

No	Session	Track	Competencies	Mode	Language	Duration	Certificate
1	Customer Experience	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
1	Excellence in Customer Service and Customer Happiness	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
2	Modern Customer Service	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
3	Certified Customer Service Business Professional	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
4	5-Star Excellence in Customer Service	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
5	Marketing, Sales, and Customer Service	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
6	Complaint Management	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
7	Communication Skills in Customer Service	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
8	Standard Tools and Strategies for Delivering Excellent Customer Service	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
9	Effective Communication Skills with Customers	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
10	Problem Solving through Practical Methods	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
11	Handling Difficult Situations	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
12	Customer Service Management	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
13	Understanding Customer Types and How to Deal with Each Type	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
14	Improving Quality and Service Flow	Customer Services	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
2	Complaints Management	Track	Competencies	Mode	Language	Duration	Certificate
1	Complaint Handling Strategies	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
2	Complaint Handling and Service Recovery	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
3	Effective Complaint Handling Skills	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
4	Customer Service and Complaint Handling	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
5	Excellence in Handling Customer Complaints	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
6	Customer Complaint Management	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
7	Managing Customer Anger and Complaints	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
8	Handling Complaints with Empathy and Managing Emotions in Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
3	Institutional Communication Skills	Track	Competencies	Mode	Language	Duration	Certificate
1	Strategic Institutional Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
2	Public Relations and Institutional Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
3	Advanced Institutional Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving

4	Effective Institutional Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
5	Fundamentals of Verbal and Written Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
6	Effective Listening Techniques and Meeting Management within Organizations	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
7	Internal Communication Strategies	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
8	Institutional Public Relations	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
9	Advanced Communication and Its Strategies	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
10	General Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
11	Business and Professional Communication Skills	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
12	Corporate Communications Redefined (GLOMACS)	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
13	Mastering Corporate Communications (GLOMACS)	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
14	Enhancing Professional Institutional Communication Skills	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
15	Email Writing and Business Communication Skills	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
16	Cross-Cultural Communication Skills	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
4	Official Protocol and Etiquette	Track	Competencies	Mode	Language	Duration	Certificate
1	Integrated Protocol, Ceremonies, and Etiquette	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
2	International Protocol and Diplomacy	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Accredited
3	Protocol Management	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
4	Advanced International Protocol and Etiquette	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
5	Principles of Institutional Protocol and Behavioral Skills	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
6	VIP Guest Management	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
7	Interacting Across Different Cultures and Enhancing Public Relations Efficiency	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
8	Principles of International Protocol	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
9	Formal Etiquette	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
10	The Art of Appearing Confidently Before VIPs and the Media	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
11	Cultural Sensitivity and Handling Official Occasions	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
12	Fundamentals of Etiquette and Professional Conduct	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
13	Concepts of Dealing with Others Respectfully and Professionally	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
5	Legal Governance	Track	Competencies	Mode	Language	Duration	Certificate
1	The Relationship Between Institutional Communication and Governance Manag	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving

2	Building Communication Strategy Skills Aligned with Governance Policies	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
3	Elements of Risk Management in Communication and Internal Organization	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
4	Governance, Risk, and Compliance GRC.	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
5	Fundamentals of Executive Communication within Governance, Risk, and Compliance	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
6	Public Relations Ethics and Corporate Governance Standards	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
7	Preparing and Drafting Governance Documents	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
8	Legal Risk Management	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
9	Digital Governance	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
10	Legal Governance and Artificial Intelligence	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
11	Designing and Implementing Strategic Governance Standards within Companies	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
12	Applying Governance Standards at the Institutional Level	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
13	Developing Transparency Systems and Information Disclosure	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
14	Improving Internal and External Legal Institutional Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
15	Transparency and Accountability in Legal Governance	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
6	Government Communication	Track	Competencies	Mode	Language	Duration	Certificate
7	Executive Digital Government Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Accredited
8	Government Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Accredited
9	Government Marketing	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
10	Digital Strategies	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
11	Creative Thinking in Government Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
12	The Art of Government Communication	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving
13	Government Communication During Crises and Media Pressure	Corp. Comm. skills	Customer Service Employees	In-person / Remote / Hybrid	Arabic/English	25H	Acheieving

Ruyat Al Mustaqbal Training Center

Training Department


