

# Expertise in Professional Development

## Management Programme

- Improvement of Managerial Skills
- Strategic Planning & Management
- Executive Development
- Management by Objectives - MBO
- Exemplary Leadership
- Leadership & Improvement of Team Efficiency
- Team Action Management
- Financial Management
- Finances for Non-financial Professionals
- Effective Supervision
- Facilitation Techniques
- Business Plan, Business Acumen, Risk Management
- Assessment of Organisational Capacities & Needs

## Human Resources Management

- Recruitment Process & Effective Selection
- Employment & Standard HR Procedures
- Interviewing Techniques
- Fundamental Principles of HR Management
- Job Description & ToR Creation Process
- Employees Monitoring & Appraisal Techniques
- Rewarding System
- Motivation Management
- Professional Team Development
- Career Management
- Time Management
- Stress Management
- Change Management
- Conflict Management
- Training of Trainers for all Programmes
- Coaching, Mentoring & Individual Consulting
- Assessment of Staff Capacities and Needs

## Project Management

- Project Proposal Writing
- Project Cycle Management
- Project Resources & Budget Creation
- Instruments & Techniques in Project Management
- LFA & LFM
- Monitoring & Evaluation
- EU Format Project Management

## Administration & Office Management

- Administrative Skills
- Executive Assistant/Business Secretary
- Planning Skills & Work Organisation
- Business Correspondence & Report Writing
- Procurement & Contracting
- Filing & Documentation

## Communication, PR, Protocol & Etiquette

- All Levels Communication Skills
- Specific Models of Communication
- Communication with Difficult Clients
- Internal Communication
- Artistry of Public Speaking
- Integrated Marketing Communication
- Client Service Excellence
- Call Centre & Tele-Marketing
- PR & Media
- Presentation Skills
- State & Diplomatic Protocol & Social Etiquette
- Event Management
- Campaigns, Advocacy, Lobbying
- Fundraising

## Business Development

- Systematic Improvement
- Restructuring and Reorganisation
- Optimisation of Work Processes
- Optimisation of Job Descriptions
- Results Improvement

## Corporate Environment

- Corporate Protocol & Social Etiquette
- Corporate Identity & Policy Development
- Corporate Social Responsibility
- Organisational Culture
- Organisational Policy & Corporate Values
- Gender Equality & Non-discrimination Policy
- Safety at Work & First Aid

## Sales Skills

- Effective Sales Skills
- Sales Negotiations Skills
- Strategic Sales Presentation Skills
- Coaching in Sales