Public Courses 2020





Institute of Knowledge and Leadership



Our Brand IKL





Why IKL





IKL Index

Courses Schedule





Introduction

We are a corporate learning and talent development power house that has been offering state of the art, cutting edge and top of the line organizational and human capital development solutions to its valuable clients for the past 25 years. Our solutions are aimed at preparing and honing essential competency skills to meet challenges that are posed by fast changing scenarios of the world.

IKL's presence in Dubai is in line with our philosophy of sharing the experiences and expertise of our world class global trainers that specialize in more than 20 knowledge areas.

Our Mission

Creation of value for every individual and organization by equipping them with the best tools, knowledge and techniques therefore enabling them to contribute to society in a meaningful manner and resultantly improving the quality of life of individuals through an enhanced excellence level.

Our Vision

To be the leading corporate learning and talent development provider, helping in the development of transformative global leaders, textured with rich blended knowledge from industry and academia consequently helping organizations achieve sustainable institutional growth.

Our Philosophy

Growth, Excellence, and Leadership: These are our Magna Carta. We are striving hard to grow, committed to excellence in whatever we do, and lead the industry in which we operate.





The descending flight of an eagle represents the abilities to identify its prey from a far distance in the sky and catch the target while diving in high speed with pinpoint accuracy. During the flight, the muscles in the eyes continuously adjust the curvature of the eyeballs to maintain sharp focus and accurate perception throughout the approach and attack.

This analogy perfectly describes our approach for developing learning solutions for our valuable clients by addressing their specific needs with ultra high precision and accuracy. We don't stop here. We follow it up to make sure that these solutions are transforming the workplaces of our clients and giving them the competitive advantage they were looking for. Our thirst quenching modules are based on the feedback we receive and the research conducted to feel the pulse of the market.

IKL's distinction is our vision, strategic thinking and continuous effort for improvement, enabling us in creating an enriching environment for all.



Thought Leadership for the Future...

The leadership industry is dynamic, fast paced and driven by innovation in the world of ideas and business practices and strategies.

The future holds great promise for those who are prepared for it. We live in an era marked by a great upheavals and change in the world that we live in; whereby a new worldview which takes cognizance of the complex ethical and societal challenges, emerging global partnerships and alliances in trade, diplomacy and economics, are shaping the dynamics of how societies are adapting to such massive changes in the comity of nations. Businesses across the world are waking up to the realities of a diverse work force that needs to be globally competitive. Continuous learning defines the parameters of the workforce of the future.



Dr Ahmed Omar Murad

Vice Chairman's Message

Shaping a better world...

IKL is driven by the pursuit of knowledge, seeking new avenues for development of learners and partners who belong to some of the world's elite organizations. With top trainers who employ state-of-the-art teaching methodologies and training courses that truly meet the requirements of businesses across the world, IKL is at the cutting-edge of professional learning and development. Committed to shaping a better world for all, IKL is poised to be the catalyst for change.



Farooq Murad





99% TRAINERS HAVE CORPORATE EXPERIENCE



45U+ TOTAL ORGANIZATIONS SERVED



400 COURSES



72,928



MAJORITY REPEATED CLIENTS



A DEDICATED
TEAM OF RESEARCH
ASSOCIATES



125+ PHD Trainers





MAN HOURS 352,672



200+



50% Trainers are BILINGUAL



Knowledge 15 Areas



OVER 10,000 LEARNING RESOURCES







Our Approaches Includes:

learning is preceded by stakeholder **Customized Training**

interviewing and a unique design, ensuring that learning is adapted to meet business needs and outcomes.

Blended Solutions focused needs-assessment is followed

with blend of online and face-to-face

interventions.

HR Assessment and Coaching targeted effective coaching and

assessment services are designed to tailor

the specific needs of organizations.

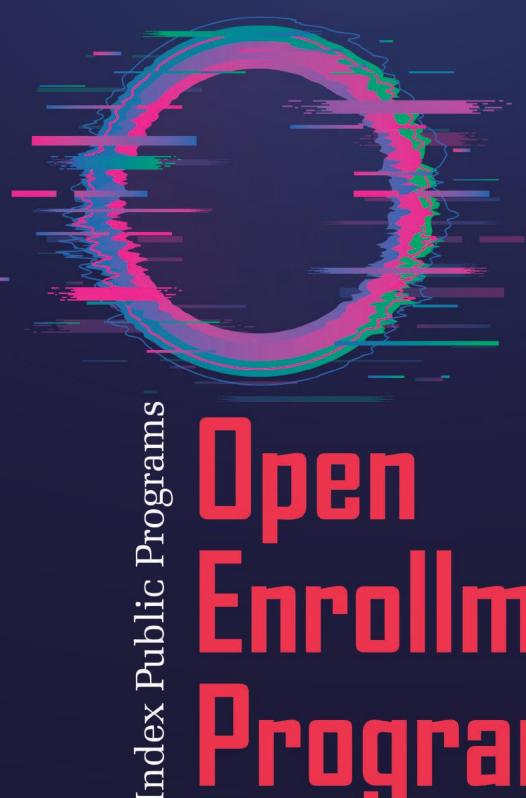
Consultancy assist organizations to increase

> performance, provide end to end business optimization solutions and focusing on sustainable projects.

We are proud to be a leading provider of choice across the region and we would welcome an opportunity to discuss your development initiatives.

Please contact us on info@ikl.ae for one of our training specialists to get in touch.

Landline: +971-4-5585944 info@ikl.ae Email: Website: www.ikl.ae



Enrollment grams

Tentative Training Calendar (January-June, 2020)

Accounting and Finance

An effective decision is dependent on timely delivery and accurate information. In private and public sector organizations, information transforms decisions from mundane to value-adding. The portfolio of our courses in Accounting and Finance category intends to provide you and your team with the desired skills that are needed to add value. Our value proposition is very precise; learn; engage; and apply. With the biggest suite of courses in the area of accounting and finance, financial analysis, modeling, merger and acquisition, you and your team are guaranteed to find the course that will contribute to your professional development. Our courses are delivered by full-time experienced trainers.

Course	Date	Duration (Days)	Learning Investment
Finance and Accounting for Non-Financial			
Professionals	13-14 Jan	2	\$2,300.00
Effective Budgeting and Cost Control	03-04 Feb	2	\$2,300.00
Activity Based Costing	11-12 Mar	2	\$2,300.00
Accounting for Value Added Tax (VAT)	01-02 Apr	2	\$2,300.00
Mergers and Acquisitions	28-29 Jul	2	\$2,300.00
Corporate Finance and Strategy	11-12 Aug	2	\$2,300.00
The Role of CFO as a Strategic Partner	16-17 Sep	2	\$2,300.00
Report Writing for Internal Auditors	07-08 Oct	2	\$2,300.00
Financial Auditing for Internal Auditors	04-05 Nov	2	\$2,300.00
Financial Performance Management	08-09 Dec	2	\$2,300.00

Don't ever let your business get ahead of the financial side of your business. Accounting, accounting, accounting. Know your numbers. Timlan J. Fertitta

Administration and Secretarial

Rapid changes are impacting the organizations, office managers, professionals and administrators due to which they are facing challenges to boost their competence and increase their value to their managers. Our Administration and Office Management program courses give you the cutting-edge competencies which will propel you to succeed as 21st century professionals. Our courses cover proven key areas such as managing office, managing the records and administration skills. The courses in the category of Administration and Office Management are for those who want to move ahead and excel in their professional career.

Course	Date	Duration (Days)	Learning Investment
Advanced Document and Records Management	07-08 Jul	2	\$2,300.00
Office Management and Administration Skills	12-13 Nov	2	\$2,300.00

for the most efficient way to produce anything is to bring together under one management as many as possible of the activities needed to turn out the product.

Peter Drucker

Compliance And Audit

Compliance and Audit is about thoroughly reviewing whether or not a company is adhering to the regulatory related guidelines. Independent accounting consultants conduct evaluation of thoroughness and strengths of preparations pertaining to compliance. The auditors conduct a review of the set of policies and procedures related to risk management and the users' access controls through compliance and audit courses. Our category of compliance and audit includes wide range of courses such as internal auditing, prevention of fraud and international compliance.

Course	Date	Duration (Days)	Learning Investment
Due Diligence	06-07 Mar	2	\$2,300.00
Internal Auditing and Prevention of Fraud	29-30 Sep	2	\$2,300.00
International Compliance	11-12 Nov	2	\$2,300.00

66 Control leads to compliance; autonomy leads to engagement.
9

Daniel H. Pink



Creativity, Innovation & Critical Thinking

Nowadays, organizations acknowledge that creativity, critical thinking, design and creative innovation to solve any of the problem are key factors to the success of the business. An individual is paid as per the capacity of handling and solving problems for the clients. So, having the ability to think in different styles and coming up with solutions determine the worth of an individual in the market. It is due to the fact that we can are considered as excellent problem solvers that we can help anyone. Creativity is not something an individual is born with; it is a living skill. Like many other skills, creativity can be mastered and channeled towards goals and in achieving results.

Course	Date	Duration (Days)	Learning Investment
Problem Solving and Decision Making	27-30 Jan	4	\$4,000.00
Innovation & Design-Thinking	24-27 Feb	4	\$4,000.00
Inventive Problem Solving TRIZ	22- 25 Jun	4	\$4,000.00
Innovation and Creativity	06- 09 Jul	4	\$4,000.00
Problem Solving and Decision Making	14-17 Sep	4	\$4,000.00
Innovation & Design-Thinking	05-08 Oct	4	\$4,000.00
Developing Critical Evaluation Skills	04-05 Nov	2	\$2,300.00
Innovation and Creativity	07-10 Dec	4	\$4,000.00
Critical Thinking	15-16 Dec	2	\$2,300.00

finding of a thing, but the making something out of it after it is found.

James Russell Lowell



Customer Service, Quality and Productivity

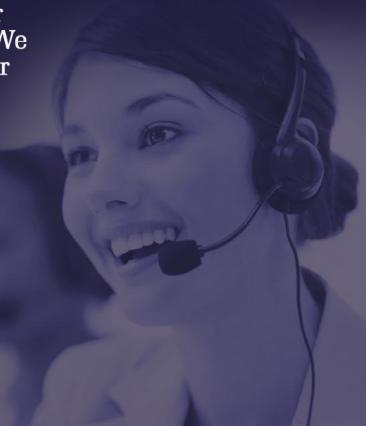
Organizations claim that the "Customer is King" where they are referring to their employees as the customers who eventually create a challenge regarding who the customer is. The courses in our category of Customer Service, Quality and Productivity help to appreciate why the customers are kings and queens, both internally and externally, and how without these customers any of the organization will not endure. Beginning with the latest themes and trends in customer service, wading through the quality of service, and ending with the productivity improvement program, our courses are designed to help the individuals and teams

to create sustainable customer value proposition.

Course	Date	Duration (Days)	Learning Investment
Customer Service Excellence	16-17 Sep	2	\$2,300.00
Customer Service Excellence in Banking	07-08 Oct	2	\$2,300.00
Retail Excellence Program	10-12 Nov	3	\$3,200.00
ISO 9001 2015 Transition	02-03 Dec	2	\$2,300.00
Root Cause Analysis	23-24 Dec	2	\$2,300.00

customer influences whether or not they will come back. We have to be great every time or we'll lose them.

Kevin Stirtz



Data Science

Data science is making individuals more innovative and smarter in many ways. How does it work? The Data Science public program courses gain insight into the latest data science tolls, their application, implementing data warehouse, and big data analysis and more. With examples from real work, our courses exhibit how data science can develop decision making skills, improve performance and advance your career goals.

Course	Date	Duration (Days)	Learning Investment
Big Data Analysis	18-20 Feb	3	\$3,200.00
Microsoft Project	17-19 Nov	3	\$3,200.00



Effective Managerial Skills

Being an effective manager is dependent on the results that are achieved, while having the required experience in role and in an operational area, creating solid foundation, it is important to acquire the skills to achieve your potential. IKL courses have been tried over the years and will give you skills that are needed in managing the performance of the staff, delegating effectively and coaching for the results. Explore the topics that are critical to technical communication, effective persuasion techniques, excellence in supervision and excellence in supervision – everything that is needed to manage people more effectively.

Course	Date	Duration (Days)	Learning Investment
Building More Effective Teams	17-20 Feb	4	\$4,000.00
Excellence in Supervision	24-25 Mar	2	\$2,300.00
Delegating Effectively	16-17 Jun	2	\$2,300.00
Technical Communication	02-03 Jul	2	\$2,300.00
Conflict Mangement in the Workplace	22-23 Jul	2	\$2,300.00
Coaching Skills for Managers	20-21 Oct	2	\$2,300.00
Effective Managerial Skills	06-09 Oct	4	\$4,000.00
Delegating Effectively	11-12 Nov	2	\$2,300.00
Building More Effective Teams	17-19 Nov	2	\$2,300.00

people and give them the opportunity to spread their wings—and put compensation as a carrier behind it—you almost don't have to manage them.

Jack Welch

Health, Safety, and Environment

The strong safety record is no accident. The organizations that want to gain flawless safety records and implement best health and environment practices know that these achievements can only be achieved through training, proactive planning and up-to-date knowledge. The courses of Safety, Health and Environment that we deliver are impactful as well as practical. From crisis and emergency management to environmental planning and assessments, our courses are very comprehensive and valuable for the participants within any industry.

Course	Date	Duration (Days)	Learning Investment
Crisis and Emergency Management	08-09 Jan	2	\$2,300.00
ISO 45001:2018- Occupational health and			
safety management system	09-12 Mar	4	\$4,000.00
Environmental Planning & Assessment	09-10 Jun	2	\$2,300.00
Understanding, Documenting and			
Implementing Integrated Management Systems	12-16 Jul	5	\$4,800.00
Accident Investigation in Oil Transportation	18-19 Aug	2	\$2,300.00
ISO 14001 2015 Appreciation,			
Implementation, & Auditing	15-19 Nov	5	\$4,800.00

66 The desire for safety stands against every great and noble enterprise. 99

Tacitus



Human Resource

An organization will excel and thrive when it has the best human capital. The Human Resource courses offered by IKL are designed to help the individuals to attain pragmatic human capita solutions by using hands-on approach. The participants who attend any of the HR courses will emerge with confidence and competence to add value to their organizations. From the latest techniques in selecting and recruiting of employees to the engagement of employees and retaining the top employees, IKL Human Resource trainingcomprises courses in every internationally recognized HR discipline.

Course	Date	Duration (Days)	Learning Investment
Competency Based Interviewing and			
Selection	27-28 Jan	2	\$2,300.00
Training of Trainers Facilitation Skills	16-21 Feb	5	\$4,800.00
Train the Trainers	23-27 Feb	5	\$4,800.00
Employee Engagement	26-27 Feb	2	\$2,300.00
HR for non-HR managers	25-26 Mar	2	\$2,300.00
KPI's Balanced Scorecard Implementation	08-09 Apr	2	\$2,300.00
Instructional Design Masterclass	19-24 Jul	5	\$4,800.00
Retaining Top Employees	16-17 Aug	2	\$2,300.00
Workplace Happiness and Wellbeing	14-15 Oct	2	\$2,300.00
Diversity and Inclusion in the Workplace	29-30 Dec	2	\$2,300.00

Nothing we do is more important than hiring people. At the end of the day, you bet on people, not strategies.

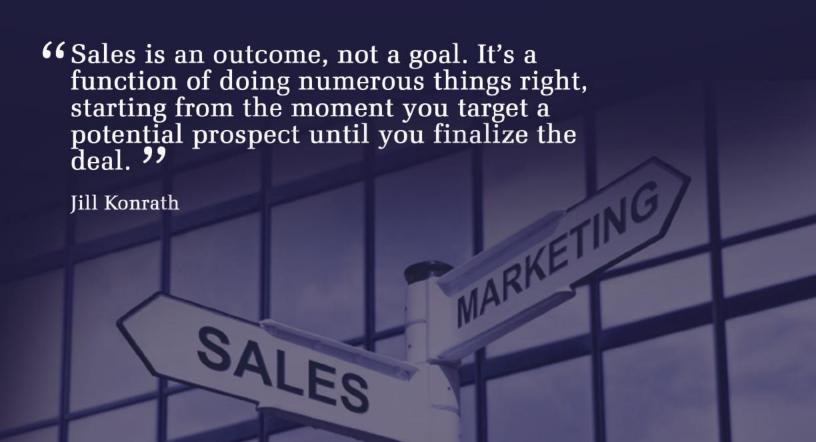
Lawrence Bossidy



Marketing and Sales

Good marketing and sales are key to successful business. When marketing is done properly it produces sales and happy customers that will increase brand equity. The focus of marketing is on the strategies that measure and improve the reach and promotional effort as sales is totally dependent on planning skills. Our courses in the category of Marketing and Sales will help to optimize the results. From the development of strategic plans to consultative selling to developing a completion strategy and successful product launching, IKL Marketing and Sales category have it all. Let us help you to make a difference to stand out from crowd.

Course	Date	Duration (Days)	Learning Investment
Market Intelligence Data Analysis and			
Reporting Techniques	20-21 Jan	2	\$2,300.00
Professional Selling Skills	30-31 Mar	2	\$2,300.00
Sales Force Management	13-14 July	2	\$2,300.00
Consultative Selling	08-09 Oct	2	\$2,300.00
Professional Selling Skills	11-12 Nov	2	\$2,300.00
Sales Associate Induction Program	21-22 Dec	2	\$2,300.00



Operational Excellence

In today's competitive market, excellence is not considered as just an option; it is essential to success. To achieve operational excellence, one has to go beyond simply "checking the box." Operational excellence relies on the concept of continuous improvement mindset. The skills to make changes and take this learning, and apply itneeds to be built into the business operating model. Continuous improvement also facilitates employee engagement – as the business is never done growing, learning and improving, and employees are part of this process every day.

Course	Date	Duration (Days)	Learning Investment
Process Mapping and Improvement	15-16 Jan	2	\$2,300.00
Failure Mode and Effects Analysis (FMEA)	05-06 Feb	2	\$2,300.00
KAIZEN Continuous Improvement Program	02-05 Mar	4	\$4,000.00
Facility Management	07-11 Jun	5	\$4,800.00
Total Productive Maintenance (TPM)	07-10 Sep	4	\$4,000.00
Lean Management	21-22 Oct	2	\$2,300.00
Lean Six Sigma Green Belt Certification	17-28 Nov	10	\$9,600.00
Lean Six Sigma Green Belt Certification	07-16 Dec	10	\$9,600.00

66 Excellent firms don't believe in excellence - only in constant improvement and constant change.

Tom Peters

Personal Effectiveness

IKL believes that to build the career, to be part of your team's success and to give input into your vision, you need to have personal effectiveness toolkit. The best in you brings the best in others. IKL personal effectiveness courses provide you with the tools and personal development to achieve positive results by maximizing potential and increase your contribution. Our courses are short, intensive, and comprise of interactive sessions that focus on tools and techniques you can implement straight away.

Course	Date	Duration (Days)	Learning Investment
Wining Negotiation	22-23 Jan	2	\$2,300.00
Business Analytics	05-06 Feb	2	\$2,300.00
Effective Communication Skills	18-19 Mar	2	\$2,300.00
Etiquettes of using Business Email	07-08 Apr	2	\$2,300.00
Time and Stress Management	16-17 Jun	2	\$2,300.00
Benchmarking Growth and Success	21-22 Jun	2	\$2,300.00
Business Communication	01-02 Jul	2	\$2,300.00
Presentation Skills	26-27 Aug	2	\$2,300.00
Mastering Personal Leadership	16-17 Sep	2	\$2,300.00
Emotional Intelligence	06-07 Oct	2	\$2,300.00
Communication & Interpersonal Skills	03-04 Nov	2	\$2,300.00
Secrets of Success and Motivation	15-16 Dec	2	\$2,300.00

If you can successfully convert your time effectively, you will become unstoppable and your success will amaze the world.

Sunday Adelaja

Project Management

The high level maturity of project management can be achieved in organizations when the projects are selected and managed effectively. IKL offers wide range of project management courses that provide with the tools and skills that are needed to manage the projects and lead diverse project teams. The courses cover different stages of project management from establishing project management metrics, analyzing project portfolio to dealing with project feasibility and appraisal, and managing service legal agreements.

Course	Date	Duration (Days)	Learning Investment
Portfolio Management	07-08 Jan	2	\$2,300.00
Project Feasibility and Appraisal	10-13 Feb	4	\$4,000.00
Bidding, Tendering & Contract Management	10-11 Mar	2	\$2,300.00
Project Management Metrics,			
PMI- RMP	01-02 Apr	2	\$2,300.00
PM Fundamentals	18-19 Aug	2	\$2,300.00
Key Performance Indicators, and Dashboards	27-28 Oct	2	\$2,300.00
Project Audit and Evaluation	03-04 Nov	2	\$2,300.00
PMP	15-16 Dec	2	\$2,300.00

66 Operations keeps the lights on, strategy provides a light at the end of the tunnel, but project management is the train engine that moves the organization forward.

Joy Gumz

Risk Management

There is no other way; taking risk in considered as part of conducting the business. It does not mean that the risk that is taken by the organizations cannot be forecasted and evaluated before decisions are made. IKL risk management training courses will help you do just that. You can learn how to evaluate the risk that your organizations take and determine how to minimize the impact. If you have the ability to control your risk, then you can manage your risks. You just need to find out how to protect your business on daily basis in order to achieve big benefits.

Course	Date	Duration (Days)	Learning Investment
Risk Based Internal Auditing	22-23 Jan	2	\$2,300.00
Enterprise Risk Management	17-18 Jun	2	\$2,300.00
Risk Management	14-15 Jul	2	\$2,300.00
Fraud Risk Management	18-19 Aug	2	\$2,300.00
Effective Business Continuity	04-08 Oct	5	\$4,800.00
Management ISO 22301			
Assessing Risk: Ensuring Internal Audit's Value	01-05 Nov	5	\$4,800.00

When you take risks you learn that there will be times when you succeed and there will be times when you fail, and both are equally important.

Ellen DeGeneres

Strategy and Leadership

Leadership and management are very important for success in the 21st century organization. Together, they make the highest level of commitment and employee engagement. While the significant difference among management and leadership proliferate, the line seems to be blurred on many fronts revealing new business realities, and changing the environment to cope with. The individuals joining IKL's Strategy and Leadership courses will explore the emerging themes firsthand. They will have the opportunity to get and leverage the skills, techniques in leadership, problem solving, communication and other recognized areas that have distinguished IKL Training over the years.

Course	Date	Duration (Days)	Learning Investment
Cascading Organization Goals to	15-16 Jan	2	\$2,300.00
Departmental Goals			
High Performance Leadership	06 Feb - 06 Feb	1	\$1,500.00
Transformational Leadership	24-27 Feb	4	\$4,000.00
Blue Ocean Strategy	11-12 Mar	2	\$2,300.00
Leadership Skills for Managers	25-26 Mar	2	\$2,300.00
Strategic Thinking and Planning	08-09 Apr	2	\$2,300.00
Business Process Management	07-11 Jun	5	\$4,800.00
Team Building Worskhop	01 Jul - 01 Jul	1	\$1,500.00
The ABCs of Entrepreneurship	21-23 Jul	3	\$3,200.00
Leading Proactive Change	10-12 Aug	3	\$3,200.00
Leading High-Performance Team	23-24 Sep	2	\$2,300.00
Millennials in the workplace	05-06 Oct	2	\$2,300.00

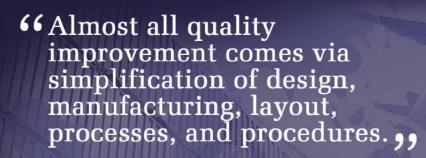
66 Leadership is about making others better as a result of your presence and making sure that impact lasts in your absence. 99

Sheryl Sanberg, COO of Facebook

Supply Chain and Logistics

In the era of globalization, delivery of good on the same day and free trade, supply chain management is becoming critical to the success of an organization and sustainability. With millions of goods being produced in one county and shipped to be accumulated in another thousand kilometers away, the performance of supply chain department can either make or break the company. The functions of supply chain including inventory control, warehousing and purchasing should work impeccably and in consistency to make sure that products are timely delivered, in perfect condition and at low cost. The courses that are given in our Supply Chain Management category are designed to equip you with the proficiency you need to be modern Supply Chain professional where quality, service, price and delivery are considered as essential elements.

Course	Date	Duration (Days)	Learning Investment
Warehouse Operations Best Practices	12-13 Feb	2	\$2,300.00
Inventory Management	03-04 Mar	2	\$2,300.00
Transportation Management System	01-02 Apr	2	\$2,30000
Procurement Management	17-18 Jun	2	\$2,300.00
Supply Chain Management	26-30 Oct	5	\$4,800.00
Managing Performance of Retail Supply Chains	24-25 Nov	2	\$2,300.00
Supply Chain Audit	02-03 Dec	2	\$2,300.00



Tom Peters



66

The opportunities to practice and reinforce what was taught was the best part of this team building program

Kenya Institute of Management

A very good experiential training program where trainer encouraged a participatory and interactive learning environment

Aujan Industrial Supplies Co.

46

The program has been extremely useful for improving the knowledge/skills needed to accomplish my job

Martin Duda

66

As a result of the workshop we have gain new program content that can enhance the Job Efficiency and Effectiveness

Uros Trojanovic Itizam Asset Management Group

44

As a result of the workshop I believe that the practical exercises were good simulations of the tasks that I actually perform on my job

Head Creativity Team, Packages Ltd



IKL Training employs the transformational learning and techniques which keep the learner actively engaged

Muhammad Harron Chaudhry Director Standard Chartered Bank

Our Global Clients































































































Partners/ Affiliations





























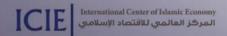










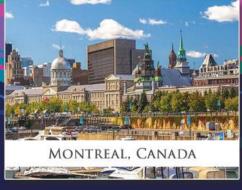






Learning Locations

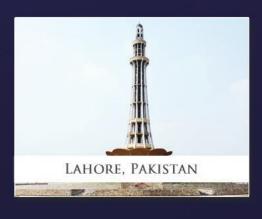




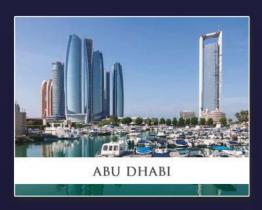


















The nomination to our public program courses are to be processed by the HR Training and Development Department other than self-nominations which need to be paid in advance by using online registration form. The refund will be issued only in case of course/event cancelation or unavailability of seat. Registration confirmation of course is subjected to IKL review registration request and seat availability.

Cancellation Terms

If confirmed registration is cancelled 5 calendar days prior to the start of the course date, substitute participant may be nominated to attend the course or 20% cancellation charge is applied. The 20% cancellation charge will be charged in case participant is a no-show.

Feedback and Complaints

IKL believes on continuous improvement. To this effect IKL welcomes feedback related to its processes or products. If you have any suggestions which will help us to improve in any way, please write us on info@ikl.ae and we commit to respond within 2 business days.

Avoid Visa Delays – Book Now

The delegated who require visas should contact the hotel in which they wish to stay at. Visas for non-GCC nationals may some weeks to process.

Group and Corporate Discounts

We offer many group and corporate discounts on many courses. The discounts are available for those clients that want to increase their return on investment.

Individual Discounts

We offer individual discounts on courses for the individuals who are self-sponsored and make their full payment and upfront at time of registration.

2+1 Offer

For the organizations who want to increase their return on investment in training: Register 3 participants on same course and dates and pay for only 2.

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Institute of **K**nowledge and **L**eadership

