

Amr Badran Course List

Administrative & Secretarial Courses

1. Administrative Office Procedures – 3 Days
2. Administrative, Secretarial and Office Management Skills – 3 Days
3. Archiving and Records Management – 3 Days
4. Executive and Personal Assistants Skills – 3 Days
5. Organizational Skills – 2 Days
6. Skills for the Administrative Assistant – 2 Days
7. The Minute-Taker's Workshop – 2 Days

Career Development Courses

1. Advanced Writing Skills Training – 2 Days
2. Business Leadership - Becoming Management Material – 3 Days
3. Creating an Attractive Résumé - 2 Days
4. Critical Thinking - 3 Days
5. Customer Service - Critical Elements of Customer Service – 2 Days
6. Customer Service - Customer Satisfaction & Retention – 3 Days
7. Digital Citizenship – 2 Days
8. Entrepreneurship – 3 Days
9. Getting Your Job Search Started - 2 Days
10. Goal Setting and Getting Things Done – 2 Days
11. Improving Mindfulness – 2 Days
12. Increasing Personal Productivity – 2 Days
13. Mastering Your Job Interview - 2 Days
14. Personal Branding – 2 Days

15. Problem Solving & Decision Making – 2 Days
16. Public Speaking - Presentation Survival School – 3 Days
17. Public Speaking - Speaking Under Pressure – 2 Days
18. Social Intelligence – 2 Days
19. Social Learning – 2 Days
20. Speak Easy - Conquering Your Fear of Speaking in Public – 2 Days

Human Resources Courses

1. Business Succession Planning - Developing and Maintaining a Succession Plan – 2 Days
2. Conducting Effective Performance Reviews – 3 Days
3. Employee Dispute Resolution Mediation through Peer Review – 2 Days
4. Employee On-Boarding- 2 Days
5. Employee Recognition - 2 Days
6. Employee Recruitment – 2 Days
7. Employee Termination Processes – 3 Days
8. Health and Wellness at Work – 2 Days
9. Hiring for Success: Behavioral Interviewing Techniques – 3 Days
10. Hiring Strategies – 2 Days
11. HR for the Non HR Manager – 5 Days
12. Human Resources Management – 3 Days
13. Interviewing Skills for Interviewers – 2 Days
14. Job Descriptions and Job Evaluations – 4 Days
15. Millennial On-Boarding – 2 Days
16. Orientation Handbook - Getting Employees Off to a Good Start – 2 Days
17. Talent Management – 2 Days
18. Workforce Planning- 3 Days

Managers & Supervisors Courses

1. Coaching - A Leadership Skill – 2 Days
2. Coaching and Mentoring – 2 Days
3. CSR and Sustainability – 2 Days
4. Customer Service Training - Managing Customer Service – 2 Days
5. Delegation - The Art of Delegating Effectively – 2 Days
6. Developing New Managers – 3 Days
7. High Performance Teams (Inside the Company) – 5 Days
8. High Performance Teams (Remote Workforce) – 5 Days
9. Improving Organizational Performance - 5 Days
10. Key Performance Indicators – 2 Days
11. Knowledge Management – 3 Days
12. Leadership and Influence – 2 Days
13. Management Performance Development Using TQM Concepts – 5 Days
14. Manager Management – 5 Days
15. Managing the Generation Gap in the Workplace – 2 Days
16. Managing Workplace Anxiety – 2 Days
17. Meeting Management - The Art of Making Meetings Work – 2 Days
18. Motivation Training - Motivating Your Workforce - 3 Days
19. Office Politics for Managers – 2 Days
20. Performance Management - Managing Employee Performance – 2 Days
21. Strategic Planning – 5 Days
22. Team Building - Developing High Performance Teams – 3 Days
23. Team Building for Managers – 2 Days
24. Teamwork - Building Better Teams – 2 Days
25. Teamwork and Communication – 5 Days
26. Teamwork and Team Building – 3 Days
27. The ABC's of Supervising Others – 2 Days

28. The Balanced Scorecards – 3 Days
29. The Management Process and Functions – 3 Days
30. The Professional Manager – 5 Days
31. Virtual Team Building And Management – 2 Days
32. Women in Leadership – 10 Days
33. Writing an Effective Business Plan – 5 Days

*** Mini MBA for Executives - Management Focus - 96 Hours**

Sales & Marketing Courses

1. Body Language Basics – 2 Days
2. Call Center Training - Sales and Customer Service Training for Call Center Agents – 5 Days
3. Corporate and Major Accounts Sales - 4 Days
4. Creating Customer Value Proposition – 3 Days
5. CRM - An Introduction to Customer Relationship Management – 2 Days
6. Customer Value Management – 5 Days
7. Effective Sales Proposals and Presentations – 2 Days
8. Event Planning – 3 Days
9. How to Create a Public Relations Plan - 5 Days
10. Internet Marketing Fundamentals – 2 Days
11. Introduction to Marketing – 2 Days
12. Key Account Management – 3 Days
13. Marketing Planning and Communications – 3 Days
14. Multi-Level Marketing (Network Marketing) – 3 Days
15. Negotiating for Results – 3 Days
16. Networking and Building Business Relationships for Sales Success - 3 Days

17. Networking, Media and Public Relations – 2 Days
18. Overcoming Objections to Nail the Sale – 3 Days
19. Practical Media Relations – 5 Days
20. Presentation Skills – 3 Days
21. Principles of Marketing – 5 Days
22. Prospecting and Lead Generation – 3 Days
23. Retail Sales Skills – 3 Days
24. Sales Fundamentals – 5 Days
25. Sales Targeting, Networking, Prospecting and Cold Calling - 3 Days
26. Selling Smarter – 2 Days
27. Social Media for Business – 3 Days
28. Strategic Marketing – 3 Days
29. Successful Sales Management – 3 Days
30. The New Rules for Marketing and PR – 3 Days
31. Top 10 Sales Secrets – 5 Days
32. Trade Show Staff Training – 2 Days
33. Using the Telephone as a Sales Tool – 2 Days
34. Writing Reports and Proposals – 2 Days

[Training Skills Courses](#)

1. Advanced Skills for the Practical Trainer – 3 Days
2. Blended Learning - 2 Days
3. Creating a Great Webinar – 2 Days
4. Developing a Lunch and Learn Workshop – 2 Days
5. Developing your Training Program – 3 Days
6. Facilitation Skills – 2 Days
7. Life Coaching Essentials – 5 Days

8. Measuring the Results and Effectiveness of Training – 2 Days
9. mLearning Essentials (Mobile Learning) – 5 Days
10. Train the Trainer - The Practical Trainer – 10 Days
11. Train-The-Trainer - Survival Skills for the New Trainer
12. Train-The-Trainer - Using Activities to Make Training Fun

Workplace Essentials Courses

1. 10 Soft Skills You Need – 3 Days
2. Anger Management – Understanding Anger – 2 Days
3. Appreciative Inquiry – 2 Days
4. Assertiveness and Self Confidence – 2 Days
5. Attention Management – 2 Days
6. Building Self Esteem and Assertiveness Skills – 2 Days
7. Business Acumen – 2 Days
8. Business Ethics for the Office – 2 Days
9. Business Etiquette - Gaining that Extra Edge – 2 Days
10. Business Writing and Email Etiquette – 2 Days
11. Change Management - Change and How to Deal With It – 2 Days
12. Civility In The Workplace – 2 Days
13. Collaborative Business Writing – 3 Days
14. Conflict Resolution - A Two-Day Primer – 2 day
15. Conflict Resolution - Dealing with Difficult People – 2 Days
16. Conflict Resolution - Getting Along in the Workplace – 3 Days
17. Controlling Anger Before It Controls You – 2 Days
18. Critical Thinking – 3 Days
19. Delivering Constructive Criticism and Feedback – 2 Days
20. Developing Corporate Behavior – 2 Days

21. Developing Creativity and Innovation – 2 Days
22. Diversity Training - Celebrating Diversity in the Workplace – 2 Days
23. Effective Communication Skills – 3 Days
24. Emotional Intelligence – 3 Days
25. Generation Gap - Closing the Generation Gap in the Workplace – 2 Days
26. Handling a Difficult Customer – 3 Days
27. Increasing Your Happiness – 2 Days
28. Interpersonal Skills – 2 Days
29. Networking Outside the Company – 3 Days
30. Networking Within the Company – 2 Days
31. Secrets of Change Management – 2 Days
32. Service Level Agreements (SLAs) – 2 Days
33. Setting Smart Objectives – 2 Days
34. Stress Management Training – 2 Days
35. Teamwork and Team Building – 2 Days
36. Telephone Etiquette – 5 Days
37. Time Management - Get Organized for Peak Performance – 2 Days
38. Who Moved My Cheese - 2 Days
39. Working Remotely and from Home – 2 Days
40. Working Smarter: Using Technology to Your Advantage – 2 Days
41. Work-Life Balance – 2 Days
42. Workplace Harassment - What It Is and What To Do About It – 2 Days
43. Workplace Violence - How to Manage Anger and Violence in the Workplace – 3 Days

دورات تدريبية باللغة العربية:

1. أخطاء الإدارة ومفاهيم الإدارة الناجحة – 3 أيام
2. إدارة الوقت والإجتماعات بنجاح – يومين
3. إدارة التغيير – 5 أيام
4. إعداد القادة – قيادة الذات – 4 أيام
5. إعداد القادة – قيادة الفريق – 4 أيام
6. إعداد القادة – قيادة المؤسسة – 4 أيام
7. أساسيات العلاقات العامة – 3 أيام
8. الأخلاقيات المهنية وتنظيم الوقت لزيادة الإنتاجية – يومين
9. الإدارة الإستراتيجية - 3 أيام
10. الإدارة الحديثة والمدير الفعال - 5 أيام
11. التسويق الإستراتيجي – 3 أيام
12. التعامل مع الزملاء كفريق – 3 أيام
13. القيادة الناجحة - 3 أيام
14. بناء فريق العمل الفعال – 3 أيام
15. تحفيز فريق العمل – 3 أيام
16. تنمية مهارات السكرتير الخاص – 3 أيام
17. حل المشكلات وإتخاذ القرارات بشكل إبداعي – يومين
18. حل المشكلات وإتخاذ القرارات للمدراء – يومين

19. خدمة العملاء بشكل متميز – يومين
20. صياغة وكتابة التقارير الفنية – 3 أيام
21. قياس وإدارة علاقات العملاء - 3 أيام
22. كتابة التقارير والمراسلات الإدارية - 5 أيام
23. مهارات الإشراف الفعال – 3 أيام
24. مهارات البيع الفعال – 3 أيام
25. مهارات البيع للعاملين فى قطاع التجزئة – يومين
26. مهارات التفاوض الفعال – يومين
27. مهارات التواصل الفعال – يومين
28. مهارات العرض والتقديم – يومين
29. التخطيط الإستراتيجى ووضع وتحديد الأهداف – يومين
30. قواعد العلاقات العامة والإتيكيت والبروتوكول – 4 أيام