





## In-House Training Programs

Category	Course Title	No. Days
<b>Admin and Office Management</b> 	How To Write Effective Meeting Minutes	1
	Improving Your Telephone Skills and Etiquette	1
	Office Management and Administration Skills	3
	Project Administration Fundamentals	2
	Running Effective Meetings	2
	The Perfect PA	2
<b>Business Communication Skills</b> 	Communication Skills (Results Through Collaboration)	2
	Creative Presentation and Reporting Skills	3
	Developing Conversation and Communication Skills	4
	Effective Communication and Emotional Intelligence for Better Team Management	3
	Effective Report Writing	2
	Mastering the Art of Effective Communication	3
	Presentation Skills and Public Speaking	3
	Professional Business Writing	2
<b>Customer Service</b> 	Call Center and Customer Service Excellence	2
	Customer Satisfaction and Loyalty	3
	Dealing With Angry Customers Through Role Play Practices	2
	Excellence in Customer Service	2
	Fundamentals of Customer Relationship Management	2
	Telephone Etiquette and Call Center Excellence	2
	Wow Your Customers	1
<b>E-Learning Platforms</b>	Moodle Administration and Course Creation Essential	3
	Moodle for Administrators and Educators	3
<b>Emerging Digital Technologies</b>	Artificial Intelligence for Business	2
	Blockchain for Business	3
	Digital Transformation and Digital Disruption (The Futuristic Vision)	3
	Emerging Digital Technologies	3
	Internet of Things and Smart Cities	2
<b>Finance</b> 	The Certified Digital Leader (Emerging and Disruptive Technologies)	4
	Accounts Receivables and Credit Policies	3
	Effective Budgeting and Cost Control	2
	Finance for Non-Finance Professionals	3
	Letter of Credit	3
VAT in the GCC	1	

**HR Management**



Balanced Scorecard Essentials	2
Career Planning and Talent Development	2
Developing HR Skills	4
Effective Job Descriptions and Interviewing Skills	2
Employee Motivation	2
Employee Performance Feedback for Senior Management (The Win-Win Scenario)	2
Employee Relations	2
Essential Skills of Human Resource Management	4
HR for Non-HR Managers	3
Performance Management System for Managers	2
Train the Trainer	3

**Interpersonal Skills and Self-Development**



Assertiveness Skills and Self-Confidence	2
Business Etiquette and Protocol for Effective Work Environment	2
Creative Thinking and Innovation Techniques	2
Creative Thinking and Problem Solving	3
Emotional Intelligence for Cultural and Behavioral Alignment	2
Managing Conflict - Power Through Influence	2
Ownership Accountability for Mid-Level Staff	2
Professional Business Ethics	2
Self & Time Management	2
Take Ownership - Agility and a Growth Mindset	2
The Principles of Emotional Intelligence	2
Time Management and Stress Control	2

**Leadership and Management**






Change Management and Conflict Resolution	2
Coaching and Mentoring Skills for Senior Managers	2
Effective Leadership and Management Skills	3
Effective Planning and Organizing	2
Leadership Skills and Emotional Intelligence	2
Leadership Techniques To Build High Performance Teams	2
Strategic Thinking and Planning	2
Supervisory Management Skills	2
Women Leadership and Empowerment in the UAE	3

**Microsoft Office**



Advanced Microsoft Excel	2
Excel Dashboard (Intermediate to Advanced)	3
Excel Macros Programming for Report Automation	3
Microsoft Excel (Intermediate to Advanced)	2
Microsoft Office (Day-to-Day Activities for Administrators)	1
Microsoft Office (Basic to Intermediate)	3
Microsoft Office PowerPoint (Intermediate to Advanced)	2

<b>Project Management</b> 	Introduction to Project Management Office (PMO)	2
	Mastering Microsoft Project	2
	Microsoft Project Fundamentals	2
	PMP Exam Preparation Boot Camp	5
	Principles of Project Management & Intro to MS Project	3
	Principles of Project Management	3
<b>Purchasing and Procurement</b>	Contracts Management	2
	Fundamentals of Purchasing	3
	Fundamentals of Supply Chain Management	2
	Procurement Planning and Bid Management	3
	Purchasing Management	2
<b>Sales and Marketing</b> 	Actionable Selling Skills and Techniques	2
	Advanced Negotiation Skills and Techniques	2
	Building a Stellar Sales Team	2
	How to be A Successful Salesman	3
	Key Account Management	2
	Maximizing Exhibitions and Events Sales	2
<b>Social and Digital Marketing</b>	Social Media	2
	Digital Marketing	2
<b>New Topics</b> 	Creating a Climate of Creativity <b>New</b>	2
	Building a World Class Team <b>New</b>	2
	Managing Emotions to Manage Stress <b>New</b>	2
	EQ for Stress Management <b>New</b>	2
	EQ Essentials for Sales Professionals <b>New</b>	2
	Power of Language in Business Communication <b>New</b>	2
	Visual Aids for Powerful Presentations <b>New</b>	3
	The Dynamics of Successful Presentations <b>New</b>	3
	5-Step Model for Effective Business Writing <b>New</b>	2
	Unlocking Emotional Intelligence (High Level EQ Assessment Included) <b>New</b>	3
	The HEART of Customer Service <b>New</b>	3
	Tech to Exec – Transitioning to Leadership <b>New</b>	3
	Emotional Intelligence in Customer Complaint Handling <b>New</b>	2
	Embracing Change <b>New</b>	3
	The Gift of Feedback in People Management <b>New</b>	3
Building a Coaching Culture <b>New</b>	2	

**For customization and Arabic topics, please contact us**

**00971526536536 | 0097145514434**

**[ahmed@solidstate.ae](mailto:ahmed@solidstate.ae) | [info@solidstate.ae](mailto:info@solidstate.ae)**

