



Impactful Learning Experiences

Empowering innovation,
expertise, and excellence to
elevate professionals worldwide.



About maentae

Impactful Learning Experiences

maentae is a global learning platform delivering research-backed, expert-led programs for professionals at all career stages. Designed for real-world application, our immersive and practical learning experiences empower individuals to advance with clarity and confidence.

As a licensed provider of industry-leading education, and building on our heritage as the training division of The KPI Institute, alongside our partner research institutions: The Functional Areas Enablement Institute (FAEI), the Institute for Work, Skills, and Learning (IWSL), and the Institute for Life Management Science (ILMS), maentae offers world-class, impactful programs recognized for their academic rigour and professional relevance.

Our Partners

THE KPI INSTITUTE



2004
Year of
Establishment



250+
Research reports
published to date



20+
years spent on researching
KPI best practices



500+
staff members
worldwide



4 Offices



Australia



Europe



Middle East



Southeast Asia

6 Continents

On which we delivered trainings

115 global partner
organizations

60 countries where we delivered
educational programs

128 countries with
research clients

smartKPIs.com
The *smart* choice in performance management



21,500+
KPI examples
published



81,000+
Companies registered



148,200+
Members on our online
communities



2,532,500+
Professional reached

Insights from our CEO



Aurel Brudan
CEO

Why maentae – a different entity to approach this initiative?

The KPI Institute (TKI) prides itself on being the architect of a wide range of educational programs designed in a comprehensive manner, thereby facilitating the learner's understanding of how to improve performance at all organizational levels. maentae was designed by The KPI Institute to approach the business environment differently, by focusing on growing opportunities through skills improvement.

The first step after establishing the foundation of the desired system is to implement it within the organization, and to make sure that employees start using the available methods, tools and techniques. They must actively seek the best possible results and achieve the desired goals by using the right skills, interacting with other employees, coping with change and finding the best ways to adapt and create an environment that fosters creativity. Performance must be pursued every day - we must develop the right skills to perform and achieve the set objectives.

What will be the desired strategic goals and targets for these new courses?

Educational systems nowadays are no longer fit to guarantee you a job because they focus on transmitting knowledge instead of developing skills or conveying a way of thinking. Entrepreneurial skills, creative thinking, interpersonal skills, critical and analytical thinking, problem solving, time management - these are all skills that are being developed in the workplace. Society is currently experiencing a certain generational skills gap as these aforementioned elements are not being introduced during early education phases. A young adult's first job requires a longer induction and training period than it should, while more experienced employees lack skills related to the changing technology. Training at the workplace can solve these shortcomings, being the catalyst for improvement in any organization.

What makes these courses different from others? Why would someone choose this type of course over a certification course, for example?

The main difference between the trainings for skills and the certification courses is the approach we propose: while the certification courses offer in-depth analysis of the topics they cover and extensive knowledge about the subjects addressed (with additional resources being provided before and after the course takes places), the training for skills programs use a hands-on approach, aimed at developing the skills and competencies needed to perform well within a specific field.

As technology continues to advance at its current rate, knowledge quickly becomes obsolete. Skills and competencies, supported by the right values and attitudes, survive and define the behaviors of people, both in their professional and personal lives.

Why has the relationship between skills and performance become so much more important nowadays?

The world is on the move, and fast at that. Improvements, breakthroughs, technological advancements, and the urgent need for innovation systems are shaping an environment where learning becomes mandatory and continuous; as individuals, we must be able to adapt to these changes and be able to perform job-related activities in no time.

Automation and robotization of operational tasks are only one decade away, so we must be prepared to respond – minor human mistakes will not be acceptable anymore. People must be at the top of their game and have the required skills and competencies to compete in the new world.

Our Unique Value Features

Practice-Centered

Our learning experiences are built for real-world application, helping learners immediately apply what they learn to their professional environment.

"The training course was amazing and it enabled me to understand the topics from both the theoretical and practical point of view."

Senior Project Manager, Ministry of Commerce and Industry, Riyadh

Customizable & Scalable

We tailor learning journeys to different roles, industries, and organizational goals, adapting seamlessly to individual and corporate needs.

"The courses are worth the investment because they are customized to the participant's needs and they include examples from the industry of interest."

Senior Instructor, Saudi Civil Aviation Academy, Jeddah

Market-Synchronized

We stay aligned with evolving industry trends to ensure our learning experiences remain relevant, timely, and valuable.

"The content of the course was rich and up-to-date! I'd like to take this opportunity to thank the entire team and look forward to work with you soon."

Performance Analyst, Qatar International Petroleum, Doha

Diverse Portfolio

We offer a wide range of licensed courses for learners at every career level, from fresh graduates to C-level professionals.

"The content of the course was rich and up-to-date! I'd like to take this opportunity to thank the entire team and look forward to work with you soon."

Performance Analyst, Qatar International Petroleum, Doha

Innovative Learning Experience

We use interactive methods like real-time case solving, group discussion, storytelling, and live feedback to ensure learners stay involved, retain more, and apply their learning effectively.

"The experience of being involved in each session was a great way of interacting with our peers. I felt a lot of energy and enthusiasm during the exercises."

Supply Chain Manager, Yamama Cement, Riyadh

Aesthetic & Intuitive Design

Our visually engaging and structured materials make learning easier to navigate and more memorable.

"Excellent job of developing the courses framework in a very detailed fashion, which reflect the best practices in the field. I look forward to adopt this knowledge in my organization."

Founder and CEO, MILE, KSA

Our Approach

The primary objective of our training services is to ensure that the knowledge acquired from them is successfully put into practice through newly developed skills. This adds real value and makes a visible difference at the individual performance level, within a business environment.

High emphasis is placed on learning by 'doing'. Learners are presented with real life and workplace case studies, ensuring attendees develop the knowledge and confidence to take their enhanced skills back into their organisations and apply them effectively.

With the help of our trainers and input from industry professionals, we strive to create a comfortable atmosphere where attendees can evaluate themselves and their skills, generate ideas, find solutions to problems and plan a suitable growth project for the workplace.

We believe that education is most efficient when it is founded upon diverse methods. We offer a blended 3-stage learning experience delivered through multiple domains, both online and in-person. This dynamic learning approach - including guided methods and individual study, self-paced learning, assignments and most importantly, cutting-edge tools - provides the optimal environment to constantly assess and evaluate the level of skills and expertise our delegates have achieved.

Our courses take an experiential and hands-on approach, encouraging participant interaction through:

- ❖ Role-play
- ❖ Breakout sessions
- ❖ Relevant business exercises
- ❖ Presentations
- ❖ Demonstrations
- ❖ Questionnaires
- ❖ Discussion activities and
- ❖ Case studies

To ensure the best results for the organisations with whom we are engaging, we take a step forward by customizing training materials to the industry, culture and level of knowledge required. Our courses are context-oriented with up-to-date content, supported through the work of our research experts and validated by professionals with valuable expertise in their field.

We strongly believe that learning is a constant process, and will be best achieved with follow-up training. That way participants attain the best results when it comes to applying the skills they have acquired.

Attendees can contact us any time post-course if they have additional queries or questions regarding the application of theory covered.



Our Pillars

We offer a wide range of learning experiences designed to provide our customers with comprehensive performance management solutions: spanning research, training, and consultancy.

Global authority on KPIs

Theoretical research

&

Practical business experience



Research

More than 22 years dedicated to researching best practices in performance management.

What makes us unique is the combination of **core research**, comprising of **primary studies** and **in-depth secondary research**, with the **practical experience** gained during dozens of advisory projects, which allows us to have a more practical approach towards providing solutions that best fit customers needs.



Training

Business success starts with competent people and we have a training for each need.

Evaluated, updated, blended, experiential, benchmarked, practical and validated – our training courses have been redesigned in line with the latest trends, so we can train professionals in developing new skills.



Advisory

We help companies successfully build and implement Performance Management Systems.

From **business strategy** and **operations** to **Performance Management**, and from **sales** and **costs**, to **innovation** and **sustainability** – we support organizations in surpassing such **challenges**, in order to meet their performance management goals.

Meet Our Experts



Maha Noor Elahi

Leadership Development
Facilitator and Content Creator



Mahmoud El-Sayed

Business Development, Service
Integration, and Digital
Transformation Expert



Abdulrahman Edrees

Leading L&D Consultant
Specializing in Soft Skills &
Leadership Training



Radu Coccan

Subject Matter Expert, Trainer
and Business Coach



Rima S. Shaar

HR Certified Consultant
and Professional Trainer



Mariham Magdy

HR, Strategy & Management
Consultant and Trainer Expert



Manhal Al Dakhllallah

Corporate Strategy,
Performance Management, and
Customer Success Expert



Alex Cirnaru

Process Improvement,
Redesign and Performance
Management Expert



Amany Fakhry

Expert in Human Resources
Management Performance
Management



Corina Neagu

Expert in Human Resources
Management and Leadership
Management

And more expert facilitators with
15+ years of experience in average
World-class learning delivery

Training Domains





Training Domains

Find the domain that best suits your needs

AI Masterclass

Business
Administration

Business
Essentials

Business Process
Management

Data Analysis

Data
Visualization

Digital
Transformation

Event
Management

Finance

Human
Resources
Management

Leadership and
Management

Operations
Management

Organizational
Development

Personal
Development

Sustainable
Development

AI Masterclass



UPSKILL by maentae

AI for Marketing Productivity

Duration: 6–12 hours (Recorded, Self-paced)

Overview

This self-paced course helps marketing professionals boost productivity by integrating AI tools into daily workflows. From automating repetitive tasks to analyzing data and personalizing campaigns, learners will gain practical techniques to make their marketing more efficient and creative.

Learning Objectives

- ❖ Identify AI use cases in marketing operations
- ❖ Automate routine tasks such as campaign scheduling and reporting
- ❖ Use AI for data analysis and audience segmentation
- ❖ Personalize content and messaging using AI insights
- ❖ Improve efficiency across the full marketing funnel

UPSKILL by maentae

AI for HR Productivity

Duration: 6–12 hours (Recorded, Self-paced)

Overview

This course empowers HR professionals to enhance productivity by leveraging AI in recruitment, employee experience, and workforce management. It shows how AI can streamline CV screening, detect workforce trends, and support strategic people initiatives.

Learning Objectives

- ❖ Use AI for talent acquisition and resume screening
- ❖ Personalize employee journeys through data-driven insights
- ❖ Detect risks and patterns in workforce behavior
- ❖ Automate routine HR tasks for better efficiency
- ❖ Support strategic HR planning with AI-powered tools

UPSKILL by maentae

AI for Sales Productivity

Duration: 6–12 hours (Recorded, Self-paced)

Overview

Designed for sales professionals, this self-paced course demonstrates how AI can automate sales processes, personalize outreach, and accelerate deal closures. Participants will explore real-world use cases and AI tools tailored to improve client engagement and performance.

Learning Objectives

- ❖ Integrate AI into daily sales workflows
- ❖ Use AI to qualify leads, predict sales, and personalize outreach
- ❖ Automate follow-ups and customer communication
- ❖ Analyze performance data for continuous improvement
- ❖ Enhance client relationships using AI-driven insights

UPSKILL by maentae

AI for Operations Productivity

Duration: 6–12 hours (Recorded, Self-paced)

Overview

This course equips operations professionals with the knowledge to embed AI tools into their daily processes. By learning how to automate workflows, enable predictive maintenance, and optimize resources, participants will be able to improve operational efficiency and agility.

Learning Objectives

- ❖ Identify automation opportunities in operations
- ❖ Use AI to forecast demand and allocate resources
- ❖ Leverage predictive analytics for maintenance planning
- ❖ Streamline supply chain and logistics processes
- ❖ Increase overall operational performance with AI

UPSKILL by maentae

AI for Customer Relations Productivity

Duration: 6–12 hours (Recorded, Self-paced)

Overview

This course teaches customer service professionals how to use AI to personalize service, automate routine interactions, and analyze customer sentiment. Participants will gain tools to elevate customer experience and drive loyalty through leveraging the AI tools.

Learning Objectives

- ❖ Automate FAQs, ticketing, and support workflows
- ❖ Personalize customer interactions using AI insights
- ❖ Monitor and analyze customer sentiment at scale
- ❖ Improve resolution time and service quality
- ❖ Drive customer satisfaction through intelligent engagement

UPSKILL by maentae

AI for Finance Productivity

Duration: 6–12 hours (Recorded, Self-paced)

Overview

This course enables finance professionals to integrate AI tools into financial planning, forecasting, and risk analysis. Participants learn how to automate reporting, detect anomalies, and enhance financial decision-making through AI insights.

Learning Objectives

- ❖ Automate routine reporting and reconciliation tasks
- ❖ Use AI for forecasting and scenario modeling
- ❖ Detect fraud and anomalies using data analysis
- ❖ Improve budgeting and strategic financial planning
- ❖ Increase financial efficiency and control with AI

UPSKILL by maentae

AI for Innovation Productivity

Duration: 6–12 hours (Recorded, Self-paced)

Overview

This course is tailored for innovation teams and professionals looking to accelerate research, trend detection, and idea development. Learners will explore how to integrate AI to enhance creative workflows and move from insight to execution faster.

Learning Objectives

- ❖ Integrate AI into daily sales workflows
- ❖ Use AI to qualify leads, predict sales, and personalize outreach
- ❖ Automate follow-ups and customer communication
- ❖ Analyze performance data for continuous improvement
- ❖ Enhance client relationships using AI-driven insights

UPSKILL by maentae

AI for Procurement Productivity

Duration: 6–12 hours (Recorded, Self-paced)

Overview

This self-paced course teaches procurement professionals how to streamline sourcing, supplier evaluation, and risk mitigation using AI tools. It focuses on automating procurement workflows while improving transparency and cost efficiency through the usage of AI tools.

Learning Objectives

- ❖ Automate vendor screening and contract processes
- ❖ Analyze supplier performance and risk using AI insights
- ❖ Use AI to optimize procurement spend and forecasting
- ❖ Enhance transparency and compliance in sourcing
- ❖ Improve efficiency across the procurement lifecycle

Business Administration





Developing and Implementing a Business Plan

Duration: 2 days

Overview

This course guides learners through the practical steps of crafting a comprehensive business plan, from idea validation to execution strategy. It empowers professionals to turn strategic visions into actionable blueprints for growth.

Learning Objectives

- ❖ Understand the components of a strong business plan
- ❖ Analyze market opportunities and business feasibility
- ❖ Develop financial projections and resource planning
- ❖ Align operational, marketing, and organizational strategies
- ❖ Present and pitch a business plan effectively



Effective Business Writing and Reporting

Duration: 2 days

Overview

Professional success often hinges on clear and compelling written communication. This course focuses on enhancing learners' ability to draft emails, reports, memos, and proposals with clarity, precision, and professionalism.

Learning Objectives

- ❖ Structure professional documents logically and clearly
- ❖ Use tone and language appropriate to business contexts
- ❖ Apply formatting techniques for readability and impact
- ❖ Avoid common grammar and writing pitfalls
- ❖ Develop executive summaries and analytical reports

What Our Learners Say About Us?

"This is one of the best programs regarding performance and operational planning I've ever attended. It equipped me with structured thinking and tools to improve how we plan and manage strategic initiatives."

Parviz Aslanli, Chief Operating Officer, EMBAWOOD

"A very useful course for practitioners, as we got to apply frameworks directly to our current business cases. The exercises and facilitator insights were practical and immediately applicable."

Claudia Florentina Haita, EP Reporting, OMV Petrom

"It was a perfect training course; it indulged both theoretical understanding and real-world scenarios. I'm walking away with greater confidence in planning and reporting within my team."

Anwaar Al-Falah, Training Specialist III, Kuwait Institute for Scientific Research

"The training on KPIs gave me the right understanding of how business functions can be aligned with measurable outcomes. It's one of those rare programs that connect strategy with execution effectively."

Dhruv Goswami, HR Manager, Applied Corrosion Technology

Business Essentials



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Advanced Presentation Skills

Duration: 2 days

 **Overview**

This course enhances the learner's ability to deliver compelling, professional presentations with confidence and clarity. It focuses on body language, storytelling, slide design, and audience engagement.

 **Learning Objectives**

- ❖ Master the structure of persuasive presentations
- ❖ Apply visual storytelling and slide design techniques
- ❖ Control stage presence and non-verbal cues
- ❖ Engage diverse audiences with confidence
- ❖ Handle Q&A sessions and feedback professionally

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Business Ethics and Writing

Duration: 1 to 2 days

 **Overview**

This course emphasizes ethical communication and responsible business writing. Learners develop the ability to write persuasively while maintaining integrity and professionalism.

Learning Objectives

- ❖  Recognize ethical issues in written communication
- ❖ Apply fairness, transparency, and responsibility in content
- ❖ Structure emails, reports, and proposals ethically
- ❖ Avoid misleading or manipulative language
- ❖ Navigate sensitive topics with professionalism

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Automotive Sales & Customer Service

Duration: 1 to 3 days

 **Overview**

Tailored for the automotive sector, this course strengthens the ability to deliver high-quality customer service while enhancing consultative sales techniques within a showroom or dealership context.

 **Learning Objectives**

- ❖ Understand buyer psychology in the automotive industry
- ❖ Apply consultative sales techniques tailored to vehicle retail
- ❖ Build long-term relationships with clients
- ❖ Handle objections and close deals effectively
- ❖ Deliver post-sale service and loyalty strategies

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Business Intelligence, Data Analytics and Reporting

Duration: 2 days

 **Overview**

This foundational course introduces learners to the intersection of business performance and data. It builds essential understanding of how analytics informs business decision-making.

 **Learning Objectives**

- ❖ Understand key concepts in business intelligence (BI)
- ❖ Interpret business reports and dashboards
- ❖ Translate business problems into data questions
- ❖ Use data to support strategic decision-making
- ❖ Communicate findings clearly to stakeholders



Call Center Communication

Duration: 1 to 3 days

Overview

This course focuses on improving verbal communication, active listening, and customer satisfaction for professionals in call center and telecommunication environments.

Learning Objectives

- ❖ Develop clear, empathetic communication over the phone
- ❖ Handle complaints and objections professionally
- ❖ Apply tone and voice modulation techniques
- ❖ Resolve issues efficiently while maintaining rapport
- ❖ Ensure call quality standards are consistently met



Effective Communication

Duration: 1 to 3 days

Overview

Focusing on workplace contexts, this course strengthens foundational communication skills for professionals in both leadership and support roles. It emphasizes clarity, tone, and professional etiquette.

Learning Objectives

- ❖ Deliver messages with purpose and clarity
- ❖ Use tone and language suitable to various workplace levels
- ❖ Manage conflicts through constructive communication
- ❖ Develop interpersonal rapport with team members
- ❖ Practice empathy and professionalism



Communication Skills and Strategies

Duration: 1 to 3 days

Overview

This course provides a structured framework for professional communication across various mediums. Learners will develop techniques to communicate more effectively in team settings, meetings, and cross-cultural environments.

Learning Objectives

- ❖ Identify communication barriers and overcome them
- ❖ Adapt communication styles to different audiences
- ❖ Enhance clarity and brevity in verbal and written exchanges
- ❖ Apply active listening and feedback techniques
- ❖ Communicate confidently in group and one-on-one settings



Business Communication

Duration: 2 days

Overview

An enhanced course tailored for professionals seeking to master modern business communication, this program includes verbal, non-verbal, and written formats essential in cross-functional collaboration.

Learning Objectives

- ❖ Communicate persuasively and purposefully
- ❖ Align messaging with business objectives
- ❖ Navigate multicultural and remote communication contexts
- ❖ Enhance clarity in digital and hybrid settings
- ❖ Apply communication strategies in high-stakes scenarios

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Emotional Intelligence and Negotiation Skills

Duration: 1 to 3 days

 **Overview**

This course combines self-awareness and social awareness with practical negotiation frameworks. Learners will build the emotional regulation and tactical mindset needed to reach favorable outcomes.

 **Learning Objectives**

- ❖ Understand emotional intelligence (EQ) fundamentals
- ❖ Apply EQ in negotiation settings
- ❖ Manage emotions during high-pressure interactions
- ❖ Build trust and rapport with stakeholders
- ❖ Use principled negotiation tactics for win-win results

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Perfecting Your Pitch: Strategies for Successful Presentations

Duration: 1 to 3 days

 **Overview**

This course helps learners craft and deliver high-impact pitches for ideas, projects, or products. It covers both content structuring and performance delivery techniques.

 **Learning Objectives**

- ❖ Structure compelling and persuasive pitch narratives
- ❖ Identify audience needs and tailor pitches accordingly
- ❖ Design visuals that enhance storytelling
- ❖ Deliver pitches with confidence and control
- ❖ Handle objections and follow-ups effectively

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Mastering Problem Solving and Decision Making

Duration: 1 to 3 days

 **Overview**

Designed to sharpen analytical thinking, this course provides tools to approach complex challenges and make effective, data-informed decisions within teams or individually.

 **Learning Objectives**

- ❖ Identify and define business problems clearly
- ❖ Use structured frameworks to analyze root causes
- ❖ Evaluate solutions using logical and critical thinking
- ❖ Make informed, timely decisions under uncertainty
- ❖ Align decisions with organizational goals

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Phone Ethics

Duration: 2 days

 **Overview**

A focused course on professional conduct over the phone, this training develops skills in tone management, clear articulation, and telephone etiquette for service excellence.

 **Learning Objectives**

- ❖ Apply appropriate greetings, closings, and transitions
- ❖ Maintain a positive and respectful tone
- ❖ Listen actively and respond empathetically
- ❖ Manage call flow professionally and efficiently
- ❖ Handle complaints and sensitive calls with tact

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Problem Solving & Creative Thinking

Duration: 1 to 3 days

Overview

This course blends logic with creativity to help learners generate solutions and innovations. It introduces models like lateral thinking and design thinking for diverse problem contexts.

Learning Objectives

- ❖ Understand the stages of creative problem solving
- ❖ Apply structured innovation frameworks
- ❖ Use brainstorming and ideation techniques
- ❖ Evaluate creative ideas critically
- ❖ Foster a solution-oriented mindset in teams

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Team Working and Collaboration

Duration: 2 days

Overview

Focusing on teamwork dynamics, this course helps learners navigate group roles, improve collaboration, and foster a productive team culture.

Learning Objectives

- ❖ Identify key components of high-performing teams
- ❖ Communicate and contribute effectively in teams
- ❖ Resolve conflicts constructively
- ❖ Support diverse working styles and strengths
- ❖ Align team efforts with shared goals

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Speak Like A Pro: Communication Skills

Duration: 2 days

Overview

This course builds public speaking confidence and presentation fluency. Learners will gain techniques to engage audiences, articulate ideas, and project credibility.

Learning Objectives

- ❖ Improve voice projection and pacing
- ❖ Use storytelling techniques effectively
- ❖ Build rapport with different audience types
- ❖ Manage anxiety and stage presence
- ❖ Adapt content delivery for different settings

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Time Management

Duration: 1 to 3 days

Overview

This course provides tools and frameworks for managing priorities and time effectively. It supports learners in achieving productivity without burnout.

Learning Objectives

- ❖ Set realistic and measurable goals
- ❖ Prioritize tasks using structured methods
- ❖ Reduce procrastination and distractions
- ❖ Use tools like time-blocking and task batching
- ❖ Balance urgent and important responsibilities



Workplace Motivation

Duration: 1 to 3 days

Overview

This course explores psychological drivers and workplace practices that foster engagement and motivation across different roles and industries.

Learning Objectives

- ❖ Understand intrinsic and extrinsic motivators
- ❖ Identify personal and team motivational triggers
- ❖ Build habits that sustain motivation
- ❖ Use recognition and rewards effectively
- ❖ Encourage a purpose-driven work culture

What Our Learners Say About Us?

“Certificate of appreciation, presented to Aurelien for delivering an outstanding program. The communication strategies shared were both practical and impactful in our context.”

HANK JONGEN, General Manager, Centrelink Communication Division

“Very good courses and useful. Presentation skills and communication practices were highly relevant to our operational needs.”

MAHER NAWWAR, Shift Controller, Takreer

“The course contents in the KPI course are very relevant. I also appreciated the focus on clarity and actionable reporting – a skill crucial in any quality management role.”

CHRIS TEJADA, Quality Management Coordinator, Ministry of Interior Hospital

“The course was very comprehensive and well rounded. It enhanced my time management and communication capabilities significantly.”

TARIQ FAROOQUI, Senior Registrar, King Saud University Medical City

Business Process Management



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Lean Six Sigma Black Belt Preparation

Duration: 1 to 3 days

Overview

This advanced course is designed for professionals seeking mastery in Lean Six Sigma methodologies. It focuses on leading enterprise-level improvement projects using data-driven strategies.

Learning Objectives

- ❖ Master the DMAIC framework
- ❖ Analyze process data using statistical tools
- ❖ Lead cross-functional improvement initiatives
- ❖ Identify and eliminate waste and inefficiencies
- ❖ Coach Green and Yellow Belt professionals effectively

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Lean Six Sigma Yellow Belt Preparation

Duration: 1 to 3 days

Overview

This entry-level course introduces Lean Six Sigma principles to learners supporting process improvement initiatives. It builds foundational knowledge of quality tools and team contributions.

Learning Objectives

- ❖ Understand the basics of Lean and Six Sigma philosophies
- ❖ Identify waste in processes using simple tools
- ❖ Participate in improvement teams with a structured approach
- ❖ Use basic problem-solving and data collection methods
- ❖ Contribute effectively to Green and Black Belt projects

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Lean Six Sigma Green Belt Preparation

Duration: 1 to 3 days

Overview

Ideal for professionals involved in process improvement projects, this course develops a strong foundation in Six Sigma tools and Lean principles at the tactical execution level.

Learning Objectives

- ❖ Apply Lean Six Sigma concepts to moderate-scale projects
- ❖ Use process mapping and basic statistical analysis
- ❖ Identify process bottlenecks and inefficiencies
- ❖ Collaborate effectively with Black Belt leaders
- ❖ Monitor improvements using KPIs and control plans

Data Analysis



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Data Analysis in Excel

Duration: 1 to 3 days

 **Overview**

This course empowers learners to transform raw data into actionable insights using Microsoft Excel. It emphasizes hands-on practice with formulas, functions, and data modeling.

 **Learning Objectives**

- ❖ Perform descriptive statistics using Excel
- ❖ Use PivotTables and charts to summarize data
- ❖ Apply lookup, logical, and conditional formulas
- ❖ Clean and organize large datasets for analysis
- ❖ Create dynamic dashboards for business reporting

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Data Manipulation and Reporting in SQL

Duration: 1 to 3 days

 **Overview**

This course builds foundational SQL skills for professionals who work with structured data. Learners gain fluency in querying, joining, and aggregating data from relational databases.

 **Learning Objectives**

- ❖ Write SQL queries to retrieve and filter data
- ❖ Join multiple tables for integrated analysis
- ❖ Use aggregate functions for summary statistics
- ❖ Create views and subqueries for reporting efficiency
- ❖ Translate business questions into SQL logic

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Advanced Data Cleaning and Preparation in Power Query

Duration: 1 to 3 days

 **Overview**

Focused on preprocessing data efficiently, this course introduces Power Query as a robust ETL tool within Excel and Power BI. It enhances the learner's ability to handle complex data preparation tasks.

 **Learning Objectives**

- ❖ Understand the ETL (Extract, Transform, Load) process
- ❖ Use Power Query to automate data cleaning workflows
- ❖ Merge and transform multiple datasets efficiently
- ❖ Apply custom M-code expressions for advanced logic
- ❖ Prepare datasets for reporting and modeling

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Database Design and Management in SQL

Duration: 2 days

 **Overview**

A practical course for learners managing or designing relational databases, this program introduces schema creation, normalization, indexing, and database integrity principles.

 **Learning Objectives**

- ❖ Design normalized relational database schemas
- ❖ Define and enforce primary and foreign keys
- ❖ Apply indexing and constraints for performance
- ❖ Manage stored procedures and user roles
- ❖ Maintain data integrity through proper architecture



Getting Started with Data Analysis in Python

Duration: 1 to 3 days

Overview

An entry-level course for data-curious professionals, this program introduces Python and Jupyter/Excel integration for basic data analysis using libraries like pandas and matplotlib.

Learning Objectives

- ❖ Set up and navigate Python notebooks or Excel 365
- ❖ Import and explore datasets using pandas
- ❖ Apply filtering, grouping, and basic statistics
- ❖ Visualize trends with matplotlib or Excel charts
- ❖ Interpret findings and generate insights



Certified Data Analysis Practitioner in Excel or Python

Duration: 2 days

Overview

This certification program provides end-to-end training in data analysis using Excel or Python. It validates a learner's capability to extract insights, build reports, and apply analytics to solve business problems.

Learning Objectives

- ❖ Perform exploratory data analysis (EDA)
- ❖ Apply analytical techniques using Excel or Python
- ❖ Interpret and visualize data trends
- ❖ Build repeatable workflows for reporting
- ❖ Pass a practical assessment to demonstrate capability



Data Extraction and Ingestion in Python

Duration: 2 days

Overview

This course focuses on preparing data pipelines by extracting data from various sources and ingesting it into Python environments for analysis. It emphasizes automation and efficiency.

Learning Objectives

- ❖ Extract data from CSV, Excel, APIs, and databases
- ❖ Use Python libraries (e.g., pandas, requests) for ingestion
- ❖ Clean and validate data before processing
- ❖ Automate data updates for recurring workflows
- ❖ Manage large files and streaming inputs



Certified Data Science Professional in Python

Duration: 1 to 3 days

Overview

A comprehensive course designed to prepare learners for applied data science roles. It covers the full analytics pipeline from data processing, modeling, and communication using Python.

Learning Objectives

- ❖ Prepare, transform, and analyze structured datasets
- ❖ Build machine learning models using scikit-learn
- ❖ Visualize and interpret model outputs
- ❖ Understand data ethics and explainability
- ❖ Complete a capstone project for certification



Time Series Analysis in Python

Duration: 1 to 3 days

Overview

This course introduces statistical techniques to analyze and forecast time-based data using Python. It's ideal for professionals working with trends, financials, or operations data.

Learning Objectives

- ❖ Understand the structure and characteristics of time series
- ❖ Apply decomposition and smoothing techniques
- ❖ Use ARIMA and exponential models for forecasting
- ❖ Visualize time-based trends and seasonality
- ❖ Validate and interpret forecasting results

What Our Learners Say About Us?

"A powerful insight into your hidden potential using data and decision-making tools that are immediately applicable in our research work."

ALASSANE B. NDIAYE, Professor, Qalinca

"The structure and the quality of training was fantastic. It helped me link data analysis to real-world problems with more confidence."

HUSSAM ARMAN, Research Specialist, Kuwait Institute for Scientific Research

"I would rate the training 10 out of 10 and would highly recommend it. The data-driven performance focus was particularly valuable."

MOHAMED SALAH EL DEIN, Maddiah Branch Manager, Salehiya Medical

"The KPI Institute has provided us with an excellent program that improved how we use performance and analytics dashboards."

AHMED ABDUL AZIZ ALSAHEEL, Human Resources Director, Salehiya Medical

Data Visualization



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Data Preparation and Modeling in Power BI

Duration: 1 to 3 days

 **Overview**

This course focuses on the foundational steps of preparing and structuring data for effective reporting in Power BI. Learners gain hands-on experience with Power Query and data modeling essentials.

 **Learning Objectives**

- ❖ Import and transform data using Power Query
- ❖ Build relationships between datasets for analysis
- ❖ Apply DAX functions for calculated columns and measures
- ❖ Create efficient and scalable data models
- ❖ Optimize datasets for report performance

 **UPSKILL** by maentae

Advanced Analysis and Report Development in Power BI

Duration: 1 to 3 days

 **Overview**

Aimed at experienced Power BI users, this course dives into complex analytics, custom visuals, and advanced DAX to develop professional-grade dashboards and reports.

 **Learning Objectives**

- ❖ Create dynamic dashboards with advanced visuals
- ❖ Apply time intelligence and scenario analysis
- ❖ Use advanced DAX for KPIs, benchmarking, and ranking
- ❖ Implement row-level security (RLS) in reports
- ❖ Optimize large-scale report development workflows

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Fundamental Analysis and Reporting in Power BI

Duration: 1 to 3 days

 **Overview**

Designed for professionals new to Power BI, this course teaches how to build interactive dashboards and generate meaningful business insights through visual reporting.

 **Learning Objectives**

- ❖ Navigate Power BI Desktop and its core features
- ❖ Design visual reports using charts, slicers, and cards
- ❖ Filter and segment data for user-driven analysis
- ❖ Publish and share reports to Power BI Service
- ❖ Use storytelling techniques to present key findings

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Managing and Maintaining Power BI Assets

Duration: 2 days

 **Overview**

This course focuses on Power BI governance, deployment best practices, and lifecycle management. It's designed for learners overseeing enterprise BI environments.

 **Learning Objectives**

- ❖ Understand workspace and dataset management
- ❖ Implement version control and content updates
- ❖ Monitor performance using Power BI admin tools
- ❖ Apply permissions, data governance, and compliance
- ❖ Schedule refreshes and automate report delivery



Introduction to Tableau: Visual Analysis and Dashboard Development

Duration: 1 to 3 days

Overview

This course introduces learners to Tableau's capabilities for creating visually impactful dashboards. It focuses on building intuitive, interactive visualizations using real-world datasets.

Learning Objectives

- ❖ Navigate Tableau interface and workspace
- ❖ Connect and blend data sources for analysis
- ❖ Use key charts: bar, line, pie, heatmaps, and maps
- ❖ Build interactive dashboards with filters and actions
- ❖ Share insights with stakeholders via Tableau Public/Server



Exploratory and Explanatory Data Visualization in Python

Duration: 2 days

Overview

This course teaches how to create data visuals using Python libraries (e.g., matplotlib, seaborn, plotly) for both discovery and presentation. Learners gain skills to craft visuals that tell compelling data stories.

Learning Objectives

- ❖ Differentiate between exploratory vs. explanatory visuals
- ❖ Use Python libraries to build charts and graphs
- ❖ Customize visuals with styles, labels, and color palettes
- ❖ Integrate visualizations into reports or dashboards
- ❖ Communicate complex data clearly to varied audiences

What Our Learners Say About Us?

"Even before the training delivery, I appreciated the depth and clarity in the materials. The dashboard reporting practices we learned are now applied in our regular planning meetings."

CRISTINA BOTEÁ, Head of Planning & Performance Monitoring, OMV Petrom

"The course contents in the KPI course are very relevant. I also appreciated the focus on clarity and actionable reporting – a skill crucial in any quality management role."

CHRIS TEJADA, Quality Management Coordinator, Ministry of Interior Hospital

"The course was very comprehensive and well rounded. It enhanced my time management and communication capabilities significantly, especially in visual reporting."

TARIQ FAROOQUI, Senior Registrar, King Saud University Medical City

"The KPI course is a fruitful experience where I learned how to translate data into visual dashboards that really make a difference for clinical decision-making."

FAITH TABLIZO UBUNGEN, Clinical Dietitian, King Saud University Medical City

Digital Transformation





Emerging Technology and Digital Transformation

Duration: 1 to 3 days

Overview

This course explores the impact of disruptive technologies on businesses and industries. It equips learners with strategic insights to lead or adapt to digital transformation initiatives within their organizations.

Learning Objectives

- ❖ Understand key technologies driving digital transformation
- ❖ Analyze how digital trends are reshaping industries
- ❖ Identify opportunities for digital innovation in business functions
- ❖ Develop transformation roadmaps aligned with business goals
- ❖ Manage change and digital adoption across teams

What Our Learners Say About Us?

“It was very informative. I have been using KPI tools for a while, but this course added a new digital perspective that really enhanced how I manage our project dashboards.”

FARIDA ISMAIL, SW Project Manager, Valeo

“It’s an eye-opening course, and if it is implemented across departments, it will truly support our digital transformation journey within the company.”

R. SITI SARAH ELLEN MARETHA, Head of Executive Development Department, PT Astra International Tbk

Event Management





Innovation and Technology in Events

Duration: 1 to 3 days

Overview

This course explores how emerging technologies such as AR/VR, event apps, and AI are transforming the event landscape. Learners gain insight into how innovation enhances attendee experience and operational efficiency.

Learning Objectives

- ❖ Identify key trends in event technology
- ❖ Understand digital touchpoints in the attendee journey
- ❖ Evaluate platforms and tools for hybrid and virtual events
- ❖ Apply innovation frameworks to event planning
- ❖ Measure ROI of tech integration in events



Global Events Industry

Duration: 2 days

Overview

A strategic overview of the international events sector, this course introduces learners to global standards, emerging markets, and cultural sensitivities involved in planning cross-border events.

Learning Objectives

- ❖ Understand the structure and key players in the global events ecosystem
- ❖ Analyze regional differences in event expectations and regulations
- ❖ Manage international logistics and compliance
- ❖ Build global vendor and partner networks
- ❖ Apply sustainable practices in global event delivery



Event Planning Process

Duration: 2 days

Overview

This course walks learners through the end-to-end planning of professional events, from pre-event logistics to post-event evaluation. Emphasis is placed on coordination, budgeting, and contingency planning.

Learning Objectives

- ❖ Develop detailed event timelines and workback schedules
- ❖ Coordinate vendor, venue, and stakeholder management
- ❖ Create budgets and cost control strategies
- ❖ Execute risk assessment and backup planning
- ❖ Conduct post-event analysis and stakeholder reporting



Managing Events Workforce

Duration: 1 to 3 days

Overview

This course focuses on managing on-ground teams and volunteers during events. It equips learners with workforce planning, task delegation, and team motivation techniques for event success.

Learning Objectives

- ❖ Develop staffing plans aligned with event needs
- ❖ Train and onboard event teams effectively
- ❖ Delegate roles for efficient event execution
- ❖ Foster teamwork and motivation under pressure
- ❖ Handle live issues through responsive team coordination

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Crowd Management and Control of Big Events

Duration: 1 to 3 days

 **Overview**

This course equips learners with the tools and frameworks to manage large-scale crowd environments safely. It covers capacity planning, flow modeling, and emergency response.

 **Learning Objectives**

- ❖ Assess crowd dynamics and density thresholds
- ❖ Design entry, exit, and flow control systems
- ❖ Implement surveillance and real-time monitoring
- ❖ Coordinate emergency and contingency planning
- ❖ Align with public safety and legal regulations

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Modelling and Simulation of Crowd Event

Duration: 1 to 3 days

 **Overview**

This course introduces learners to crowd simulation tools and techniques to plan safer, more efficient crowd movement in large venues or public spaces.

 **Learning Objectives**

- ❖ Understand principles of pedestrian simulation
- ❖ Use modeling software for crowd flow analysis
- ❖ Analyze “what-if” scenarios and crowd behaviors
- ❖ Apply simulations to improve venue layouts
- ❖ Integrate simulation outputs into planning decisions

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Crowd Risk Management and System Resilience

Duration: 1 to 3 days

 **Overview**

Focusing on risk anticipation and response planning, this course helps learners manage unpredictable crowd behavior and build system-level resilience for large gatherings.

 **Learning Objectives**

- ❖ Conduct crowd risk assessments for various event types
- ❖ Identify vulnerabilities in event design and logistics
- ❖ Develop mitigation and crisis response protocols
- ❖ Build resilient systems to adapt to disruptions
- ❖ Collaborate with safety agencies and stakeholders

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Traffic Management of Pedestrians in Mixed Traffic

Duration: 2 days

 **Overview**

Learners explore how to safely integrate pedestrian flow with vehicle movement in urban or event environments. The course emphasizes planning, safety, and behavioral analysis.

 **Learning Objectives**

- ❖ Analyze pedestrian behavior in high-traffic zones
- ❖ Design crosswalks, bottlenecks, and flow paths
- ❖ Integrate signage and visual cues for safe movement
- ❖ Manage traffic plans for event-based urban scenarios
- ❖ Evaluate post-event data for continuous improvement

Finance



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Finance Acumen for Non-Finance

Duration: 1 to 3 days

Overview

This course simplifies core financial concepts for professionals without a finance background. It enables better budgeting, decision-making, and alignment with financial performance goals.

Learning Objectives

- ❖ Understand key financial statements and what they indicate
- ❖ Interpret income, cash flow, and balance sheets
- ❖ Apply basic financial ratios for decision-making
- ❖ Contribute to budget discussions and resource planning
- ❖ Align day-to-day decisions with financial impact

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Finance Acumen for Non-Finance Professionals

Duration: 1 to 3 days

Overview

This is a tailored version of the finance acumen course designed for professionals across industries who regularly engage in budgeting, procurement, or operational financial decisions.

Learning Objectives

- ❖ Grasp essential finance concepts without jargon
- ❖ Link business activities to financial outcomes
- ❖ Understand project costing and ROI basics
- ❖ Communicate more confidently in finance-related discussions
- ❖ Monitor key financial indicators in daily work

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Financial Modeling and Valuation (FMV)

Duration: 1 to 3 days

Overview

This course develops the skills to build structured financial models and perform business valuations. It is ideal for analysts, finance professionals, or business decision-makers.

Learning Objectives

- ❖ Create dynamic financial models using Excel
- ❖ Forecast revenue, costs, and financial scenarios
- ❖ Apply valuation techniques (DCF, comparables, etc.)
- ❖ Perform sensitivity and scenario analysis
- ❖ Present findings to stakeholders and investors

Human Resources Management



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Train the Trainer (TOT)

Duration: 1 to 3 days

Overview

This course prepares professionals to deliver high-impact training programs within their organizations. It focuses on adult learning principles, facilitation skills, and instructional design.

Learning Objectives

- ❖ Design outcome-based training sessions
- ❖ Apply adult learning theory to real-world training needs
- ❖ Facilitate engaging and inclusive learning environments
- ❖ Use tools and visuals to support learning objectives
- ❖ Assess learner understanding and improve training effectiveness

Leadership & Management



 **UPSKILL** by maentae

Leadership Excellence: The Art of Emotional Intelligence

Duration: 1 to 3 days

 **Overview**

This course empowers leaders to harness emotional intelligence (EQ) as a core leadership skill. Learners explore self-awareness, empathy, and relationship-building for more impactful leadership.

 **Learning Objectives**

- ❖ Understand the role of EQ in leadership success
- ❖ Enhance self-awareness and emotional regulation
- ❖ Build authentic relationships with team members
- ❖ Navigate difficult conversations with empathy
- ❖ Foster emotionally intelligent team cultures

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Leadership for Senior Managers

Duration: 1 to 3 days

 **Overview**

Designed for senior-level professionals, this course addresses advanced leadership challenges including organizational transformation, executive decision-making, and strategic leadership communication.

 **Learning Objectives**

- ❖ Lead across business units with strategic foresight
- ❖ Make high-impact decisions in complex environments
- ❖ Communicate vision and direction with clarity
- ❖ Align leadership approach with organizational goals
- ❖ Develop future-ready leadership capabilities

 **UPSKILL** by maentae

Leading with Impact: Strategies for Effective Leadership

Duration: 1 to 3 days

 **Overview**

This course offers practical frameworks for leading high-performing teams, driving change, and influencing stakeholders. It's ideal for new or experienced leaders seeking to sharpen their leadership edge.

 **Learning Objectives**

- ❖ Define and develop a personal leadership style
- ❖ Set clear goals and expectations for teams
- ❖ Lead through influence and strategic alignment
- ❖ Drive engagement and accountability
- ❖ Adapt leadership in dynamic and complex situations

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Change Management

Duration: 2 days

 **Overview**

This course equips leaders to guide teams through change with resilience and confidence. It explores frameworks and communication strategies to minimize disruption and maximize adoption.

 **Learning Objectives**

- ❖ Understand the psychology of change resistance
- ❖ Apply structured change management models
- ❖ Develop stakeholder engagement plans
- ❖ Communicate change with clarity and empathy
- ❖ Sustain momentum through reinforcement and support

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Conflict Management

Duration: 1 to 3 days

Overview

This course helps leaders navigate and resolve workplace conflict constructively. It emphasizes practical communication tools and conflict resolution frameworks to maintain team harmony and performance.

Learning Objectives

- ❖ Identify sources and types of workplace conflict
- ❖ Apply conflict resolution styles effectively
- ❖ Facilitate difficult conversations with neutrality
- ❖ Create a culture of open and respectful dialogue
- ❖ Prevent escalation through proactive interventions

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Dealing with Burnout

Duration: 2 days

Overview

This course provides leaders and professionals with tools to recognize, manage, and prevent burnout—both for themselves and their teams, while promoting sustainable performance.

Learning Objectives

- ❖ Identify early signs and causes of burnout
- ❖ Set boundaries and manage workload effectively
- ❖ Foster a culture of psychological safety
- ❖ Use recovery strategies to restore energy
- ❖ Promote long-term well-being in teams

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Creating a Positive Mindset

Duration: 2 days

Overview

Focusing on personal leadership and mindset, this course supports professionals in cultivating optimism, resilience, and solution-oriented thinking to thrive in fast-paced environments.

Learning Objectives

- ❖ Understand the psychology behind mindset and behavior
- ❖ Shift from reactive to proactive thinking
- ❖ Apply techniques for building personal resilience
- ❖ Reframe challenges as growth opportunities
- ❖ Influence team morale through positivity

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Decision-Making

Duration: 1 to 3 days

Overview

This course introduces tools and models for making timely, ethical, and strategic decisions in high-pressure environments. It supports leaders in building confidence and accountability.

Learning Objectives

- ❖ Analyze decisions using structured frameworks
- ❖ Balance data, intuition, and stakeholder input
- ❖ Evaluate risks and potential trade-offs
- ❖ Make decisions under uncertainty
- ❖ Reflect and learn from past decisions

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Delegation

Duration: 1 to 3 days

Overview

This course empowers leaders to effectively delegate tasks, build trust, and develop team ownership. It highlights strategies to maximize productivity while enabling team growth.

Learning Objectives

- ❖ Understand what and when to delegate
- ❖ Match tasks with team members' strengths
- ❖ Communicate clear instructions and expectations
- ❖ Monitor outcomes without micromanaging
- ❖ Develop accountability and ownership in teams

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Doing More with Less: Productivity Tools and Techniques

Duration: 2 days

Overview

This course introduces practical methods for increasing personal and team productivity using time-saving tools, smart workflows, and prioritization techniques.

Learning Objectives

- ❖ Apply prioritization methods like Eisenhower Matrix and Pomodoro
- ❖ Use digital tools for task and time management
- ❖ Eliminate productivity blockers and bottlenecks
- ❖ Foster focused work habits within teams
- ❖ Balance efficiency with quality of output

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Digital Leadership

Duration: 2 days

Overview

Focused on leading in digital-first environments, this course helps professionals navigate remote teams, digital tools, and emerging workplace trends with confidence.

Learning Objectives

- ❖ Embrace digital tools for leadership effectiveness
- ❖ Lead hybrid and remote teams with clarity and cohesion
- ❖ Foster digital collaboration and innovation
- ❖ Manage performance and culture across virtual platforms
- ❖ Stay adaptive in rapidly evolving tech landscapes

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Effective Meetings

Duration: 1 to 3 days

Overview

This course equips professionals to lead and participate in meetings that are focused, time-efficient, and outcome-driven.

Learning Objectives

- ❖ Set clear agendas and meeting objectives
- ❖ Facilitate productive discussions and manage time
- ❖ Ensure participation and inclusivity
- ❖ Use meeting formats (stand-ups, retrospectives, etc.) appropriately
- ❖ Drive decisions and assign actionables effectively

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Effective Teamwork

Duration: 1 to 3 days

 **Overview**

This course develops collaborative leadership by focusing on how to create, support, and sustain high-performing teams aligned with shared goals and values.

 **Learning Objectives**

- ❖ Build trust and psychological safety within teams
- ❖ Define team roles, norms, and expectations
- ❖ Foster open communication and feedback culture
- ❖ Resolve interpersonal tensions constructively
- ❖ Celebrate wins and promote continuous improvement

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First Time Manager Program

Duration: 2 days

 **Overview**

Tailored for newly promoted managers, this course builds confidence in leading teams, setting expectations, and transitioning from peer to leader.

 **Learning Objectives**

- ❖ Understand the mindset shift from contributor to leader
- ❖ Communicate expectations and give constructive feedback
- ❖ Manage performance and motivate team members
- ❖ Balance task execution with people leadership
- ❖ Handle early challenges in leadership roles

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Emotional Intelligence

Duration: 2 days

 **Overview**

This foundational course helps learners improve their ability to manage emotions, empathize with others, and build strong interpersonal relationships at work.

 **Learning Objectives**

- ❖ Increase self-awareness and emotional regulation
- ❖ Recognize emotional cues in others
- ❖ Respond rather than react in difficult situations
- ❖ Enhance social skills and empathy
- ❖ Apply EQ to lead and collaborate more effectively

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Leading Through Diversity

Duration: 1 to 3 days

 **Overview**

This course teaches inclusive leadership practices to harness the strength of diverse teams. Learners gain tools to foster belonging and manage across differences.

 **Learning Objectives**

- ❖ Understand the business case for diversity and inclusion
- ❖ Recognize unconscious bias and its impact on decisions
- ❖ Build culturally intelligent teams
- ❖ Create inclusive communication and engagement practices
- ❖ Address microaggressions and promote equity

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Lean Six Sigma

Duration: 1 to 3 days

i Overview

This executive-level overview of Lean Six Sigma introduces leaders to the principles of continuous improvement and operational excellence. It emphasizes strategic application rather than technical depth.

🎯 Learning Objectives

- ❖ Understand Lean Six Sigma methodology and its business impact
- ❖ Identify opportunities for process optimization
- ❖ Support cross-functional improvement projects
- ❖ Foster a culture of continuous improvement
- ❖ Align improvement goals with organizational strategy

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Stress Management

Duration: 2 days

i Overview

This course provides techniques to manage stress constructively and foster resilience in high-pressure environments. It supports both personal well-being and team sustainability.

🎯 Learning Objectives

- ❖ Recognize sources and symptoms of stress
- ❖ Apply stress-reduction tools and breathing techniques
- ❖ Set boundaries and recharge without guilt
- ❖ Build team support systems for well-being
- ❖ Develop a long-term plan for work-life sustainability

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Strategic Thinking

Duration: 2 days

i Overview

This course sharpens the ability to think long-term, anticipate challenges, and align daily actions with strategic vision. It's ideal for leaders responsible for shaping direction and growth.

🎯 Learning Objectives

- ❖ Distinguish between tactical and strategic decision-making
- ❖ Identify trends and patterns in complex environments
- ❖ Formulate actionable long-term strategies
- ❖ Align teams around strategic objectives
- ❖ Use frameworks for business model innovation

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The 4 Personalities

Duration: 1 to 3 days

i Overview

This course introduces personality types and behavioral styles to enhance communication, leadership, and team collaboration based on individual differences.

🎯 Learning Objectives

- ❖ Identify dominant personality traits using popular frameworks
- ❖ Adjust communication styles to match others' preferences
- ❖ Leverage diversity in personality for team effectiveness
- ❖ Recognize conflict triggers and resolution strategies
- ❖ Use personality insights in coaching and development

Operations Management





Customer Service

Duration: 1 to 3 days

Overview

Designed for professionals in support roles, this course sharpens service skills, empathy, and issue resolution techniques to deliver memorable customer experiences.

Learning Objectives

- ❖ Deliver service with empathy and professionalism
- ❖ Handle complaints and feedback effectively
- ❖ Apply structured problem-resolution frameworks
- ❖ Build customer trust through consistent interactions
- ❖ Use active listening and communication skills



Basic Sales Skills

Duration: 2 days

Overview

This course strengthens fundamental sales capabilities for professionals handling operational or frontline customer roles. It builds confidence in customer interaction and persuasive communication.

Learning Objectives

- ❖ Understand the sales process from prospecting to closing
- ❖ Apply basic techniques to handle objections
- ❖ Communicate product value clearly and confidently
- ❖ Build rapport with customers and clients
- ❖ Support post-sale service and retention efforts



Operations Management

Duration: 2 days

Overview

This course offers a comprehensive view of operations strategy, resource planning, and process optimization. It is ideal for professionals involved in managing products, services, or internal workflows.

Learning Objectives

- ❖ Understand key operations management frameworks
- ❖ Optimize resource allocation and production planning
- ❖ Improve quality and efficiency using lean principles
- ❖ Align operations with customer expectations
- ❖ Monitor performance using KPIs and dashboards



Customer Relationship Management

Duration: 1 to 3 days

Overview

This course focuses on building strong, data-informed relationships with customers. Learners gain hands-on experience with CRM systems and strategies that improve loyalty and engagement.

Learning Objectives

- ❖ Understand the purpose and functions of CRM systems
- ❖ Segment customers and tailor communication strategies
- ❖ Use data to personalize interactions and build loyalty
- ❖ Track customer lifecycle stages for better service
- ❖ Integrate CRM insights into marketing and sales activities

Organizational Development



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Organizational Leadership Excellence

Duration: 1 to 3 days

Overview

This course provides a strategic lens into building high-impact, values-driven organizations. It focuses on aligning leadership, culture, and systems for sustainable development and performance.

Learning Objectives

- ❖ Understand the principles of organizational leadership
- ❖ Align vision, mission, and values with team behavior
- ❖ Drive change through leadership alignment and culture
- ❖ Foster innovation and agility in organizational systems
- ❖ Develop long-term strategies for organizational growth

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Work Culture and Ethics

Duration: 2 days

Overview

This course explores how to build ethical, respectful, and inclusive work environments. It guides learners through fostering culture as a driver of employee engagement and organizational success.

Learning Objectives

- ❖ Define the role of organizational culture in business performance
- ❖ Recognize ethical dilemmas and apply ethical decision-making models
- ❖ Promote inclusivity, equity, and transparency
- ❖ Align values with employee behavior and policies
- ❖ Build a sustainable, people-first culture

Personal Development



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Positive Thinking

Duration: 1 to 3 days

Overview

This course helps learners cultivate a resilient and optimistic mindset. Through psychological techniques and practical exercises, it enhances confidence and the ability to reframe setbacks.

Learning Objectives

- ❖ Understand the impact of mindset on behavior and outcomes
- ❖ Apply techniques for reframing negative thoughts
- ❖ Build habits that reinforce optimism and self-belief
- ❖ Navigate challenges with a growth-oriented perspective
- ❖ Encourage positivity in personal and professional settings

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Work-Life Balance

Duration: 2 days

Overview

This course equips learners with strategies to manage work and personal responsibilities in a healthy, sustainable way. It focuses on setting boundaries, managing energy, and reducing burnout.

Learning Objectives

- ❖ Identify personal values and balance priorities accordingly
- ❖ Set realistic boundaries between work and personal time
- ❖ Manage stress through planning and energy management
- ❖ Cultivate habits for daily balance and well-being
- ❖ Encourage organizational practices that support work-life harmony



Sustainable Development



Empowering Women at Work

Duration: 1 to 3 days

Overview

This course focuses on creating inclusive workplaces that support gender equality and empower women professionally. It explores structural challenges, leadership development, and actionable strategies for advocacy and support.

Learning Objectives

- ❖ Understand barriers and opportunities for women in the workplace
- ❖ Promote inclusive leadership and career advancement
- ❖ Build allyship and advocacy among peers and leaders
- ❖ Design workplace policies that support equity and well-being
- ❖ Foster a culture of empowerment, representation, and respect

Interested To Collaborate With Us?

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Headquarters

Melbourne Office

Life.Lab Building
198 Harbour Esplanade,
Suite 606 Melbourne Docklands,
VIC 3008, Australia

Middle East Division

Riyadh Office

Ans Ibn Malik, Al Malqa District,
13521
Riyadh, KSA
E: office@kpiinstitute.org

European Division

Sibiu Office

Sibiu City Center
Someșului Street, No. 3
550003 Sibiu, Romania

SE Asia Division

Kuala Lumpur Office

WISMA UOA II, Unit 14-13
Jalan Pinang 21,
Kuala Lumpur, 50450 Malaysia

