Who we are

Mission & Vision

hpa is a committed Business Solutions company founded in 2004 to provide organizations with high quality services, that enable them to achieve their goals, by enhancing the skills for their most valuable assets – people – as well as their business processes, in order to reach their strategic and operational objectives.

Our Core Value

- We believe in our human asset values.
- We find success in satisfying our clients & partners.
- We deliver values and excellence in all we do.
- We require premium return on investment.
- We use tools and techniques to develop market leadership.

Our Services

All our services are designed and presented to our clients to increase the profitability and the stability of their companies.

Training and Development Services

The purpose of Training Courses is to maintain and improve effectiveness and efficiency of individuals and organizations thus to bring out the finest capabilities and potentials. hpa believes that developing individuals boosts the organization’s performance and takes it beyond expectations, providing different kinds of training courses programs and services is our major aspect.

Consulting Services

Our aim is to develop the performance of our SME clients to achieve growth in business volume and profitability also to create a working environment that is capable of achieving the desired objectives through a range of specialized professional services.

Recruitment Services

By using a huge database of professionals in different disciplines and using the latest methods of selection and evaluation, we offer our clients the most suitable human elements for their employment needs in the shortest possible time.
Training and Development Services

**Training Sectors**
- Finance
- Human resources
- Management
- Marketing
- Sales
- Supply Chain
- Business Skills
- Project Management

**About us**
- 13+ YEARS SUPPORTING BUSINESS
- 1,400+ COMPANIES DEALT WITH US
- 20,000+ TRAINEES
- 500+ EXPERTS

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"The diversity of business solutions in hpa increasing rapidly from a year to another with the same level of quality."

Shady Mohamed, Training Specialist (B-Tech)

"hpa is the most professional and organized training provider. They have professional alternative business solutions in all business sides."

Sara Emam, OD manager (WADI DEGLA)

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"Many thanks for inviting us to your excellent event. Actually, the pleasure is mine, and I hope we can establish a long term business partnership between us. Again, thanks for your cooperation and I appreciate your help"

Elhakam M. Zarouk, LEONI Wiring Systems Egypt
<table>
<thead>
<tr>
<th>Finance Sector</th>
<th>WorkShops</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QAC</strong> Qualified Accountant Certificate</td>
<td><strong>FA</strong> Financial Analysis</td>
</tr>
<tr>
<td><strong>Program Content</strong></td>
<td><strong>Program Content</strong></td>
</tr>
<tr>
<td>- Financial Accounting</td>
<td>- The Nature of Financial Analysis</td>
</tr>
<tr>
<td>- Banks &amp; Treasury:</td>
<td>- Income Statement and Balance Sheet</td>
</tr>
<tr>
<td>- Treasury Management</td>
<td>- Measurement of Performance</td>
</tr>
<tr>
<td>- Banking Transactions</td>
<td>- Cash Flow</td>
</tr>
<tr>
<td>- Purchase &amp; Inventory Cycle</td>
<td></td>
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<tr>
<td>- Sales Cycle</td>
<td></td>
</tr>
<tr>
<td><strong>General Information</strong></td>
<td><strong>General Information</strong></td>
</tr>
<tr>
<td>- Duration: 30 hours</td>
<td>- Duration: 18 hours</td>
</tr>
<tr>
<td>- Language: English</td>
<td>- Language: English</td>
</tr>
<tr>
<td>- Accounting Certificate by hpa</td>
<td></td>
</tr>
</tbody>
</table>

| QAD Qualified Accountant Diploma | **C&C** Credit and Collection |
| **Program Content** | **Program Content** |
| Part I: Preparation and Measurement of the Finance statements | - The need for credit management |
| Part II: Cash Flow Management | - Scope of Credit Management |
| Part III: Cost Accounting | - Credit Assessment |
| Part IV: Income Tax | - Understanding the Cost of Credit |
| Part V: Trade Finance | - Improving Cash flow using credit management |
| **General Information** | Best practices in Credit Management. |
| - Duration: 72 hours | | |
| - Language: English | - Language: English |
| - Accounting Certificate by hpa | - Accounting Certificate by hpa |

<table>
<thead>
<tr>
<th>WorkShops</th>
<th>IA &amp; IC Internal Audit and Internal Control</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FFNF</strong> Finance For Non-Financers</td>
<td><strong>Program Content</strong></td>
</tr>
<tr>
<td><strong>Program Content</strong></td>
<td><strong>Program Content</strong></td>
</tr>
<tr>
<td>- Basic Accounting Concepts</td>
<td>- Internal Auditing</td>
</tr>
<tr>
<td>- Understanding financial statements</td>
<td>- Risk and the Control Environment</td>
</tr>
<tr>
<td>- Financial analysis (meaning, equation and impact)</td>
<td>- The assessment and management risk</td>
</tr>
<tr>
<td>- Budgeting Techniques</td>
<td>- The system of internal control</td>
</tr>
<tr>
<td>- Budgeting process</td>
<td>- PCAOB approach</td>
</tr>
<tr>
<td>- Forecasting Methods</td>
<td>- Components of internal control</td>
</tr>
<tr>
<td>- Steps toward building a budget</td>
<td>- The control environment</td>
</tr>
<tr>
<td><strong>General Information</strong></td>
<td>- Board of directors’ role</td>
</tr>
<tr>
<td>- Duration: 3 full day</td>
<td>- Audit committee’s role</td>
</tr>
<tr>
<td>- Language: English</td>
<td>- Objectives of internal control</td>
</tr>
<tr>
<td>- Arabic</td>
<td>- The importance of human resources</td>
</tr>
<tr>
<td>- Learning Type: Board Game</td>
<td>- Control Procedures</td>
</tr>
</tbody>
</table>

| **General Information** | **General Information** |
| - Duration: 18 hours | - Language: English |
| - Language: English | - Accounting Certificate by hpa |
## International Certificates

### CIA | Certified Internal Auditor®

**Program Content**
- Part 1 – Internal Audit Basics
- Part 2 – Internal Audit Practice
- Part 3 – Internal Audit Knowledge Elements

**CIA® Exam**
The CIA exam is offered in three parts, each consisting of 100-125 multiple choice questions.

### CMA | Certified Management Accountant - P1

**Program Content**
- A - Cost Management
- B - Planning, Budgeting & Forecasting
- C - Performance Management
- D - Internal Controls
- E - External Financial Reporting Decisions

### CMA | Certified Management Accountant - P2

**Program Content**
- A - Financial Statement Analysis
- B - Corporate Finance
- C - Decision Analysis
- D - Risk Management
- E - Investment Decisions
- F - Professional Ethics

**CMA® Exam**
4 hours - 100 multiple choice questions and two 30-minute essay questions for each part.

### IFRS Certificate | International Financial Reporting Standards

**Program Content**
- The nature and operations of the IASB
- Presentation and profit
- Accounting for assets and liabilities – part 1
- Accounting for assets and liabilities – part 2
- Group accounting
- Disclosure standards
- Principal differences between UK-US GAAP and IFRS

**General Information**
- Duration: 25 hours
- Language: English

*After the completion of the program, there will be an online ACCA exam.*

### DipIFR | International Financial Reporting Standards

**Program Content**
- A - International sources of authority
- B - Elements of financial statements
- C - Presentation and additional disclosures
- D - Preparation of external financial reports for combined entities, associates and joint arrangements

**General Information**
- Duration: 35 hours
- Language: English
**WorkShops**

**KPIs How To Set KPIs**

**Program Content**
- Performance Management and Key Performance Indicators
- Why Performance Appraisal?
- Why Performance Management?
- Performance Management Appraisal
- Performance Management Process for excellence
- Performance Management SYSTEM Components
- How to set SMART KPIs for your employees
- Skills needed for the Performance Appraisal Meeting
- Addressing Poor Performance
- Common Problems and how to solve.

**General Information**
- Duration: 6 hours
- Language: English | Arabic
- Accredited by HRCI

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**TNABR TNA for Business Results**

**Program Content**
- Understanding Training Needs Analysis
- The TNA Process
- TNA Methods and Tools
- TNA Deliverables
- Evaluation/Case Study
- Personal Action Plan

**General Information**
- Duration: 8 hours
- Language: English | Arabic
- Accredited by HRCI

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**Workforce Planning**

**Program Content**
- Why You Need Workforce Planning
- Difficulties in workforce planning
- Components of workforce planning
- The Workforce Planning Process and developing a workforce plan
- The impact of a good workforce planning

**General Information**
- Duration: 4 hours
- Language: English | Arabic
- Accredited by HRCI

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**TM Talent Management**

**Program Content**
- What is talent management
- Types of talent
- Stages included in talent management Process

**General Information**
- Duration: 12 hours
- Language: English | Arabic
- This Course accredited by HRCI

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**International Certificates**

**PHRi™ Professional in Human Resources International**

**Program Content**
- HR Administration
- Recruitment & Selection
- Employee Relations & Communication
- Compensation & Benefits
- Training & Development
- Health, Safety & Security

**Eligibility**
- A minimum of one (1) year of professional-level experience in an HR position with a Master’s degree or global equivalent.
- A minimum of two (2) years of professional-level experience in an HR position with a Bachelor’s degree or global equivalent.

**SPHRi™ Senior Professional in Human Resources International**

**Program Content**
- HR as a Business Leader
- People Development and Talent Management
- HR Service Delivery
- Measurement

**Eligibility**
- A candidate must meet one of the following exam eligibility requirements to sit for the SPHRi™ exam:
  - A minimum of four (4) years of professional-level experience in an HR position with a Master’s degree or global equivalent.
  - A minimum of five (5) years of professional-level Experience in an HR position with a Bachelor’s degree or Global equivalent.
Management Sector

**BEMM - Business Excellence Management Model**

**Program Content**
- Introduction
- Managing your Manager
- Managing your Subordinates
- Plans and Appraises Performance
- Delegation without losing control
- Managing your Co-workers
- Tools to Achieve the Three Objectives
- Who am I “Psychological-Based Management”?
- Problem Solving Process
- Problem Solving Tools
- Priority Management
- Final Project

**General Information**
- Duration: 42 hours
- Language: English | Arabic
- Accredited By HRCI

**CRM - Cost Reduction Methods**

**Program Content**
- Introduction | the cost management process
- Cost removal | taking out costs
- Budgeting | proper budgeting challenges costs
- Zero-based budgeting (ZBB), the principles
- Awareness of overheads and other costs
- Cost reduction culture
- Design of cost control reports
- Course summary | developing your own cost action plan

**General Information**
- Duration: 18 hours
- Language: English | Arabic
- Accredited By PMI

**ISO ISO 2015-9001 Foundation**

**Program Content**
- Introduction
- The planning phase
- Operation
- The Check and Act phases

**General Information**
- Duration: 18 hours
- Language: English | Arabic
- Accredited By VMEDU

**WCM - Waste Control Methods**

**Program Content**
- Introduction to Waste Reduction
- Types of waste
- Stability and standardization
- Production area improvement tools
- Total productive Maintenance
- Quality Improvement Tools
- Value Stream Mapping (VSM)
- Value Stream Improvement Tools

**General Information**
- Duration: 16 hours
- Language: English | Arabic
- Accredited By PMI

**SBC - Selecting the Best Candidates**

**Program Content**
- Effective recruitment and selection methods
- Screening and short listing job applicants
- Interviewing and preparing for interviews
- Using effective questions
- Actively listening and taking notes
- Preparing for the selection interview
- Conducting a selection interview

**General Information**
- Duration: 12 hours
- Language: English | Arabic
- Accredited By HRCI

**BHPT - Building High Performance Teams**

**Program Content**
- What is a team
- How to build a team
- Characteristics of high performing teams
- Team life cycle
- Leadership within the team
- Wrapping up all the lessons learned
This program will include from 4 to 6 games about team building

**General Information**
- Duration: 16 hours
- Language: English | Arabic
- Accredited By HRCI
**ECM  Effective Coaching and Motivation**

**Program Content**
- A definition of coaching for businesses
- Two tried and tested coaching models
- How to apply the coaching continuum to assess when and how to coach effectively
- How to ensure coaching sessions are effectively applied by the coachee
- How to give quality feedback when coaching
- The skills needed to coach in a team environment
- The skills of great coaches
- What is motivation and why is it important
- The drivers of employee motivation
- Putting it into practice
- Creating a vision, empowering, energizing, leading and inspiring

**General Information**
- Duration: 12 hours
- Language: English | Arabic
- Accredited by HRCI

**MPDS  Managing Performance and Delegation skills**

**Program Content**
- Why employees would not perform adequately?
- How to define the purpose, duties and responsibilities of the employee?
- How to define performance goals and measurable outcomes?
- How to run a performance development meeting?
- How to deal with attitude problems?
- What to do if performance doesn’t improve?
- The benefits of performance management
- The benefits of tapping into people’s potential
- A clear definition of delegation’s purposes and benefits
- Why some managers fail to delegate effectively?
- What skills the person needs in order to be delegated to?
- A series of ideas on how to delegate effectively
- Why some people are unwilling to accepted delegated responsibility and what to do about it?
- What to do after you’ve delegated tasks?

**General Information**
- Duration: 12 hours
- Language: English | Arabic
- Accredited by HRCI

**SSL  Secrets of Successful Leadership**

**Program Content**
- Differentiate ‘management’ and ‘leadership’
- Demonstrate the main leadership styles
- How to avoid common administrative leadership pitfalls
- Assessing your strengths and areas for growth in the competencies
- Setting expectations and providing support
- What is monitoring (control) and how to apply it?
- Standards and how to set them
- Measure deviations and take the necessary corrective actions

**General Information**
- Duration: 15 hours
- Language: English
- Accredited by HRCI

**C&D  Coaching and Delegation**

**Program Content**
- Mindset
- Introduction on DISC
- DISC behavior
- DISC as an effective tool
- Coaching
- Different types of coaching
- Coaching techniques
- The Art of giving Feedback to your employees when coaching
- The Coaching Mindset for Engaging and Developing Others
- Delegation
- What is delegating? How is it Different than Work Directing?
- How to Delegate for Growth and Performance of Your Employees?
- Delegator’s Preparation Checklist
- Benefits of delegation

**General Information**
- Duration: 24 hours
- Language: English | Arabic
- Accredited by HRCI
<table>
<thead>
<tr>
<th>Program</th>
<th>Content</th>
</tr>
</thead>
</table>
| **PMD** Professional Marketing Diploma | **Program Content**  
Module 1: Marketing Research  
Module 2: Marketing Strategy and Planning  
Module 3: Consumer Behavior  
Module 4: Introduction Digital Marketing  |
| **General Information** | - Duration: 66 hours  
- Language: English | Arabic  
- Accredited by ISMM |
| **MR** Marketing Research | **Program Content**  
- Defining marketing research?  
- What is the purpose of marketing research?  
- Marketing Research process  
- Different types of research  
- Marketing research services  
- Syndicated Services  
- Standardized Services  
- Customized Services  
- Two types of data  
- Data collection methods  
- Qualitative versus Quantitative  
- The 8 hallmark of scientific research  
- What are the barriers and obstacles in conducting scientific research? |
| **MSP** Marketing Strategies and Planning | **Program Content**  
- What is Marketing Planning  
- External Analysis / Situational Analysis  
- Internal Analysis  
- Objective Setting  
- Marketing Strategies  
- STP (Segmentation, Targeting & Positioning)  
- Marketing Mix  
- Implementation of marketing Plan  
- Control of marketing plan |
| **CB** Consumer Behavior | **Program Content**  
- Consumer Behavior  
- Perception  
- Culture  
- Motivation  |
| **DMC** Digital Marketing Certificate | **Program Content**  
Module 1: Digital Marketing Certificate Fundamentals  
Module 2: Social Media & Email Marketing  
Module 3: Build-Up Your Website & Manage Your Online Visibility  
Module 4: Content Marketing & Blogging  
Module 5: Digital Advertising & Performance Media  
Module 6: Digital Analytics & Measurement |
| **General Information** | - Duration: 21 hours  
- Language: English | Arabic  
- Accredited by ISMM |
| **DMD** Digital Marketing Diploma | **Program Content**  
Module 1: Digital Marketing Fundamentals  
Module 2: Content Marketing  
Module 3: SEO | Search Engine Optimization  
Module 4: Email Marketing  
Module 5: Social Media  
Module 6: Google Adwords  
Module 7: Google Analytics |
| **General Information** | - Duration: 130 hours  
- Language: English | Arabic  
- Accredited by ISMM |
| **OA** Online Advertising | **Program Content**  
- Definition, Terminologies, History, Numbers & Trends  
- Principles and Concepts  
- Types of Online Advertising & Platforms  
- Social Advertising  
- Reporting (Audience insights) – Report Breakdown  
- Twitter Advertising  
- LinkedIn Advertising  
- Google Display Network  
- Bidding & Budgets  
- Ad & Site Quality  
- Reporting |
| **General Information** | - Duration: 24 hours  
- Language: English | Arabic  
- Accredited by ISMM |
<table>
<thead>
<tr>
<th>Program</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ESS</strong> Essential Salesman Skills</td>
<td><strong>Program Content</strong></td>
</tr>
<tr>
<td>- Time Management</td>
<td></td>
</tr>
<tr>
<td>- Negotiation Skills:</td>
<td></td>
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<tr>
<td>- Introduction to Negotiating</td>
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<tr>
<td>- Implementing Your Preferred Approach</td>
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<tr>
<td>- Identifying Interpersonal Components of Successful Negotiations</td>
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<tr>
<td>- The Negotiation Life Cycle</td>
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<tr>
<td>- Deploying Negotiation Strategies</td>
<td></td>
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<tr>
<td>- Applying Negotiation Skills to Build Professional Success</td>
<td></td>
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<tr>
<td>- Communication and Presentation Skills</td>
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</tr>
</tbody>
</table>

| **General Information** |
| - Duration: 12 hours |
| - Language: English | Arabic |
| - Accredited by ISMM |

| **PSD** Professional Sales Diploma | **Program Content** |
| Module 1: Sales Process and Techniques |
| Module 2: Sales Planning and Forecasting |
| Module 3: Consumer Behavior |
| Module 4: Marketing and its relation to sales |

| **General Information** |
| - Duration: 73 hours |
| - Language: English | Arabic |
| - Accredited by ISMM |

| **SPT** Sales Process and Techniques | **Program Content** |
| - Sales Objectives and Strategy |
| - Difference between personal selling and advertising |
| - Methods for identifying customers need and wants (SPIN method) |
| - The six steps of sales process |

| **General Information** |
| - Duration: 16 hours |
| - Language: English | Arabic |
| - Accredited by ISMM |

| **SPF** Sales Planning and Forecasting | **Program Content** |
| - Introduction to Sales Management |
| - Building Relationships through Strategic Planning |
| - The Market-Driven Sales Function |
| - Forecasting Market Demand and Sales Budget |
| - Design and Size of Sales Territories |
| - Sales Objectives and Quotas |

| **General Information** |
| - Duration: 18 hours |
| - Language: English | Arabic |
| - Accredited by ISMM |

| **CB** Consumer Behavior | **Program Content** |
| - Consumer Behavior | Perception |
| - Consumer Behavior | Attitude |
| - Consumer Behavior | Culture |
| - Consumer Behavior | Motivation |

| **General Information** |
| - Duration: 21 hours |
| - Language: English | Arabic |
| - Accredited by ISMM |

| **MRS** Marketing and its Relation to Sales | **Program Content** |
| - What is Marketing Plan |
| - External Analysis / Situational Analysis |
| - Internal Analysis |
| - Objective Setting |
| - Marketing Strategies |
| - STP (Segmentation, Targeting & Positioning) |
| - Marketing Mix (Personal selling) |
| - Implementation of Marketing Plan |
| - Control of Marketing Plan |

| **General Information** |
| - Duration: 18 hours |
| - Language: English | Arabic |
| - Accredited by ISMM |
Supply Chain Sector

PSCD  Professional Supply Chain Diploma

Program Content
- Supply Chain Management Introduction
- Forecasting and Demand Planning
- Procurement & Supply Management
- Production Management as part of the supply chain
- Inventory Management and Control
- Warehousing Management and Materials Handling
- Strategic Logistics and Order Fulfillment

General Information
- Duration: 78 hours
- Language: English | Arabic

International Certificates

BSCM  Basics of Supply Chain Management

Program Content
- Introduction to Materials Management
- Demand Management & Forecasting
- Master Planning (S&OP, MPS etc)
- Materials Requirements Planning (MRP)
- Capacity Management and Production Activity Control
- Aggregate Inventory Management (Inventory Fundamentals)
- Item Inventory Management (e.g. Re-Order Points, EOQ, ABC classification)
- Purchasing & Physical Distribution (Transportation & Warehousing)
- Lean / JIT and Quality (Management) Systems
- Theory of Constraints (TOC)

General Information
- Duration: 48 hours
- Language: English | Arabic

Certificate in Procurement and Supply Operations

Program Content
- NC1 Procurement and supply principles
- NC2 Procurement and supply functions
- NC3 Procurement and supply processes
- NC4 Procurement and supply administration
- NC5 Procurement and supply stakeholders

General Information
- Duration: 20 hours for each unit
- Language: English | Arabic | CIPS Qualifications

Advanced Certificate in Procurement and Supply

Program Content
- AC1 Procurement and supply environments
- AC2 Procurement and supply operations
- AC3 Procurement and supply workflow
- AC4 Inventory and logistics operations
- AC5 Procurement and supply relationships

General Information
- Duration: 30 hours for each unit
- Language: English | Arabic | CIPS Qualifications

Diploma in Procurement and Supply

Program Content
- D1 Contracts of procurement and supply
- D2 Business needs in procurement and supply
- D3 Sourcing in procurement and supply
- D4 Negotiating and contracting in procurement and supply
- D5 Managing contracts and relationships in procurement and supply

General Information
- Duration: 50 hours for each unit
- Language: English | Arabic | CIPS Qualifications

Advanced Diploma in Procurement and Supply

Program Content
- Compulsory units:
  - AD1 Management in procurement and supply
  - AD2 Managing risks in supply chains
  - AD3 Improving the competitiveness of supply chains

- Optional units:
  - AD4 Category management in procurement and supply
  - AD5 Sustainability in supply chains
  - AD6 Operations management in supply chains

General Information
- Duration: 50 hours for each unit
- Language: English | Arabic | CIPS Qualifications

Professional Diploma in Procurement and Supply

Program Content
- Compulsory units:
  - PD1 Leadership in procurement and supply
  - PD2 Corporate and business strategy
  - PD3 Strategic supply chain management

- Optional units:
  - PD4 Supply chain diligence
  - PD5 Programme and project management
  - PD6 Legal aspects in procurement and supply (UK)

General Information
- Duration: 50 hours for each unit
- Language: English | Arabic | CIPS Qualifications
Project Management Sector

**PMP  Project Management Professional**

**Program Content**
- Introduction of project management
- Project integration management
- Project scope management
- Project time management
- Cost control management
- Project quality management
- Project human resource management
- Project communication management
- Project risk management
- Procurement management
- PMP Course Project closing

**General Information**
- Duration: 36 hours
- Language: English | Arabic
- Accredited by PMI

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**Primavera P6**

**Program Content**
- Project management concepts
- Steps for project planning
- Creating schedules and organizing data
- Reporting forms and graphics
- Allocating resources and costs
- Resource and cost reports
- Leveling resources
- Updating schedules
- Monitoring projects
- Case studies

**General Information**
- Duration: 24 hours
- Language: English | Arabic
- Accredited by PMI

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**PSP  Project Planning and Scheduling Professional**

**Program Content**
- Project planning and scheduling
- Project Management Framework
- Enterprise Project Structure (EPS) and Organizational Breakdown Structure (OBS)
- WBS and Activity Identification
- Earned Value Management
- Project Report
- Framework for planning and control
- Planning and control starts with the project charter
- Project management software (Primavera 6)

**General Information**
- Duration: 36 hours
- Language: English | Arabic
- Accredited by PMI

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**CFCEP  Cost and Financial Control for Engineering Projects**

**Program Content**
- Cost control
  - Definition of cost management
  - Cost estimation and pricing
  - Statistical and probability tools for cost engineering
  - Optimizing resources and cost-maturity model
  - Construction and industrial economics
  - Monitoring and cost-performance appraisal
  - Contracting fundamentals for cost engineers
  - Financial control
  - Basic accounting terminology
  - How to read financial statements
  - Financial ratios and analysis
  - Cash flow analysis

**General Information**
- Duration: 36 hours
- Language: English | Arabic
- Accredited by PMI

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**CIC  Comparative International Contracts (FIDIC Forms)**

**Program Content**
- Risks in the construction industry
- Risk sharing
- The different types of contracts
- British standard forms of contracts
- International contracts (FIDIC)
- Contract administration in accordance with the FIDIC Red Book
- Dispute resolution
- An introduction to U.S. forms

**General Information**
- Duration: 36 hours
- Language: English | Arabic
- Accredited by PMI

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**PMF  Project Management Fundamentals**

**Program Content**
- Project Management Framework
- Project Integration Management
- Project Scope Management
- Project Time Management
- Project Cost Management
- Project Quality Management
- Project Human Resource Management
- Project Communications Management
- Project Risk Management
- Project Procurement Management
- Project Stakeholder Management

**General Information**
- Duration: 36 hours
- Language: English | Arabic
- Accredited by PMI
### FNF  From Normal To Formal

**Program Content**
- Formal Language Skills:
  - Introduction
  - Understand and use basic socializing and chatting language
  - How to ask questions
  - Ways of Agreeing and Disagreeing in Business
  - How to Say Negative Things in a Positive Way
  - Taking and Giving Messages
  - Set up and preparing for meetings
  - Language of presentations
  - Business Writing

**Business Etiquette**
- General etiquette tips
- Dress codes and professional appearance
- Telephone etiquette
- How to be on time
- Etiquette during Business travels, Trade shows or events
- Introducing people
- Meetings etiquette
- Greetings
- Managing your belongings
- Wrapping up

### CPS  Communication and Presentation Skills

**Program Content**
- Basics of effective Communication
- Communication Channels
- Barriers to communications
- The art of listening
- Verbal & non-verbal communication
- Tone, Body Language, Eye Contact and Etc...
- Basics of Effective Presentation
- Designing the Message
- Identify your purpose
- Analyzing the audience
- Brainstorm your ideas
- Developing and organizing the content
- Develop your key supporting points for the presentation

### General Information
- Duration: 12 hours
- Language: English | Arabic
- Accredited by HRCSI

### PSDM  Problem Solving and Decision Making

**Program Content**
- Problem solving and decision making
- The rational approach to problem solving
- Problem analysis supplementary tools
- Decision making supplementary tools
- Creativity and problem solving
- Application of Problem Solving techniques
- Personal decision making & team decision making

**Negotiation For Results**
- Introduction to negotiating
- Implementing your preferred approach
- Identifying interpersonal components of successful negotiations
- The negotiation life cycle
- Deploying negotiation strategies
- Applying negotiation skills to build professional success

### CM  Change Management

**Program Content**
- Understanding the need for change
- Leading change initiatives
- Building the team
- Developing a change management plan
- Developing a communication plan
- Implementing the plans
- Dealing with resistance to change
- Learning from change

### General Information
- Duration: 12 hours
- Language: English | Arabic
- Accredited by HRCSI

### BW  Business Writing

**Program Content**
- Business Writing Overview
- Business Writing Techniques
- Principles of business writing “The 5 Cs”
- Email etiquette
- Writing Reports
- Writing Letters
- Meeting Minutes

**General Information**
- Duration: 12 hours
- Language: English | Arabic
- Accredited by HRCSI
**Business Skills Sector**

**TM Time Management**

**Program Content**
- Time Management
- What is Time Management
- The value (cost) of your time
- Typical time-wasters in your workday
- Key steps to value and control your time
- Barriers to successful time management
- Demonstrate how to say "no."
- Recognize effective time management as self-management
- Multitasking Skills
- Effective Delegation as a time-saving tool
- Relation between time management and stress management
- Stress Management for Peak Performance:
  - Introduction to Stress
  - Dealing with work-related stress
  - Managing Environmental Stress
  - Recognizing the signs and symptoms of stress
  - Stress management toolkit
  - Early identification of stress and stress-related problems
  - Skills of an effective Stress Manager
  - Reactive Stress Bith Management

**CM Crisis Management**

**Program Content**
- Difference between crisis and problem
- Crisis classifications
- Crisis causes
- Skills of resources management to deal with the crisis
- Crisis team tasks
- Skills of forming crisis management team
- Characteristics required for crisis team leader
- How to avoid crisis

**General Information**
- Duration: 16 hours
- Language: English | Arabic
- Accredited by PMI

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