

Workshop Name	Content	Duration of program	Training hours	Max number of Participants	Trainer
Advanced Leadership Master class	<ul style="list-style-type: none"> <li>• Introduce participants to leadership, management, and administrative leadership.</li> <li>• Introduce participants to the difference between leadership and management.</li> <li>• Introduce the participants to the importance of administrative leadership and its functions.</li> <li>• Introduce participants to the functions of administrative processes in 4 basic elements.               <ul style="list-style-type: none"> <li>• Introduce participants to creative thinking.</li> <li>• Introduce participants to the role of the team leader.</li> <li>• Introduce participants to personality styles.</li> </ul> </li> <li>• Introduce participants with institutional performance, their evaluation and management stages.</li> </ul>	3 Days	15 training hours	10 participants	Dr. Ali Jabran
Artificial Intelligence (AI) for Business Professionals	<ul style="list-style-type: none"> <li>• At the end of this course, the student should be able to:</li> <li>• Demonstrate an understanding of Artificial Intelligence as a concept and a discipline               <ul style="list-style-type: none"> <li>• Describe how AI techniques can be exploited to solve a variety of problems</li> <li>• Analyze search problems and use various search techniques to solve real-life problems.                   <ul style="list-style-type: none"> <li>• Design and employ decision tree in decision-making problems</li> <li>• Design and apply basic machine learning systems and use them</li> </ul> </li> </ul> </li> </ul>	3 Days	15 training hours	20 participants	Dr. Dany Chakhtoura
Basic Computer Skills	<ul style="list-style-type: none"> <li>• Keyboarding skills: typing accurately and efficiently on a keyboard</li> <li>• Using web browsers: navigating the internet and accessing websites</li> <li>• Working with Microsoft Office: creating and editing documents, spreadsheets, and presentations</li> <li>• File maintenance and organization: saving, renaming, deleting, and organizing files and folders               <ul style="list-style-type: none"> <li>• Email etiquette: writing and sending professional and respectful emails</li> </ul> </li> <li>• Using the internet for research: finding and evaluating reliable sources of information online</li> <li>• Troubleshooting: identifying and solving common computer problems</li> </ul>	5 Days	25 training hours	20 participants	Dr. Mohammed Awad



<p>Basic First Aid</p>	<ul style="list-style-type: none"> <li>• Assessing the situation and protecting personal safety</li> <li>• Opening the airway of someone who is not breathing</li> <li>• Providing rescue breathing if the person is not breathing</li> <li>• Performing chest compressions to keep the person's blood circulating</li> <li>• Checking the person's pulse if they are not responsive             <ul style="list-style-type: none"> <li>• Managing severe bleeding                 <ul style="list-style-type: none"> <li>• Treating burns</li> </ul> </li> <li>• Dealing with choking</li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Mr. Alaa Al-Khatib</p>
<p>Certified Maintenance &amp; Reliability Professional (CMRP)</p>	<p><b>Certified Maintenance &amp; Reliability Professional (CMRP)</b></p> <ul style="list-style-type: none"> <li>• The Certified Maintenance &amp; Reliability Professional (CMRP) program is the leading credential for validating the knowledge, skills, and abilities of maintenance, reliability, and physical asset management professionals. It is the only accredited certification following the ISO standards for individuals in maintenance, reliability, and physical asset management. The exam tests real-world knowledge, including work management and leadership skills, to give individuals the tools to take the next step in their careers.</li> <li>• This course qualifies candidates to pass the CMRP exam provided by SMRP certificate.</li> </ul> <p><b>CMRP Certification Pillars</b></p> <ul style="list-style-type: none"> <li>• Business and Management:</li> <li>• Manufacturing Process Reliability             <ul style="list-style-type: none"> <li>• Equipment Reliability</li> </ul> </li> <li>• Leadership and Organization:             <ul style="list-style-type: none"> <li>• Work Management</li> </ul> </li> </ul>	<p>5 Days</p>	<p>25 training hours</p>	<p>20 participants</p>	<p>Dr. Dany Chakhtoura</p>



<p>Change management</p>	<ul style="list-style-type: none"> <li>• Linking between the concept of change and leadership and the ability to understand the stages of change.</li> <li>• Develop organizational change methodology in terms of requirements and methods             <ul style="list-style-type: none"> <li>• Identify the causes of resistance to change and the methods of planning and confronting them.</li> <li>• Develop and discuss ways to improve the working environment.                 <ul style="list-style-type: none"> <li>• Shaping and developing planning skills for change.</li> </ul> </li> </ul> </li> <li>• Provide different methods of organizational analysis that can be used as strategies for development, change and evaluation of appropriate alternatives.</li> <li>• Develop innovative thinking and outstanding leadership creativity among participants.</li> <li>• Acquire latest skills to deal with stress and sound management of situations during the change process.             <ul style="list-style-type: none"> <li>• Build a professional management skills in effective management planning</li> <li>• To gain leadership techniques in problem solving and decision making.</li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Dany Chakhtoura</p>
<p>Coaching</p>	<ul style="list-style-type: none"> <li>• What is Coaching?</li> <li>• About Coaching</li> <li>• Where Coaching Can Help</li> <li>• Golden Rules of Coaching             <ul style="list-style-type: none"> <li>• Coaching is About the Whole Person</li> <li>• The Coach and Coachee are Equal Partners</li> </ul> </li> <li>• Coaching Looks to the Future and Next Actions             <ul style="list-style-type: none"> <li>• Key Approaches Used in Coaching</li> <li>• Example Coaching Questions</li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Mahmoud Al-Rawajbeh</p>
<p>Contract Negotiation Skills</p>	<ul style="list-style-type: none"> <li>• Understand the process of negotiation, when we negotiate and what are the successful negotiations, their steps and their importance.             <ul style="list-style-type: none"> <li>• Gain successful negotiator skills.</li> </ul> </li> <li>• Highlight the best practices that world class business managers must be aware of.             <ul style="list-style-type: none"> <li>• Understand negotiation stages and dealing with the challenges of negotiation.                 <ul style="list-style-type: none"> <li>• Trained to avoid pitfalls of simple contract terms and conditions.</li> </ul> </li> <li>• Identify the nature and characteristics of administrative contracts of all types.</li> </ul> </li> <li>• Enable the participants to prepare the list of conditions for the contract and identify the points that can be negotiated.</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Omar Al-Tarawneh</p>



	<ul style="list-style-type: none"> <li>• Learn the art of controlling the drafting of contract in the interest of work by being able to negotiate the all details.</li> </ul>				
Creative, Conceptual and Inductive Reasoning; Problem - Solving Skills	<ul style="list-style-type: none"> <li>• Definition of critical thinking vs uncritical thinking</li> <li>• Recognize and benefit from your own personal style of critical thinking               <ul style="list-style-type: none"> <li>• Define authorizations</li> </ul> </li> <li>• Studying the critical thinking model and examining the critical thinking method               <ul style="list-style-type: none"> <li>• Develop interpretation skills</li> <li>• Practice critical thinking by asking questions                   <ul style="list-style-type: none"> <li>• logical things</li> <li>• Critical thinking exercises</li> </ul> </li> <li>• Recognize when a problem requires a systematic approach.</li> </ul> </li> <li>• Enable participants to develop an SCQ sequence and how to frame your problem.               <ul style="list-style-type: none"> <li>• Learn how to map out all the possible problem causes using a WHY map.</li> <li>• Identify and organize all the potential solutions using a HOW map and                   <ul style="list-style-type: none"> <li>• determine which are feasible.</li> </ul> </li> <li>• Know how to see the big picture and plan your next actions.</li> </ul> </li> </ul>	3 Days	15 training hours	20 participants	Dr. Dany Chakhtoura
Customer Communication, Complaints and business needs	<ul style="list-style-type: none"> <li>• Realizing the importance of customer service in a very competitive environment.</li> <li>• Understanding the best techniques of managing customer's expectations.               <ul style="list-style-type: none"> <li>• Satisfying customers and exceeding their expectations.                   <ul style="list-style-type: none"> <li>• Dealing with customers' feedback.</li> <li>• and responding appropriately to solve their problems.</li> </ul> </li> <li>• Treating customers' feedback and complaints as Customers' Gifts.</li> </ul> </li> <li>• Understanding the key communications skills that help organizations to WOW their customers.</li> </ul>	3 Days	15 training hours	20 participants	Dr. Anwar Hameem



<p>Customer engagement, customer satisfaction</p>	<ul style="list-style-type: none"> <li>• Define and apply of distinguished customer service.</li> <li>• Recognize the position of the client in the modern administrative pyramid.</li> <li>• Provide the basics and protocols of dealing with customers.</li> <li>• Achieve a balance between the interest of the institution and the needs of the public and society through the knowledge of international protocol and attitudinalization.             <ul style="list-style-type: none"> <li>• Learn the basics of evaluating customer service to improve their level.</li> </ul> </li> <li>• Use creativity and innovation in dealing with customer complaints and prepare to solving them.             <ul style="list-style-type: none"> <li>• Build a distinctive style of service for Front Line staff.</li> <li>• Apply seven-star service standards to customers.</li> <li>• Be creative in beat the expectations of customers continuously.</li> </ul> </li> <li>• Take effective steps to implement the organization's strategy to achieve outstanding customer service.</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Anwar Hameem</p>
<p>Customer Relationship Management</p>	<ul style="list-style-type: none"> <li>• Study the concept of customer relationship management (CRM).             <ul style="list-style-type: none"> <li>• Empower participants with the latest strategies to establish effective relationships with the customer.</li> </ul> </li> <li>• Show different models in managing customer relations according to the orientations and interests of the organization.             <ul style="list-style-type: none"> <li>• Know the basics of achieving customer happiness through methods of customer relationship management.</li> </ul> </li> <li>• Enable participants to access the actual customer evaluation of the level of service provided and how to obtain this evaluation smoothly .</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Anwar Hameem</p>
<p>Drive for Results and Performance</p>	<ul style="list-style-type: none"> <li>• Recognize the meaning of resultoriented mindset.</li> <li>• Open up the prospects for participants by comparing resultsoriented mentality with other patterns.             <ul style="list-style-type: none"> <li>• Empower participants with skills that will help them achieve more                 <ul style="list-style-type: none"> <li>• by adopting a results-oriented mindset.</li> </ul> </li> <li>• Clarify critical views of the outcomeoriented mindset through                 <ul style="list-style-type: none"> <li>• meaningful discussion and examples.</li> </ul> </li> </ul> </li> <li>• Examine the distinctive features of a leader who adopts a resultoriented mindset.</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Omar Al-Tarawneh</p>



<p>Effective communication with management</p>	<ul style="list-style-type: none"> <li>• Introduce the principles of effective leadership and provide the participants with the keys of administrative leadership.</li> <li>• Develop the total communication skills and link it with the successful leadership.</li> <li>• Build the core emotional intelligence skills of the team leader through effective communication.</li> <li>• Identify the most important requirements of effective leadership and its elements according to the administrative principles.</li> <li>• Identify the most important qualities of the executive leader to apply effective leadership principles and determine his rights and duties.</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Dany Chakhtoura</p>
<p>Finance for Non Finance Professionals</p>	<ul style="list-style-type: none"> <li>• Grasp the key connections between Income statement, balance sheet and cash flow. <ul style="list-style-type: none"> <li>• How to pick up signs of financial troubles in advance.</li> </ul> </li> <li>• Prepare a full set of financials for a start-up company. <ul style="list-style-type: none"> <li>• Know what type of funding to go for and why.</li> </ul> </li> <li>• Find out whether a new project makes financial sense or not. <ul style="list-style-type: none"> <li>• Ability to prepare accurate and realistic budgets.</li> </ul> </li> <li>• Ability to understand that the finance folk are talking about and also effectively communicate with them.</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Amer Nu'man Ashour</p>
<p>Finance for non-Finance Managers</p>	<ul style="list-style-type: none"> <li>• Introduction to Finance</li> <li>• Understanding Financial Statements <ul style="list-style-type: none"> <li>• Financial Analysis Techniques</li> <li>• Budgeting and Forecasting</li> </ul> </li> <li>• Cost Management and Cost Control <ul style="list-style-type: none"> <li>• Capital Investment Decisions</li> <li>• Financial Risk Management</li> </ul> </li> <li>• Financial Compliance and Regulations</li> <li>• Financial Communication and Reporting <ul style="list-style-type: none"> <li>• Ethical Considerations in Finance</li> </ul> </li> <li>• Financial Literacy and Empowerment</li> <li>• Case Studies and Practical Applications</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Amer Nu'man Ashour</p>



<p>Fire and Injury Emergency Training</p>	<ul style="list-style-type: none"> <li>• Discuss the properties of inflammable materials and gases emitted from fires and their seriousness. <ul style="list-style-type: none"> <li>• Introduce the fire safety tools available around you.</li> </ul> </li> <li>• Practical training in the use of different types of fire extinguishers and their use according to the nature of the combustible material. <ul style="list-style-type: none"> <li>• Safe evacuation training and rescue priorities.</li> </ul> </li> <li>• Train on the most important first-aid methods in case of fires.</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Alaa Al-Khatib</p>
<p>Innovation</p>	<ul style="list-style-type: none"> <li>• Understand the concept of creativity and innovation. <ul style="list-style-type: none"> <li>• Build Self – awareness for accurate judgment.</li> <li>• Deal with the obstacles facing critical thinking.</li> </ul> </li> <li>• Know the self sources of creativity and Innovation. <ul style="list-style-type: none"> <li>• Understand the cycle of innovation.</li> </ul> </li> <li>• Reveal their personal skills in creativity and innovation.</li> <li>• Understand key elements of the environment relating to creativity and innovation. <ul style="list-style-type: none"> <li>• Learn and use a range of powerful techniques for creative problem solving.</li> </ul> </li> <li>• Realize that creativity and innovation is a long-term, cyclical process of small successes and frequent mistakes.</li> <li>• Understand the importance of involving creativity and innovation in their profession.</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Mahmoud Al-Rawajbeh</p>
<p>Integrated Enterprise Risk Management (COSO)</p>	<ul style="list-style-type: none"> <li>• Definition of crisis management and its most important stages. <ul style="list-style-type: none"> <li>• Ability to study risks for projects and organizations.</li> <li>• Monitor and analyze crisis management mechanisms.</li> </ul> </li> <li>• Recognize successful leadership skills and creative leadership compared to the traditional one.</li> <li>• To highlight the role of creative leadership in crisis management during its various stages. <ul style="list-style-type: none"> <li>• Review the characteristics of wellprepared organizations to face any crises.</li> <li>• Study the steps of risk analysis and the role of creative leadership in defining a platform to deal with different risks.</li> </ul> </li> <li>• Discuss some examples of successful leaders in dealing with risks and crises.</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Dany Chakhtoura</p>



<p>IOSH Managing Sustainably Certificate</p>	<ul style="list-style-type: none"> <li>• Introduction to Managing Safely             <ul style="list-style-type: none"> <li>• Assessing Risks</li> <li>• Controlling Risks</li> </ul> </li> <li>• Understanding Responsibilities             <ul style="list-style-type: none"> <li>• Understanding Hazards</li> <li>• Investigating Incidents</li> <li>• Measuring Performance</li> </ul> </li> <li>• Protecting the Environment</li> <li>• Safety Management Systems             <ul style="list-style-type: none"> <li>• Successful Completion</li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>10 participants</p>	<p>Eng. Walid Abdel Kader</p>
<p>ISO 14001 Lead Auditor Course</p>	<ul style="list-style-type: none"> <li>• Introduction to Environmental Management Systems</li> <li>• Overview of ISO 14001: Familiarizing participants with the structure, requirements, and key concepts of the ISO 14001 standard.             <ul style="list-style-type: none"> <li>• Audit Principles and Practices</li> </ul> </li> <li>• Environmental Legislation and Regulations             <ul style="list-style-type: none"> <li>• EMS Documentation</li> </ul> </li> <li>• Audit Techniques and Skills</li> <li>• Audit Planning and Preparation             <ul style="list-style-type: none"> <li>• Conducting EMS Audits</li> </ul> </li> <li>• Reporting and Communicating Audit Findings</li> <li>• Corrective Actions and Follow-Up</li> </ul>	<p>5 Days</p>	<p>25 training hours</p>	<p>10 participants</p>	<p>Dr. Munther Al-Asadi</p>
<p>ISO 14001- 2018</p>	<ul style="list-style-type: none"> <li>• Context of the Organization             <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Planning</li> <li>• Support</li> <li>• Operation</li> </ul> </li> <li>• Performance Evaluation             <ul style="list-style-type: none"> <li>• Improvement</li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>10 participants</p>	<p>Dr. Munther Al-Asadi</p>



<p>ISO 22301 :2019 Business Continuity</p>	<ul style="list-style-type: none"> <li>• Scope and Applicability</li> <li>• Leadership and Commitment</li> <li>• Business Impact Analysis</li> <li>• Risk Assessment and Treatment</li> <li>• Business Continuity Strategies and Solutions</li> <li>• Business Continuity Plans (BCPs)</li> <li>• Exercising, Testing, and Review</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>10 participants</p>	<p>Dr. Munther Al-Asadi</p>
<p>ISO 45001 Lead Auditor</p>	<ul style="list-style-type: none"> <li>• Understanding Occupational Health and Safety Management <ul style="list-style-type: none"> <li>• Overview of ISO 45001</li> <li>• Audit Principles and Practices</li> </ul> </li> <li>• OH&amp;S Management System Documentation <ul style="list-style-type: none"> <li>• Audit Planning and Preparation</li> <li>• Conducting OH&amp;S Audits</li> </ul> </li> <li>• Reporting and Communicating Audit Findings <ul style="list-style-type: none"> <li>• Corrective Actions and Follow-Up</li> </ul> </li> <li>• Auditor Competence and Continuing Professional Development</li> </ul>	<p>5 Days</p>	<p>25 training hours</p>	<p>10 participants</p>	<p>Dr. Munther Al-Asadi</p>
<p>ISO 9001- 2015</p>	<ul style="list-style-type: none"> <li>• Context of the Organization <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Planning</li> <li>• Support</li> <li>• Operation</li> </ul> </li> <li>• Performance Evaluation <ul style="list-style-type: none"> <li>• Improvement</li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>10 participants</p>	<p>Dr. Munther Al-Asadi</p>
<p>IT foundation</p>	<ul style="list-style-type: none"> <li>• Learn the essential Microsoft Office Skills in this four-course bundle: Excel, Word, PowerPoint , Access and Outlook. <ul style="list-style-type: none"> <li>• Master the most common uses of Microsoft Word.</li> </ul> </li> <li>• Discover how to create stunning charts and graphs in Excel and dealing with equations.</li> <li>• Be able to use PowerPoint effectively in preparing and editing a slide show.</li> <li>• Discover how to Sort information and running queries in Access.</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Mohammed Awad</p>



	<ul style="list-style-type: none"> <li>• Use outlook to schedule meetings using meeting requests, the scheduling assistant and calendar groups.</li> </ul>				
Leadership and Management in Quality	<ul style="list-style-type: none"> <li>• Introduction to Quality Management Systems (QMS) <ul style="list-style-type: none"> <li>• Principles of Leadership and Management</li> <li>• Understanding Quality Leadership Styles</li> </ul> </li> <li>• Implementing Total Quality Management (TQM) <ul style="list-style-type: none"> <li>• Quality Planning and Strategy Development</li> </ul> </li> <li>• Quality Control and Continuous Improvement Techniques <ul style="list-style-type: none"> <li>• Leading Change in Quality Initiatives</li> <li>• Building and Sustaining a Quality Culture</li> <li>• Quality Management Tools and Techniques</li> </ul> </li> <li>• Effective Communication in Quality Management</li> <li>• Team Building and Empowerment in Quality Improvement</li> <li>• Leadership's Role in Ensuring Compliance and Regulatory Requirements <ul style="list-style-type: none"> <li>• Measuring and Monitoring Quality Performance</li> </ul> </li> <li>• Problem-Solving and Decision-Making in Quality Management</li> </ul>	3 Days	15 training hours	20 participants	Dr. Omar Al-Tarawneh



<p>Managing Conflicts : Power Through Influence</p>	<ul style="list-style-type: none"> <li>• Understanding Conflict Dynamics             <ul style="list-style-type: none"> <li>• Sources and Causes of Conflict</li> </ul> </li> <li>• Conflict Resolution Models and Strategies</li> <li>• Power and Influence in Conflict Management</li> <li>• Effective Communication Skills for Conflict Resolution             <ul style="list-style-type: none"> <li>• Negotiation Techniques and Strategies</li> <li>• Building Trust and Rapport in Conflict Situations</li> <li>• Emotional Intelligence in Conflict Management</li> </ul> </li> <li>• Assertiveness and Diplomacy in Handling Conflicts             <ul style="list-style-type: none"> <li>• Managing Difficult Conversations</li> <li>• Collaborative Problem-Solving Approaches                 <ul style="list-style-type: none"> <li>• Mediation and Facilitation Skills</li> <li>• Handling Cross-Cultural Conflicts</li> </ul> </li> </ul> </li> <li>• Conflict Prevention and Early Intervention Strategies             <ul style="list-style-type: none"> <li>• Creating a Positive Conflict Resolution Culture.</li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Omar Al-Tarawneh</p>
<p>Managing multiple task, priorities &amp; deadlines</p>	<ul style="list-style-type: none"> <li>• Time Management Fundamentals             <ul style="list-style-type: none"> <li>• Understanding the Importance of Prioritization</li> <li>• Identifying and Setting Clear Goals and Objectives</li> </ul> </li> <li>• Creating Effective To-Do Lists and Task Management Systems             <ul style="list-style-type: none"> <li>• Techniques for Organizing and Planning Workloads</li> </ul> </li> <li>• Delegation Strategies for Effective Task Management</li> <li>• Managing Interruptions and Avoiding Time Wasters             <ul style="list-style-type: none"> <li>• Strategies for Managing Procrastination</li> <li>• Developing Effective Decision- Making Skills</li> </ul> </li> <li>• Stress Management Techniques for High Workloads</li> <li>• Effective Communication for Managing Expectations</li> <li>• Setting Realistic Deadlines and Managing Expectations             <ul style="list-style-type: none"> <li>• Balancing Work and Personal Life Demands</li> </ul> </li> <li>• Tools and Technologies for Task and Time Management</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Mukhalled Al-Khawaldeh</p>



<p>Mental Agility (Leadership)</p>	<ul style="list-style-type: none"> <li>• Understanding Mental Agility and its Importance in Leadership             <ul style="list-style-type: none"> <li>• Developing Self-Awareness and Emotional Intelligence                 <ul style="list-style-type: none"> <li>• Flexibility and Adaptability in Leadership</li> </ul> </li> <li>• Cognitive Agility: Enhancing Problem-Solving Skills</li> <li>• Managing Ambiguity and Uncertainty Effectively                 <ul style="list-style-type: none"> <li>• Resilience and Coping Strategies for Leaders                     <ul style="list-style-type: none"> <li>• Creativity and Innovation in Leadership                         <ul style="list-style-type: none"> <li>• Decision-Making Under Pressure</li> </ul> </li> </ul> </li> <li>• Balancing Short-Term and Long- Term Goals</li> </ul> </li> <li>• Building High-Performance Teams through Mental Agility</li> <li>• Leveraging Diversity and Inclusion for Enhanced Agility                 <ul style="list-style-type: none"> <li>• Effective Communication in Agile Leadership                     <ul style="list-style-type: none"> <li>• Conflict Resolution and Negotiation Skills</li> </ul> </li> <li>• Continuous Learning and Growth Mindset</li> </ul> </li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Ali Jabran</p>
<p>NEBOSH HSE Certificate in Health and Safety Leadership Excellence</p>	<ul style="list-style-type: none"> <li>• Introduction to Health and Safety Leadership</li> <li>• Legal and Regulatory Frameworks for Health and Safety             <ul style="list-style-type: none"> <li>• Understanding Hazards, Risks, and Controls</li> </ul> </li> <li>• Developing a Health and Safety Management System             <ul style="list-style-type: none"> <li>• Leadership's Role in Safety Culture and Climate</li> </ul> </li> <li>• Effective Communication for Health and Safety Leadership             <ul style="list-style-type: none"> <li>• Leading by Example: Setting Safety Standards                 <ul style="list-style-type: none"> <li>• Identifying and Assessing Workplace Risks</li> </ul> </li> <li>• Incident Investigation and Root Cause Analysis</li> </ul> </li> <li>• Safety Performance Measurement and Monitoring             <ul style="list-style-type: none"> <li>• Leadership's Role in Implementing Emergency Preparedness and Response Plans</li> </ul> </li> <li>• Contractor Management and Outsourced Work Safety             <ul style="list-style-type: none"> <li>• Promoting Health and Wellbeing in the Workplace</li> </ul> </li> <li>• Strategies for Influencing Behavior and Promoting Safety Compliance</li> </ul>	<p>5 Days</p>	<p>25 training hours</p>	<p>10 participants</p>	<p>Eng. Walid Abdel Kader</p>



<p>NEBOSH International Diploma</p>	<ul style="list-style-type: none"> <li>• Health and Safety Management Systems             <ul style="list-style-type: none"> <li>• Principles of Health and Safety Law                 <ul style="list-style-type: none"> <li>• Managing Occupational Health                     <ul style="list-style-type: none"> <li>• Hazard Identification, Risk Assessment, and Risk Control</li> </ul> </li> </ul> </li> <li>• Workplace and Work Equipment Safety                 <ul style="list-style-type: none"> <li>• Fire Safety</li> </ul> </li> <li>• Chemical and Biological Health Hazards</li> <li>• Physical and Psychological Health Hazards                 <ul style="list-style-type: none"> <li>• Construction Health and Safety</li> <li>• Environmental Management</li> <li>• Incident Investigation and Analysis</li> </ul> </li> <li>• Emergency Preparedness and Response</li> <li>• Managing Safety in Process Industries</li> <li>• Leadership and Management for Health and Safety</li> <li>• Ethics and Professionalism in Health and Safety Practice.</li> </ul> </li> </ul>	<p>5 Days</p>	<p>25 training hours</p>	<p>10 participants</p>	<p>Eng. Walid Abdel Kader</p>
<p>NEBOSH International Environmental Diploma</p>	<ul style="list-style-type: none"> <li>• Introduction to Environmental Management Systems (EMS)             <ul style="list-style-type: none"> <li>• Environmental Legislation and Regulation</li> </ul> </li> <li>• Environmental Impact Assessment (EIA) and Risk Assessment             <ul style="list-style-type: none"> <li>• Principles of Pollution Prevention and Control</li> <li>• Environmental Management Tools and Techniques                 <ul style="list-style-type: none"> <li>• Managing Air Quality and Emissions</li> </ul> </li> <li>• Water Resource Management and Pollution Control                 <ul style="list-style-type: none"> <li>• Waste Management and Recycling Practices</li> </ul> </li> <li>• Biodiversity Conservation and Habitat Management</li> <li>• Climate Change Mitigation and Adaptation Strategies                 <ul style="list-style-type: none"> <li>• Energy Management and Efficiency</li> </ul> </li> </ul> </li> <li>• Environmental Auditing and Performance Measurement             <ul style="list-style-type: none"> <li>• Sustainable Development Principles and Practices</li> </ul> </li> <li>• Corporate Social Responsibility (CSR) and Environmental Reporting</li> <li>• Leadership and Communication for Environmental Management.</li> </ul>	<p>5 Days</p>	<p>25 training hours</p>	<p>10 participants</p>	<p>Eng. Walid Abdel Kader</p>



<p>Negotiation Skills, problem solving, goal setting</p>	<ul style="list-style-type: none"> <li>• Excellence in Execution</li> <li>• Effective Communication               <ul style="list-style-type: none"> <li>• Financial Awareness</li> <li>• Business Judgement</li> <li>• Negotiation Skills</li> </ul> </li> <li>• Skills of Influence and Persuasion</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Salem Al Salem</p>
<p>Planning and Organizing</p>	<ul style="list-style-type: none"> <li>• Understanding the Importance of Planning and Organizing               <ul style="list-style-type: none"> <li>• Principles of Effective Planning</li> <li>• Organizational Strategies</li> <li>• Project Planning and Management</li> </ul> </li> <li>• Decision Making and Problem Solving in Planning</li> <li>• Communication and Collaboration in Planning and Organizing               <ul style="list-style-type: none"> <li>• Continuous Improvement and Adaptation</li> <li>• Practical Application and Case Studies</li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Mukhalled Al Hawamdeh</p>
<p>Presentation Skills</p>	<ul style="list-style-type: none"> <li>• Master the skills of presentation and dealing with the audience.               <ul style="list-style-type: none"> <li>• Enable participants to get over the glossophobia.</li> <li>• Enable participants to show confidence while speaking .</li> </ul> </li> <li>• Learn communication tactics with the public and create a comfortable interactive environment.</li> <li>• Learn how to deal and manage the audience and deal with difficult questions and people .</li> <li>• Learn a number of simple practical techniques to help relax while being under pressure and to take control of their nervous energy before any presentation .</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Mahmoud Al-Rawajbeh</p>



<p>Project Management Professional (PMP)</p>	<ul style="list-style-type: none"> <li>• Understand the concept of project management and its importance in achieving productivity according to the PMP             <ul style="list-style-type: none"> <li>• Build a comprehensive knowledge coverage for all PMP topics.                 <ul style="list-style-type: none"> <li>• Learn Different ways to choose projects.                     <ul style="list-style-type: none"> <li>• Discuss How to establish projects.</li> <li>• Practice for time and financial planning.</li> </ul> </li> </ul> </li> <li>• Know How to list the tasks related to the project and build a teamwork.                 <ul style="list-style-type: none"> <li>• Practice to monitor and control the project.</li> </ul> </li> </ul> </li> <li>• Able to Identify types of contracts and contracting mechanisms, supervise and receive them.             <ul style="list-style-type: none"> <li>• Cover all PMP exam subjects.</li> </ul> </li> <li>• Discuss Project management processes within a curriculum that exercises the skills of analyzing knowledge areas of project management.             <ul style="list-style-type: none"> <li>• Acquires Cost, time and project risk management skills.</li> </ul> </li> <li>• Understand the role of Project professional skills in project resource management and evaluation of results..</li> </ul>	<p>5 Days</p>	<p>30 training hours</p>	<p>20 participants</p>	<p>Dr. Dany Chakhtoura</p>
<p>Providing Leadership</p>	<ul style="list-style-type: none"> <li>• Introduction to Leadership</li> <li>• Leadership Communication</li> <li>• Building High-Performance Teams</li> <li>• Strategic Vision and Goal Setting</li> <li>• Decision Making and Problem Solving             <ul style="list-style-type: none"> <li>• Leading Change and Adaptation</li> </ul> </li> <li>• Emotional Intelligence and Self- Awareness</li> <li>• Ethical Leadership and Social Responsibility             <ul style="list-style-type: none"> <li>• Leadership Development Plan</li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Ali Jabran</p>



<p>Relationship Management Skills</p>	<ul style="list-style-type: none"> <li>• Understanding Relationships             <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Building Trust</li> </ul> </li> <li>• Empathy and Emotional Intelligence             <ul style="list-style-type: none"> <li>• Conflict Resolution</li> </ul> </li> <li>• Networking and Relationship Building             <ul style="list-style-type: none"> <li>• Boundary Setting</li> <li>• Adaptability and Flexibility</li> </ul> </li> <li>• Managing Difficult Relationships             <ul style="list-style-type: none"> <li>• Feedback and Recognition</li> <li>• Cultural Competence</li> </ul> </li> <li>• Self-Care and Relationship Management</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Dany Chakhtoura</p>
<p>Business Report writing</p>	<ul style="list-style-type: none"> <li>• Understanding the Purpose of Business Reports</li> <li>• Identifying Audience and Objectives             <ul style="list-style-type: none"> <li>• Structuring Business Reports</li> </ul> </li> <li>• Writing Clear and Concise Content             <ul style="list-style-type: none"> <li>• Data Collection and Analysis</li> <li>• Writing Style and Tone</li> <li>• Grammar and Punctuation</li> <li>• Editing and Proofreading</li> </ul> </li> <li>• Citing Sources and Referencing             <ul style="list-style-type: none"> <li>• Visual Presentation</li> </ul> </li> <li>• Executive Summaries and Recommendations</li> <li>• Ethical Considerations</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Omar Al-Tarawneh</p>



<p>Risk assessment course</p>	<ul style="list-style-type: none"> <li>• Introduction to Risk Management             <ul style="list-style-type: none"> <li>• Risk Identification</li> </ul> </li> <li>• Risk Analysis and Evaluation             <ul style="list-style-type: none"> <li>• Risk Mitigation Strategies</li> </ul> </li> <li>• Risk Monitoring and Control             <ul style="list-style-type: none"> <li>• Risk Communication</li> </ul> </li> <li>• Legal and Regulatory Considerations</li> <li>• Risk Reporting and Documentation             <ul style="list-style-type: none"> <li>• Risk Culture and Governance</li> <li>• Emerging Risks and Trends</li> </ul> </li> <li>• Scenario Planning and Contingency Planning             <ul style="list-style-type: none"> <li>• Continuous Improvement</li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Eng. Walid Abdel Kade</p>
<p>Selfmanagement skills (time / stress)</p>	<ul style="list-style-type: none"> <li>• Identify time management and its component and how to manage time wasters.             <ul style="list-style-type: none"> <li>• Differentiate goals and objectives and prepare plans to set and achieve goals.</li> </ul> </li> <li>• Identify stress, symptoms and causes and what are the strategies and tools to overcome and control it.</li> <li>• Implement stress management technique to lower stress level and have a healthy and productive life.             <ul style="list-style-type: none"> <li>• help participants to develop and implement effective strategies to prevent and manage stress at work .</li> </ul> </li> <li>• enable participants to consider the management of workplace stress at an individual and organizational level.             <ul style="list-style-type: none"> <li>• learn strategies and techniques to help you cope with stress .</li> </ul> </li> <li>• Familiarize participants with the sources of work stress in the work environment.</li> <li>• Introduce participants to the essence of mind management, especially in light of working under pressure</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Salem Al Salem</p>



<p>Solving Problems and Decision Making</p>	<ul style="list-style-type: none"> <li>• Introduction to Problem Solving and Decision Making             <ul style="list-style-type: none"> <li>• Problem Identification and Definition                 <ul style="list-style-type: none"> <li>• Data Collection and Analysis</li> <li>• Problem-Solving Techniques                     <ul style="list-style-type: none"> <li>• Decision-Making Models</li> </ul> </li> <li>• Risk Analysis and Assessment</li> <li>• Creative Thinking and Innovation</li> </ul> </li> <li>• Stakeholder Analysis and Engagement</li> </ul> </li> <li>• Decision-Making Criteria and Prioritization             <ul style="list-style-type: none"> <li>• Communication and Implementation                 <ul style="list-style-type: none"> <li>• Ethical Considerations</li> </ul> </li> <li>• Continuous Improvement</li> </ul> </li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Salem Al Salem</p>
<p>Strategic Thinking</p>	<ul style="list-style-type: none"> <li>• Introduction to Strategic Thinking             <ul style="list-style-type: none"> <li>• Understanding the Business Environment</li> <li>• Vision and Mission Development</li> </ul> </li> <li>• Setting Strategic Objectives and Goals</li> <li>• Analytical Thinking and Problem- Solving             <ul style="list-style-type: none"> <li>• Long-Term Planning and Forecasting</li> </ul> </li> <li>• Competitive Analysis and Positioning             <ul style="list-style-type: none"> <li>• Innovation and Creativity                 <ul style="list-style-type: none"> <li>• Risk Management</li> <li>• Change Management</li> </ul> </li> <li>• Leadership and Influence</li> </ul> </li> <li>• Measuring and Evaluating Strategic Performance</li> </ul>	<p>3 Days</p>	<p>15 training hours</p>	<p>20 participants</p>	<p>Dr. Mahmoud Al-Rawajbeh</p>



Team building	<ul style="list-style-type: none"> <li>• Understanding Team Dynamics</li> <li>• Building Trust and Psychological Safety</li> <li>• Clarifying Roles and Responsibilities             <ul style="list-style-type: none"> <li>• Effective Communication</li> <li>• Goal Setting and Alignment</li> </ul> </li> <li>• Collaborative Problem-Solving</li> <li>• Celebrating Diversity and Inclusion             <ul style="list-style-type: none"> <li>• Managing Conflict</li> <li>• Building Resilience</li> <li>• Team Bonding Activities</li> <li>• Feedback and Reflection</li> </ul> </li> <li>• Sustaining High Performance</li> </ul>	3 Days	15 training hours	20 participants	Dr. Mahmoud Al-Rawajbeh
Team Leader/Supervision Skills	<ul style="list-style-type: none"> <li>• Understanding the Role of a Team Leader/Supervisor             <ul style="list-style-type: none"> <li>• Effective Communication Skills</li> </ul> </li> <li>• Setting Clear Expectations and Goals             <ul style="list-style-type: none"> <li>• Delegation and Empowerment</li> <li>• Coaching and Mentoring</li> </ul> </li> <li>• Conflict Resolution and Mediation             <ul style="list-style-type: none"> <li>• Team Building and Motivation</li> <li>• Performance Management</li> </ul> </li> <li>• Decision-Making and Problem-Solving</li> <li>• Time Management and Prioritization             <ul style="list-style-type: none"> <li>• Leading by Example</li> </ul> </li> <li>• Continuous Learning and Development</li> </ul>	3 Days	15 training hours	20 participants	Dr. Salem Al Salem
Train the Trainer	<ul style="list-style-type: none"> <li>• Understanding Adult Learning Principles             <ul style="list-style-type: none"> <li>• Training Needs Analysis</li> <li>• Setting Learning Objectives</li> <li>• Designing Training Programs</li> </ul> </li> <li>• Creating Engaging Training Materials             <ul style="list-style-type: none"> <li>• Facilitation Skills</li> </ul> </li> </ul>	5 Days	25 training hours	20 participants	Dr. Salem Al Salem



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|  | <ul style="list-style-type: none"><li>• Presentation Skills</li><li>• Handling Challenging Situations</li><li>• Assessment and Evaluation<ul style="list-style-type: none"><li>• Feedback and Reflection</li></ul></li><li>• Cultural Sensitivity and Inclusivity</li><li>• Professional Development for Trainers</li></ul> |  |  |  |  |
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