Practice the Presentation Out Loud and Standing Up
 - Simulate the Situation
 - Try Out the Equipment If You Can
 - Practice in the Clothes You'll Be Wearing
 - Practice the Q&A Session
 - Get Feedback
- Delivering your Presentation
 - Getting Started
 - Communicating Clearly



Using Effective Body Language
The Power of Nonverbal Communication
Five Dimensions of Nonverbal Communication

Align your Verbal and Nonverbal
Communication





Corporate Management



Effective Management Skills

2 Days

Course Description

This is a two day customized course that covers supervisory management skills. Participants will learn how to become effective managers, coach employees from diverse backgrounds, negotiate, use verbal and non-verbal communication tools to motivate and empower their teams.

Course Content

Becoming a Manager

Making the Transition to First-Line Manager
 Importance of First-Line Managing
 Leadership Style and Behavior

Role of the Manager

Managerial Roles
 Personal Qualities of an Effective First-Line Manager
 Working with Your Boss
 First-Line Managing Key Competencies

Communicating

The Communication Process
 Listener Problems and Solutions
 Improving Personal Listening Habits
 Planning and Conducting Meetings

Developing People

People Development
 New Employee Orientation
 Employee Training
 Coaching Employees

Managing People

Performance Feedback
 Working with Difficult Employees

Managing Workplace Conflict

Managing the New Workforce

Attributes of the New Workforce
 The New Employer-Employee Contract
 Motivating and Retaining Employees
 Strategies for Motivating and Retaining Employees

Building a Team

Why Teamwork?
 What Is a Team?
 Transforming a Group into a Team
 Obstacles to Team Development

Getting the Work Done

Performance Motivation
 Performance Appraisal Activity
 Obtaining Top Performance
 Delegating to Get the Work Done

Managing in a Changing Environment

Your Role in Managing Diversity
 Managing Change

Ensuring Your Success

Reevaluate Your Confidence Level
 Ongoing Professional Development



Leadership Skills and Managing Conflict

2 Days

Description

This is a two day course that covers leadership skills and managing conflict. Participants will learn how to become effective leaders, coach employees from diverse backgrounds, negotiate, use verbal and non-verbal communication tools to motivate and empower their teams. This course also familiarizes participants with the basic skills required to resolve conflict in managing day-to-day business relationships.

Outline

Defining and Understanding Leadership

Defining Leadership as an Ability and a Process
 Understanding the Leadership Cycle

Communicating

The Communication Process
 Listener Problems and Solutions
 Improving Personal Listening Habits
 Planning and Conducting Meetings

Developing People

People Development
 New Employee Orientation
 Employee Training

Managing People

Performance Feedback
 Working with Difficult Employees

Managing the New Workforce

Attributes of the New Workforce
 Motivating and Retaining Employees
 Strategies for Motivating and Retaining Employees

Building a Team

Why Teamwork?
 What Is a Team?
 Transforming a Group into a Team

Getting the Work Done

Performance Motivation

Obtaining Top Performance
 Delegating to Get the Work Done

Leading in a Changing Environment

Your Role in Leading Diversity
 Managing Change

Understanding Conflict

Types of Conflict
 Stages of Conflict

Identifying Factors That Promote Conflict

Poor Communication
 Low Associate Morale
 Individual Associate Concerns
 Environmental Stresses
 Diversity Issues

Using Constructive Ways to Manage Conflict

Responding vs. Reacting
 Separating People from Problems
 Coping Strategies
 Conflict Handling Intentions
 Negotiation and Bargaining

Dealing with Stress

Understanding Stress
 Evaluating Individual Stress Factors
 The Science of Stress
 Ways to Alleviate Stress
 Relieving Stress with Relaxation Techniques

Appendix: VAK Questionnaire



Emotional Intelligence

2 Days

Description

This training focus exclusively in the power of EQ to influence success regardless of job type, level of education, or scope of responsibility, this offers a classic toolkit for mastering the personal characteristics and social abilities of EQ.

Outline

Emotional Intelligence

Defining Emotional Intelligence
 Applying Emotional Intelligence at Work
 The Benefits of Emotional Intelligence at Work
 The Advantages of an Emotionally Intelligent Workplace

Trusting In Good Intentions
 Taking Responsibility
 The "Payoffs" Of Helplessness

When You Are Your Own Worst Enemy

Why Good Intentions Fail
 Blindness To Your Impact On Others
 The Influence Of Personal History

Working Together

Working Effectively With Others
 Job Satisfaction
 Working Relationships: An Ongoing Challenge
 Making Things Happen

Emotional Intelligence—Putting It All Together

Further Understanding of Emotional Intelligence

Why Sheer Brainpower Doesn't Guarantee Success

Understanding Emotional Intelligence
 Asking For Feedback: Seeing Yourself

Preparing For Challenging Conversations

Conflict And Anger
 Conflict And Fear
 If Talk Is So Important, Why Do We Stop?
 Starting A Difficult Conversation: Handling Conflict

Working With Friends And Colleagues

Complexity Of Relationships At Work
 Differentiating Personal And Professional Relationships
 Different Purposes, Different Rules
 Different Methods Of Communication
 Building Both Personal And Professional Relationships

Managing The Conversation For Raising Issues

Guidelines For Raising Issues
 Structuring The Conversation For Raising Issues

The Challenge Of Conflict

Teamwork: It Doesn't Come Naturally
 Personalizing Conflict: The First Step In Relationship Breakdown
 The Risk Of Destructive Conversations
 The Risk Of Silence

Living Up To Your Aspirations

Setting Your Steering Point

When Behavior Falls Short Of Good Intentions

Coping With "Problem People"

Deepening Your Relationships

The Opportunity For Human Connection
 Making Contact
 Making Amends
 The Gift Of Acknowledgment
 Love And Work



People Management

1 Day

Outline

Developing People

- People Development
- New Employee Orientation
- Employee Training

Managing People

- Performance Feedback
- Working with Difficult Employees

Managing the New Workforce

- Attributes of the New Workforce
- Motivating and Retaining Employees
- Strategies for Motivating and Retaining Employees

Building a Team

- Why Teamwork?
- What Is a Team?
- Transforming a Group into a Team

Getting the Work Done

- Performance Motivation
- Obtaining Top Performance
- Delegating to Get the Work Done



Change and Innovation

1 Day

Outline

Framework Conditions for Change Management and Innovation

Social Framework Conditions

Types of Change and the Objectives of Change Management

Objectives of Change Management
Change Management

Labor Psychology Aspects of Change Management

Phases of Change Management

Developing a Strategy to React to Change

Development of a Change Process
Evolution of a Change Process

Organizational Culture and Change

Organizational Culture - Reference Guide
Organizational Culture - Guiding Questions
Efficient Communication

From Knowledge Management to a Learning Organization

Learning Organizations
Managing Knowledge and Skills

Organizational Learning

Instruments for Organizational Diagnosis

Options for Organizational Development

Resistance and the Change Process

Key Factors in Change Management



Team Building

1 Day

Description

An introduction to Team Building training. Your role in developing effective team work.

Outline

Ice-Breaking Activity

Developing your Openness of Character

- Beneficial Characteristics
 - Listening to People
 - Empathizing with People
 - Adapting to the Needs of Others
 - Solving Problem
 - Excelling and Dependability
 - Dealing Honestly with People

Brainstorming Activity

Developing Positive Visibility in Team Work

- Speak up and Share your Views with Team
 - Share the Expectations
 - Share the Responsibilities
 - Share the Glory
- Disagree Agreeably
- Be Your Own Best Champion
- Handle Compliments with Grace
- Look at Constructive Criticism as a Self-Improvement Opportunity

Team Building Activity

Openness in a Diverse Workforce

- Be a Role Model
 - Understand and Respect Individual Differences
 - Learn How Others Want to be Treated
 - Take a Stand
 - Be Open to Difference

Final Group Activity



Coaching Skills

1 Day

Outline

Fundamentals of Coaching

Coaching Overview
 Differences between Coaching and Managing
 Aversions to Coaching
 Characteristics of Good Coaches
 Effective Coaches
 Coaching Foundation and Strategy
 Credibility
 Plan your Coaching Strategy
 Motivate Employees

Coaching Diverse Employees

Personality Styles
 Understand Personality Styles
 Evaluate Personality Styles
 Motivate Personality Styles
 Trust Relationships
 Building Trust Relationships
 Active Listening
 Factors to Distrust
 Overcome Distrust
 Achieving Trust

The Coaching Process

The Coach-Employee Relationship
 Coach-Employee Relationships
 Maintaining Relationships
 Objectives, Expectations and Goals
 Coaching Objectives
 Develop Expectations and Goals
 Types of Goals

Communicate Goals and Expectations
 Set Suitable Goals
 Staying Focused on Goals
 Performance Evaluation
 Evaluate Employees
 Monitor Performance
 Provide Feedback
 Effective Rewards
 Presenting Rewards

Communication

Verbal Communication
 Use Clear Language
 Clarity in Communication
 Message Distortions
 Non-verbal Communication
 Nonverbal Communication
 Detecting Potential Problems from Nonverbal Gestures
 Effective Questioning
 Purpose of Questioning
 Types of Questions
 Listening Skills

Interpersonal Meetings

Face-to-Face Communication
 Benefits of Face-to-Face Communication
 Using Face-to-Face Meetings to Discuss Problems
 Productive Face-to-Face Meetings
 Productive Confrontations
 Confronting Employees about Performance Problems





Sales and Customer Service



Sales Skills

2 Days

Outline

Progress Begins with Self-Awareness

- Your Assertiveness Profile
- The Role Of Attitude
- Self-Esteem and Self-Confidence
- Aids to Self-Esteem

Your Professional Self

- Developing your Character
 - Beneficial Personal Characteristics
 - Beneficial Skills
- Managing Yourself
 - Credibility
 - Professional Behavior

Understanding the Communication Process

- The Goal of Effective Communication
- The Importance of Effective Communication
- How Communication Works
 - The Process
 - Communication Networks
 - Eliminating Barriers

Addressing the Needs and Interests of Others

- Evaluating Your Listening Skills: A Self-Assessment
- Three Levels Of Listening
 - Listening to be Aware
 - Listening to Learn
 - Listening to Engage
- Cultural Barriers To Communicating Needs And Interests
 - Time and Trust Building

Gaining Customer Commitment

- Building Relationships
 - Relationship to Customers
 - Asking the Right Questions
 - Getting Consent from Customers
- Demonstrating the Need
 - Stages of Needs
 - Envisioning
- Satisfying the Need

- Objections of Customers
- Negotiation with Clients

Studying the Market

- Sales Strategies
 - Three Sales Strategies
- Analyzing Markets and Competitors
 - Analyze Market Trends
 - Analyze Competitors
- Researching Clients
 - Commercial Client
 - Individual Client

Handling Clients

- Finding Your Clients
 - When Clients Buy
 - Prospecting
 - Networking
- Connecting With Your Clients
 - The Importance of Visibility and Allies
 - Guidelines for Putting Clients at Ease
- Finding Solutions
 - Create Win-Win Situation
 - The Problem Solving Process
 - Being Proactive

Effectively Closing a Sale

- Demonstrating the Benefits
 - Relating to Key Issues
 - Showing the Benefits
- Confirming Commitment
 - Recognizing Signals
 - Responding to Signals and Uncomfortable Situations
- Closing the Sale and Following Up
 - Knowing When and How to Close
 - Follow up with Client



Emotionally Intelligent Customer Service

2 Days

Outline

Emotional Intelligence

- Defining Emotional Intelligence
- Applying Emotional Intelligence at Work
- The Benefits of Emotional Intelligence at Work
- The Advantages of an Emotionally Intelligent Workplace

Working Together

- Working Effectively With Others
- Job Satisfaction
- Working Relationships: An Ongoing Challenge
- Making Things Happen

Developing Customer Service Skills

- Attitude as the Key to Success
- Understanding Customer Logic Theory
- Good Customer Service Habits
- Ineffective Customer Service Habits

Why Sheer Brainpower Doesn't Guarantee Success

- Understanding Emotional Intelligence
- Asking For Feedback: Seeing Yourself

Creating Customer Service Solutions

- Understanding Customer Service Solution
- Taking Ownership
- Listening and Taking Notes
- Expressing Empathy
- Utilizing Questioning Techniques
- Restating the Solution and Gaining Customer Agreement
- Follow-Up
- Knowing What Your Customer Really Wants

The Challenge Of Conflict

- Teamwork: It Doesn't Come Naturally
- Personalizing Conflict: The First Step In Relationship Breakdown
- The Risk Of Destructive Conversations
- The Risk Of Silence

Preparing For Challenging Conversations

- Conflict And Anger
- Conflict And Fear
- If Talk Is So Important, Why Do We Stop?
- Starting A Difficult Conversation: Handling Conflict

The Psychology of Customer Behavior

- The Role of Behavior
- Handling Emotions with the Emotion-Reducing Model

Working with Difficult Customers

- Angry Customers
- Dissatisfied Customers
- Indecisive Customers
- Demanding or Domineering Customers
- Rude or Inconsiderate Customers
- Talkative Customers

When Behavior Falls Short of Good Intentions

- Coping With "Problem People"
- Trusting In Good Intentions
- Taking Responsibility
- The "Payoffs" Of Helplessness

When You Are Your Own Worst Enemy

- Why Good Intentions Fail
- Blindness To Your Impact On Others
- The Influence Of Personal History

Emotional Intelligence—Putting It All Together

- Further Understanding of Emotional Intelligence



Design & Media





Adobe Photoshop



Photoshop Basic

1 Day

Course Outline

Getting started

- File types
- The Photoshop environment
- Tool options and presets

Image selections

- Selection techniques
- Modifying selections

Layers

- Creating layers
- Transform controls
- Using type layers
- Creating paragraph styles

Basic image adjustments

- Levels adjustments
- Curves adjustments

Repairing and retouching images

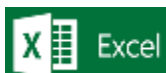
- Repairing image defects
- Retouching images
- Removing image areas
- Painting
- Using filters

Resizing images

- Image resolution
- Image canvas size

Managing files with Adobe Bridge

- Browsing files in Adobe Bridge
- Working with metadata
- Organizing collections
- Outputting projects



Photoshop Advanced

1 Day

Course Outline

Working with multiple layers

- Layer groups
- Blending modes
- Smart Objects
- Layer comps

Working with color

- Filling image areas
- Gradients and overlays
- Color adjustments

Masks

- Mask channels
- Layer masks
- Refine selections and masks

Vector shapes

- Vector layers
- Vector shapes
- Editing vector paths
- Vector paths and type

Creative image effects

- Warping
- Liquify
- Black and white and duotone images
- Smart Filters





Adobe InDesign



InDesign Basic

1 Day

Course Outline

Getting Started with InDesign

- Identify Components of the InDesign Interface
- Customize the InDesign Interface
- Use the Navigation Controls
- Set Preferences

Designing a Document

- Create a New Document
- Add Text to a Document
- Add Graphics to a Document

Customizing a Document

- Format Characters and Paragraphs
- Apply Colors, Swatches, and Gradients
- Create and Apply Styles

Working with Page Elements

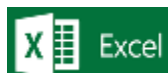
- Arrange and Align Objects
- Use Layers
- Transform and Manipulate Objects
- Thread Text Frames
- Edit Text

Building Tables

- Create a New Table
- Modify a Table Structure
- Format a Table

Preparing a Document for Delivery

- Resolve Errors in a Document
- Print a Document
- Package a Document
- Export Files for Printing
- Export Files for the Web



InDesign Advanced

1 Day

Course Outline

Creating Documents for Multiple Formats

- Build Layout Variations
- Link Content

Managing Advanced Page Elements

- Create Repeating Content
- Work with Text Layouts
- Create Transparency
- Use Anchored Objects
- Manage a Library

Managing Styles

- Import Styles from Microsoft® Word Documents
- Create Nested and GREP Styles
- Apply Styles in a Sequence and Manage Overrides
- Redefine Styles and Break Style Links

Building Complex Paths

- Create Bézier Paths
- Create Clipping Paths
- Create Compound Paths

Managing External Files

- Import Layered Files

- Merge Data

Creating Dynamic Documents

- Create Document Sections
- Insert Text Variables
- Create Interactive Documents

Managing Long Documents

- Create a Book
- Build a Table of Contents
- Create Hyperlinks and Cross-References
- Generate an Index
- Insert Footnotes

Publishing InDesign Files for Other Formats

- Export PDF files for Print
- Export Interactive PDF Files
- Export Files for Animation
- Export Files for the Web

Customizing Print Settings

- Manage Colors
- Preview the Print Output
- Create Print Presets





Adobe Illustrator



Illustrator Basic

1 Day

Course Outline

Introduction to Illustrator® CS6

- Evaluate Graphics Scalability
- Navigate, View, and Measure Graphics
- Customize the User Interface

Creating Documents Containing Basic Shapes

- Create Documents
- Save Documents
- Draw Basic Shapes

Creating Graphics Containing Customized Paths

- Draw Paths
- Modify Paths

Creating Graphics Containing Customized Text

- Insert Text
- Flow Text Along a Path
- Insert Bounded Text
- Thread Text
- Apply Text Styles
- Insert Typographical Characters

Customizing Objects

- Import and Link Graphics
- Alter the Appearance of Objects

Customizing Basic Shapes

- Apply Strokes
- Fill Shapes
- Apply Gradients
- Apply Graphic Styles
- Distort Text with Text Envelopes

Preparing Documents for Deployment

- Update Text
- Wrap Text
- Hyphenate Text
- Optimize Content for Print
- Optimize Content for the Web
- Optimize Content for PDF Documents



Illustrator Advanced

1 Day

Course Outline

Customizing the Illustrator Interface

- Set User Interface Preferences
- Work with the Grid and Guides
- Manage Workspaces

Drawing Complex Illustrations

- Combine Objects to Create Complex Illustrations
- Work with Layers
- Create a Perspective Drawing
- Trace Artwork

Enhancing Artwork Using Painting Tools

- Paint Objects with Fills, Strokes, and Gradients
- Paint Objects Using Live Paint Groups
- Paint with Custom Brushes
- Add Transparency and Blending Modes
- Apply Meshes to Objects
- Apply Patterns

Customizing Colors and Swatches

- Manage Colors
- Customize Swatches

- Manage Color Groups
- Access Pantone Plus Color Libraries

Formatting Type

- Set Character Formats
- Apply Advanced Formatting Options to Type
- Adjust Hyphenation

Enhancing the Appearance of Artwork

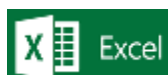
- Apply Effects to an Object
- Create Graphic Styles
- Apply a Blend to an Object
- Apply a Mask to an Object
- Create Symbols

Preparing a Document for Print Output

- Set Up Artwork for Printing
- Prepare Transparent Artwork for Printing
- Manage Colors in Printing

Preparing Graphics for the Web

- Create Slices and Image Maps
- Save Artwork in the SVG Format
- Save Graphics for the Web



Adobe Flash



Flash Basic

1 Day

Course Outline

Getting Started with Flash CS6

- Identify Components of the Flash CS6 Interface
- Identify Elements of a Flash Project
- Customize the Flash CS6 Interface

Planning a Flash Project

- Establish Project Requirements and Documentation
- Implement Best Practices in Rich Media Design

Creating Illustrations in Flash

- Start a New Project
- Draw Basic Shapes
- Draw Advanced Shapes
- Add Static Text

Organizing the Project

- Use Folders to Organize the Library
- Use Symbols to Organize for Reuse
- Use Layers to Create Visual Depth

Importing Assets into Flash

- Use Copyrighted Material
- Import Bitmap and Vector Images
- Optimize Bitmap Images for Flash

Creating Animation

- Create Frame-by-Frame Animation
- Create Tweens and Embedded Animation
- Create Motion Tween Animations
- Animate a Mask
- Create a Button Rollover
- Working with Motion Paths

Adding Basic ActionScript

- Use ActionScript to Control Animation
- Add Button Actions



Flash Advanced

1 Day

Course Outline

Getting Started with an ActionScript Programming Project

- Plan a Programming Project
- Elements of ActionScript
- Get Help on ActionScript Code
- Testing and Debugging

Extending the Behavior of Flash Objects

- Extend Movie Clip Behavior
- Respond to Events

Accessing Structured Data

- Parse XML
- Use Arrays

Using Components for Display and User Input

- Add Components and Set Properties
- Populate Components with Content
- Respond to Item Selection in a Component
- Change the Appearance of Components

Using Media Content from External Sources

- Load Image Content
- Load Video Content
- Load Audio Content

Making Rich Media Content Accessible

- Improve Navigation for Accessibility
- Make Content Readable by a Screen Reader

Publishing a Movie

- Prepare to Publish from Flash
- Edit the HTML Host Page
- Add SWF Metadata
- Publish to Various Formats



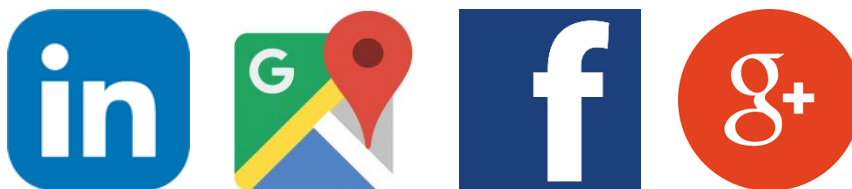
About ExecuTrain



A brief



ExecuTrain Social Media Links



Training Center Location

We are located in Oud Metha area of Bur Dubai. Nearby landmarks are Oud Metha Metro Station, Shaikh Rashid Hospital and St Mary's Church.

Our office is on FIRST FLOOR (Flat 105) of OFFICE COURT BUILDING on OUD METHA ROAD. It is a corner building, on the same traffic lights junction on which Oud Metha METRO STATION is located. On the ground floor of our building, you can see "Arabian Home Pharmacy" and "RSA Insurance".

On Google Maps: <http://goo.gl/maps/pVlj4>



Partial List of ExecuTrain Customers

A. Government

1. ADFCA-Abu Dhabi Food Control Authority
2. Ajman Port Authority
3. Dubai Internet City
4. Abu Dhabi Executive Council
5. Sharjah Airport Authority
6. Sharjah Municipality
7. United Arab Emirates University
8. Dubai Cooperative Society
9. Dubai Electricity & Water Authority
10. Jebel Ali Free Zone Authority

B. Oil & Gas

1. Schlumberger
2. Occidental Petroleum Of Qatar
3. ABU DHABI COMPANY FOR ONSHORE OIL OPERATIONS
4. Dubai Petroleum Co.
5. John Crane Middle East
6. ABB Energy Automation SPA
7. BP Sharjah Oil Co
8. ENSCO
9. Takreer (ADNOC)
10. Weatherford Oil Tool ME

C. Hotels

1. Accor
2. Jebel Ali Hotel and Golf Resort
3. Renaissance Dubai Hotel
4. Rotana Hotels
5. Le Meredien
6. Hilton Dubai Jumeirah
7. Jumeirah Group
8. Radisson SAS Hotel
9. Hyatt Regency Dubai
10. Sheraton Dubai Hotel & Tower



D. Education

1. Zayed University
2. Dubai Institute for Human Resource Development
3. GEMS Education
4. Hamdan Bin Mohammed e-University
5. Khalifa University
6. The British Council
7. AUD-American University of Dubai
8. UAE University
9. University Of Wollongong- UOW
10. Petroleum Institute Abu Dhabi

E. Health

1. Boehringer Ingelheim
2. GlaxoSmithKline
3. Hoffmann-La Roche Ltd
4. Baxter AG
5. American Hospital
6. Gulf Drug Establishment
7. Wyeth Pharmaceuticals
8. Novartis
9. Johnson & Johnson
10. DOHMS - Department of Health & Medical Services

F. Financial Services

1. Mashreq Bank
2. First Abu Dhabi Bank
3. Dubai International Financial Centre
4. Dubai Islamic Bank
5. ADCB-Abu Dhabi Commercial Bank
6. ADIB-Abu Dhabi Islamic Bank
7. Commercial Bank of Dubai
8. NBF-National Bank Of Fujairah
9. RAK Bank
10. Standard Chartered Bank

