



TRAINING PROGRAMS FOR YEAR 2011

FEBRUARY, 2011

MANAGEMENT

Project Management (SBL-Khas)

TRAIN THE TRAINER

Train the Trainer (SMETAP)

MARCH, 2011

CUSTOMER SERVICE

Telephone Skills and Courtesies

Customer Service Excellence – How to Deliver Exceptional

Customer Service

PRESENTATION

Effective Presentation Skills (SBL-Khas)

CREATIVE AND INNOVATIVE

Strategic System Thinking (SBL-Khas)

APRIL, 2011

CREATIVE AND INNOVATIVE

Changing Mindset

HUMAN RESOURCE

360 Degree Feedback (SBL-Khas)

Occupational Safety and Health at Workplace

SUPERVISORY SKILL

Develop Supervisory Skill (Prolus)



TRAINING PROGRAMS FOR YEAR 2011

MAY, 2011

CUSTOMER SERVICE

Customer Service over the Phone

CREATIVE AND INNOVATIVE

Six Colors Techniques to Creative Thinking
(SBL-Khas)

LEADERSHIP

Leading and Managing People (SBL-Khas)

COMMUNICATION

High Impact Communication

JUNE, 2011

HUMAN RESOURCE

How to Conduct Training Needs Analysis

MARKETING

Marketing Management (SBL-Khas)

TRAIN THE TRAINER

Train the Trainer (SMETAP)

JULY, 2011

MANAGEMENT

Project Management (SBL-Khas)

PRESENTATION

Effective Presentation Skills (SBL-Khas)

LOGISTICS & PURCHASING

Purchasing and Logistics Management
In an Organization

AUGUST, 2011

CREATIVE AND INNOVATIVE

Strategic System Thinking (SBL-Khas)

OFFICE SKILLS

Interpersonal Skills at Work

HUMAN RESOURCE

360 Degree Feedback (SBL-Khas)

COMMUNICATION SKILLS

Interpersonal Skill at Work



TRAINING PROGRAMS FOR YEAR 2011

SEPTEMBER, 2011

INFORMATION TECHNOLOGY

Information Security Management in an Organization

SUPERVISORY SKILL

Develop Supervisory Skill (Prolus)

HUMAN RESOURCE

Manpower Planning and Recruitment

TIME MANAGEMENT

Priority Planning

CREATIVE AND INNOVATIVE

Six Colors Techniques to Creative Thinking
(SBL-Khas)

OCTOBER, 2011

LEADERSHIP

Leading and Managing People (SBL-Khas)

MOTIVATIONAL

Improving Employee Performance

SKILLS

Effective Business Writing Skills for Secretaries
And Administrative Assistants

MARKETING

Marketing Management (SBL-Khas)

NOVEMBER, 2011

MOTIVATIONAL

Problem Solving for Supervisors
Managing Stress in the Workplace

TRAIN THE TRAINER

Train the Trainer (SMETAP)

MANAGEMENT

Project Management (SBL-Khas)

DECEMBER, 2011

LEADERSHIP

High Impact Leadership

PRESENTATION

Effective Presentation Skills (SBL-Khas)

MOTIVATIONAL

High Impact Communication