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2025/26

# SHORT COURSES



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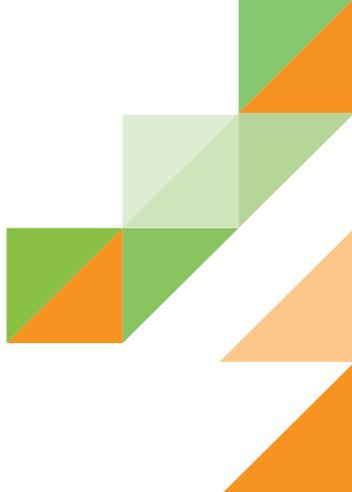
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## **TABLE OF CONTENTS**

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1. BUSINESS INFORMATION MANAGEMENT AND RESOURCE MANAGEMENT SHORT COURSES - **3 - 16**
2. HUMAN RESOURCES AND ORGANIZATIONAL DEVELOPMENT SHORT COURSES - **17 - 23**
3. PUBLIC HEALTH MANAGEMENT SHORT COURSES - **24 - 30**
4. OTHER SHORT COURSES - **31 - 52**



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# BASIC EXCEL

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Basic Excel course is designed for individuals who are new to Microsoft Excel or have limited experience with spreadsheets. It provides a strong foundation by introducing participants to the Excel interface and its core functionalities.

Throughout the five-day program, learners will gain the skills needed to create and format worksheets, develop simple charts, and perform basic calculations using commonly used functions such as SUM and AVERAGE. The course

also covers fundamental techniques for sorting and filtering data, managing large workbooks, and using basic pivot tables. By the end of the training, participants will be comfortable navigating Excel and performing essential tasks that are crucial in administrative and office environments. This course serves as a stepping stone to more advanced Excel skills.

# INTERMEDIATE EXCEL

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Intermediate Excel course is tailored for users who are already familiar with the basics and are ready to expand their capabilities. This level delves deeper into Excel's data management and analytical tools. Participants will learn to work with more complex formulas, including logical and conditional functions such as IF and VLOOKUP, and explore techniques for managing multiple worksheets and large data sets.

The course also emphasizes the creation of dynamic charts and dashboards, enhanced use of pivot tables, and an introduction to tools like Power Query for transforming and analyzing data. By the end of the course, learners will be equipped to work more efficiently, build more insightful reports, and make data-driven decisions with greater confidence. This course is the bridge to mastering Excel at an advanced level.



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# ADVANCED EXCEL

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Advanced Excel course is designed for experienced users who want to unlock the full power of Excel. This course covers sophisticated tools and techniques that support complex data analysis, financial modeling, and automation. Participants will explore advanced formula writing, including the use of array formulas, INDEX/MATCH combinations, and nested logic functions. The course also includes in-depth training on manipulating dates, cleaning and transforming data using text functions, and creating robust budgeting models through scenario analysis, goal seek, and data tables.

A significant portion of the course is dedicated to Excel automation using Macros and an introduction to VBA (Visual Basic for Applications), enabling learners to automate repetitive tasks and build custom Excel solutions. Upon completion, participants will have the skills to manage and analyze data at a professional level, making them valuable assets in data-driven roles.

# DIGITAL MARKETING

**DURATION: 36 HOURS/6 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Digital Marketing course is a comprehensive introduction to the core principles and practical strategies used in today's fast-paced online marketing landscape. Designed for beginners and professionals looking to upskill, this six-day program equips participants with the knowledge and tools needed to effectively plan, execute, and manage digital marketing campaigns. The course covers a wide range of topics including search engine optimization (SEO), search engine marketing (SEM), content marketing, social

media strategy, email marketing, and the use of analytics to track performance and optimize results. Participants will also gain insights into digital advertising platforms such as Google Ads and Facebook Ads, and learn how to target and engage audiences across multiple channels. By the end of the course, learners will be able to confidently apply digital marketing strategies to real-world scenarios, drive engagement, and measure return on investment in a business or organizational context.



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# FINANCE FOR NON-FINANCE MANAGERS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Finance for Non-Finance Managers course is specifically designed for professionals from non-financial backgrounds who need to understand the key principles of finance to make informed business decisions. Over five days, this course demystifies financial concepts and equips participants with practical tools to interpret financial data, manage budgets, and assess the financial health of their departments or organizations.

Participants will learn how to read and analyze financial statements, understand cost structures, evaluate project viability using financial metrics, and link financial outcomes to operational performance. The course places a strong emphasis on real-world application, using case studies and interactive exercises to build confidence in handling financial information. By the end of the program, managers and team leaders will be able to communicate more effectively with finance teams and contribute meaningfully to financial discussions within their organizations.

# FUNDAMENTALS OF INTERNAL AUDITING

**DURATION: 12 HOURS/2 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Fundamentals of Internal Auditing course provides a practical introduction to the essential principles, practices, and processes of internal auditing. Designed for individuals new to the field or those working in roles that interact with auditors, this two-day program offers a clear understanding of the internal audit function and its role in risk management, governance, and internal control. Participants will explore the audit cycle, from planning and conducting audits to reporting and follow-up.

The course also introduces key auditing techniques, ethical standards, and compliance considerations, using real-life examples to bring concepts to life. By the end of the training, participants will have a solid foundation in internal auditing practices and be prepared to support or engage effectively with audit activities within their organizations.



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# FUNDAMENTALS OF RECORDS MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

This course is designed to help participants know their basic responsibilities for managing different types of records, including laws, policies and procedures that govern institutional records management. Participants will learn how to

determine if the information that they work with is considered classified, how to manage classified records, and what resources they can consult to get more information about records management.

# PROJECT MANAGEMENT

**DURATION: 48 HOURS/8 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Project Management course is designed to equip participants with the essential skills, tools, and techniques needed to effectively plan, execute, and manage projects across various industries. Spanning eight days, this intensive program provides a practical and structured approach to project management, aligned with globally recognized best practices. Participants will learn how to define project objectives, create detailed project plans, manage resources, monitor progress, and deliver results on time and within

budget. Key areas covered include project scope management, risk management, stakeholder communication, scheduling, budgeting, and quality control. The course also emphasizes leadership and team coordination, preparing learners to handle real-world challenges and lead projects confidently. By the end of the course, participants will be able to apply proven methodologies to manage projects efficiently and drive successful outcomes for their organizations.



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# TRANSPORT AND FLEET MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Transport and Fleet Management course is designed to provide participants with a solid understanding of the strategic and operational aspects of managing transportation and fleet systems. Over five days, this course explores key concepts in vehicle acquisition, maintenance planning, fuel management, driver supervision, route optimization, and compliance with safety and regulatory standards. It emphasizes the importance of cost control, efficiency, and sustainability in managing fleet operations.

Through practical case studies and real-world scenarios, participants will learn how to analyze fleet performance data, develop effective policies, and apply modern tools and technologies to improve service delivery. By the end of the course, attendees will be equipped to implement best practices that enhance productivity, reduce operational risks, and support overall organizational goals.

# ENTERPRISE RISK MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Enterprise Risk Management (ERM) course provides a comprehensive understanding of how to identify, assess, and manage risks that can impact an organization's ability to achieve its objectives. Designed for managers, team leaders, and professionals involved in strategic decision-making, this five-day course introduces a structured approach to risk that aligns with international standards and best practices. Participants will learn how to develop risk frameworks, implement risk registers, assess potential threats and opportunities, and

integrate risk considerations into planning and performance processes. The course also explores the roles of governance, compliance, and internal controls within a risk management context. Through real-world examples and interactive exercises, learners will gain practical skills in analyzing risk at both the operational and enterprise levels. By the end of the course, participants will be equipped to contribute to building a risk-aware culture and strengthening organizational resilience.



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# STRATEGIC LEADERSHIP AND MANAGEMENT

**DURATION: 24 HOURS/4 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Strategic Leadership and Management course is designed to equip current and aspiring leaders with the skills and insights needed to lead with vision, drive strategic initiatives, and manage teams effectively in today's dynamic business environment. Over five days, participants will explore key leadership concepts, strategic thinking frameworks, and management practices that align organizational goals with performance outcomes.

The course covers topics such as strategic planning, change management, decision-making, performance management, and effective communication. Emphasis is placed on understanding the role of leadership in shaping organizational culture, driving innovation, and responding to complex challenges. Through case studies, group discussions, and practical exercises, learners will develop the ability to lead with confidence, influence stakeholders, and create long-term value for their organizations.

# BUSINESS COMMUNICATION AND REPORT WRITING SKILLS

**DURATION: 72 HOURS/12 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Business Communication and Report Writing Skills course is designed to enhance participants' ability to communicate clearly, professionally, and effectively in the workplace. Spanning twelve days, this intensive program develops essential communication competencies, with a strong focus on both written and verbal business communication. Participants will learn how to structure and deliver messages for a variety of professional contexts, from everyday emails and business letters to high-impact presentations and formal reports.

The course emphasizes clarity, tone, and audience awareness, while also covering grammar, editing, and formatting techniques. Special attention is given to developing skills in drafting analytical and technical reports, executive summaries, proposals, and minutes. By the end of the course, learners will have the confidence and tools to communicate with precision, influence decision-making, and present information in a compelling and professional manner.



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# PROFESSIONAL COMMUNICATION AND OFFICE ADMINISTRATION

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Professional Communication and Office Administration course is tailored to enhance the communication, organizational, and administrative skills essential for efficient office management. Over five days, participants will gain practical knowledge in managing day-to-day office operations while improving their ability to communicate effectively in a professional environment. The course covers key areas such as business etiquette, telephone and email communication, meeting coordination,

records management, scheduling, and time management. It also introduces tools for document preparation, customer service excellence, and professional conduct in diverse workplace settings. Participants will learn how to support team functions, maintain a productive office environment, and interact confidently with internal and external stakeholders. By the end of the program, learners will be better equipped to take on administrative responsibilities with professionalism, clarity, and efficiency.

# EXECUTIVE ASSISTANTS AND OFFICE ADMINISTRATION

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Executive Assistants and Office Administration course is designed to equip executive and personal assistants, office coordinators, and administrative professionals with the advanced skills required to support senior management effectively. Over five days, participants will develop a strong foundation in high-level administrative functions while refining their communication, organizational, and interpersonal abilities.

The course focuses on time and priority management, handling confidential information,

managing executive schedules, coordinating meetings and travel, and improving written and verbal communication. It also addresses professional image, stakeholder engagement, problem-solving, and the use of digital tools to enhance productivity. By the end of the course, learners will be prepared to manage demanding executive support roles with professionalism, confidence, and strategic insight, becoming key contributors to organizational success.



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# FUNDAMENTAL OF INDUSTRIAL RELATIONS

**DURATION: 24 HOURS/4 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Fundamentals of Industrial Relations course provides a practical introduction to the key concepts, frameworks, and practices that govern the relationship between employers, employees, and trade unions. Delivered over four days, this course explores the dynamics of workplace relations, focusing on labour laws, conflict resolution, negotiation, and collective bargaining. Participants will gain insight into the roles and responsibilities of various stakeholders, including human resource practitioners,

union representatives, and management, in maintaining productive and legally compliant work environments.

The course also examines grievance handling, dispute resolution mechanisms, and the importance of fostering positive employee relations. By the end of the program, learners will have a solid foundation in industrial relations and be equipped to support fair, respectful, and effective workplace practices.

# PROCUREMENT, TENDERING AND NEGOTIATION SKILLS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Procurement, Tendering and Negotiation Skills course is designed to equip professionals involved in purchasing and supply chain functions with the essential knowledge and practical skills to manage procurement processes effectively. Over five days, participants will explore the full procurement cycle, from identifying needs and drafting specifications to evaluating suppliers, managing tenders, and negotiating contracts.

The course covers principles of ethical and transparent procurement, risk management,

supplier relationship management, and compliance with procurement policies and regulations. A strong emphasis is placed on developing strategic negotiation techniques to achieve value for money, maintain quality, and build sustainable supplier partnerships. By the end of the course, learners will be capable of conducting procurement activities with professionalism, confidence, and a clear understanding of industry best practices.



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## CUSTOMER SERVICE

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Customer Service course is designed to enhance the interpersonal and communication skills essential for delivering exceptional service experiences across all types of organizations. Over five days, participants will explore the principles of customer care, understand customer expectations, and develop the ability to handle diverse service situations with professionalism and empathy. The course covers key areas such as effective communication, active listening, conflict resolution, complaint handling, and creating lasting customer relationships.

Emphasis is placed on attitude, emotional intelligence, and the role of service excellence in building customer loyalty and enhancing brand reputation. By the end of the course, learners will be equipped with practical tools and techniques to consistently deliver high-quality service and contribute positively to customer satisfaction and organizational success.

## DEBT MANAGEMENT AND CREDIT CONTROL

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Debt Management and Credit Control course provides participants with the essential skills and knowledge to effectively manage credit risk and ensure timely debt recovery. Designed for finance, credit, and accounts professionals, this five-day program explores best practices in extending credit, monitoring receivables, and implementing strategies to minimize bad debt. Participants will learn how to assess customer creditworthiness, set credit limits, manage overdue accounts, and use communication techniques for successful debt collection.

The course also covers the legal and ethical considerations surrounding credit control, as well as the use of credit policies and performance indicators to support decision-making. By the end of the course, learners will be equipped to maintain healthy cash flow, reduce financial risk, and strengthen overall credit management practices within their organizations.



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# WAREHOUSING, STORES AND STOCK MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Warehousing, Stores and Stock Management course is designed to provide participants with a comprehensive understanding of how to efficiently manage inventory, storage, and distribution within a warehouse or store environment. Over five days, the course covers key aspects of stock control, warehouse layout and design, inventory classification, storage systems, and material handling. Participants will explore inventory planning techniques, stocktaking procedures, safety and security measures, and the role of technology in warehouse operations.

The course also addresses how effective stock management contributes to overall supply chain efficiency, cost reduction, and customer satisfaction. By the end of the training, learners will be equipped with practical skills to optimize warehouse operations, maintain accurate inventory records, and ensure timely availability of stock.

# BASIC COMPUTER SKILLS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Basic Computer Skills course is designed to equip participants with essential digital skills required in today's technology-driven workplaces. Based on the internationally recognized ICDL (International Computer Driving Licence) framework, this five-day course provides hands-on training in key areas of computer use and digital literacy. Participants will learn how to operate a computer, manage files and folders, and work efficiently with Microsoft Office applications such as Word, Excel, and PowerPoint.

The course also introduces safe internet browsing, email communication, and basic cybersecurity awareness. Ideal for beginners and those looking to build a solid foundation in computer use, this training empowers learners to confidently navigate digital environments and perform common computing tasks with accuracy and efficiency.



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## POWER BI

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Power BI course is designed to equip participants with the skills needed to analyze data and present actionable insights using Microsoft's powerful business intelligence platform. Over the span of five days, participants will learn how to connect to various data sources, clean and transform data, and create interactive dashboards and reports that support data-driven decision-making.

The course covers key features of Power BI including data modeling, DAX formulas, data visualization best practices, and sharing reports within the Power BI service. Through hands-on exercises and real-world scenarios, learners will gain the ability to turn raw data into meaningful visual insights. By the end of the course, participants will be proficient in building dynamic and professional reports that drive business intelligence and performance analysis across departments.

## INTERMEDIATE DATABASE MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Intermediate Database Management course is designed for participants who have a basic understanding of databases and are looking to enhance their skills in managing, designing, and querying relational databases. This five-day course delves deeper into database structures, normalization, indexing, and relational integrity. Participants will work with SQL to create complex queries, join multiple tables, manage transactions, and perform data manipulation with greater efficiency.

The course also introduces data security concepts, user permissions, and backup strategies, ensuring learners are equipped to maintain reliable and secure database environments. By the end of the training, participants will be capable of handling more advanced database tasks and supporting data management needs within business or technical environments.



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# LOGISTICS AND DISTRIBUTIONS MANAGEMENT

**DURATION: 48 HOURS/8 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Logistics and Distribution Management course offers a comprehensive understanding of the systems, strategies, and operations involved in efficiently moving goods from suppliers to end users. Spanning eight days, this course covers the full scope of logistics and distribution processes, including inventory planning, warehouse management, transportation, order fulfillment, and the integration of supply chain networks.

Participants will gain insight into the role of logistics in customer satisfaction and cost control, as well as explore modern technologies and performance metrics used to optimize operations. Emphasis is placed on real-world application through case studies, enabling learners to make informed decisions, manage logistics challenges, and streamline distribution strategies. By the end of the course, participants will be equipped to enhance operational efficiency and contribute to a more agile and responsive supply chain.

# FINANCIAL STATEMENTS PREPERATIONS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Financial Statements Preparation course is designed to provide participants with a solid foundation in compiling accurate and compliant financial reports. Over the course of five days, learners will gain practical knowledge in preparing the key components of financial statements—including the income statement, balance sheet, statement of cash flows, and notes to the accounts—in accordance with recognized accounting standards.

The course covers essential topics such as journal entries, trial balances, adjusting entries, and finalizing year-end reports. Emphasis is placed on understanding the structure, purpose, and interconnectivity of financial statements, as well as ensuring accuracy and transparency in financial reporting. By the end of the course, participants will be able to confidently prepare and interpret financial statements, supporting informed decision-making within their organizations.



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# PUBLIC SECTOR FINANCIAL MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Public Sector Financial Management course is designed to provide professionals working in government and public institutions with the knowledge and tools to manage public funds effectively and transparently. Over five days, participants will explore the principles of budgeting, financial planning, expenditure control, and financial reporting within the public sector framework.

The course examines relevant legal and regulatory requirements, accountability mechanisms, and

the role of internal controls in ensuring compliance and fiscal responsibility. Learners will also gain insights into public procurement processes, donor fund management, and performance-based budgeting. With a focus on practical application, this course enables participants to enhance financial governance, promote transparency, and support strategic decision-making in public financial management.

# CYBER SECURITY AWARENESS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Cyber Security Awareness course is designed to help individuals and organizations understand the growing risks in the digital environment and adopt safe online practices. Over five days, participants will gain essential knowledge on common cyber threats such as phishing, malware, social engineering, and data breaches. The course focuses on practical strategies to recognize and respond to potential threats, secure personal and

organizational data, and follow best practices for password management, email security, and safe internet usage. It also highlights the importance of compliance with cybersecurity policies and legal obligations related to data protection. By the end of the course, learners will be empowered to contribute to a culture of cybersecurity awareness and play an active role in safeguarding digital assets at work and beyond.



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# BEGINNERS TAX CERTIFICATE

**DURATION: 72 HOURS/12 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Beginners Tax Certificate course provides a foundational understanding of taxation principles and practices, tailored for individuals new to the field or looking to build a career in tax compliance and advisory. Delivered over twelve days, this comprehensive program covers key areas such as types of taxes, tax registration, income tax computation, PAYE, VAT, withholding tax, and basic tax planning. Participants will learn how to prepare and file tax returns, interpret tax legislation, and ensure compliance with statutory requirements.

The course also introduces the use of online tax platforms and tools commonly used in practice. With a strong emphasis on practical application, learners will gain the confidence and competence to manage tax-related responsibilities in both personal and professional contexts. By the end of the course, participants will be equipped with the essential skills to support tax functions within an organization or as an entry-level practitioner.



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# LEADERSHIP AND COMMUNICATION

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Leadership and Communication course is designed to develop the essential interpersonal and leadership skills required to inspire teams, drive performance, and foster a positive work culture. Over five days, participants will explore key leadership styles, emotional intelligence, team dynamics, and effective decision-making. A strong emphasis is placed on mastering communication as a leadership tool— whether in one-on-one interactions, team meetings, or public presentations.

Participants will learn how to give and receive feedback, manage conflict, influence others, and communicate with clarity and confidence. Through practical exercises, role plays, and real-life scenarios, learners will build their capacity to lead with purpose, communicate with impact, and cultivate strong professional relationships. By the end of the course, participants will be empowered to lead more effectively and navigate communication challenges with greater ease.

# SUPERVISORY SKILLS MANAGEMENT

**DURATION: 42 HOURS/7 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Supervisory Skills Management course is designed to prepare new and existing supervisors to lead teams effectively, manage performance, and contribute to operational success. Over seven days, participants will gain practical knowledge and tools to navigate the transition from team member to team leader. The course covers key areas such as delegation, time management, team motivation, conflict resolution, and communication in supervisory roles. It also explores performance monitoring, workplace

discipline, and building accountability within teams.

Through interactive sessions, case studies, and role-plays, learners will develop the confidence and competence to manage people, tasks, and workplace dynamics. By the end of the course, participants will be equipped with the essential supervisory skills needed to foster productivity, collaboration, and a positive team environment.



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# CORPORATE GOVERNANCE

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Corporate Governance course provides a comprehensive understanding of the structures, principles, and practices that guide effective governance within organizations. Designed for board members, executives, and senior managers, this five-day course explores the roles and responsibilities of key governance actors, including boards of directors, management, and shareholders. Participants will examine key topics such as board composition, risk management, compliance, ethics, accountability, transparency,

and stakeholder engagement. The course also addresses the regulatory and legal frameworks that support good governance, with reference to both local and international standards. Through case studies and practical discussions, learners will gain insights into strengthening governance frameworks and promoting responsible leadership. By the end of the program, participants will be equipped to support ethical decision-making and drive sustainable organizational performance.

# CONFLICT RESOLUTION

**DURATION: 42 HOURS/7 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Conflict Resolution course is designed to equip individuals with the skills and strategies needed to manage and resolve conflicts effectively in the workplace and beyond. Over five days, participants will explore the nature and causes of conflict, learn how to identify early warning signs, and apply practical techniques to deescalate tension and foster collaborative solutions. The course covers key areas such as negotiation, mediation, active listening, emotional intelligence, and assertive communication. Participants will engage in role-

plays, case studies, and interactive discussions to develop the confidence and competence required to handle difficult conversations and resolve disputes constructively. By the end of the course, learners will be better prepared to turn conflict into an opportunity for growth, strengthen relationships, and contribute to a more positive and productive work environment.



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# TALENT MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Talent Management course is designed to provide HR professionals, managers, and team leaders with the knowledge and tools to attract, develop, and retain top talent within an organization. Over five days, participants will explore the full talent management lifecycle—including workforce planning, talent acquisition, onboarding, performance management, learning and development, succession planning, and employee engagement. The course highlights the strategic role of talent management in

driving organizational success, aligning people strategies with business goals, and building high-performing teams. Through real-world case studies and interactive sessions, learners will gain practical skills in identifying potential, managing diverse talent pools, and fostering a culture of continuous growth and recognition. By the end of the course, participants will be equipped to implement effective talent strategies that enhance organizational capability and support longterm success.

# EMOTIONAL INTELLIGENCE

**DURATION: 18 HOURS/3 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Emotional Intelligence course is designed to help individuals enhance their self-awareness, interpersonal skills, and ability to manage emotions effectively in both personal and professional settings. Delivered over three days, this course explores the five core components of emotional intelligence—self-awareness, self-regulation, motivation, empathy, and social skills—and their impact on communication, leadership, teamwork, and decision-making. Participants will learn practical strategies for managing stress,

resolving conflict, building trust, and creating positive workplace relationships. Through reflective exercises, group discussions, and real-life scenarios, learners will develop a deeper understanding of their emotional patterns and how to navigate complex social dynamics with confidence and composure. By the end of the course, participants will be equipped to lead with empathy, respond thoughtfully under pressure, and contribute to a more emotionally intelligent organizational culture.



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# CUSTOMER CENTRICITY

**DURATION: 18 HOURS/3 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Customer Centricity course is designed to shift mindsets and equip participants with the tools and strategies needed to place the customer at the heart of every business decision. Delivered over three days, this course explores the principles of customer-focused thinking, the importance of understanding customer needs and expectations, and how to create value at every touchpoint.

Participants will examine customer journey mapping, feedback systems, service recovery, and personalization techniques that drive satisfaction and loyalty. The course emphasizes the role of internal culture, leadership, and communication in delivering consistently exceptional customer experiences. By the end of the training, learners will be empowered to foster a customer-centric mindset within their teams and implement strategies that strengthen long-term relationships and improve business outcomes.

# BASIC MANAGEMENT PRINCIPLES

**DURATION: 18 HOURS/3 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Basic Management Principles course is designed to introduce aspiring and newly appointed managers to the core functions and responsibilities of effective management. Over five days, participants will gain a foundational understanding of key management concepts, including planning, organizing, leading, and controlling. The course explores topics such as goal setting, team leadership, time management, communication, delegation, and performance monitoring.

Participants will also learn how to adapt their leadership style, motivate employees, and make informed decisions in a dynamic workplace environment. With a practical, hands-on approach, this course equips learners with the tools and confidence needed to manage people and resources efficiently, laying the groundwork for future leadership success.



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# STRATEGIC PLANNING

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Strategic Planning course is designed to equip participants with the knowledge and skills necessary to develop and implement effective long-term strategies for their organizations. Over five days, learners will explore the essential components of strategic planning, including setting clear goals, analyzing the business environment, identifying competitive advantages, and aligning resources to achieve organizational objectives.

The course covers strategic tools such as SWOT analysis, PESTLE analysis, and Porter's Five Forces, and emphasizes the importance of monitoring and evaluating progress. Participants will also learn how to adapt strategies in response to changing market conditions and organizational needs. Through practical exercises and case studies, learners will develop the ability to think strategically, make data-driven decisions, and lead their organizations toward sustained success.

# PUBLIC SPEAKING AND MEDIA RELATIONS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Public Speaking and Media Relations course is designed to enhance participants' communication skills, both in front of an audience and when engaging with the media. Over five days, learners will gain the tools and techniques necessary to deliver impactful speeches, presentations, and media interviews with confidence. The course covers key elements of public speaking, including voice modulation, body language, storytelling, and audience engagement. In addition, participants will learn

the fundamentals of media relations, including how to craft effective press releases, manage media interviews, handle difficult questions, and build positive media relationships. Practical exercises, role-playing, and media simulation sessions will allow learners to refine their skills in a safe, supportive environment. By the end of the course, participants will be equipped to communicate persuasively, manage media interactions with ease, and handle public speaking opportunities effectively.



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# HUMAN RESOURCES FUNDAMENTALS

**DURATION: 24 HOURS/4 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Human Resources Fundamentals course is designed to provide individuals new to HR, or those seeking a refresher, with a comprehensive understanding of key HR practices and principles. Over four days, participants will explore essential HR functions, including recruitment, employee relations, performance management, compensation, and compliance with labor laws. The course also covers topics such as onboarding, training, and HR metrics.

Through practical exercises and case studies, learners will develop the skills needed to support HR initiatives, manage employee relations effectively, and contribute to building a positive organizational culture. By the end of the course, participants will be equipped with a solid foundation in HR practices, allowing them to confidently support HR operations within their organizations.

# LEADERSHIP DEVELOPMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Leadership Development course is designed to help aspiring and current leaders enhance their leadership skills and transform their approach to managing teams. Over five days, participants will explore key leadership principles, including effective decision-making, strategic thinking, motivating teams, and leading through change. The course emphasizes the development of emotional intelligence, conflict resolution, and building a high-performance culture.

Through a combination of case studies, group discussions, and practical exercises, participants will identify their leadership strengths and areas for improvement, as well as learn how to adapt their leadership style to different situations. By the end of the course, learners will be equipped with the tools and confidence to lead effectively, inspire their teams, and drive organizational success.



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# STRATEGIC MANAGEMENT PRINCIPLES

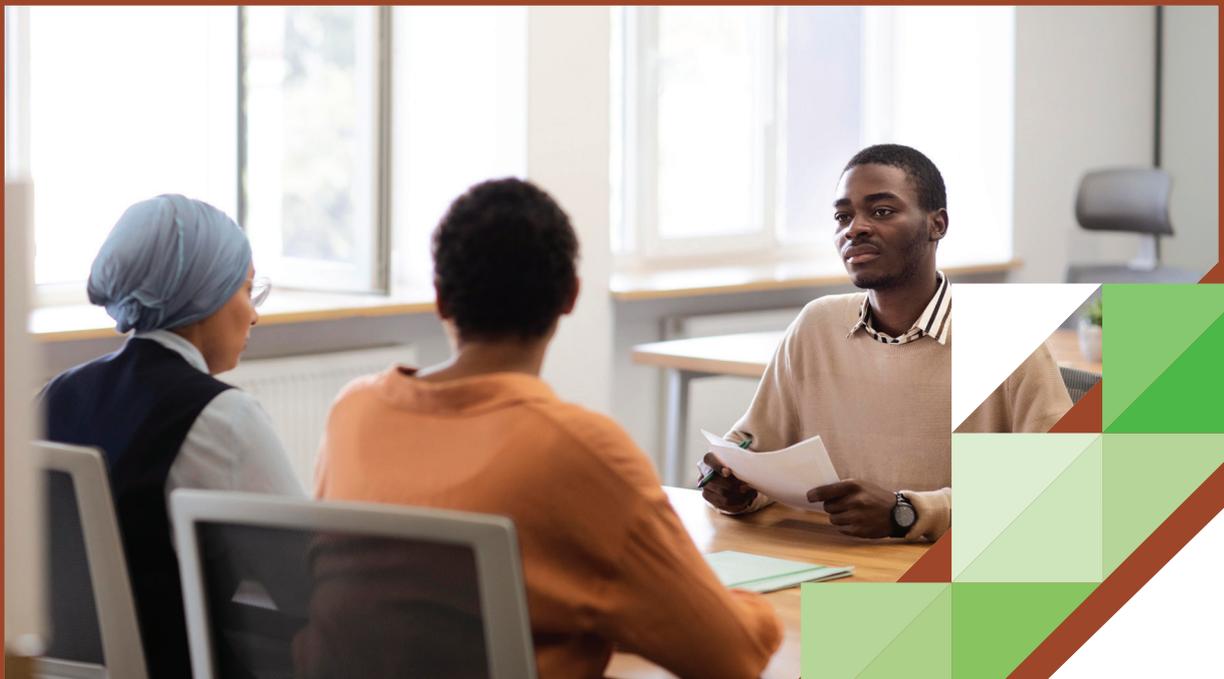
**DURATION: 18 HOURS/3 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Strategic Management Principles course is designed to introduce participants to the essential concepts and tools needed for developing and implementing successful business strategies. Over three days, learners will explore the key components of strategic management, including vision and mission development, environmental analysis, competitive advantage, and strategic planning processes. The course also covers frameworks such as SWOT analysis, PESTLE analysis, and Porter's Five Forces to help

participants make informed decisions and drive business growth. Through practical exercises and case studies, learners will develop critical thinking and problem-solving skills to navigate strategic challenges and align organizational resources to achieve long-term goals. By the end of the course, participants will be equipped with a solid foundation in strategic management that can be applied to real-world business scenarios.



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# MONITORING AND EVALUATION

**DURATION: 42 HOURS/7 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Monitoring and Evaluation (M&E) course is designed to equip participants with the knowledge and practical tools needed to design, implement, and manage effective M&E systems for projects and programs. Over seven days, learners will explore key concepts such as results-based management, theory of change, logical frameworks, indicators, data collection methods, and reporting. The course emphasizes the role of M&E in enhancing accountability, learning, and performance improvement.

Participants will gain hands-on experience in developing M&E plans, designing data collection tools, analyzing data, and using findings to inform decisionmaking. By the end of the course, learners will be able to apply M&E principles to improve project outcomes, demonstrate impact, and support organizational learning and development.

# FIRST AID LEVEL 1

**DURATION: 2 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

First Aid Level 1 is an introductory course designed to provide participants with fundamental lifesaving skills for responding to common medical emergencies. This two-day training covers essential topics such as scene safety, emergency scene management, CPR (Cardiopulmonary Resuscitation), bleeding control, treatment of burns, fractures, and shock.

Participants will also learn how to respond to choking incidents and manage minor injuries. Practical simulations and hands-on exercises ensure learners gain confidence in providing immediate assistance until professional medical help arrives. This course is ideal for individuals in the workplace, schools, or community settings who require a basic understanding of first aid principles.



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## FIRST AID LEVEL 2

**DURATION: 2 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

First Aid Level 2 builds on the foundational knowledge from Level 1 and is aimed at those who need a more comprehensive understanding of emergency response. This course introduces advanced first aid techniques and expands on managing medical, trauma, and environmental emergencies. Topics include spinal injuries, head injuries, chest injuries, fainting, diabetic emergencies, seizures, and poisonings. Participants will also develop enhanced CPR and rescue breathing skills.

Through detailed scenarios and practical training, learners will be prepared to handle more serious incidents in a variety of environments, including higher-risk workplaces or active public spaces.

## FIRST AID LEVEL 3

**DURATION: 2 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

First Aid Level 3 is an advanced course designed for individuals who may be required to take a lead role in emergency response situations. This course includes all Level 1 and 2 competencies and further covers complex emergencies, such as multiple casualty incidents, triage, rescue techniques, and long-term patient care while waiting for emergency services.

Participants will receive intensive training in workplace risk assessment, emergency planning, and legal responsibilities related to first aid. This level is ideal for safety officers, team leaders, and individuals working in high-risk environments. By the end of the course, learners will be fully equipped to act decisively and efficiently in critical situations.



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## SHE REP FUNCTIONS

**DURATION: 12 HOURS/ 2 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The SHE (Safety, Health, and Environmental) Representative Functions course is designed to equip appointed SHE Reps with the knowledge and skills needed to effectively fulfill their legal and operational responsibilities in the workplace. Delivered over two days, this course covers key aspects such as the role and duties of a SHE Rep, workplace inspections, incident reporting, hazard identification, and participation in health and safety committees.

Participants will also gain a clear understanding of relevant legislation and compliance requirements, including the Occupational Health and Safety Act. Through practical discussions and case-based learning, participants will be empowered to promote a culture of safety, support proactive risk management, and contribute to a safer, healthier work environment.

## SHE REPRESENTATIVE

**DURATION: 18 HOURS/ 3 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The SHE Representative course is a comprehensive training program aimed at individuals who are formally appointed as Safety, Health, and Environmental Representatives within their organizations. Delivered over three days, this course provides a deeper understanding of occupational health and safety principles, legal frameworks, and the critical role of SHE Reps in promoting workplace safety. Participants will learn how to conduct effective hazard identification and risk assessments, carry out

workplace inspections, report and investigate incidents, and participate meaningfully in safety committee meetings. The course also includes an overview of relevant legislation, including the Occupational Health and Safety Act, and equips learners with the skills to influence a culture of safety and compliance. By the end of the course, participants will be fully prepared to represent workers' health and safety interests and support the organization's SHE objectives effectively.



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# PRELIMINARY INCIDENT INVESTIGATION

**DURATION: 12 HOURS/ 2 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Preliminary Incident Investigation course is a focused training program designed for individuals responsible for responding to and investigating workplace incidents. This course provides participants with a practical understanding of the steps involved in conducting a preliminary investigation following an incident. Learners will be guided through essential processes such as securing the scene, gathering evidence, interviewing witnesses, and identifying both immediate and root causes of incidents.

The course emphasizes accurate documentation and effective reporting, empowering participants to recommend corrective actions that prevent recurrence. In addition, the program highlights the importance of legal compliance and organizational protocols in incident handling. By the end of the course, participants will be equipped with the foundational skills and confidence to carry out preliminary investigations and contribute to a safer, more accountable work environment.

# INCIDENT INVESTIGATION LEVEL 2

**DURATION: 18 HOURS/ 3 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Incident Investigation Level 2 course is an advanced training program designed for individuals who have foundational knowledge of incident investigations and are ready to take their skills to the next level. This course builds on preliminary investigation techniques and focuses on more complex incidents, in-depth root cause analysis, and systemic contributing factors. Participants will explore advanced tools such as fault tree analysis, event and causal factor charting, and learn how to manage multi-

disciplinary investigation teams. The course also emphasizes legal compliance, effective interviewing strategies, and the preparation of professional, high-quality investigation reports. By the end of the training, learners will be equipped to lead or support comprehensive investigations, contribute to organizational learning, and drive improvements in workplace safety and risk management.



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## INCIDENT INVESTIGATION LEVEL 3

**DURATION: 18 HOURS/ 3 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Incident Investigation Level 3 course is an expert-level training designed for seasoned professionals responsible for managing complex or organization-wide investigations. Building on advanced techniques from Level 2, this course focuses on strategic incident analysis using methodologies such as Bowtie Analysis, Human and Organizational Performance (HOP), and Systems Thinking.

Participants will learn to handle high-stakes and sensitive investigations, assess organizational culture, manage legal and ethical complexities, and effectively communicate findings to executive leadership. By the end of the course, learners will be equipped to lead transformative investigations that enhance safety governance and drive lasting organizational improvement.

## ENVIRONMENTAL AWARENESS

**DURATION: 6 HOURS/ 1 DAY**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Environmental Awareness course is designed to equip participants with a comprehensive understanding of key environmental issues and their impact on businesses, communities, and ecosystems. Learners will explore topics such as pollution, climate change, waste management, environmental legislation, and sustainable practices. The course emphasizes the importance of environmental responsibility in the workplace and introduces practical strategies for minimizing environmental impact.

By the end of the training, participants will be empowered to contribute to environmental sustainability initiatives and support their organizations in meeting environmental compliance and corporate social responsibility goals.



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## OSH AWARENESS

**DURATION: 30 HOURS/ 5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The OSH Awareness course is a foundational program aimed at promoting a strong safety culture within the workplace by equipping participants with essential knowledge of occupational safety and health principles. Over five days, learners will explore key topics including hazard identification, risk assessment, workplace safety standards, emergency preparedness, and relevant OSH legislation. The course also highlights the roles and responsibilities of both employers and employees in maintaining a safe working environment.

By the end of the training, participants will have the skills and awareness needed to actively support health and safety initiatives and contribute to the prevention of workplace incidents and injuries.

## EMERGENCY EVACUATION PROCEDURES

**DURATION: 12 HOURS/ 2 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Emergency Evacuation Procedures course is designed to prepare participants to respond effectively and safely during emergency situations that require evacuation.

Delivered over two days, the course covers key elements such as emergency preparedness, evacuation planning, roles and responsibilities during an evacuation, communication protocols, and safe assembly procedures.

Participants will engage in practical exercises and simulations to build confidence in handling real-life scenarios such as fires, chemical spills, or natural disasters. By the end of the training, learners will be equipped with the knowledge and skills necessary to assist in executing orderly and efficient evacuations, helping to safeguard lives and reduce risks in the workplace.



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## HYGIENE AND CLEANING

**DURATION: 12 HOURS/ 2 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Hygiene and Cleaning course is a practical, hands-on training designed to equip participants with essential knowledge and skills for maintaining cleanliness and hygiene in various environments. Over two days, the course covers topics such as proper cleaning techniques, use of cleaning agents, infection control, waste disposal, personal hygiene, and health and safety standards. Participants will learn how to uphold hygiene protocols that prevent the spread of diseases and contribute to a healthy and safe environment.

By the end of the training, learners will be confident in applying industry-recommended cleaning practices in workplaces such as offices, healthcare facilities, schools, and hospitality settings.

## WASTE MANAGEMENT

**DURATION: 18 HOURS/ 3 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Waste Management course is designed to equip participants with the knowledge and skills needed to manage waste effectively and sustainably in various environments. Over three days, the course explores key concepts such as types and sources of waste, waste segregation, recycling and disposal methods, environmental regulations, and the impact of poor waste management on health and the environment.

Participants will also learn best practices for developing and implementing waste management plans within their organizations. By the end of the training, learners will be capable of promoting environmentally responsible waste practices that contribute to cleaner, safer, and more sustainable communities.



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# ETHICAL USE OF TECHNOLOGY IN GOVERNANCE

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Ethical Use of Technology in Governance course is designed to provide participants with essential knowledge and practical skills to ensure responsible and transparent integration of technology in public administration. Delivered over five days, the course covers critical areas such as data privacy, cybersecurity, digital rights, algorithmic fairness, and ethical considerations in the use of artificial intelligence.

Participants will also gain insights into the risks of digital exclusion, misuse of data, and best practices for promoting accountability in tech-enabled governance. By the end of the training, learners will be well-equipped to advocate for ethical digital systems that enhance transparency, efficiency, and trust in governance.

# ONLINE POLICY ADVOCACY AND CAMPAIGNING

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Online Policy Advocacy and Campaigning course is designed to equip participants with essential digital communication tools and strategies for influencing public policy. Delivered over five days, the course covers key areas such as digital storytelling, social media engagement, online mobilization, targeted messaging, and measuring campaign impact.

Participants will also explore ethical considerations in online advocacy and how to build inclusive, persuasive campaigns that resonate with diverse audiences. By the end of the training, learners will be ready to launch and manage impactful digital campaigns that contribute to social and policy change.



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# PERFORMANCE BASED MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Performance-Based Management course is designed to build participants' capacity to implement results-driven strategies in public and private sector organizations. Delivered over five days, the course covers essential concepts including goal setting, key performance indicators (KPIs), performance appraisal systems, results-based budgeting, and data-informed decision-making. Participants will also explore techniques for aligning individual performance with institutional objectives.

By the end of the training, learners will be equipped to foster accountability, improve efficiency, and drive continuous improvement through performance-based approaches.

# PERSONAL FINANCE MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Personal Finance Management course is designed to equip participants with practical financial skills for managing their income, savings, and expenses responsibly. Delivered over five days, the course covers essential areas such as budgeting, debt management, investment planning, retirement preparation, and financial goal setting. Participants will also explore strategies for building financial resilience and avoiding common money traps.

By the end of the training, learners will be empowered to make informed financial decisions and cultivate long-term financial well-being.



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# PRINCIPLES OF PATRIOTISM AND MONARCHIAL DEMOCRACY

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Principles of Patriotism and Monarchical Democracy course is designed to deepen participants' understanding of national identity, loyalty, and the unique structure of monarchical democracy. Delivered over five days, the course covers foundational topics such as civic duty, national values, the historical evolution of monarchy, and its role in modern governance. Participants will also engage in discussions about unity, sovereignty, and responsible citizenship.

By the end of the training, learners will be well-equipped to promote patriotic values and actively participate in preserving national heritage and governance traditions.

# TEACHING SKILLS FOR STUDENTS WITH DISABILITIES

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Teaching Skills for Students with Disabilities course is designed to prepare educators and facilitators with inclusive teaching methods tailored to diverse learning needs. Delivered over five days, the course covers key topics such as differentiated instruction, assistive technologies, inclusive classroom environments, and legal frameworks supporting students with disabilities.

Participants will also explore strategies for effective communication and learner support. By the end of the training, learners will be equipped to foster inclusive education settings that promote equity, participation, and success for all students.



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# ADVANCED LEADERSHIP MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Advanced Leadership Management course is designed to enhance the strategic leadership skills of individuals in senior or aspiring management roles. Delivered over five days, the course covers critical areas such as visionary leadership, strategic planning, change management, emotional intelligence, and ethical decision-making.

Participants will engage in case studies and simulations to refine their leadership approach. By the end of the training, learners will be equipped to lead effectively, inspire teams, and drive organizational success in dynamic environments.

# COMPARATIVE POLICIES

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Comparative Policies course is designed to provide participants with analytical tools to evaluate and compare public policies across different countries and systems.

Delivered over five days, the course explores policy design, implementation, and outcomes in various sectors such as health, education, and governance.

Participants will examine global case studies to identify best practices and contextual differences. By the end of the training, learners will be capable of drawing policy insights and adapting successful models to their local contexts.



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# DEMOCRATIC INSTITUTIONS AND PROCESSES

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Democratic Institutions and Processes course is designed to offer participants a comprehensive understanding of democratic governance and its operational frameworks. Delivered over five days, the course covers key components such as the separation of powers, electoral systems, checks and balances, and the roles of various democratic institutions.

Participants will also examine the principles of transparency, participation, and accountability. By the end of the training, learners will be well-equipped to support and strengthen democratic structures within their institutions or communities.

# ETHICS IN GOVERNANCE

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Ethics in Governance course is designed to instill strong moral principles and ethical decision-making in public and institutional leadership. Delivered over five days, the course covers essential topics including integrity, transparency, conflict of interest, public accountability, and ethical leadership.

Participants will analyze realworld scenarios and dilemmas to apply ethical reasoning. By the end of the training, learners will be equipped to promote ethical governance practices that build public trust and foster good leadership.



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# FUNDAMENTALS OF GOVERNANCE

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Fundamentals of Governance course is designed to provide a foundational understanding of how institutions, policies, and leadership shape societies. Delivered over five days, the course covers the core principles of governance, institutional roles, rule of law, citizen participation, and public accountability. Participants will explore the elements that contribute to effective, inclusive, and responsive governance systems.

By the end of the training, learners will be equipped with the knowledge to engage in and support sound governance practices in their communities or workplaces.

# GRASSROOTS MOVEMENTS AND POLITICAL CHANGES

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Grassroots Movements and Political Changes course is designed to examine the role of local-level activism in shaping political landscapes and driving social reform. Delivered over five days, the course explores topics such as citizen mobilization, advocacy strategies, community leadership, and historical movements that led to systemic change. Participants will also analyze how grassroots initiatives influence policy-making and democratic transitions.

By the end of the training, learners will be prepared to support or lead community-based movements that advocate for political and social transformation.



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# POLICY DEVELOPMENT AND GOVERNANCE

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Policy Development and Governance course is designed to equip participants with practical skills for designing, analyzing, and implementing effective public policies. Delivered over five days, the course covers stages of the policy cycle, stakeholder consultation, evidence-based planning, and impact assessment. Participants will also learn how governance frameworks influence policy outcomes.

By the end of the training, learners will be capable of contributing to policy formulation processes that are inclusive, strategic, and aligned with governance goals.

# POLITICAL COMMUNICATION AND DEMOCRACY

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Political Communication and Democracy course is designed to explore the dynamic interaction between media, political actors, and the public in shaping democratic discourse. Delivered over five days, the course covers strategic communication, media literacy, campaign messaging, public opinion, and digital influence. Participants will examine how communication can support democratic values and citizen engagement.

By the end of the training, learners will be able to craft compelling messages that promote transparency, dialogue, and informed participation in democratic processes.



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# LEADERSHIP IN GOVERNANCE

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Leadership in Governance course is designed to strengthen leadership capabilities within the context of public service and institutional development. Delivered over five days, the course covers leadership theories, governance structures, decision-making, stakeholder engagement, and accountability mechanisms. Participants will reflect on the qualities of transformational leadership and its role in advancing good governance.

By the end of the training, learners will be equipped to lead with integrity, vision, and impact in governance settings.

# INTERNATIONAL RELATIONS AND GLOBAL GOVERNANCE

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The International Relations and Global Governance course is designed to provide participants with a broad understanding of global political systems, diplomacy, and international cooperation. Delivered over five days, the course explores topics such as foreign policy, multilateral organizations, international law, and global development agendas. Participants will analyze current international issues and their implications for national governance.

By the end of the training, learners will be prepared to engage with global governance mechanisms and navigate the complexities of international relations.



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# ROLES OF NGOS IN DEMOCRACY

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Roles of NGOs in Democracy course is designed to examine the vital contributions of non-governmental organizations in supporting democratic governance and social accountability. Delivered over five days, the course covers key areas such as civic education, policy advocacy, watchdog functions, service delivery, and partnership with government institutions.

Participants will also explore challenges and strategies for maintaining NGO independence and credibility. By the end of the training, learners will understand how NGOs serve as catalysts for democratic development and citizen participation.

# ACCOUNTABILITY

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Accountability course is designed to cultivate a culture of responsibility and transparency in educational and organizational environments. Delivered over five days, the course covers core concepts such as ethical decision-making, performance tracking, reporting structures, and the role of leadership in fostering accountability. Participants will explore frameworks for holding individuals and teams responsible for outcomes while maintaining a supportive and growth-oriented workplace.

By the end of the training, learners will be equipped to implement accountability systems that promote trust, integrity, and improved performance.



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# CONFLICT RESOLUTION

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Conflict Resolution course equips participants with practical strategies to manage and resolve interpersonal and organizational disputes effectively. Delivered over five days, the course addresses conflict styles, communication techniques, negotiation skills, and mediation processes. Participants will engage in real-life simulations and case studies to practice resolving tensions constructively.

By the end of the training, learners will be prepared to foster a harmonious work environment, enhance collaboration, and minimize disruptions caused by unresolved conflicts.

# MANAGING PEOPLE WITH DIFFICULT PERSONALITIES

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Managing People with Difficult Personalities course is tailored to help professionals navigate challenging workplace dynamics. Delivered over five days, the course explores common difficult behaviors, their root causes, and effective responses that maintain professionalism and productivity. Participants will gain skills in empathy, assertive communication, boundary setting, and emotional intelligence.

By the end of the training, learners will be confident in managing challenging personalities while preserving team cohesion and morale.



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# MANAGING TEACHING AND LEARNING

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Managing Teaching and Learning course is designed for education leaders who oversee curriculum delivery and instructional quality. Delivered over five days, the course covers instructional leadership, classroom observation techniques, performance monitoring, and supporting teacher development. Participants will also explore strategies for fostering a collaborative learning culture.

By the end of the training, learners will be equipped to lead improvements in teaching and learning outcomes across their institutions.

# PERFORMANCE EVALUATION

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Performance Evaluation course is designed to strengthen participants' ability to assess and enhance staff performance effectively. Delivered over five days, the course focuses on evaluation methods, feedback delivery, goal setting, and development planning. Participants will learn how to conduct fair, evidence-based assessments that drive professional growth.

By the end of the training, learners will be capable of fostering a performance-driven culture that supports continuous improvement and accountability.



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## TEACHING METHODS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Teaching Methods course provides educators with a wide array of instructional strategies to engage diverse learners. Delivered over five days, the course includes lectures, group work, blended learning, active learning techniques, and differentiated instruction. Participants will evaluate and apply various teaching styles suited to different content areas and learner needs.

By the end of the training, learners will be able to deliver impactful lessons that foster understanding, participation, and retention.

## CONTINUOUS PROFESSIONAL IMPROVEMENT PLAN

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Continuous Professional Improvement Plan course empowers professionals to take charge of their career development through strategic planning and selfassessment. Delivered over five days, the course covers goal setting, reflective practice, skills auditing, and personal development frameworks. Participants will design actionable professional growth plans aligned with institutional objectives.

By the end of the training, learners will be equipped with tools to enhance their competencies and maintain relevance in a dynamic work environment.



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# GLOBALIZATION AND MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Globalization and Management course explores the impact of global trends on organizational strategy, leadership, and human capital management. Delivered over five days, the course examines globalization drivers, cross-cultural communication, global competitiveness, and international policy influences. Participants will analyze global case studies to develop adaptive management practices.

By the end of the training, learners will be equipped to lead effectively in a globalized and interconnected world.

# MONEY MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Money Management course provides practical knowledge on handling personal and institutional finances responsibly. Delivered over five days, the course covers budgeting, saving, investing, financial planning, and managing debt. Participants will explore tools for tracking income and expenses and learn to make sound financial decisions.

By the end of the training, learners will be empowered to manage resources wisely and promote financial literacy within their professional and personal lives.



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## MENTORING

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Mentoring course is designed to build the capacity of professionals to guide, support, and develop others through structured mentorship. Delivered over five days, the course covers mentoring principles, relationship building, goal alignment, and feedback techniques.

Participants will learn how to foster a growth mindset, provide constructive guidance, and contribute to long-term professional development. By the end of the training, learners will be equipped to serve as impactful mentors in their institutions or organizations.

## PROCUREMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Procurement course equips participants with the skills and knowledge required to manage procurement processes effectively and ethically. Delivered over five days, the course covers procurement planning, supplier selection, contract management, and compliance with procurement laws and policies.

Participants will also explore cost control and value-for-money principles. By the end of the training, learners will be well-prepared to handle procurement tasks that support organizational efficiency and integrity.



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# INFORMATION TECHNOLOGY AND AI

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Information Technology and AI course introduces participants to emerging technologies and their applications in modern work environments. Delivered over five days, the course explores artificial intelligence, data analytics, automation, cybersecurity, and digital transformation strategies.

Participants will engage with current tools and platforms that enhance productivity and decision-making. By the end of the training, learners will understand how to leverage IT and AI to drive innovation and efficiency in their respective fields.

# STRESS MANAGEMENT

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Stress Management course provides participants with tools to recognize, understand, and manage stress in personal and professional settings. Delivered over five days, the course covers stress triggers, coping mechanisms, time management, and wellness strategies. Participants will also explore techniques such as mindfulness, breathing exercises, and work-life balance approaches.

By the end of the training, learners will be equipped to maintain resilience and mental well-being in demanding environments.



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# MANAGING HUMAN RESOURCES

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Managing Human Resources course offers a comprehensive overview of HR functions crucial for effective workforce management. Delivered over five days, the course covers recruitment, performance management, employee relations, training and development, and compliance with labor laws. Participants will gain practical insights into building high-performing teams and nurturing a positive work culture.

By the end of the training, learners will be prepared to support strategic HR practices that align with institutional goals.

# EDUCATIONAL LAW

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Educational Law course introduces participants to key legal frameworks and policies governing the education sector. Delivered over five days, the course covers student rights, educator responsibilities, school governance, and legal compliance in academic institutions. Participants will examine real-life cases and relevant legislation to understand the implications of legal decisions on educational practices.

By the end of the training, learners will be better prepared to operate within legal boundaries while advocating for justice and equity in education.



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# MANAGING PEOPLE

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Managing People course empowers participants to lead and support diverse teams effectively. Delivered over five days, the course focuses on leadership styles, team dynamics, communication, motivation, and conflict management. Participants will engage in role-plays and practical exercises to develop emotional intelligence and people-centered management approaches.

By the end of the training, learners will be capable of creating inclusive, collaborative, and high-performance work environments.

# EDUCATIONAL LAW

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Handling Grievances course is designed to equip leaders and HR practitioners with the skills to manage workplace complaints fairly and constructively. Delivered over five days, the course covers grievance procedures, conflict resolution, legal considerations, and effective communication. Participants will learn to address grievances with sensitivity while upholding organizational policies.

By the end of the training, learners will be prepared to foster a culture of fairness, trust, and proactive problem-solving.



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## MONITORING STAFF

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Monitoring Staff course focuses on performance tracking and supportive supervision techniques for ensuring accountability and growth. Delivered over five days, the course covers setting expectations, using observation tools, collecting feedback, and analyzing staff performance data. Participants will also explore mentoring approaches to staff development.

By the end of the training, learners will be equipped to monitor staff effectively while promoting continuous improvement and team cohesion.

## DUTIES OF SCHOOL MANAGERS AND HODS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

### OVERVIEW

The Duties of School Managers and HODs course prepares education leaders to execute their responsibilities effectively in line with institutional goals. Delivered over five days, the course covers strategic planning, instructional leadership, staff supervision, school administration, and stakeholder engagement. Participants will gain practical tools for enhancing school performance and supporting teaching staff.

By the end of the training, learners will be confident in managing their roles with purpose, efficiency, and vision.



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# PLANNING FOR MOTIVATION

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Planning for Motivation course equips participants with techniques to inspire and energize teams through strategic planning. Delivered over five days, the course covers motivational theories, leadership approaches, goal setting, recognition strategies, and engagement techniques. Participants will develop plans to create a positive, purpose-driven work environment.

By the end of the training, learners will be capable of designing motivation systems that boost morale and productivity.

# DUTIES OF SCHOOL MANAGERS AND HODS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Handling Grievances course is designed to equip leaders and HR practitioners with the skills to manage workplace complaints fairly and constructively. Delivered over five days, the course covers grievance procedures, conflict resolution, legal considerations, and effective communication. Participants will learn to address grievances with sensitivity while upholding organizational policies.

By the end of the training, learners will be prepared to foster a culture of fairness, trust, and proactive problem-solving.



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# CONDUCTING MODERATION OF OUTCOME-BASED ASSESMENTS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Conducting Moderation of Outcome-Based Assessments course equips education and training practitioners with the skills necessary to ensure the quality and consistency of assessments. Delivered over five days, the course covers moderation principles, tools and techniques, planning moderation activities, and evaluating the outcomes of assessments. Participants will engage in practical activities including sampling evidence, standardizing judgments, and providing feedback to assessors.

By the end of the training, learners will be competent to conduct or oversee moderation processes that align with quality assurance standards and support fair, valid, and reliable assessments.

# DESIGNING OUTCOME-BASED LEARNING PROGRAMS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Designing Outcome-Based Learning Programs course focuses on the creation of structured educational programs that align with clearly defined outcomes. Delivered over five days, the course explores curriculum development, outcome mapping, learner profiling, and the integration of assessment criteria into program design. Participants will develop skills in aligning learning outcomes with teaching strategies and industry expectations.

By the end of the training, learners will be capable of designing robust, outcome-focused learning programs that promote learner achievement and meet institutional or sectoral goals.



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# DESIGN AND DEVELOP OUTCOME-BASED ASSESSMENTS

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Design and Develop Outcome-Based Assessments course is tailored for educators and trainers who are involved in creating assessments aligned with specific learning outcomes. Delivered over five days, the course covers assessment planning, task design, development of assessment instruments, and alignment with unit standards or competency frameworks. Participants will learn to ensure fairness, validity, and reliability in their assessments.

By the end of the training, learners will be equipped to design and develop outcome-based assessment tools that accurately measure learner performance against desired competencies.

# CERTIFIED ARTIFICIAL INTELLIGENCE PROFESSIONAL (CAIP)

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The Certified Artificial Intelligence Professional (CAIP) course is designed to provide participants with a strong foundation in artificial intelligence concepts, techniques, and applications across various sectors. Delivered over five days, the course covers machine learning fundamentals, AI frameworks, neural networks, and ethical considerations in AI deployment. Participants will also explore real-world AI solutions, governance mechanisms, and risk management strategies.

By the end of the training, learners will be well-equipped to contribute to AI-driven innovation, align AI initiatives with organizational goals, and support compliance with international standards.



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# ISO 37001 LEAD AUDITOR

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The ISO 37001 Lead Auditor course equips professionals with the skills and knowledge required to audit anti-bribery management systems in accordance with ISO 37001. Delivered over five days, the course covers auditing principles, compliance requirements, audit planning, execution, reporting, and follow-up. Participants will also gain practical experience through case studies and exercises aligned with ISO 19011 guidelines.

By the end of the training, learners will be able to lead internal or external audits and support organizations in preventing, detecting, and addressing bribery risks effectively.

# ISO 37001 LEAD IMPLEMENTER

**DURATION: 30 HOURS/5 DAYS**

**MODE OF DELIVERY: FACE TO FACE**

## OVERVIEW

The ISO 37001 Lead Implementer course prepares participants to establish, implement, manage, and maintain an anti-bribery management system based on ISO 37001. Delivered over five days, the course includes risk assessment, policy development, due diligence procedures, internal controls, and corrective actions. Participants will also explore strategies to align the anti-bribery framework with the organization's structure and culture.

By the end of the training, learners will be able to lead the implementation process and contribute to building a transparent, ethical, and compliant business environment.



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## CONTACTS

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