

Human Capital Development (HCD)

Maximizing Business Performance – Training Programs by CLCI



THE
CORPORATE L.I.F.E.
CENTRE INTERNATIONAL INC.

The Corporate L.I.F.E.™ Centre International Inc. (CLCI) is a consulting firm operating in Canada and the Middle East since 2003. CLCI's mission is to help our clients transform their businesses to High Performance Organizations™ (HPO).

Human Capital Development:

In today's knowledge-based economy, value is created through organization's intangible assets; i.e. the skills, competencies and motivation of employees.

To be well prepared to meet the growing challenges in today's business world, management should ensure that the individuals driving the business plans have the right skills for performing their jobs at optimal levels.

CLCI has extensive experience in providing human capital development services to the Middle East market. CLCI principals have helped large organizations in ME achieve their nationalization goals by providing state-of-the-art training and development programs to the local workforce.

CLCI Programs are highly interactive and include, syndicate work, role-play, group discussions and presentation exercises. All programs can be offered in-house at our client's location anywhere in Middle East or organized as a public course in Dubai or Bahrain upon the request of clients who can register 6 or more attendees for any one program.

Highlights of top ten programs are presented below.

1. Finance for Non-Finance Managers

In all organizations managers have responsibility, and often, accountability for the financial performance of their team, department or division. While technical skills and expertise in the chosen field is normally acquired through training and experience, rarely does this training include awareness and understanding of the financial impact of work on the organization.

The program is designed to introduce the key principles of financial accounting, understanding key financial statements and breaking through the barriers of financial language. It will enable professionals to use financial statements and information effectively, and make greater contributions to the organization's financial outcomes.

This program is vital for all levels of non-finance managers and senior professionals who are normally assigned financial responsibility and accountability and who need to be more confident in their discussions on financial aspects of the business.

2. Anti-Money Laundering

The program is designed to provide participants with a complete awareness of the basic requirements imposed by the Financial Action Task Force. FATF is an inter-governmental body whose purpose is the development and promotion of national and international policies to combat money laundering and terrorist financing. In addition it will include the EU 3rd Directive on money laundering and how this impacts other jurisdictions.

The program will focus on the practical application of the regime in different jurisdictions and help the participant develop a high-level action plan for their own organization.

3. Corporate Governance

The need for business to apply the principles of "Corporate Governance" and act ethically has never been stronger. Corporate Governance is a multi-faceted subject which comprises of a set of processes, customs, policies, laws and institutions affecting the way an organization is directed, administered or controlled.

Corporate Governance also includes the relationships among the many stakeholders involved and the goals for which the organization is governed.

The program will help the participants understand the nature of the "comply or explain" corporate governance regime in the UK, the detailed regulations provided in the UK Combined Code and the USA regulatory regime (Sarbanes Oxley) and the generic OECD approach to governance. It will also help them in developing strategies to gain competitive advantage through identifying the most appropriate policies and procedures for their organization.



4. Leading for Performance and Growth

Once the Company's Strategic Vision is clear and there is broad agreement about how to deliver the vision through behaviors that support the Company Values, leaders and managers have to execute the Strategy. They do this by engaging and motivating the right people to do the right things.

This program is about turning a company's vision into a set of objectives that are formulated in a way that makes them deliverable. This means that each objective must be clear, that the person who is

tasked with delivering it is capable of doing so and that the person wants to do so.

The program also takes one more step – it looks at what leaders need to do to exceed targets through effectively delegating to others and optimizing team performance to achieve results. It examines in detail the essential components of a successful performance management process and how to create a framework in which the leader connects with the team member at an emotional level to engage and gain commitment.

The program will benefit all levels of management, team leaders and senior professionals who need to hone their performance skills and sharpen their ability to delegate.

5. Team Building Skills

Successful teams are both effective and efficient and add considerable value to organizations. In a good team, everyone is happy for everyone to excel and everyone is encouraged to take an active part and supports the leader. It is through good team management that businesses can meet their objectives and become truly innovative.

This program is designed to develop the skill and understanding of team management from its formation to its eventual decline. The work of some of the most respected writers (e.g. Adair, Tuckman and Belbin to name just a few) has provided a platform for a real understanding of how teams perform and tools available to team leaders in order to get the best result whilst avoiding some of the pitfalls.

This program is ideal for practicing middle managers, first line managers and team leaders and those whose organizations have earmarked them for future professional development.

6. Selling and Influencing

The program focuses on two key areas of selling and negotiating: Tasks and Relations. Tasks cover skills and techniques used by successful sellers and negotiators. Relations cover the attitudes and skills needed to build mutually beneficial relationships with clients and colleagues.

Too much emphasis on Tasks can result in clients feeling undervalued and that they have not been given enough individual attention - research shows this to be the main reason customers move to competitors. Too much emphasis on Relations can result in customers thinking that their commercial needs are neither properly understood nor effectively met.

Traditionally, Sales and Negotiation Training has tended to overemphasize Tasks to the detriment of Relations. Hence, the program seeks to address this fact by explaining why Tasks and Relations are important and how to develop them both. This workshop is ideal for staff that needs to build relationships internally and externally and to improve overall performance.

7. Emotional Intelligence

Emotional Intelligence is the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions.

Emotional intelligence influences behavior in a wide range of domains and at the workplace, it has been said to relate to the individual's academic achievement, work performance, our ability to communicate effectively, solve everyday problems, build meaningful interpersonal relationships, and even our ability to make moral decisions.

Emotional Intelligence has the potential to increase our understanding of how individuals behave and adapt to their social environment. The program is designed for all levels of management and executives responsible for carrying out day-to-day duties with a focus on improving the business performance.

CLCI Team of Certified Course Facilitators:

CLCI programs are presented by experienced consultants, practitioners and certified trainers from United Kingdom and Canada. Our trainers have extensive experience in the subject matter and are approved trainers certified by leading international professional bodies.

8. Customer Service

Retaining customers in difficult financial market conditions is a challenge for all organizations. But retaining customers is cheaper than winning new ones. Developing strategies and key retention skills for front line staff involved in customer service is critical now and in the future.

This program will give delegates the key skills to understand and respond to customers needs within the framework of the organizations offerings. By understanding and responding to customers needs, customers are retained and more likely to generate extra revenue for the organization.

The program is designed for staff that has direct and indirect contact with customers and would like to exceed their expectations.

9. Customer Listening

This program is aimed at organizations who want direct feedback from their customers, normally around the quality of service they provide as well as suggestions for improvement. It is useful in any environment.

It focuses on developing the skills and behaviors managers need to explore the thoughts, experiences and priorities of customers, without defending the organization or its decisions. It provides useful real-time feedback drawing on their experiences and perceptions about the product or services provided.

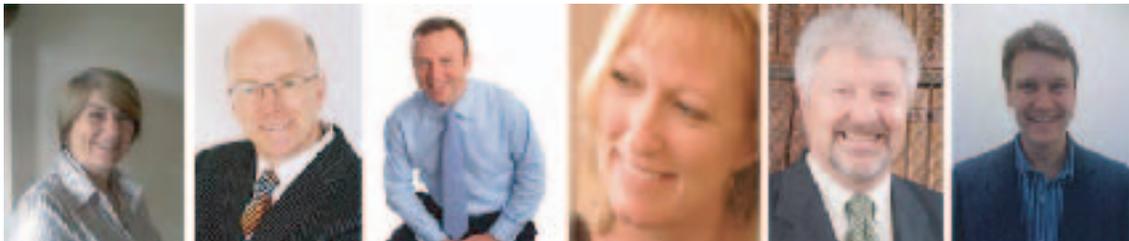
It is suitable for all customers facing staff including line managers who need to understand how their customers perceive their products and service levels. This program is a highly active listening tool for the leaders within the organization at all levels.

10. Recruiting and Retaining the Right People

Human Resources are the most vital resource of any organization and finding the right staff requires time, resources and planning. Recruitment is the process of seeking people to apply for a vacant position in an organization and selection is choosing the most suitable person for the job.

Recruitment is a critical activity, not just for the HR team but also for line managers who are increasingly involved in the selection process. Not having the right people in the right roles with the right manager is having a big impact on productivity, with employers estimating they could be almost 10 per cent more productive if there was better alignment.

So having the right person, in the right place, at the right time and keeping them there, is crucial to organizational performance. The course is designed for all managers or team leaders who recruit, select staff and then retain them through effective performance management.



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Mike Leach Ken Stewart Ian Moody Martin Query Robert Conlon