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DISC
Professional
Training Center

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Our Profile

Company Location

DISC Professional Training Center s located in Famagusta, a medium sized city, in North Cyprus. It is not only the beautiful beaches and the sunny weather that makes this island a popular tourist destination, North Cyprus has also become a well known destination for students of higher education.

About us

DISC Integrated Solution Company founded in 2014, established DISC Professional Training Center as the subsidiary company, in order to deliver training programs. It has started operating in June 2015, by delivering English and Turkish as a foreign language courses. By already having made agreements with governments in the Middle East, DISC is moving towards providing training packages to trainees/companies who want to improve both their language and professional skills.

Our aims

DISC Professional Training Center is delivering high end training programmes to private and public organizations, that aim to improve employee skills and thus increase their productivity and improve service delivery. In addition we aim to provide training courses for university students who would like to get ready for their professional career and thus have higher chances for employability. Since we believe that each learner is unique, we inquire and consult our candidates in terms of abilities, interests, and learnings styles.

Our Mission

Considering the fast global development in technology and soft skills, we believe that offering up-to-date training courses are an obligatory necessity for everybody's career. Disc Professional Training Center strives to provide career oriented training pro-grammes and consultancy services for:

- newly graduated or about-to-graduate university students,
- public and private sector employees,
- companies and governmental institutions,
- and anybody who would like to acquire new skills.

It is in our interest to offer training programmes which will add value to the individual's qualifications and institutional credentials. For that reason, it is in our concern to offer beside our set courses, also tailor made courses. Respectively, our customers have a pleasant and profitable experience working with DISC.

Our Vision

Besides our local accreditations, we aim our courses to be accredited by well-established international institutions. Furthermore, we envision to expand our company to Turkey and the MENA region. We believe that it is of high importance to also reach out to customers who have restrictions in time. Accordingly, we endeavour to offer webinars and distance learning programmes, which will enable participants to profit from our high expertise.

Our Values

We are dedicated to:

- respect people's human rights to education,

- respect people regardless of their race, gender, nation, or religion,

- be honest and transparent in every aspect of our institution,

- raise and develop awareness in terms of the importance of professional training in North Cyprus,

- deliver high quality training programs,

- be committed fully to our customers' needs.

Most Popular Courses

Language Programmes

- General English
- KET
- IELTS
- BEC
- Business English
- Medical English
- Legal English
- English for Specific Purposes
- Turkish

Professional Development

- Being a Likeable Boss
- Business Acumen
- Business Successin Planning
- Business Writing
- Change Management
- Customer Service
- Developing New Managers
- Employee Motivation
- Entrepreneurship
- Event Planning
- Hiring Strategies
- Human Resource Management
- Internet Marketing Fundamentals
- Marketing Basics
- Meeting Management
- Middle Manager
- Project Management
- Risk Assessment and Management
- Supply Chain Management
- Team Building for Managers

Language Courses

In this section, you will find courses that will assist you in improving the way you use language. The courses address the most common difficulties that people face when using the language.

Overview

The General English program will give you a practical understanding of the English Language both written and spoken. General English is aiming to train you in all four communication skills which are speaking, reading, listening, writing by also focusing on grammar, vocabulary and pronunciation.

Who should attend?

It is suitable for all levels of individuals in the organizations/companies/community who would like to improve their English Language level and maximize their ability to communicate effectively with English speakers. This program is specially suitable and beneficial for those who do not speak English as a first language.

The course enables you to:

- use the target language appropriately,

- improve your knowledge of grammar,

- new vocabulary through speaking, listening and reading,

- take part in conversation to improve your fluency,

- how to focus on your writing skills, looking at different types of written   text and register, practice your pronunciation including individual sounds, stress and intonation.

Overview

In the global environment, it has became common for non-native English speakers to study business English as a tool. In the business world, English should not be underestimated in order to have a successful career on an international level. Eng-lish not only determines employment oppor-tunities, but it also broadens your choice for places to live.

Who should attend?

People who want to gain language skills for real-life and achieve their targets in the business environment. Individuals who feel uncomfortable because of English and want to grow in the world of business can join us.

The course enables you to:

- understand expressions, questions, situations statements about work,

- interact and communicate accurately and fluently with native and non-native speakers of English in global business market,

- sustain views and opinions clearly and intelligible,

- have a good range of vocabulary in your field.

Medical English

Overview

This program focuses on specific medical terminology and development in the ability to communicate in English in hospitals or clinical settings.

Who should attend?

Those who are working in the health sector can attend this language program to improve their English speaking skills.

The course enables you to:

- get familiar with vocabulary and idioms in medicine,

- interact/communicate accurately and fluently in necessary situations,

- express yourself openly,

- have a good range of vocabulary in your field,

- improve your English both spoken and written. in everyday workplaces.

Legal English

Overview

All around the world, people use English in order to communicate in every business sector. Law is one of these sectors. This program provides various benefits in an international legal setting. Such as; finding a good job, getting promotion within your company or organization.

Who should attend?

It's designed for those who are practicing lawyer or student in Law and want to advance their career internationally.

The course enables you to:

- use English in real life situations,

- operate legal contexts in detail,

- participate in meetings and discussions,

- express views and opinions clearly,

- understand and produce various types of written documents,

- expand your vocabulary knowledge

Overview

It's designed according to meet individuals with their specific needs. The term "specific" refers to training English for a particular career area. It aims to build up English accordingly under competence individuals' priority, demands.

Who should attend?

The course for everyone who want to improve themselves in their professional fields and contribute their development.

The course enables you to:

- Apply what they learn to their main field of study,

- Develop oral and reading skills for the purpose of communication in everyday workplaces.
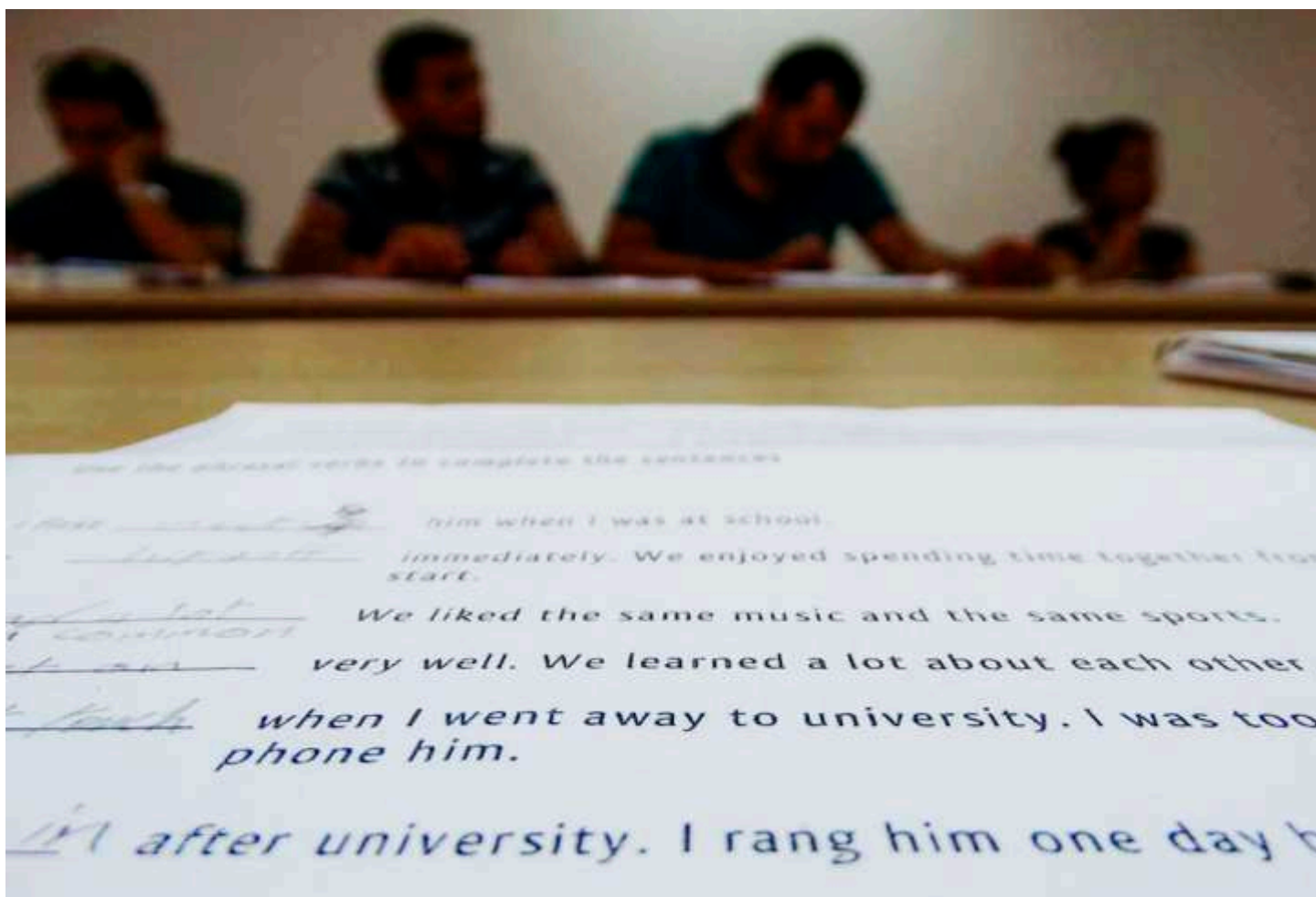
Turkish as a Foreign Language

Overview

This course designed as a starting point for people who want to learn the Turkish Language. It is aiming to train you in the four
skills, which are speaking, reading, writing and listening by also focusing on grammar and vocabulary.

Who should attend?

The course for those who are foreign and live in a Turkish speaking country such as North Cyprus and want to communicate
better in the community.

The course enables you to:

- use the target language appropriately,

- discuss and interact in social situations use new vocabulary through speaking, listening and reading,

- improve your knowledge and grammar,

- practice your pronunciation including individual sounds and stress.

KET—Key English Test

Overview

This KET course is designed to be the first step for students who are wishing to progress towards higher level English Language qualifications, and aims to support learners to master the basis in English. It is focused on Level A2. The course will focus on all four skills; speaking, listening, reading and writing.

Who should attend?

It is suitable for those who want to get 3.0 from IELTS or take the KET exam which is pre-intermediate level. KET is a truly international certificate that recognized around the world. Therefore, it is suitable for trainees who want to have an extra qualification for their career.

The course enables you to:

- exam strategies and techniques for KET,

- the basis phrases and expressions,

- vocabulary to take part in different types of interaction in communicative area.

Overview

This IELTS course at DISC is designed to improve your scores in all four parts of the test. The course will focus on the speaking, listening, reading and writing skills that you need, and on developing your vocabulary. Your trainer will help you with exam techniques and academic English for maximizing your score. In addition we are offering you to get training in each skill seperately and attend the ones that you feel that you need to work on to get a better overall score.

Who should attend?

People who want to enroll in universities and other institutions of higher education, and professionals who want to work in an English speaking country/company. Also those who plan to undertake non-academic training, gain work experience, or need the IELTS exam for immigration purposes, should consider enrolling in this course.

The course enables you to learn:

- essential exam strategies and techniques for each component in the IELTS exam,

- speed reading techniques,

- how to become an autonomous exam taker,

- listening comprehension and take notes,

- writing skills required in formal and academic context,

- speaking skills in both general and formal context.
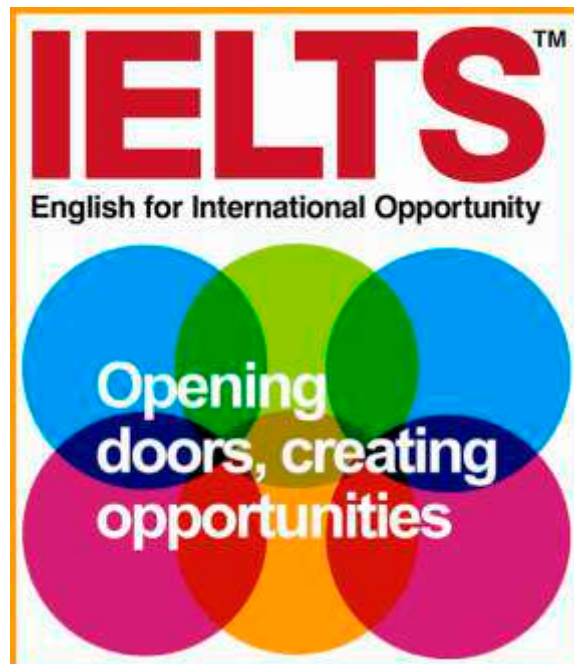
Overview

It is set at Level B1 of the CEF (Common European Framework). BEC is designed to provide you with practical skills. These skills will help you succeed in the English speaking international business world. Taking BEC shows that you have a good knowledge of Business English. It opens doors for your future career plans.

Who should attend?

BEC is for those who want to gain language skills for real-life situations and achieve their targets in business environments. Also, individuals who feel want to feel more comfortable while using English at work should join us.

The course enables you to:

- interpret charts and tables,

- write business e-mails, documents, reports and CV,

- talk about business related situations,

- learn vocabulary and grammatical structures that you need to know in order take a place in meetings or social area,

- read business messages, documents and etc.

University English Proficiency Exam Training

Overview

This training course is designed to asssist students who would like to study in an English Medium University. Trainees will get intensive exam practice for the required academic English Proficiency exam.

At the course you will learn:

- essential exam strategies and techniques for each skill required in the exam.

- skim and scan reading techniques,

- how to become an autonomous exam taker,

- listening comprehension and take notes,

- writing skills required in formal and academic context,

- speaking skills in both general and formal context.

Soft Skills

In this section, you will find courses that contribute/help/support you to get a foothold and become more effective and productive in the workplace. Furthermore these courses will be beneficial in order to make you feel confident, sufficient of your recent career and future employability.

What are soft skills, anyway? Simply put, soft skills are the personal attributes that allows us to effectively relate to others. These skills enhance our personal interactions and lead to greater job performance and satisfaction. Unlike hard skills, which are the technical and knowledge skill set we bring to our work, soft skills are interpersonal and can be applied in a broad array of situations. Soft skills encompass both personality traits, such as optimism, and abilities which can be practiced, such as empathy. Like all skills, soft skills can be learned.

Soft skills are personal attributes that allow us to effectively relate to others. Applying these skills helps us build stronger work relationships, work more productively, and maximize our career prospects. Often we place the focus of our career development efforts on hard skills – technology skills, knowledge, and other skills that specifically relate to our ability to get work-related tasks done. This means we neglect to develop our soft skills. However, soft skills are directly transferrable to any job, organization, or industry. As a result, they are an investment worth making.

Soft skills include:

- Communication

- Listening

- Showing Empathy

- Networking

- Self-confidence

- Giving and receiving feedback

Being a Likable Boss

Did you know that according to recent research, %86 of employees believe that if they like their boss, they become more productive? Becoming a likeable boss is a difficult process, but it is one of the essential characteristics that enables great communication and employee relationships.

Objectives

With our program, you will be able to understand how to develop leadership qualities, know how to operate and delegate your team effectively, choose tasks for yourself and others and last but not least, you will identify the roles of your team.

Customer Service

It's a service that is provided to customers before, during and after purchasing goods and services. Excellent customer service helps customers to meet their needs and expectations. As DISC Professional Training Center, our aim is help you to increase customer satisfaction and minimize conflicts with customers.

Objectives

At the end of this course, you will be able to:

- identify your customers' needs

- recognize how an attitude affects customer service

- use outstanding customer service to generate return business

- deal with difficult customers and situations

Handling Difficult Customers

At first glance, handling a difficult customer may seem like a thankless job. Fortunately, you can develop skills to adapt to the challenges difficult customers pose and extend these skills to handling difficult people and situations throughout your daily life. By improving the focus of your thoughts and feelings, how you manage stress, and how well you listen to and empathize with others, you will be better able to meet the challenges other people pose in both your professional and personal life. Implementing the guidelines in this module is the first step in a process towards forever changing how you interact with others.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

At the end of this training course, participants should be able to:

- Cultivate a positive attitude

- Manage internal and external stress

- Develop abilities to listen actively and empathize

- Build a rapport with customers in person and over the phone

- Understand the diverse challenges posed by customers

- Develop strategies to adapt to challenging circumstances

Communication Strategies

Welcome to the Communication Strategies training course. For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look that you give to the cat, it all means something. This training course will help participants understand the different methods of communication and how to make the most of each of them.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning that the learning occurs more easily and rapidly. With that in mind, let's review our goals for today.

By the end of this training course, you should be able to:

- Understand what communication is

- Identify ways that communication can happen

- Identify barriers to communication and how to overcome them

- Develop their non-verbal and paraverbal communication skills

- Use the **STAR** method to speak on the spot

- Listen actively and effectively

- Ask good questions

- Use appreciative inquiry as a communication tool

- Adeptly converse and network with others

- Identify and mitigate precipitating factors

- Establish common ground with others

- Use "I" messages

COMMUNICATION STRATEGY

Welcome to the Emotional Intelligence training course. Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods, and impulses, and to manage them best according to the situation.

This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations. These employees also have empathy, remain optimistic even in the face of adversity, and are gifted at educating and persuading in a sales situation and resolving customer complaints in a customer service role.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.

This training course is designed to help you in the following ways:

- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy.

- Understand, use and manage your emotions.

- Verbally communicate with others.

- Successfully communicate with others in a non-verbal manner.

- Identify the benefits of emotional intelligence.

- Relate emotional intelligence to the workplace.

- Balance optimism and pessimism.

- Effectively impact others.
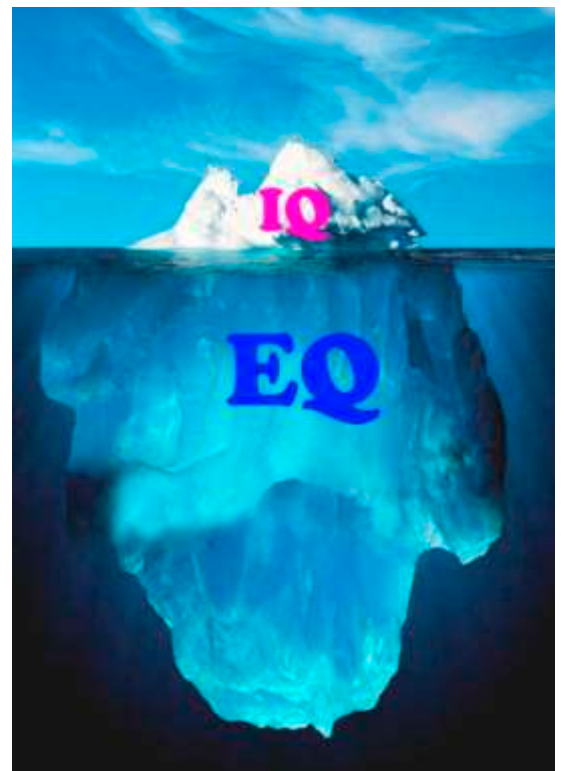
Creative Problem Solving

Welcome to the Creative Problem Solving training course. In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

This training course will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning that the learning occurs more easily and rapidly. With that in mind, let's review our goals for today.

By the end of this training course, participants will be able to:

- Understand problems and the creative problem solving process

- Identify types of information to gather and key questions to ask in problem solving

- Identify the importance of defining a problem correctly

- Identify and use four different problem definition tools

- Write concrete problem statements

- Use basic brainstorming tools to generate ideas for solutions

- Use idea generating tools, such as affinity diagrams, word chaining, the box method, the six thinking hats, and the blink method

- Evaluate potential solutions against criteria, including cost/benefit analysis and group voting

- Perform a final analysis to select a solution

- Understand the roles that fact and intuition play in selecting a solution

- Understand the need to refine the shortlist and re-refine it

- Understand how to identify the tasks and resources necessary to implement solutions

- Evaluate and adapt solutions to reality

- Follow up with solution implementation to celebrate successes and identify improvements

Developing Creativity

Creativity and innovation will improve your chances of success in business and in life. Fortunately, there are steps that can be take to inspire you and develop your creative mindset. By changing the way that you think and overcoming your fear of risk, you will improve you creativity and change your life. Implementing the guidelines in this module is the first step to forever changing your creative process.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

At the end of this training course, participants should be able to:

- Define creativity

- Act with confidence

- Engage in curiosity

- Stop acting out of fear

- Learn from introspection

- Take risks

Team Work and Team Building

We are a member of a range of teams in our daily lives, at home, in the community, and at work. A strong team is the key for any successful business and this course will encourage participants to explore all aspects of a team and how they can be an effective team performer. You will become familiar with details and concepts of what makes up an effective team, building approach to solving team problems, and what contributes to being a successful team and team member.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, the learning occurs more easily and rapidly. With that in mind, let's review our goals for today.

By the end of this training course, you should be able to:

- Describe the concept of a team, and its factors for success

- Explain the four phases of the Tuckman team development model and define their characteristics

- List the three types of teams

- Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing)

- Discuss the uses, benefits and disadvantages of various team-building activities

- Describe several team-building activities that you can use, and in what settings

- Follow strategies for setting and leading team meetings

- Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus-building approach to solving team problems

- List actions to do -- and those to avoid -- when encouraging teamwork.

Motivating your Sales Team

Sales can be a tough job, and it can be hard to keep your sales team motivated to pursue leads and close deals day after day. Rejection is sometimes part of the job in sales, and that can make some days more difficult than others. Developing a solid set of strategies for motivating your sales team will not only increase your bottom line, but will increase team member satisfaction and retention. Taking the time to figure out how best to prepare and motivate your sales team is one of the best investments you can make in your organization.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

At the end of this training course, participants should be able to:

- Discuss how to create a motivational environment

- Understand the importance of communication and training in motivating sales teams

- Determine steps your organization can take to motivate sales team members

- Understand the benefits of tailoring motivation to individual employees

- Apply the principles of fostering a motivational environment to your own organization

Interpersonal Skills

Welcome to the Interpersonal Skills training course. We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This training course will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning that the learning occurs more easily and rapidly. With that in mind, let's review our goals for today.

By the end of this training course, participants will be able to:

- Understand the difference between hearing and listening

- Know some ways to improve the verbal skills of asking questions and communicating with power.

- Understand what non-verbal communication is and how it can enhance interpersonal relationships.

- Identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

- Understand how seeing the other side, building bridges and giving in without giving up can improve skills in influencing other people.

- Understand how the use of facts and emotions can help bring people to your side.

- Identify ways of sharing one's opinions constructively.

- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.

- Learn tips in making an impact through powerful first impressions, situation assessment, and being zealous without being offensive.

Delivering Constructive criticism

Constructive criticism can be a helpful tool when used with the intent of helping or improving a situation in the workplace. However, it can be one of the most challenging things not only to receive, but also to give. It can often involve various emotions and feelings, which can make matters delicate. But when management learns effective ways to handle and deliver constructive criticism, employees can not only learn from their mistakes, but even benefit from them.

Objectives

To effectively deliver constructive criticism, you must understand what it is, how it is used, and its purpose. The following objectives of this training course are designed to help you do just that.

By the end of this training course, participants will be able to:

- Understand when feedback should take place

- Learn how to prepare and plan to deliver constructive criticism

- Determine the appropriate atmosphere in which it should take place

- Identify the proper steps to be taken during the session

- Know how emotions and certain actions can negatively impact the effects of the session

- Recognize the importance of setting goals and the method used to set them

- Uncover the best techniques for following up with the employee after the session

Employee Motivation

Welcome to the Employee Motivation training course. Employee Motivation is becoming ever more important in the workplace as time goes on, and everyone agrees that a motivated workforce is far more likely to be a successful workforce. The happier and more professional an employee is, the better the results they will deliver for you. Of course, every employer wants to make sure that they have a workforce who will do their best, but this does not simply mean making the job easy for their employees. In fact, part of the problem of motivation is that where the job is too easy, employees become complacent. There is therefore a challenge for all employers and management in delivering the right balance between a confident, motivated workforce and a workforce which is driven to attain goals. It can be described as a mix between the pleasure of a comfortable working environment and the fear of failure, although in honesty it is more complicated than that equation suggests. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce. This manual is designed to show participants the way to get the best out of a confident, motivated set of employees, and to show them how to motivate that group.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.

By the end of this training course, participants will:

- Defining motivation, an employer's role in it and how the employee can play a part

- Identifying the importance of Employee Motivation

- Identifying methods of Employee Motivation

- Describing the theories which pertain to Employee Motivation – with particular reference to psychology

- Identifying personality types and how they fit into a plan for Employee Motivation.

- Setting clear and defined goals.

- Identifying specific issues in the field, and addressing these issues and how to maintain this going forward.

Negotiation Skills

Welcome to the Negotiation Skills training course. Although people often think of boardrooms, suits, and million dollar deals when they hear the word "negotiation," the truth is that we negotiate all the time. For example, have you ever:

Decided where to eat with a group of friends?
Decided on chore assignments with your family?
Asked your boss for a raise?
These are all situations that involve negotiating! This training course will give participants an understanding of the phases of negotiation, tools to use during a negotiation, and ways to build win-win solutions for all hose involved.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning that the learning occurs more easily and rapidly. With that in mind, let's review our goals for today.

By the end of this training course, participants will be able to:

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating

- Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA

- Lay the groundwork for negotiation

- Identify what information to share and what to keep to yourself

- Understand basic bargaining techniques

- Apply strategies for identifying mutual gain

- Understand how to reach consensus and set the terms of agreement

- Deal with personal attacks and other difficult issues

- Use the negotiating process to solve everyday problems

- Negotiate on behalf of someone else

People love to stay connected, so it's no wonder that social media sites continue to grow in popularity. However, with social media sites going mobile and are open 24 hours a day, people can often forget where to draw the line, especially at work. Companies should examine how this media is affecting them and how they can implement ways to move forward with technology without letting it interfere with productivity.

Objectives

To effectively learn how to use social media in the workplace, an employee must learn the basic building blocks of social media and the different ways they interact and perform. Once we understand that social media is about communication, we can establish guidelines that allow employees feel free to network while staying focused at work.

- Learn the meaning of social media

- Learn different ways social media is used and altered

- Build and maintain a social media policy

- Keeping your social media secure

- Establishing rules for the social media the company posts

- Discover the benefits and pitfalls of using social media

Call Center Training

Welcome to the Call Center Training Training course. A well-trained Call Center is the heart of any operation. Call center employees who know how to handle the great variety of situations that present themselves with skill and professionalism will be an asset to the organization as well as being able to profit themselves in terms of salaries and performance bonuses. Call Center Training will allow the employee to enter their work area with confidence that they are equipped to answer questions and overcome objections and ultimately close the deal.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

At the end of this training course, participants should be able to:

- Define and understand call center strategies.

- Identify different types of buying motivations.

- Create SMART Goals.

- Familiarize myself with strategies that sharpen effective communication.

- Use proper phone etiquette.

- Set benchmarks.

Secretarial Training

Welcome to our Secretarial Training course! Secretarial duties include answering and directing phone calls, writing emails, filing papers, photocopying, welcoming and greeting clients, and assisting office executives. Other duties are scheduling appointments, dealing with payments, and preparing official documents. Acquiring all skills perfectly will help you to achieve a successful career in this field.

Objectives

In this course you will learn about :

- Telephone etiquette
- Paper filing systems
- Email correspondancy
- Note taking
- Scheduling appointments

Meeting Management

Welcome to the Meeting Management training course. You are on your first project and you have to organize and manage the project kick-off meeting. What do you do first? Do you create the agenda or the invitation list? How do you run a meeting? What preparation do you need? All of these are valid and real questions you, as the meeting manager, must address. There is no doubt about it. Meetings require skill and technique in order for the meeting to achieve its purpose. Disorganized and poorly managed meetings waste time and hurt your credibility as a meeting manager.

Consistently leaving a poor impression with the attendees will haunt you if left unchecked. This training course is designed to give you the basic tools you need to initiate and manage your meetings. You will learn planning and leading techniques that will give you the confidence to run a meeting that will engage your attendees and leave a positive and lasting impression. This is a hands-on training course and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills. Before we begin, let's get to know each other better. Since we will be spending most of today working with each other, it is worth the time to share some things about ourselves now, making it easier to engage in the course.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.

By the end of this training course, participants will:

- Planning and Preparing

- Identifying the Participants

- How to choose the time and place

- How to create the agenda

- How to set up the meeting space

- How to incorporate your electronic options

- Meeting Roles and Responsibilities

- Use an agenda

- Chairing a Meeting

- How to deal with disruptions

- How to professionally deal with personality conflicts

- How to take minutes

- How to make the most of your meeting using games, activities and prizes.

Time Management

Efficient time management is the fundemental to getting the most out of your day and to overcoming the increased business pressure brought about by economic turmoil. From managing email to sharing your time on multiple projects, time management courses will help you reach your targets by learning how to budget your time wisely and effectively and help you rethink and reprioritize on a moment's notice.

Objectives

Our time management course will show you the best practices for prioritizing tasks, overcoming procrastination, improving your concentration, and dealing with frequent distractions.

Presentation Skills

Welcome to the Presentation Skills training course. This program can benefit anyone who presents; a trainer, a meeting facilitator, speaker, or seminar discussion leader. No matter which role you are assuming, this training course will help you become more efficient and proficient with the skills of providing information to others.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, the learning occurs more easily and rapidly. With that in mind, let's review our goals for today.

By the end of this training course, you should be able to:

- Perform a needs analysis and prepare an outline

- Select presentation delivery methods

- Practice verbal and non-verbal communication skills

- Knock down nervousness

- Develop and use flip charts with color

- Create targeted PowerPoint presentations

- Utilize white boarding for reinforcement

- Describe how video and audio enhance a presentation and list criteria for determining what types to use

- Enrich the learning experience with humor, questions, and discussion.

Proposal Writing

Welcome to the Proposal Writing training course!

A good proposal doesn't just outline what product or service you would like to create or deliver. It does so in such a way that the reader feels it is the only logical choice.

This course will take participants through each step of the proposal writing process, from derstanding why they are writing a proposal; to gathering information; to writing and proofreading; to creating the final, professional product.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.

By the end of this training course, participants will be able to:

- Identify the purpose of a proposal
- Identify different types of proposals
- Identify and perform the steps in the proposal writing process
- Perform a needs analysis and write a goal statement
- Prepare a proposal outline
- Improve their writing skills with a variety of techniques
- Use appropriate resources and ghosting to build a strong case
- Add illustrations to their proposal
- Proofread and edit their proposal
- Add the finishing touches to create a professional-looking final product

Bringing your plans & business together...

Business Writing

In this writing training course, we will focus on the key elements of writing. Writing is a key method of communication for most people and many people face some problems with it.

Objectives

At the end of the course you will be able to:

- Work with basic business writing skills such as sentence formation, spelling, grammar, and punc-tuation

- do written business correspondency, such as proposals, reports, and agendas.

Management and Leadership Skills

Project Management

Many leading companies around the world have been using project management as a way to control spendins and improve results in specific projects. By applying project management methods and strategies the manager will be able to reduce risks, manage costs and improve the success rate of the project.

Objectives

At the end of the training course you will:

- know about the key concept of project management, initiation and executing a project.
- be able to close a project and present your results.

We highly recommend this course to managers who are working with medium/long term projects in companies, and graduating students who would like to become a project manager.

Change Management

Change is a constant in many of our lives. All around us, technologies, processes, people ideas, and methods often change, which affect the way we perform daily tasks and our lives. This training course will give any leader tools o implement changes more smoothly and to have those changes better accepted. It will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Objectives

At the end of this training course you will be able to:

- develop a strategy for managing change, by understanding change

- built support in your teams

- lead status meetings

- use appreciative inquiry

- build resilience and flexibility.

What do we really mean by saying Human Resource Management ?

Human Resource Management (HRM) is the function within an organization that focuses on recruitment, and management by providing direction to the people who work in the organization.

HRM deals with issues that are related to people such as; hiring, performance management, organization development, employee motivation, communication, training.

HRM course will train managers on basic tools and skills to handle various human resource situations.

Objectives

At the end of this course, you will be able to:

- describe implications of different aspects of HRM

- provide accurate feedback to employees

- act apporpirately in situations

- evaluate strenghts, weaknesses and also opportunities for HRM in your company
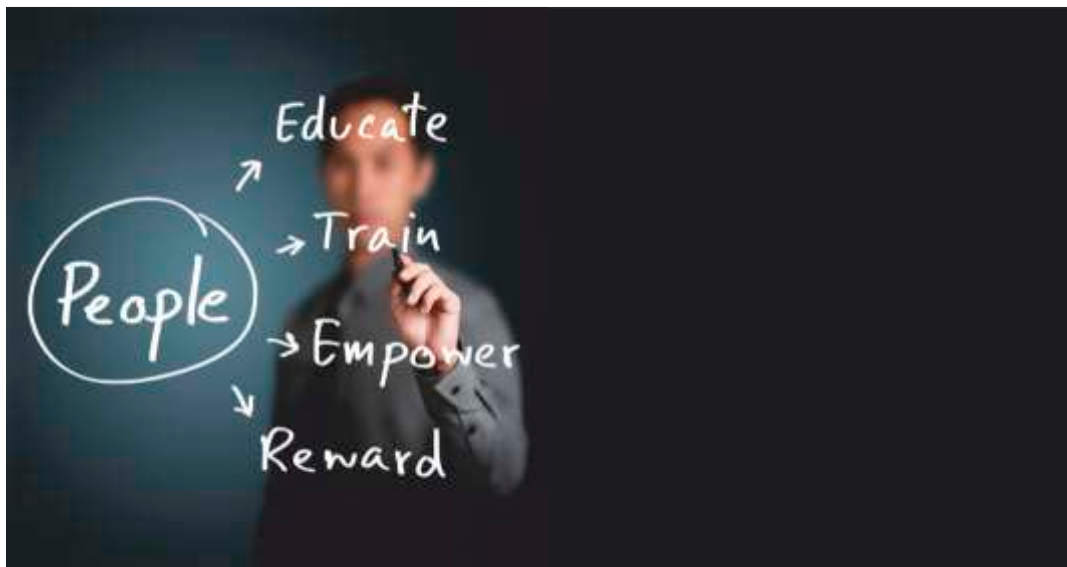
Women in Leadership

This course about 'Women Leaders' uses research to become familiar with the outlooks, behaviors, stereotypes, and struggles women face. And then transforms those empirical results into effective strategies and solutions.

Objectives

At the end of this training course you will be able to:

- use negotiation skills effectively

- build team effectiveness

- deal with power and relationships

- build social networks and influences

Customer Relation Management

Customer Relationship Management, or CRM, refers to a business model for managing an organization's relationships, or interactions, with their customers, clients, partners, or sales prospects. This business model generally involves activities associated with finding, attracting, winning, supporting, and servicing a customer's needs.

Objectives

In this program you will be able to:

- develop superior service and products that meet your customers' needs

- develop ways of enhancing marketing towards the most profitavle customers and improve efficiency by providing support and services to customers online

- aquire of anticipated future business needs skills, which are based on data on historic sale and service trends

- increase your customer base

"Add value for your customers"

Business Succession Planning

Establishing business succesion plan is benefical for most business owners. Since it gives the owner and workers a guide for cunducting business. It is significant for long term targets of a company.

Objectives

At the end of the course you will be able to:

- define business succession plannig and its role in organizations and companies.

- generate solutions to anticipate obstacles, evaluate and adapt goals and plans according to your company's vision and mission

- use SWOT analysis and set your goals

Developing New Managers

Managers don't just appear out of nowhere, equipped with the skills to succeed. Managers need to be developed. While it seems that management skills come naturally to some people, in reality management is a set of skills which can be learned.

Objectives

At the end of this course you will be able to:

- use technology in management

- deal with documents and policies

- spot opportunities, and build good relationships

- strengthen their current skills, and develop new ones to not only benefit the individual managers but the organization as a whole.

Even the most experienced managers and human resources personnel can still have difficulty finding and hiring the perfect candidate for an open position. It can be difficult to determine if they will be right for the job or work well with the rest of the team. By learning how to utilize the information we have to find the best candidates and reviewing not only the job requirements, but the candidate's attributes, you can hire the best people for your company.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

At the end of this training course, participants should be able to:

- Know how to present the current open position

- Develop a workable hiring strategy

- Know how to determine which candidates to interview

- Steps and techniques to use in an interview

- Welcome newly hired employees

- Find potential candidates for the position

Recruitment Strategy Model

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

Objectives

At the end of this training course, participants should be able to:

- discuss the benefits of team work,

- understand the importance of intentionally fostering teamwork,

- determine strategies your organization can take to build teams,

- understand the benefits of games and social activities in building a team,

- apply the principles of team building to your own organization.

Welcome to the Knowledge Management training course. Today's culture thrives on knowledge. It is evident in the items we buy or activities we invest time managing. Possessing knowledge gives advantages in making the right decision or strategy to implement. The Internet distributes knowledge at split-second rates. Laptops and smart phones bring knowledge to our fingertips. As the old adage says, "knowledge is power."

Organizations have a wealth of knowledge accessible through the people they touch internally, like employees, and externally, like customers. Organizations that allow knowledge to go unmanaged may be giving their competitors the upper hand in the market. The organization that is able to capture, store, and retrieve knowledge effectively is then capable of learning as an organization. A learning organization is one where employees are empowered to change and develop new methods, thoughts, and strategies that will advance the mission of their organization.

Knowledge Management is the establishment of a system that captures knowledge purposefully for incorporating into business strategies, policies, and practices at all levels of the company. This course will teach the learner how to initiate a knowledge management program at work. When it comes to knowledge management, any organization is able to implement a strategy. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.

This training course is designed to help you in the following ways:

- Understand the basic concept of knowledge management **(KM)**

- Identify the do's and don'ts of KM

- Identify the KM life cycle

- Identify the new KM paradigm

- Identify the KM models

- Understand how to build a KM rational for your company

- Understand how to customize KM definitions

- Identify the steps to implementing KM in your organization

- Identify tips for success

- Understand the advance topics in KM

Performance Management

Performance Management is not a company's way of employing "micro-managing" techniques that stunt the professional growth of its employees. But rather, it is a strategic approach to ensuring the efficiency and effectiveness of an organization. Whether at the organizational, departmental or employee level, the goal of performance management is to make sure all business goals are being met in a satisfactorily manner.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.

The objectives for this course are as follows:

- Define performance management.

- Understand how performance management works and the tools to make it work.

- Learn the three phases of performance management and how to assess it.

- Discuss effective goal-setting.

- Learn how to give feedback on performance management.

- Identify Kolb's Learning Cycle.

- Recognize the importance of motivation.

- Develop a performance journal and performance plan.

Experience the power of Performance Management

Talent Management

Talent management is essential to the success of any organization. Leaders need to recruit, train, and retain qualified employees. Providing incentives and developing individuals is the difference between engaging people and merely employing them. Investing in talent management will provide financial benefits as it improves the company's culture.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

At the end of this training course, you should be able to:

- Define talent and talent management.

- Understand the benefits of talent management.

- Recognize performance management and ways to review talent.

- Identify employee engagement.

- Create assessments and training programs.

- Learn how to improve employee retention.

Leadership and Influence

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring. Once you learn the techniques of true <u>Leadership And Influence</u>, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

Objectives:

- Define "leadership"
- Explain the Great Man Theory
- Explain the Trait Theory
- Understand Transformational Leadership
- Understand the people you lead and how to adapt your leadership styles
- Explain leading by Directing
- Explain leading by Participating
- Explain leading by Delegating
- Kouzes and Posner
- Conduct a personal inventory
- Create an action plan
- Establish personal goals
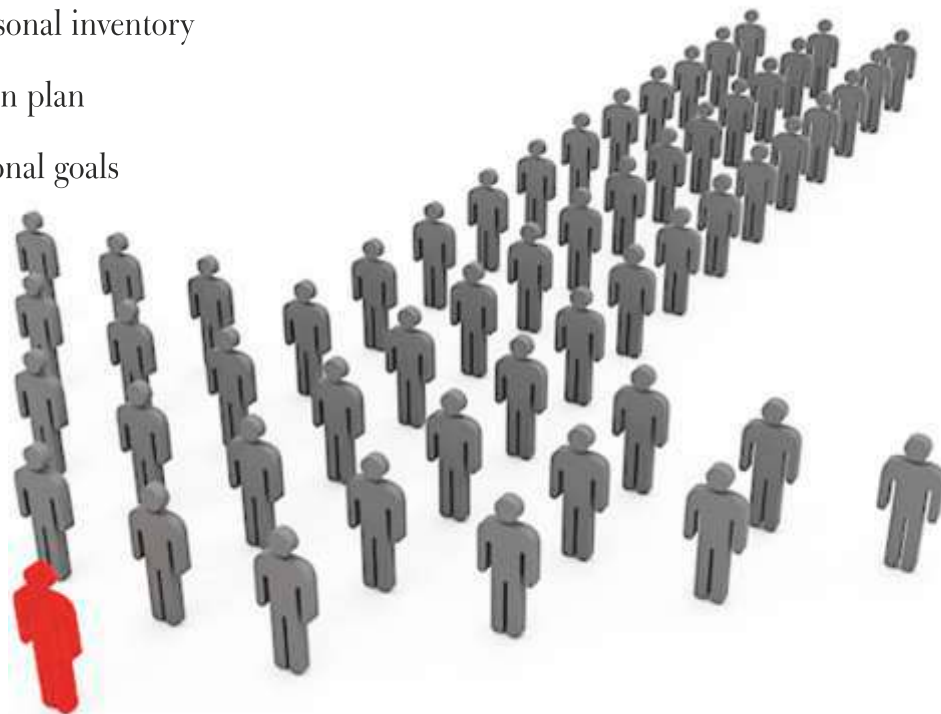
Manager Management

Management is known as a form of art and a science. The key is making employees more efficient and productive while finding the correct way to do it. When preparing to manage one or a group of managers, you are preparing for them to be able to manage their own employees. Every manager is a different personality type and learns differently. But with some helpful tools and tips, you can help them become great managers that will continue to grow and succeed with their new teams.

Objectives

It's been said that good management starts with good planning. As a manager, you can learn different ways to put plans into action that will help your other managers and employees work together and continue to grow.

- Welcome and orientate new managers

- Learn ways to successfully coach and mentor

- Learn ways to measure and evaluate performance

- How to handle complications

- Communicate between employees and their managers

Welcome to the Middle Manager training course. Traditionally, middle managers make up the largest managerial layer in an organization. Middle managers are responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and they understand how to effectively execute these goals. It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well-trained middle managers.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

At the end of this training course, participants should be able to:

- Define management.

- Understand ethics in the workplace.

- Manage information and make decisions.

- Be familiar with the control process.

- Use organizational strategies to facilitate change.

- Create structures and processes to manage teams.

- Manage as a leader.

Safety should be the first priority as every business must face the reality of risks and hazards.

It is not possible to control or manage 100% of risk, but knowing what to do before, during, and after an event will result in the minimum possible level of damage and harm. Through-out this course, participants will learn about hazards and risk in their workplace. Being able to seek out hazards by following proper procedures will give the ability to avoid the accident beforehand.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

At the end of this course, you should be able to:

- Identify hazards and risks

- Update control measures

- Grasp the fundamentals of accident reports

- Identify risk management techniques

- Outline a disaster recovery plan

- Communicate to the organization

This course has been carefully designed to help you better understand supply chain management. Before we begin with the main points of the course, however, we first need to complete some activities to help focus and maximize our learning experience. In Module One, we're going to cover topics such as basic housekeeping, parking lot, training course objectives and action plans and evaluation. So, let's get started.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. By the end of the course, learners will be able to apply their knowledge of supply chain management as demonstrated by completing module activities and a course evaluation.

Identify how supply chain management relates to:

- Customer satisfaction

- Improving performance

- Lowering costs

- Product development

Define the terms:

- Procurement

- Upstream and downstream

- Raw material

- Forecasting

- Carrying cost

- Inventory

- Order generation

- Order taking

- Order fulfillment

- Returns management

Understand the levels of supply chain management and their effects

- Strategic

- Tactical/Operational

Marketing Skills

Internet Marketing Fundamentals

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

Objectives

At the end of this training course, participants should be able to:

- know how to conduct market research,

- develop a workable internet marketing campaign,

- recognize your target market,

- understand your brand,

- grasp SEO and website characteristics,

- find and capture lead.

Sales Fundamentals

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- Forecasting
- Carrying cost
- Inventory
- Order generation
- Order taking
- Order fulfillment
- Returns management

Understand the levels of supply chain management and their effects

- Strategic
- Tactical
- Operational

Financial Skills

Auditing is a means of evaluating the effectiveness of a company's internal controls. Maintaining an effective system of internal control is vital for achieving a company's business objectives, obtaining reliable financial reporting on its operations, preventing fraud and misappropriation of its assets, and minimizing its cost of capital. Both internal and independant auditors contribute to a company's audit system in different but important ways.

Objectives

In this training you will learn how to increase effectiveness of external audit in terms of human resources allocation, time and financial resource optimization.

Objectives

At the end of this training course you will be able to:

- improve the companies internal control system in relation to financial statements and internal audit.

- build effective interaction of external and internal procedures.

- gain an insight of how to analyze the audit results and take further actions.

Essentially, our world revolves around numbers. People are generally familiar with a lot of these basic bookkeeping and accounting terms. This simple concept will allow you to record the sale or purchase of an item even if you have not yet received payment.

Objectives

At the end of this course you will be able to:

- work with the ins and outs of accounts payable, accounts receivable, the journal, the general ledger, and cash management.

- deal with income statement, cash flow statement, capital statement, and budget versus actual

- know when and why you audit, as well as internal and external audits.

Budget and Finance Reports

While understanding the various ratios that can be calculated will help you examine and analyze financial statements, giving you a clear picture of the financial health of the business. Having a systematic approach to making a budget will reduce the time you need to spend on creating a budget.

Objectives

At the end of this course you will be able to:

- work with various techniques and tools to help forecast costs

- manage the budget

- know how to monitor the budget and make approved changes

I

IT Skills

ECDL (European Computer Driving Licence) Courses and Certification

The European Computer Driving Licence (ECDL) is a computer literacy certification, which is an internationally recognized ICT and digital literacy qualification. Many organizations and universities require the ECDL certification, when applying for a job or university degree. By successful completion of the exam you will be equiped with necessary IT skills to advance in your career or university studies. Hence, we are offering the ECDL training course and international examination, to equip you with the optimum qualifications.

The basic modules of this course are as following:

- Security for IT Users

- IT User Fundamentals (Windows Explorer in Windows 7)

- Word processing (Microsoft Word 2010)

- Spreadsheets (Microsoft Excel 2010)

- Databases (Microsoft Access 2010)

- Presentations (Microsoft PowerPoint 2010)

- Using Email and the Internet (Windows Explorer in Windows 7)

Microsoft Technology Associate (MTA)

The widespread use of IT in many organizations, requires the basic knowledge to head towards a successful career. The ability to understand fundamental concepts in IT, will be essential in the field of your work. By taking Microsoft Technology Associate (MTA) courses, you will be equipped with the optimum knowledge to increase your work performance.

The MTA certification is constructed to convey foundational technology education and it equips you with a serious introduction to IT and related terminology. As our courses are designed for IT and non-IT professionals, MTA certification is a starting point to understand and become proficient in current technology. Offering a range of courses, such as networking and security, generally supported operating systems, or Microsoft Windows, our MTA courses will prepare you to work effectively with IT administrators, developers, and support staff. The following courses help you prepare for this certification.

Microsoft Technology Associate
Start Your Career in Technology

HTML5 Application Development Fundamentals

In this course, you will gain an understanding of fundamental HTML5 concepts, including managing the application life cycle, building the user interface with HTML5, formatting the user interface by using CSS, and developing code using JavaScript.

This course is designed to help you prepare Microsoft Technology Associate Exam 98-375 - HTML5 Application Development Fundamentals.

Objectives

- Manage the application life cycle

- Build the user interface using HTML5

- Format the user interface using CSS

- Develop code using JavaScript

    This course is part of the following programs or tracks.

Windows Development Fundamentals

In this course, you will build an understanding of Windows programming basics, create Windows forms applications, develop Windows services applications, access data in a Windows forms application, and deploy a Windows application.

This course is designed to help you prepare for Microsoft Technology Associate Exam 98-362 - Windows Development Fundamentals.

Objectives

- Windows programming basics

- Windows services applications

- Accessing data in a Windows forms application

- Deploying a Windows application

Web Development Fundamentals

In this course, you will be introduced to programming web applications, working with data and services, troubleshooting and debugging web applications, working with client-side scripting, and configuring and deploying web applications. This course is designed to help you prepare for Microsoft Technology Associate Exam 98-363 - Web Development Fundamentals.

Objectives

- Program web applications

- Work with data and services

- Troubleshoot and debug web applications

- Work with client-side scripting

- Configure and deploy web applications

.NET Fundamentals

In this course, you will build an understanding of .NET Framework concepts, namespaces and classes in the .NET Framework, .NET code compilation, I/O classes in the .NET Framework, security, .NET languages, and memory management. This course is designed to help you prepare for Microsoft Technology Associate Exam 98-372 - .NET Fundamentals.

Objectives

- .NET Framework Concepts

- Namespaces and Classes in the .NET Framework

- .NET Code Compilation

- I/O Classes in the .NET Framework

- Security

- .NET languages

- Memory management
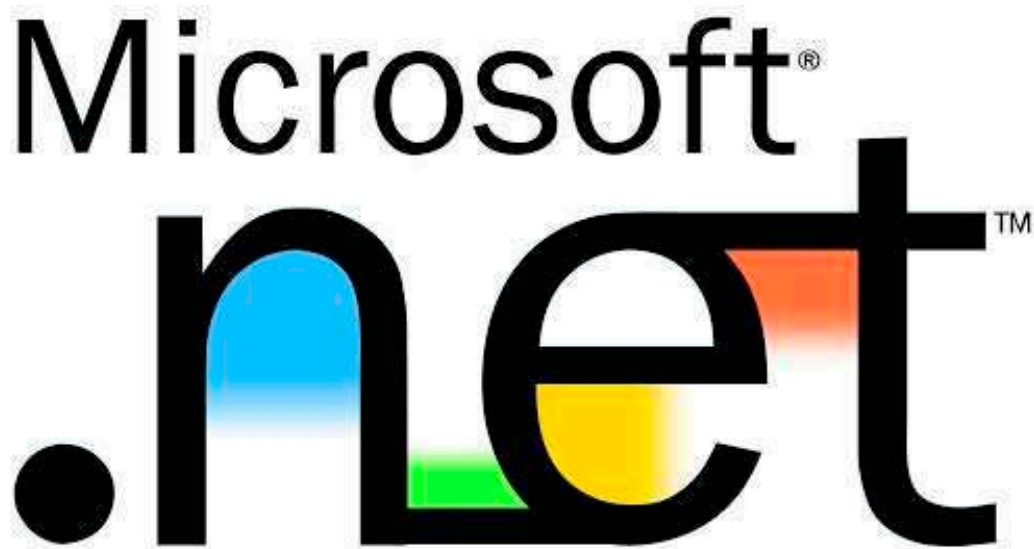
Networking Fundamentals

In this course, you will be introduced to networking concepts in today's increasingly connected and technology-driven businesses. You will learn how communication and information transfers are enabled by networking technologies such as the Internet, intranet, and extranet, local area networks, wide area networks, wireless networking, network topologies, and access methods. You will also build foundational knowledge in various networking concepts, including the OSI model, IP addressing, Internet Protocols, and more.

This course is designed to help you prepare for Microsoft Technology Associate (MTA) Exam: 98-366 - Networking Fundamentals.

Objectives

- Networking concepts in an internetworked environment ranging from LANs, WANs, VLANs, extranets, and the Internet

- Physical networking hardware such as routers, switches, and different media types

- Key networking concepts such as local and wide area networking, the OSI model, basic Internet Protocols, and IP
  addressing (IPv4, Ipv6)

- TCP/IP, DNS, and important tools to diagnose Internet connectivity

Security Fundamentals

In this course, you will be introduced to security concepts for today's business and technology professionals. You will cover layered security philosophy, physical security, Internet security, and wireless security principles. You will focus on operating system security, network security, and security software.

The course is designed to help you prepare for Microsoft Technology Associate (MTA) Exam: 98-367 - Security Fundamentals.

Objectives

- Offensive and defensive security strategies and approaches

- Implement security in layers ranging from physical security, network security, and operating system security

- Secure authentication, access-control on file systems, and password policies for users

- Use Network Access Protection (NAP), firewalls, and protocol security for data in-flight

- Use security software as counter-measures, including anti-virus software, anti-spam software, and

Software Development Fundamentals

This course is designed to help IT and business professionals who work in technical environments learn the fundamentals and gain a better understanding of software development and application life cycle management. In this course, you will learn basic programming skills and how to desktop and web applications using programming logic. Throughout this technical course, you will learn programming fundamentals. It is designed to help you prepare for the Microsoft Technology Associate (MTA) Exam: 98-361 - Software Development Fundamentals.

Objectives

- Core fundamentals of software and application development

- Core programming, decision structures, error-handling, and object-oriented programming

- Programming for desktop vs. programming for web applications

- Integrate applications with databases and data stores for real-time queries
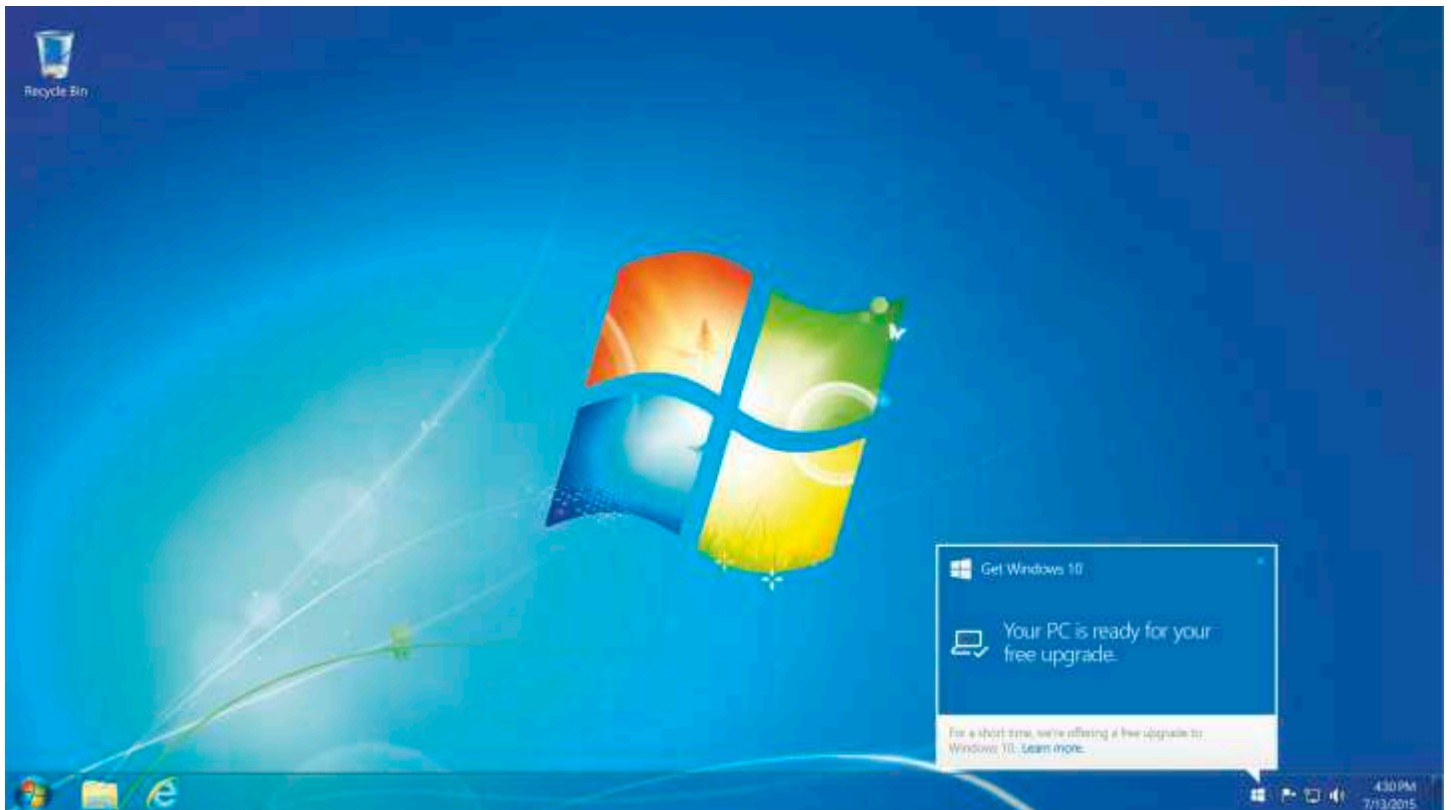
Windows OS Fundamentals

In this entry-level course, you will build a basic understanding of the installation, configuration, and maintenance of the Microsoft Windows client. You'll learn about the different Windows operating systems, upgrade paths, and how to set up users. You'll also cover Windows applications the management of files and folders, and how to set up a file and print sharing environment.

This course assists you in preparation for Microsoft Technology Associate Exam 98-349.

Objectives

- Operating system configurations

- Install and upgrade client systems

- Manage applications

- Manage files and folders

- Manage devices

- Back up and restore your operating system

Windows Server Administration Fundamentals

In this entry-level course, you will build an understanding of fundamental server administration concepts. You will learn to install and configure a Windows Server, manage server services and storage, monitor server performance, and set up file and print services. Additional services such as DNS, DHCP, web server, and remote access will also be covered.

This course assists you in preparation for Microsoft Technology Associate Exam 98-365.

Objectives

- Server installation

- Server roles

- Active Directory

- Storage

- Server performance management

Database Fundamentals

In this course, you will be introduced to database design and administration. You will gain an understanding of core database concepts, creation of database objects, manipulation of data, data storage, and administration of a database.

This course assists you in preparation for Microsoft Technology Associate Exam 98-364.

Objectives

- Data types

- Data manipulation language

- Database queries

- Primary keys

- Database backups.

CCNA Routing and Switching

Declare your proven ability to install, monitor, and troubleshoot networks by earning Cisco Certified Network Associate (CCNA) Routing and Switching certification. With a focus on network infrastructure, CCNA Routing and switching also covers wireless access, security, and connectivity to branch offices using WAN. It confirms your ability to work with IP, EIGRP, Serial Line Interface Protocol, Frame Relay, VLANs, OSPF, Ethernet, and access control lists. It also validates your ability to manage Cisco devices with IOS v15, handle Cisco licensing, and perform extensive troubleshooting.

Objectives

- Network fundamentals and how to build simple LANs

- Establish Internet connectivity

- Manage network device security

- IPv6 basics

- Troubleshoot VLAN issues

- Spanning Tree Protocol (STP)

- Configure EtherChannel

- Layer 3 redundancy

- Troubleshoot IP connectivity

- Characteristics, functions, and components of a WAN

- Configure and troubleshoot EIGRP in an IPv4 environment

- Configure EIGRP for Ipv6

- Configure, verify, and troubleshoot multiarea OSPF

- SNMP, syslog, and NetFlow

- Manage Cisco device configurations, IOS images, and licenses

CCNA Network Security

In this course, you will learn about the design, implementation, and monitoring of a comprehensive security policy, using Cisco IOS security features and technologies as examples. You will also learn about security controls of Cisco IOS devices as well as a functional introduction to the Cisco ASA adaptive security appliance. Using instructor-led discussion, lecture, and hands-on lab exercises, this course allows you to perform basic tasks to secure a small branch office network using Cisco IOS security features, which are available through web-based GUIs (Cisco Configuration Professional) and the CLI on Cisco routers, switches, and Cisco ASA appliances.

Objectives

- Develop a comprehensive network security policy to counter threats against information security

- Configure routers with Cisco IOS Software security features, including management and reporting functions

- Configure IPv6 addressing, routing, and access control in Cisco network routers

- Bootstrap the Cisco Adaptive Security Appliance (ASA) Firewall for use in a production network

- Configure the Cisco ASA Firewall for remote access SSL VPN

- Configure a Cisco IOS zone-based firewall (ZBF) to perform basic security operations on a network

- Configure site-to-site VPNs using Cisco IOS features

- Configure IOS IPS on Cisco network routers

- Configure security features on IOS switches to mitigate various Layer 2 attacks

- How a network can be compromised using freely available tools

- Implement line passwords, and enable passwords and secrets

- Examine Authentication, Authorization, and Accounting (AAA) concepts and features using the local database as well as Cisco Secure ACS 5.2

- Run a CCP security audit and analyze the results

- Configure packet filtering on the Perimeter Router

- Define a virtual tunnel interface Using GRE with Ipsec
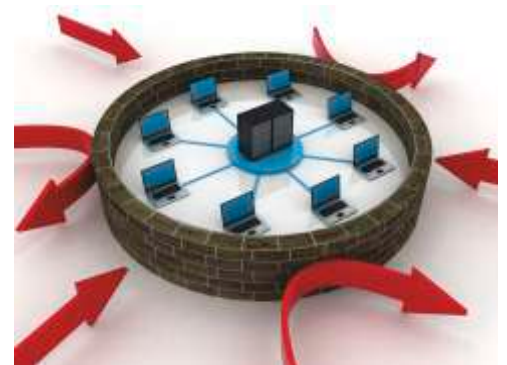
CompTIA IT Fundamentals

In this introductory course, you will learn the basics of computer hardware, software, mobile computing, networking, troubleshooting, and emerging technologies. You will learn about configuring operating systems, file and folder management, networks and network configuration, and the role of the OSI model in networking and troubleshooting. This course will also prepare you for the CompTIA IT Fundamentals certificate exam.

Objectives

- Prepare a study plan for the CompTIA IT Fundamentals exam

- Basic concepts in computer communication

- Basic functions and components of computers

- Common internal hardware components, including processors, storage devices, and RAM

- Peripheral components such as displays, printers, keyboard and other input/output devices, along with the connectors they use

- Basic types of software and considerations for installing, updating, and upgrading software

- Standard operating system configuration options, file systems, and file and folder management tasks

- Software applications and common file types

- Mobile devices features, mobile operating systems, and working with mobile interfaces

- Common network types, architectures, and topologies

- Basic concepts in network communication, including the OSI reference model, IP addresses, and protocols

- Common LAN and WAN technologies, transmission media, and protocols

- Basic concepts and areas of information security, including authentication, encryption, and firewalls

- Basic concepts and activities for maintaining, monitoring, and troubleshooting computer systems and networks

- Future and developing technologies, such as virtualization, telepresence, and cloud computing

CompTIA's A+

CompTIA's A+ certification is the industry standard for validating the foundational skills needed by today's computer support technicians and is included in the approved list of certifications to meet DoD Directive 8570.1 requirements. This international vendor-neutral certification requires that you pass two exams: CompTIA A+ Essentials Exam 220-801 and Practical Application Exam 220-802.

In this course with a particular focus on CompTIA A+ certification exam preparation, you'll gain the needed knowledge of basic computer hardware and operating systems. You will cover the essential principles of installing, building, upgrading, repairing, configuring, troubleshooting, optimizing, and preventative maintenance on desktop and laptop computers. You will also learn elements of customer service and communication skills necessary to work with clients.

Objectives

- Prepare for the latest A+ certification exams

- Fundamentals of computer technology

- Install and configure PC operating systems

- Configure common features for Android and Apple iOS mobile operating systems

- PC components

- Preventative maintenance

- Operating system technologies

- Communicate with customers in a professional manner

- Computer hardware and peripherals

- Network connections

- Laptop and portable computing device components

- Support printers and scanners

- Secure Pcs
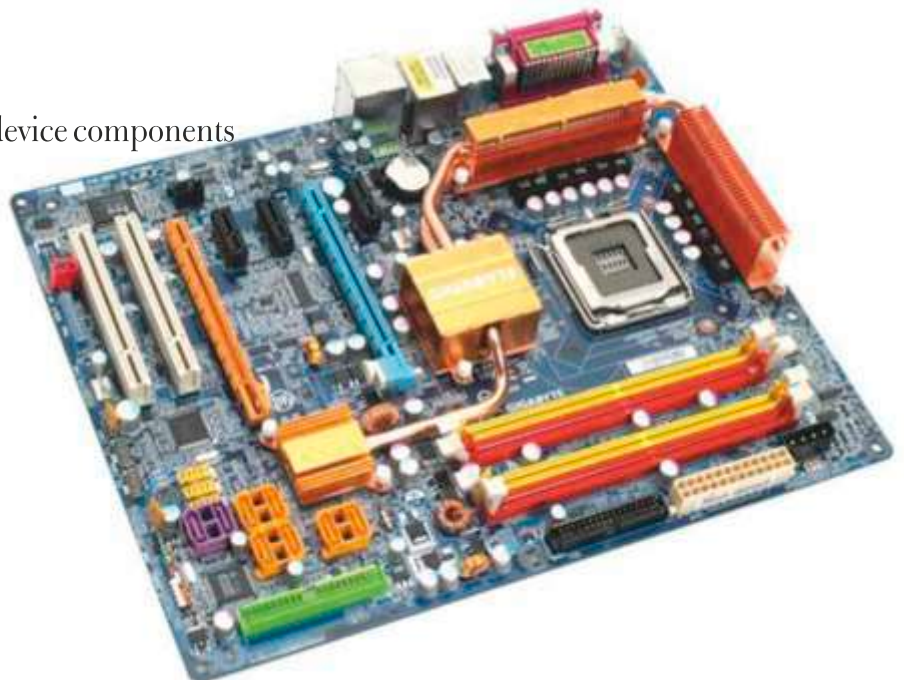
Acrobat Fundamentals

In this course, you will learn to use Acrobat's cross-platform capabilities to distribute your documents efficiently without sacrificing their original design.

Objectives

- Incorporate text, notes, graphics, and movies, as well as Internet links

- Menu and tools in Acrobat

Adobe Digital Publishing Suite with InDesign CC

This course teaches you how to use the Adobe Digital Publishing Suite family, which enables you to publish apps for iPad and other tablets.

Objectives

- Create dynamic apps with inDesign using DPS for all leading tablets and smartphones

- Build more dynamic reading with video, sounds and interactivity

- Attract new readers and tap into new revenue streams using Digital Publishing Suite Single User Edition, Professional Edition or Enterprise Edition

Tailor-made Training Courses

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We take pride in our dedication to deliver tailor-made training programs and consultancy services of the highest quality. Tailor-made training courses are designed according to a company's specific needs. The approaches taken in these courses are specifically designed to maximize the learning outcome in a minimum of time. Our extensive trainer network and our collaboration with Eastern Mediterranean University allows us to deliver any kind of trainings requested by companies.

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