

# Calendar of Professional Development Programmes for 2011

15	Trainer	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Leadership Programme (formerly You As A Leader)	Shaun Harper	3 days	AED 3 000		6th - 8th				12th - 14th						
Team Leader Workshop (formerly Supervisory Skills)	Karyn Williams-Sykes	2 days	AED 2 000				10th - 11th								
Project Management	Claire Pua	3 days	AED 4 000			8th - 11th				5th - 8th					
Managing Right!	Shaun Harper	2 days	AED 2 000				13th - 14th								
Conflict Resolution	Shaun Harper	1 day	AED 1 200		21st						9th			27th	
Manage Your Career	Shaun Harper	2 days	AED 2 000			8th - 9th									
The Power of Positive Attitude & Motivation	Shaun Harper	1 day	AED 1 200	10th		20th			20th			25th			
Strategic Thinking	Claire Pua	2 days	AED 2 500			30th - 31st		25th - 26th							
5 Star Customer Service	Karyn Williams-Sykes	3 days	AED 2 500	18th - 20th						5th - 7th			2nd - 4th		
Advanced Presentation Skills	Graham Fox	2 days	AED 3 750	yes	yes										
<b>Administrative Courses</b>	<b>Trainer</b>	<b>Duration</b>	<b>Fee</b>												
Presentation Skills	Karyn Williams-Sykes	2 days	AED 2 000			20th - 21st					3rd - 4th				
Telephone Skills for Customer Service	Karyn Williams-Sykes	2 days	AED 2 000	9th - 10th						5th - 6th			2nd - 3rd		
Business Administrator's Course, Full Programme	Karyn Williams-Sykes	5 days	AED 4 500			6th - 10th		22nd - 26th				4th - 8th			
Business English Writing	Karyn Williams-Sykes	2 days	AED 2 000			6th - 7th		22nd - 23rd				4th - 5th			
Administrative Workshop	Karyn Williams-Sykes	3 days	AED 3 000			8th - 10th		24th - 26th				6th - 8th			
<b>Computer Programmes</b>	<b>Trainer</b>	<b>Duration</b>	<b>Fee</b>												
IT Courses	Sanjay Nadkarni	TBC	TBC												
<b>Human Resources &amp; Training</b>	<b>Trainer</b>	<b>Duration</b>	<b>Fee</b>												
MBTI Training - Communication	Shaun Harper	1 day	AED 1 600			21st									
MBTI Training - Leadership	Shaun Harper	1 day	AED 1 800							21st					
Recruitment Skills	Shaun Harper	1 day	AED 1 200					2nd							
Appraisal Skills	Shaun Harper	2 days	AED 2 200				11th - 12th					5th - 6th			
Human Resources Management, Level 1 (Theory)	Ioanna Karanikola	14 weeks	AED 3 900					3rd Apr - 3rd July							
Human Resources Management, Level 2 (Skills)	Shaun Harper	5 days	AED 4 500												
Training Techniques Level 1	Karyn Williams-Sykes	2 days	AED 2 000		2nd - 3rd				22nd - 23rd					20th - 21st	
Group Training Techniques (ILM Certificate)	Helen Miller	3 days	AED 3 800		27th Feb - 1st Mar										
Improving Performance Through Effective Coaching	Shaun Harper	2 days	AED 2 000									7th - 8th			
Employee Engagement	Benaifer Hussain	1 day	AED 1 200					3rd							
<b>Sales &amp; Marketing</b>	<b>Trainer</b>	<b>Duration</b>	<b>Fee</b>												
The New Age Marketer	Benaifer Hussain	2 days	AED 2 500			21st - 22nd					2nd - 3rd			5th - 6th	
Introduction to Sales	Shaun Harper	2 days	AED 2000					15th - 16th				11th - 12th			
<b>F&amp;B Programmes</b>	<b>Trainer</b>	<b>Duration</b>	<b>Fee</b>												
Kitchen & Restaurant Management in 21st Century	Helen Morris / Graham Challenger	5 days	AED 3 950				17 - 21		5th - 9th			25th - 29th			
Restaurant Revenue Management	Helen Morris / Graham Challenger	3 days	AED 3 000			7th - 9th			13th - 15th				3rd - 5th		
F&B Management Exposure	Helen Morris	3 days	AED 3 000						19th - 21st						
Menu Engineering Workshop	Helen Morris	1 day	AED 1 200			6th				4th					
Restaurant Managers Workshop	Shaun Harper	3 days	AED 2 900							11th - 13th					
Elementary Food Hygiene Course	Helen Morris	1 day	AED 750/650			13th									
Team Building Day: "Ready, Steady, Cook!"	Michael Kits	Half Day	AED 750												
Executive Tea & Coffee Service	Haresh Mohinani	2 days	AED 2 000												
F&B Service - A Waiter's Workshop	Karyn Williams-Sykes	4 days	AED 4 000		21st - 24th										
<b>Wines &amp; Spirits Courses</b>	<b>Trainer</b>	<b>Duration</b>	<b>Fee</b>												
WSET Level 1 Foundation	Karyn Williams-Sykes	2 days	AED 2000		9th - 10th		3rd - 4th		12th - 13th			18th - 19th			
WSET Level 2 Intermediate	Karyn Williams-Sykes	10 weeks	AED 2 600			16 Feb - 20 April								13th Oct - 15th Dec	
WSET Level 3 Advanced	Clive Rogerson	14 weeks	AED 3 600											26 Sep - 9 Jan	
<b>Rooms Division Hospitality Courses</b>	<b>Trainer</b>	<b>Duration</b>	<b>Fee</b>												
Front Office Operations Management	Ioanna Karanikola	2 days	AED 2 000							10th - 11th					
Pricing Under the Umbrella of Revenue Management	Rima Kai	2 days	AED 2 000							10th - 11th					
Effective Housekeeping Management	Margaret Mitchell	2 days	AED 2 800								8th - 9th				
Butler Service in a Luxury Hotel Operation	Margaret Mitchell	2 days	AED 2 800								11th - 12th				
<b>Finance Courses</b>	<b>Trainer</b>	<b>Duration</b>	<b>Fee</b>												
Budgeting for Better Operational Performance	Duncan Gibson / Debra Adams	2 days	AED 2 700							11th - 12th				7th - 8th	
Understanding your P&L Statement	Duncan Gibson	2 days	AED 2 700												
Financial Awareness for Non-Financial Managers	Duncan Gibson / Debra Adams	2 days	AED 2 700			7th - 8th				4th - 5th					
Asset Management & Capital Budgeting	Debra Adams	1 day	AED 1 500			9th									
Improving Commercial Thinking	Debra Adams	1 day	AED 1 500							24th				9th	
Finance for Revenue Managers	Debra Adams	1 day	AED 2000							25th					
Finance for Spa Managers	Debra Adams	1 day	AED 2000							26th					
Cost and Control for F&B Operations	Debra Adams	1 day	AED 2000							27th					

Note: Courses require a minimum of six (6) participants or may be postponed.

For registration, contact: training@emiratesacademy.edu.Tel.: 04 315 5555 Fax: 04 301 6411 Or visit us at: www.emiratesacademy.edu