

**I.E.N** INTERNATIONAL  
EXPERTS  
NETWORK

**TRAINING &  
CONSULTING**



**TRAINING PLAN**

**2023**



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# WHO WE ARE ?

**We** are a global network of Trainers & Consultants who bring a wide variety of capability, knowledge , diverse expertise, and solutions to our clients.

**We** believe that a dual focus on developing people and managing them well give organizations a long-term performance edge.

**We** help employees and leaders working for sustainable and results-driven organizations, we shape the management practices and help organizations get better results.

# MISSION VISION

## **MISSION**

To help organizations to overcome today's challenges by providing a strong base of training and consulting services and making distinctive, lasting, and substantial improvements in their performance.

## **VISION**

To be one of the leading training, consulting and advisory company to many of the world's organizations.

# VALUES

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## **INTEGRITY**

**We** adhere to fairness and honesty in our work, providing all information and reports clearly and transparently.

## **INDEPENDENCE**

**We** work with objectivity and neutrality without any interference of personal interests.

## **QUALITY**

**We** provide our services in accordance with the best professional standards efficiently and effectively.

## **CONFIDENTIALITY**

**We** respect the value, privacy and ownership of the information we have access to.

## **EXCELLENCE**

**We** always seek to create innovative solutions.

# CONSULTING SERVICES

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**Our** business consultants are experienced and practitioners who can work effectively across diverse business and governmental organizations. They are customer-focused, delivery-excellence driven and they can navigate and manage complex projects.



# AREAS OF CONSULTING

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**Business Management**



**HR Consulting**



**Public Private Partnership (PPP)**



**Digital Transformation**



**Islamic Banking**



**Finance Consulting**



**Auditing & Compliance**



**Legal Consulting**





# TRAINING SERVICES

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**We** believe that an organization is only as good as its people. Therefore, we focus to deliver high quality training that is affordable, practical and consistently to the needs of our customers.

**We** provide the following training services:

1. **Public Training.**
2. **Bespoke Training.**
3. **In-House Training.**
4. **Online Training.**

# TRAINING VENUES

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# TRAINING PROGRAMS

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- ☐ Management & Leadership
- ☐ Human Resources Management
- ☐ Project Management
- ☐ Quality Management
- ☐ NGO's Management
- ☐ Local Government
- ☐ Public Private Partnership (PPP)
- ☐ Marketing & Sales
- ☐ Communication & Public Relation
- ☐ Law, Legal & Contract Management
- ☐ Accounting & Finance
- ☐ Banking
- ☐ Islamic Banking
- ☐ Warehousing & Procurement
- ☐ Healthcare Management
- ☐ IT & Technology
- ☐ Telecommunication
- ☐ Energy and Environment
- ☐ Safety & Security
- ☐ Oil & Gas

## **MANAGEMENT & LEADERSHIP**

- MNL01 The Complete Course on Management and Leadership**
- MNL02 Strategic Management**
- MNL03 Advanced Teamwork & Cooperation Skills**
- MNL04 Advanced Problem Solving and Decision Making**
- MNL05 Planning, Organizing, Negotiating Work Coordinating**
- MNL06 High Impact Supervisory Skills**
- MNL07 The Three Dimensions of Leadership**
- MNL08 The Certified Competent Manager**
- MNL09 Women's Leadership Program**
- MNL10 Strategic Leadership in Modern Organizations**
- MNL11 Leading through VUCA (Volatility, Uncertainty, Complexity & Ambiguity)**
- MNL12 Setting Priorities, Time Management & Stress Reduction**
- MNL13 Key Performance Indicators & Optimizations**
- MNL14 Knowledge Management**
- MNL15 Leadership & Strategic Thinking**
- MNL16 Leading Under Pressure: Managing Organizational and Personal Crises**
- MNL17 Strategy Building and Sustaining Competitive Advantage**

## **MANAGEMENT & LEADERSHIP**

- MNL18 Mastering Management Skills**
- MNL19 Managing Diversities in a Multi-cultural Workplace**
- MNL20 Facilities Management**
- MNL21 Effective Office Management**
- MNL22 Managing Personal & Interpersonal Skills**
- MNL23 Strategic Planning Professional**
- MNL24 Organizational Behavior**
- MNL25 Organizational Performance Development Using KPI's**
- MNL26 Advanced Management: Achieving Superior Performance**
- MNL27 Process Development and Innovation**
- MNL28 Balanced Scored Card "BSC"**
- MNL29 Strategic Crisis Management**
- MNL30 Effective Negotiation, Persuasion & Critical Thinking**
- MNL31 Corporate Governance**
- MNL32 Result-Based Management (RBM)**
- MNL33 Advanced Management & Leadership**
- MNL34 The Middle Manager Development Program**

## **HUMAN RESOURCES MANAGEMENT**

- HRM01 Auditing HR Processes**
- HRM02 Compensation & Benefits Management**
- HRM03 Competency-Based Management**
- HRM04 Compliance and Business Ethics**
- HRM05 Current Issues and Trends in HRM**
- HRM06 Employee Engagement and Motivation**
- HRM07 Employment Law & Employee Rights**
- HRM08 Financial Skills for HR Professionals**
- HRM09 HR Metrics & Analytics**
- HRM10 Creating Positive Work Culture in Organizations**
- HRM11 Human Resources and Training Development**
- HRM12 Identifying Training Needs and Evaluating Training**
- HRM13 Job Analysis and Job Description Techniques**
- HRM14 Job specification and Design**
- HRM15 Training Analyst**
- HRM16 Leading Strategic HR Transformation**
- HRM17 Managing & Measuring Training**

## **HUMAN RESOURCES MANAGEMENT**

- HRM18 Managing and Coordinating Training**
- HRM19 Managing Employee Performance, Behavior & Attitudes**
- HRM20 Organization and Workforce Planning**
- HRM21 Organizational Behavior**
- HRM22 Organizational Change and Development**
- HRM23 Performance Management System: Design and Implementation**
- HRM24 Recruitment Skills and Interviewing Techniques**
- HRM25 Roles and Responsibilities in employees relations**
- HRM26 Strategic Human Resources Management**
- HRM27 Urban Labor Markets and Employment Policy**
- HRM28 Work, Employment, and Industrial Relations Theory**
- HRM29 PHR Preparation Professional in Human Resources**
- HRM30 Professional Interviewing Skills**
- HRM31 Writing Effective Policies and Procedures**
- HRM32 SHRM Certification Preparation (SHRM-CP)**
- HRM33 HR and Payroll Management**
- HRM34 Measuring & Maximizing Training ROI**

# PROJECT MANAGEMENT

- PMP01 The Complete Course on Project Management**
- PMP02 Business Process Analysis, Innovation and Design**
- PMP03 Construction Project Management**
- PMP04 PMI Risk Management Professional (PMI-RMP)**
- PMP05 Critical Path Project Management**
- PMP06 Feasibility Analysis: Preparation & Evaluation**
- PMP07 Initiating and Planning Projects**
- PMP08 IT Project Management**
- PMP09 Lean-Agile implementation for Business and Operations**
- PMP10 Managing Projects Contracts**
- PMP11 Managing Multiple Tasks, Priorities & Deadlines**
- PMP12 Managing Project Integration**
- PMP13 Managing Project Risks and Changes**
- PMP14 Negotiating & Dispute Resolutions**
- PMP15 PMI Professional in Business Analysis (PMI-PBA)**
- PMP16 Offshore & Marine Projects Risks Management**
- PMP17 Project Management Essentials**



# PROJECT MANAGEMENT

- PMP18 Project Management for the Oil and Gas Industry**
- PMP19 Project Management planning ,Implementation and techniques**
- PMP20 Project Management Skills for Non-Project Managers**
- PMP21 Project Management Using Primavera Software**
- PMP22 Project Scheduling, Cost Planning & Value Engineering Skills**
- PMP23 Project Stakeholder Management**
- PMP24 Project Team Management and Leadership**
- PMP25 Quality Control for Project Managers**
- PMP26 Risk Assessment & Risk Management for Oil & Gas Projects**
- PMP27 Strategic Management Performance Monitoring and Evaluation**
- PMP28 Strategic Project Management**
- PMP29 Project Management for the Oil and Gas Industry**
- PMP30 Budgeting and Scheduling Projects**
- PMP31 Construction Site Management & Supervision**
- PMP32 Agile Project Manager Master Class**
- PMP33 Introduction to Project Management with PRINCE2**
- PMP34 Portfolio Management Professional (PfMP)**

## **QUALITY MANAGEMENT**

- QMN01 Business Process Reengineering “ BPR “**
- QMN02 Creating A Customer-focused Organization**
- QMN03 Customer Acceptance Criteria and Satisfaction**
- QMN04 Eight Quality Management Principles**
- QMN05 Internal Auditing of Quality Management Systems**
- QMN06 ISO 9001 Standard, Consolidation , Implementing and Reflection**
- QMN07 KAIZEN Continuous Improvement**
- QMN08 Quality Management Systems**
- QMN09 Quality Measurement in Service Industries**
- QMN10 Quality Specifications and Costs**
- QMN11 Root Cause Analysis**
- QMN12 Service Quality Management and Gap**
- QMN13 Six Sigma Quality Tools**
- QMN14 Successful Quality Management System**
- QMN15 Tools and Techniques for Performance Improvement**
- QMN16 Total Quality Management**
- QMN17 Zero Defects Quality Management**

## **NGO's MANAGEMENT**

- NGO01 Introduction to NGO Management**
- NGO02 Management Skills for NGOs**
- NGO03 Strategic Planning in NGOs**
- NGO04 International Organizations Management**
- NGO05 International Project Management**
- NGO06 Program Management for Development Professionals (Program DPro)**
- NGO07 NGO Budgeting Essentials**
- NGO08 Financial Management for Development Professionals (Finance DPro)**
- NGO09 Planning for NGO Financial Sustainability**
- NGO10 Fighting Fraud in NGOs**
- NGO11 USAID Rules and Regulations: Grants and Cooperative Agreements**
- NGO12 Roles and Responsibilities of Nonprofit Boards of Directors**
- NGO13 Entrepreneurship in Nonprofits**
- NGO14 Human Rights Defenders**
- NGO15 Community Development - Planning Promotional Programs and Seeking Funding**
- NGO16 Corporate Social Responsibility (CSR)**
- NGO17 The Rights of Refugees**

## **LOCAL GOVERNMENT**

- LCG01 Aspects of Public Administration and Performance Management.**
- LCG02 Developmental Planning and Unique Legal Requirements**
- LCG03 Functional activities of Local Government and municipal service delivery**
- LCG04 Cooperative government and municipal monitoring and supervision**
- LCG05 Public Policy Implementation, Monitoring & Evaluation**
- LCG06 Investments in municipalities**
- LCG07 Municipal Administrative Structure**
- LCG08 Municipal finance, debt collections and general fiscal management**
- LCG09 Municipal Financial Management**
- LCG10 Municipality management**
- LCG11 Objects and developmental challenges of Local Government**
- LCG12 Personnel, staff and labor matters in Local Government**
- LCG13 Planning and Organizational Development**
- LCG14 Provincial Growth & Development Plan**
- LCG15 Management of Urban Infrastructures**
- LCG16 Smart Cities Urban Planning & Management**
- LCG17 Urban Planning and Design**

## **PUBLIC PRIVATE PARTNERSHIP (PPP)**

- PPP01 Introduction to PPPs Models**
- PPP02 Public-Private Partnerships - Masterclass**
- PPP03 Sub-National and Municipal PPPs**
- PPP04 PPPs for Telecommunication Projects**
- PPP05 PPPs for Transportation Projects**
- PPP06 PPPs for Water & Sanitation Projects**
- PPP07 PPPs Contract Management**
- PPP08 PPPs Structure and Financing**
- PPP09 Certified Public-Private Partnership Specialist**
- PPP10 PPP in Road and infrastructure**
- PPP11 CP3P Foundation (Foundation certification)**
- PPP12 CP3P Preparation ( Preparation certification)**
- PPP13 CP3P Execution**
- PPP14 Public-Private Partnerships: Financial and Risk Analysis**
- PPP15 Performance Evaluation and Best Practice of Public-Private Partnerships**
- PPP16 Financial Analysis of PPP Projects**
- PPP17 The Evaluation of Construction Projects Realized with PPP Model**

## **MARKETING & SALES**

- MRS01 Fundamentals of Sales and Marketing**
- MRS02 B2B Best Marketing and Selling Strategies**
- MRS03 Corporate Identity & Brand Management**
- MRS04 Channel Management: Maximizing Market Presence**
- MRS05 Digital Marketing**
- MRS06 Developing & Implementing Strategic Marketing Plans**
- MRS07 Applied Marketing Strategy and Decision-Making Tools**
- MRS08 Customer Relationship Management “ CRM “**
- MRS09 Social Media Marketing and Networking**
- MRS10 Distribution Strategy and International Marketing**
- MRS11 Sales and Operation Planning**
- MRS12 Customer & Competitor Orientation**
- MRS13 Effective Sales Management**
- MRS14 Customer Services Excellence**
- MRS15 International Marketing Mix Strategies**
- MRS016 Professional Sales Manager**
- MRS017 Strategic Marketing Analysis**

## **COMMUNICATION & PUBLIC RELATIONS**

- PRC001 Public Relations Management**
- PRC002 Mastering Communication, Negotiation and Presentation Skills**
- PRC03 Business Etiquette and Protocol**
- PRC04 Certified Public Relations Professional**
- PRC05 Effective Communication Tools**
- PRC06 Communication Conflicts and Solutions**
- PRC07 Planning and Managing Public Relations Campaigns**
- PRC08 The Art of Advanced Communication**
- PRC09 Events and Conferences Management**
- PRC10 International Public Relations**
- PRC11 Key Target Audiences in PR**
- PRC12 Corporate Social Responsibility (CSR)**
- PRC13 Media Relations Management**
- PRC14 Press Office Management**
- PRC15 Organizational Planning and Communications**
- PRC16 Persuasive Communication**
- PRC17 Public Relations and Media Skills: Intensive Practices**

## **LAW, LEGAL & CONTRACT MANAGEMENT**

- LLC01     Alternative Dispute Resolution (ADR)**
- LLC02     Business Law**
- LLC03     Case File Preparation and Disclosure**
- LLC04     Civil Law and Procedure**
- LLC05     Collecting Electronic / Digital Evidence**
- LLC06     Construction Adjudication**
- LLC07     Corporate Acquisitions and Disposals**
- LLC08     International Law, Criminal Justice and Forensic Sciences**
- LLC09     Courtroom Skills and Giving Evidence**
- LLC10     Criminal Law and Procedure**
- LLC11     Digital Copyright and licensing**
- LLC12     FIDIC Contracts for Practitioners**
- LLC13     Discrimination and the Law**
- LLC14     Drafting Legislation**
- LLC15     Reinsurance Contract Wordings and Disputes**
- LLC03     Telecommunications Law and Regulation**
- LLC17     Contract Management**



## **ACCOUNTING & FINANCE**

- ACF01    Advanced Budgeting & Forecasting**
- ACF02    Treasury and Cash Management**
- ACF03    Debtor and Working Capital Management**
- ACF04    Cost Analysis to Support Strategic Decisions**
- ACF05    Financial Accounting & Reporting**
- ACF06    Cash Flow and Balance Sheet Analysis**
- ACF07    Effective Budgeting and Cost Control**
- ACF08    International Financial Reporting Standards (IFRS)**
- ACF09    Payroll - Preparation, Analysis and Management**
- ACF10    Business Financial, Budgeting & Accounting Skills**
- ACF11    Financial Modelling in the Oil & Gas Industry**
- ACF12    Feasibility Studies, Preparation Analysis and Evaluation**
- ACF13    Accounting for Non Accountants**
- ACF14    Fast Closing Month-End and Year-End Accounts**
- ACF15    Financial Analysis, Planning & Controlling Budgets**
- ACF16    Accounts Payable: Accounting and Management Best Practices**
- ACF17    International Public Sector Accounting Standards (IPSAS)**

## **BANKING**

- BNK01      Strategic Bank Management**
- BNK02      Bank Management and Decision Making for Bankers**
- BNK03      Advanced Bank Operations**
- BNK04      Bank Risk Analysis**
- BNK05      Central Banks Role of Protecting Customers**
- BNK06      Corporate Banking**
- BNK07      Crisis Management in Banking**
- BNK08      Fund Management**
- BNK09      Investment Banking**
- BNK10      Central Banking, Risk Management and Governance**
- BNK11      Bank Reconciliation and Petty Cash Management**
- BNK12      Letter of Guarantees Credit**
- BNK13      Merchant Banking and Financial Services**
- BNK14      Money and Banking for Non Bankers**
- BNK15      Personal and Retail Banking**
- BNK16      Private Client Investment Advice and Management**
- BNK17      SWIFT Standards and Regulations**

## ISLAMIC BANKING

- ISB01** Introduction to Islamic Finance
- ISB02** Certified Islamic Banker (CIBAFI)
- ISB03** Certificate in Islamic Economics, Banking and Finance (CIBE)
- ISB04** Certified Islamic Finance Executive (CIFE)
- ISB05** Advanced CIFE Financial Analysis
- ISB06** Certified Islamic Professional Accountant (CIPA) - AAOIFI
- ISB07** Certified Sharia Advisor and Auditor (CSAA) - AAOIFI
- ISB08** Risk Based Internal Shariah Audit Practices in the Islamic Bank
- ISB09** Islamic Capital Markets and Instruments
- ISB10** Certified Islamic Specialist in Islamic Insurance (Takaful)
- ISB11** Islamic Banking Principles and Applications
- ISB12** Global Islamic Finance and Banking
- ISB13** Islamic Banking and Ijarah (Lease) Finance
- ISB14** Islamic Banking: Murabaha and Mudarabah Financing
- ISB15** Conversion from Conventional Banks into Islamic Banking
- ISB16** Islamic Finance: Contracts and Prerequisites
- ISB17** Islamic Finance Qualification (IFQ)

## **WAREHOUSING & PROCUREMENT**

- WPR01   Appropriate Warehouse Policy Development**
- WPR02   Automated Storage and Retrieval System**
- WPR03   Customs Formalities and Bonded Warehousing**
- WPR04   Developing an Inventory Strategy**
- WOR05   Efficient Management and Control of a Supply Chain**
- WOR06   International Transport, Logistics and Freight Rates**
- WOR07   Inventory Classification and Record Accuracy**
- WOR08   Inventory Planning and Stock Control**
- WOR09   Logistics Requirements of a Supply Chain**
- WOR10   Procurement Planning and Bid Management**
- WOR11   Production Management and Material Requirements Planning**
- WOR12   Productivity and Audit of a Warehouse**
- WOR13   Purchasing Management and Cost Saving Techniques**
- WOR14   Quality Logistics Operations Improvement**
- WOR15   Resource Requirements of Warehousing**
- WOR16   Storage and Material Handling Systems**
- WOR17   Strategic Procurement Skills**

# HEALTHCARE MANAGEMENT

- HCM01 Hospital Management**
- HCM02 Patient Flow Management**
- HCM03 Data and Health Indicators in Public Health Practice**
- HCM04 Essentials of Global Health**
- HCM05 Caregiving Skills**
- HCM06 Infection Prevention and Control Masterclass**
- HCM07 Safe Handling and Administration of Medication**
- HCM08 Fundamentals of Health and Social Care**
- HCM09 Food Safety and Hygiene in the Catering Industry**
- HCM10 Basics of Safeguarding Children**
- HCM11 Managing Health and Safety in Healthcare**
- HCM12 Advanced Wound Management and Treatment**
- HCM13 Warehouse Management for Hospitals**
- HCM14 Best Practices in Healthcare Performance Improvement**
- HCM15 Strengthening Community Health Worker Programs**
- HCM16 Healthcare Management & Operations**
- HCM17 Problem Solving & Decision Making for Healthcare Organizations**

## **IT & TECHNOLOGY**

- ITT01     ACMA Optical Fiber Cabling**
- ITT02     ACMA Coaxial Cabling**
- ITT03     Artificial Intelligence**
- ITT04     CCNA Routing & Switching**
- ITT05     CCNP Routing & Switching**
- ITT06     Computer Design And Organization**
- ITT07     Data Mining & Survey Design and Data Analysis**
- ITT08     Data Programming**
- ITT09     ITIL 4 Foundation Certification**
- ITT10     Database Systems Internals**
- ITT11     Digital Communications: Modulation and Coding**
- ITT12     Digital Transmission**
- ITT13     Distributed Computer Systems Engineering**
- ITT14     Distributed Multi-Media Systems**
- ITT15     Distributed Software Development and Management**
- ITT16     Electronic Document Management Systems (EDMS)**
- ITT17     Enterprise Information Security**

# TELECOMMUNICATION

- TCM01 Introduction to Fiber Optic Cabling**
- TCM02 Basics of IP and Data Communication**
- TCM03 Principles of Wireless Communications**
- TCM04 Antennas and Propagation**
- TCM05 Introduction to Telecommunication Networks Engineering**
- TCM06 Mobile Broadband Transformation**
- TCM07 Next Generation Wireless Networks**
- TCM08 CS & CSFB Core Basics, Architecture & Flows in 2G, 3G & 4G**
- TCM09 Networks and Communications Security**
- TCM10 GSM and GPRS Fundamentals**
- TCM11 Analog Communication**
- TCM12 IoT Communications and Networks**
- TCM13 Registered Communication Distribution Designer (RCDD)**
- TCM14 Signals and Systems**
- TCM15 5G Network Fundamentals**
- TCM16 RF Design Fundamentals & Wireless System Techniques**
- TCM17 Telecommunication Engineering: Smart Sensing, Computing and Networking**

## **ENERGY & ENVIRONMENT**

- ENE01    Renewable Energy Essentials**
- ENE02    Renewable Energy and Solar Photovoltaics (PV)**
- ENE03    Solar Energy Engineering**
- ENE04    Electrics for Renewables**
- ENE05    Wave and Hydro Power**
- ENE06    Solar Water Heating**
- ENE07    Heat Pumps Systems**
- ENE08    Global Energy Transition**
- ENE09    Mastering Clean Hydrogen**
- ENE10    Solar Energy Masterclass**
- ENE11    Wind Energy: From Wind Turbines to Grid Integration**
- ENE12    Waste Management & Recycling**
- ENE13    Introduction to Plastics Recycling**
- ENE14    Water Industry Fundamentals**
- ENE15    Sustainable Cities**
- ENE16    Environment Management**
- ENE17    Green Building Professional**



## **SAFETY & SECURITY**

- SAS01 Risk Based Process Safety Management (RBPS)**
- SAS02 Safety and health standard according to OSHA**
- SAS03 Safety and Protection of Corporate Facilities**
- SAS04 Safety awareness for construction workers**
- SAS05 Safety Case Development & Application**
- SAS06 Safety Engineering and Hazard Control**
- SAS07 Safety Leadership in the Oil and Gas Industry**
- SAS08 Safety Management Best Practices**
- SAS09 Safety Management Systems (SMS)**
- SAS10 IOSH Managing Safely**
- SAS11 Contamination and Hazardous Wastes Management and Prevention**
- SAS12 Scaffolding, Rigging & Lifting: Safe Handling, Operation & Supervision**
- SAS13 Fire & Explosion Hazard Management**
- SAS14 Fire Prevention and Fire Fighting**
- SAS15 Hazard analysis and critical control points "HACCP"**
- SAS16 Industrial Safety in the Oil and Gas Industry**
- SAS17 Marine Security Management and Control as per ISPS Code**

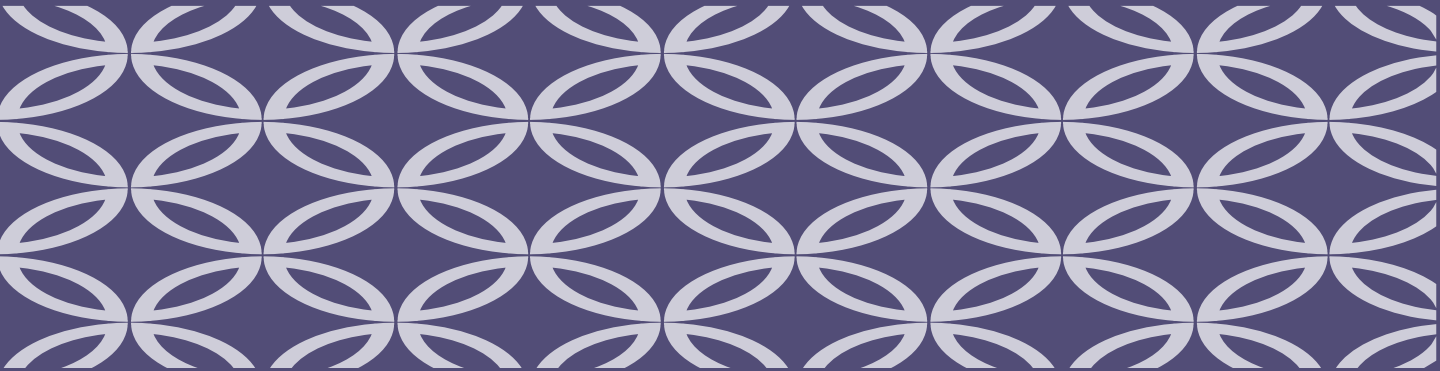
## **OIL & GAS**

- OGS01 Gas Sweetening & Sulphur Recovery**
- OGS02 API 510 ( Pressure Vessel Inspection Code )**
- OGS03 API 570 ( Piping inspection code )**
- OGS04 Coring and Well Logging for Enhanced Reservoir Characterization**
- OGS05 Asset Integrity Management for the Petroleum Industry**
- OGS06 Vibration Control in The Oil & Gas Industry**
- OGS07 Crisis Management & Emergency Response for the Oil and Gas Industry**
- OGS08 CSWIP 3.0 - Visual Welding Inspector**
- OGS09 Refinery Process Yields Optimization**
- OGS10 Drilling Supply Chain Management**
- OGS11 Finance & Accounting for the Oil & Gas Industry**
- OGS12 Vibration Analysis**
- OGS13 Energy Optimization of Oil Refineries**
- OGS14 Environmental Risk and Oil Spill Contingency Analysis**
- OGS15 Petroleum Production Engineering**
- OGS16 Oil & Gas Processing Flow Measurement**
- OGS17 Fractured & Unconventional Reservoir Modeling**



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