

# COURSE CALENDAR 2010

## CENTER FOR LEADERSHIP & MANAGEMENT

NO	COURSE TITLE	Duration	CODE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<b>Senior Management</b>															
1	Managing Change	3	508			28-30									
2	Total Quality Management (NEW)	2	509						2-3						
<b>Middle Level Management</b>															
3	Management Effectiveness	2	504	13-14			14-15	16-17				29-30			
4	Leadership Skills	3	519	26-28	9-11		13-15	9-11		4-6			10-12		28-30
5	Building High Performance Teams	3	563			29-31			1-3	4-6		26-28			
6	Performance Management & Effective Appraisals	3	513		21-23							26-28			
7	Effective Recruitment & Selection	3	555					23-25						2-4	
8	Emotional Intelligence	2	556	13-14					13-14						
9	Negotiation Skills (NEW)	2	567		2-3		14-15								1-2
10	Train the Trainer (NEW)	3	568			28-30								21-23	
11	Talent and Retention Management (NEW)	3	569		21-23								21-23		
12	Strategic Business Planning (NEW)	3	571											7-9	
<b>Management</b>															
13	Effective Supervisory Skills	3	502	24-26	16-18			4-6		4-6			3-5	21-23	
14	Managing People Problems	2	520		10-11	24-25						29-30	18-19		
15	Business Report Writing	4	548	18-21					7-10	4-7			10-13	1-4	
16	Sales Call Report Writing	2	549					26-27							
17	Conflict Management	3	551					23-25							
18	Effective Presentation Skills	4	552	10-13	7-10	28-31	26-29		6-9					22-25	27-30
19	Coaching for Success	3	553			2-4								7-9	
20	Stress Management	2	564	27-28			21-22							3-4	
21	Influencing Behaviour (NEW)	2	585					19-20							22-23
<b>Administrative</b>															
22	Effective Office Management	2	518			21-22							24-25		
23	Winning with Customer Service	2	524	10-11	3-4		14-15	5-6	27-28	4-5					
24	Communication Skills	2	541	17-18 & 27-28	21-22	14-15	20-21 & 28-29	16-17	2-3				6-7	28-29	22-23
25	Positive Telephone Skills	2	543		3-4		4-5						27-28		
26	Effective Business Writing	4	545			8-11	4-7		14-17				17-20		27-30
27	Effective Time Management	2	526	20-21		21-22	4-5		23-24				24-25		
28	Effective Office Management (Arabic)	2	527				7-8								
29	Service Excellence (Arabic)	3	560			7-9			15-17					23-25	
30	Building High Performance Teams (Arabic)	3	539			2-4									
<b>Marketing</b>															
31	Managing Marketing Activities	2	580									26-27			
32	The Key Elements of Successful Selling	2	581		14-15										
33	Public Relations	2	582										6-7		
34	Marketing Communications	2	583					26-27							
35	Relationship Marketing (NEW)	2	586				18-19								
<b>Human Resources</b>															
35	Human Resources Planning Techniques	3	590					9-11					19-21		
36	HR Management for Non-HR Managers	3	591				25-27							28-30	
37	Employee Training & Development	3	592			14-16									21-23
<b>Assessment &amp; Development</b>															
38	Occupational Testing (OT) -Level A (NEW)	5	AD1			7-11						26-30			
39	Occupational Personality Questionnaire (OPQ) -Level B (NEW)	5	AD2				4-8						24-28		
40	Competency Based Interviewing (CBI) (NEW)	1	AD3						17						

BIBF CLOSED

\* The Assessment & Development Center courses to be charged  
 \* Levels A & B courses are accredited by the British Psychological Society (BPS)