

SPEARHEAD PUBLIC COURSE TRAINING CALENDAR - 2010

Course Name	Duration	Investment (Dhs)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Management & Leadership														
Supervisory Management Skills – For 1 st / 2 nd Level Supervisors	3 days	5,340.00	26-28	21-23	28-30	25-27		20-22	4-6	1-3	26-28	3-5	28-30	12-14
Leading High Performance Teams	2 days	3,560.00		10-11			26-27	27-28	4-5		19-20	6-7		
Developing Management Skills	5 days	8,990.00		7-11	21-25	18-22	16-20	20-24			26-30		7-11	12-16
Strategic Thinking & Planning	2 days	3,560.00			7-8		23-24			4-5		27-28	10-11	
Developing A Crisis Management Strategy - NEW	1 day	1,780.00				18		27	25			28		
Change Management	1 day	1,780.00					6	10		22				
Creative Problem Solving & Decision Making	2 days	3,560.00		21-22	24-25	28-29	23-24		21-22	18-19	29-30	27-28	28-29	
Fundamentals Of Project Management - NEW	3 days	5,340.00	19-21	14-16		20-22	11-13		20-22	1-3		24-26		
Event Management - NEW	2 days	3,560.00		21-22			26-27	20-21					24-25	
Coaching For Optimum Performance	1 day	1,780.00		4		8		6			23	3	7	
Counselling Skills	1 day	1,780.00		11		25	16			23			25	
Driving Performance – Key Competencies	1 day	1,780.00		21			23					31		
Planning & Organizing Skills	2 days	3,560.00		21-22	17-18	11-12		2-3		18-19		17-18		15-16
How To Conduct Effective Meetings	1 day	1,780.00			25	22	30			26				
HR Management & Training														
Human Resource (HR) Management Skills	4 days	7,120.00	24-27	8-11	15-18	25-28	9-12	6-9	18-21	1-4	27-30	17-20	7-10	12-15
Interviewing Skills – For Recruitment & Selection	2 days	3,560.00	24-25	17-18	3-4	7-8	19-20	13-14	11-12	25-26	29-30	10-11	24-25	15-16
Train The Trainer – Group Training Techniques	3 days	5,340.00		7-9	14-16	13-15	2-4	8-10	11-13	29-31	19-21	10-12	7-9	19-21
Writing Effective Job Descriptions	1 day	1,780.00			4				29	5		3		16
Writing Effective Policies & Procedures	2 days	3,560.00			28-29			13-14	25-26			20-21		
Customer Service														
Customer Focused Management	2 days	3,560.00	17-18	3-4	7-8				7-8		29-30		10-11	
Etiquette For Excellent Customer Service	1 day	1,780.00	28		7	11		3	18	22		31	11	
Improve Your Telephone Skills – 'How To Win & Keep Customers'	1 day	1,780.00		18	14	25	9		18			13	28	19
Telephone Skills & Customer Care	2 days	3,560.00	27-28	17-18	17-18		2-3	13-14		1-2	1-2	27-28	28-29	12-13
Administrative Skills														
Office Management	3 days	5,340.00	19-21		9-11	20-22	9-11	6-8	4-6		19-21	24-26	2-4	19-21
Professional Secretarial & Administration Skills	2 days	3,560.00	24-25	17-18	28-29	28-29	26-27	2-3	28-29	29-30	1-2		24-25	15-16
The Perfect PA – For PA's & Executive Secretaries	2 days	3,560.00	20-21	14-15	21-22	18-19	5-6	23-24	18-19	18-19	22-23	20-21	28-29	
Sales & Marketing														
Improving Your Sales Skills – The Key Elements Of Successful Selling	4 days	7,120.00	25-28	7-10		19-22	2-5	13-16	11-14	1-4	27-30		1-4	
Advanced Selling Skills	2 days	3,560.00			17-18			23-24		25-26			3-4	
Key Account Management	3 days	5,340.00			28-30			8-10		1-3		24-26		19-21
Negotiation Skills	3 days	5,340.00	19-21	16-18		6-8	23-25		18-20		26-28	10-12	23-25	
Advanced Negotiation Skills	2 days	3,560.00			14-15		12-13						28-29	
Managing A Successful Sales Team	2 days	3,560.00			21-22	28-29	26-27		11-12	25-26	22-23			
Essentials Of Marketing & Preparing An Effective Marketing Plan	3 days	5,340.00	24-26		23-25				11-13			17-19	28-30	
Strategic Marketing Workshop	2 days	3,560.00		14-15			27-28		29-30		29-30			
Managing Your Media (Advertising) - NEW	2 days	3,560.00				7-8	16-17		28-29		29-30			
Presentation Skills – Making A Powerful Impact On Any Audience	3 days	5,340.00	17-19	14-16	9-11	6-8	18-20		4-6	3-5		3-5	7-9	19-21
Advanced Presentation Skills	2 days	3,560.00			24-25		26-27	23-24	25-26			24-25		
Telesales Skills - NEW	2 days	3,560.00	20-21		28-29	7-8		28-29			1-2		21-22	15-16
Retail Excellence	2 days	3,560.00			10-11			2-3		18-19		17-18		
FMCG Selling	2 days	3,560.00			3-4		30-31		25-26					
Personal Development														
Self & Time Management	1 day	1,780.00	17	18		8	13	27		22		3	28	16
Stress Management	1 day	1,780.00			4	15		6		5		10	4	19
Developing Effective Interpersonal & Communication Skills	2 days	3,560.00	17-18	3-4	3-4	21-22	5-6	9-10	25-26	29-30	29-30	27-28		19-20
Assertiveness Skills (& Dealing With Difficult Situations)	1 day	1,780.00		14	31		2	17		2	21	7	16	
Be A Better Listener – Active Listening Skills	1 day	1,780.00				18			29		26	17		
Brilliant Body Language!	1 day	1,780.00	28		14		23			26		17		
Understanding Emotional Intelligence	2 days	3,560.00				11-12	16-17	27-28			29-30			
Business Writing Courses														
Business English Foundation Course	1 day	1,780.00		21	28			3	25			28		
Professional Business Writing Skills – Level 1	2 days	3,560.00		21-22	7-8	11-12	9-10		4-5	8-9	22-23	24-25	10-11	
Professional Business Writing Skills – Level 2	2 days	3,560.00			28-29	14-15	12-13	16-17		16-19	19-20	20-21	3-4	12-13
Report Writing – How To Structure A Report For Maximum Effect	2 days	3,560.00				7-8	5-6				26-27		28-29	19-20
Technical Report Writing	2 days	3,560.00		14-15			26-27		28-29					12-13
Writing Minutes Of Meetings	1 day	1,780.00			21				29	22	19			
Finance Courses														
Financial Awareness For The Non-Financial Person	3 days	5,340.00			28-30	11-13	16-18	27-29	20-22	1-3		12-14	2-4	
Bid Management - NEW	3 days	5,340.00					9-11			1-3			28-30	
Chifley Business School Courses														
Asset Management *	2 days	5,450.00				25-26						24-25		
Risk Management *	2 days	5,450.00				28-29						27-28		
Project Management *	2 days	5,450.00			21-22						26-27			
Advanced Project Management *	2 days	5,450.00			24-25						29-30			
* Trainers from Chifley Business School Australia will deliver these four courses														

Colour Codes:

Dubai	Blue
Abu Dhabi	Red
Qatar	Green