

Exceeding Expectations



# TRAINING CALENDAR 2019

## MANAGEMENT COURSES

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3-4 HUMAN RESOURCES, TRAINING & DEVELOPMENT

5-6 MANAGEMENT & LEADERSHIP

7-8 ADMINISTRATION & SECRETARIAL

9-10 CUSTOMER SERVICES & COMMUNICATION SKILLS

11-13 INFORMATION TECHNOLOGY

14-15 INTERPERSONAL SKILLS & SELF DEVELOPMENT

16-17 FINANCE & ACCOUNTS

**Corvit Networks**

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**KHDA permit No:** 62999 | **NQA No:** DU20181294963

Exceeding Expectations

## Corvit Networks

Is a Business Management & IT Training Institute located In Knowledge Park ), Dubai.

Our goal is to be the Premiere source of Business & Management knowledge / Training throughout the UAE and surrounding areas, focusing on the personal and business skills of Emirati and other Nationalities with the objective of upgrading / enhancing their Performance, Abilities & Qualifications within their work environment.

We customize our Training Programs according to the needs of the organization based on a training needs analysis, carried out either by the company or by **Corvit**.

We offer **High Quality Consultation, Soft Skills Training and Development** in a wide variety of fields in Professional Business, Management, Hospitality, Banking, IT, Financial Management, Diplomatic Studies, Business English & Languages.

## Why Corvit Networks Management Consultancy?

We are able to react to any training requirement with speed and efficiency due to our extensive experiences, the high standard of our staff and quality pool of our resources. We adopt up-to-date Training methods to keep up with continuous scientific and technological advances.

Selectively recruiting and appointing members with the best qualifications, experiences and interaction with trainees and the market needs.

Adopting modern Training and learning methodology which emphasize trainees' active participation and making them part of the training process.

Our training method is a blend of modern management, spirituality and science.

Training programs and course notes can be prepared within a very short time and new training areas can be completely developed according to the client's (organization needs analysis).

**Just ask for what you need and we will deliver it!**

## Corvit. When it absolutely, definitely has to be delivered right.

**Reasons to do business with Corvit:**

1. We diagnose your training needs before we prescribe the course
2. You receive the highest quality value for your investment
3. we have partnered with various renowned organizations and certification bodies to offer a number of training programs
4. Our trainer are knowledgeable, reliable, bilingual and professional

# Human Resources Training & Development

CODE	PROGRAM TITLE	DATE	VENUE	COST AED
HR 01	HR Management	6-10-Jan-19	Dubai	5600
HR 02	Advanced Human Resource Management	13-17-Jan-19	Dubai	5600
HR 03	Measuring & Maximizing Training ROI	13-15-Jan-19	Dubai	3600
HR 04	Advanced recruitment, interviewing and selection	20-24-Jan-19	Dubai	5600
HR 05	Training Management	3-7-Feb-19	Dubai	5600
HR 06	Conflict management in workplace	10-12-Feb-19	Dubai	3600
HR 07	Career Development & Succession Planning Strategies	17-21-Feb-19	Abu Dhabi	5600
HR 08	Manpower Planning: Strategy, Execution & Assessment	24-26-FEB-19	Dubai	3600
HR 09	Workplace Diversity & Talent Management	3-5-Mar-19	Abu Dhabi	3600
HR 10	Job Evaluation & Analysis Understanding Reward Management	10-14-Mar-19	Dubai	5600
HR 11	Career Development & Succession Planning Strategies	17-21-Mar-19	Abu Dhabi	5600
HR 12	Developing corporate planning & training strategies	24-28-Mar-19	Dubai	5600
HR 13	Employee Relations: Roles & responsibilities	24-26-Mar-19	Dubai	3600
HR 14	Writing effective job descriptions	7-9-Apr-19	Abu Dhabi	3600
HR 15	Rewards Management: Compensation Packages and Salary Structures	14-18-Apr-19	Dubai	5600
HR 16	Enhancing the Skills of Training Coordinators & Administrators	14-16-Apr-19	Dubai	3600
HR 17	How to write human resources policies and procedures	21-25-Apr-19	Abu Dhabi	5600
HR 18	The Effective Human Resources Administrator	21-25-Apr-19	Dubai	5600
HR 19	Recruitment, Selection & Retention: Essential Skills for Competent Workforce	28-30-Apr-19	Dubai	3600
HR 20	Professional job analyst	9-11-JUN-19	Dubai	3600
HR 21	Productivity and work quality	9-13-Jun-19	Dubai	5600
HR 22	Workplace Diversity & Talent Management	9-11-Jun-19	Dubai	3600
HR 23	Managing Employee Performance, Behavior & attitude	16-20-Jun-19	Kuala Lumpur	9000
HR 24	Manpower organization, succession, planning & trend Analysis	23-25-Jun-19	Dubai	3600
HR 25	HR metrics & analytics: driving strategic & organizational	23-27-Jun-19	Dubai	5600
HR 26	Certified train the trainer	30-Jun-4-Jul-19	Dubai	5600
HR 27	Advanced Employee relations	2-4-Jul-19	Dubai	3600
HR 28	Training needs analysis & evaluation	7-9-Jul-19	Abu Dhabi	3600
HR 29	Essential skills for the HR professional	14-18-Jul-19	Dubai	5600
HR 30	Balance scorecard for business performance	21-25-Jul-19	Abu Dhabi	5600

# Human Resources Training & Development

CODE	PROGRAM TITLE	DATE	VENUE	COST AED
HR 31	Job specification and organizational structure	28-Jul-1-Aug-19	Dubai	5600
HR 32	Managing human resources for best performance	28-Jul-1-Aug-19	Abu Dhabi	5600
HR 33	Job satisfaction and employees structure	4-8-Aug-19	Abu Dhabi	5600
HR 34	Modern practices in HR	8-12-Sep-19	Dubai	5600
HR 35	Measuring and forecasting human capital investment	15-19-Sep-19	Abu Dhabi	5600
HR 36	Performance appraisal	15-17-Sep-19	Dubai	3600
HR 37	Performance management: skill building, coaching, forecasting, leading, handling change, setting objectives & KPIS	22-26-Sep-19	Dubai	5600
HR 38	Strategies for succession planning	6-10-Oct-19	Abu Dhabi	5600
HR 39	Career planning and development	13-17-Oct-19	Dubai	5600
HR 40	Human resources KPIs: benchmarking HR Performance	20-24-Oct-19	Dubai	5600
HR 41	Manpower organization, succession planning & trend analysis	27-29-Oct-19	Dubai	3600
HR 42	Advanced skills for the practical trainer	27-29-Oct--19	Dubai	3600
HR 43	Coaching ,counseling and appraising	3-7-Nov-19	Kuala Lumpur	9000
HR 44	Methods to evaluate and develop HRM	3-7-Nov-19	Dubai	5600
HR 45	Job globalization cultural diversity	17-24-Nov-19	Abu Dhabi	5600
HR 46	Leadership development for HR professional	17-24-NOV-19	Dubai	5600
HR 47	Employee engagement and motivation	24-26-NOV-19	Dubai	3600
HR 48	Balanced scorecard	24-26-NOV-19	Abu Dhabi	3600
HR 49	Recruitment and selection skills	8-10-Dec-19	Dubai	3600
HR 50	Managing conflict & handing difficult people	8-10-Dec-19	Dubai	3600
HR 51	Recruitment management	15-17-Dec-19	Dubai	3600
HR 52	Competency based HR management	22-24-Dec-19	Dubai	3600
HR 52	Manpower organization, succession planning & trend analysis	22-24-Dec-19	Abu Dhabi	3600

# Management & Leadership

CODE	PROGRAM TITLE	DATE	VENUE	COST AED
MG 01	Mastering Emotional Intelligence: Skills for Excellent Leadership	6-8-Jan-19	Dubai	3600
MG 02	The Art of Strategic Management & Leadership	13-17-Jan-19	Kuala Lumpur	9000
MG 03	The Art of Strategic Management	13-17-Jan-19	Dubai	5600
MG 04	Coaching & Mentoring	20-24-Jan-19	Abu Dhabi	5600
MG 05	Leadership and Management Skills for Supervisors	3-7-Feb-19	Dubai	5600
MG 06	Innovative Leadership Competencies	10-14-Feb-19	Dubai	5600
MG 07	Leadership & Management Skills	17-21-Feb-19	Dubai	5600
MG 08	Mastering Supervisory Skills	24-26-FEB-19	Dubai	3600
MG 09	Leadership Vision and Organizational Reality	3-7-Mar-19	Abu Dhabi	5600
MG 10	Advanced Management: Achieving Superior Performance & Strategic Success	10-14-Mar-19	Dubai	5600
MG 11	Mastering Management Skills	17-21-Mar-19	Dubai	5600
MG 12	Japanese experience: KAIZEN	24-26-Mar-19	Abu Dhabi	3600
MG 13	Mastering Team Leadership Skills	24-28-Mar-19	Dubai	5600
MG 14	Leadership and Management Skills for New Manager & Supervisor	7-11-Apr-19	Dubai	5600
MG 15	RADAR for measuring & improving Performance	14-18-Apr-19	Dubai	5600
MG 16	Developing Emotionally Intelligent Management & Leadership Skills	14-18Apr-19	Dubai	5600
MG 17	Strategic Leadership	21-25Apr-19	Dubai	5600
MG 18	Mastering Communication, Negotiation & Presentation Skills	21-25-Apr-19	Dubai	5600
MG 19	Risk Management	28-30Apr-19	Dubai	3600
MG 20	Leadership & Team Development for Managerial Success	9-13-JUN-19	Dubai	5600
MG 21	Coaching & Mentoring	9-13-Jun19	Dubai	5600
MG 22	Leadership and Management Skills for Supervisors	16-20Jun-19	Dubai	5600
MG 23	Quality Management	23-27-Jun-19	Abu Dhabi	5600
MG 24	The Art of Strategic Management	23-27-Jun-19	Dubai	5600
MG 25	The Art of Strategic Management & Leadership	30-4-Jul-19	Abu Dhabi	5600
MG 26	The Art of Leadership	30-4-Jul19	Dubai	5600
MG 27	Advanced Conflict Resolution & Change Management Strategies	7-11-Jul-19	Dubai	5600
MG 28	Management Excellence Masterclass	14-18-Jul-19	Abu Dhabi	5600
MG 29	Mastering Supervisory Skills	21-25-Jul-19	Dubai	3600
MG 30	The Art of Strategic Management	28-Jul-1-Aug-19	Dubai	5600

# Management & Leadership

CODE	PROGRAM TITLE	DATE	VENUE	COST AED
MG 31	The Art of Strategic Management & Leadership	28-Jul-1-Aug-19	Abu Dhabi	5600
MG 32	Advanced Management: Achieving Superior Performance & Strategic Success	4-8-Aug-19	Dubai	5600
MG 33	The Art of Leadership	18-22-Aug-19	Dubai	5600
MG 34	Innovative Leadership Competencies	18-22-Aug-19	Dubai	5600
MG 35	Leadership & Management Skills for the 21st Century	25-29-Aug-19	Abu Dhabi	5600
MG 36	Developing Emotionally Intelligent Management & Leadership Skills	25-29-Aug-19	Dubai	5600
MG 37	Leadership Vision and Organizational Reality	8-12-Sep-19	Kuala Lumpur	9000
MG 38	The Power of Positive Thinking & Attitude	8-10-Sep-19	Al Ain	3600
MG 39	Mastering Management Skills	8-12-Sep-19	Dubai	5600
MG 40	Mastering Management and Leadership Skills	15-19-Sep-19	Al Ain	5600
MG 41	Mastering Team Leadership Skills	15-19-Sep-19	Abu Dhabi	5600
MG 42	Creativity, Critical Thinking & Problem Solving	22-26-Sep-19	Dubai	5600
MG 43	Success Under Pressure: Emotional Intelligence, Conflict Management	22-26-Sep-19	Dubai	5600
MG 44	Strategic Enterprise Analysis	6-10-Oct-19	Abu Dhabi	5600
MG 45	The Practical Leader: Developing & Leading High Performing Teams	13-17-Oct-19	Dubai	5600
MG 46	Management Reporting & Decision Making	13-17-Oct-19	Dubai	5600
MG 47	Systems Thinking in Analyzing Problems	20-22-Oct-19	Dubai	3600
MG 48	Leadership and Management Skills for Supervisors	20-24-Oct-19	Dubai	5600
MG 49	Achieving Professional Excellence: Communication, Planning, Negotiation & Presentation Skills	20-24-Oct-19	Dubai	5600
MG 50	Mastering Emotional Intelligence: Skills for Excellent Leadership	27-29-Oct-19	Abu Dhabi	3600
MG 51	Mastering Communication, Negotiation & Presentation Skills	27-31-Oct-19	Dubai	5600
MG 52	Business Analysis within a Project Environment	27-31-Oct-19	Dubai	5600
MG 53	Coaching & Mentoring	3-7-Nov-19	Dubai	5600
MG 54	Advanced Conflict Resolution & Change Management Strategies	17-24-Nov-19	Abu Dhabi	5600
MG 55	Quality Management	17-24-Nov-19	Abu Dhabi	5600
MG 56	Leadership & Team Development for Managerial Success	24-28-Nov-19	Kuala Lumpur	9000
MG 57	RADAR for measuring & improving performance	24-28-Nov-19	Dubai	5600
MG 59	The Art of Strategic Management & Leadership	8-12-Dec-19	Abu Dhabi	5600
MG 60	The Art of Leadership	8-12-Dec-19	Al Ain	5600
MG 61	Mastering Management Skills	15-19-Dec-19	Dubai	5600
MG 62	Innovative Leadership Competencies	22-26-Dec-19	Dubai	5600
MG 63	Mastering Management and Leadership Skills	22-26-Dec-19	Abu Dhabi	5600
MG 64	Modern Leadership & Management Skills	22-26-Dec-19	Abu Dhabi	5600

# Administration & Secretarial

CODE	PROGRAM TITLE	DATE	VENUE	COST AED
AD 01	Time Management & Personal Effectiveness	6-8-Jan-19	Dubai	3600
AD 02	Office Management & Effective Administration Skills	13-17-Jan-19	Dubai	5600
AD03	Business Administration	13-17-Jan-19	Dubai	5600
AD 04	Documents and Records Management Compliance	20-22-Jan-19	Dubai	3600
AD 05	Communication & Planning Skills for Administrative Professionals	3-7-Feb-19	Dubai	5600
AD 06	Advanced Documents & Records Management Compliance	10-12-Feb-19	Abu Dhabi	3600
AD 07	Office Management & Effective Administration Skills	17-21-Feb-19	Dubai	5600
AD 08	Business Administration	24-28-FEB-19	Dubai	5600
AD 09	Documents and Records Management Compliance	3-5-Mar-19	Dubai	3600
AD 10	SharePoint Implementation Best Practices: From Design to Integration	10-14-Mar-19	Dubai	5600
AD 11	Organizing & Behavioral Skills for Administrative Professionals / Executive Secretaries / Pas	17-21-Mar-19	Abu Dhabi	5600
AD 12	Time Management & Personal Effectiveness	24-26-Mar-19	Dubai	3600
AD 13	Communication & Planning Skills for Administrative Professionals	24-28-Mar-19	Dubai	5600
AD 14	E-Library Management Techniques	7-11-Apr-19	Dubai	5600
AD 15	Advanced Documents & Records Management Compliance	14-16-Apr-19	Abu Dhabi	3600
AD 16	Office Management & Effective Administration Skills	14-18-Apr-19	Dubai	5600
AD 17	The Office Professional & Records Management	21-25-Apr-19	Dubai	5600
AD 18	Documents and Records Management Compliance	21-23-Apr-19	Dubai	3600
AD 19	Organizing & Behavioral Skills for Administrative Professionals / Executive Secretaries / PAs	28-Apr-2-May-19	Dubai	5600
AD 20	Efficient administration skills	9-13-Jun-19	Dubai	5600
AD 21	The highly productive and effective administrator	9-13-Jun-19	Dubai	5600
AD22	The executive assistant \ personal assistant master class	16-20-Jun-19	Dubai	5600
AD 23	Professional secretarial and administration skills	23-27-Jun-19	Abu Dhabi	5600
AD 24	Secretarial skills	23-27-Jun-19	Dubai	5600
AD 25	Advanced Executive Secretarial Skills & Office Management	30-Jun-4-Jul-19	Abu Dhabi	5600
AD 26	Essential Management Skills for Administrators	30-Jun-4-Jul-19	Dubai	5600
AD 27	Technical writing for Admin PA & Secretaries	7-11-Jul-19	Dubai	3600
AD 28	Advanced office Management & effective administration skills	14-18-Jul-19	Abu Dhabi	5600
AD 29	Business writing for Administrative professionals	21-23-Jul-19	Dubai	3600
AD 30	Administration & office management best practices and technologies	28-Jul-1-Aug-19	Dubai	5600
AD 30	Effective Planning Skills for Office Administration	28-Jul--1Aug-19	Abu Dhabi	5600
AD 32	Certified Administration & Office Management Professional	4-8-Aug-19	Dubai	5600

# Administration & Secretarial

CODE	PROGRAM TITLE	DATE	VENUE	COST AED
AD 33	Time and stress management for executive secretaries & administrative professionals	18-20Aug-19	Dubai	3600
AD 34	Organizing and classifying work folders	18-19Aug-19	Dubai	2600
AD 35	Efficient administration skills	25-29Aug-19	Abu Dhabi	5600
AD 36	The highly productive and effective administrator	25-29Aug-19	Dubai	5600
AD 37	The executive assistant \ personal assistant master class	8-12Sep-19	Dubai	5600
AD 38	Professional secretarial and administration skills	8-12Sep-19	Al Ain	5600
AD 39	Secretarial skills	8-12Sep-19	Dubai	5600
AD 40	Advanced Executive Secretarial Skills & Office Management	15-19Sep-19	Al Ain	5600
AD 41	Essential Management Skills for Administrators	15-19Sep-19	Abu Dhabi	5600
AD 42	Technical writing for Admin PA & Secretaries	22-24Sep-19	Dubai	3600
AD 43	Advanced office Management & effective administration skills	22-26Sep-19	Dubai	5600
AD 44	Business writing for Administrative professionals	6-8Oct-19	Abu Dhabi	3600
AD 45	Administration & office management best practices and technologies	13-17Oct-19	Dubai	5600
AD 46	Effective Planning Skills for Office Administration	13-17Oct-19	Dubai	5600
AD 47	Certified Administration & Office Management Professional	20-24Oct-19	Dubai	5600
AD 48	Business Writing for Administrative professionals	20-22OCT-19	Dubai	3600
AD 49	Advanced Office Management & Electronic Archiving	20-24OCT-19	Dubai	5600
AD 50	Time and stress management for executive secretaries & administrative professionals	27-29OCT-19	Abu Dhabi	3600
AD 51	Advanced competencies for professional secretaries	27-29OCT-19	Dubai	3600
AD 52	Effective Planning Skills for Office Administration	27-31OCT-19	Abu Dhabi	5600
AD 53	Administration & office management best practices and technologies	3-7NOV-19	Dubai	5600
AD 54	Certified Administration & Office Management Professional	17-21Nov-19	Abu Dhabi	5600
AD 55	Business Writing for Administrative professionals	17-19NOV-19	Abu Dhabi	3600
AD 56	Advanced Office Management & Electronic Archiving	24-28NOV-19	Dubai	5600
AD 57	Business writing for Administrative professionals	24-26NOV-19	Dubai	3600
AD 59	Administration & office management best practices and technologies	8-12Dec-19	Abu Dhabi	5600
AD60	Effective Planning Skills for Office Administration	8-12Dec-19	Al Ain	5600
AD 61	Essential Management Skills for Administrators	15-19Dec-19	Dubai	5600
AD 62	Technical writing for Admin PA & Secretaries	22-24Dec-19	Dubai	3600



# Customer service & Communication Skills

CODE	PROGRAM TITLE	DATE	VENUE	COST AED
Cs1	Business Writing Skills	6-8-Jan-19	Abu Dhabi	3600
Cs2	Customer Service Mindset	13-17-Jan-19	Dubai	5600
Cs3	Advanced Communication Skills	13-17-Jan-19	Dubai	5600
Cs4	Interpersonal Communication Skills	20-22-Jan-19	Dubai	3600
Cs5	Presentation Skills	3-5-Feb-19	Abu Dhabi	3600
Cs6	Customer Service	10-14-Feb-19	Dubai	5600
Cs7	Selling Skills for Customer Service	17-19-Feb-19	Kuala Lumpur	3600
Cs8	Advanced Business Writing	24-26-Feb-19	Al Ain	3600
Cs9	Advanced Presentation Skills	3-5-Feb-Mar-19	Dubai	3600
Cs10	Technical Report Writing	10-12-Mar-19	Al Ain	3600
Cs11	Making Powerful Presentations	17-19-Mar-19	Abu Dhabi	3600
Cs12	Excellence in Customer Service	24-28-Mar-19	Dubai	5600
Cs13	The Customer Complaint System: Tool for Customer Service	24-26-Mar-19	Dubai	3600
Cs14	Certified Customer Service. Professional	7-11-Apr-19	Abu Dhabi	5600
Cs15	Customer Satisfaction and Loyalty: Strategies and Measurement	14-18-Apr-19	Dubai	5600
Cs16	Customer Service Management	14-18-Apr-19	Dubai	5600
Cs17	Maximizing Customer Satisfaction in a Technical Environment	21-23-Apr-19	Dubai	3600
Cs18	Customer Focused Management	21-25-Apr-19	Dubai	5600
Cs19	Improve Your Telephone Skills	28-30-Apr-19	Dubai	3600
Cs20	Telephone Etiquette & Customer Care	9-10-Jun-19	Abu Dhabi	2600
Cs21	Professional Business Communication	9-13-Jun-19	Dubai	5600
Cs22	Communications and Interpersonal Skills	16-20-Jun-19	Dubai	5600
Cs23	Advanced Presentation Skills	23-25-Jun-19	Dubai	3600
Cs24	Technical Report Writing	23-25-Jun-19	Abu Dhabi	3600
Cs25	Customer Service	30-Jun-4-Jul-19	Abu Dhabi	5600
Cs26	Telephone skills & Customer Care	30-Jun-2-Jul-19	Kuala Lumpur	3600
Cs27	Presentation Skills	7-9-Jul-19	Dubai	3600
Cs28	Creative and Innovative Internal Customer Service	14-18-Jul-19	Abu Dhabi	5600
Cs29	High Performance Road Map to Customer Service Excellence	21-25-Jul-19	Al Ain	5600
Cs30	Etiquette for Excellent Customer Service	28-30-Jul-19	Dubai	3600
Cs31	How to Create a Customer Service Mindset	28-Jul-1Aug-19	Dubai	5600

# Customer service & Communication Skills

CODE	PROGRAM TITLE	DATE	VENUE	COST AED
Cs31	Communication in Crisis	28-30-Jul-19	Dubai	3600
Cs32	Advanced Customer Service Management	4-8-Aug-19	Dubai	5600
Cs33	Advanced Customer Relationship Management	18-22-Aug-19	Dubai	5600
Cs34	Customer Centric Development	18-22-Aug-19	Dubai	5600
Cs35	Telephone Skills & Customer Care	25-27-Aug-19	Dubai	3600
Cs36	Improving Customer Care/service	25-29-Aug-19	Abu Dhabi	5600
Cs37	Managing Customer Services and dealing With Difficult Behavior	8-12-Sep-19	Dubai	5600
Cs38	Developing Customer Service	8-12-Sep-19	Abu Dhabi	5600
Cs39	Effective Communication & Teamwork Management Skills	8-12-Sep-19	Dubai	5600
Cs40	Communication Skills; Results through Collaboration	15-19-Sep-19	Dubai	5600
Cs41	Effective Communication and Inspirational Presentations	15-19-Sep-19	Abu Dhabi	5600
Cs42	The Active. Communication Skills	22-26-Sep-19	Dubai	5600
Cs43	Communication Skills and Positive Engagement with Others	22-26-Sep-19	Dubai	5600
Cs45	Interpersonal Communication Skills	6-8-Oct-19	Abu Dhabi	3600
Cs46	Creating Powerful Relationships Through Networking	13-15-Oct-19	Dubai	3600
Cs47	Better Communication Skills at-work	13-15-Oct-19	Dubai	3600
Cs48	Advanced Business Writing	20-22-Oct-19	Abu Dhabi	3600
Cs49	Senior Level Communication Skills	20-24-Oct-19	Dubai	5600
Cs50	Business Writing Skills	20-22-Oct-19	Abu Dhabi	3600
Cs51	Moderation Techniques	27-31-Oct-19	Abu Dhabi	5600
Cs52	Technical Report Writing	27-29-Oct-19	Dubai	3600
Cs53	Assertiveness Skills and Dealing with Difficult Situations	27-31-Oct-19	Dubai	5600
Cs54	Developing Effective Telephone Skills	3-5-Nov-19	Dubai	3600
Cs55	Managing Customer Service	17-24-Nov-19	Abu Dhabi	5600
Cs56	Communication Skills	17-24-Nov-19	Dubai	5600
Cs57	Achieving Excellence in Customer Service	24-28-Nov-19	Doha	5600
Cs58	Creative & Innovative Problem Solving	24-26-Nov-19	Dubai	3600
Cs59	Advanced Customer Service Management	8-12-Nov-19	Abu Dhabi	5600
Cs60	Customer service management	8-12-Dec-19	Abu Dhabi	5600
Cs61	Creating a Service Culture; Strategies and Tactics for. Creating an Environment of Excellence	15-17-Dec-19	Dubai	3600
Cs62	Improve Your Telephone Skills	22-24-Dec-19	Dubai	3600

# Information Technology

CODE	PROGRAM TITLE	LEVEL	DATE	VENUE	COST AED
IT01	CCNA (Data Centre)	Associate	6-10-Jan-19	Dubai	4000
IT02	CCNP (Data Centre)	Professional	6-10-Jan-19	Dubai	6000
IT03	CCIE (Data Centre)	Expert	13-17-Jan-19	Dubai	8000
IT04	Cisco ACI (Application Centric Infrastructure)	Professional	13-17-Jan-19	Dubai	8000
IT05	SDN (Software Defined Networks)	Professional	20-22-Jan-19	Dubai	8000
IT06	Open Stack	Professional	20-22-Jan-19	Dubai	8000
IT07	Python	Professional	3-7-Feb-19	Dubai	8000
IT08	CCNA (Collaboration)	Associate	10-14-Feb-19	Dubai	4000
IT09	CCNP (Collaboration)	Professional	10-14-Feb-19	Dubai	7000
IT10	CCIE (Collaboration)	Expert	10-14-Feb-19	Dubai	10000
IT11	CCNA (Service Provider)	Associate	3-7-Mar-19	Dubai	4000
IT12	CCNP (Service Provider)	Professional	3-7-Mar-19	Abu Dhabi	6000
IT13	CCIE (Service Provider)	Expert	3-7-Mar-19	Dubai	8000
IT14	Advance MPLS & QoS	Professional	17-21-Mar-19	Dubai	10000
IT15	CCNA (Routing & Switching)	Associate	10-14Mar-19	Abu Dhabi	4000
IT16	CCNP (Routing & Switching)	Professional	10-14-Mar-19	Dubai	6000
IT17	CCIE (Routing & Switching)	Expert	10-14-Mar-19	Dubai	8000
IT18	JNCIA – JUNOS	Associate	24-28-Mar-19	Abu Dhabi	4000
IT19	JNCIA – ENT	Associate	24-28-Mar-19	Dubai	4000
IT20	JNCIP – ENT	Professional	24-28-Mar-19	Dubai	6000
IT21	HCNA (Routing & Switching)	Associate	7-11-Apr-19	Abu Dhabi	4000
IT22	HCNP (Routing & Switching)	Professional	7-11-Apr-19	Dubai	6000
IT23	HCIE (Routing & Switching)	Expert	7-11-Apr-19	Dubai	8000
IT24	Basics of IP Networking	Beginner	14-18-Apr-19	Dubai	4000
IT25	CCNA (Security)	Associate	14-18-Apr-19	Dubai	4000
IT26	CCNP (Security)	Professional	14-18-Apr-19	Dubai	10000
IT27	CCIE (Security)	Expert	14-18-Apr-19	Abu Dhabi	12000
IT28	Advance Security	Professional	21-25-Apr-19	Dubai	12000
IT29	Cisco ISE (Identity Services Engine)	Professional	21-25-Apr-19	Dubai	12000
IT30	CEH (Certified Ethical Hacking)	Associate	21-25-Apr-19	Abu Dhabi	4000

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Exceeding Expectations

# Information Technology

CODE	PROGRAM TITLE	LEVEL	DATE	VENUE	COST AED
IT31	OSCP (Offensive Security Certified Professional)	Professional	28-Apr-2-May-19	Dubai	8000
IT32	CISM (Certified Information Security Manager)	Expert	28-Apr-2-May-19	Dubai	8000
IT33	CISSP (Certified Information Systems Security Professional)	Expert	28-Apr-2-May-19	Dubai	8000
IT34	CCNA (Wireless)	Associate	9-13-Jun-19	Dubai	4000
IT35	CCNP (Wireless)	Professional	9-13-Jun-19	Abu Dhabi	8000
IT36	CCIE (Wireless)	Expert	9-13-Jun-19	Dubai	12000
IT37	HCNA (Wireless)	Associate	16-20-Jun-19	Dubai	6000
IT38	ACMP (Aruba Certified Mobility Professional)	Professional	16-20-Jun-19	Dubai	6000
IT39	Cisco Meraki Cloud Wireless – Design & Operations	Associate	16-20-Jun-19	Dubai	4000
IT40	Designing Wireless Enterprise Networks	Professional	23-27-Jun-19	Dubai	4000
IT41	Wireless Site Surveys Techniques	Professional	23-27-Jun-19	Dubai	4000
IT42	CCDA	Associate	23-27-Jun-19	Dubai	8000
IT43	CCDP	Professional	30-4-Jul-19	Dubai	12000
IT44	Selling Business Outcomes	Associate	30-4-Jul-19	Dubai	8000
IT45	Cisco Business Value Specialist	Associate	30-4-Jul-19	Dubai	8000
IT46	Cisco Business Value Practitioner	Professional	14-18-Jul-19	Dubai	12000
IT47	MCSE 2012	Professional	21-25-Jul-19	Dubai	4000
IT48	MCSE Exchange Server	Professional	21-25-Jul-19	Dubai	4000
IT49	RHCSA + RHCSE (LINUX)	Expert	21-25-Jul-19	Dubai	6000
IT50	VCP – VMware Certified Professional	Professional	28-Jul-1Aug-19	Dubai	8000
IT51	CISA (Certified Information Systems Auditor)	Professional	28-Jul-1Aug-19	Dubai	12000
IT52	Basics of IT Infrastructure Auditing	Associate	15-19-Sep-19	Dubai	6000
IT53	ITIL Foundation	Associate	15-19-Sep-19	Dubai	8000
IT54	Basics of IT Services Management	Associate	15-19-Sep-19	Dubai	4000
IT55	IT Project Management	Associate	22-26-Sep-19	Dubai	6000
IT56	PMP	Professional	22-26-Sep-19	Dubai	10000
IT57	CEH	Professional	13-17-Oct-19	Dubai	4000
IT58	SEO	Professional	13-17-Oct-19	Dubai	4000
IT59	SMM	Professional	13-17-Oct-19	Dubai	4000
IT60	Adv. Digital Media Marketing Certification	Professional	20-24-Oct-19	Dubai	4000

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Exceeding Expectations

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# Interpersonal skills & Self Development

CODE	PROGRAM TITLE	DATE	VENUE	COST AED
ISD01	Certified Master Negotiator	6-8-Jan-19	Dubai	4000
ISD 02	WIN-WIN Negotiation policies	13-15-Jan-19	Dubai	3600
ISD 03	Creative Thinking & Innovation Techniques	13-15-Jan-19	Dubai	3600
ISD 04	The Power of Positive Thinking	20-24 Jan-19	Dubai	3600
ISD 05	Emotional Intelligence: Strategies for SUCCESS	3-5-Feb-19	Dubai	3600
ISD 06	Persuasion & Influence techniques	10-11-Feb-19	Dubai	2600
ISD 07	Planning for change: A Strategic Approach	17-21-Feb-19	Dubai	5600
ISD 08	Conflict Management	24-28-Feb-119	Abu Dhabi	5600
ISD 09	Creative problem Solving & Decision Making	3-5-Mar-19	Dubai	3600
ISD 10	CREATIVITY & INNOVATION at workplace	10-12-Mar-19	Abu Dhabi	3600
ISD 11	High performance Teams	17-18-Mar-19	Dubai	2600
ISD12	Time Management & Stress Control	24-26-Mar-19	Dubai	3600
ISD 13	Work-Life BALANCE: Maximizing Productivity & Quality of Life	24-28-Mar-19	Dubai	5600
ISD14	Leading Teams effectively	7-11-Apr-19	Kuala-Lumpur	9000
ISD 15	Active listening Skills	14-16-Apr-19	Abu Dhabi	3600
ISD 16	Effective Business writing	14-16-Apr-19	Dubai	3600
ISD 17	The Power of Positive Attitude	21-23-Apr-19	Dubai	3600
ISD 18	Professional Business writing (Memos & Reports)	21-23-Apr-19	Abu Dhabi	3600
ISD 19	Project Management preparation	9-13-Jun-19	Dubai	5600
ISD 20	Change Management	9-13-Jun-9	Dubai	5600
ISD 21	Strategic Planning	9-13-Jun-19	Abu Dhabi	5600
ISD 22	Assertiveness Skills & Dealing with Difficult situations	16-18-Jun-19	Dubai	3600
ISD 23	Creative thinking & Innovation techniques	23-27-Jun-19	Abu Dhabi	3600
ISD 24	Project Management, Scheduling, Planning, Managing & Controlling	23-27-Jun-19	Dubai	5600
ISD 25	Management Skills for productivity	30-Jun-4-Jul-19	Dubai	5600
ISD 26	Leading with Emotional Intelligence	30-Jun-4-Jul-19	Dubai	5600
ISD 27	Effective Presentation techniques	7-9-Jul-19	Abu Dhabi	3600
ISD 28	Advanced Supervisory Skills	14-16-Jul-19	Dubai	3600
ISD 29	Office Management	21-25-Jul-19	Dubai	5600
ISD 30	Performance Management Skills	28-Jul-1-Aug-19	Dubai	5600

# Interpersonal skills & Self Development

CODE	PROGRAM TITLE	DATE	VENUE	COST AED
ISD 32	Service EXCELLENCE	4-8-Aug-19	Dubai	5600
ISD 33	Productivity Management Skills	18-22-Aug-19	Dubai	5600
ISD 34	Negotiation techniques	18-20-Aug-19	Dubai	3600
ISD 35	Certified Training & Development Professional	25-29-Aug-19	Abu Dhabi	5600
ISD 36	Internal Customer Service Improvement	25-29-Aug-19	Dubai	5600
ISD 37	Effective selling techniques	8-10-Sep-19	Dubai	3600
ISD 38	Team work performance improvement	8-10-Sep-19	Dubai	3600
ISD 39	Administration & Office Management	8-12-Sep-19	Dubai	5600
ISD 40	ZERO Errors	15-17-Sep-19	Dubai	3600
ISD 41	Excellency Management	15-19-Sep-19	Dubai	5600
ISD 42	Presentation Design & Delivery	22-24-Sep-19	Dubai	3600
ISD 43	Strategic Planning	22-26-Sep-19	Dubai	5600
ISD 44	How to deal with Angry people?	6-7-Oct-19	Abu Dhabi	2600
ISD 45	Secretary Skills	13-17-Oct-19	Abu Dhabi	5600
ISD 46	Creative thinking & Problem solving	13-15-Oct-19	Dubai	3600
ISD 47	Effectiveness of Communication techniques	20-24-Oct-19	Dubai	5600
ISD 48	Work-Life BALANCE: Maximizing Productivity & Quality of Life	20-22-Oct-19	Dubai	3600
ISD 49	Developing your Creative Potential	20-22-Oct-19	Dubai	3600
ISD 50	Handling pressure, Prioritizing and Emotion at work	27-29-Oct-19	Abu Dhabi	3600
ISD 51	Essential skills for Performance Excellence	27-31-Oct-19	Dubai	5600
ISD 52	Emiratization & Development Of UAE Nationals	27-31-Oct-19	Dubai	5600
ISD 53	Advanced Management Motivation, strategic planning	3-7-Nov-19	Dubai	5600
ISD 54	Performance Management from Goal Setting to Appraisals	17-24-Nov-19	Abu Dhabi	5600
ISD55	Creative & Innovative Management for supervisors	17-19-Nov-19	Abu Dhabi	3600
ISD 56	Creativity Excellence Continues Improvement and Quality	24-26-Nov-19	Dubai	3600
ISD 57	Negation skills Achieving Successful Outcomes	24-26-Nov-19	Dubai	3600
ISD 58	Powerful business presentation & public speaking	8-10-Dec-19	Abu Dhabi	3600
ISD 59	Creative Thinking & Innovation Techniques	8-10-Dec-19	Al Ain	3600
ISD 60	Making successful business decision	15-16-Dec-19	Dubai	2600
ISD 61	Managing stress and pressure at work	22-24-Dec-19	Dubai	3600
ISD 62	Dealing confidently with difficult people at work	20-22-Oct-19	Dubai	3600

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Exceeding Expectations

# Finance & Accounts

CODE	PROGRAM TITLE	DATE	VENUE	COST AED
FI 01	Accounts Receivable: Planning, Organizing & Achieving Best Practices	6-10-Jan-19	Dubai	5600
FI 02	Managing the Cash Cycle: Accounts Receivable & Payable Best Practices	13-17-Jan-19	Dubai	5600
FI 03	Cost Analysis to Support Strategic Decisions	13-17-Jan-19	Abu Dhabi	5600
FI 04	Accounts Payable: Planning, Organizing & Achieving Best Practices	20-24-Jan-19	Dubai	5600
FI 05	The Finance & Accounting	3-7-Feb-19	Dubai	5600
FI 06	Mastering Finance and Accounting	10-14-Feb-19	Dubai	5600
FI 07	Budgeting, Planning & Management Reporting	17-21-Feb-19	Abu Dhabi	5600
FI 08	Financial Management for Projects & Contracts	24-28-Feb-19	Dubai	5600
FI 09	Finance & Accounting for the Oil & Gas Industry	3-7-Mar-19	Dubai	5600
FI 10	International Financial Reporting Standards (IFRS)	10-14-Mar-19	Dubai	5600
FI 11	Financial Data Analysis	17-21-Mar-19	Dubai	5600
FI 12	Cost Analysis to Support Strategic Decisions	24-28-Mar-19	Abu Dhabi	5600
FI 13	The Effective Accountant	24-28-Mar-19	Dubai	5600
FI 14	Budgeting & Cost Control	7-11-Apr-19	Dubai	5600
FI 15	Treasury and Cash Management	14-18-Apr-19	Dubai	5600
FI 16	Cost Analysis to Support Strategic Decisions	14-18-Apr-19	Dubai	5600
FI 17	Accounts Receivable: Planning, Organizing & Achieving Best Practices	21-25-Apr-19	Abu Dhabi	5600
FI 18	Managing the Cash Cycle: Accounts Receivable & Payable Best Practices	21-25-Apr-19	Abu Dhabi	5600
FI 19	Advanced Budgeting & Forecasting	28-2-May-19	Dubai	5600
FI 20	Accounts Payable: Planning, Organizing & Achieving Best Practices	9-13-Jun-9	Dubai	5600
FI 21	The Finance & Accounting	9-13-Jun-19	Dubai	5600
FI 22	Financial Data Analysis	16-20-Jun-19	Abu Dhabi	5600
FI 23	Mastering Finance and Accounting	23-27-Jun-19	Dubai	5600
FI 24	The Effective Financial Controller: Managing Financial Functions & Improvement Opportunities	25-29-Aug-19	Dubai	5600
FI 25	The Effective Accounts Assistant	8-12-Sep-19	Dubai	5600
FI 26	Business and Financial Modelling	22-26-Sep-19	Dubai	5600
FI 27	Financial Management for Projects & Contracts	6-10-Oct-19	Dubai	5600
FI 28	International Financial Reporting Standards (IFRS)	13-17-Oct-19	Dubai	5600
FI 29	Strategic Financial Planning & Implementation	13-17-Oct-19	Abu Dhabi	5600
FI 30	Budgeting, Planning & Management Reporting	20-24-Oct-19	Dubai	5600



