



# Advanced Studies and Training Centre

## SOFT SKILLS TRAINING SCHEDULE - 2017

### SALES AND MARKETING | CUSTOMER SERVICE

NO.	TITLE	TRAINING DATE <sub>S</sub>	DURATION	LOCATION
1	Advanced Selling Technique For Difficult Product Services	Jun 05-07   Dec 05-07	3 DAYS	Dubai
2	Improving Your Sales Skills	Jul 03 -05   Oct 03-05	3 DAYS	Dubai
3	Customer Service Excellence	July 11-13   Oct 10-12	3 DAYS	
4	Advanced Negotiation Skills	Jul 12-13	2 DAYS	Dubai
5	<b>***Successful Telephone Sales &amp; Productive Customer Service</b>	July 18-20   Nov 13-15	<b>3 DAYS</b>	<b>Dubai</b>
6	Tele Sales and Selling Skills Development	Jul 24-26   Nov 26-28	3 DAYS	Dubai
7	International Marketing and Globalization	Jul 25-27   Dec 12-14	3 DAYS	Dubai
8	Strategic Marketing Workshop	Aug 22-24   Nov 21-23	3 DAYS	Dubai
9	Business Networking & Communicating with stake holders	Aug 29-30   Dec 13-14	2 DAYS	Dubai
10	Face to Face and Retail Sales Techniques	Sept 04-07	4 DAYS	Dubai
11	Strategic Market Analysis	Sep 05-07	3 DAYS	Dubai
12	Selling Treasury Products to Corporate & Institutional Clients	Sep 06   Dec 13	1 DAY	Dubai
13	Selling to Private/High Net Worth Clients	Sep 07   Dec 14	1 DAY	Dubai
14	Acquiring Sales & Business Opportunities	Sep 13-14	2 DAYS	Dubai
15	How to Grow your Business	Sep 18-20	3 DAYS	Dubai
16	Analyzing Customers Needs and Meeting Customer Expectations	Oct 03-05	3 DAYS	Dubai
17	<b>Digital Marketing Leadership</b>	Oct 08-10	3 DAYS	
18	Relationship Management & Selling Skills	Oct 10-12	3 DAYS	Dubai
19	Social Media Marketing	Oct 10-12	3 DAYS	
20	The Successful Salesperson	Oct 17-19	3 DAYS	Dubai

### MANAGEMENT AND LEADERSHIP TRAINING

NO.	TITLE	TRAINING DATE <sub>S</sub>	DURATION	LOCATION
1	Structured Thinking and Decision Making	Sept 10-14   Dec 10-14	5 DAYS	Dubai
2	What makes you a Good Manager?	Sep 05-07	3 DAYS	Dubai
3	Team Leadership Qualities	Sep 18- 20	3 DAYS	Dubai
4	Change Management	Sep 26-28	3 DAYS	Dubai

No.	TITLE	TRAINING DATE <sub>S</sub>	DURATION	LOCATION
5	Fundamentals of Supervision	Oct 03-05	3 DAYS	Dubai
6	Productivity and Time Management	Oct 03-05	3 DAYS	Dubai
7	Time Management	Oct 08-10	3 DAYS	Dubai
8	The Balanced Scorecard	Oct 08-09	2 DAYS	Dubai
9	Advance Leadership Skills for Executives	Oct 15-19	5 DAYS	Dubai
10	Effective Leadership and Team Management	Oct 22-26	5 DAYS	Dubai
11	Project Management Professional	Oct 22-26	5 DAYS	Dubai
12	Managing People	Oct 10-12	3 DAYS	Dubai
13	Facility Planning & Management	Oct 22-24	3 DAYS	Dubai
14	Personal Development for Executive Secretaries	Oct 29-Nov 02	5 DAYS	Dubai
15	Advanced Decision Making Skills	Nov 05-09	5 DAYS	Dubai
16	Team Leadership Qualities & Fundamentals of Supervision	Nov 19-23	5 DAYS	Dubai
17	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	Presentations that leave an Impact	Aug 22-24	3 DAYS	Dubai
3	Emotional Intelligence	Sep 12-14	3 DAYS	Dubai
4	<b>***Advanced Excel</b>	<b>Oct 09-10</b>	2 DAYS	Dubai
5	Business Communication	Oct 10-12	3 DAYS	Dubai
6	Basic Excel	Oct 11-12	2 DAYS	Dubai
7	Advanced Presentation & Power Point Techniques	Oct 22-23	2 DAYS	Dubai
8	The Aggressive or Assertive Executive	Nov 07-09	3 DAYS	Dubai
9	Strategic Administration and Office Management Skills	Nov 07-09	3 DAYS	Dubai
10	Coping with Pressure, Change and Setbacks	Nov 14-16	3 DAYS	Dubai
11	Effective Branch Management	Nov 14-16	3 DAYS	Dubai

## HUMAN RESOURCE AND TRAINING

NO.	TITLE	TRAINING DATE'S	DURATION	LOCATION
1	Coaching and Counseling	Sep 18-20	3 DAYS	Dubai
2	Employee Incentive Schemes	Aug 28-30	3 DAYS	Dubai
3	Train the Trainer	Aug 01-03   Nov 14-16	3 DAYS	Dubai
4	Interviewing Skills	Aug 22-24   Dec 12-14	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'S	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	Managing People & What makes you a Good Manager?	Sep 24-28	5 DAYS	Istanbul
10	Developing Management Skills	Sep 24-26	3 DAYS	Istanbul
11	What makes you a Good Manager?	Sep 26-28	3 DAYS	Istanbul

#### HUMAN RESOURCE TRAINING

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